



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
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Case No.14721/1101/2023

In the matter of-

Shri Kumar Anurag

...Complainant

Versus

The Secretary
 Railway Board,

...Respondent

1. Gist of the case:

1.1 Shri Kumar Anurag, a person with 50% locomotor disability, filed the present complaint dated 20.12.2023 alleging inadequate accessibility facilities at various railway stations and seeking implementation of barrier-free infrastructure in accordance with the provisions of the Rights of Persons with Disabilities Act, 2016.

1.2 The Complainant submitted that the railway stations at Beromo, Gumla, Bhandaar, Bhuli, Nischitpur and Fusro, all falling under the East Central Railway Zone, suffer from inadequate platform infrastructure. According to the Complainant, the platforms are too short, resulting in several train coaches halting beyond the platform area, thereby causing serious inconvenience and safety concerns for passengers with disabilities. The Complainant further requested that the platform height and alignment at these stations be suitably improved to facilitate safe boarding and deboarding.

1.3 The Complainant also raised a grievance regarding the absence of accessibility features such as ramps, lifts and other barrier-free facilities at the dormitory (Rooms Nos. 16 to 20) of Old Delhi Railway Station, making the premises inaccessible to persons with disabilities.

1.4 The Complainant prayed for issuance of appropriate recommendations to the Railway authorities to provide accessible infrastructure and other necessary

facilities for persons with disabilities at the aforesaid railway stations.

2. Notice issued to the Respondent:

2.1 In exercise of the powers conferred under Sections 75 and 77 of the Rights of Persons with Disabilities Act, 2016, notice dated 28.12.2023 was issued to the Respondent calling for its comments within thirty days. As no response was received, a final reminder dated 14.03.2024 was also issued. However, no reply was filed before the hearing.

3. **Hearing:** A hearing in hybrid mode was conducted on 17.11.2025 wherein the following parties/representatives were present :

Sl. No.	Name and Designation of the Attendees	On Behalf of	Mode
1.	Shri Kumar Anurag	Complainant	Online
2.	Shri Kunal Soni, Director/Station Development-IV, Railway Board	Respondent	Online

3. Proceedings:

3.1 During the hearing, the Complainant reiterated the grievances raised in the complaint and emphasized the difficulties faced by persons with disabilities due to the lack of accessible infrastructure at the identified railway stations.

3.3 The Respondent submitted that accessibility-related works are being undertaken by the respective Zonal Railways and that necessary instructions have already been issued regarding the provision of ramps, lifts and feasibility studies for ensuring inter-platform accessibility. However, it was admitted that station-wise information relating to the six railway stations identified in the complaint was not readily available at the time of hearing.

4. Observations and Recommendations:

4.1 The Court noted that the complaint has remained unresolved for nearly two years. Accessibility of public transport infrastructure is a statutory obligation under the Rights of Persons with Disabilities Act, 2016 and cannot be deferred indefinitely. The absence of updated station-wise compliance data before this Court also reflects the need for closer monitoring and coordination among the concerned railway authorities.

4.2 At the same time, this Court takes note of the submission made by the Respondent that accessibility works are being undertaken by the Zonal Railways and that necessary instructions have already been issued for improving accessibility at railway stations.

4.3 In view of the above, and in exercise of the powers under Section 76 of the Rights of Persons with Disabilities Act, 2016, the Railway Board is recommended to obtain verified information from the concerned Zonal Railways and furnish a comprehensive Action Taken Report before this Court within 90 days from the date of receipt of this Recommendation Order. The report should, inter alia, include:

- the present accessibility status of Beromo, Gumla, Bhandaar, Bhuli, Nischitpur and Fusro Railway Stations;
- details of accessibility works completed during the last two years;
- the present status and timelines for the remaining works, including improvements in platform height, platform length, ramps, lifts and inter-platform accessibility; and
- the measures taken to establish accessible grievance redressal mechanisms for persons with disabilities.

4.4 The Respondent is further advised to ensure that accessibility measures at the identified railway stations and the dormitory facilities at Old Delhi Railway Station are implemented in a time-bound manner in accordance with the provisions of the Rights of Persons with Disabilities Act, 2016 and the applicable accessibility standards.

5. The matter is accordingly disposed of.

(S. Govindaraj)

Commissioner for Persons with Disabilities