



न्यायालय मुख्य आयुक्त दिव्यांगजन

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. 14256/1021/2023

In the matter of:

Shri Ashvani Kumar

...Complainant

Versus

The Managing Director and CEO,
Canara Bank

...Respondent

1. Gist of the Complaint:

1.1 Shri Ashvani Kumar Tyagi, a person with **45% locomotor disability**, filed a complaint on 27.06.2023 alleging unfair treatment in the promotion process from Clerical to Scale-1 Officer. Although he scored the highest marks (65.5) in the Faridabad region in the written exam held on 28.01.2023, he was not selected in the final result declared on 31.03.2023.

1.2 He claims that prior to the interview scheduled for 22.02.2023, one of the interview panel members, Shri Abhay Kumar, visited his branch on 13.02.2023 and behaved in a threatening and intimidating manner. Despite performing well in the interview and having an unblemished service record, he was unfairly disqualified. The complainant alleges misuse of authority by panel members, resulting in unjust rejection and causing severe mental distress and damage to his career.

2. Reply made by the Respondent:

2.1 Canara Bank replied dated 30.08.2023 that Shri Ashvani Kumar Tyagi, joined Syndicate Bank in 2013 as a clerk and became promotion-eligible in 2017. While he qualified the written test that year, his total score post-interview did not meet the cut-off. In subsequent years (2018–2020), he either failed the written test or didn't score enough overall. After the merger with Canara Bank in 2020, he missed the 2021 test and was therefore not considered. Though he qualified the tests in 2022 and 2023, his combined scores (including interview) were again insufficient for promotion.

2.2 Regarding Shri Abhay Kumar Singh, the Regional Head, stated that his branch visit on 13.02.2023 followed customer complaints. A warning was issued to the Branch Head, but no personal grudge was shown toward the complainant. For the 2023 promotion interview, a panel of three members (including an SC/ST representative) evaluated candidates independently. Shri Singh was one of the panelists, but the final interview score was based on the average marks awarded by all three members.

3. Rejoinder filed by the Complainant:

3.1 The Complainant in their rejoinder dated 10.9.2023 annexed documents related to RTI filed by him dated 01.04.2023 requesting information related to the 2023 promotion process from clerk to Scale 1 officer, including his total marks, cut-off marks (general and PwBD), and number of OH category vacancies. The Public Information Officer (PIO) replied on 28.04.2023 stating that the information could not be provided under RTI, as the applicant is a bank employee and such details are accessible through internal mechanisms.

3.2 Upon appeal, the **Appellate Authority** concurred with the PIO's decision and cited a Central Information Commission (CIC) ruling **in Dr. K.C. Vijaykumaran Nair vs. Department of Posts**, which held that employees cannot use RTI to challenge internal administrative decisions and should instead use internal redressal channels.

4. Current status of the Case:

4.1 An email dated 11.06.2025 was sent to both the parties regarding the current status of the case. Thereafter, the Bank vide their letter dated

19.06.2025 stated that Mr. Tyagi has now been promoted to JMGS (I) under a special promotion exercise conducted exclusively for Persons with Benchmark Disabilities (PwBD). This promotion exercise was carried out in accordance with the guidelines issued by the Department of Financial Services, Ministry of Finance (dated 12.01.2024), based on instructions from the Department of Personnel and Training (dated 28.12.2023) regarding reservation in promotion for PwBD employees.

4.2 As a result of this exercise, Mr. Tyagi has been promoted with *notional effect* from 01.04.2018. However, the *actual financial benefits* related to the promotion will be applicable from 16.10.2024, the date on which he assumed charge of the Officer post.

4.3 The Complainant vide email dated 10.09.2025 submitted that he wishes to withdraw his case.

5. Observations and Recommendations:

5.1 After considering the submissions of both parties, particularly the Complainant's email dated 10.09.2025, the Court has concluded that no further intervention is required, as the Complainant's grievance has been redressed.

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

(P.P. Ambashta)
Dy. Chief Commissioner