



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/15579/1022/24

Dated: 16/03/2026

Case No: CCPD/15579/1022/24

In the matter of:

Mr. Shuvendu Sekhar Roy

...Complainant

Versus

The Secretary, Ministry of Railways (secyrb@rb.railnet.gov.in)

...Respondent 1

The General Manager, Ministry of Railways (gm@ser.railnet.gov.in)

...Respondent 2

The General Manager, South Eastern Railway (gm@ser.railnet.gov.in)

...Respondent 3

1. Gist of Complaint

1.1 Mr. Shuvendu Sekhar Roy, a person with benchmark hearing impairment, currently serving as a Chief Commercial Cum Ticket Supervisor at Rukni railway station under Adra Division, South Eastern Railway, submitted a grievance dated 17.07.2024 regarding the five-month delay in forwarding his transfer application to the Asansol Division, Eastern Railway. He contends that the inaction of the Controlling Officer (Sr. DCM, Adra) violates Railway Board and DoPT mandates which prioritize posting PwBD employees near their native places, a necessity he emphasizes for his own disability support and to care for his dependent mother suffering from chronic arthritis. He seeks a direction to the Respondent to immediately forward his application to ensure "Reasonable Accommodation" as per statutory norms.

2. Issue of Notice

2.1 The matter was taken up with the respondents vide notice dated 22.07.2024 stating the provision u/s 20, 21, 23, 75 and 77 of the Rights of Persons with Disabilities Act, 2016, Rule 8 (3) (c) of the RPwD Rules, 2017 and DoPT OM No. 36035/44/2023-Estt. (Res-II) dated 02.02.2024.

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

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

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**3. Respondent's Reply to the Notice**

3.1 The General Manager, South Eastern Railway, vide reply dated 11.09.2024, submitted the following points in response to the complaint:

(a) The Respondent (South Eastern Railway) submitted that the Complainant's application for Inter-Railway Own Request Transfer (IROT) from Adra Division to Asansol Division has been actively processed through the HRMS portal and has received the formal approval of the Divisional Railway Manager (DRM), Adra, as of 05.09.2024.

(b) It was further stated that following this approval, the application was officially forwarded to the South Eastern Railway Headquarters on 09.09.2024 for final transmission to the Eastern Railway authorities; consequently, the Respondent maintains that the grievance is being addressed with priority in accordance with Railway Board instructions for PwBD employees.

**4. Rejoinder of the Complainant**

4.1 The Complainant filed a rejoinder dated 23.12.2024, acknowledging the reply from the Sr. Divisional Personnel Officer (Sr. DPO), South Eastern Railway, Adra. The Complainant submitted that:

(a) He has noted the Respondent's submission confirming that his Inter-Railway Own Request Transfer (IROT) application has received the necessary administrative approvals from the Divisional Railway Manager (DRM), Adra.

(b) He expressed satisfaction with the fact that his application was officially forwarded to the South Eastern Railway Headquarters on 09.09.2024 for final transmission to the Eastern Railway (Asansol Division).

(c) In light of the positive administrative action taken by the Respondent and the progress of his transfer request to his native place, the Complainant requested that the case may be closed from the end of this Court.

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**5. Observation and Recommendations**

5.1 Upon reviewing the facts of the case and the available records, particularly a clear expression of the Complainant about his grievance being redressed and his request for closure of the proceedings, the Court has determined that no further intervention is necessary.

6. Accordingly, the case is disposed of in these terms with the approval of the Chief Commissioner for Persons with Disabilities.

**Yours faithfully,**

**(Praveen Prakash Ambashta)**  
**Dy. Chief Commissioner**

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