



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
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Case No.: CCPD-AD-0047/2026

In the matter of—

Ms. Ishika Ojha
(Complainant)

Versus

The General Manager,
Northern Railway,
Baroda House, New Delhi-110001
(Respondent)

Hearing: A preliminary hearing was conducted on 19.06.2026. The following parties/representatives were present during the hearing:

Sl.No.	Name of the parties/Representatives	For Complainant/Respondent	Mode of Attendance
1.	Ms. Ishika Ojha	Complainant	Online
2.	Mr. Prashant, Inspector DLI Division, Northern Railway	For Respondent	Online
3.	Adv Neeraj Bhagat	For Respondent	Online

1. Background of the Case

1.1 The present complaint has been filed by Ms. Ishika Ojha, a person with PwBD, regarding theft of her luggage while travelling by train. The Complainant submitted that on 06.05.2026, while travelling by train, her luggage was stolen. She alleged that the stolen belongings included cash amounting to approximately ₹8,000/- and mobile phones, besides other personal articles. The Complainant

stated that the incident was reported to the railway authorities however, no effective action was taken by the concerned authorities and the stolen belongings could not be recovered.

1.2 The Complainant further submitted that the theft caused her financial loss and considerable hardship. She has, therefore, requested appropriate intervention and action by the railway authorities for proper investigation of the incident and recovery of her stolen belongings.

2. Proceedings During the Hearing

2.1 During the course of the hearing, the Court sought clarification regarding the steps taken by the Complainant after the incident and whether a formal complaint had been registered with the concerned railway/police authorities. It emerged during the hearing that the incident had occurred on 06.05.2026, but the complaint had not been effectively registered before the appropriate authority.

2.2 The Complainant indicated that she had approached the railway/RPF authorities at Hazrat Nizamuddin Railway Station in connection with the incident. During the hearing, it was also observed that certain identification/documentary material belonging to the Complainant had been lost along with the stolen luggage, which appeared to have contributed to the difficulty in registration of the complaint.

2.3 The Court expressed concern as to why the complaint had not been registered despite the passage of considerable time since the incident.

3. Submissions of the Respondent

3.1 During the hearing, clarification was sought regarding the authority competent to register and investigate the complaint. It was explained that matters relating to registration and prosecution of such complaints fall within the jurisdiction of the Government Railway Police (GRP).

3.2 The Court accordingly enquired whether the Complainant's complaint had been referred to the appropriate GRP for necessary action. From the submissions made during the hearing, it appeared that an effective referral to the concerned GRP had not yet been made.

3.3 The Court accordingly directed that the Complainant be appropriately guided to the competent GRP and that the matter be pursued without further delay.

4. Observation & Recommendation

4.1 The Court observes that the incident occurred on 06.05.2026, but the Complainant's grievance has not yet been effectively taken up by the competent authority. The Court is concerned about the delay in registering the complaint and observes that jurisdictional issues between the railway authorities/RPF and GRP should not result in avoidable hardship to the Complainant.

4.2 Accordingly, the Respondent, through the concerned officials, is directed to facilitate the Complainant in approaching the competent GRP having jurisdiction over the incident and to provide necessary assistance for registration and further

investigation of the complaint. Necessary action for recovery of the stolen belongings may also be taken in accordance with law.

4.3 The grievance shall be pursued on priority and redressed within 30 days. An Action Taken Report indicating the steps taken and the status of the complaint shall be submitted to the Court within 30 days.

4.4 The matter is accordingly disposed of.

Digitally signed by
S Govindaraj
Date: 01-09-2026
10:51:23

(S. Govindaraj)
Commissioner for PWDs