



सत्यमेव जयते

न्यायालय मुख्य आयुक्त

COURT OF CHIEF COMMISSIONER FOR PERSONS WITH DISABILITIES (DIVYANGJAN)

दिव्यांगजन सशक्तिकरण विभाग / Department of Empowerment of Persons with Disabilities (Divyangjan)

सामाजिक न्याय और अधिकारिता मंत्रालय / Ministry of Social Justice and Empowerment

भारत सरकार/ Government of India

Case No. CCPD/15320/1103/24

Dated: 04/04/2026

In the matter of:

Shri Golam Rabbani

... Complainant

Versus

The Secretary, Railway Board & Ors.

... Respondents

1. Gist of the Complaint

1.1 Shri Golam Rabbani, a person with 50% locomotor disability, filed a complaint dated 17.04.2024 regarding non-issuance of Railway Concession Certificate. The Complainant submitted that despite applying in April 2023 and submitting all required documents, the concession certificate had not been issued for over one year, with no communication from the Respondents, causing hardship and inconvenience.

2. Notice Issued to the Respondents

2.1 A notice dated 14.05.2024 was issued under Sections 75 and 77 of the Rights of Persons with Disabilities Act, 2016, directing the Respondents to submit comments within 30 days. The Respondents were advised to ensure compliance with the provisions of the Act, including Sections 3, 21 and 23, and other applicable statutory provisions and Government instructions.

2.2 A reminder dated 29.01.2025 was issued for non-submission of reply within the stipulated time, with reference to consequences under Sections 76, 77 and 93 of the Act.

3. Proceedings in the Matter

3.1 No response was received from the Respondents despite issuance of notice and reminder, except a communication dated 03.12.2024 from Railway Lumping Division, which did not pertain to the Complainant's case.

3.2 The Complainant, in rejoinder dated 28.08.2025, submitted that the reply furnished by the Respondent related to another [REDACTED] and not to his grievance.

5वीं मंजिल, एनआईएसडी भवन, प्लॉट न०. जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष: 011-20892364, 20892275
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(पया भविष्य मे पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखें)

(Please quote the above file/case number in future correspondence)



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3.3 Accordingly, a notice for a hearing was issued, scheduling a virtual **hearing on 06.01.2026.**

3.4 Subsequently, the Complainant, vide email dated 06.01.2026, informed this Court that he has received the Disability Concession Card and requested closure of the case, stating that he would not be attending the hearing.

4. Observations & Recommendations

4.1 The Court notes that the present matter pertains to the entitlement of a person with a benchmark disability to statutory benefits, namely, Railway concession facilities, which are required to be ensured in accordance with Sections 3 and 41 of the Rights of Persons with Disabilities Act, 2016, mandating equality, non-discrimination and reasonable accommodation. The Court observes that failure to process applications and absence of timely communication, coupled with non-response to statutory notices issued under Sections 75 and 77 of the Act, reflects a lack of due diligence and is not in consonance with the obligations of public authorities under the Act.

4.2 In view of the above, and considering that the grievance has been redressed and acknowledged as such by the Complainant, the case is disposed of with the approval of the Chief Commissioner for Persons with Disabilities.

Yours faithfully,

**(Praveen Prakash Ambashta)
Dy. Chief Commissioner**

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