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. 14695/1141/2023

In the matter of-

Wing Commander Shantanu **...Complainant**

Versus

The Director/ The Company Secretary
Ani Technology Private Limited
Regent Insignia **...Respondent**

1. Gist of the case:

1.1 Wing Commander Shantanu, with 80% locomotor disability, filed a complaint on 12.12.2023 alleging discrimination by an Ola cab driver during the 1st Khelo India Para Games, who refused to accommodate his folded wheelchair, behaved aggressively, and caused humiliation and emotional distress; he sought action against the driver/owner and information on the outcome. A notice dated 14.12.2023 was issued to the Respondent under Sections 75 & 77 of the Rights of Persons with Disabilities Act, 2016 (hereinafter referred as “the Act”), but no reply was received despite a final reminder on 10.02.2024.

3. Hearing (I): A hearing in hybrid mode was conducted on 30.05.2025:

3.1 During the hearing, Complainant alleged humiliation by an Ola driver, who refused to accommodate his folded wheelchair, verbally abused him and his wife, and forced them out of the car. He also reported pressure from Ola to withdraw the complaint. Ola denied receiving earlier notices and blamed the CNG kit for not using the boot, requesting the driver be called.

3.2 The Court questioned Ola's stance, noting lack of inquiry or response, and gave 15 days for an internal investigation and for the complainant to submit evidence of coercion.

4. Response filed by the Respondent against RoP of hearing dated 30.05.2025:

4.1 Ola (ANI Technologies) filed their response dated 13.06.2025 and expressed respect for the complainant and reaffirmed its commitment to disability rights. It stated that it is only an intermediary, not the driver's employer.

4.2 Ola claims it received the complaint in December 2023, investigated immediately, and permanently deactivated the driver within six days. It denies discrimination, arguing the CNG-fitted vehicle legally prevented placing the wheelchair in the boot and that no prior disclosure of special needs was made.

4.3 Ola challenges the allegations of verbal abuse as unsubstantiated and asserts the driver acted in good faith. It also argues the complaint is defective for not including the driver as a necessary party and maintains that safety rules not bias led to the refusal.

5. Response filed by the Complainant against RoP of hearing dated 30.05.2025:

5.1 Complainant filed his response dated 05.08.2025 and submitted that his wife, who was present and took photos, is the primary witness to the driver's misconduct. He explains that although the OTP was given, the driver began shouting within minutes, forced them out, then immediately ended the trip and fled. Trip details and photos were already submitted earlier.

6. Hearing (II):

6.1 A hearing in hybrid mode was conducted on 28.11.2025.

6.2 The Respondent's new counsel appeared unprepared and sought a short adjournment. The Court, noting the prolonged delay of 4–6 months, expressed displeasure. The Complainant confirmed that no response received from the Respondent. The Court granted a short adjournment to **12.12.2025** and directed the Respondent to provide the

pending Action Taken Report, warning that no further delay will be allowed.

7. Hearing (III):

7.1 A hearing in hybrid mode was conducted on 12.12.2025.

7.2 Respondent sought time for settlement citing document collection; Complainant opposed and sought adjudication in public interest. Respondent failed to file documents or ATR. Court noted delay and non-cooperation, and directed personal appearance of the CEO/Head on 19.12.2025, failing which legal action will follow.

8. Hearing (IV):

8.1 A hearing in hybrid mode was conducted on 19.12.2025.

8.2 The Court noted non-compliance by ANI Technologies for failing to produce a competent authority as directed, warned that repeated violations would be taken seriously, and ordered appearance of an authorised senior authority with counsel on 22.12.2025, failing which action may be taken under Section 89 of the RPwD Act, 2016.

9. Hearing (V):

9.1 A hearing in hybrid mode was conducted on 22.12.2025. Wherein following parties/representatives were present:

Sl. No.	Name of the parties /Representatives	Parties	Mode
1.	Wing Commander Shantanu	Complainant	Online
2.	Adv. Vanshika, Counsel for Respondent	Respondent	Online
3.	Mr. Dinesh Rana, Executive, Ani Technology Private Limited	Respondent	Online

10. Proceedings during the hearing:

10.1 On the date of final hearing, the Respondent failed to ensure the physical or virtual presence of any authorized company official, despite repeated directions issued by this Court in earlier hearings.

10.2 Only the Advocate/Representative appeared and sought to make oral submissions. However, the Court noted that:

(a) The case has been adjourned multiple times solely to secure the presence of a competent authority from the Respondent;
(b) The absence of such official has hampered effective adjudication of the matter; and
(c) Repeated non-compliance reflects lack of cooperation and disregard for the authority of this Court.

10.3 The explanation offered regarding short notice was found unsatisfactory, particularly in light of the fact that directions were issued well in advance and reiterated in previous hearings.

11. Observations:

11.1 The Court observes that persistent non-appearance of the Respondent Authority, despite repeated opportunities, amounts to procedural non-cooperation and undermines the statutory mandate.

11.2 The Court further observes that matters concerning the rights of persons with disabilities require prompt, responsible, and sensitive engagement, which has been conspicuously absent on part of the Respondent.

12. Recommendations:

12.1 It is recommended that ANI Technologies Pvt. Ltd. may submit a detailed Action Taken Report (ATR) within 30 days from the date of receipt of this order, clearly indicating:
(a) Action taken against the concerned driver;
(b) The internal policy framework for handling requests from persons with disabilities;
(c) Measures adopted to prevent recurrence of such incidents.

12.2 It is recommended that the Respondent may conduct disability sensitization and accessibility training for all drivers onboarded on its platform, including specific modules on reasonable accommodation for wheelchair users, and submit proof of compliance within 60 days.

12.3 Supreme Court of India recently passed an Order dated 23 March 2026 in the case of **Shivjeet Singh Raghaw v. Union of India & Anr.** stated that App-based cab aggregators and transport authorities are under a continuing obligation to ensure accessibility for persons with disabilities, including provision for wheelchair-accommodating vehicles and accessible transport options, in furtherance of Sections 3, 40, 41, 42 and 44 of the Act and Articles 14 and 21 of the Constitution of India.

12.4 It is recommended that the Respondent may review and suitably update its

platform policies to ensure:
(a) Clear protocols for transportation of assistive devices;
(b) Non-discriminatory handling of passengers with disabilities;
(c) A robust grievance redressal mechanism for persons with disabilities.

12.5 The Respondent may note that continued non-compliance or any future violations could attract action under Section 89 of the RPwD Act, 2016, including imposition of penalties.

12.6 In terms of Section 76 of the Act Respondent is recommended to submit Action Taken Report within 60 days from the date of issuance of these recommendations.

13 Accordingly, the case is disposed of.

Digitally signed by
S Govindaraj
Date: 22-05-2026
14:34:49

(S. Govindaraj)
Commissioner for Persons with Disabilities