



न्यायालय मुख्य आयुक्त

COURT OF 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 and Empowerment

भारत सरकार/ Government of India

Case No. CCPD/16197/1021/25

Dated: 09/09/2025

In the matter of-

Shri Mahesh Kumar Yadav

E-mail: yadav.mahesh439@gmail.com

Versus

The General Manager

North Western Railway

E-mail: gm@nwr.railnet.gov.in

Sub: Complaint dated 22.08.2025 of Shri Mahesh Kumar Yadav, a person with 40% locomotor disability, regarding permission to appear in ANO Level 10 Group B Examination under PwBD Quota.

Madam/Sir,

I am directed to enclose a copy of the complaint mentioned above, which is self-explanatory, and to bring to your notice that the subject matter of the complaint relates to the conditions of service of an employee with disabilities. As per the provisions of Section 23 of the Rights of Persons with Disabilities Act 2016, [hereinafter referred to as "the Act,"] read with Rule 10 of the Rights of Persons with Disabilities Rules, 2017 [hereinafter referred to as "the Rules"], such matters are required to be looked into by the Grievance Redressal Officer of the establishment concerned.

2. Whereas Section 23 of the Rights of Persons with Disabilities Act, 2016, hereinafter provides as under:

"23. (1) Every Government establishment shall appoint a Grievance Redressal Officer for the purpose of section 19 and shall inform the Chief Commissioner or the State Commissioner, as the case may be, about the appointment of such officer.

(2) Any person aggrieved with the non-compliance of the provisions of section 20, may file a complaint with the Grievance Redressal Officer, who shall investigate it and shall take up the matter with the establishment for corrective action.

5वीं मंजिल, एनआईएसडी भवन, प्लॉट नं०. जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष: 011-20892364, 20892275
5th Floor, NISD Building, Plot No.G-2, Sector-10, Dwaraka, New Delhi-110075;Tele# 011-20892364,
20892275

E-mail: ccpd@nic.in; Website: www.ccdisabilities.nic.in

(पया भविष्य मे पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखें)

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(3) *The Grievance Redressal Officer shall maintain a register of complaints in the manner as may be prescribed by the Central Government, and every complaint shall be inquired within two weeks of its registration.*

(4) *If the aggrieved person is not satisfied with the action taken on his or her complaint, he or she may approach the District-Level Committee on disability."*

3. And whereas Rule 10 of the Rights of Persons with Disabilities Rules, 2017, hereinafter provides as under:

"10. Manner of maintenance of register of complaints by the Government establishments. - (1)
Every Government establishment shall appoint an officer not below the rank of a Gazetted Officer as Grievance Redressal Officer:

Provided that where it is not possible to appoint any Gazetted Officer, the Government establishment may appoint the senior most Officer as a Grievance Redressal Officer.

(2) *The Grievance Redressal Officer shall maintain a register of complaints of persons with disabilities with the following particulars, namely:-*

- (a) *date of complaint;*
- (b) *name of complainant;*
- (c) *name of the person who is enquiring the complaint;*
- (d) *place of incident;*
- (e) *the name of establishment or person against whom the complaint is made;*
- (f) *gist of the complaint;*
- (g) *documentary evidence, if any;*
- (h) *date of disposal by the Grievance Redressal Officer;*
- (i) *details of disposal of the appeal by the district level committee; and*
- (j) *any other information."*

4. Accordingly, the instant case is referred to the respondents for being entrusted to the Grievance Redressal Officer (GRO), who will take appropriate remedial measures. The Complaint shall be examined and disposed of with a speaking order of the Competent Authority within two weeks. While examining the

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matter, the GRO and the Competent Authority shall *inter alia*, consider sections 3, 20, and 34 of the Act, read with DOP&T OM No.36012/1/2020-Estt/ (Res-II) dated 17.05.2022 and OM No. 36012/1/2020-Estt/ (Res-II) dated 28.12.2023, and/or any other instructions applicable in this regard.

5. If the Complainant is not satisfied with the resolution of her/his grievance, she/he will be at liberty to approach a Court or tribunal or a quasi-judicial authority having jurisdiction in the matter. The respondents are advised to submit an Action Taken Report in terms of Section 76 of the Act within 3 months from the date of issue of these recommendations.

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

Yours faithfully,

(Praveen Prakash Ambashta)
Dy. Chief Commissioner

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