



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
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Case No: 14142/1022/2023

In the Matter of

Shri Mithilesh Kumar

...Complainant

Versus

The Managing Director, Indian Bank

...Respondent

1. Hearing

1.1. A hearing was conducted on 27.11.2025 in hybrid mode, wherein the following parties/representatives were present:

Sl. No.	Name of the Parties / Representatives	On Behalf of
1.	Shri Mithilesh Kumar	Complainant
2.	Shri Manoj Das, GM-HR	Respondent
3.	Shri Kumar Durey, DGM-HR	Respondent
4.	Shri S K Barey, AGM	Respondent

2. Record of Proceedings

2.1 The Complainant, Shri Mithilesh Kumar, an Assistant Manager with benchmark disability, filed the present complaint against Indian Bank alleging denial and delay in his promotion. He submitted that the prolonged delay has caused him mental stress and hardship. He further stated that, despite the availability of promotional avenues at the regional and functional offices, his promotion has been blocked at

the Head Office and Human Resources Division. According to the Complainant, the Respondent has not implemented the provisions and policies meant to ensure equal opportunities for Persons with Disabilities (PwDs), resulting in denial of his career progression since 2023.

2.2 The Respondent, represented by the General Manager (HR), Indian Bank, submitted that the Complainant's earlier grievance regarding his place of posting had already been resolved through his transfer to the Corporate Office in February 2023. Regarding the promotion issue, the Respondent stated that changes arising from the bank's merger and organizational restructuring had affected the promotion process. The Respondent also submitted that the complete service records were not readily available during the hearing but assured the Court that the matter would be examined and a detailed factual report would be submitted.

2.3 The Court observed that although the Respondent had resolved the Complainant's transfer issue, the grievance relating to his promotion still remains unresolved. The Court further observed that public sector banks are required to ensure that organizational changes or administrative processes do not adversely affect the career progression of employees with benchmark disabilities. If, upon examination, it is found that the Complainant's promotion was delayed or denied without justification, appropriate corrective action should be taken in accordance with the provisions of the Rights of Persons with Disabilities Act, 2016.

2.4 In order to facilitate proper examination of the matter, the Court advises the Complainant to submit a detailed representation to the Respondent, clearly explaining his claim regarding promotion and his present service status, within three days from the date of receipt of this Interim Order. The Respondent is recommended to examine the representation and submit a detailed report along with a compliance affidavit before this Court within fifteen days. The report should clearly indicate the Complainant's eligibility for promotion, the reasons for any delay, and the proposed course of action.

2.5 The matter shall be listed for the next hearing on 10.08.2026.

(Ipsita Mitra)

Dy. Chief Commissioner for Persons with Disabilities