



## 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. 14185/1021/2023**

### **Complainant(s):**

- (1) Shri Dinesh Kumar
- (2) Shri Saiesh Shashikant Shakhalkar

### **Respondent(s):**

The Managing Director and CEO  
Bank of Baroda

### **1. Gist of Complaint:**

1.1 Shri Dinesh Kumar and Shri Saiesh Shashikant Shakhalkar, both sub-staff at Bank of Baroda with 100% hearing impairment, filed a complaint on 29.05.2023 alleging discrimination after being denied promotion to Clerical Cadre despite clearing the online test and interview. They claim the bank failed to implement the required 4% reservation for Persons with Benchmark Disabilities—specifically the 1% quota for those with hearing and speech impairment—as per the relevant circular, and assert that no such candidates were promoted, amounting to discriminatory denial of promotion despite their qualifications.

### **2. Notice Issued:**

2.1 The matter was taken up with the Managing Director and CEO, Bank of Baroda, to file comments dated 26.06.2023, taking into account relevant statutory provisions and government instructions, including but not limited to sections 20 (3) and 34 of the Act and DFS36035/3/2013-Estt.(Res) dated 31.03.2014 read with DoPT OM No.36012/1/2020-Estt. (Res.-II) dated 17.05.2022.

### **3. Submissions made by the Respondent:**

3.1 The General Manager and Head (HR Operations), Bank of Baroda, replied on 26.07.2023, stating that the complainants were eligible and participated in the 2022-23 promotion process from sub-staff to clerical cadre, clearing the online test but failing to achieve the minimum cut-off marks in the interview. He noted that 64 PwD sub-staff, including 18 with hearing impairment, scored higher and were promoted, while the complainants had also failed to meet the cut-off in previous years. He affirmed that the bank strictly follows Government of India reservation guidelines for PwDs, including the 4% quota and applicable relaxations.

### **4. Submissions made in Rejoinder:**

4.1 The Complainant filed his rejoinder dated 07.08.2023, reiterating his complaint.

### **5. Status Update on Grievance Redressal:**

5.1 Since there was no further correspondence on the matter, after the Rejoinder was filed, the CCPD issued an email on 21.05.2025 to ascertain the status of the case and any action taken by the parties. After receiving no reply to this email from either of the parties, a Notice of Hearing was issued on 09.06.2025. A subsequent reply confirmed that the Complainants had been promoted to the clerical grade with effect from 30.03.2024.

5.2 On 21.05.2025, the Complainant also sent an email stating their satisfaction, citing the resolution of their grievance related to Promotion.

## **6. Observation and Recommendations:**

6.1 Upon reviewing the facts of the case and the available records, it is clear that the Complainant's grievance has already been redressed, and no further intervention is necessary. Consequently, the case is disposed of with the approval of the Chief Commissioner for Persons with Disabilities.

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