



न्यायालय मुख्य आयुक्त दिव्यांगजन
सत्यमेव जयते

COURT OF THE 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 & Empowerment

भारत सरकार/Government of India

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Case No. 14654/1022/2023

Complainant:

Ms. Niva Sushanti Tirkey

Respondent:

The Managing Director & CEO
Indian Overseas Bank
Central Office,
Chennai - 600002

1. Gist of Complaint:

1.1 Ms. Niva Sushanti Tirkey, wife of the Complainant, submitted a representation on 20-11-2023 concerning her husband, Shri Krishna Singh, Assistant Manager, Indian Overseas Bank, Ranchi. She stated that he, a person with above benchmark locomotor disability recruited under the PwD category was promoted from the clerical cadre to Scale-I officer and transferred from Ranchi to a highly rural branch in Varanasi and later to Chennai, without adequate consideration of his disability and serious mobility limitations arising from polio.

1.2 The Complainant submitted that her spouse was unable to manage daily activities, transportation and living alone at the transferred locations which resulted in prolonged loss of pay, severe financial hardship and physical and mental distress. She further highlighted that she herself is suffering from serious medical conditions including Mixed Connective Tissue Disorder, Rheumatoid Arthritis and Endometriosis and is undergoing continuous treatment in Ranchi on medical advice to avoid stress and travel.

1.3. The transfer of her spouse has adversely affected her ongoing medical treatment and overall wellbeing. She further alleged that repeated representations made to the bank authorities requesting retention or reposting of her spouse to Ranchi on disability and humanitarian grounds were ignored, while similarly placed PwD employees were allowed to remain in the same region for years.

2. Notice Issued:

2.1 The matter was taken up with the Managing Director, Indian Overseas Bank on 23-11-2023 citing statutory provisions and government instruction including but not limited to Section 20 (5) of the Act and Deptt. of Financial Services, Ministry of Finance vide its letter no. 3/13/2014-welfare dated 18.11.2014. Final Reminder was sent on 05-01-2024.

3. Submissions made by the Respondents:

3.1 Deputy General Manager, Human Resource Management Department vide reply dated 10-01-2024 submitted that the bank denies all allegations asserting that Mr. Krishna Singh, a person with polio recruited under the PH category was transferred to Chennai-1 Region on October 1, 2023 following his own request dated September 5, 2023 after he absented himself from Varanasi posting due to mobility issues and his wife's medical treatments (MCTD, rheumatoid arthritis, endometriosis) at CMC Vellore.

3.2. The bank furnished that Ranchi and Kolkata-1 lacked vacancies, so Chennai was allotted as per his alternatives, considering better healthcare and transportation. Further, he was placed at the accessible Kotturpuram branch; no transfer allowances apply under policy for requested postings.

4. Submissions made in the Rejoinder:

4.1 The Complainants' wife argues that prior requests repeatedly sought retention in Ranchi on PH grounds with alternatives like Chennai only given after delays and verbal advice from HRMD, not voluntarily.

They further counters the bank's claims by noting the impractical Varanasi rural branch assignment (80km away, poor transport). She reaffirms the complaint's validity, citing inhumane treatment, bias, financial/mental strain and urges sympathetic transfer of her spouse to Ranchi.

5. Communication of the legal framework on the issue of transfer and posting of employees with disabilities and caregivers:

5.1 A letter containing the legal framework related to posting/transfer/retention of employees with disabilities and caregivers to dependent persons with disabilities were issued to the Respondents vide letter dt. 29-01-2024, with an advice to review their decision and submit and Action Taken Report within one month.

6. Status Update on Grievance Redressal:

6.1 The CCPD issued a hearing notice to the parties on 31.12.2025. In response, a reply from the Chief Manager, HRMD-CO-IR, Indian Overseas Bank dated 02.01.2026 was received, stating that the Complainant's grievance has been redressed and the matter may be treated as closed.

6.2 On 31.12.2025, the Complainant vide email stated her satisfaction, citing the resolution of her grievance related to the transfer from Ranchi to Chennai.

7. Observation and Recommendations:

7.1 Upon reviewing the facts of the case and the available records, it is clear that the Complainant's grievance has already been addressed. After considering the submissions from both parties, especially the Complainant's email dated 31.12.2025; the Court has determined that no further intervention is necessary,

7.2 Accordingly, the complaint is disposed of.

(Praveen Prakash Ambashta)
Dy. Chief Commissioner for Persons with Disabilities