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Chitta
Initiative for Research by Pacta

Data Insights on

Decisions of India's Chief Commissioner for Persons with Disabilities in 2023

About Pacta

Pacta is a full-service boutique law firm and policy think tank serving the social sector. Pacta advises Foundations with multi-billion-dollar funding, NGOs, family trusts, start-ups, social incubators/accelerators, schools and universities across all Sustainable Development Goals. Pacta has an unflinching commitment to policy consulting support for public service delivery. Acknowledging the crucial role of research and scholarship for social development, Pacta engages in law and policy research through self-driven and collaborative projects. We focus on three thematic areas - diversity and inclusion (with a focus on disability and gender), data and technology (for social good), and philanthropy and social impact.

In the disability sector, Pacta has conducted over 14 research studies understanding the challenges of inclusion of persons with disabilities across sectors (horizontally) and disabilities (vertically). Through our research and active participation in the community, we inform avenues to strengthen data and access to justice and bridge gaps in law and policy translations into practice across different themes that intersect with disability.

Pacta is a women-led firm comprised of 15 multidisciplinary professionals, including lawyers, company secretaries, and public policy experts.

This report is compiled by Greeshma (Public Policy Associate, Pacta) and data analysis was undertaken by Gokul Nath (Data Analyst, Pacta) under the guidance of Nivedita Krishna (Founder-Director, Pacta) and Krithika Sambasivan (Lead, Disability Research, Pacta).
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Acknowledgements
The report is a year-on-year commitment of Pacta to bring to light the legal and social landscape in the access to justice for persons with disabilities through the Chief Commissioner for Persons with Disabilities (CCPD), New Delhi orders/judgements. The trends are generated through meticulous curation and analysis of textual data in the CCPD orders. The analysis of this report uses Large Language Models (LLMs) and Named Entity Recognition (NERs) for parsing the textual CCPD orders of the year 2023 to .csv (comma separated values) formats.

The initial code for this analysis was developed during the OpenNyAI MakersSpace Residency Event in Kochi in 2023. We thank Karan Raj of Thoughtworks and Varun Hemachandran of Agami for supporting the early development of the code, which was supported on the OpenNyAI LLM software. The code went through various iterations and the current version uses Google Gemini efficient extraction of data.

We acknowledge the contributions of Riddhi Lakhiani (Public Policy Associate, Pacta) for doing the first round of analysis of CCPD data for the year 2022 using the initial code. Shubham Shinde (Lead, Tech Policy Research, Pacta), who helped in advancing the code to be integrated with Google Gemini to read judgments, parsing the data based on defined variables and compiling the CCPD orders for data analysis. Venkataraman Ramakrishnan (Intern, Krea University) and Lathangi Giridhar (Legal Associate, Pacta) for cleaning the data and coding judgements, respectively. Greeshma (Research Associate - Policy, Pacta), who helped in cleaning up the data for the final stage of analysis and Gokul Nath (Data Analyst) for analyzing the data for this report.

Pacta aims to close the gaps in data in the access to justice sphere for persons with disabilities by curating and compiling available data across higher judiciary and quasi-judiciary in more accessible formats to inform evidence-driven legal policy decisions.

PART 1 - SETTING THE CONTEXT

Introduction

The **Chief Commissioner for Persons with Disabilities (CCPD)** is a special advisory body established by the **Department of Empowerment of Persons with Disabilities (DEPwD), Ministry of Social Justice and Empowerment (MSJE)** to safeguard the rights and welfare of persons with disabilities in India. Initially constituted under Section 57 of the Persons with Disabilities (Equal Opportunities, Protection of Rights & Full Participation) Act, 1995, the **CCPD is now governed by Section 74 of the Rights of Persons with Disabilities Act, 2016 (RPWD, 2016)**.

The Chief Commissioner is mandated to assume the following responsibilities:

- **Coordinating** the activities of the State Commissioners for Persons with Disabilities (SCPD),
- **Monitoring** the utilization of funds allocated by the Central Government, and
- **Taking proactive measures** to safeguard the rights and facilities available to persons with disabilities under the RPWD Act, 2016.

The CCPD serves an essential role in providing accessible, low-barrier avenues for persons with disabilities to seek justice. The CCPD is considered a quasi-judiciary body, where orders are binding but can be challenged only in higher judiciary bodies such as the high courts. Unlike formal court proceedings, the CCPD enables individuals themselves (to self-represent) to file and argue cases without the necessity of legal representation, which may offer a hassle-free process (described in **Box 1**) for resolving disputes for persons with disabilities.

In many cases, the redressal involves recommending compliance with the disability rights and anti-discrimination provisions outlined in the RPWD Act, 2016. These orders often prompt institutions (against whom the complaint is filed - these institutions include Ministries/Departments/Establishments/Institutions/Organizations/Authority controlled or aided by Government of India; or a Government company as defined in Section 2 of the Companies Act, 2013) to adjust their practices, contributing to a growing culture of

compliance and accountability in matters related to disability rights. As of October 2023, **3138 cases** were disposed by the O/o CCPD.[1]

Box 1: The CCPD Hearings Process[2]

Any aggrieved person with a benchmark disability or a person with disability may file a complaint before the Chief Commissioner. A copy of the complaint will be sent to the relevant party listed, who will then be instructed to provide his version of the case to the Chief Commissioner. The parties may be heard in person, if required, after which a suitable recommendation is made.

At any point throughout the proceedings, the Chief Commissioner has the authority to adjourn the hearing on the subject on whatever terms he deems suitable.

The CCPD does not require the complainant to be physically present. The complainant has the option of filing the complaint via post or online. Since the hearing took place online after June 2020, the complainant may choose to submit his arguments online.

The grievances of persons with disabilities were heard online during Covid-19.

- All hearings have been held online or in hybrid mode since June 2020.

This report presents an analysis of the CCPD orders delivered between **1st January 2023 and 31st December 2023**. Building on the first comprehensive analysis conducted in 2022,[3] this year's report marks the second year of examining CCPD orders. The report aims to

- deepen our understanding of access to justice for persons with disabilities in India—a field that remains largely under-explored, and
- contribute toward the ongoing efforts to promote the legal and social inclusion of persons with disabilities.

The report provides insights into the geographic distribution of cases, gender demographics, and disability profiles of the complainants. The report also examines the

[1] https://ccpd.nic.in/our-achievements/#:~:text=Our%20Achievements%20*%20Since%20June%202020%2C%20all,were%20disposed%20off%20by%20the%20O/o%20CCPD.
[2] https://ccpd.nic.in/faqs/
[3] https://pacta.in/CCPD_Analsyis_2022_Research_Report_2022.pdf

nature of disputes and the average resolution time along with the decision taken by the CCPD with regard to the cases.

While for most part the report remains similar to the last year's analysis done by Pacta, this year the methodology and the analysis has gone a bit deeper. The hope for this year is that the process of analysis will be replicable to the 2024 orders with little-no tweaks and to other quasi-judiciary bodies' data.

Methodology

The CCPD has made all its decisions accessible to the public by publishing them digitally on the CCPD website. For this analysis, we focused on orders delivered in cases from January 2023 to December 2023. **During this period, a total of 360 cases were disposed of by the CCPD of which 358 were used for analysis (1 case being a repeat and the other being untraceable for cross-verification).**

The analysis was conducted using generative AI-technology Large Language Models (LLMs) and Named Entity Recognition (NERs) to peruse the data to convert into analyzable .csv formats. Data from the orders was perused using prompts specifying the information required from the order, which were passed through Google Gemini via its API.[4] The response received was recorded and stored in a .csv (comma separated values) format. Details of the process, the repeatability, and limitations are provided in Annexures 1.

The .csv compilation from the LLMs and NERs included essential fields such as the case ID, date of filing, date of disposal, nature of dispute, a concise case summary, and the final orders issued by the CCPD. Additionally, the NER compiled demographic information about the complainants, including gender, type of disability, disability benchmark status, and state of residence.

Each of the **358 cases** was then classified into seven broad categories based on the primary nature of the dispute. These categories included:

- Employment/Livelihood
- Education
- Health

[4] **Note:** we used the AI to classify gender. The CCPD orders do not explicitly provide the gender of the complainant or person with disabilities (i.e., the LLM could determine the gender of the complainant by reading the name).

