



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/16105/1031/25

Dated: 13/09/2025

Case No. CCPD/16105/1011/24

In the matter of —

Mr. Nirlav Muktiar

...Complainant

Versus

The Director,

Indian Institute of Technology, Delhi

...Respondent

1. Gist of Proceedings:

1.1 The Complainant, Mr. Nirlav Muktiar, a person with benchmark disability and qualified candidate in IIT JAM 2025 (Enrollment ID: D106T75; Registration Number: PH407A002; Email: srinirlavmuktiar@gmail.com; Phone: 8403958513), filed a complaint dated 22.04.2025 under the Rights of Persons with Disabilities Act, 2016 (RPwD Act, 2016), alleging unfair treatment, negligence, insensitivity, and mental harassment during the JAM 2025 admission process conducted by IIT Delhi. The Complainant stated that the admission counselling form required only a PwD certificate upload, with no mention of a mandatory Unique Disability ID (UDID)

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,
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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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card. He uploaded a valid PwD certificate as instructed. Subsequently, he received an email from IIT JAM authorities identifying defects in documents (PwD Certificate and IInd Year Certificate), with remarks to upload a valid UDID with the PwD certificate in a single PDF file and the 4th semester certificate with the 3rd semester. The Complainant rectified this by uploading the required documents, but the JOAPS portal continued to display the defect message. Despite multiple phone calls and emails to the IIT JAM helpdesk, he received no clear, timely, or satisfactory responses, with representatives claiming ignorance of the issue. This caused significant mental distress, tension, and emotional harassment, particularly as a PwD candidate. The Complainant referenced violations of the Rights of Persons with Disabilities Rules, 2017 (notified vide G.S.R. 591(E) dated June 15, 2017, under Sections 100(1) and (2) of the RPwD Act, 2016), emphasising the need for transparency, care, and equal opportunities in handling PwD verifications. He requested an investigation into the mishandling of his valid PwD documents, rejection without clarification, and resolution to prevent application rejection.

1.2 A notice was issued by this Court dated 16.05.2025 to the Respondent under Sections 75 and 77 of the RPwD Act, 2016, seeking comments on an affidavit regarding compliance with Sections 3, 21, and 23 of the Act, along with relevant government instructions. No replies or affidavits from the Respondent are available on record.

1.3 On 08.08.2025, the Complainant uploaded his rejoinder, informing of the resolution of his grievance by stating that he secured a seat at IIT Kanpur. He requested that IIT Delhi open a helpline to support the Divyang Students and aspirants.

2. Observation:

2.1 Upon considering the facts of the case and the material available on the records,

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including the rejoinder of the Complainant, from which it is apparent that the core grievance of the Complainant has been redressed. The Respondent is advised to ensure compliance with the RPwD Act, 2016 and make appropriate improvements in the systems for the sensitive handling of queries from Divyang students and aspirants. No further intervention of this Court is required.

2.2 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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