



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/15690/1022/24

Dated: 16/03/2026

CCPD/15690/1022/2024

In the matter of:

Complainant (s):

Mr. Chhail Bihari

Respondent(s):

The Chairman and Managing Director
Indian Oil Corporation Ltd. New Delhi

RECORD OF PROCEEDINGS

1. Hearing :

1.1 A hearing was conducted in hybrid mode on **11.09.2025**, wherein the following parties/representatives were present:

S. No.	Name and designation of the Party/Representative	On Behalf of	Mode of Attendance
1.	Shri Chhail Bihari	Complainant	Online

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,
20892275

E-mail: ccpd@nic.in; Website: www.ccdisabilities.nic.in

(पया भविष्य मे पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखे)

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



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/15690/1022/24

Dated: 16/03/2026

2.	Smt. Rashmi Tiru, Chief General Manager (HR), Refineries HQ, New Delhi	Respondent	Online
3.	Shri Om Prakash, Chief General Manager (HR), Panipat Refinery & Petrochemical Complex	Respondent	Online

2. Proceedings During the Hearing:

2.1. The Complainant, a Junior Engineering Assistant at the Indian Oil Corporation Limited (IOCL), alleged that he was unfairly denied a transfer to the Operations Section due to his disability. Despite an RTI response and an internal committee suggesting that such postings were permissible and suitable for him, he and three other colleagues were removed from their operational roles shortly after being appointed. The Complainant asserted that he is fully capable of performing these duties and that the denial violates the company's Equal Opportunity Policy and his original recruitment terms.

2.2. He further submitted that this exclusion has impacted his career growth. He argued that experience in both Maintenance and Operations is a mandatory prerequisite for promotion to the Officer's grade. By being confined to the Maintenance Department—while his peers are routinely rotated between the two functions—he claimed he is facing differential treatment and mental harassment. He further noted that the respondent's reliance on a letter dated 16.09.2024 proves that management has formally, yet arbitrarily, classified Operations roles as unsuitable for employees with disabilities.

2.3. The Respondent (IOCL) maintained that Operations roles involve hazardous, round-the-clock three-shift duties, which are not designated for persons with disabilities for reasons of safety and welfare. They argued that the Complainant's brief stint in Operations was an administrative error inconsistent with "prescribed identification norms." Furthermore, the Respondent claimed that the Complainant was recruited

5वीं मंजिल, एनआईएसडी भवन, प्लॉट नं०. 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
(पया भविष्य मे पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखे)
(Please quote the above file/case number in future correspondence)



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/15690/1022/24

Dated: 16/03/2026

under a specific quota for "Electrical Maintenance" and that his current placement does not hinder his professional advancement.

2.4. The Court framed the dispute around two core issues: whether a blanket exclusion of disabled persons from Operations complies with the Rights of Persons with Disabilities Act, 2016, and whether the Complainant has suffered actual discrimination. While the Complainant pointed to other refineries (Baroni, Gujarat, and Mathura) where disabled employees work in Operations, the Respondent countered that those roles are in non-hazardous township areas and are not comparable to the on-site, process-heavy roles at the Panipat Refinery.

2.5. The Court observed that a prima facie case of discrimination was not established due to a lack of documentary evidence regarding promotion requirements and job identification. The Court recommended both parties to submit within 15 days relevant recruitment rules, lists of similarly placed employees with disabilities in Operations, and copies of relevant extracts from the DEPwD Notification on the subject of suitability of posts.

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

Yours faithfully,

(Praveen Prakash Ambashta)
Dy. Chief Commissioner

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,
20892275

E-mail: ccpd@nic.in; Website: www.ccdisabilities.nic.in
(पया भविष्य मे पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखे)
(Please quote the above file/case number in future correspondence)