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**IN THE HIGH COURT OF DELHI AT NEW DELHI**

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W.P.(C) 14735/2023 and CM APPLs.66430/2023, 6270/2024

AMAR JAIN AND ANR

.....Petitioners

Through: Mr. Rahul Bajaj and Ms. Sarah and  
Mr. Aman Jain, Advocates

versus

ROPEN TRANSPORTATION

SERVICES PVT LTD (RAPIDO) AND ORS.....Respondents

Through: Mr. Vardhman Kaushik, Mr. Dhruv  
Joshi, Mr. Vinay Kaushik, Advocates  
for R-1.  
Mr. Rahul Sharma, SPC and Mr.  
Mani Kant, Adv. for R-2 and 3.  
Mr. Gaurav Prajapati, Legal  
Consultant, DEPwD.

**CORAM:**

**HON'BLE MR. JUSTICE SACHIN DATTA**

**ORDER**

**19.03.2025**

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1. *Vide* order dated 06.12.2024, this Court took note of the submissions made by the respondent no.1 that it has engaged certain agency/ies for the purpose of carrying out an accessibility audit. It was also stated that the report prepared on the basis of the said audit (hereinafter '*the Accessibility Audit Report*') shall be submitted before this Court within a period of one month from the said date. However, the said directions have not been complied with inasmuch as the Accessibility Audit Report was not submitted before this Court within the timeline specified in the order dated 06.12.2024.

2. Today, during the course of hearing, it has been pointed out by the learned counsel for the respondent no.1 that the Accessibility Audit Report



has been received by the respondent no.1 only yesterday. The certificate dated 18.03.2025, enclosed along with the Accessibility Audit Report, has been handed over during the course of hearing. The same reads as under:

*“This is to certify that SARALX ACCESSIBILITY PRIVATE LIMITED (SaraIX) has conducted an accessibility audit of 38 screens of the Rapido Android app. These screens encompass various core journeys within the application.*

*During our audit, we identified 207 accessibility issues, categorized as follows:*

- *170 issues at Conformance Level A*
- *37 issues at Conformance Level AA.*

*These classifications are based on WCAG 2.2 and BIS IS 17802 guidelines:*

*Furthermore, based on user impact, the issues have been categorized as follows:*

- *81 issues – High Impact (PO)*
- *97 issues- Medium Impact (P1)*
- *29 issues – Low Impact (P2)*

*The full accessibility audit report is available at the following link:*

*[https://drive.google.com/drive/folders/1BQWg2FN8Nh513zM61Zor42LEywZJCTKJ?usp=drive\\_link](https://drive.google.com/drive/folders/1BQWg2FN8Nh513zM61Zor42LEywZJCTKJ?usp=drive_link)*

*This audit was conducted on Rapido Android app Version 8.25.0 using both manual and automated evaluation techniques, ensuring compliance with WCAG and BIS IS 17802 requirements. The assessment included:*

- *Color contrast testing*
- *Evaluation with TalkBack screen reader*
- *Zoom and text resizing checks*
- *Text truncation analysis, and more.”*

3. It is noticed that the above certificate reveals an alarming state of affairs inasmuch as 207 accessibility issues have been identified in the ‘Rapido Android App’. Notably, 81 of these issues have been referred to as “High Impact (P0)”.

4. It is evident that the application of the respondent no.1 is far from



being ‘disabled friendly’. In this background, learned counsel for the petitioner strenuously contends that stern action be taken against the respondent no.1 and also a penalty be imposed under Section 89 of the Rights of Persons with Disabilities Act, 2016.

5. After some hearing, learned counsel for respondent no.1 assures and undertakes, on instructions, that all the accessibility issues referred to in the Accessibility Audit Report as also any other issue that may arise, shall be duly addressed by the respondent no.1 and the application of the respondent no.1 shall be made “disabled friendly” in all respects, latest within a period of 4 months from today. The said undertaking is taken on record.

6. Further, it is assured and undertaken, on instructions, that adequate steps shall be taken to ensure that the application continues to be ‘disabled friendly’ in all respects, for as long as the same is in operation. The said undertaking is also taken on record.

7. Needless to say, any breach of the aforesaid undertaking/s shall be construed as wilful disobedience of the order/s of this Court.

8. The respondent no.2/Ministry of Road Transport And Highways is directed to file an affidavit to place on record the regulatory mechanism that is in place to ensure that the application/s, such as the one introduced by the respondent no.1, comply with the necessary requirements for being disabled friendly prior to their launch, and have all requisite accessibility features as mandated under the law, particularly, under Rule 15 of the Rights of Persons with Disabilities Rules, 2017. Let the said aspect be adverted to in the affidavit to be filed by the respondent no.2. Last opportunity is granted to the respondent no.2 to file the same within a period of 4 weeks from today, failing which, the concerned Joint Secretary of the respondent no.2 shall



personally remain present in Court, on the next date of hearing.

9. List on 13.08.2025.

**MARCH 19, 2025/at**

**SACHIN DATTA, J**