



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
5वाँ तल, एन.आई.एस.डी. भवन, जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष : (011) 20892364
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Case No: 14659/1092/2023

In the matter of—

Shri Pramod Kumar F/o Ms. Prakha Jain

...Complainant

Versus

The Director/CEO
Raksha Health Insurance TPA(P) Ltd.
Email: crcm@rakshatpa.com__

..Respondent No. 1

The Joint Secretary & CEO,
National Trust,
Email: contactus@thenationaltrust.in

...Respondent No. 2

RECORD OF PROCEEDINGS

1. Hearing: A hearing in the hybrid mode was conducted on 19.05.2026, wherein the following parties were present:

Sl. No	Name & Designation of the Attendees	Complainant/Respondent	Mode of Presence
1	Shri Pramod Kumar F/o Ms. Prakha Jain	Complainant	Absent
2	Shri Rajesh Singh, Assistant Manager	Respondent	Present

2. At the outset, it was noted that despite being served the Notice, the Complainant was not present in the hearing.
3. The Respondent submitted that the insurance claim is pending on account of certain additional documents required for processing the claim. However, when inquired by the Court regarding the specific documents required and the reasons for the continued pendency of the claim, the Respondent expressed inability to furnish the requisite details during the hearing.
4. The Court observed that the complaint has been pending since the year 2023 and that the Respondent had failed to adequately explain the status of the claim or identify the documents allegedly required from the Complainant. It was further observed that an officer appearing before 'this Court must' be fully conversant with the facts of the case so as to assist the proceedings effectively.
5. Accordingly, the Respondents shall file a comprehensive written reply within seven (07) days from the date of receipt of this Record of Proceedings, clearly indicating; the present status of the insurance claim; the specific documents, if any, required from the complainant; the reasons for non-processing/non-settlement of the claim despite the lapse of considerable time; and the proposed timeline for disposal of the claim.
6. The Respondents shall ensure that, on the next date of hearing, a officer well acquainted with the facts and records of the case appears before this Court i.e. Grievance Redressal Officer (GRO) or a Officer not below the rank of Group "A" represented by GRO.
7. The Complainant shall also remain present on the next date of hearing, either in person or through an authorised representative, along with any relevant documents, if required.
8. Accordingly, the matter is adjourned and listed for hearing on **27.07.2026**.

Ipsita Mitra
23. 7. 2026

(Ipsita Mitra)
Dy. Chief Commissioner