



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/6358

Dated: 03/09/2026

Case No: DNO/26/CCPD/6358

In the Matter of

Complainant

Shri Jhatothu Rahul

Versus

Respondent(s)

The General Manager, South Western Railway

1. Background of the Case

1.1 The Complainant, Shri Jhatothu Rahul, a person with benchmark disability due to Thalassemia, submitted a grievance dated 01.05.2026 stating that on 29.04.2026 at around 7:30 PM, the Reservation Clerk refused to issue a railway ticket under the concessional reservation facility for persons with Thalassemia, stating that his railway concession form was not valid. The Complainant stated that he had been booking concessional tickets at the same reservation counter for the past four years without any difficulty. He further alleged that the Reservation Clerk did not respond properly to his explanation and refused to issue the ticket. The complainant has requested appropriate action against the denial of the concessional reservation facility.

2. Notice of Admissibility

2.1 A Notice dated 12.08.2026 under sections 75 & 77 of the Rights of Persons with Disabilities Act, 2016 (RPwD Act, 2016) was issued to the above-mentioned respondent for a hearing on 14.08.2026 to determine the admissibility of the case and find out if this can be resolved without a quasi-judicial

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intervention of this Court.

3. Respondent's Reply to the Notice

3.1 The Respondent submitted vide reply dated 13.08.2026 submitted that an inquiry was conducted into the complaint dated 01 May 2026 lodged by Shri Jhatothu Rahul regarding the denial of a rail concession ticket at the BDA Complex Reservation Office in Koramangala on 29 April 2026. The respondent explained that while extant rules provide specific rail concessions for thalassemia patients, the booking clerk had politely informed the complainant that an original concession certificate, rather than a photocopy, is mandatory for issuance, and noted that the enclosed disability certificate was never presented at the counter. The respondent further stated that the complainant is a regular commuter who has continued to avail of concession tickets from the same counter (including on 12 August 2026) and that the identical grievance raised on CPGRAMS (Registration No. MORLY/E/2026/0023573) was already resolved after railway staff contacted him to clarify the applicable rules.

4. Hearing

4.1. A preliminary hearing was conducted on 14.08.2026 wherein the following parties/representatives were present:

Sl. No.	Name of the Parties / Representatives	On Behalf of
1.	Shri Jhatothu Rahul	Complainant
2.	Shri K. Krishna Chaitanya, Senior Divisional Commercial Manager	Respondent

5. Record of Proceedings

5.1 During the proceedings, the Respondent submitted that the ticket was initially refused as the original document required for availing the concession could not be produced at the counter. It was further submitted that the matter was subsequently clarified to the Complainant and the ticket was issued. The Respondent stated that the Complainant had also lodged a grievance through CPGRAMS, which was

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subsequently resolved, and that the Complainant had acknowledged that the issue had been resolved.

5.2 The Complainant confirmed that the matter had been resolved and stated that the concerned staff member was new and was not aware of his disability and the applicable concession facility. Upon consideration of the submissions, the Court took note of the prompt resolution of the grievance by the Respondent and appreciated the corrective action taken. The Court, however, observed that appropriate awareness should be ensured among staff members deployed at reservation counters regarding the concession facilities available to persons with disabilities, so as to avoid recurrence of such incidents.

5.3 Accordingly, the Respondent was advised to sensitize and appropriately brief the staff members deployed on reservation counter duties regarding the applicable concession facilities for persons with disabilities and the procedure for availing such facilities. Consequently, the Court has determined no further intervention necessary.

6. Accordingly, the case is disposed of.

Yours faithfully,

**(S. Govindaraj)
Commissioner**

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