



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/15373/1014/24

Dated: 04/04/2026

In the matter of:

Ms. Puspa Das

... Complainant

Versus

The Secretary, Staff Selection Commission & Ors.

... Respondents

1. Gist of the Complaint

1.1 Ms Puspa Das, a person with blindness, filed a complaint dated 24.05.2024 regarding undue delay in the issuance of a joining letter despite qualifying the SSC MTS Examination, 2022. The Complainant submitted that despite the completion of document verification on 17.01.2024, the Respondents failed to issue the appointment letter within a reasonable time.

1.2 She further submitted that additional documents relating to the scribe were demanded at a later stage, which were not part of the original requirements and had not been sought from similarly placed candidates, resulting in delay and hardship.

2. Notice Issued

2.1 A notice dated 28.05.2024 was issued to the Respondents under Sections 75 and 77 of the Rights of Persons with Disabilities Act, 2016, calling upon them to submit their comments on affidavit along with relevant documents within 30 days. The Respondents were further advised to take due care of the provisions of the Act, including Sections 3, 21 and 23, and other applicable statutory provisions and Government instructions.

3. Proceedings in the Matter

3.1 The Respondent, vide reply dated 26.06.2024, submitted that the joining letter could not be issued as the document verification process remained incomplete due to non-submission of

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5th Floor, NISD Building, Plot No.G-2, Sector-10, Dwaraka, New Delhi-110075;Tele# 011-20892364,
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(पया भविष्य मे पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखें)

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documents relating to the educational qualification of the scribe, which were required under the SSC MTS Examination, 2022 guidelines.

3.2 The Respondent further submitted that the Complainant had been given the opportunity to furnish the required documents and that no case of harassment or discrimination was made out.

3.3 Subsequently, the Complainant, vide email communication dated 18.07.2025, informed this Court that the grievance has been fully redressed and that she has received the appointment order dated 16.07.2024, and accordingly sought withdrawal of the complaint.

4. Observations

4.1 The Court observes that delay in issuance of appointment and insistence on additional procedural requirements at a later stage may result in indirect discrimination and is required to be addressed in accordance with Section 3 of the Act; recruitment processes must be transparent, consistent and non-discriminatory, including in matters involving reasonable accommodation such as use of scribes. The Court further notes that compliance with institutional grievance redressal mechanisms under Section 23 read with Rule 10 of the RPwD Rules, 2017, is essential to ensure the timely resolution of such grievances.

4.2 The Respondents are advised to ensure compliance with the above statutory provisions and submit an Action Taken Report within three months in accordance with Section 76 of the Act.

4.3 In view of the fact that the grievance has been redressed, no further intervention of this Court is warranted.

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

Yours faithfully,

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(Praveen Prakash Ambashta)
Dy. Chief Commissioner

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