



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

**Case No.** CCPD/15708/1101/24

**Dated:** 25/05/2025

**Shri Rahul Bajaj**

C-448, Sheikh Sarai Phase 1, New Delhi,  
South, Delhi-10017.

**... Complainant**

**Vs.**

**The Secretary**

Ministry of Information and Broadcasting

A Wing Shastri Bhawan, New Delhi, A Wing Shastri Bhawan, New Delhi

New Delhi, Delhi-110001

**Email ID:** [secy.inb@nic.in](mailto:secy.inb@nic.in)

**... Respondent (1)**

**Director**

(Viacom18 Private Limited )

One Unity Center, Tower-4, Senapati Bapat Marg, Prabhadevi, Mumbai-400013, One Unity Center,

Tower-4, Senapati Bapat Marg, Prabhadevi, Mumbai-400013

Mumbai, Maharashtra-400013

**Email ID:** [contentgrievance@viacom18.com](mailto:contentgrievance@viacom18.com) **... Respondent (2)**

**Director**

(Sun TV Network Ltd.)

Murasoli Maran Towers 73, MRC Nagar Main Road, Chennai - 600 028, Tamil Nadu,

**Email ID:** [tvinfo@sunnetwork.in](mailto:tvinfo@sunnetwork.in)

**... Respondent (3)**

5वीं मंजिल, एनआईएसडी भवन, प्लॉट न०. जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष: 011-20892364, 20892275  
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**1. Hearing (I):**

1.1. The case was heard via Video Conferencing by the Chief Commissioner for Persons with Disabilities on 13/05/2025. The following persons were present during the hearing:

**Persons present from the Complainant's side:**

1. Mr. Amar Jain (authorized on behalf of Sh. Rahul Bajaj)

**Persons present from the Respondent's side:**

1. Mr. Mudit Tayal, Assistant Manager, Jiostar India Ltd.
2. Mr. Gaurishankar Kesarwani, Additional Director (BP&L), Ministry of Information and Broadcasting.

**2. RECORD OF PROCEEDINGS**

2.1 At the outset, the Respondent No. 2 informed that all the business of Viacom 18 Private Ltd. has been transferred to Jiostar India Ltd. Therefore, all future communication (s) may be marked for the Jiostar India Ltd.

2.2 The learned Advocate for the Complainant raised the issue of the inaccessibility of the television content provided by the Respondents. He relied on the reply dt. 23.09.2024 submitted by the Ministry of Information & Broadcasting, wherein they indicated the guidelines dated 11.09.2019 on Accessibility Standards in TV programs. The Complainant, however, informed that these accessibility guidelines have still not been notified, as a result of which the content of the TV channels doesn't align with the mandates

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set out in these standards and the RPwD Act, 2016. The Complainant requested this Court to set a time frame for the M/o I&B in order to comply with the non-negotiable standards that could be effectuated u/s 42 of the RPwD Act, 2016.

2.3 The Complainant also raised the issue of inaccessible equipment(s) available in the Indian market e.g., remote controls and set-top boxes for televisions. He cited the provisions of IS 17802-ICT standards notified by the Bureau of Indian Standards (BIS) issued in pursuance of Section 42 of the Act and incorporated in the RPwD Rules, as per which equipment/products should be made accessible to all. The complainant requested that instructions be issued to the manufacturers for providing accessible equipment(s) in accordance with IC 17802. The Complainant also requested M/o I&B to frame consequences for non-compliance, as accessibility of equipment is also one of the mandates of the guidelines dated 11.09.2019.

2.4 Respondent No. 1 informed that comments on the implementation of guidelines dated 11.09.2019 are being sought from all content providers and channels. As per the latest report, compiled in April 2025, approx. 40 general entertainment channels and 33 News channels have included various accessibility features for broadcasting like subtitles, scrolling etc. Twice every week, major News channels and Doordarshan channels are broadcasting News with sign language interpreters. Further, the respondent No. 1 added that the manufacturing of set-top boxes comes under the purview of the M/o Electronics & Information Technology (Meity). The complainant refuted the issue as the licences to the same is issued by the M/o I&B.

2.5 Respondent No. 2 stated that Jiostar India Ltd. has accessibility features in the channel and OTT platforms, however, they have not yet implemented the guidelines in totality. He pointed out that the guidelines issued by M/o I&B are not binding in nature.

### 3. Observations & Recommendations

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3.1 After hearing from the parties, the Court observed that the time for requesting the players in the market who make entertainment contents and equipment(s) to make them accessible for persons with disabilities is long over. It is now time to ensure that the mandate of the RPwD Act is enforced. The Court expressed its dissatisfaction and displeasure about the averment made by the Respondent No. 2 about awaiting a binding instruction from the central government. The Court clarified that the provisions of sections 42 and 46 are mandatory in nature. Even the Hon'ble Supreme Court highlights that providing accessibility to all is not obligatory but mandatory and is non-negotiable in nature. The recreation aspect is an essential part of rehabilitation. Through Universal design everyone should be able to access, even the recreational aspect, in their lives. The Court sought information from the Respondent No. 1 about action taken in this regard and the penal actions it has so far taken against the establishments for not adhering to these statutory provisions.

3.2 The Court recommended that Respondent No.1 shall notify the guidelines/standards dated 11.09.2019 within 2 months and ensure its effective implementation with a structure for imposition of penalty for its violation. The Respondent No. 1 shall also ensure that the necessary permission to air the contents is regulated in order to ensure the availability of accessible equipment(s).

3.3 The Court expressed its concerns for the indifference shown by the Respondent No. 3, and decided to allow 15 days time to them to explain as to why penal action under Section 89 should not be taken against them.

3.4 The Respondent No. 2 was asked to submit a detailed status report on accessibility of contents across all channels and formats within its control within 30 days of receipt of these recommendations.

3.5 This is issued with the approval of the Commissioner for Persons with Disabilities.

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**Yours faithfully,**

**(Praveen Prakash Ambashta)**  
**Dy. Chief Commissioner**

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