



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/15380/1024/24

Dated: 17/02/2026

CASE NO. CCPD/15380/1024/2024

In the matter of:

Mr. Pradeep Kumar

...Complainant

versus

The Secretary,

Department of Financial Services

Ministry of Finance

...Respondent

1. Gist of the complaint:

1.1 Mr Pradeep Kumar, a person with 85 % Locomotor Disability, filed a Complaint dated 05.07.2024 regarding no uniform policy across nationalised banks regarding the payment of double transport allowance to PwD employees, as mandated by various Government of India instructions. Despite multiple circulars issued by the Department of Personnel & Training (DoPT) and the Ministry of Finance (MoF), the complainant's bank has been providing only ₹400 per month in excess of the regular transport allowance for many years. Following the recent wage settlement, the standard transport allowance has been revised to ₹800 + DA. However, the complainant has not received the proportionate revision in accordance with the entitlement for PwD employees, which should be double the amount provided to other employees (₹1,600 + DA).

1.2 Furthermore, it is observed that some banks reimburse petrol or conveyance expenses for PwD employees commuting beyond 5 km, while denying the same benefit to those residing within a 5 km radius. This inconsistent approach results in discrimination among similarly placed employees.

1.3 The Complainant sought clear and uniform guidelines for all nationalised banks to ensure that

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PwD employees are paid transport allowance at double the normal rate, at par with the Central Government employees. He also requested the delinking of the commuting distance from the reimbursement of petrol/conveyance expenses for PwD employees.

2. Notice issued to the Respondent:

2.1. In exercise of the powers conferred u/s 75 & 77 of the Rights of Persons with Disabilities Act, 2016 [hereinafter referred to as "the Act"], a notice dated 01.06.2024 was issued to the above-mentioned respondent for forwarding to this Court comments on affidavit on the complaint for violation of section 20 of the Act read with DOPT O.M. dated 15.09.2022 within the statutory time limit.

3. Reply filed by the Respondent:

3.1 The Respondents (The Department of Financial Services (DFS) filed their reply dated 06.08.2024, and stated that wage revisions and service conditions of Public Sector Bank (PSB) employees are determined through settlements between the Indian Banks' Association (IBA) and bank Unions/Associations. As per Clause 16 of the 12th Bipartite Settlement, the Transport Allowance for clerical and subordinate staff has been revised to ₹850 per month + applicable DA with effect from 1.11.2022. Additionally, it is clarified that:

(a) Conveyance Allowance for employees with benchmark disabilities is payable over and above the Transport Allowance.

(b) Based on DFS approval dated 15.03.2024, IBA has revised this Conveyance Allowance from ₹400 to ₹600 per month, which is now implemented across all PSBs.

3.2 Regarding reimbursement of petrol expenses, DFS clarified that nationalised banks are board-driven commercial entities under Section 7(2) of the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970/1980, and such decisions fall under the powers of the respective Boards of Directors. Thus, DFS has communicated and implemented the revised allowance for PwD employees and clarified the scope of its jurisdiction with respect to petrol reimbursements.

4. Rejoinder filed by the Complainant:

4.1 The Complainant filed a rejoinder dated 12.12.2024 and submits that, as per Ministry of Finance Circular No. 21/1/2018-E IIB dated 15.09.2022, persons with disabilities (PwDs) are entitled to

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double the transport allowance to facilitate their daily commute. These instructions were issued to all Central Government departments and public sector undertakings, including public sector banks. However, public sector banks have not uniformly implemented this provision. Despite being under the administrative control of the same Ministry, several banks continue to deny eligible PwD employees this rightful allowance, resulting in non-compliance with government directives and unequal treatment.

4.2 The Complainant further submitted that the Union Bank of India's Equal Opportunity Policy (Staff Circular No. 8361 dated 23.08.2024), which promises non-discrimination in all aspects of employment, including salaries and allowances. However, this policy is contradicted by Staff Circular No. 7808 dated 19.10.2022, which excludes PwD employees residing within 5 km of their workplace from receiving additional conveyance reimbursement. This arbitrary distinction creates inequality among similarly placed PwD employees and violates the bank's own policy. The Complainant respectfully requests the Hon'ble Court to direct public sector banks to ensure uniform implementation of double transport allowance and equitable conveyance benefits for all PwD employees, regardless of commuting distance.

5. Hearing:

5.1. A hearing was conducted in hybrid mode on **29.10.2025**, wherein the following parties/representatives were present:

S.No.	Name and Designation of the Party/Representative (Sh.)	For Complainant or Respondent	Mode of Appearance
1.	Pradeep Kumar	Complainant	Online
2.	Arun Kumar, US(Welfare), DFS	Respondent	Online

6. Record of proceedings:

6.1 The Complainant, employed with the Union Bank of India, sought appropriate action from the Ministry of Finance to ensure parity in the payment of transportation allowance.

6.2 The Respondent submitted that the matter had already been settled through negotiations between the Indian Banks' Association (IBA) and the employees' union. It was stated that the

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transport allowance for clerical and subordinate staff had been revised to ₹850 per month plus applicable dearness allowance (DA), effective from November 1, 2022. Further, explained that the conveyance allowance was payable over and above the transport allowance, ranging between ₹400 to ₹600 per month, subject to approval by the Department of Financial Services (DFS). The DFS had also confirmed that the policy was uniform across all public sector banks.

6.4 The Complainant, however, claimed that he had not received the proportionate allowance specifically, double the normal rate and sought equivalence with the instructions issued by the Department of Expenditure, which apply to the Central Government establishments. He argued that the same principle should be extended to public sector banks.

6.5 The Respondent clarified that wage revisions in public sector banks were decided through bipartite settlements between the bank management and the unions, without the direct involvement of the DFS.

6.6 The Complainant maintained that his grievance did not pertain to wage revision, but rather to the grant of additional benefits to employees with disabilities. The Respondent reiterated that salaries and allowances were governed strictly by the bipartite agreement between the unions and the management.

7. Observations and Recommendations:

7.1 The Court observes that parity in service conditions can not be sought across different establishments. With respect to transport allowance, the instructions issued by the Department of Expenditure are not applicable tonationalised banks and insurance companies. The Complainant could not cite any violation of statutory provisions or instructions of the nodal department, namely, the Department of Financial Services (DFS).

7.2. As such, this Court has concluded no further intervention is warranted in the matter.

7.3 Accordingly, the matter is disposed of.

Yours faithfully,

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(S. Govindaraj)
Commissioner

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