



सत्यमेव जयते

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/16188/1021/25

Dated: 29/01/2026

In the matter of-

Mr. Gaurav Gupta

Email: gaurav.avi31@gmail.com

...Complainant

Versus

General Manager

Punjab National Bank, New Delhi

Email - hosd@pnb.co.in

...Respondent

Sub: Recommendation to look into the Complaint dated 30.05.2025 received from Mr. Gaurav Gupta, a person with 100% Hearing Impairment (Deaf), on the issue of denial of reservation in promotion

Madam/Sir,

I am directed to refer to a complaint dated **30.05.2025** (copy enclosed) received from **Mr. Gaurav Gupta, a person with 100% Hearing Impairment (Deaf)**, which is self-explanatory.

2. I am further directed to bring to your notice that the aforesaid complaint pertains to the conditions of service of an employee with disabilities, which, as per Section 23 of the Rights of Persons with Disabilities Act 2016, [“the Act,”] read with Rule 10 of the Rights of Persons with Disabilities Rules, 2017 [“the Rules”], is required to be looked into by the Grievance Redressal Officer of your establishment.

3. Whereas Section 23 of the Act, 2016 provides as under:

23. (1) Every Government establishment shall appoint a Grievance Redressal Officer for the purpose of section 19 and shall inform the Chief Commissioner or the State Commissioner, as the case may be, about the appointment of such officer.

(2) Any person aggrieved with the non-compliance of the provisions of section 20, may file a complaint with the Grievance Redressal Officer, who shall investigate it and shall take up the

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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

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matter with the establishment for corrective action.

(3) The Grievance Redressal Officer shall maintain a register of complaints in the manner as may be prescribed by the Central Government, and every complaint shall be inquired within two weeks of its registration.

(4) If the aggrieved person is not satisfied with the action taken on his or her complaint, he or she may approach the District-Level Committee on disability.

4. And whereas Rule 10 of the Rules provides as under:

10. Manner of maintenance of register of complaints by the Government establishments. - (1) Every Government establishment shall appoint an officer not below the rank of a Gazetted Officer as Grievance Redressal Officer:

Provided that where it is not possible to appoint any Gazetted Officer, the Government establishment may appoint the senior most Officers as a Grievance Redressal Officer.

(2) The Grievance Redressal Officer shall maintain a register of complaints of persons with disabilities with the following particulars, namely:-

(a) date of complaint;

(b) name of complainant;

(c) name of the person who is enquiring the complaint;

(d) place of incident;

(e) the name of establishment or person against whom the complaint is made;

(f) gist of the complaint;

(g) documentary evidence, if any;

(h) date of disposal by the Grievance Redressal Officer;

(i) details of disposal of the appeal by the district level committee; and

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(j) any other information.

5. I am, accordingly, directed to forward this case to you to be entrusted to the Grievance Redressal Officer (GRO), who will take appropriate remedial measures. The Complaint shall be examined and disposed of with a speaking order of the Competent Authority within two weeks. While examining the matter, the GRO and the Competent Authority shall consider sections 3, 20, and 34 of the Act, read with DOP&T OM No.36012/1/2020-Estt/ (Res-II) dated 17.05.2022 and OM No. 36012/1/2020-Estt/ (Res-II) dated 28.12.2023, and/or any other corresponding instructions applicable in this regard.

6. If the Complainant is not satisfied with the resolution of her/his grievance, she/he will be at liberty to approach a Court or tribunal or a quasi-judicial authority having jurisdiction in the matter. The respondents are advised to submit an Action Taken Report in terms of Section 76 of the Act within 3 months from the date of issue of these recommendations.

7. 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**

Copy to:

- 1) **SHRI GAURAV GUPTA**
: House N.49-A New Akashwani Colony Naya Pura, District Kota
KOTA, RAJASTHAN, 324001
gaurav.avi31@gmail.com
9460186995

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2) **KAILASAM SITARAM**

GENERAL SECRETARY , ALL INDIA DEAF BANK EMPLOYEES ASSOCIATION, F19
MOOKAMBIKA COMPLEX FIRST FLOOR NO4 LADIY DESIKA ROAD , BELOW ALWARPET FLY
OVER, LAND MARK KAUVERY HOSPITAL MYLAPORE , GENERAL SECRETARY , ALL INDIA
DEAF BANK EMPLOYEES ASSOCIATION, F19 MOOKAMBIKA COMPLEX FIRST FLOOR NO4
LADIY DESIKA ROAD , BELOW ALWARPET FLY OVER, LAND MARK KAUVERY HOSPITAL
MYLAPORE
CHENNAI, TAMIL NADU, 600004
aidbea87@gmail.com
9841752404

Enc. Copies:

- 1) Disability Certificate
- 2) Case Document - 1

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