



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: 13688/1022/2023

In the matter of—

Mr. G. Kannan.

...Complainant

Versus

The Managing Director and CEO, Indian Overseas Bank

...Respondent

1. Hearing:

1.1 A hearing in hybrid mode (online/offline) was conducted on 26.06.2025. The following parties/representatives were present during the hearing:

Sl.No.	Name of the parties/Representatives	For Complainant/ Respondent	Mode of Attendance
1.	Mr. G. Kannan	Complainant	Online
2.	Adv. Roma Bhatara	For Complainant	Online
3.	Mr. Arvind Kumar Sinha, AGM, HR Department, IOB	For Respondent	Online

2. Record of Proceedings:

2.1 At the outset, the Court sought updates from both the Complainant and the Respondent regarding developments in the matter since the last hearing.

2.2 The Complainant submitted that the Court had earlier advised the Respondent to engage with him in the presence of a qualified mental health practitioner or psychologist, to better understand his specific needs. He further informed the Court that he is currently undergoing treatment at the National Institute for Empowerment of Persons with Multiple Disabilities (NIEPMD), Chennai.

2.3 The Respondent informed the Court that, in compliance with the earlier Record of Proceedings (RoP), an initial session was scheduled at Cauvery Hospital for 03.01.2024, and the Complainant was informed on 30.12.2023. However, due to the unavailability of the doctor, the appointment was rescheduled to 02.01.2024, and the same was communicated to the Complainant. Further, a letter dated 06.01.2024 was sent to the Director, Government Hospital, Chennai, and to the Institute of Mental Health, Chennai, requesting an appointment with a mental health practitioner. An appointment was accordingly fixed for 19.01.2024, which the Bank's representative attended, but the Complainant did not appear.

2.4 The Complainant reiterated that since he is already undergoing treatment at NIEPMD, he requested that further evaluation be carried out in that institution only, as the doctors are well acquainted with his medical history. He expressed his concern regarding changing doctors at this sensitive stage of his treatment.

2.5 After hearing both parties, the Court observed that since the Complainant is already receiving treatment from NIEPMD and is comfortable there, a primary assessment should be conducted by NIEPMD. The Respondent is asked to coordinate with the Director, NIEPMD, and fix a date for psychological assessment within one month from the date of receipt of this Record of Proceeding. If the Respondent is not satisfied with the findings of NIEPMD, it shall be at liberty to seek a second opinion from another qualified government institution.

2.6 Respondents shall submit an Action Taken Report (ATR) to this Court within 30 days, with a copy endorsed to the Complainant. The Complainant, if he so desires, may file a rejoinder within 15 days thereafter.

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

(Praveen Prakash Ambashta)
Dy. Chief Commissioner