



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/15652/1022/24

Dated: 11/09/2025

Case No. 15652/1022/2024

In the Matter of:

Complainant(s):

Dilip Kumar Samantaray

Respondent (s):

The Chairman and Managing Director
Life Insurance Corporation of India

1. Hearing:

1.1 A hearing in hybrid mode (online/offline) was conducted on 02.09.2025. The following parties/representatives were present during the hearing:

S. No.	Name and Designation of the Party/Representative	For Complainant/Respondent	Mode of attendance
1.	Mr. Dilip Kumar	Complainant	In Person

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 लिखे)
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2.	Adv. Shivashish Samantaray	Counsel for Complainant	In Person
3.	Mr. Rajeev Biswas – LIC Office, Mumbai; Mr. Debasish Mahapatra – Manager, Bharampur Divisional Office	Respondents	Online

RECORD OF PROCEEDINGS:

2. At the outset, the counsel submitted that the Complainant obtained a disability certificate on 07.03.2022 from the CDMO Berhampur, certifying 55% locomotor disability, which he submitted for service records on 24.05.2022. He was promoted to Assistant Branch Manager on 13.07.2022. Subsequently, on 20.01.2023, he was asked to provide the certificate in LIC's prescribed format. After re-evaluation on 09.02.2023, a certificate in the LIC proforma was issued.

3. On 26.03.2023, the Complainant submitted his first representation to the SDM Berhampur, seeking transfer from Aska to a more suitable location. He highlighted that Aska, a rural area about 40 km from Berhampur, lacks adequate medical facilities, particularly physiotherapy services essential for his condition and requested posting at Bhubaneswar, his native place. He filed three representations in 2023, 2024 and 2025, but the Respondent has addressed none. On 02.11.2023, he also lodged a grievance on the LIC portal, yet no meaningful action followed. Instead, the SDM wrote to the Director of Health Services, Odisha, seeking re-evaluation of his disability certificate, despite the LIC-proforma certificate clearly

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stating that the Complainant's disability is permanent and does not require re-evaluation. The Counsel alleged that this move was intended to harass the Complainant.

4. On 20.02.2024, the P&IR Department directed the Complainant for medical re-evaluation on 22.03.2024 at City Hospital Berhampur, where the CDMO again confirmed that no re-evaluation was required, consistent with the permanent disability certificate. Though this was conveyed to LIC, the Complainant was never informed. The Counsel emphasised that LIC's transfer policy grants preference to PwDs, and the Complainant, with an excellent service record, seeks only a transfer to Bhubaneswar.

5. The Respondent contended that transfers are handled by the Zonal Office and that the Complainant's post is limited in availability, making his transfer to Berhampur or Bhubaneswar difficult. However, the Court expressed dissatisfaction as no written reply was filed despite two notices from this Court, which is an offence within the terms of Section 93 of the RPwD Act, 2016.

6. The Court directed the Respondent to file a reply within **7 days**, including inter alia, explaining the circumstances and authority for resorting to multiple assessments of Complainant's disability, failing which this Court may be constrained to invoke the penal provisions of the Act. If the matter is outside their jurisdiction, they must indicate the proper authority for impleadment.

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

Yours faithfully,

(Praveen Prakash Ambashta)
Dy. Chief Commissioner

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