- Financial Services
- Social Security
- Denial of Other Rights/Entitlements
- Safety and Wellbeing

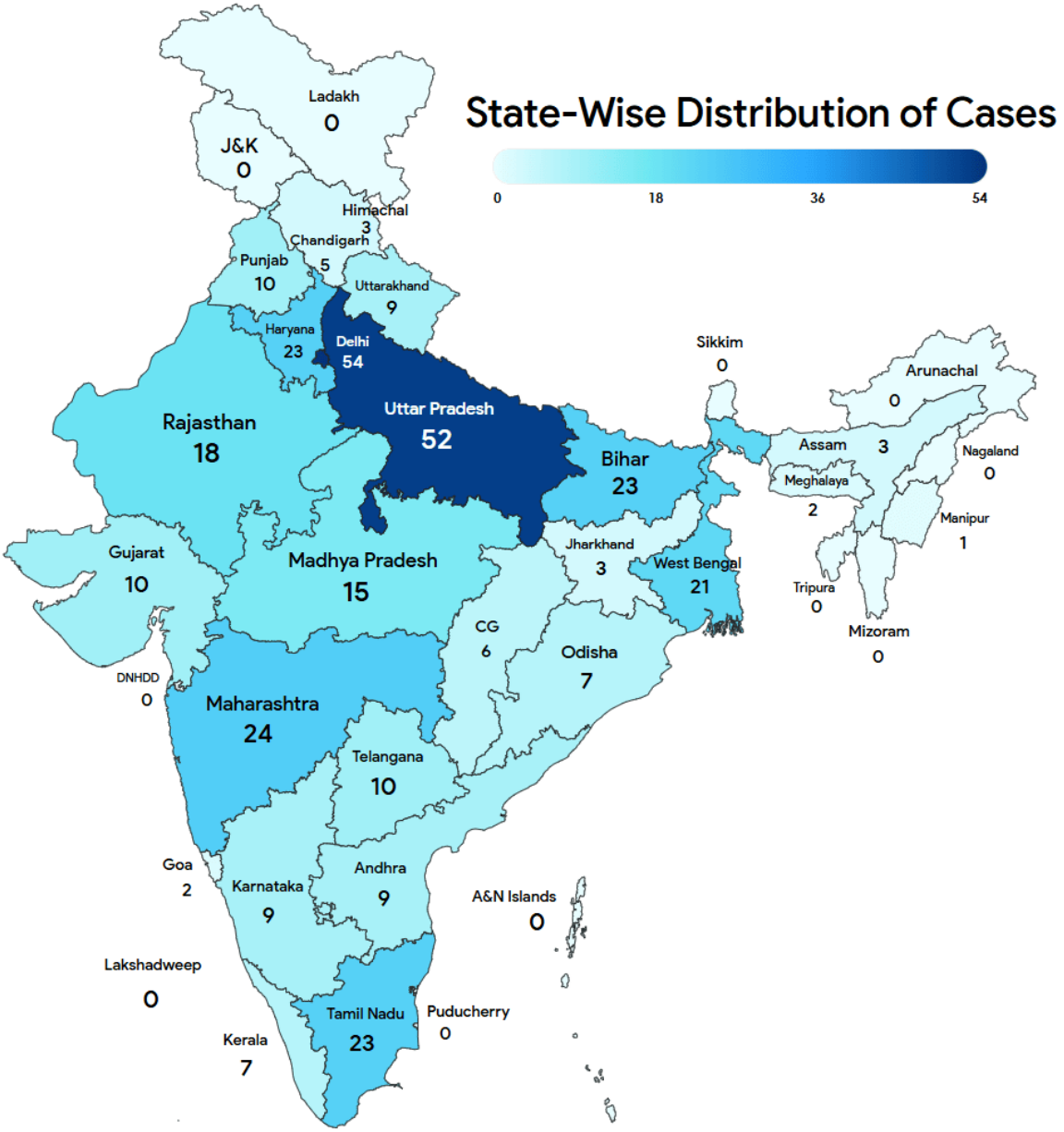
Furthermore, we categorized the outcomes of each case into four distinct classifications, which were manually coded:

- In favor/partially in favor of the complainant
- Against the complainant
- Issue resolved (without a clear directive favoring one party/case is resolved before the hearing)
- Others (cases which cannot be classified as any of the existing judgment types)

The data was then analyzed using Python, allowing for exploration of trends, outcomes, and patterns across the dataset.

PART 2 - FINDINGS

State-Wise Distribution of Cases



- The above map shows the geographic distribution of the cases. Certain states and Union Territories report significantly higher numbers of cases compared to others. **Delhi (54) and Uttar Pradesh (52)** show the highest concentration of cases. On the other hand, states in the northeast and Union Territories such as Jammu & Kashmir and Ladakh report very few cases, or none at all.

- There seems to be a notable clustering of cases in North and Central India. States surrounding the capital (including those from Delhi), such as **Uttar Pradesh, Haryana (23), Rajasthan (18), and Punjab (10)**, show relatively high numbers. This could potentially be due to proximity to the Office of CCPD, which is located in New Delhi.
- However, further investigation into the factors affecting regional imbalances need to be carried out. We believe that factors such as population size of persons with disabilities, mode of filing and redressal (whether online or in-person) may play a role in the case loads of the CCPD from certain geographic areas.
- Therefore, it may be useful to know the mode of filing and redressal in the orders to understand the potential challenges faced by persons with disabilities in accessing the office of the CCPD.
- Annexure 2 provides information on the state-wise disability distribution of cases registered.

Profile of the Complainant

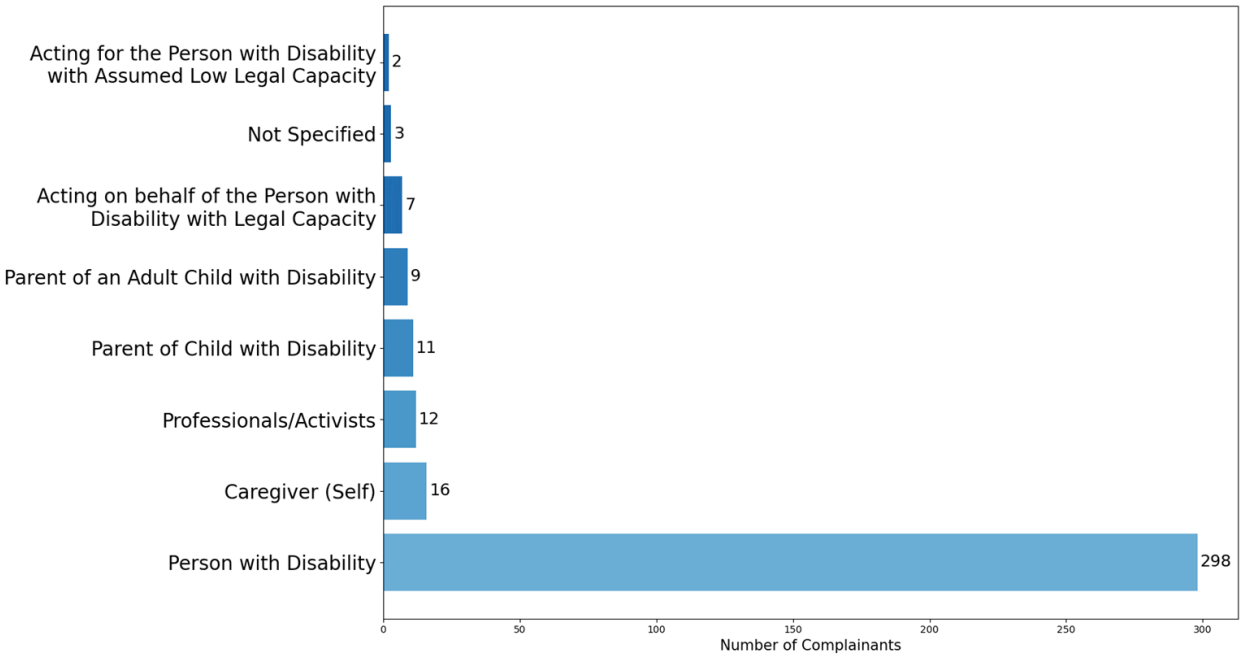


Figure 2: Profile of the Complainants

Legend: Definitions of the Complainant Profiles

1. **Persons with disabilities:** Individuals with disabilities who directly file complaints related to the challenges they face.
2. **Caregiver (Self):** These are caregivers who file complaints on their own behalf, particularly related to issues like job transfers or personal work situations, which is indirectly linked to the welfare of the person with disabilities they care for.

