



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/5878

Dated: 24/03/2026

Case No: DNO/26/CCPD/5878

Dated: 19/03/2026

In the matter of:

Ms. Nila ...Complainant

Versus

The Director, CRC Madurai ...Respondent 1

The Director, NIEPMD ...Respondent 2

1. HEARING DETAILS

1.1. A preliminary hearing was conducted on **19.03.2026** in online mode, wherein the following parties/representatives were present:

Sl. No.	Name of the Parties / Representatives	On Behalf of
1.	Ms. Anitha Natrajan	Complainant
2.	Ms. H Jeyaseeli Flora, Director, CRC Madurai	Respondent 1
3.	Dr.Nachiketa Rout, Director, NIEPMD	Respondent 2

2. RECORD OF PROCEEDINGS

2.1 The Complainant's Representative, Ms Anitha (on behalf of her daughter Mila, who has a 20%

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)
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intellectual disability), submitted a grievance on 09.03.2026, alleging administrative and procedural flaws at CRC Madurai. She argued specifically, citing irregular clinical psychology services and the failure to approve beneficial co-curricular fine arts training.

2.2 The Respondent 1 (Director, CRC Madurai) issued a preliminary rejection of the complaint, contending that the grievance was not admissible as it did not constitute a denial of statutory rights under the RPwD Act. However, the Court observed that the issues raised, including the lack of consistent behaviour modification therapy and IQ assessments, directly affect the quality of the mandated services provided to the PwDs.

2.3 The Court noted that while the co-curricular training request requires further clarity, the primary concern remains the systemic failure in service delivery. Consequently, the Court recommended that the Director of NIEPMD (Respondent 2) conduct a comprehensive fact-finding inquiry into the administrative lapses and staff conduct at CRC Madurai. A detailed report outlining the findings and corrective actions taken must be submitted to this Court within 21 days; any failure to address these systemic flaws will be treated with the utmost seriousness. The matter will be disposed of with a final recommendation as appropriate, after review of the detailed report received by the Respondents.

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

Yours faithfully,

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

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