



न्यायालय मुख्य आयुक्त

COURT OF 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 and Empowerment

भारत सरकार/ Government of India

Diary No. DNO/25/CCPD/4552

Dated: 12/08/2026

Case No: DNO/25/CCPD/4552

In the Matter of

Complainant

Ms. Rupali Shakya

Versus

Respondent

The Chairman, Delhi Subordinate Services Selection Board (DSSSB)

Gist of the Complaint

1.1. The Complainant, Ms. Rupali Shakya, a candidate with 80% low vision disability, registered for the DSSSB Drawing Teacher examination (Post Code: 811/24) scheduled for 29.08.2025. The grievance was filed regarding the Respondent's (DSSSB) failure to rectify an erroneous categorization on her admit card (Roll No.: 248111201002314), which listed her subcategory as 'NA' instead of 'PWD (Low Vision)', thereby effectively denying her the statutory accommodation of a scribe.

1.2. The Complainant asserted that despite undertaking an arduous physical journey from Agra to Delhi to submit her rectification application on 14.08.2025, the Respondent failed to resolve the issue, providing only automated responses and maintaining non-functional telephone lines. The Complainant sought urgent intervention for the grant of provisional permission for a scribe, correct data entry in her PwD category records, and an official authorization letter addressed to the examination centre superintendent under Sections 3 and 20 of the Rights of Persons with Disabilities (RPwD) Act, 2016.

2. HEARING

2.1 A preliminary hearing was conducted on 12.09.2025 in hybrid mode wherein the Complainant was present but none appeared on behalf of the Respondent.

2.2 The proceedings could not commence as the Respondent failed to join the session.

5वीं मंजिल, एनआईएसडी भवन, प्लॉट नं०. जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष: 011-20892364, 20892275
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(पया भविष्य मे पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखे)

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3. Status Update on Grievance Redressal:

3.1. In the meantime, the Complainant filed a formal "Application for Withdrawal of Complaint" vide communication/ Letter dated 09.09.2025. The Complainant submitted that following concurrent intervention sought from the Office of the State Commissioner for Persons with Disabilities, Delhi, on 25.08.2025, the Respondent (DSSSB) took initial corrective action on 28.08.2025.

3.2. The Respondent updated the Complainant's admit card to facilitate the allocation of a scribe, enabling her to successfully appear for the competitive examination on 29.08.2025.

3.3. The Complainant further placed on record that a residual clerical error, which initially listed her subcategory incorrectly as "VH (BLIND)", was subsequently corrected by the Respondent on 08.09.2025, updating her official records to the correct subcategory of "VH (Low Vision)". In view of the complete and satisfactory redressal of all grievances, the Complainant prayed before this Court to permit the withdrawal of the present complaint and close the proceedings.

4. Observation and Recommendations:

4.1. Upon reviewing the facts of the case (furnished by the complainant vide email dated 14.07.2026), the withdrawal application, and the available records, it is clear that the Complainant's primary grievance concerning her subcategory correction and the provision of a scribe has been completely redressed by the Respondent.

4.2. The Court notes that the substantial rights of the PwD candidate were ultimately protected through timely corrective actions, keeping in line with established jurisprudence, including the ruling of the Hon'ble Delhi High Court in *DSSSB vs. Sumit (W.P.(C) 2238/2023*), which dictates that substantive entitlements cannot be defeated by procedural technicalities.

4.3. Consequently, no further intervention is warranted in the matter.

5. Accordingly, the case is disposed of.

Yours faithfully,

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(Ipsita Mitra)

Dy. Chief Commissioner

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