Diary No. DNO/26/CCPD/7099 **Dated:** 23/10/2026

In the matter of

Shri Shivam Kumar
(Complainant)

Vs.

The General Manager
North Central Railway
(Respondent)

1. Background of the Case

1.1 The Complainant, a person with 90% blindness, submitted that while travelling by Train No. 19038 (Avadh Express) from Tundla Railway Station, he faced difficulty in locating the Divyangjan coach due to his visual disability. He stated that, while he was moving towards the coach, the train started moving and he boarded the train after taking permission from the TTEs present there.

1.2 The Complainant further submitted that, while he was moving inside the train towards the Divyangjan coach, another TTE abused and assaulted him without hearing his explanation, slapping him 2–3 times on his face and eye, due to which his spectacles broke and his glaucoma-affected eye was seriously injured. He stated that he had lodged complaints on Rail Madad and CPGRAMS in this regard.

2. Notice of Admissibility

2.1 A notice dated 06.10.2026 under Sections 75 and 77 of the RPwD Act, 2016, was issued to the Respondent for a hearing on 15.10.2026 to determine the admissibility of the case and find out if this can be resolved without further quasi-judicial intervention of this Court.

3. Hearing

3.1 A preliminary hearing was conducted on 15.10.2026. The following parties/representatives were present during the hearing:

Sl.No.	Name of the parties/Representatives	For Complainant/Respondent	Mode of Attendance

Diary No. DNO/26/CCPD/7099 **Dated:** 23/10/2026

1.	Shri Shivam Kumar	Complainant	Online
2.	Shri Bijendra Kumar, Principal Chief Commercial Manager, North Central Railway	Respondent	Online

4. Record of Proceedings

4.1 The Complainant reiterated his complaint. The Court observed that the Respondent had not submitted a written reply and granted a final opportunity of 21 days to file the same. During the hearing, the Respondent submitted that an enquiry had been initiated in the matter and was under process. The Court directed the Respondent to submit an Action Taken Report within 21 days. The case was adjourned.

Yours faithfully,

(VIKAS TRIVEDI)
Dy. Chief Commissioner