3. **Professionals and Activists:** Individuals from organizations, NGOs, or advocacy groups dedicated to advancing disability rights.
   - **Parents of Children with Disabilities:** Parents who represent their minor children with disabilities in legal matters.
   - **Parent of an Adult Child with Disability:** Parents who file complaints on behalf of their adult children with disabilities, particularly in cases where the adult child may not be in a position to file a complaint independently.
   - **Acting on Behalf of a Person with Disability with Legal Capacity:** Individuals who file complaints on behalf of a persons with disabilities who are legally recognized to manage their own affairs but may prefer or require assistance due to practical barriers, such as mobility issues or access challenges.
   - **Acting on Behalf of a Person with Disability with Assumed Low Legal Capacity:** Individuals who file complaints on behalf of persons with disabilities who are assumed to have limited or no legal capacity to act independently. This includes people with intellectual disabilities, severe cognitive impairments, and/or multiple disabilities.
   - **Not specified:** those complainants whose profiles could not be determined from the orders.

- A significant **83.24%** of the complainants are persons with disabilities themselves, indicating that the majority of complaints are being filed directly by individuals experiencing disabilities.
- The remaining **16.76%** of complaints come from various other profiles. Although these categories are much smaller in proportion, they represent important secondary voices advocating for the rights and well-being of Persons with Disabilities.
  - The **4.47%** representation by caregivers highlights the role caregivers in advocating for persons with disabilities, reflecting concerns around access to services, legal protections, or support.
  - Professionals and activists, who make up **3.35%** of the complainants, likely include individuals from NGOs or other organizations dedicated to disability rights who often bring legal expertise or policy advocacy to these cases.
  - Parents of children **(3.07%)** and adult children with disabilities **(2.51%)** also make up a significant portion of the complainants in situations where the persons with disabilities are minors, and lack the ability to represent themselves, or in cases where legal guardianship is necessary.
  - Those who act on behalf of persons with disabilities with legal capacity constituted **1.96%** of the complainant profiles.
  - Those who act on behalf of persons with disabilities with assumed low legal capacity makes up **0.56%** of the total complainants represent instances where

the persons with disabilities is unable to navigate the legal system independently and requires legal or formal representation.

Complainant Profile by Severity of Disability

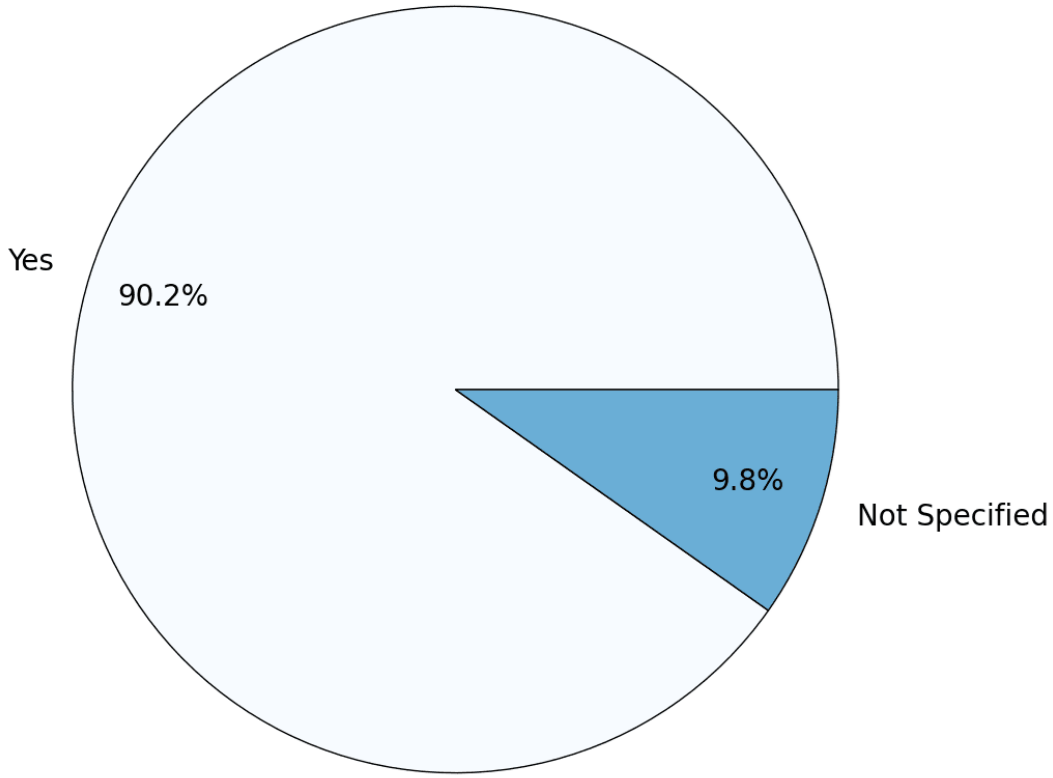


Figure 3: Complainant Profile by Severity of Disability

- Data indicates that **90.2%** of the cases filed with the CCPD involve individuals with benchmark disabilities. Benchmark disability refers to having at least 40% disability of any type recognized under the RPWD Act, 2016.
- A small proportion, **9.8%**, of the complainants have their disability not specified in the data. This could imply either incomplete reporting or instances where the classification of disability was unclear or unreported at the time of filing the complaint. In addition, there were cases where professionals/activists filed on behalf of all (categories) persons with disabilities. In these cases, too, the type of disability was classified as Not Specified.

Representation of Disability Types

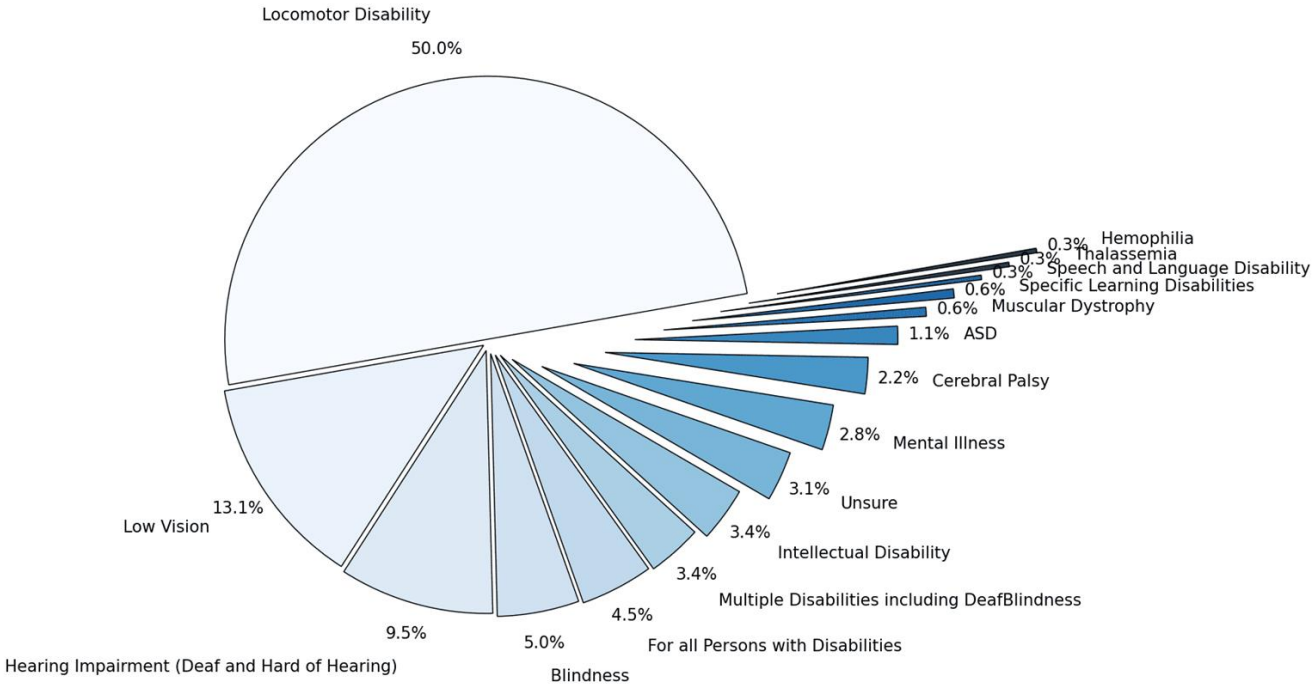


Figure 4: Representation of Disability Types

- Based on the representation of type of disabilities, **persons with locomotor disabilities** have the highest representation accounting for **50%** of 358 complainants in 2023**. Low Vision (13.1%) and Hearing Impairment (9.5%)** together represent over 22% of the complainants.
- Complaints are represented from **13 out of 21 types of disabilities** listed under RPWD, 2016. Persons with 8 types of disabilities (including leprosy cured person, dwarfism, specific learning disabilities, hemophilia, sickle cell disease, acid attack, and Parkinson's disease) have not registered complaints before CCPD in 2023.
- For a detailed disability dis-aggregated complainant profile, see Annexures 3.

