



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. CCPD/14294/1024/2023**

**In the matter of —**

Rashmi Kapur

**... Complainant**

**Versus**

The Director General (E.I),  
 ESI Corporation

**... Respondent**

**1. Gist of the Case:**

1.1 Smt. Rashmi Kapur, Assistant Director at ESI Corporation, Sub-Regional Office, Okhla, who has over 90 dB hearing loss in both ears, filed a complaint on 30.06.2023 regarding the non-issuance of upgraded hearing aids (Phonak Naida P90 UP BTE) recommended by AIIMS in April 2022, despite repeated follow-ups with ESIC since July 2022. Citing serious difficulty in performing her duties and referencing DoP&T O.M. dated 31.03.2014, she sought urgent intervention from this Court for the provision of high-tech assistive devices.

**2. Notice issued**

2.1. Notices were issued to ESIC on 21.07.2023 and 25.08.2023, and ESIC responded on 01.09.2023 that they had sought expert advice from the Ali Yavar Jung National Institute of Speech & Hearing Disabilities and would report further action upon receiving guidance.

**3. Submissions made by the parties**

3.1. No rejoinder was filed, and a hearing was scheduled for 16.04.2025.

3.2. However, vide email dated 15.04.2025, the complainant informed that she had opted for voluntary retirement from ESIC on 15.06.2024 because she was

unable to continue her work without the required hearing aids, and she requested withdrawal of her complaint.

#### **4. Recommendations and Observations**

4.1. As the Complainant has withdrawn her complaint, the Court finds no reason for further intervention.

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

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