

**In the Court of Commissioner for Persons with Disabilities**  
**25- D, Mata Sundari Road, Near Guru Nanak Eye Centre, New Delhi-2**  
**Phone-23216002-04, Telefax: 23216005**  
**Website: [www.discomm.delhi.gov.in](http://www.discomm.delhi.gov.in), Email : [comdis.delhi@nic.in](mailto:comdis.delhi@nic.in)**  
**[Vested with power of Civil Court under the Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995]**

Case No. 4/1105/2015-Wel./CD/ 1767-68

Dated: 05.10.15

**In the matter of :**

**Sh.Alok Kumar Singh**  
C-943 Ground Floor  
Arjun Nagar, Kotla Mubarakpur  
New Delhi-110003

..... **Petitioner**

**Versus**

**Sh.C.K.Goyal**  
**Assistant Vice President**  
**Delhi Integrated Multi-Modal Transit System Ltd.(DIMTS)**  
1<sup>st</sup> Floor, Maharana Pratap ISBT Building  
Kashmere Gate  
Delhi-110006

..... **Respondent**

**ORDER**

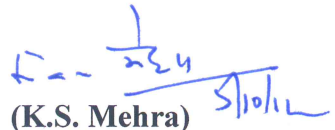
1. A representation was received from Sh.Alok Kumar Singh a 32 year old person working in Central Public Works Department (CPWD) stating that he had boarded a cluster bus of route no.433 from Aakashwani Bhawan bus stop near Shram Shakti Bhawan to reach his residence in Kotla. The conductor informed him that the bus would go via the flyover South Extension Part-I and he would not be able to reach his residence in that bus. The conductor therefore advised him to take another bus of route no.540 from the next stop which was Krishi Bhawan. The petitioner stated that as he was coming out of the bus at Krishi Bhawan a Ticket Checking Squad of 3-4 persons of Delhi Integrated Multi Modal Transit System Ltd. (DIMTS) caught him and asked for the ticket and without listening to him they started misbehaving and manhandled the petitioner for about 15 minutes.
2. On receipt of the e-mail from the petitioner a hearing was fixed which was attended by the officials of the Delhi Integrated Multi Modal Transit System Ltd. (DIMTS) who apologised for the unfortunate incident. The concerned Inspecting Officers were advised to ascertain the facts before proceeding to take action and in any case not manhandle or misbehave with any passenger as it does not serve any purpose other than leading to bad

taste. In the present case the person who happens to be a disabled person had a traumatic experience even as he had done nothing wrong. It is also a fact that the inspecting team did not know the full facts of the case they should not have however behaved in a manner as they did. The supervisory officers who attended the hearing were advised to hold seminar/workshops for appropriate sensitisation of all the officials not to misbehave/manhandle any human being and discharge their duties appropriately.

3 The case is disposed of accordingly.

**Given under my hand and the seal of the Court this 5<sup>th</sup> day of October, 2015.**



  
(K.S. Mehra)

**Commissioner  
Court of Commissioner (Disabilities)  
National Capital Territory of Delhi  
Room No. - 1  
25-D, Mata Sundari Road, New Delhi-02**