



न्यायालय मुख्य आयुक्त

COURT OF 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 and Empowerment

भारत सरकार/ Government of India

Case No. CCPD/15599/1011/24

Dated: 07/08/2025

Case No. CCPD/15599/1011/24

In the matter of —

Ms. Kinjalben Vishnubhai Patel

... Complainant

Versus

(1) The Secretary,

Department of Personnel & Training,

... Respondent No. 1

(2) The Secretary,

Department of Financial Services,

Ministry of Finance

... Respondent No. 2

(3) Joint Secretary,

5वीं मंजिल, एनआईएसडी भवन, प्लॉट न०. जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष: 011-20892364, 20892275
5th Floor, NISD Building, Plot No.G-2, Sector-10, Dwaraka, New Delhi-110075; Tele# 011-20892364,
20892275

E-mail: ccpd@nic.in; Website: www.ccdisabilities.nic.in

(पया भविष्य में पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखें)

(Please quote the above file/case number in future correspondence)



न्यायालय मुख्य आयुक्त

COURT OF 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 and Empowerment

भारत सरकार/ Government of India

Case No. CCPD/15599/1011/24

Dated: 07/08/2025

Department of Empowerment of

Persons with Disabilities,

Ministry of Social Justice and Empowerment

... Respondent No. 3

(4) The Chairman & Managing Director,

Punjab National Bank

... Respondent No. 4

1 Gist of Proceedings:

1.1 The Complainant, Ms. Kinjalben Vishnubhai Patel, holding 90% visual impairment due to congenital and incurable Pathological Myopia (expected to worsen to 100% vision loss), filed a complaint on July 23, 2024, under Sections 3, 21, and 23 of the Rights of Persons with Disabilities Act, 2016. She alleged denial of an appointment letter by Punjab National Bank (PNB) for the post of Clerk (Customer Service Associate) under IBPS CRP Clerk XIII (2023-24), despite her selection and allotment on April 1, 2024. The Complainant submitted required documents, including a temporary disability certificate dated February 5, 2024, valid for five years until January 30, 2029, issued by General Hospital, Petlad Anand. However, PNB demanded a permanent disability certificate as per Department of Financial Services (DFS) guidelines dated May 25, 2023 (Notification No. 3/4/2020-Welfare (Part-I)), and emailed her on June 28, 2024, and July 8, 2024, to submit it by July 1, 2024, or face non-issuance of the appointment letter. The Complainant cited Gazette Notification D.L.-33004/99 and provisions of the RPwD Act, 2016, allowing temporary certificates for deteriorating conditions, and noted that other candidates' joinings were scheduled for August 20, 2024, and September 2, 2024.

1.2 A notice was issued by this Court on July 25, 2024, to the respondents. The PNB

5वीं मंजिल, एनआईएसडी भवन, प्लॉट नं०. जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष: 011-20892364, 20892275
5th Floor, NISD Building, Plot No.G-2, Sector-10, Dwaraka, New Delhi-110075;Tele# 011-20892364,
20892275

E-mail: ccpd@nic.in; Website: www.ccdisabilities.nic.in
(पया भविष्य मे पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखें)
(Please quote the above file/case number in future correspondence)



न्यायालय मुख्य आयुक्त

COURT OF 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 and Empowerment

भारत सरकार/ Government of India

Case No. CCPD/15599/1011/24

Dated: 07/08/2025

replied on August 5, 2024, defending the requirement for a permanent disability certificate for permanent jobs under the aforementioned DFS guidelines, which state that persons with temporary disabilities shall not avail the benefit of reservation, and requested closure of the case due to no initial response from the Complainant. DEPwD submitted an affidavit on August 30, 2024, clarifying that it manages the UDID project but not disability assessments, which are handled by States per the Seventh Schedule of the Constitution, with guidelines available online, and stated no involvement in determining disability percentages. No replies were received from DoPT or DFS. The Complainant submitted an undated rejoinder, reiterating the permanent and irreversible nature of her disability, attaching a doctor's letter confirming its incurability, referencing DFS letters on eligibility for reservations at 40%+ disability, and urging reinstatement of her appointment, arguing that the cancellation discriminated against her benchmark disability.

1.3 A notice of hearing was issued on 15.07.2025 for taking up this matter. On 18.07.2025, an email was received from the Respondent No. 4 informing that Ms. Kinjalben Vishnubhai Patel was given an appointment on 13.12.2024 after an interim order was issued by the High Court of Gujarat in her favour. This was later confirmed by the complainant through an email dated 21.07.2025.

Observation:

2.1 Upon considering the facts of the case and the material available on the records, it is apparent that the grievance of the complainant had already been redressed through the interim order of the High Court of Gujarat. As such, no further intervention of this Court is warranted.

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

5वीं मंजिल, एनआईएसडी भवन, प्लॉट नं०. जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष: 011-20892364, 20892275
5th Floor, NISD Building, Plot No.G-2, Sector-10, Dwaraka, New Delhi-110075;Tele# 011-20892364,
20892275

E-mail: ccpd@nic.in; Website: www.ccdisabilities.nic.in

(पया भविष्य मे पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखे)

(Please quote the above file/case number in future correspondence)



न्यायालय मुख्य आयुक्त

COURT OF 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 and Empowerment

भारत सरकार/ Government of India

Case No. CCPD/15599/1011/24

Dated: 07/08/2025

Yours faithfully,

(Praveen Prakash Ambashta)
Dy. Chief Commissioner

5वीं मंजिल, एनआईएसडी भवन, प्लॉट न०. जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष: 011-20892364, 20892275
5th Floor, NISD Building, Plot No.G-2, Sector-10, Dwaraka, New Delhi-110075;Tele# 011-20892364,
20892275

E-mail: ccpd@nic.in; Website: www.ccdisabilities.nic.in

(पया भविष्य मे पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखें)

(Please quote the above file/case number in future correspondence)