



न्यायालय मुख्य आयुक्त

COURT OF 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 and Empowerment

भारत सरकार/ Government of India

Diary No. DNO/26/CCPD/6607

Dated: 31/08/2026

Case No: DNO/26/CCPD/6607

In the Matter of

Complainant

Shri Ved Prakash Rai

Versus

Respondent(s)

The Immigration Officer, Chaudhary Charan Singh International Airport, Lucknow

1. Background of the Case

1.1 The Complainant, Shri Ved Prakash Rai, a person with 50% locomotor disability, submitted a grievance dated 28.07.2026 stating that while travelling from Lucknow to Bangkok on 17.07.2025, an Immigration Officer at Lucknow Airport allegedly demanded illegal gratification. Upon his refusal, the officer allegedly abused and humiliated him on account of his disability and threatened to make an adverse entry in the immigration system, resulting in repeated delays and inconvenience during his future international travel. The Complainant further alleged that ever since the said incident, he had been subjected to repeated questioning and delays at immigration clearance during his subsequent travels. He, therefore, prayed that the alleged adverse entry be removed from the immigration records and appropriate action be taken against the concerned officials.

2. Hearing

2.1. A preliminary hearing was conducted on 04.08.2026 in hybrid mode, wherein the following parties/representatives were present:

Sl. No.	Name of the Parties / Representatives	On Behalf of
1	Shri Ved Prakash Rai	Complainant

5वीं मंजिल, एनआईएसडी भवन, प्लॉट न०. जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष: 011-20892364, 20892275
5th Floor, NISD Building, Plot No.G-2, Sector-10, Dwaraka, New Delhi-110075;Tele# 011-20892364,
20892275

E-mail: ccpd@nic.in; Website: www.ccdisabilities.nic.in
(पया भविष्य मे पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखें)
(Please quote the above file/case number in future correspondence)



न्यायालय मुख्य आयुक्त

COURT OF 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 and Empowerment

भारत सरकार/ Government of India

Diary No. DNO/26/CCPD/6607

Dated: 31/08/2026

2	Shri Mohit Tiwari, AFFRO (admin)	Respondent
---	----------------------------------	------------

3. Record of Proceedings

3.1 The Respondent, represented by the Bureau of Immigration, submitted that the allegations made by the Complainant could not be substantiated upon inquiry. It was stated that the complaint pertained to an incident that had allegedly occurred nearly one year earlier, by which time the CCTV footage was no longer available. However, the Respondent had verified the immigration records and consulted the officers concerned, which revealed that the Complainant had never been denied travel or prevented from clearing immigration. It was further submitted that the Complainant had not lodged any complaint with the immigration authorities or any other competent authority immediately after the alleged incident, thereby casting doubt on the veracity of the allegations.

3.2 The Respondent further submitted that the Complainant was a frequent international traveller, having undertaken approximately 108 international journeys over the previous five years, including 28 visits to Bangkok within the preceding two years on a tourist visa. It was contended that repeated travel to the same destination under a tourist visa, particularly in light of prevailing concerns regarding cross-border smuggling and visa misuse, naturally warranted additional scrutiny by immigration officials in the discharge of their statutory duties. The Respondent clarified that immigration officers merely conduct routine questioning regarding the purpose of travel and that such inquiries are undertaken in accordance with established security protocols. It was further submitted that the immigration officer stationed at the counter has no authority or technical capability to make arbitrary adverse entries in the immigration system, as the software-generated records operate independently based on travel history and other predefined parameters.

3.3 The Respondent also submitted that the Complainant had never disclosed his locomotor disability to the immigration authorities, nor had he sought any special assistance while undertaking his international travel. Since neither the passport nor the immigration records reflected any disability status, the officers concerned were unaware that the Complainant was a person with benchmark disability. Nevertheless, the Respondent assured the Court that, pursuant to the present proceedings, all immigration units would be sensitised to ensure that no unnecessary inconvenience is caused to the Complainant in future on account of his disability and that due regard would be paid to the needs of persons with disabilities while carrying

5वीं मंजिल, एनआईएसडी भवन, प्लॉट न०. जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष: 011-20892364, 20892275
5th Floor, NISD Building, Plot No.G-2, Sector-10, Dwaraka, New Delhi-110075;Tele# 011-20892364,
20892275

E-mail: ccpd@nic.in; Website: www.ccdisabilities.nic.in

(पया भविष्य में पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखें)

(Please quote the above file/case number in future correspondence)



न्यायालय मुख्य आयुक्त

COURT OF 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 and Empowerment

भारत सरकार/ Government of India

Diary No. DNO/26/CCPD/6607

Dated: 31/08/2026

out immigration procedures.

3.4 Upon hearing the parties, the Court observed that allegations of harassment or discriminatory conduct must be supported by cogent evidence and cannot be established solely on the basis of oral assertions or assumptions. The Court noted that the Complainant had neither produced any material demonstrating the existence of the alleged adverse remark in the immigration system nor lodged any contemporaneous complaint before the police, airport authorities or other competent authorities immediately after the alleged incident. The Court further observed that routine questioning by immigration authorities, particularly in cases involving repeated travel to the same foreign destination on a tourist visa, forms part of their statutory security functions and cannot, by itself, be construed as harassment or discrimination.

3.5 The Court further observed that a person seeking disability-related facilitation at airports or immigration checkpoints should, wherever applicable, disclose the existence of the disability and seek the available assistance at the relevant stage so that the authorities may extend appropriate support and reasonable accommodation. The Court clarified that if, despite such disclosure, any denial of assistance or discriminatory treatment occurs, the aggrieved person would be at liberty to approach the Court with supporting evidence.

3.6 Taking note of the Respondent's categorical assurance that necessary sensitisation measures would be undertaken and that due care would be exercised to ensure that the Complainant is not subjected to unnecessary inconvenience in future on account of his disability. The Respondent was recommended to remain mindful of the needs of persons with disabilities while discharging its functions, and the Complainant was granted liberty to approach the Commission afresh in the event of any future grievance supported by appropriate evidence. Consequently, the Court has determined no further intervention is necessary.

4. Accordingly, the case is disposed of.

Yours faithfully,

5वीं मंजिल, एनआईएसडी भवन, प्लॉट नं०. जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष: 011-20892364, 20892275
5th Floor, NISD Building, Plot No.G-2, Sector-10, Dwaraka, New Delhi-110075;Tele# 011-20892364,
20892275

E-mail: ccpd@nic.in; Website: www.ccdisabilities.nic.in

(पया भविष्य मे पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखें)

(Please quote the above file/case number in future correspondence)



न्यायालय मुख्य आयुक्त

COURT OF 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 and Empowerment

भारत सरकार/ Government of India

Diary No. DNO/26/CCPD/6607

Dated: 31/08/2026

**(S. Govindaraj)
Commissioner**

5वीं मंजिल, एनआईएसडी भवन, प्लॉट न०. जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष: 011-20892364, 20892275
5th Floor, NISD Building, Plot No.G-2, Sector-10, Dwaraka, New Delhi-110075;Tele# 011-20892364,
20892275

E-mail: ccpd@nic.in; Website: www.ccdisabilities.nic.in

(पया भविष्य मे पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखें)

(Please quote the above file/case number in future correspondence)