



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/25/CCPD/5344

Dated: 27/03/2026

Case No: DNO/25/CCPD/5344

Dated: 27/03/2026

In the matter of:

Mr. Jojy Thomas

...Complainant

Versus

The Director, One97 Communications Limited (puluthi.raja@paytmpayments.com) ...Respondent

1. HEARING DETAILS

1.1. A preliminary hearing was conducted on 20.03.2026 in online mode, wherein the following parties/representatives were present:

Sl. No.	Name of the Parties / Representatives	On Behalf of
1.	Mr. Jojy Thomas	Complainant
2.	Mr. Krishan, Senior manager HR	Respondent
3.	Mr. Sumit Kumar, Senior Manager	Respondent
4.	Mr. Imran, Compliance Partner	Respondent

2. RECORD OF PROCEEDINGS

2.1 The Complainant, Mr. Jojy Thomas, a Person with Benchmark Disability (mental illness), filed a grievance dated 27.12.2025 against his former employer, One97 Communications (Paytm). He alleged that following his joining on 14.10.2025, he faced professional rights violations, including the deactivation of his sales application on 10.12.2025 and subsequent termination on 24.12.2025. The Complainant contended that he was forced to resign on 27.12.2025 and sought compensation for violations of Clause 10 of his appointment order and Section 20 of the RPwD Act, 2016, regarding non-discrimination and reasonable accommodation.

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,
20892275

E-mail: ccpd@nic.in; Website: www.ccdisabilities.nic.in
(पया भविष्य मे पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखे)
(Please quote the above file/case number in future correspondence)



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/25/CCPD/5344

Dated: 27/03/2026

2.2 The Respondent submitted that the Complainant failed to disclose his disability at the time of joining or in the mandatory onboarding documentation. It was stated that a medical certificate was only produced on 18.11.2025, well after his induction. The Respondent further argued that the Complainant failed to complete assigned responsibilities, showed no improvement during a Performance Improvement Plan (PIP) from 09.01.2026 to 23.01.2026, and remained absent thereafter.

2.3 The Court observed that while the Complainant was identified as a Person with Disability (PwD) since 15.11.2017, he failed to produce the relevant certificate to the employer until after a notice was issued. The Court noted that it is the primary responsibility of the employee to formally disclose their disability status and provide documentation to avail themselves of the protections and "reasonable accommodation" provisions u/s 20 of the RPwD Act, 2016. Informal communication or post-facto disclosure after performance issues arise cannot retrospectively invalidate administrative actions taken in good faith by the employer.

2.4 Upon reviewing the facts and the timeline of disclosures, the Court found no violation of the RPwD Act, 2016, by the Respondent. Consequently, the case is disposed of.

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

Yours faithfully,

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

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