Gender Representation of the Person with Disability in Concerned Cases

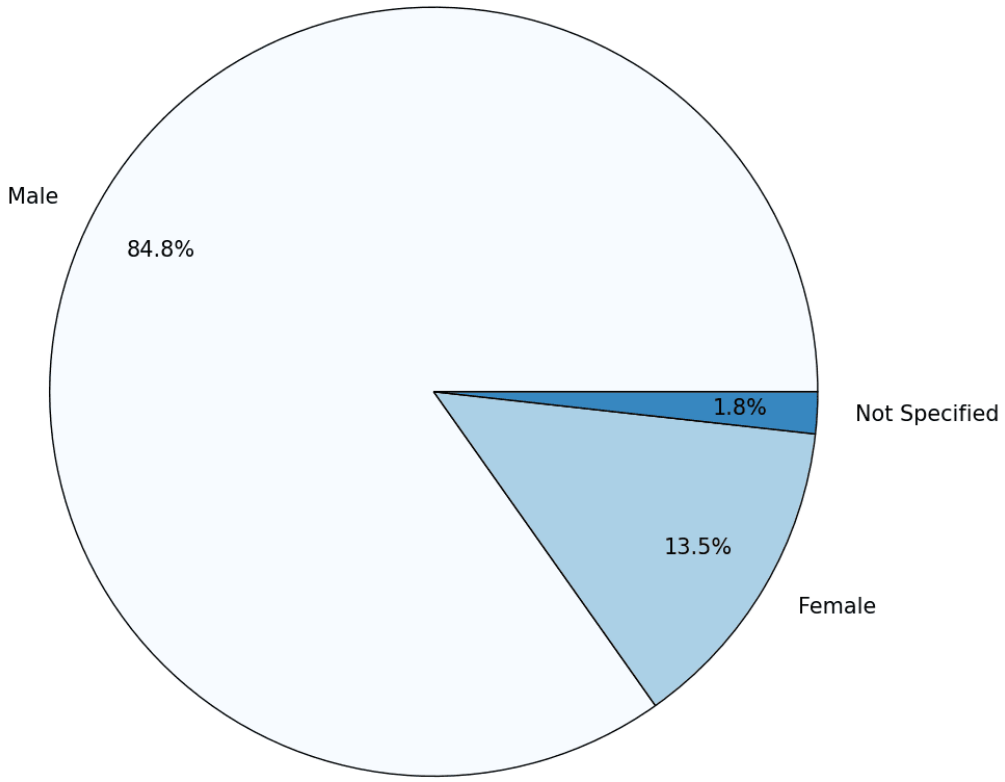


Figure 5: Gender Representation of Persons with Disabilities in Concerned Cases

- The overwhelming majority of complaints were filed by **male persons with disabilities, accounting for 84.8% of the total complaints disposed of by the CCPD**. **Female persons with disabilities accounted for only 13.5% of the complaints**, a stark contrast to their male. This significant gender disparity suggests that men with disabilities are more likely to engage with the complaint and redressal mechanisms. This trend in gender representation was seen even in 2022.
- A small percentage of complainants, **1.8% fall under the "Not Specified" category**, which could indicate incomplete data, unreported gender information, cases involving parents of both genders, or complaints filed by NGOs/professionals on behalf of a group of persons with disabilities.

Average Redressal Time - Comparison with Number of Cases

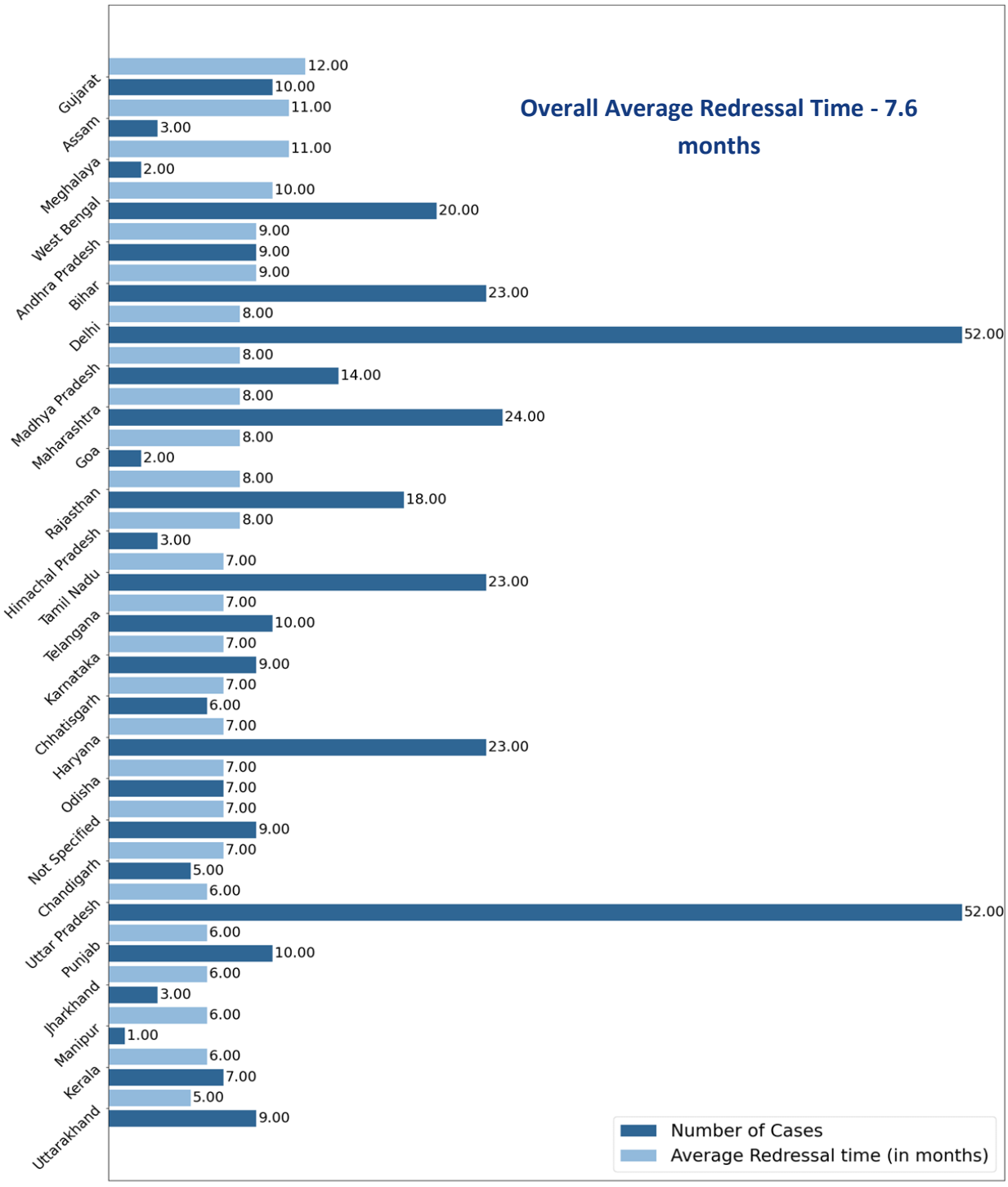


Figure 6: Comparison with Number of Cases with Redressal Time (in months)

- **Uttar Pradesh has the highest number of cases (52)** filed before the CCPD. The average time for redressal in **UP is around 6 months**, which is faster than the overall average of **7.6 months.**

- Despite the high volume of cases, the state's redressal system seems to handle them relatively shorter time spans compared to other regions. *Note that redressal time in these cases is calculated based on the date of filing to the time of disposal by the CCPD.*
- **Meghalaya (2), Goa (2), and Manipur (1)** have the fewest cases. The redressal time in these states is relatively high (around 9 months). Despite a lower number of cases, it takes longer to resolve them, possibly due to access to the o/o the CCPD (lack of a. resources, b. connectivity/reach, or c. accessible physical infrastructure) or administrative challenges.
- Further investigation is needed to understand why states with fewer cases take longer to resolve them, and whether resource allocation or administrative coordination can be improved.

