



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/15846/1101/24

Dated: 07/01/2026

CASE NO. CCPD/15846/1101/2024

IN THE MATTER OF:

MR. ABHINAV DIWEDI

...COMPLAINANT

Versus

THE CHAIRMAN &; MANAGING DIRECTOR,

BHARAT SANCHAR NIGAM LIMITED

...RESPONDENT

RECORD OF PROCEEDINGS

1. HEARING:

1.1 A hearing in hybrid mode was conducted on **21.04.2025**, wherein the following parties/representatives were present:

5वीं मंजिल, एनआईएसडी भवन, प्लॉट नॉ. 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

(पर्याय भविष्य में पंत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखें)

(Please quote the above file/case number in future correspondence)



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S.No.	Name and designation of the Attendees	On Behalf of	Mode of Attendance
1.	Mr. Abhinav Dwivedi	Complainant	Online
2.	Mr. Yaduvendra Singh - BSNL	Respondent	Online
3.	AGM, BSNL, Azamgarh	Respondent	Online
4.	Mr. Ram Jain, BA Gorakhpur	Respondent	Online

2. PROCEEDINGS OF THE HEARING:

2.1 The Complainant described his grievances regarding accessibility, the conduct of officials, and the difficulties faced by him. He stated that his complaints had not been investigated or resolved despite repeated attempts. He further stated that he had also approached the Grievance Redressal Officer (GRO) posted at the Circle Office.

2.2 The Court sought the status of compliance with sections 21 and 23 of the Rights of Persons with Disabilities Act, 2016 (In short "the Act"). The respondent stated that a large number of complaints were being handled and that the system was functioning. However, no clear response was provided regarding the maintenance of a formal complaint register as required under Section 23 read with Rule 10 of the RPWD Rules. The Respondents were also unable to clarify their status regarding the Equal Opportunity Policy and other statutory provisions.

2.3 The Court emphasized that the Respondent must sensitise and educate its officials about the Act, particularly, about the duties of employers, such as the Equal Opportunity Policy, accessibility, reasonable accommodation, non-discrimination, reservations, and provisions related to the offence and penalty.

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2.4 The Court observed that, as the complainant had already been appointed, his grievance related only to alleged harassment or the attitude of staff, which could not be adjudicated in the absence of substantiated material. The Court noted that the satisfaction of the complainant with the resolution provided by the Respondent. However, it sought a formal written acknowledgement from the complainant. The Court also asked the Respondent to submit a written response outlining the remedial measures undertaken, including maintenance of grievance register, notification and registration of Equal Opportunity Policy, details of training programme. Both parties are directed to furnish their written submission within 15 days.

3. 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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