



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/15561/1022/24

Dated: 31/03/2026

Case No: CCPD/15561/1022/24

In the matter of

Mr. Rajnish Kumar Singh

... **Complainant**

Vs.

The Managing Director and CEO, Central Bank of India (mdceo@centralbank.co.in)

... **Respondent**

1. Gist of Complaint

1.1 Shri Rajnish Kumar Singh, a Senior Manager (Scale-3) at the Patna Regional Office of the Central Bank of India and a person with 40% visual impairment (VI), submitted a grievance dated 19.06.2024 contesting his transfer to the Chennai Zone following his promotion to Scale-4 on 30.03.2024. He contends that despite having submitted his disability certificate and Unique Disability ID (UDID) for HRMS record updates through the proper channels as early as November 2022, his service records remain unchanged. He further argues that his relief from Patna on 30.05.2024 and subsequent posting to Chennai causes significant hardship due to his disability. Citing a prior order from the Court of the Chief Commissioner for Persons with Disabilities, he seeks the formal updation of his 40% disability status in the bank's HRMS and his retention at Patna on disability grounds to ensure he can perform his duties effectively.

2. Issue of Notice

2.1 Following the Grievance, a notice was served to the Respondent on 16.07.2024 u/s 3, 21, 23, 75, and section 20 (3), Rule 8 (3), and DOP&T OM No. 36035/44, 2023 Estt. (Res.-II) dated 02.02.2024.

3. Respondent's Reply to the Notice

3.1 The Respondent (Central Bank of India) submitted that the Complainant, originally appointed under the General category, has consistently received reasonable accommodations, including a 2023 transfer to Patna following a previous Commission order. The Bank contended that upon the Complainant's voluntary promotion to Chief Manager (Scale-IV) in 2024, he must adhere to the administrative requirements of the higher grade, noting that retaining Scale-IV officers in the same zone is often impracticable due to limited vacancies. However, the Respondent assured that the Complainant would receive a favorable posting within the Chennai Zone, along with all eligible perquisites and support under the Bank's Equal Opportunity

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Policy.

4. Rejoinder

4.1 In his rejoinder dated 30.10.2024, the Complainant contested the Respondent's claims, highlighting the extreme hardship of his 2,503 km relocation to Dharapuram. He emphasized that the move disrupts his five-year-old son's essential therapy for Autism and ADHD in Patna and overlooks his elderly mother's health needs. The Complainant further noted that other Scale-IV officers were retained near Patna, whereas he received the farthest possible placement. Invoking the RPwD Act, 2016, he requested a transfer back to Patna on humanitarian grounds and the immediate update of his 40% disability status in the HRMS, which has been pending since 2022.

5. Hearing

5.1 A hearing was conducted on 24.03.2026 in hybrid mode wherein the following parties/representatives were present:

S. No.	Name and Designation of the Attendees	On Behalf Of:
1.	Mr. Rajnish Kumar Singh	Complainant
2.	Mr. Avinash Kumar, DGM-HCM	Respondent
3.	Mr. Muralikrishnan S, Chief Manager-Law, HCM, CO	Respondent
4.	Mr. Shashank Shekhar Dubey, Manager-Law, HCM, CO	Respondent

6. Record of Proceedings:

6.1 During hearing, the Respondent confirmed that while complainant's disability status was missing from the HRMS during a 2022 transfer, it has now been duly updated in the system.

6.2 The Respondent (Central Bank of India) acknowledged receipt of the Complainant's transfer request and assured the Court that his requirements would be considered in future posting cycles.

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6.3 The Court questioned the Bank's justification for transferring the Complainant to a distant location while others were retained nearby. Although the Court declined to interfere directly with a promotional transfer, it noted a significant lack of coordination and communication between the parties.

7. Observation and Recommendations

7.1 The Court observes that the Grievance Redressal Officer (GRO) failed to effectively interact with both parties, leading to a matter reaching this Court that could have been resolved internally. The Court emphasizes that under the RPwD Act, 2016, the GRO plays a pivotal role, and the Complainant is advised to exhaust all internal remedies and act with prudence before approaching the CCPD.

7.2 The Court finds that there has been an insufficient and improper submission of facts from both sides. The Respondent is directed to review the Complainant's posting in light of Sections 20 and 21 of the RPwD Act read with Rule 8 (3) (c) of the RPwD Rules, 2017, and the DoPT O.M. No. 36035/44/2023-Estt. (Res) dated 02.02.2024, which mandates "reasonable accommodation" and preferential posting for employees with disabilities to ensure they are not unfairly disadvantaged during promotional transfers.

7.3 The Respondent is recommended to review this and all other similar pending grievances in the light of the legal frameworks on the issue as mentioned above. An Action Taken Report (ATR) shall be submitted in accordance with Section 76 of the RPwD Act, 2016 within 90 days, failing which this Court may be constrained to initiate action under sections 77, 89 and 93 of the Act. The Court has determined that no further intervention is necessary.

8. Accordingly, the case is disposed of.

Yours faithfully,

**(S. Govindaraj)
Commissioner**

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