



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/15025/1021/24

Dated: 27/03/2026

In the matter of:

Shri Shadab Alam

... **Complainant**

Versus

The General Manager, Northern Railway

... **Respondent**

1. Gist of the Complaint:

1.1 Shri Shadab Alam, a person with 100% blindness, working as Helper (Level-1) in Rolling Stock Workshop, Charbagh, Lucknow, filed a complaint dated 01.01.2024 regarding delay in promotion and fixation of seniority.

1.2 The Complainant submitted that his promotion due from 01.11.2023 was delayed on account of repeated loss of his promotion file and inaction by the concerned authorities, resulting in denial of timely service benefits. He accordingly sought intervention for grant of promotion with consequential benefits from the due date.

2. Notice Issued:

2.1 The matter was taken up with the Respondent vide notice dated 04.01.2024 under Sections 3, 21, 23, 75 and 77 of the Rights of Persons with Disabilities Act, 2016, calling upon them to submit their comments on the complaint along with relevant documents and action taken in the matter. The Respondent was further advised to take due care of the relevant provisions of the Act, including but not limited to Sections 20 and 34, read with applicable Government instructions and DoPT OMs.

3. Proceedings in the Matter:

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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3.1 The Respondent, vide reply dated 05.06.2024, submitted that the promotion process of the Complainant has been completed and he has been promoted to the post of Technician Grade-III on 06.01.2024, with his seniority duly fixed.

3.2 Subsequently, the Complainant, vide communication dated 20.01.2026, informed this Court that he does not wish to pursue the complaint further and stated that "Sir, I have been given promotion and my seniority has been fixed vide Office Order No 06/Elect dated 06.01.2024. Sir, my grievance has been resolved, so I want to close my case now."

4. Observations:

4.1 The Court observed that the proceedings reviewed indicate that the institution of Grievance Redressal Officer mandated under Section 23 of the Act read with Rule 10 of the RPwD Rules, 2017 is not fully functional in the Respondent establishment, in terms of creation, intimation, website disclosure and awareness among employees.

4.2 The Court notes that the grievance on core issues i.e. the grant of transport allowance at double the rate. has been redressed by the Respondent at the request of the Complainant and the same has been acknowledged, and therefore no further intervention is warranted on that account.

5. Recommendation:

5.1 The Respondent is advised to take necessary action in compliance with the statutory provisions of Section 23 read with Rule 10, as mentioned above and submit an Action Taken Report within three months in accordance with Section 76 of the Act.

6. Accordingly, the case is disposed of in these terms with the approval of the Chief Commissioner for Persons with Disabilities.

Yours faithfully,

5वीं मंजिल, एनआईएसडी भवन, प्लॉट नं०. जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष: 011-20892364, 20892275
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(Praveen Prakash Ambashta)
Dy. Chief Commissioner

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