



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. 14579/1101/2023

In the matter of-

Shri Kolli Nageshwar Rao

...Complainant

Versus

The Secretary,
Railway Board,
Rail Bhawan, Rafi Marg,
New Delhi-110001

Email: secyrb@rb.railnet.gov.in **...Respondent No.1**

The General Manager,
South Central Railway,
3rd Floor, Rail Nilayam,
Secunderabad-500025 (Telangana)

Email: gm@scr.railnet.gov.in **...Respondent No.2**

1. Gist of the case:

1.1 Shri Kolli Nageshwar Rao, President, All India Disabled Rights Forum, Hyderabad filed complaint dated 16.10.2023 regarding non-availability of accessibility features at Secunderabad Railway Station.

1.2 Complainant alleges that the reservation office lacks basic accessibility features for persons with disabilities, including ramps, accessible pathways, reserved parking, proper signage, tactile flooring, and accessible corridors/reception. These conditions violate Railway Board Guidelines (Letter No. 2019/LMB-1/3/2 dated 27.12.2019).

1.3 The complainant seeks installation of proper accessibility facilities such as ramps, reserved parking, and accessible pathways.

2. Notice issued to the Respondents:

2.1 A Notice dated 19.10.2023 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. Despite reminder dated 04.12.2023 no response received from the Respondent.

3. Current status of the case:

3.1 Vide email dated 04.07.2025 current status of the case sought from both parties.

3.2 An email dated 15.07.2025 received from the Respondent seeking documents of the case and same were forwarded to them vide email dated 15.07.2025.

4. Hearing: A hearing in hybrid mode was conducted on 28.11.2025. The following parties/representatives were present during the hearing:

Sl. No.	Name and Designation of the Attendees	On Behalf of	Mode
1.	None Present for Complainant	Complainant	Online
2.	Shri Manoj N. Divisional Commercial Manager, Secunderabad, Telangana	Respondent No.2	Online

5. Observations:

5.1 At the outset, the Respondent submitted that several accessibility measures have already been provided, including accessible approach and ramp at the entrance with prescribed slope and handrails, reserved parking space for persons with disabilities, accessible pathway to the entrance, accessible corridor, accessible reception/help desk facilities, handrails, and visual signage.

5.2 The Respondent further submitted that tactile flooring and colour-strip warning systems are yet to be completed and stated that works amounting to approximately Rs.31.85 lakhs have already been sanctioned. It was contended that, as per the Ministry of Railways guidelines dated 23.11.2023 issued under Section 40 of the Act, the remaining works fall within the prescribed timeline extending up to November, 2026.

5.3 However, upon perusal of the records and submissions, it is observed that this Court had already issued communications/notices to the Respondent office on 19.10.2023, followed by a reminder dated 04.12.2023 and a further communication dated 24.07.2025 seeking the current status, to which no response was furnished by the Respondent for a considerable period.

5.4 Considering the submission of the Respondent that certain accessibility works have already been completed and the remaining works have been sanctioned and are under process.

6. Recommendations:

6.1 This Court recommended the Respondent to submit within 90 days from the date of receipt of this Order a comprehensive Action Taken Report along with photographic and documentary proof of all accessibility measures claimed to have been completed, copies of the Ministry of Railways guidelines dated 23.11.2023 relied upon by the Respondent, and a specific timeline for completion of the remaining accessibility works, including tactile flooring and related facilities.

6.2 The Respondent shall ensure completion of all remaining accessibility requirements strictly in accordance with the provisions of the Act, and the accessibility standards prescribed thereunder.

6.3 The Respondent is further cautioned that non-compliance with notices and recommendations issued by this Court may attract action and penalties as contemplated under the Act. No further delay shall be tolerated in the matter.

6.4 In terms of Section 76 of the Act Respondent is recommended to submit their Action Taken Report within 90 days from the date of issuance of these recommendations.

7. Accordingly, the case is disposed of.

(S. Govindaraj)

Commissioner for Persons with Disabilities