



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

५वाँ तल, एन.आई.एस.डी. भवन, जी-२, सेक्टर-१०, द्वारका, नई दिल्ली-११००७५; दूरभाष : (०११) २०८९२३६४

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Case No. CCPD/14108/1024/2023

In the matter of —

Shri Kuka

...Complainant

Versus

The Chairman
Railway Board (Ministry of Railways)
Federation of Railway Officer's Association Office
New Delhi

...Respondent No.1

The Divisional Railway Manager,
Northern Railway Firozpur, Punjab

...Respondent No. 2

1. Gist of the Complaint:

1.1 A complaint dated 20.04.2023 was received from Mr. Kuka, who is a person with 90% locomotor disability. The Complaint is regarding grant of family pension, after the demise of his mother. He claimed that despite submitting all the required documents since 2017 and being fully dependent due to the permanent disability, the authorities have intentionally delayed taking action regarding his pension despite multiple follow ups and even after going through the document verification by the Welfare Officer. He specifically mentioned the name of the Senior Sec Engineer (C and W), Sh. Upkar Vashisht, Jalandhar for the inaction.

1.2 The Complainant claims that due to the repeated visits to the office, he faced extreme physical discomfort besides a humiliating

treatment by the officials. He asserts that Shri Vashisht has abused his power and engaged in corrupt practices by refusing to process the file or provide any formal communication.

2. Notice issued to the respondent(s):

2.1 A notice dated 06.06.2023 was issued by this Court under Sections 75 and 77 of the Rights of Persons with Disabilities Act, 2016 (hereinafter referred to as "the RPWD Act"), to the Respondents for forwarding their comments on affidavit on the complaint within 30 days to this Court.

3. Reply filed by the Respondent:

3.1 The Divisional office, Northern Railway, Firozpur, responded to the complaint of Sh. Kuka, and clarified that the case could not be processed immediately after the submission of application by the Complainant in 2017 due to the non-availability of the old record. Later, upon resubmission of the other required documents, the matter was reprocessed, and the applicant was issued the disability certificate. As per Railway Service Rules (Pension) Rules, 1993, the applicant was advised to undergo a medical examination from a Zonal hospital to confirm the nature of the disability and earning capacity. After the completion of the above-mentioned medical examination of the applicant, the case was further processed for sanctioning the family pension.

4. Rejoinder Filed by the Complainant:

No rejoinder was filed by the Complainant in this matter

5. Hearing:

5.1 A hearing was conducted on 17.04.2025 in hybrid mode. The following parties/representatives were present during the hearing:

Sl. No.	Name & Designation of the Attendees	On Behalf of	Mode of Attendance
1.	Shri. Kuka	Complainant	Online

2.	Pramod Kumar Safi - ED Establishment Reservation, Railway Board	Respondent No. 1	Online
3.	Jagdish Chandra - DRM, Firozpur	Respondent No. 2	Offline

6. Record of Proceedings:

6.1 At the outset, the Respondent No. 2 submitted that the Complainant's pension has already been released, and a Pension Payment Order (PPO) has been issued. The Court inquired about the date from which the pension was being paid. Respondent No. 2 stated that it is being provided from the day following the death of the Complainant's mother in 2017, and a copy of the PPO was annexed with the reply. The Court further inquired into the mode of deposit and the bank concerned. The Respondent stated that the pension had been credited through the State Bank of India, Jalandhar, in September 2023, which was confirmed by the complainant.

6.2 The Complainant, confirmed that he is presently receiving the pension.

7. Observations/ Recommendations:

7.1 The Court notes that the documents and submissions establish that the grievance has been redressed. The Court appreciated the efforts taken by the Respondent in resolving the matter. Since the grievance has already been redressed, which is also confirmed by the Complainant, no further intervention of this Court is warranted.

8 In light of the above, the case stands disposed of.

**(S. Govindaraj)
Commissioner for Persons with Disabilities**