



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
 5वाँ तल, एन.आई.एस.डी. भवन, जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष : (011) 20892364
 5th Floor, N.I.S.D. Bhawan, G-2, Sector-10, Dwarka, New Delhi-110075; Tel.: (011) 20892364
 Email: ccpd@nic.in; Website: www.ccpd.nic.in

Case No. 14408/1092/2023

In the matter of —

Complainant:

Shri Shibil M.P.

Versus

Respondent:

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

1. Gist of the Complaint:

1.1 Shri Shibil M.P., a person with 60% locomotor disability and a Ph.D. scholar at JNU, filed a complaint on 04.08.2023 highlighting the severe difficulties faced by persons with disabilities in booking railway tickets. Due to acute mobility challenges and ongoing health issues requiring him to stay at home, he urgently needed to travel to Kerala (Kannur, Calicut, and Trivandrum) for his research but remained stranded in Delhi. Despite being eligible for concessions under the Divyangjan scheme, he was unable to secure a ticket, as the railway counter at JNU had been non-functional since the pandemic. His repeated attempts to book tickets both online and offline over two weeks failed, including an unsuccessful effort by his friend at Nizamuddin Railway Station on 03.08.2023 to book a ticket on the Kerala Sampark Kranti Express, which significantly worsened his mental distress.

2. Notice issued to the Respondent:

2.1 In exercise of the powers conferred u/s 75 & 77 of the Rights of Persons with Disabilities Act, 2016 [hereinafter in short "the Act"] the matter was taken up a notice dated 21.08.2023 was issued to the Secretary, Railway Board to forward their comments in the matter within 30 days.

3. Reply filed by the Respondent:

3.1 No reply has been received from the Respondent despite issuance of a reminder dated 22.11.2023.

4. Hearing:

4.1 A hearing in hybrid mode was conducted on 18.11.2025 wherein the following parties/representatives were present :

S. No.	Name and Designation of the Attendees	Complainant/Respondent	Mode of Attendance
1.	Mr. Shibil MP	Complainant	Online
2.	Mr. Praveen Kumar, Director-Passenger Marketing- Railway Board	Respondent	Online

5. Proceedings of the hearing:

5.1 The Complainant described several challenges encountered while travelling on Indian Railways as a person with disability. These included earlier difficulties in booking tickets, accessibility barriers at stations and onboard trains, and the lack of reliable assistance for passengers travelling alone. He emphasized that although certain concessions and facilities formally exist, their implementation on the ground can be inconsistent, sometimes requiring additional effort or external help. According to him, these gaps can make independent travel stressful and less accessible than intended by disability-support policies.

5.2 In response, the Representative from the Railway Board explained that ticket availability often changes dynamically because of cancellations, coach additions, or operational adjustments, which can occasionally create confusion for passengers. He also noted that a previously reported issue at a ticket counter had already been addressed by the Railway authorities. The official acknowledged the importance of improving accessibility and indicated that feedback from such hearings helps refine operational procedures and passenger support mechanisms.

5.3 After hearing both sides, the Court observed that the original grievance appeared resolved but highlighted the broader need for systemic improvements.

6. Observations:

6.1 Upon careful consideration of the complaint. The Complainant's inability to obtain tickets — both online and offline — especially during a period of medical need, indicates practical barriers in accessibility and service delivery. The non-functioning ticket counter near the university campus since the pandemic further aggravated his difficulty, effectively restricting his mobility and travel autonomy.

6.2 It is also noted that although concession policies exist within Indian Railways, their implementation may not always translate into effective accessibility. Ticket availability fluctuations, absence of dedicated assistance, and lack of functional booking infrastructure for persons with disabilities can undermine the intent of inclusive travel provisions. The response presented on behalf of the Railway Board clarified operational constraints but did not fully address the systemic accessibility concerns raised by the complainant.

6.3 From a statutory standpoint, Section 41 of the Rights of Persons with Disabilities Act, 2016 (RPwD Act) mandates the Government and transport authorities to take appropriate measures to provide access to transportation systems for persons with disabilities. Further, Section 42 emphasizes access to information and communication, including accessible booking systems, while Section 46 requires time-bound action plans to ensure accessibility in public infrastructure. These provisions collectively highlight the obligation to ensure not merely formal concessions but practical, barrier-free access to travel services

7. Recommendations in the case:

7.1. A recommendation was made to provide escort or staff-assistance services for passengers with disabilities travelling alone, especially at major stations and during long journeys. With assurances and clarifications from railway authorities, the case was formally closed, though the suggestion for enhanced assistance remains important for guiding future accessibility improvements.

7.2 Considering the provisions of the Rights of Persons with Disabilities (RPwD) Act, it is recommended that railway authorities strengthen accessible ticketing systems by ensuring functional dedicated counters, priority assistance at stations, and improved accessibility of digital booking platforms, particularly in major academic and institutional hubs. Additionally, structured support mechanisms such as escort services and facilitation staff should be developed to assist Persons with Disabilities travelling independently, in line with accessibility mandates.

7.3 Further, periodic monitoring and compliance reporting on accessibility infrastructure and services should be implemented to ensure accountability, along with better awareness dissemination about concessions, facilities, and grievance redressal mechanisms. Overall, while the immediate issue has been addressed, broader systemic improvements in accessibility, assistance, and infrastructure are necessary to achieve the inclusive transport objectives of the RPwD Act, 2016.

8. Accordingly, the case is disposed of.

(S. Govindaraj)
Commissioner for Persons with Disabilities