Diary No. DNO/26/CCPD/6332 **Dated:** 22/10/2026

Case No: DNO/26/CCPD/6332

In the Matter of

Complainant

Shri Raj Kumar

Versus

Respondent(s)

1. The Secretary, Railway Board

2. The Senior Divisional Railway Manager, Western Railway

1. Hearing

1.1. A preliminary hearing was conducted on 09.10.2026 wherein the following parties/representatives were present:

Sl. No.	Name of the Parties / Representatives	On Behalf of
1.	Shri Raj Kumar	Complainant
2.	Shri Prafulachadra Bhatt, Area Officer, BCT Division, Western Railway	Respondent 2

2. Record of Proceedings

Diary No. DNO/26/CCPD/6332 **Dated:** 22/10/2026

2.1 During the proceedings, the Complainant, Shri Raj Kumar, a person with 40% visual impairment, submitted that while travelling on Train No. 12239 from Mumbai Central to Surat Junction on 28.04.2026, he was allegedly subjected to harassment and discrimination by railway officials. He stated that he was travelling with a valid unreserved ticket and a valid UDID card and had entered a coach which he believed was designated for persons with disabilities. He alleged that the Train Manager/Guard informed him that his ticket was not valid for the said coach, refused to verify the applicable rules or call the Ticket Examiner despite his request, and directed him to leave the coach.

2.2. The Complainant further alleged that several persons without disabilities were travelling in the same coach without tickets, but no action was taken against them. He stated that, upon his objection, the Guard, along with the Station Master and CRPF personnel, abused him and forcibly removed him from the train, causing physical pain, humiliation and mental distress. He alleged that the incident violated his rights as a person with disability and requested preservation of CCTV footage, disciplinary action against the officials concerned, and appropriate directions to prevent recurrence.

2.3. The Respondent submitted that the coach in question was not available for travel on the basis of a concessional or unreserved ticket in the manner claimed by the Complainant, and that the applicable reservation and ticketing conditions were required to be followed. During the hearing, the Court sought clarification regarding the nature of the coach, the applicable ticketing requirements, and whether the train fell within a premium or fully reserved category. The submissions of the Respondent did not conclusively clarify all aspects of the incident during the hearing.

2.4. The Court observed that the distinction between a coach earmarked for persons with disabilities, a reserved coach, and the eligibility to travel on a particular ticket or concession required clarification. It noted that the Complainant may not have been aware of the applicable restrictions and that the circumstances in which he was asked to leave the train, including the alleged conduct of the officials, required examination before any conclusion could be reached.

2.5. The Court recommended the Respondent to submit a detailed written report within **seven days**, clearly setting out the circumstances of the incident, the applicable rules governing the coach and ticket, the reasons for the Complainant being asked to leave the train, and the actions taken by the officials concerned. The Respondent was advised to place its submissions and relevant supporting material on record for further examination.

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/6332 **Dated:** 22/10/2026

Yours faithfully,



(VIKAS TRIVEDI)
Dy. Chief Commissioner

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(पया भविष्य मे पंत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखे)
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