



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/16435/1024/26

Dated: 15/03/2026

In the matter of:-

Ms. Vaishali K Kachhava

Email: vaishalikachhva91@gmail.com

...Complainant

Versus

Secretary,

Department of Posts, New Delhi

Email: secretary-posts@indiapost.gov.in

...Respondent No. 1

The Postmaster

Dhule Head Post Office

Email: sspdhl.mah@gmail.com

...Respondent No. 2

Sub: Complaint dated 11.03.2026 of Ms. Vaishali K Kachhavaa person with 75% Blindness regarding Workplace Harassment and Discrimination

Sir,

I am directed to enclose herewith a copy of the aforesaid complaint and to say that Section 20 of the Rights of Persons with Disabilities Act, 2016 [hereinafter referred to as "the Act"] provides for non-discrimination in employment in government establishment. Further, Section 23 of the Act mandates that every government establishment shall designate a Grievance Redressal Officer (GRO) to address the grievances of persons with disabilities relating to non-compliance of Section 20 of the Act. Rule 10 of the RPwD Rules, 2017, further prescribes that the GRO appointed shall not be below the rank of a Gazetted Officer and also the manner of maintenance of register of complaints. It requires the GRO to investigate complaints, provide remedial measures and dispose of grievances within two weeks of their registration.

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



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2. Accordingly, this Court refers the instant case to the respondent (s) to be entrusted to the designated Grievance Redressal Officer (GRO) for appropriate remedial action. The GRO shall examine the matter and ensure compliance with the statutory provisions cited above. The Respondent shall file an Action Taken Report within 30 days.
3. The case is disposed of accordingly with the liberty to the complainant to file a fresh complaint on the matter if, he/she is not satisfied with the resolution provided by the GRO or if the GRO fails to dispose of the complaint despite lapse of the statutory time limit.
4. This is issued with the approval of the Chief Commissioner for Persons with Disabilities.

Yours faithfully,

(Praveen Prakash Ambashta)
Dy. Chief Commissioner

Copy to:

- 1) **Vaishali k kachhava**
Annasaheb patil nagar Near shaskiy dudhderi road
DHULE, MAHARASHTRA, 424001
vaishalikachhva91@gmail.com
8600602905

Enc. Copies:

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

5वीं मंजिल, एनआईएसडी भवन, प्लॉट न०. जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष: 011-20892364, 20892275
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