



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. CCPD-AD-0128/2026

In the Matter of

Complainant

Shri Pulkit Saxena

Versus

Respondent(s)

The Managing Director and CEO, Punjab National Bank

1. Gist of the Complaint

1.1 The Complainant, Shri Pulkit Saxena, a Senior Manager in Punjab National Bank, filed a representation before this Court on behalf of his son, a person with 60% autism spectrum disorder. The Complainant alleged that the Human Resource Department at the Bank's Head Office in Dwarka, Delhi, refused to accept the Unique Disability ID (UDID) Yellow Card issued by the Central Government as valid proof of his son's intellectual disability. The Complainant stated that due to this non-acceptance, his legitimate request for the annual financial assistance of ₹45,000, a benefit provisioned by the Bank for employees' dependents with disabilities, remained pending and unresolved despite his repeated representations and the filing of an internal institutional complaint.

2. Status Update on Grievance Redressal:

2.1 After the complaint was filed, this Court pursued the matter with the Respondent, Punjab National Bank. Consequent to the regulatory intervention, the Respondent processed the pending claim and disbursed the eligible financial benefit to the employee.

2 . 2 On 14.07.2026, the Complainant, Shri Pulkit Saxena, sent a formal communication via email to the Court confirming that he received the prerequisite financial assistance amount of ₹45,000 for his dependent with special needs on 14.07.2026. Stating that the core objective of his representation had been fulfilled, the Complainant formally requested the official closure of the complaint.

3. Observation and Recommendations:

3 . 1 Upon reviewing the facts of the case and the available records, it is clear that the Complainant's grievance has been successfully addressed through the timely release of the welfare allocation by the Respondent bank.

3 . 2 After considering the submissions from both parties, especially the written confirmation from the Complainant dated 14.07.2026 acknowledging receipt of the financial benefit and requesting withdrawal, the Court has determined that no further intervention is necessary.

4. Accordingly, the case is disposed of.

(Vikas Trivedi)
Dy. Chief Commissioner