



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/15050/1011/24

Dated: 24/03/2026

Case No.: 15050/1011/2024

In the matter of:

Complainant:

Sh. Amit Yadav

Respondent:

The Managing Director,

National Insurance Company Ltd.

RECORD OF PROCEEDINGS

1. Hearing: A hearing on 20.01.2026 was conducted in the hybrid mode, wherein the following parties were present:

Sl. No.	Name & Designation of the Attendees (Smt./Shri)	On behalf of	Mode of Presence
1.	Amit Yadav	Complainant	Online
2.	Ravinder Bowgal, Chief Manager, NIC	Respondent	Online
3.	Shri Ranjit, Assistant Manager, NIC	Respondent	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)

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2. Proceedings during the hearing:

2.1. The Complainant alleged that the Respondent's recruitment advertisement issued in January 2024 for 274 Administrative Officer (Scale-I) posts failed to provide a 5% relaxation in qualifying marks for Persons with Benchmark Disabilities (PwBD) candidates. In response, the Respondent argued that there is no mandatory provision in their policy or among other Public Sector Undertakings (PSUs) requiring such relaxation, although they acknowledged that a 5% relaxation had been extended to candidates belonging to SC/ST categories.

2.2. The Court found this position untenable and held that the non-extension of similar relaxation to PwBD candidates, when such benefit was granted to SC/ST candidates, amounted to a violation of the principles of equality and non-discrimination enshrined under Sections 3 and 34(4) of the RPwD Act, 2016, as well as relevant Supreme Court precedents. It further observed that ignorance of the law cannot be accepted as a defense and reflects serious non-compliance. The Court also noted an apparent lack of awareness among the Respondent's officers regarding statutory obligations, emphasizing the need for mandatory sensitization and training on disability rights and legal provisions.

2.3. Accordingly, the Respondent was recommended to submit within 15 days key documents, including PwBD reservation rosters, the Equal Opportunity Policy (EOP) along with proof of its registration with the Chief Commissioner for Persons with Disabilities (CCPD), and details of the Grievance Redressal Officer (GRO). Additionally, a comprehensive reply outlining remedial measures to ensure full compliance—particularly the provision of relaxation in standards for PwBD candidates—was required. The Court cautioned that failure to comply with these directions may result in penalties under Sections 89, 92, and 93 of the RPwD Act, 2016.

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

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with Disabilities.

Yours faithfully,

(Praveen Prakash Ambashta)

Dy. Chief Commissioner

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