



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.: CCPD/AD/0007/2026

In the matter of:

Mr. Sakil Khan (Rep of Master Sufiyan Khan)

...Complainant

Versus

The CEO, UIDAI, New Delhi

...Respondent

1. Hearing

1.1 A hearing was conducted on 18.06.2026 in hybrid mode, wherein the following parties/representatives were present:

S.NO	NAME /DESIGNATION OF THE PARTY REPRESENTATIVE	PARTIES
1	Mr. Sakil Khan	Complainant
2	Mr. Pradeep Kumar, Section Officer, Legal	Respondent

2. Record of Proceedings

2.1 The Complainant, Mr. Sakil Khan, a person with a disability, submitted a grievance against the Unique Identification Authority of India (UIDAI). He submitted that he visited a local post office enrolment centre to perform a Mandatory Biometric Update (MBU). He contended that despite the service being structurally designated as free of cost, the centre operator wrongfully demanded and charged an unauthorized fee of ₹125. Furthermore, he alleged that after paying the amount, his update request was subsequently rejected by the system, and his subsequent complaints submitted directly to UIDAI remained unresolved.

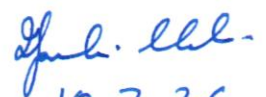
2.2 During the proceedings, the Respondent, represented by the Section Officer (Legal), UIDAI, submitted that the notice of the complaint was received from the Court only a day prior to the scheduled hearing. The Respondent clarified that

under official guidelines, Mandatory Biometric Updates (MBU) are explicitly free of cost for citizens, though certain other types of biometric updates may attract standard regulatory fees. The Respondent requested a short extension of time to cross-reference the specific transaction number provided by the Complainant, coordinate with the concerned regional section, and file a comprehensive written statement.

2.3 The Court evaluated the matter and emphasized that while the financial variance in question appears minor, the systemic implications regarding accessibility, overcharging, and arbitrary rejection of mandatory updates for persons with disabilities are highly sensitive. The Court observed that grassroots operators at enrolment centers must strictly adhere to the regulatory frameworks, and any unauthorized financial extraction from vulnerable candidates constitutes a serious violation. The Court remarked that the operational guidelines must be explicitly educated to both operators and citizens to ensure structural transparency at the last-mile delivery.

2.4 Accordingly, the Court has granted the Respondent a period of 15 days to conduct an internal inquiry into the allegations and examine the conduct of the concerned enrolment centre operator. The Respondent is recommended to file a comprehensive inquiry report along with explicit guidelines issued to center operators within 15 days from the date of this hearing, failing which appropriate recommendations will be passed based on available records. The matter stands adjourned for final evaluation upon receipt of the report.

2.5 This is issued with the approval of the Commissioner for Persons with Disabilities.


10.7.26

(Ipsita Mitra)

Dy. Chief Commissioner for Persons with Disabilities