



## 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: 13962/1141/2023**

**In the matter of -**

Ms. Pratima Saxena

... Complainant

**Versus**

The Chairman & Managing Director,  
The Oriental Insurance Company Limited,  
New Delhi

... Respondent

### HEARING:

A hearing in hybrid mode (online/offline) was conducted on 24.04.2025. The following parties/representatives were present during the hearing:

S. No.	Name of the Parties/Representatives	Parties	Mode
1.	Ms. Pratima Saxena	Complainant	Online
2.	Ms. Gagan Arora, Chief Manager, Health Dept., Head Office, Oriental Insurance Company Ltd.	Respondent	Online
3.	K.S. Bodh, DGM, Head Office, Health Dept., Oriental Insurance Company Ltd.	Respondent	Online
4.	Aneeta Gupta, DGM, Head Office, Health Dept., Oriental Insurance Company Ltd.	Respondent	Online
5.	Swati Agroyee,	Respondent	Online

Regional Manager, Oriental Insurance Company Ltd.		
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### **RECORD OF PROCEEDINGS**

At the outset, the Complainant stated the facts of the case and reiterated the submissions and contentions made in her original complaint and rejoinder. The Complainant submitted that one claim has been settled after filing the complaint with this Court in 2023. However, the amount for transportation remains unpaid. She also stated that she did not receive her claims last year and has been facing the same issue for the past 3-4 years.

2. This Court asked the Respondent to update the Court on the current status of the Complainant's two pending claims. The Respondent submitted that an amount of Rs. 17,000/- has already been paid, while the other claim has been denied. They stated that they received the claim, but without the supporting documents. Once these documents are received, the claim will be reviewed.

3. This Court inquired which of the two bills had been processed. The Respondent replied that there are three claims: Rs. 36,660/-, Rs. 29,964/-, and Rs. 2,000/-. This Court noted that the claim details provided by the Respondent do not match the details submitted by the Complainant. In response, the Respondent stated that they currently have access only to the recent claims, and the records the Court may be referring to are from 2022, for which they do not presently have information. They added that to comment on those earlier claims, the relevant files would need to be retrieved.

4. This Court observed that appearing unprepared and requesting additional time during the hearing to locate records constitutes harassment of the PwD Complainant seeking settlement. The Respondent requested one day's time to apprise the Court of the status of all claims submitted by the Complainant.

5. The Court advised the Respondent to furnish the current status of all claims in writing by the evening, failing which it would be presumed that the delay in release of the payment is unreasonable and this Court may be constrained to invoke the penal provisions under the RPwD

Act. The matter was adjourned to the next day, i.e. 25.04.2025.

6. This is issued with the approval of the Commissioner for Persons with Disabilities.

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