



## न्यायालय मुख्य आयुक्त दिव्यांगजन

**COURT OF THE 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 & Empowerment  
 भारत सरकार/Government of India

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### Case No. 14561/1103/2023

#### In the matter of-

Shri Sarbeswar Nayak

...Complainant

#### Versus

The Secretary,  
 Railway Board,  
 Rail Bhawan, Rafi Marg,  
 New Delhi

...Respondent No. 1

Sr. Divisional Commercial Manager,  
 East Coast Railways,  
 Khurda Road Division,  
 Jatani, Khurda,  
 Odisha

...Respondent No. 2

#### 1. Gist of the case:

1.1 Sh. Sarbeswar Nayak, with benchmark disability filed a complaint dated 09.10.2023 and submitted that he applied for a Railway Photo ID card for Divyangjans on 04.05.2023. The card No. EOKUR0005134 was issued on 07.08.2023 with a validity of five years (till 06.08.2028).

1.2 As per Indian Railways guidelines, persons above 35 years with permanent disabilities should receive a lifetime (up to 99 years) validity card. Despite being eligible, he was issued a card valid only for five years, causing mental distress and confusion about the reason for the reduced validity.

#### 2. Notice issued to Respondent:

2.1 A Notice dated 16.10.2023 was issued to the Respondents for forwarding their comments within 30 days to this Court u/s 75 & 77 of the Rights of Persons with Disabilities Act, 2016 (hereinafter referred as "the Act"). Final reminder dated 22.11.2023 also issued to Respondents.

### **3. Response from the Respondent:**

3.1 The Respondent No. 1 and 2 jointly filed their reply dated 09.11.2023 and submitted that the complainant applied for a photo ID card for booking railway tickets as a person with disability on 04.05.2023, and it was issued on 07.08.2023. As per Railway Board rules and Circular No. 64/2017, the validity of the photo ID card is the same as that of the concession certificate.

3.2 For persons with total visual impairment, the concession certificate and therefore the ID card is valid for five years from the date of issue. Accordingly, the complainant's claim regarding incorrect validity is unfounded and liable to be dismissed.

### **4. Submission made by Complainant:**

4.1 The Complainant filed his rejoinder dated 11.11.2023 and agrees that East Coast Railways issued a valid photo ID (No. EOKUR0005134, valid from 07/08/2023 to 06/08/2028) but argues that, under Section 3 of the Rights of Persons with Disabilities Act, 2016, limiting the ID validity to five years is discriminatory. While persons with locomotor disabilities above 35 years with permanent disability, receive lifetime IDs. Being 42 years old, 100% visually impaired, and permanently disabled the complainant requests lifetime validity for the ID to avoid renewal difficulties and seeks a valid reason if the request is denied.

### **5. Hearing:**

5.1 A hearing in hybrid mode was conducted on 10.11.2025; wherein the following parties/representatives were present:

<b>Sl.No.</b>	<b>Name of the parties /Representatives</b>	<b>Parties</b>	<b>Mode</b>
1.	Shri Sarbeswar Nayak	Complainant	Online
2.	Mr. Anil Kumar,	For Respondent	Online

Senior Divisional Commercial Manager, Khurda, Odisha, East Coast Railway	No.2	
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## 6. Proceedings during the hearing:

6.1 In response to the complaint, the Respondent No.2 clarified that earlier, Railway concession certificates for persons with disabilities were generally issued with limited validity (five years). Subsequently, Railway Board Circular No. TC-2/2196/2024/PwD Policy dated 22.01.2025 has been issued. As per the said circular, the validity period is as below:

- (a) For persons up to 25 years: validity - 5 years
- (b) For persons 26-35 years: validity - 10 years
- (c) For persons above 35 years with 100% visual impairment: lifetime validity

6.2. It was further stated by the Respondent No.2 that the process for issuance of concession certificates has been shifted to an online system. Applicants are required to apply online, after which verification is carried out and the concession certificate is issued. The complainant is eligible for a lifetime concession certificate under the current policy, subject to following the prescribed procedure.

6.3. The Court noted that the Complainant's disability is permanent, and that repeated certification causes procedural hardship, particularly for persons with visual impairment. The Court also took note that UDID has been envisaged under the Act as a single, nationally valid proof of disability, intended to reduce the repeated medical examinations and further administrative barriers.

## 7. Recommendations:

7.1 In exercise of powers under Sections 75 and 76 of the Act, and within the advisory and monitoring mandate of the Court, the following recommendations are made:

- (a) The Respondents shall ensure that the benefit of Railway Board Circular dated 22.01.2025 is uniformly applied, and that persons above 35 years with 100% visual impairment are issued lifetime Railway Concession / Identity Certificates without unnecessary delay.
- (b) The Ministry of Railways is advised to:
  - (i) Recognize the UDID card as a primary and sufficient proof of

disability for issuing and renewing concession certificates, especially in cases of permanent disabilities such as total blindness.

(ii) Avoid insisting on repeated medical examination and certification where disability is already certified as permanent under the Act.

(c) The online application and verification process shall be made accessible and reasonable, keeping in view the needs of visually impaired persons, in line with Sections 3, 40, and 41 of the Act.

(d) The Railway authorities are advised to:

(i) Circulate the relevant circulars and instructions to all field offices.

(ii) Ensure that officials dealing with PwD concessions are adequately sensitized about the Act principles and current Railway policy.

(e) Any future grievances relating to concession certificates shall be handled in a manner consistent with the principles of dignity, non-discrimination, and reasonable accommodation as prescribed under the Act.

7.2 In view of the clarification provided by the respondent and the existing Railway Board policy, the grievance stands substantively addressed, subject to proper implementation of the above directions. The complainant, being eligible, may apply online for issuance of a lifetime concession certificate, which shall be processed expeditiously.

7.3 In terms of Section 76 of the Act, the respondents are recommended to submit the Action Taken Report on this Order within 3 months from the date of this Order.

7.4 Accordingly the case is disposed of.

**(S. Govindaraj)**  
Commissioner for Persons with Disabilities