



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/16132/1022/25

Dated: 09/04/2026

In the matter of:

Shri Sushil Kumar Mandal

... Complainant

Versus

Bank of India

... Respondent

1. Gist of the Complaint

1.1 The Complainant, Shri Sushil Kumar Mandal, a person with 40% low vision, filed a complaint dated 28.05.2025 regarding his transfer from Araria to Bhagalpur (Bihar) and sought posting nearer to his hometown on account of disability and personal hardship. It was submitted that due to his disability and prevailing personal circumstances, the transfer caused significant hardship, and therefore, the intervention of this Court was sought for appropriate relief.

2. Notice Issued

2.1 A notice dated 10.06.2025 was issued to the Respondent under Sections 75 and 77 of the Rights of Persons with Disabilities Act, 2016, calling for comments. The Respondent was advised to take into consideration the provisions of the Act, including Sections 3, 20(5), 21 and 23, and relevant Government guidelines regarding reasonable accommodation and non-discrimination in employment.

3. Proceedings in the Matter

3.1 The Respondent, vide affidavit dated 02.07.2025, submitted that the Complainant's case had been considered and that steps were being taken to accommodate him near his hometown within a reasonable period. It was further submitted that the Complainant had already expressed satisfaction with the action taken and had requested closure of the complaint.

3.2 The Complainant, vide communication dated 19.06.2025, stated that the matter had been addressed and requested that the complaint be closed. The record also indicates that the Respondent has an Equal Opportunity Policy and institutional mechanisms in place for grievance redressal of

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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E-mail: ccpd@nic.in; Website: www.ccdisabilities.nic.in

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

(Please quote the above file/case number in future correspondence)



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persons with disabilities.

4. Observations and Recommendations

4.1 In view of the above, 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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