Diary No. DNO/26/CCPD/5413 **Dated:** 11/03/2026

Case No: DNO/25/CCPD/5413 **Dated:** 11/03/2026

In the matter of: Ms. Ruby Jajpura (Complainant)

Versus

Respondent(s):

1. **Chairman, State Bank of India** (chairman@sbi.co.in)
2. **CDO LHO Chandigarh, State Bank of India** (cdo.lhocha@sbi.co.in)

1. HEARING DETAILS

1.1. A preliminary hearing was conducted in hybrid mode on **20.01.2026,** wherein the following parties/representatives were present:

Sl. No.	Name of the Parties / Representatives	On Behalf of	Mode of Attendance
1.	Mr. Pradeep Kumar	Complainant	Online
2.	Mr. Kajal Bhaumik	Respondent No. 2	Online

2. RECORD OF PROCEEDINGS

2.1 The Complainant, Ms. Ruby Jeopuria, submitted that her transfer request dated 22.10.2024 from Charkhi Dadri to Chandigarh remains pending with the State Bank of India. It was submitted on her behalf that her family has permanently settled in Chandigarh after purchasing a house and that her children are studying there. The Complainant argued that under the provisions of the RPwD Act, 2016, employees with

disabilities are entitled to postings near their place of residence as a reasonable accommodation.

2.2 The Respondent (SBI, LHO-Chandigarh) submitted that the Complainant joined the bank as a clerk in 2013 and was initially posted near her hometown. In 2015, following her marriage, she was transferred to Charkhi Dadri upon her own request. The Respondent further stated that while the Complainant is seeking a transfer to Chandigarh based on residence, she has failed to submit any valid documentary proof, such as a registered address or house ownership documents, to justify the claim of having a permanent residence in Chandigarh.

2.3 The Court noted the absence of the Complainant in person/online during the hearing, observing that the presence of the aggrieved party is essential for the first hearing to verify the facts of the case. The Court further observed that the Complainant had already availed of one transfer on domestic grounds in 2015 and is now seeking a subsequent transfer, citing a shift in residence without providing the employer with updated proof of address.

2.4 The Court also noted the fallacious understanding of the Complainant that she is entitled to a posting of her choice. While the RPwD Act provides for the framing of transfer policies to provide reasonable accommodations to persons with disabilities, such accommodations are not absolute. To avail of such benefits, the applicant is strictly required to apply to the management with specific reasons and all necessary supporting documents. The establishment shall accommodate the request as far as possible, subject to administrative constraints. Such administrative constraints, if any, restraining the management from allowing the accommodation sought by an applicant, need to be clearly spelt out in a reasoned order of the Bank.

2.5 The Court directed the Complainant to complete the necessary administrative procedures by submitting all required residence proof and supporting documents to the Respondent. The Court remarked that legal remedies under the RPwD Act cannot be sought without following due process and providing factual evidence to the employer. Consequently, the Court dismissed the matter at this stage, granting the Complainant the liberty to approach the Court again should the request be denied after the submission of valid documents.

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

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

Diary No. DNO/26/CCPD/5413 **Dated:** 11/03/2026

Yours faithfully,

(Praveen Prakash Ambashta)
Dy. Chief Commissioner

5वीं मंजिल, एनआईएसडी भवन, प्लॉट न०. जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाषः 011-20892364, 20892275
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E-mail: ccpd@nic.in; Website: www.ccdisabilities.nic.in
(पया भविष्य मे पंत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखे)
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