Composition of Subject Matter of Complaints under CCPD[5]

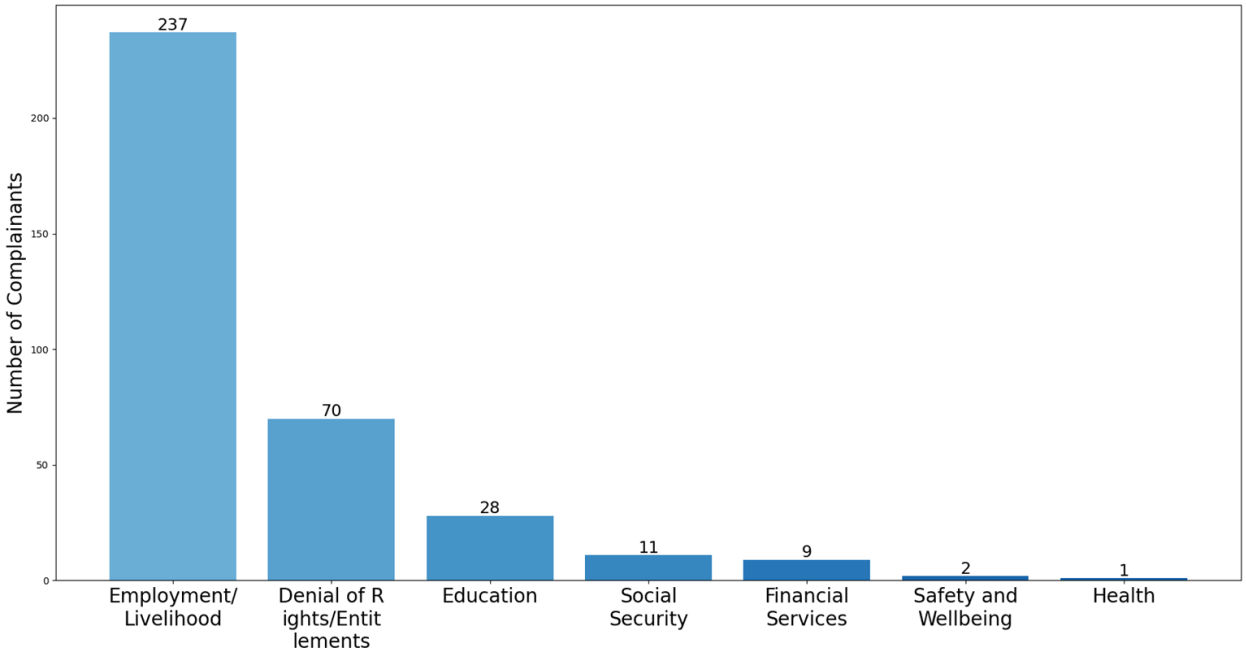


Figure 7: Composition of Subject Matter of Complaints Under CCPD (in %)

- **The majority of complaints (66.2%) revolve around employment and livelihood issues**. This indicates that individuals with disabilities face significant barriers when it comes to accessing employment opportunities. Key concerns include:

[5] Note that subject matters of employment and livelihoods, denial of rights, and education can overlap and categorization of the subject matter was done based on the best-fit. The subject matter of the complaints, therefore, are not mutually exclusive.

    - Issues of postings and transfer (including that of the caregiver for proximity to the person with disabilities under their care/support),
    - Denial of reasonable accommodations required for recruitment examinations,
    - Request for fairness in assessments and document verifications for recruitment exams, and
    - Denial of reservations for persons with disabilities in job appointments and promotions.
- A significant portion **(19.6%)** of complaints pertain to the **denial of basic rights and entitlements.** This suggests that despite existing legal frameworks, many persons with disabilities are still unable to access the rights and services meant to empower them. This category encompasses issues such as:
    - Inaccessibility of public physical infrastructure of parking facilities, trains, flights, wheelchair ramps,
    - Inaccessible digital infrastructure such as of websites and biometric systems,
    - Use of terminology and songs that stigmatize people with disabilities,
    - Denial of scribes in examinations,
    - Non-issuance disability certificates,
    - Denial of financial assistance, concession tickets, Aadhar card, and GST concessions,
    - Lack of implementation of reservation policies in employment, education, and transportation.
- **Complaints related to education account for 7.8% of the total.** This indicates that persons with disabilities are encountering barriers in the educational sector, due to the following reasons:
    - Inadequately trained staff for disability assessment to appear in exams,
    - Denial of reasonable accommodations by not providing extra time in exams, increasing number of examination centers, relaxation in cut-off marks
    - Inadequate reservation policies in educational exams,
    - Admission-related issues, fee-related issues, scholarship-related issues,
    - Issues around re-evaluation of marks,
    - Lack of provision for Teaching and Learning Material (TLM) kits
    - Discrimination and harassment based on disability in education institutions.
- **Social security-related complaints represent a smaller portion of the data at 3.1%.** This may involve issues related to pensions, insurance, and other social protection schemes for persons with disabilities that are either inaccessible or inadequately provided.

- **Complaints regarding access to financial services stand at 2.5%.** These may involve issues such as the inability to access banking services, loans, or financial support that persons with disabilities are entitled to.
- Lastly, **complaints regarding safety and wellbeing and health account for a very small percentage of 0.6% and 0.3%, respectively** in the total complaints filed before CCPD in 2023.
- Annexures 4 provides the details of the profile of the complainant based on the subject matter addressed.

