



सत्यमेव जयते
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
5th Floor, N.I.S.D. Bhawan, G-2, Sector-10, Dwarka, New Delhi-110075; Tel.: (011) 20892364
Email: ccpd@nic.in; Website: www.ccdisabilities.nic.in

Case No: CCPD-AD-0093/2026

In the Matter of

Complainant

Mr. Dewan Harun Rashid

Versus

Respondent(s)

1. The Secretary, Department of Posts
2. The Chief Postmaster General

1. Hearing

1.1. A preliminary hearing was conducted on 14.07.2026 in hybrid mode, wherein the following parties/representatives were present:

Sl. No.	Name of the Parties / Representatives	On Behalf of
1.	Mr. Dewan Harun Rashid	Complainant
2.	Dr. Hammad Zafar, Director of Postal Services (DPS)	Respondent

2. Record of Proceedings

2.1 The Complainant submitted that he is a Postmaster at Berhampore Head Post Office and a person with a 50% locomotor disability who faced continuous harassment, discrimination, and mental stress at his workplace. He alleged that certain colleagues and union members had filed false complaints against him, used abusive language, disobeyed his official instructions, and systematically created a

hostile work environment. He further stated that even though an internal inquiry had previously cleared him of these allegations, no punitive action was taken against the individuals responsible. He also alleged that he was threatened, denied necessary administrative support, and subjected to financial hardship due to the withholding of his salary. He requested a fair inquiry, institutional protection from harassment, disciplinary action against the wrongdoers, a safe working environment, and the strict implementation of the provisions of the Rights of Persons with Disabilities (RPwD) Act, 2016.

2.2 During the proceedings, the representative for the Respondent submitted that the Complainant's internal representations had been received and officially recorded by the office. It was submitted that an inquiry has already been ordered and conducted regarding the grievances raised, and the matter is currently under active administrative consideration for final action points. The Respondent assured the Court that all concerns raised by the Complainant would be effectively addressed.

2.3 Furthermore, the Respondent brought to the Court's notice that a separate internal complaint regarding alleged sexual harassment had been filed against the Complainant by a female staff member. The Respondent stated that this internal case arose after the Complainant issued certain work instructions to the employee, indicating that the two matters might be contextually connected, which would require additional time to fully process.

2.4 The Court observed that the independent complaint filed against the Complainant by a third party is an internal affair of the department and is not connected to the Case. The Court emphasized that it will not interfere in that separate matter, and the current proceedings are strictly restricted to evaluating the validity of the allegations raised by the Complainant concerning his disability rights.

2.5 The Court further observed that the presence of parallel internal disputes cannot become a justification for institutional delay or an inability to effectively safeguard the workplace dignity and statutory protections guaranteed to an employee with a disability under the Act.

2.6 The Court further observed that the creation of a safe, non-discriminatory, and responsive working environment extends beyond physical accessibility and necessarily includes proactive institutional measures to insulate employees with

benchmark disabilities from systemic hostility, targeted harassment, or arbitrary financial distress. A corrective timeline must be executed without unnecessary delay. While acknowledging the administrative complexities introduced by multiple pending internal files, the Court emphasized that the Respondent should finalize its pending internal inquiry processes, determine the factual truth of the Complainant's allegations based on proper evidence, and institute clear remedial measures within a strict, time-bound framework.

2.7 The Court advises the Respondent to conclude all relevant inquiries, ensure a completely impartial, unbiased, and fair internal process, and implement necessary remedial actions to provide a safe and dignified workplace for the Complainant in line with the statutory mandates of the RPwD Act, 2016.

2.8 The Respondent is advised to compile its final findings and the outcome of the systemic adjustments into a comprehensive Action Taken Report (ATR). The Department of Posts shall submit the ATR to this Court within 30 days from the date of receipt of this Order.

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

(Vikas Trivedi)
Dy. Chief Commissioner