



## न्यायालय मुख्य आयुक्त दिव्यांगजन

**COURT OF THE 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 & Empowerment

भारत सरकार/Government of India

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### Case No.15041/1022/2024

#### Complainant:

Shri RTB Subramanyam Attuluri

20-463/70, East Godavari,

Andhra Pradesh- 533124

Email: ravi2056@gmail.com

#### Respondent:

The General Manager

Punjab Grameen Bank

H.O Jalandhar Road,

Kapurthala, Punjab- 144601

Email: vohopgb@pqb.co.in

#### 1. Gist of Complaint:

1.1 The Complainant, a person with 89% Locomotor Disability filed a complaint dated 10.01.2024 regarding transfer.

1.2 He submitted that he is working as Sr. Manager, in the Respondent Bank and posted at Bharkapur, SAS Nagar, Mohali, Punjab. He joined the Bank on 14.03.2023 at HO, Kapurtala under Disability Category. Previously, he worked at ICICI Bank, Hyderabad, as a Dy. Manager in back operations. He is a native of East Godavari District, Andhra Pradesh. Due to health and language issues, he is facing some problems and inconveniences in rendering his duties. On 20.03.2023, he requested his authorities to transfer him to the nearest Regional Office/Controlling Office as his present duties involve a field job as well as local language proficiency.

1.3 He also requested to recommend the additional allowances/benefits provided to employees with disabilities such as additional transportation allowances, special casual leaves, etc., as per the rules.

#### 2. Submissions made by the respondent:

**2 . 1** No reply has been filed by the Respondent in the matter. Despite the reminder issued on 12.03.2024.

**3. Hearing:** The case was heard via Video Conferencing by the Chief Commissioner for Persons with Disabilities on 19.07.2024. The following were present in the hearing:

- (1) Shri R T B Subramanyam Attuluri **-Complainant**
- (2) Shri Shekhar Kumar Jha, General Manager **-Respondent**
- (3) Shri Shiv Charan Sharma, Functional Manager **-Respondent**

#### **4. Record of Proceedings:**

4.1 At the outset of the hearing, this Court asked the complainant to describe the extent, percentage, and the beginning of his disability. The complainant informed that he is a person with locomotor disabilities with both his lower and upper limbs affected by the disability and the doctors have diagnosed his disability as a case of progressive peripheral neuropathy, which means that the disability can increase in the future. He has had this disability since birth and it is not curable. He further submitted that he is using clutches for his movement.

4.2 The Complainant submitted that he joined the respondent establishment on 14 March 2023 at the headquarters of the bank at Kapurthala in Punjab from where he was posted to a branch at Bakarpur, Mohali on 16 March 2023. He continues to be posted there. He also submitted that his parents are staying in Rajahmundry Andhra Pradesh.

4.3 On the query of this Court whether he applied for the Punjab Gramin Bank, the complainant replied that he applied for a common recruitment examination for several Gramin banks working across several states. The examination was conducted by the IBPS and he got Punjab Gramin bank, according to his merit ranking. He further submitted that, as a person with a disability, he is finding it difficult to work in the field and is not comfortable interacting with customers due to his neurological problem. He also submitted that he cannot work as fast as other officials of the bank, but he can work at the back end.

4.4 The respondent submitted that there are two types of employees in the bank, one who is employed for specialised posts and the others who are the general banking officers. The complainant in this case belongs to the latter category and as such, he is supposed to provide some service to the customers also. However, the bank takes care that employees with disabilities are not, generally kept in the front row so as to minimize the occasion of interacting with the customers directly. The complainant submitted that just three days back, he was asked to transfer cash from the branch.

4.5 The complainant also submitted that he has been without pay for the last two months because a leave application submitted by him has not been sanctioned for want of sick leave in his account. he said that his request for converting the sick leave to privileged leave, which is admissible and available to him in his account

has not been approved, making him continue to be without pay.

## **5. Observations & Recommendations:**

5.1 Upon hearing both parties, this Court observed that the issues raised in this case were fit to be resolved within the organization. The Complainant was advised to adjust to the new environment by learning the local language, and culture, making friends, and creating his own support system. The Respondent also needs to understand that as a person with a disability, it may not be easy for the complainant to interact and break barriers with new people. The bank needs to create opportunities for the Complainant to help him adjust to the new people and the place. This Court also observed that the Respondent must provide reasonable accommodations to an employee with disabilities to get them to deliver to their optimum best, particularly. One such reasonable accommodation is to find the kind of assignments that can be entrusted to a person with a particular type of disability. The Respondent assured that necessary instructions in this regard will be issued to the regional offices and the branches of the Bank shortly.

5.2 In the instant case, the Court advised the representative of the Respondent to discuss the issue of allocation of work to the Complainant in a meeting where both the Complainant and his supervisors are present and decide the issue on the basis of the strength of the Complainant. This Court expressed its displeasure over the pending approval of the conversion of the kind of leave to the complainant, resulting in his being without pay for two months. This Court directed the Respondent to attend to this on priority and resolve the issue within 7 days of the issue of this Order. The representative of the respondent assured the Court to look into this matter personally and do the needful within the time allotted by the Court.

5.3 This Court is of the opinion that no further intervention is warranted in the matter and directed the respondent to submit an action taken report on the larger issue of allocation of assignments to employees with disabilities within 90 days of the issue of this order. Similarly, an ATR on the issue of granting admissible and available leave to the Complainant and release of his pay and allowances be submitted within 15 days.

5.4 The case is disposed of accordingly.

**(Rajesh Aggarwal)**  
Chief Commissioner for  
Persons with Disabilities