Composition of Type of Decision by CCPD

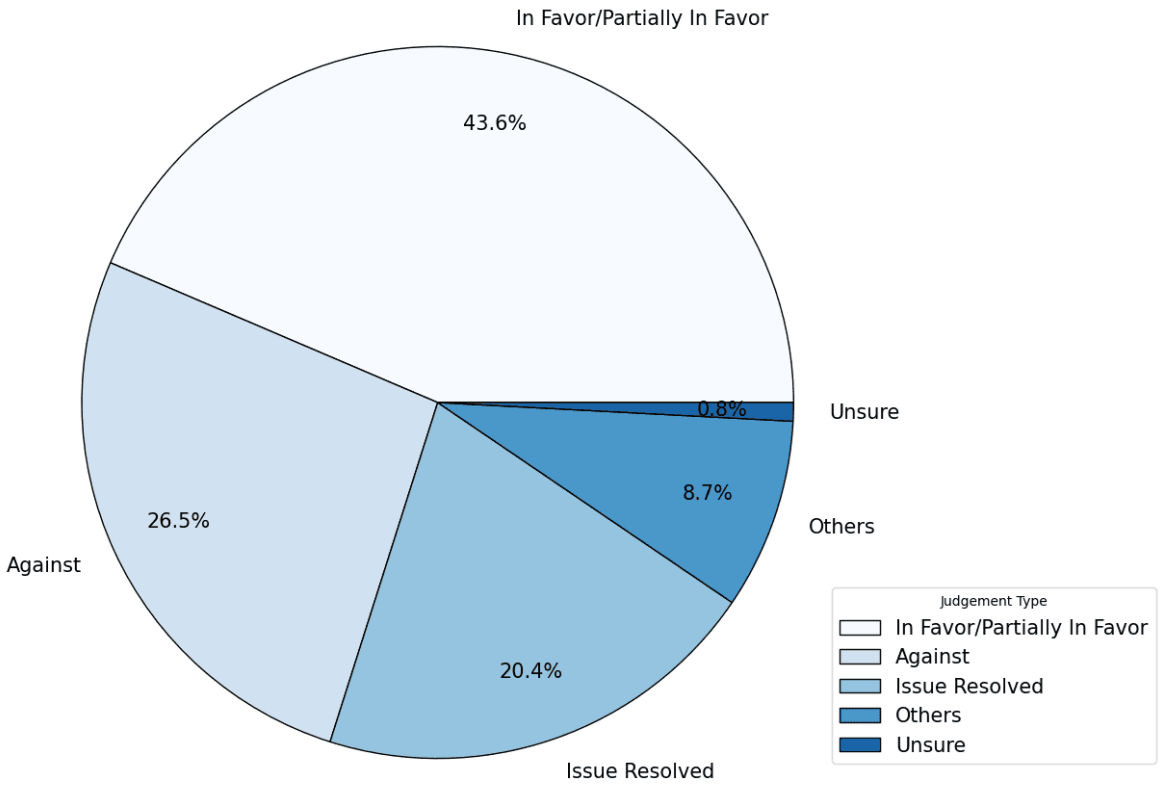


Figure 8: Comparison with Number of Cases with Redressal Time (in months)

- **Nearly half (43.6%) of the cases brought before the CCPD have been decided either fully or partially in favor of the complainant.** Judgments falling into this category reflect instances where the CCPD agreed with the claims of the complainants by either resolving the issue completely or providing partial relief.

- **In around 20.4% of cases, the issues were resolved prior to a final hearing.** These resolutions could be due to settlements, mutual agreements, or other means outside of a formal judgment.
- **In 26.5% of cases, the CCPD ruled against the complainant.** This means that in over a quarter of cases, the complaint was either considered unwarranted, or the complainant was unable to prove their case to the satisfaction of the authority.
- **The "Others" category accounts for 8.7% of cases.** These are cases where the judgment could not be classified under the defined categories.
- **A very small percentage (0.8%) of cases fall into the "Unsure" category.** These may be cases where the outcome remains undecided or unclear, or where the data could not be definitively classified.

Gender-Wise Comparison with Subject Matter

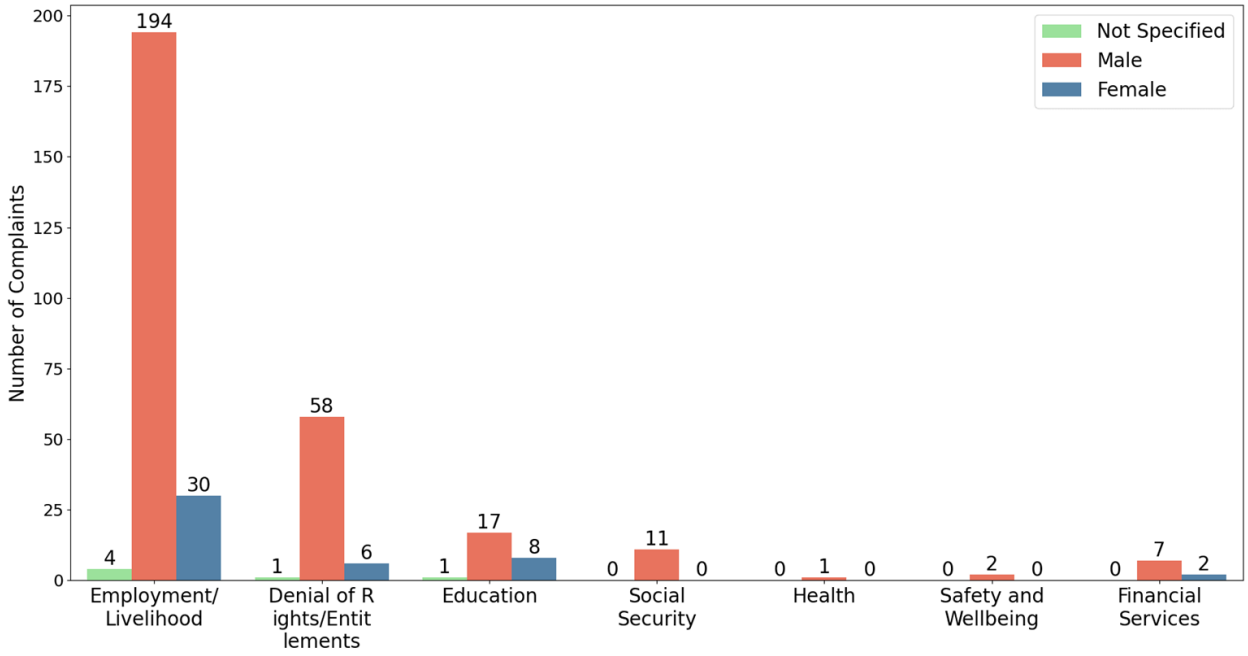


Figure 9: Gender-Wise Comparison with Subject Matter

- The bar chart compares the number of complaints received across different subject matters, categorized by gender (Male, Female, and Not Specified).
- **A significant observation is the overwhelming dominance of male complainants across all categories, particularly in matters related to employment and livelihood, where the number of complaints from men (194) far exceeds that of women (4).** The "Not Specified" category also contributes 30 complaints.

- Female complainants are considerably under-represented, with strikingly low numbers in most categories, especially in safety and wellbeing, where no female complaints were registered at all.
- Many complaints come from males (58), followed by 6 from females, and 1 from the "Not Specified" category in denial of rights/entitlements. Males still dominate with 17 complaints, compared to 8 from females in education related complaints. This suggests a potential under reporting of issues by women or barriers preventing them from lodging complaints, raising concerns about the accessibility and inclusivity of grievance mechanisms for women.
- The data also reveals that health-related complaints are minimal for both genders.

Female Complaints Across States

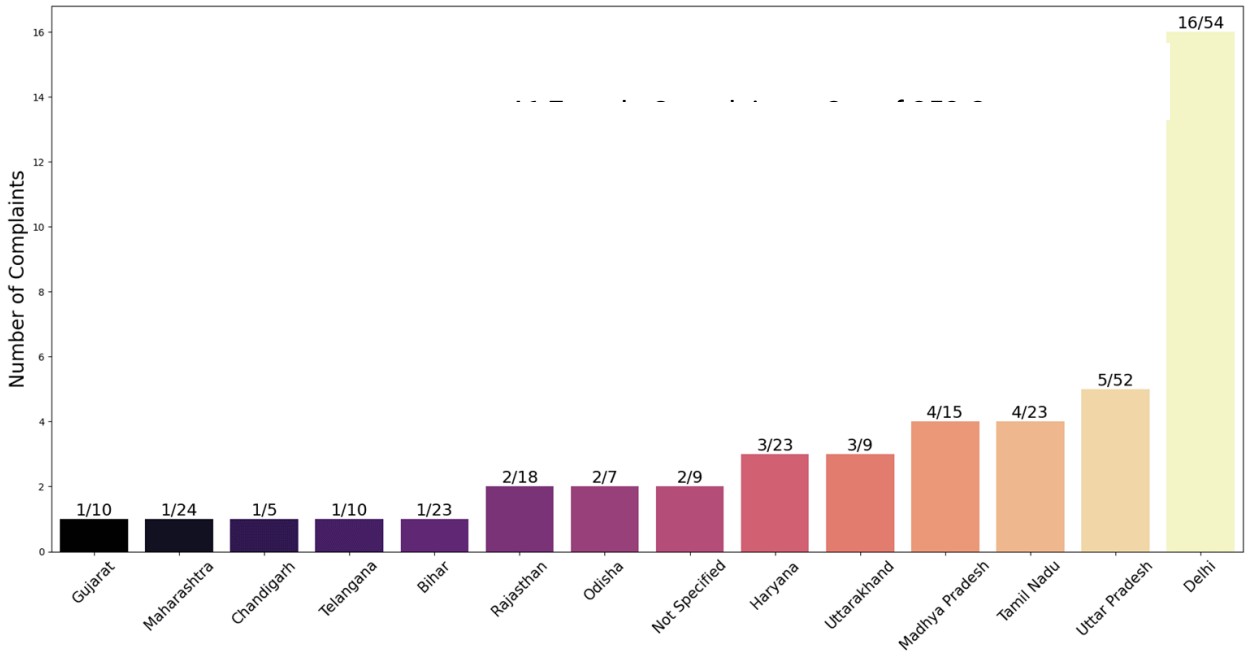


Figure 10: Female Complaints Across States

- The state-wise breakdown of female complaints further highlights regional disparities.
- **Delhi stands out with 16/54 complaints, followed by Haryana/Punjab (4/15) and Madhya Pradesh (4/23). Uttar Pradesh (5/52), despite a high case representation in the CCPD, has a low-female count.**
- States like Goa, Maharashtra, Odisha, and Bihar have significantly fewer complaints, each registering less than 2 complaints.
- The northeastern region of India shows no female complainants at all, highlighting a stark regional difference.

