



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/15113/1024/24

Dated: 02/04/2026

In the matter of —

Mr. Pankaj Kumar Verma

...Complainant

Versus

The Secretary,

Railway Board

...Respondent No. 1

The General Manager,

Eastern Railway

...Respondent No. 2

1. Gist of the Complaint:

1.1 Mr Pankaj Kumar Verma, a person with 40% Locomotor Disabilities, filed a complaint dated 07.02.2024 regarding the denial of the Transport Allowance at double the normal rate.

1.2 The Complainant submitted that he is currently working as Technician-II (Mechanical Fitter) at Eastern Railway Workshop, Kanchrapara, after initially being appointed as Technician-III on 10.09.2020 through proper channel and medical verification by the RRB Medical Board. The Transport Allowance at double the normal rate is payable to persons with disabilities from the date of appointment, as mandated by notifications of the Ministry of Finance and the Ministry of Railways. Repeated representations since July 2021, including those forwarded through senior officers, have yielded no result for over three years, allegedly due to prolonged and unjustified "genuineness verification" of his disability certificate. The complainant highlights serious administrative apathy, lack of accessibility, harassment, delays, and alleged corruption at both the Kanchrapara Workshop

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,
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(पया भविष्य मे पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखे)

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and the Civil Surgeon-cum-Chief Medical Officer's office in Giridih, resulting in discrimination and violations of the provisions of the RPwD Act, 2016, particularly Section 3. He further points out discriminatory treatment vis-à-vis Kolkata Metro employees, who receive identical benefits automatically. Aggrieved by the denial of his lawful entitlements, mental harassment, and systemic neglect of the rights of persons with disabilities, the complainant seeks the grant of double Transport Allowance with arrears from the date of appointment, fixation of responsibility for the delay, and strict action against erring officials to prevent recurrence of such violations in future.

2. Notice to the Respondents:

2.1 A notice dated 16.02.2024 was issued to the above-mentioned respondents for forwarding to this Court comments on affidavit within the statutory time limit.

3. Reply made by the Respondent:

3.1 The Respondents have filed their reply dated 30.05.2024 and stated that the Complainant's grievance relates to non-payment of Transport Allowance at double the normal rate, despite eligibility under the extant rules. Upon review of his disability certificate and claim, the respondents found him eligible for Double Transport Allowance in terms of PCPO's Serial No. 38/2014, and the competent authority has already accorded sanction for payment of ₹10,800/-. The arrears arising from the extension of this benefit are being processed and are assured to be paid shortly.

4. Update on the Current status:

4.1 Since the Complainant did not submit any rejoinder or expression of his satisfaction with the resolution provided by the Respondent, it was decided to hold a hearing in the matter. The notice of hearing dated 22.12.2025 was issued to the parties, scheduling a hearing in hybrid mode on

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29.12.2025. However, before the scheduled hearing, an email dated 29.12.2025 was received from the Complainant, wherein he stated that the issues raised by him have been resolved to his satisfaction and, as such, there is no need for any hearing.

5. Observations and Recommendations:

5.1 After considering the submissions from both parties, especially the Complainant's email dated 29.12.2025, the Court has determined that no further intervention is necessary as the Complainant's grievance is resolved.

5.2 Accordingly, the case is disposed of with the approval of the Chief Commissioner for Persons with Disabilities.

Yours faithfully,

(Praveen Prakash Ambashta)
Dy. Chief Commissioner

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