



**COURT OF CHIEF COMMISSIONER FOR PERSONS WITH DISABILITIES (DIVYANGJAN)**  
Department of Empowerment of Persons with Disabilities (Divyangjan)  
Ministry of Social Justice and Empowerment  
Government of India

**Case No.** CCPD/15030/1021/24

**Dated:** 18/03/2025

**Case No. 15030/1021/2024**

**Complainant(s):**

Shri Vishal R. Gaikwad  
Gangarde Nagar, Gali No.1,  
Pimple Gurva, Pune, Maharashtra, 411027

**Versus**

**Respondent(s):**

The Chairman and Managing Director  
Life Insurance Corporation of India  
Central Office 'Yogakshema'  
Jeevan Bima Marg, Nariman Point  
Mumbai – 400021

**1. Gist of Complaint:**



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1.1 Sh. Vishal R. Gaikwad, a person with 100% visual impairment, filed his complaint dated 02.01.2024 apprehending the denial of a scribe, compensatory time, and reservation in promotion in a departmental examination scheduled for January 6, 2024.

1.2 He was appointed as an assistant on February 7, 2020 and confirmed in the role by August 7, 2020. The Complainant had applied for promotion to Higher Grade Assistant (HGA) after completing three years of service.

1.3 The Complainant was facing several challenges, including the allocation of vacancies reserved for persons with disabilities, a lack of clear guidelines on the provision of a scribe, and confusion about whether it is the organization's responsibility or his own to arrange for one, as well as the about the criteria of qualifications of the scribe.

### 2. Submission made by the Respondents:

2.1 The Managing Director, LIC vide letter dated 07.03.2024 submitted that Shri Vishal Gaikwad was appointed as an Assistant in LIC of India under Kothapur Division and posted at Wamanagar BO on 7th February 2020. After completing three years of service, he applied for a transfer to Pune Division due to his family residing in Pune. As a special case, considering his disability, he was accommodated at the city branch of his choice. He joined Pune Division-1 on 8th May 2023, at Branch 987, Shivajinagar.

2.2 The Pune Division-1 has received the Complainant's application for promotion to the Higher Grade Assistant (HGA) cadre, as per the notification dated 29th November 2023. Vacancies are notified based on the cadre strength for Higher Grade Assistants provided by the Zonal Office and the



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existing cadre strength in the division, including branches. While notifying the branches, the division also took into account the transfer applications present in the transfer roster.

2.3 Additionally, the facility of a scribe was provided to the Complainant during four (04) mock tests conducted from 21st December 2023, and also on the date of the actual test held on 6th January 2024, along with compensatory time. The Complainant successfully passed the written test and has been promoted to the Higher Grade Assistant (HGA).

**3. Submissions made in the Rejoinder:**

3.1 The Complainant in his email dated 23.08.2024 submitted his rejoinder stating that although he was promoted but he was assigned to a branch located approximately 130-150 kilometres away from his current location. As a person with visual impairment, travelling such a long distance poses significant difficulty for him. Furthermore, the new branch lacks essential facilities such as a lift and ramp.

**4. Hearing (I):**

An Online hearing was conducted on 25.02.2025 at the Office of the Chief Commissioner for Persons with Disabilities, Dwarka, New Delhi. The following parties/representatives were present during the hearing:



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<b>SI.No.</b>	<b>Name of the parties/Representatives</b>	<b>For Complainant/ Respondent</b>	<b>Mode of Attendance</b>
1.	Mr. Vishal Gaikwad	Complainant	Online
2.	Mrs. Kulkarni, Secretary from Western Zonal Office	Respondent	Online
3.	Ms. Vidya, Manager Pune 1 Division	Respondent	Online

**5. OBSERVATIONS AND RECOMMENDATIONS**

5.1 During the hearing, the Respondents stated that the Complainant applied for the promotion when the notification was issued on 29th November 2023. Interviews were conducted on 24th January and after the examination, results were declared on 25th January 2024, in which the Complainant was declared successful and was selected for the HGA position, for which his promotion was due. Therefore, his complaint on 6th January, claiming he was denied the opportunity for promotion, lacks merit.



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5.2 This Court observed that the grievances raised by the Complainant in his original complaint, namely the provision of a scribe, compensatory time were redressed by the Respondents on the date of examination itself. The Complaint about his transfer on promotion to another branch of the Respondent establishment, which is 130 kilometres away from his previous posting, was raised for the first time at the stage of filing a rejoinder, which cannot be accepted within the scope of this case.

5.3 The Complainant may submit his representation regarding the same to the Grievance Redressal Officer (GRO) of his organisation, who shall dispose the same within the stipulated time in terms of provisions of section 20(5), 21, 23 of RPwD Act, 2016 read with Rule 8 and 10 of RPwD Rules, 2017. The Complainant shall be at liberty to file a fresh complaint if he is not satisfied with the action of GRO of the Respondent establishment.

5.4 The Court acknowledges that all aspects of the Complainant's issue i.e. compensatory time, the provision of a scribe, and the due promotion, have been addressed. No further intervention of this Court is warranted.

5.5 The case is disposed of accordingly.

**Yours faithfully,**



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**(S. Govindaraj)**  
Commissioner

**Office of Chief Commissioner for Persons with Disabilities(Divyangjan)**  
**5th Floor, NISD Building, Plot No.G-2, Sector-10, Dwaraka, New Delhi-110075**  
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