



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-0083/2026

In the Matter of

Shri Antyodya Singh

...Complainant

Versus

The Managing Director and CEO, Indian Bank

...Respondent

1. Gist of the Complaint

1.1 The Complainant, Shri Antyodaya Singh, submitted a grievance dated 03.07.2026 stating that despite possessing a valid disability certificate, his disability status had not been updated in the official records of the Respondent Bank, resulting in denial of benefits available to employees with disabilities. He further alleged that he had not received due consideration in matters relating to promotion and transfer owing to the non-recognition of his disability status. The Complainant submitted that repeated requests for updation of his disability records had remained unaddressed and sought updation of his disability status in the Bank's records, consideration of his entitlements as a person with disability, and appropriate relief.

2. Hearing

2.1. 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.	Shri Antyodya Singh	Complainant
2.	Shri RK Singh, General Manager-HR	Respondent

3.	Representative, DGM	Respondent
4.	Representative, AGM	Respondent

3. Record of Proceedings

3.1 During the proceedings, the Respondent submitted that the Complainant's disability status had not been updated in the Bank's HR records due to a technical issue in the system. It was submitted that the issue had recently come to the Respondent's notice and that the disability status would be updated within two to three days. The Respondent further submitted that the Complainant's transfer history reflected that he had served at or near his native place for substantial periods and that his transfers had been consequent to promotions. It was also submitted that reservation in promotion for persons with disabilities was applicable only up to the promotional level already attained by the Complainant.

3.2 The Complainant submitted that he had furnished his disability certificate and UDID card to the Respondent in October 2025, but the same had not been incorporated into the official service records despite repeated requests. He submitted that due to the Respondent's failure to recognise his disability status, he had been deprived of benefits available to employees with disabilities, including consideration under the applicable promotion policy. He further requested that his disability status be updated without further delay so that he could avail the benefits to which he is entitled.

3.3 The Court observed that the Complainant had submitted his disability certificate/UDID card to the Respondent several months earlier and that the disability status remained unrecorded in the official service records. The Court observed that the explanation of a technical issue could not justify such an inordinate delay, particularly when recognition of disability status forms the basis for extending statutory benefits and entitlements available to persons with disabilities. The Court further observed that issues relating to promotion and transfer could appropriately be examined only after the Complainant's disability status had been formally recorded in the service records.

3.4 In view of the assurance furnished by the Respondent, the Court recommended the Respondent to update the Complainant's disability status in the official service records on or before 17.07.2026 and to furnish proof of such update to the Court as well as to the Complainant. The Respondent was further advised to process the Complainant's entitlements available to employees with disabilities in

accordance with the applicable rules after such update. Consequently, the Court has determined no further intervention necessary.

4. Accordingly, the case is disposed of.

(S. Govindaraj)
Commissioner for Persons with Disabilities