- The findings call for further research into gender-specific barriers that prevent women from accessing justice or lodging complaints, particularly in states with low female representation and regions like the Northeast where complaints are non-existent.

PART 3 - CONCLUSION

The report points to the importance of having accessible and robust data in the sphere of access to justice for persons with disabilities. The data reveals the complexity and the challenges in the implementation of the disabilities Act. While the Disabilities Act is well-intentioned, social, institutional, physical, and digital barriers take away the rights of the persons with disabilities.

While the CCPD serves as an accessible platform for persons with disabilities to raise their grievances, this report reveals significant regional, gender, issue-based disparities in access to justice, particularly for women and individuals in certain regions. To address these gaps, it is essential to further explore these trends from the perspective of the users of the system—examining how barriers manifest and how access to justice can be improved. This will be key to developing more effective and inclusive policies that promote disability rights across India.

CCPD in its very nature was set up to preserve the rights of persons with disabilities by holding the society, governments, and institutions accountable to their responsibilities in preserving the rights of persons with disabilities in India. Unless, specific avenues are identified for intervention, rights for persons with disabilities will not be realized equitably. Data is the instrument that can drive evidence-based legal-policy changes for the empowerment of persons with disabilities. The data insights from the report reflect the important trends for both social and legal interventions.

Part 4 - ANNEXURES

Annexures 1: CCPD Orders Analysis – Process Document

Process

1. The monthly orders in PDF format are fetched from the CCPD website[6].
2. A python library for data extraction is used to read data from the PDF files for analysis. The information is copied to a text file for further analysis.
3. Based on the common format of each order, which contains a specific start and end text, the beginning and end of each order is identified and the corresponding line numbers for the same are recorded.
4. The text corresponding to each order, along with a prompt specifying the information required from the order, are passed on to a generative AI tool (OpenAI or Google Gemini) via its API.
5. The response thus received is recorded and stored in a csv (comma separated values) format. Since comma is used as a separator in csv files, its presence elsewhere in the response can cause the information to be spread across multiple columns. To prevent this, a different separator (semicolon in this case) is used that is unlikely to be used in regular text.
6. Steps 4 and 5 are repeated for all orders in a file to generate an analysis of monthly orders.

What made performing this analysis possible?

1. Existence of libraries (computer programs for common tasks) for reading data from PDF files.
2. Common format of orders, each beginning with same header (the email and website of CCPD in a single line in this case) enabled it to act as a marker for beginning and end of an order for analysis.
3. Technological advancement and commercial availability of generative AI tools and API's aiding summarization and extraction of required information using simple human language from the provided data.
4. Public availability of orders in digital, pseudo-machine-readable format.

Limitations/Challenges encountered

1. Missing data – AI tools can effectively extract information directly presented in the case/order but might find it difficult to do the same from context. For instance, the

[6] http://www.ccdisabilities.nic.in/Complaints/orders-record-of-proceedings-of-ccpd

gender of the complainant, which is derived based on the name, is sometimes missing in the analysis.

2. Language – In case of CCPD, some cases were listed either fully or partially in Hindi which prevented their analysis through this method since the used AI tools couldn't comprehend the language.
3. Case length – The length of orders also presents a challenge in analysis since there are character limits in API requests. However, this problem was only encountered while using OpenAI API's but not with that of Google Gemini.
4. Character mis-recognition – While reading scanned order files, some text/words/characters might be misread. While AI tools are advanced enough to correct for or ignore unnecessary text and perform analysis, if certain key information like case numbers is misread, they have to be manually edited to ensure correctness.

In case of the scanned copies which lacked specific markers in the header, order numbers were manually extracted and used as markers. When these were misread, it led to the case not being correctly demarcated.

Recommendations

Below are some recommendations for government entities / quasi-judicial bodies for publishing their orders in a manner that would aid automated analysis and extraction of insights.

1. Maintain a standard format for orders or proceedings that comprise a header to mark the beginning of a new case, which aids in demarcation.
2. Ensure the complete document is in a single language i.e. either English or any regional language.
3. Refrain from uploading scanned PDF's or those not in machine-readable format since it complicates text extraction.

It is noted that the primary reason scanned documents are uploaded despite them being initially typed on a computer is to facilitate the physical signature of the officer in charge. It is only then that orders are considered valid and eligible for circulation. The use of digital signatures by officers can obviate this unnecessary step while also bringing in increased transparency and reducing instances of fraud like back dating and tampering with documents.

Replicability/Potential uses

The method used for this analysis is relatively simple, greatly reduces time required for analysis and easily replicable to similar orders / judgements from other quasi-judicial

bodies or appellate tribunals where orders are short, in a specific format and digitally available. This analysis will help uncover patterns among disputes and identify frequently occurring problems. Some of these problems could stem from systemic issues or problems with specific government departments, industries, or concentrated in specific geographies. Provision of data-backed insights and analysis would effectively aid in identification of problems faced by members of vulnerable communities as well as inform policy making towards their mitigation by uncovering their root causes.

Some of these potential use-cases have been listed below. These include analysis of orders/judgements produced other quasi-judicial bodies listed in Table 1.

Table 1: *List of Quasi-Judicial Bodies with Publicly Published Orders*

Quasi-judicial body	**Link to posted orders**
National/State Consumer Disputes Redressal Commission	https://cms.nic.in/ncdrcusersWeb/login.do?method=caseStatus
National/State Human Rights Commission	https://hrcnet.nic.in/HRCNet/public/NHRCStatisticsList.aspx?
National/State Commission for	http://ncwapps.nic.in/onlinecomplaintsv2/
National/State Commission for Scheduled Castes	Orders are not published, but complaint status is trackable
National/State Commission for Scheduled Tribes	https://ncst.nic.in/content/hearingsproceedings
National/State Commission for Backward Classes	https://ncbc.nic.in/User_Panel/UserView.aspx?TypeID=1200
Labour Commission	https://samadhan.labour.gov.in/
National Company Law Tribunal (NCLT)	https://nclt.gov.in/order-judgement-date-wise
Income Tax Appellate Tribunal (ITAT)	https://itat.gov.in/page/content/tribunal-orders
National Green Tribunal	https://greentribunal.gov.in/judgementOrder/zonalbenchwise

Annexures 2: State-Wise Disability Distribution of Cases Registered

State_UT	Disability	Number of Cases
Andhra Pradesh	Locomotor Disability	5
Andhra Pradesh	Low Vision	2
Andhra Pradesh	For all Persons with Disabilities	1
Andhra Pradesh	Hearing Impairment (Deaf and Hard of	1
Assam	Unsure	1
Assam	Thalassemia	1
Assam	Low Vision	1
Bihar	Locomotor Disability	9
Bihar	Low Vision	4
Bihar	For all Persons with Disabilities	3
Bihar	Multiple Disabilities including	2
Bihar	Intellectual Disability	2
Bihar	Hearing Impairment (Deaf and Hard of	2
Bihar	Blindness	1
Chandigarh	Locomotor Disability	4
Chandigarh	Intellectual Disability	1
Chhattisgarh	Locomotor Disability	4
Chhattisgarh	Low Vision	2
Delhi	Locomotor Disability	23
Delhi	Low Vision	9
Delhi	Hearing Impairment (Deaf and Hard of	6
Delhi	Blindness	4
Delhi	Multiple Disabilities including	3
Delhi	Intellectual Disability	2
Delhi	Unsure	2
Delhi	ASD	2
Delhi	Mental Illness	1
Delhi	Specific Learning Disabilities	1
Delhi	Muscular Dystrophy	1
Delhi	For all Persons with Disabilities	1
Delhi	Cerebral Palsy	1

