



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

5वाँ तल, एन.आई.एस.डी. भवन, जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष : (011) 20892364

5th Floor, N.I.S.D. Bhawan, G-2, Sector-10, Dwarka, New Delhi-110075; Tel.: (011) 20892364

Email: ccpd@nic.in; Website: www.ccpd.nic.in

Case No: 14179/1131/2023

In the matter of -

Shri Ranjeet Kumar

... Complainant

Versus

The Chairman & Managing Director,

... Respondent No.1

Canara Bank,

Premises & Estate Section,

Head Office: No.112, J.C. Road,

Bengaluru - 560002;

Email: pdwing@canarabank.com;

hopremises@canarabank.com

The Branch Manager,

... Respondent No.2

Canara Bank,

Main Road,

Near Central Bank of India,

Mahnar

District: Vaishali, Bihar 844506

The Secretary,

... Respondent No.3

Department of Financial Services,

Ministry of Finance,

Room No.6A, 3rd Floor,

Jeevan Deep Building

Sansad Marg, New Delhi-110001

Email: secy-fs@nic.in

1. Gist of the Case:

Shri Ranjeet Kumar, a person with 50% locomotor disability, filed a complaint on 05.06.2023 against Canara Bank, Mahnar Branch, District

Vaishali (Bihar), alleging denial of a loan under the Mudra Loan Scheme due to his disability. He stated that he runs a shop named "Ranjit Communication & General Store" at Mahnar Chowk and requires financial assistance to support his business, which is his family's livelihood. He claimed the Bank Manager was evading his loan application and sought the Court's help to obtain the loan. In response, the General Manager of Canara Bank, Circle Office, Patna, filed a reply on 21.07.2023, stating that no loan proposal had been received from Shri Ranjeet Kumar and that the Mahnar Branch had requested him, via letter dated 17.07.2023, to submit a proposal for eligibility assessment. No response was received from the Department of Financial Services. Shri Ranjeet Kumar filed a rejoinder on 09.08.2023, alleging that the Branch Manager was pressuring him to withdraw the case and reiterated his request for a prompt hearing. On 20.05.2025, both parties were asked via email to provide the current status of the case. However, no reply was received from either of the parties. The case was listed for hearing on 09.07.2025. Meanwhile, the Complainant, vide email on 05.07.2025, informed that his grievance had been resolved and requested closure of the case.

2. Observation and Recommendation:

2.1 Upon considering the facts of the case and the material available on the records of the case, it is apparent that the grievance of the Complainant had already been redressed. As such, the hearing scheduled in the matter on 09.07.2025 stands cancelled. As such, further intervention of this Court is not required.

2.2 Accordingly, the case is disposed of with the approval of the Chief Commissioner for Persons with Disabilities.

(Praveen Prakash Ambashta)
Dy. Chief Commissioner