



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/16462/1033/26

Dated: 25/03/2026

Case No: 16462/1033/26

In the matter of:

Shri Vrinda Goel

...Complainant

Versus

The Director, General National Testing Agency

(dgoffice@nta.ac.in)

...Respondent

1. Gist of Complaint

1.1 The Complainant, Vrinda a 55% CMO-certified Autism patient, has filed an emergency grievance dated 07.03.2026 contesting the National Testing Agency's (NTA) refusal to update her category from General to Gen-PwD for the JEE Advanced qualification. She alleges that a technical software lock is rejecting her valid certificate dated January 7, 2026, and that NTA staff at the Delhi headquarters verbally disparaged her disability and refused a manual database override. Contending that this is a blatant violation of the RPwD Act 2016 and statutory rights, she seeks an immediate mandate for the NTA to accept her certificate and update her status before the portal closes.

2. HEARING DETAILS

2.1. A preliminary hearing was conducted on **18.03.2026** in online mode, wherein the following parties/representatives were present:

Sl. No.	Name of the Parties / Representatives	On Behalf of
1.	Mr. Neeraj Goel	Complainant

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.	Vijay Kumar, The Director	Respondent
3.	Adv. Shruti Gupta	Respondent

3. RECORD OF PROCEEDINGS

3.1 The Complainant, Ms Vrinda Goyal, a person with 55% Autism Spectrum Disorder (ASD), filed a complaint against the National Testing Agency (NTA) regarding the rejection of her disability status for the JEE Session 2. It was submitted that although she possesses a valid disability certificate issued by the CMO, Dehradun, on January 7, 2026, the NTA's online application system failed to recognise or accept the document. The Complainant's father further alleged that despite visiting the NTA headquarters to resolve the matter manually, officials refused to update the database and reportedly made derogatory remarks regarding the candidate's neurological condition.

3.2 The Respondent (NTA) submitted that the candidate had initially registered for JEE Session 1 under the "General" category with no PwD status. They argued that because the disability certificate provided is a manual paper-based document rather than a UDID card, they are required to perform due diligence to verify its authenticity. The Respondent confirmed that they sent verification emails to the CMO's office and the Department of Empowerment of Persons with Disabilities (DEPwD) on 16.03.2026. They assured the Court that the candidate's category would be manually updated from "General" to "General-PwD" immediately upon receiving confirmation of the certificate's genuineness.

3.3 The Court observed that under Rule 18 & 20 of the RPwD Rules, 2017, a validly issued paper certificate remains legally binding and the absence of a digital UDID card cannot be a ground for denying benefits. While the Court acknowledged the NTA's right to verify documents issued so close to the examination date (January 2026), it emphasised that administrative delays must not prejudice a genuine candidate. The Court did not see it fit to pass an interim order for an immediate category change but directed the NTA to expedite the verification process within one week. The matter was closed with the observation that the Court remains vigilant to ensure the Complainant's rights are protected before the final results are processed. The Complainant is at liberty to approach this Court again in the event her dissatisfaction with the resolution provided by the Respondent.

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

5वीं मंजिल, एनआईएसडी भवन, प्लॉट नं०. जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष: 011-20892364, 20892275
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Yours faithfully,

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

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