



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/6315

Dated: 31/08/2026

Case No: DNO/26/CCPD/6315

In the Matter of

Complainant

Shri Amit Kumar Verma

Versus

Respondent(s)

The General Manager, Northeastern Railway

1. Background of the Case

1.1 The Complainant, Shri Amit Kumar Verma, a person with 60% locomotor disability, submitted a grievance dated 27.04.2026 stating that he had applied for issuance of a Railway Photo Identity Card on 17.02.2026. He alleged that despite the lapse of more than fifty-three days, his application remained pending. The Complainant further submitted that he had visited the nearest railway station and also lodged a grievance through Railway Helpline 139, but no effective action was taken. He stated that he frequently travels for educational purposes and competitive examinations and urgently required the Railway Photo Identity Card to avail the travel concession admissible to persons with disabilities.

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 Udai Singh, DGM (Law)	Respondent
2	Mohd. Rashid, ACM	Respondent

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,
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2.2 No representatives on behalf of the Complainant were present during the proceedings.

3. Record of Proceedings

3.1 The Respondent submitted that the application had been processed in accordance with the prescribed procedure. It was explained that once the online application is submitted, the documents are verified by the office of the Chief Medical Officer (CMO), following which the system automatically generates the Railway Photo Identity Card. The Respondent further submitted that, in the present case, the Complainant's documents had been duly verified, the card had already been generated by the system, and the same had been uploaded on the portal.

3.2 Upon hearing the submissions of the Respondent, the Court observed that if the grievance of the Complainant had already been redressed and the Railway Photo Identity Card had indeed been generated and issued, the Respondent should place documentary proof of the same on record.

3.3 As per the Court's recommendation during the proceedings of the submitting the documentary proof within one day, the Respondent has submitted a response vide email dated 04.08.2026 stating that the Railway Photo Identity Card was generated on 05.05.2026. The Respondent submitted that no delay had been caused on the part of the Northeastern Railway and that the card had already been generated in favour of the Complainant.

3.4 Subsequently, the Court is also in receipt of an email communication dated 30.07.2026 from the Complainant acknowledging the redressal of his Complainant and has requested to close the present matter.

3.5 Upon reviewing the facts of the case and the available records, it is clear that the Complainant's grievance has been addressed.

3.6 After considering the submissions from both parties, especially the Complainant's email dated 30.07.2026, the Court has determined that no further intervention is necessary.

4. Accordingly, the case is disposed of.

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Yours faithfully,

**(S. Govindaraj)
Commissioner**

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