



## 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. 14311/1101/2023**

**In the matter of-**

Shri Suhas Karnik

**...Complainant**

**Versus**

The Director / Chief Executive Officer,  
Aries New Sagittarius Co-operative Housing Society,  
Jan Kalyan Nagar,  
Malad (West)  
Mumbai

**...Respondent No. 1**

The Director,  
Chief Executive Office.  
Schindler India Ltd.

**...Respondent No. 2**

Ministry of Heavy Industries  
[Through: The Secretary]  
Udyog Bhawan,  
New Delhi

**...Respondent No. 3**

### **1. Gist of the case:**

1.1 Shri Suhas Kamik, Vice President. Blind Persons' Association, Mumbai filed its complaint dated 03.07.2023 regarding the non-provision of the Braille Keypad in the Elevator installed at the Aries New Sagittarius CHS, Jan Kalyan Nagar, Malad (W), Mumbai

1.2 Respondent No.1 is installing touch-screen elevator panels that are inaccessible to visually impaired persons due to the absence of braille keypads. This limits their independence and violates accessibility rights.

### 1.3 The complainant requested for:

- (a) A policy mandating elevator manufacturers to install braille keypads and auditory instructions.
- (b) Enforcement of accessibility norms during building renovations or installations (public or private).
- (c) Formulation of guidelines ensuring built environments are accessible to persons with disabilities.

### 1.4 Complainant also mentioned the aggrieved parties in his complaint:

- (a) Shri Mohammad Raza (Malad, Mumbai) - unable to use his building's touchscreen elevator.
- (b) Shri Ganesh Sudam Nisal (Kanjur Marg, Mumbai) - unable to operate the same elevator while visiting.

## **2. Notice issued to the Respondent:**

2.1 A Notice dated 26.07.2023 was issued to the Respondent 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").

## **3. Reply filed by the Respondent:**

3.1 Respondent No. 1 Filed their reply dated 05.08.2023 and submitted that Aries Leo Sagittarius Co-operative Housing Society Ltd, Malad (W), Mumbai, is a purely residential society with 7 buildings (98 flats), some owned by SBI and others by individuals. Formed under the Maharashtra Co-op Societies Act, it manages only common services.

3.2 The society replaced old lifts with new Schindler lifts (₹90 lakh project, completed Mar 2023). SBI staff member Mr. Mohd Raza, a tenant (with disability) in an SBI-owned flat, complained about difficulty using the digital lift. Schindler quoted rupees 95,580 for Braille panel modification.

3.3 The society clarified that Mr. Raza is not its member, funding must come from SBI, and it bears no liability for individual alterations. It expressed respect for all residents and requested SBI to resolve the issue.

## **4. Seeking update on current status and issue of notice of**

**hearing:**

4.1 The parties were asked to confirm the current status vide email dated 06.11.2025 by this Court.

4.2 The Complainant, vide his email dated 12.11.2025, informed that the aggrieved person, Shri Mohammad Raza, has left the housing society due to a lack of accessible amenities. Hence, he does not wish to pursue this particular case. Accordingly, he has requested permission to withdraw the case.

**5. Observation and Recommendation:**

5.1 Upon considering the facts of the case and the material available on the records of the case, it is apparent that the complainant requested permission to withdraw the case. Therefore, further intervention of this Court is not warranted.

5.2 Accordingly, the case is disposed of with the approval of the Chief Commissioner for Persons with Disabilities.

**(Praveen Prakash Ambashta)**  
Deputy Chief Commissioner