



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

Diary No. DNO/26/CCPD/5845

Dated: 27/03/2026

Case No: DNO/26/CCPD/5845

Dated: 19/03/2026

In the matter of:

Mr. Varadammagari Bhaskar Reddy

...Complainant

Versus

Branch Manager, Axis Bank (pno@axisbank.com)

...Respondent

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.	Mr. Varadammagari Bhaskar Reddy	Complainant

2. RECORD OF PROCEEDINGS

2.1 The Complainant, Mr Bhaskar Reddy, a person with 85% locomotor disability, filed a grievance on 05.03.2026, regarding a fraudulent online credit card transaction. He submitted that unauthorised transactions had been made from his account and sought relief and a stay of recovery from the bank.

2.2 The Court reviewed the matter and observed that the grievance pertained to a criminal act of cyber-fraud, and not to any violation of the RPwD Act, 2016 or of any rules/instructions issued in pursuance thereof, or to any denial of his rights as a person with disabilities or to any case of discrimination on the grounds of disabilities. It was noted that, *prima facie*, such matters are not within the mandate of this Court as they require a mandatory police investigation and criminal proceedings. Therefore, the Court advised the Complainant to immediately file a formal police complaint and coordinate with the cybercrime cell.

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)

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2.3 The Court observed that it cannot proceed further with the matter until the progress report of the police investigation is available. The Complainant's request for interim directions to the bank was not accepted at this stage as the investigation is currently pending.

2.4 The Court recommended that the Complainant maintain active coordination with the bank, the police, and other relevant authorities. The case is not admitted at this stage and is closed with the observation that the Complainant may approach the Court again once the investigation is complete or if there is a specific denial of statutory rights under the RPwD Act, 2016 or of any denial/discrimination on the grounds of disability.

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  
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