



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/16091/1021/25

Dated: 05/01/2026

Case No.16091/1021/2025

In the matter of:

Complainant

Mr. Ankit Sharma

Respondent

The CMD, Punjab National Bank

RECORD OF PROCEEDINGS

1. Hearing:

1.1 A hearing in hybrid mode (offline/online) was conducted on **21.07.2025**. The following parties/representatives were present during the hearing:

5वीं मंजिल, एनआईएसडी भवन, प्लॉट न०. 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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(पया भविष्य में पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखें)
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Sl.No.	Name of the Attendees	On Behalf of	Mode of Attendance
1.	Mr. Ankit Sharma	Complainant	Online
2.	Mr. S. Kailasam	Complainant	Online
3.	Mr. Vishal Dogra, Deputy Manager (HR)	Respondent	Online

2. Proceedings During the Hearing:

2.1 The representative of the Complainant stated that the Complainant, who has a 90% hearing disability, joined the Respondent Bank on 26.02.2016 and has completed 9 years of active service. Despite his disability, he has consistently demonstrated dedication and strong performance. Holding both graduate and postgraduate qualifications. The Complainant has made six unsuccessful attempts to secure promotion from sub-staff to clerical cadre. The representative alleged that the Complainant's disability may have been a factor in the denial of promotions, as the Bank applies the same evaluation criteria to employees with hearing/speech impairments as it does to non-disabled staff. Notably, no hearing/speech-impaired sub-staff employee has been promoted to the clerical level in the Bank. The representative highlighted that in recent promotion cycles, all candidates with hearing/speech disabilities were unsuccessful, raising concerns about potential discrimination. Furthermore, it was alleged that the Respondent fails to maintain the mandatory reservation rosters for persons with disabilities, as mandated under the Rights of Persons with Disabilities Act, 2016.

2.2 The Respondent submitted that, according to Government guidelines (DoPT OM No. 36012/1/2020-Estt (Res) dated 17.05.2022, reservation in promotion is not applicable

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when more than 75% of posts in a cadre are filled through direct recruitment. Since the Clerical Cadre in the Respondent Bank has over 75% direct recruitment, no reservation is provided in promotions from the Subordinate Cadre to the Clerical Cadre. In the promotion process for Financial Year 2025-26, the Complainant appeared for the online written test on 09.02.2025, and scored 52 out of 100 marks. As a graduate, he was eligible for 5 additional marks but still the Complainant did not qualify in the final merit list, as the cut-off score was 74.35.

2.3 After hearing both sides, the Court recommended the Respondent to submit detailed information regarding the participation of persons with disabilities, particularly hearing-impaired individuals, in the recent promotion examination. The Respondent is required to provide the number of disabled candidates who appeared for the examination, their scores, and specifically, whether any hearing-impaired candidates met the cut-off score. The response shall be submitted within 15 days with a copy to the Complainant, who may file his rejoinder, if any, within a further period of 7 days.

2.4 The Court also directed the Complainant to submit evidence justifying the Complainant's claim of being discriminated in the matter of promotion over the past six years, including details of all examination attempts and the reasons for rejection, along with his rejoinder.

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

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Yours faithfully,

(Praveen Prakash Ambashta)

Dy. Chief Commissioner

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