



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/6580

Dated: 05/10/2026

Case No: DNO/26/CCPD/6580

In the Matter of

Complainant

Shri Bhani Ram

Versus

Respondent(s)

1. The Secretary, Ministry of Railways
2. The Chairman and Managing Director, Indian Railway Catering and Corporation Ltd.

1. Background of the Case

1.1 The Complainant, Shri Bhani Ram, a person with benchmark visual impairment, submitted a grievance dated 27.07.2026 stating that the official IRCTC Rail Connect Android application is inaccessible to persons with visual impairments due to several digital accessibility barriers. He alleged that the payment interface is not properly labeled or structured for screen readers such as TalkBack, preventing independent completion of ticket booking transactions. He further submitted that the Captcha verification process lacks an accessible audio option or any screen-reader-compatible alternative, making it impossible for blind users to complete ticket bookings independently.

1.2 The Complainant also stated that the OTP-based login feature is available only during the initial app setup, while subsequent logins require a visual Captcha without providing an OTP alternative, creating a recurring accessibility barrier. He contended that these deficiencies deny blind and visually impaired users' independent access to railway services and are contrary to the accessibility requirements under Section 42

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of the Rights of Persons with Disabilities Act, 2016. The complainant requested directions to the Ministry of Railways and IRCTC to make the IRCTC Rail Connect Android application fully accessible by ensuring compliance with GIGW and WCAG accessibility standards, providing accessible alternatives to visual Captchas, enabling OTP-based authentication for every login and booking, and conducting regular accessibility audits of digital railway services.

2. Hearing

2.1. A preliminary hearing was conducted on 17.08.2026 wherein the following parties/representatives were present:

Sl. No.	Name of the Parties / Representatives	On Behalf of
1.	Shri Bhani Ram	Complainant
2.	Shri Rahul Himalian, Director (Tourism & Marketing) and CMD-in-Charge	Respondent

3. Record of Proceedings

3.1 During the proceedings, the Respondent, represented by Shri Rahul Himalian, Director (Tourism & Marketing) and CMD-in-Charge, IRCTC, submitted that the CAPTCHA and OTP requirements in the mobile application had already been disabled. It was further submitted that the requirement of CAPTCHA and OTP had also been removed from the website. The Respondent stated that the website was undergoing transformation in terms of its user interface and user experience and that the revised website and mobile application would incorporate screen-reader compatibility and the requisite accessibility compliances.

3.2 The Respondent further submitted that the relevant changes had been implemented in the mobile application with effect from 13.08.2026 and that efforts were being undertaken to ensure compliance with the applicable accessibility requirements. The Court appreciated the steps stated to have been taken by the

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Respondent towards improving accessibility of its digital platforms.

3.3 Upon consideration of the submissions, the Court observed that, although the Respondent had stated that certain identified barriers relating to CAPTCHA and OTP had been removed, the present complaint had highlighted specific accessibility concerns which could potentially also indicate other deficiencies in the website, mobile application or other digital platforms of IRCTC. The Court considered it appropriate that the accessibility of such platforms be comprehensively examined through an accessibility audit so that the deficiencies identified in the present complaint, as well as any other accessibility barriers, could be addressed.

3.4 In view of the above, the Court recommended the Respondent to undertake an accessibility audit of the IRCTC website, Rail Connect mobile application and other relevant digital platforms through recognised accessibility auditors, with a view to ensuring compliance with the applicable accessibility standards, norms and statutory obligations relating to accessibility for persons with disabilities. The Court observed that submission of an independent accessibility audit would assist in ensuring that the digital platforms of IRCTC remain accessible on a continuing basis and would also help prevent recurrence of similar grievances by identifying accessibility barriers beyond those specifically raised in the present complaint.

3.5 The Respondent was further recommended to submit the accessibility audit report along with an **Action Taken Report (ATR)** before the Court within a period of **60 days (sixty days)**, indicating the accessibility deficiencies identified during the audit and the corrective measures undertaken or proposed to be undertaken to address the same. The Court further observed that non-compliance with the recommendations/advice within the stipulated period may attract consequences under the applicable provisions of the Rights of Persons with Disabilities Act, 2016, including Section 93. Consequently, the Court has determined no further intervention necessary.

4. Accordingly, the case is disposed of.

Yours faithfully,

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**(S. Govindaraj)
Commissioner**

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