



\$~39

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

+ **W.P.(C) 14735/2023**

**AMAR JAIN AND ANR.**

..... Petitioners

Through: Mr. Rahul Bajaj and Mr. Pritthish  
Roy and Ms. Mahoor Ghani,  
Advocates.

versus

**ROPEN TRANSPORTATION SERVICES PVT LTD (RAPIDO)  
AND ORS.**

..... Respondents

Through:

**CORAM:**

**HON'BLE MR. JUSTICE SUBRAMONIUM PRASAD**

**ORDER**

**02.02.2024**

%

**CM APPL. 6270/2024**

1. This application has been filed by the Petitioner for a direction to the Respondent No.1 to address the issues raised by the Petitioner in paragraph Nos.4 and 5 of the application. Paragraph Nos.4 and 5 of the application reads as under:

*“4. These accessibility barriers prevent the petitioners from travelling from their offices to their houses on a daily basis. The most critical barriers are:*

- *Visually impaired users cannot independently cancel a ride.*
- *Such persons cannot track the location of the driver.*
- *Such persons cannot message drivers from within the app.*



- *A number of critical buttons in the app are unlabeled, such as for selection of vendors for making payment. These buttons are therefore inaccessible.*

*The Petitioners seek the leave of this Hon'ble Court to demonstrate the above issues and other such issues on a real-time basis or at the time of hearing of this application.*

*5. That ever since notice has been issued in the writ petition by this Hon'ble Court, it has been observed by the Petitioners that there have been multiple updates of the mobile application- both in the iOS and the Android versions. These updates include:*

*i. iOS:*

*a. Version 3.1.2*

*24 Jan 2024 Bug fixes and improvements.*

*b. Version 3.1.1*

*10 Jan 2024*

*Bug fixes and improvements*

*c. Version 3.1*

*28 Dec 2023*

*Bug fixes and improvements*

*d. Version 3.0.11*

*14 Dec 2023*

*Bug fixes and improvements*

*e. Version 3.0.10*

*29 Nov 2023*

*Bug fixes and improvements*

*f. Version 3.0.9*

*17 Nov 2023*



*Bug fixes and improvements*

*However, despite as many as six updates having taken place, not a single issue flagged by the petitioners has as yet been resolved, thus pointing to Respondent no. 1 's casual and insensitive attitude. The same is true for the Android version updates.*

2. Issue notice.
3. On payment of process fee, let notice be issued to the Respondents through all permissible modes, including *Dasti*.
4. Reply, if any, be filed before the next date of hearing.
5. List on 02.04.2024.

**SUBRAMONIUM PRASAD, J**

**FEBRUARY 2, 2024**

*S. Zakir*