



सत्यमेव जयते  
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:** CCPD-AD-0111/2026

**In the Matter of**

**Complainant**

Shri Om Prakash

**Versus**

**Respondent(s)**

1. The General Manager, Delhi Milk Scheme
2. Vita Dairy, Delhi

**1. Hearing**

1.1. A preliminary hearing was conducted on 21.07.2026 in hybrid mode, wherein the following parties/representatives were present:

| Sl. No. | Name of the Parties / Representatives | On Behalf of |
|---------|---------------------------------------|--------------|
| 1.      | Shri Om Prakash                       | Complainant  |
| 2.      | Shri Liladhar, MDO                    | Respondent   |

**2. Record of Proceedings**

2.1 The complainant, a person with 56% locomotor disability who has operated DMS Booth No. 77 in Laxmibai Nagar for 26 years, submitted a detailed grievance dated 23.03.2026 alleging administrative harassment, systemic discrimination, and gross violations of the RPwD Act, 2016 by DMS management, Vita Dairy, and private regional distributors. He alleged that since February 5, 2026, the newly appointed private distributor has deliberately disrupted his business through erratic supply schedules (delivering milk at 2:00–3:00 AM or late daytime), collecting cash

without valid GST invoices, refusing to accept damaged/leaking stock, and manipulating digital orders. Furthermore, he challenged the implementation of a new "drakonian" agreement policy that imposes unrealistic and escalating daily sales targets (aimed at pricing out disabled concessionaires), steep monthly license fees, security deposits, arbitrary age limits, and strict penalties on selling complementary bakery items. Highlighting DMS's failure to appoint a Nodal Disability Officer under Section 23 of the RPwD Act, the arbitrary withdrawal of past concessions (such as an NDMC-approved 70% electricity installation discount), and the breach of binding Supreme Court precedents on reasonable accommodation and barrier-free access (*Vikash Kumar, Rajive Raturi, C.G. Joseph*), he requested an immediate high-level CBI and forensic audit investigation into DMS operations post-February 2026, alongside the urgent appointment of a Special Nodal Officer to safeguard the rights and livelihoods of disabled booth operators.

2.2 During the course of the proceedings, the Respondent submitted that the private distributors engaged for the supply of milk are issued clear operational instructions regarding the prescribed delivery schedules and are required to carry out deliveries accordingly. However, it was contended that the Complainant has consistently insisted that deliveries be made only in his personal presence, which, according to the Respondent, has contributed to operational difficulties in the supply process.

2.3 The Court observed that the allegations raised by the Complainant primarily concern the conduct and functioning of the private distributors, including Vita Dairy and other regional distributors, whose actions would require independent examination before arriving at any conclusion regarding the alleged violations.

2.4 Accordingly, the Court deemed it appropriate to implead Vita Dairy (the private regional distributors) as Respondents in the present matter. The newly impleaded Respondents are recommended to submit their detailed comments on the allegations raised in the complaint within seven (7) days from the date of receipt of the notice.

2.5 Upon receipt of the responses from the impleaded private distributors, the Court shall examine the same along with the reply filed by the Delhi Milk Scheme (DMS) dated 18.07.2026 and thereafter decide the further course of action in accordance with law.

**(Vikas Trivedi)**

Dy. Chief Commissioner