Goa	Locomotor Disability	2
Gujarat	Locomotor Disability	7
Gujarat	Low Vision	1
Gujarat	Hearing Impairment (Deaf and Hard of	1
Gujarat	Blindness	1
Haryana	Locomotor Disability	15
Haryana	Mental Illness	2
Haryana	Blindness	2
Haryana	For all Persons with Disabilities	2
Haryana	Low Vision	2
Himachal Pradesh	Locomotor Disability	2
Himachal Pradesh	Low Vision	1
Jharkhand	Locomotor Disability	2
Jharkhand	Hearing Impairment (Deaf and Hard of	1
Karnataka	Locomotor Disability	5
Karnataka	Blindness	2
Karnataka	Hearing Impairment (Deaf and Hard of	1
Karnataka	Low Vision	1
Kerala	Locomotor Disability	2
Kerala	Low Vision	2
Kerala	Mental Illness	2
Kerala	For all Persons with Disabilities	1
Madhya Pradesh	Locomotor Disability	9
Madhya Pradesh	Low Vision	2
Madhya Pradesh	Speech and Language Disability	1
Madhya Pradesh	Blindness	1
Madhya Pradesh	Hearing Impairment (Deaf and Hard of	1
Madhya Pradesh	Intellectual Disability	1
Maharashtra	Locomotor Disability	11
Maharashtra	Low Vision	5
Maharashtra	Multiple Disabilities including	4
Maharashtra	Unsure	2
Maharashtra	Hearing Impairment (Deaf and Hard of	1

Maharashtra	Intellectual Disability	1
Manipur	Multiple Disabilities including	1
Meghalaya	Hearing Impairment (Deaf and Hard of	2
Not Specified	Locomotor Disability	4
Not Specified	Multiple Disabilities including	2
Not Specified	Intellectual Disability	1
Not Specified	Muscular Dystrophy	1
Not Specified	Unsure	1
Odisha	Locomotor Disability	3
Odisha	Hearing Impairment (Deaf and Hard of	2
Odisha	Blindness	1
Odisha	Hemophilia	1
Punjab	Locomotor Disability	5
Punjab	Cerebral Palsy	3
Punjab	Mental Illness	1
Punjab	Low Vision	1
Rajasthan	Locomotor Disability	11
Rajasthan	Low Vision	2
Rajasthan	Hearing Impairment (Deaf and Hard of	2
Rajasthan	For all Persons with Disabilities	2
Rajasthan	Blindness	1
Tamil Nadu	Locomotor Disability	12
Tamil Nadu	Hearing Impairment (Deaf and Hard of	5
Tamil Nadu	Cerebral Palsy	2
Tamil Nadu	For all Persons with Disabilities	1
Tamil Nadu	ASD	1
Tamil Nadu	Specific Learning Disabilities	1
Tamil Nadu	Unsure	1
Telangana	Hearing Impairment (Deaf and Hard of	5
Telangana	Locomotor Disability	3
Telangana	For all Persons with Disabilities	1
Telangana	Low Vision	1
Uttar Pradesh	Locomotor Disability	26

Uttar Pradesh	Low Vision	10
Uttar Pradesh	Unsure	3
Uttar Pradesh	For all Persons with Disabilities	3
Uttar Pradesh	Hearing Impairment (Deaf and Hard of	3
Uttar Pradesh	Blindness	2
Uttar Pradesh	Mental Illness	2
Uttar Pradesh	Intellectual Disability	2
Uttar Pradesh	Cerebral Palsy	1
Uttarakhand	Locomotor Disability	3
Uttarakhand	Intellectual Disability	2
Uttarakhand	Cerebral Palsy	1
Uttarakhand	Hearing Impairment (Deaf and Hard of	1
Uttarakhand	For all Persons with Disabilities	1
Uttarakhand	ASD	1
West Bengal	Locomotor Disability	13
West Bengal	Blindness	3
West Bengal	Low Vision	2
West Bengal	Mental Illness	2
West Bengal	Unsure	1

Annexures 3: Profile of the Complainant based on the Disability Addressed

Profile of the Complainant	Disability	Number of Cases
Acting for the person with disabilities with Assumed Low Legal Capacity	Cerebral Palsy	1
	Mental Illness	1
Acting on behalf of the person with disabilities with Legal Capacity	ASD	1
	Locomotor Disability	5
	Unsure	1
Caregiver (Self)	Cerebral Palsy	1
	Intellectual Disability	5
	Locomotor Disability	5
	Multiple Disabilities including DeafBlindness	3
	Thalassemia	1
	Unsure	1
Parent of an Adult Child with Disability	ASD	1
	Blindness	1
	Cerebral Palsy	2
	Hearing Impairment (Deaf and Hard of Hearing)	3
	Locomotor Disability	2
Parent of Child with Disability	ASD	2
	Hearing Impairment (Deaf and Hard of Hearing)	1
	Intellectual Disability	1
	Locomotor Disability	3
	Multiple Disabilities including DeafBlindness	1
	Muscular Dystrophy	1
	Specific Learning Disabilities	1
	Unsure	1
	Blindness	17

Person with Disability	Cerebral Palsy	4
	For all Persons with Disabilities	5
	Hearing Impairment (Deaf and Hard of Hearing)	29
	Hemophilia	1
	Intellectual Disability	6
	Locomotor Disability	164
	Low Vision	47
	Mental Illness	9
	Multiple Disabilities including DeafBlindness	8
	Muscular Dystrophy	1
	Specific Learning Disabilities	1
	Speech and Language Disability	1
	Unsure	7
Professionals/Activists	For all Persons with Disabilities	9
	Hearing Impairment (Deaf and Hard of Hearing)	1
	Locomotor Disability	1
	Low Vision	1
Unsure	For all Persons with Disabilities	2
	Unsure	1

- In cases involving locomotor disabilities, the person with disabilities may frequently file the complaint directly. They might have the capacity and autonomy to represent their grievances, especially in areas like employment, promotion, or accessibility issues.
- For individuals with intellectual or developmental disabilities, however, the trend might be different, with caretakers, parents, or legal guardians more likely to file complaints on their behalf. This could highlight a greater reliance on others to access legal remedies.

- We observe that individuals with mental illnesses or multiple disabilities similarly rely on caretakers for filing complaints, especially in cases where cognitive impairments affect their ability to navigate legal systems.

Annexures 4: Profile of the Complainant based on the Subject Matter Addressed

Profile of the Complainant	Subject matter	Number of Cases
Acting for the person with disabilities with Assumed Low Legal Capacity	Denial of Rights/Entitlements	2
Acting on behalf of the person with disabilities with Legal Capacity	Denial of	2
	Employment/Livelihood	3
	Social Security	2
Caregiver (Self)	Education	1
	Employment/Livelihood	14
	Financial Services	1
Parent of an Adult Child with Disability	Education	1
	Employment/Livelihood	6
	Financial Services	1
	Safety and Wellbeing	1
Parent of Child with Disability	Denial of	2
	Education	6
	Employment/Livelihood	3
Person with Disability	Denial of	60
	Education	18
	Employment/Livelihood	204
	Financial Services	7
	Health	1
	Safety and Wellbeing	1
	Social Security	9
Professionals/Activists	Denial of	4
	Education	2
	Employment/Livelihood	6
Unsure	Denial of	1
	Employment/Livelihood	2

- The majority of cases in employment/livelihood category (204 cases) were filed by persons with disabilities themselves highlighting that employment-related grievances (like discrimination, promotion issues, and accessibility in the workplace) are the most frequent type of issue that persons with disabilities

independently bring before the CCPD. While, a total of 60 cases were filed by persons with disabilities concerning denial of rights or entitlements.

- Caregivers and parents, particularly those of adults or children with more severe disabilities, file complaints related to education and denial of rights. This emphasizes their role in advocating for individuals who may not have the capacity to access legal recourses independently.
- Activists or professionals filed 6 cases in the employment domain, which might reflect the involvement of disability rights activists in advocating for broader workplace reforms or systemic changes in employment policy.