



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.14545/1023/2023

In the matter of:

Mrs. Lekha S. Nair
E-Mail: lekhasoman@gmail.com

...Complainant

Versus

The Secretary, Department of Posts
E-Mail: secretary-posts@indiapost.gov.in

...Respondent

Hearing (I):

A hearing in hybrid mode (offline/online) was conducted on **28.05.2025**. The following parties/representatives were present during the hearing:

Sl.No.	Name of the Parties/Representatives	For Complainant / Respondent	Mode of Attendance
1.	Mrs. Lekha S. Nair	Complainant	Online
2.	Ms. Swaathi Ratna S.	For Respondent	Online

RECORD OF PROCEEDINGS

At the outset, the Complainant submitted that she fell from the stairs and got 41% locomotor disability and was affected by kyphoscoliosis of the thoracic spine, a condition that restricts her mobility. Despite repeated requests, her

medical leave was not approved, and medical reimbursement for expenses incurred was not sanctioned. Furthermore, she was not provided with a suitable chair to work comfortably, and although she purchased one, reimbursement for the same was not given. Additionally, she faces difficulties due to the Accounts Section being located on the first floor and there being no provision of a lift.

2. The Court inquired whether the Respondent had appointed a Grievance Redressal Officer (GRO). The Respondent replied that they would verify this information within their department.

3. After hearing both parties, the Court observed that the grievances of the Complainant, pertaining to medical leave and an accessible workplace, are both basic and fundamental. Given the strict statutory provisions of the RPwD Act and several case laws from the constitutional courts on the subject, no employer can deny providing the same. The Court sought to know from the respondent as to why they are not in a position to accede to the request of the complainant even after the lapse of almost three years, and whether the matter has been taken to your headquarters.

4. The Complainant also shared her apprehension that even if the current office is made accessible for her, on her next promotion, she may be posted to another office with similar challenges. The Court observed that while her apprehension may be genuine, this Court can not intervene on the basis of apprehensions and fears. She will be at liberty to file a fresh Complaint if a cause arises in the future.

5. Action Taken Report from the Respondent and a report from the Complainant about her satisfaction with the resolution provided by the Respondent shall be forwarded to this Court within 7 days from the date of this Record of Proceedings.

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

(Praveen Prakash Ambashta)
Dy. Chief Commissioner