



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/6290

Dated: 21/09/2026

Case No: DNO/26/CCPD/6290

In the Matter of

Complainant

Ms. Arpita Sahoo

Versus

Respondent(s)

The Nodal Officer, Air India Ltd.

1. Background of the Case

1.1 The Complainant, Ms. Arpita Sahoo, a person with 100% locomotor disability submitted a grievance dated 25.04.2026 stating that she travelled on Air India flight AI-2748 from Jodhpur to Bhubaneswar via Mumbai on 11.03.2026. She alleged that her power wheelchair, which is essential for her mobility, was not delivered upon her arrival at Bhubaneswar. According to the Complainant, Air India staff informed her that the wheelchair had been left behind in Mumbai due to the airline's error. She stated that, as a result, she was left immobile at the airport, had to be physically carried by her elderly parents, and remained bedridden for over 48 hours, causing severe physical hardship, mental agony, and loss of dignity.

2. Notice of Hearing

2.1 A preliminary hearing was scheduled to be conducted on 05.08.2026. However, the Court is in receipt of an email dated 05.08.2026 wherein the complainant submitted that, following the filing of her complaint before the Court on 25.04.2026, the Complainant submitted that the grievance raised has since been resolved and, accordingly, requested that the case be closed. The Complainant expressed sincere gratitude to the Court for its support, guidance, and consideration of the matter, and requested that no further proceedings be undertaken in view of the resolution of the grievance.

3. Observation and Recommendation

5वीं मंजिल, एनआईएसडी भवन, प्लॉट नं०. जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष: 011-20892364, 20892275
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- 3.1 Upon reviewing the facts of the case and the available records, it is clear that the Complainant's grievance has been addressed.
- 3.2 After considering the submissions from both parties, especially the Complainant's email dated 05.08.2026, the Court has determined that no further intervention is necessary.
4. Accordingly, the case is disposed of.

Yours faithfully,

(VIKAS TRIVEDI)
Dy. Chief Commissioner

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