



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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**CCPD/14200/1022/2023**

**In The Matter Of:**

**Complainant(s):**

Ms. Arpana Sharma

**Respondent(s):**

1. The Managing Director And CEO,  
Bank Of Baroda, Head Office
2. HRM Department,  
Zonal Office, M.P. Nagar Zone, Bhopal

**1. Gist of Complaint:**

1.1 Ms. Arpana Sharma, a person with 92% hearing impairment filed her complaint dated 17.04.2023, contending that she has been subjected to repeated rotational postings across different departments and frequent changes in her seating arrangements within short intervals, purportedly for the convenience of other officers and to afford them preferential advantage. She further submits that, vide letter dated 22.03.2023, she has once again been transferred to a distant local training centre at Baroda Academy. This constitutes her fourth local transfer since February 2018. It is alleged that neither her preferences regarding the place of posting and job profile were taken into consideration nor was any prior intimation provided to her.

1.2 The Complainant further states that the authorities are repeatedly altering her job role, which would compel her to undertake

daily long-distance commuting and effectively require her to restart her career afresh upon joining the said post.

## **2. Notice Issued To The Respondents:**

2.1 A Notice dated 13.06.2023 was issued by this Court under Sections 75 and 77 of the Rights of Persons with Disabilities Act, 2016 (hereinafter referred to as "the RPWD Act") to the Respondents for forwarding their comments on affidavit on the complaint within 30 days to this Court.

## **3. Submissions made by the Respondents:**

3.1 The Deputy General Manager, DZH, filed a reply on affidavit dated 12.07.2023 submitting that the Complainant, who is stated to have an alleged disability of a temporary nature was transferred vide order dated 27.03.2023 to the Bank's Training Institute (Baroda Academy) Bhopal as a local posting. It is contended that the said posting is a peaceful assignment and provides an opportunity to learn and update banking knowledge. The new place of posting is stated to be within the city limits, at a distance of approximately 5-6 km from her previous place of posting.

3.2 It was further submitted that the Complainant was relieved on 27.03.2023 with instructions to report immediately at the new place of posting. However, she has allegedly failed to report at the said place, which according to the Respondent amounts to gross disobedience of lawful orders of the Bank and constitutes conduct unbecoming of an officer, attracting disciplinary action, including major penalty proceedings.

## **4. Submissions made in Rejoinder:**

4.1 The Complainant filed rejoinder dated 22.08.2023 reiterating the complaint.

## **5. Hearing:**

5.1 A hearing in hybrid mode (online/offline) was conducted on **29.10.2025**. The following parties/representatives were present during the hearing:

<b>S. No.</b>	<b>Name and designation of the Party/Representative</b>	<b>For Complainant/Respondent</b>	<b>Mode of Attendance</b>
1.	---	None for Complainant	—
2.	Shri Dinesh Kumar, Deputy General Manager (HR), Bank of Baroda	Respondent	Online

## **6. Record of Proceedings:**

6.1 The present case was taken up for hearing along with three other matters pertaining to the same Respondent institution, wherein analogous grievances regarding the implementation of the Bank's transfer policy and the provision of Reasonable Accommodation were raised.

6.2. The Complainant remained absent during the hearing; however, her written submissions and documents furnished vide email dated 28.10.2025 were considered and taken on record.

## **7. Recommendations and Observation:**

7.1. The Court notes that the Complainant vide email dated 28-10-2025 informed that the issue has been resolved. In view of the same, no further intervention is warranted in the matter.

7.2. Accordingly, the matter is disposed of with the approval of the Chief Commissioner for Persons with Disabilities.

**(Praveen Prakash Ambashta)**  
**Dy. Chief Commissioner**