



सत्यमेव जयते

## 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 &amp; Empowerment

भारत सरकार/Government of India

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5<sup>th</sup> Floor, N.I.S.D. Bhawan, G-2, Sector-10, Dwarka, New Delhi-110075; Tel.: (011) 20892364Email: [ccpd@nic.in](mailto:ccpd@nic.in); Website: [www.ccdisabilities.nic.in](http://www.ccdisabilities.nic.in)**Case No. 14180/1024/2023****In the Matter of —**

Shri Manoj Jain

**...Complainant****Versus**The Principal Commissioner of CGST & Central Excise,  
Mumbai Zone, GST Bhavan**...Respondent No. 1**The Principal Commissioner of Customs (General),  
Mumbai Customs Zone- I, New Customs House,  
Mumbai-400001**...Respondent No. 2****1. Gist of the Complaint:**

1.1 Shri Manoj Jain, father of Master Abhinav Jain—a child with 75% Intellectual Disability and Autism Spectrum Disorder—filed a complaint on 17.05.2023 regarding the denial of accommodation in the 'Kendriya GST Parisar' residential complex at Kharghar, Navi Mumbai. He explained that his 8-year-old son, who has been solely in his care since 14.09.2020, is fully dependent on him, and the family's urgent need for departmental housing is underscored by the complex's proximity to the National Institute for the Empowerment of Persons with Intellectual Disability (NIEPID). Shri Jain also highlighted that, despite his government service since 2000, many quarters in the complex were allotted to junior officers who joined later, and he has requested intervention to secure a Type IV residential quarter for himself and his son.

**2. Submission made by Respondent:**

2.1 Sh. Venkatesh Jadhav, Deputy Commissioner (Land and Building), Office of

the Principal Chief Commissioner CGST and Central Excise Mumbai Zone (Respondents 1 & 2), submitted a reply on 18.07.2023 stating that the Kendriya GST Parisar complex at Kharghar comprises 187 residential quarters, allocated in an 80:20 ratio between GST officers and Customs & Directorates officers in Mumbai, subject to demand and availability, with 36 quarters designated for Customs & Directorates. Applications for various residential types were invited via a 05.09.2022 circular, with a submission deadline of 09.09.2022; accordingly, 7 Type IV and 4 Type IV-Special quarters were allotted on 23.09.2022, and one remaining Type IV quarter on 23.02.2023 based on applications received by 31.10.2022. The complainant, Sh. Manoj Jain, applied for a Type IV quarter on 27.10.2022, but his application reached the office only on 29.05.2023, after the cut-off, and he was subsequently allotted a Type IV quarter, as communicated on 17.07.2023. The respondents also confirmed their adherence to the CBIC's Equal Opportunity Policy, including the appointment of a Grievance Redressal Officer for Persons with Disabilities in Group B and C officers as per order dated 07.07.2023.

### **3. Submission made in Rejoinder:**

3.1 The Complainant, in an email dated 27.07.2023, filed a rejoinder reiterating all his previous points and denying the respondent's claims that contradicted or were inconsistent. He alleged that the respondent concealed details about how the circular dated 05.09.2022 was distributed. The Complainant further contended that the respondent failed to provide information on how many officers were allotted quarters in the first allotment after the cut-off date of 09.09.2022, as per the circular.

### **4. Status Update on grievance redressal :**

4.1 Following the Rejoinder, there was no further correspondence until this Court emailed on 18.03.2025 seeking an update, to which the Complainant responded via his email dated 19.03.2025, confirming the allotment of a Type-IV residential quarter at Kendriya GST Parisar, Kharghar, Navi Mumbai, as per the Allotment Letter dated 17.07.2023. The family shifted to the new residence on 23.08.2023, resolving all issues raised in the Rejoinder dated 27.07.2023. The Complainant conveyed sincere gratitude to the Hon'ble Court and respondents for their effective intervention and requested that the matter be treated as closed.

### **5. Observations and Recommendations:**

5.1 Upon considering the facts of the case and the submissions of the parties, it is evident that the Complainant's grievance has already been redressed. As such, no further intervention is warranted in the matter.

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

**(P.P. Ambashta)**  
**Dy. Chief Commissioner**