



सत्यमेव जयते

## 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 &amp; Empowerment

भारत सरकार/Government of India

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Case No. 14745/1141/2024

In the matter of —

Mr Ravinder Jadhav

... Complainant

Versus

The Director  
IDP Education India Pvt Ltd.

... Respondent

## 1. Gist of the Complaint:

1.1 Mr Ravinder Jadhav filed a complaint on 11.12.2023 regarding inadequate arrangements during the International English Language Testing System (IELTS) examination conducted by a Gurgaon-based organisation, namely, IDP Education India Pvt. Limited. Along with his complaint, he had furnished two disability certificates, one issued by the District Medical Authority, Faridabad, on 10.02.2019, showing 71.6% Multiple Disabilities (Low Vision + Hearing Impairment); and another Disability Certificate issued by the same Medical Authority through the Department of Empowerment of Persons with Disabilities on 24.09.2021, showing 100% Blindness.

1.2 The Complainant submitted that during the exam, he was provided with a separate hotel room, which had poor amenities for persons with disabilities. He informed of the same to the examination authorities, before the exam, but no arrangements were made in accordance. No action was taken on the feedback and suggestions he submitted in writing.

1.3 He requested this Court to reschedule the IELTS exam for him without paying an additional examination fee, i.e., by fresh registration and all the special arrangements required for a person with multiple disabilities.

## **2. Notice issued to the Respondent:**

2.1 In terms of the relevant provisions of the RPwD Act, 2016 and the guidelines for conducting written examination for persons with disabilities issued vide Office Memorandum No. 34-02/2015-DD-III dated 29.08.2018 read with the Corrigendum dated 08.02.2019 and OM No. 29-6/2019-DD-III dated 10.08.2022, a notice dated 05.01.2024 was issued to the Respondent forwarding to this Court their comments on affidavit on the complaint within the statutory time limit.

## **3. Reply filed by the Complainant:**

3.1 The Respondent vide reply dated 01.02.2024 *inter alia* submitted that the Complainant was provided appropriate arrangements/accommodations according to his disability and that the authorities considered all reasonable requests made by him in accordance with the International English Language Testing System [IELTS] global guidelines.

3.2 Respondent also submitted that based on the medical evidence/ documents of the complainant, the following accommodations/ arrangements were provided to the complainant during the examination conducted on 09.09.2023:

- (a) Special CD with additional pauses.
- (b) 50% extra time for the reading and writing test
- (c) Enlarge font size (font 18)
- (d) Use of a glass dome magnifier
- (e) Writer facility
- (f) Use of analogue hearing aids (both visual and hearing impairment)
- (g) The Speaking test examiner was informed about his visual and hearing impairment.

3.3 The Respondent further submitted that the Complainant had duly accepted the provision of the aforesaid special arrangements vide email dated 29.07.2023 and has furnished a copy of the same to this Court. The test room was set up as per the test room layout guidelines of IELTS Test Partners.

3.4 The Respondent also submitted that in the interest of closure of this matter and as a goodwill gesture, the Complainant was offered to appear/re-sit for the test free of cost, assuring him that special arrangements would be made by IDP India in line with the global IELTS policy, as under:

- (a) Enlarged print test papers
- (b) Special CD with inbuilt additional pauses
- (c) 100% extra time each for the reading and writing test
- (d) Writer facility (IDP will provide)
- (e) use of a dome magnifier
- (f) Use of analogue hearing aids
- (g) White lights (table lamp)
- (h) The Speaking test examiner will be informed about the visual and hearing impairment
- (i) For the listening test, the test taker will have to write down the answers on the question paper while listening to the recording. Once the CD stops, the test taker will be provided 10 minutes extra to transfer the answers from the question paper to the answer sheet.

#### **4. Rejoinder filed by the Complainant:**

4.1 The Complainant agreed to withdraw his case vide email dated 01.02.2024, stating that the Respondent has rescheduled the IELTS exam without paying extra fees and with better arrangements.

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

5.1 In the light of the facts submitted above, the Court has concluded that no further intervention is warranted. The Case is disposed of with the approval of the Chief Commissioner for Persons with Disabilities.

**(Praveen Prakash Ambashta)**  
**Dy. Chief Commissioner**