



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: 14422/1101/2023

In the matter of -

Shri Masoom Reza

... Complainant

Versus

The Chairman,

... Respondent

Unique Identification Authority of India (UIDAI)

Government of India

1. Gist of the Case:

1.1 The complainant, a 100% visually impaired person, filed a complaint via email dated 20.08.2023 highlighting that the “myAadhaar” website, including its homepage, is inaccessible to screen reader users due to image-based CAPTCHAs and other design issues that prevent essential functions such as checking Aadhaar status, downloading E-Aadhaar, logging in, and filing complaints, despite Aadhaar being a crucial document for all citizens; he requested implementation of audio CAPTCHAs with clear capitalization cues and other accessibility improvements.

1.2 A notice dated 27.08.2023 was issued to the respondents under Sections 75 and 77 of the Rights of Persons with Disabilities Act, 2016, seeking comments within 30 days.

1.3 The Respondent replied on 22.09.2023 stating that a similar matter is pending before the Court, that UIDAI has already submitted comments there, and that implementation of audio CAPTCHA and screen reader

functionality is underway with an estimated timeline of 95 working days, subject to technical feasibility.

1.4 In rejoinder dated 14.10.2023, the complainant argued that the respondent failed to provide copies of the referenced complaint or comments, affecting transparency and fairness, and further submitted that accessibility issues extend beyond CAPTCHAs to other website and mobile app features, contradicting the portal's claimed WCAG 2.0 Level AA compliance due to lack of proper semantic mark-up that hinders screen reader navigation.

1.5 An email dated 18.06.2025 sought the current status from the parties, to which the Respondent replied on 30.06.2025 stating the matter has been resolved, while no response was received from the Complainant.

2. Hearing (I): A hearing in hybrid mode (online/offline) was conducted on **16.07.2025**. The following parties/representatives were present during the hearing:

Sl. No.	Name and Designation of the Attendees	On Behalf of	Mode
1.	Adv. Masoom Reza	Complainant	Online
2.	Mr. Deepak Soni, AM, Legal, UIDAI	Respondent	Online

3. Record of Proceedings:

3.1 At the outset of the proceedings, the Court stated that the case pertained to the accessibility of My Aadhaar App and website, which the complaint alleged was not accessible, particularly due to the image-based captcha, and other inaccessible features. In the response, the Respondent stated that a complaint related to a similar issue was pending in case no. 14240/1101/2023, titled Mujtaba Mubarak Ali vs UIDAI, before this Court. In that matter, the Respondent had requested 95 working days to implement the accessibility features.

3.2 The Court then inquired if the Complainant is still aggrieved by the inaccessible CAPTCHA. The Complainant replied that the issue has not

been resolved. The Respondent submitted that the problem has been resolved and that during the hearing of the Mujtaba Mubarak Ali matter, the Complainant also confirmed that the audio captcha has been implemented on the UIDAI website.

3.3 The Complainant submitted that the audio captcha button is not available when the website is accessed through IOS/Android. The issue persists when one tries to download the E-Aadhaar.

3.4 The Respondent shared their screen and demonstrated the audio captcha feature both on the Android and the laptop. The Respondent further confirmed that the audio captcha can also be entered using a keyboard.

4. Observations and Recommendations:

4.1 The Court recalled that the issues raised in the instant case are similar to those in the case no. 14240/1101/2023, which has already been disposed of with a Final Order. Another issue that was raised in the above said matter is that the software did not differentiate between small and capital letters, which created a barrier for the person with visual disability to enter the correct captcha. The Court noted that the Respondent was recommended to resolve this issue within 15 days, but it has persisted till date and there has been no update from the Respondent.

4.2 Upon considering the facts of the case and the submissions made by the parties, both orally and in writing, this Court is of the opinion that this matter can be disposed of in light of the same directions. The Court gave the same recommendations as were given in the Mujtaba Mubarak matter. In terms of Section 76 of the Act, the Respondent is recommended to submit the Action Taken Report on this Order within 3 months from the date of this Order.

4.4 Accordingly, the case is disposed of.

(S. Govindaraj)

Commissioner for Persons with Disabilities