



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. CCPD 13967/1023/2023

In the matter of :

Shri K. Anand

...Complainant

Versus

The General Manager

Canara Bank

...Respondent

1. **Gist of the Case:**

1.1 Shri K. Anand, a person with 90% locomotor disability, filed a complaint on 24.03.2023, alleging harassment and discrimination by officials of Canara Bank.

1.2 The Complainant submitted that he has been serving as an Officer at the Infantry Road Branch since July 2021. He further stated that due to polio-induced functional limitations on one hand, he faces undue workload as all customer balance inquiries are directed to him while colleagues fail to cooperate. Despite repeated complaints to the Manager, no action has been taken.

1.3 He further submitted that the Chief Manager Mrs. Malathi has been harsh towards him and unlawfully assigns him clerical duties despite him being an officer. Additionally, he raised concerns about the washroom's inaccessibility, as the high lavatory seat forced him to use a stool. He submitted a video demonstrating the difficulty and claimed

that the issue is well known to the Regional Office and other officials.

2. Submissions made by the Respondent:

2.1 The General Manager of Canara Bank, in their reply dated 23.05.2023, stated that the Complainant is currently serving as an Officer at the Bellary Infantry Road Branch of the bank.

2.2 The Respondent stated that the Complainant approached the Hon'ble Court without first utilizing the available internal remedies within the organization. It was submitted that the Complainant's grievances have been acknowledged, and the concerned officials have been strongly instructed to maintain a congenial atmosphere in the branch to support the Complainant in performing his duties effectively. Additionally, measures have been taken to ensure that he is not subjected to any undue hardship related to work allocation. The officials have also been advised to ensure that their behaviour does not undermine the complainant's dignity. Furthermore, steps are being taken to make necessary modifications to the branch's washroom to make it more accessible and user-friendly for the complainant.

3. Submissions made in Rejoinder:

3.1 On 17.05.2023, the Complainant withdrew his complaint, stating that the issue had been resolved to his satisfaction.

4. Observations & Recommendations:

4.1 Upon considering the facts of the case and the written submissions of both parties, this Court has concluded that the grievance of the Complainant has been redressed by the Respondent and that no further intervention of this Court is warranted. Accordingly, the case is disposed of with the approval of the Chief Commissioner for Persons with Disabilities.

(Praveen Prakash Ambashta)
Dy. Chief Commissioner for Persons With Disabilities