



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/15239/1103/24

Dated: 04/04/2026

In the matter of:

Shri Sanyam Saini

...Complainant

Versus

The Secretary, Railway Board

... Respondent

1. Gist of the Complaint

1.1 Shri Sanyam Saini, a person with 74% multiple disabilities, including deaf-blindness, filed a complaint dated 03.03.2024 regarding the denial of issuance of the Railway Divyangjan Card. The Complainant submitted that his application for issuance of the Divyangjan Card was rejected on technical grounds, namely for not adhering to the prescribed application format, despite holding a valid disability certificate. He further submitted that upon reapplication, no response was received from the Respondent. The Complainant sought issuance of the Divyangjan Photo Identification Card and facilitation of transfer to his hometown on medical grounds.

2. Notice Issued

2.1 The matter was taken up with the Respondent vide notice dated 03.04.2024 under Sections 75 and 77 of the Rights of Persons with Disabilities Act, 2016, calling upon them to submit their comments on affidavit along with relevant documents within 30 days. The Respondent was further advised to take due care of the provisions of the Act including Sections 3, 21 and 23, and other applicable statutory provisions and Government instructions.

2.2 A final reminder dated 01.07.2024 was issued; however, no reply was received from the Respondent.

3. Proceedings in the Matter

3.1 Despite the issuance of the notice dated 03.04.2024 and the reminder dated 01.07.2024, the Respondent failed to submit any reply within the stipulated time. Subsequently, this Court, vide communication dated 30.12.2025, sought the status of the matter from both parties and directed submission of a response by 31.12.2025.

5वीं मंजिल, एनआईएसडी भवन, प्लॉट न०. जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष: 011-20892364, 20892275
5th Floor, NISD Building, Plot No.G-2, Sector-10, Dwaraka, New Delhi-110075;Tele# 011-20892364,
20892275

E-mail: ccpd@nic.in; Website: www.ccdisabilities.nic.in

(पया भविष्य मे पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखे)

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3.2 The Complainant, vide email dated 26.12.2025, informed this Court that he has received communication from the Respondent advising modification of his disability certificate in the prescribed format, and stated that he does not require a hearing and requested that the case be treated as resolved.

4. Observations

4.1 The Court notes that the present matter pertains to the denial of access to statutory concessions and identification mechanisms for a person with a benchmark disability, which is required to be ensured in accordance with the provisions of the Rights of Persons with Disabilities Act, 2016, particularly Section 3, mandating equality, non-discrimination and reasonable accommodation.

4.2 The Court observed that the proceedings reviewed indicate that the institution of Grievance Redressal Officer mandated under Section 23 of the Act read with Rule 10 of the RPwD Rules, 2017 requires due compliance in the Respondent establishment.

4.3 The Court notes that the Complainant has indicated that the grievance stands resolved and has requested that no hearing be conducted; accordingly, no further intervention is warranted in the individual grievance.

5. Recommendations

5.1 Upon considering the submissions of the parties, it is concluded that no further intervention of this Court is warranted in the matter. The Respondent is advised to ensure that applications of persons with disabilities are processed in a transparent and non-discriminatory manner, with clear communication of deficiencies and opportunity for rectification, in compliance with Section 3 of the Act.

5.2 The Respondent shall further ensure compliance with the provisions of Section 23 read with Rule 10 relating to institutional grievance redressal mechanisms, including proper notification, accessibility and awareness, and submit an Action Taken Report within three months in accordance with Section 76 of the Act.

6. Accordingly, the case is disposed of in the above terms with the approval of the Chief Commissioner for Persons with Disabilities.

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Yours faithfully,

(Praveen Prakash Ambashta)
Dy. Chief Commissioner

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