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
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Email: ccpd@nic.in; Website: www.ccdisabilities.nic.in

Case No.: CCPD-AD-0006/2026

In the matter of—

Mr. Devender Kumar
(Complainant)

Versus

The Managing Director & Chief Executive Officer,
Bank of Baroda, Mumbai
Email: cs.ho@bankofbaroda.bank.in
(Respondent)

Hearing:

A preliminary hearing was conducted on 15.06.2026. The following parties/representatives were present during the hearing:

Sl.No.	**Name of the parties/Representatives**	**For Complainant/ Respondent**	**Mode of Attendance**
1.	Mr. Devender Kumar	Legal Guardian of Mr. Devgan	Online
2.	Shri Rajesh Kumar Prasad Assistant General Manager, Gurugaon Region, Bank of Baroda	For Respondent	Online
3.	Shri Dinesh Lamba, Branch Manager, Jawahar Colony Branch,Fardibad, Haryana, Bank of Baroda	For Respondent	Online
4.	Richa Priyadarshini Manager (Legal), Bank of Baroda	For Respondent	Online

2. The Complainant, Shri Devendra Kumar submitted that he visited Bank of Baroda's Jawahar Colony Branch, Fardibad, Haryana on 14th May 2026. He further stated that despite submission of the requisite documents, including the legal guardianship certificate, Bank of Baroda's Jawahar Colony Branch, Faridabad, had not opened the bank account.

3. The Respondent submitted that the account-opening process had been initiated and the matter was under processing at the back-office level. The Branch Manager (Jawahar Colony, Faridabad) stated that the documents available with the branch had been checked and appeared to be in order. He further submitted that, if any additional document was required by the back office, the same would be communicated to the Complainant.

4. The Court observed that the principal issue at this stage was the recognition of the guardianship certificate and that the remaining formalities were ancillary in nature.

5. The Respondent is accordingly directed to complete the necessary process and open the bank account **within 15 days subject to fulfilment of the requisite formalities**. The Respondent is further directed to submit a compliance report before the Court within 15 days, indicating the account number and confirmation of compliance.

6. The Court directed that the matter be resolved expeditiously, keeping in view the eligibility and legal guardianship certificate submitted by the Complainant.The Respondent shall comply with the above directions within **15 days** and furnish the compliance report.

7. Accordingly, the case is disposed of.

Digitally signed by
S Govindaraj
Date: 21-08-2026
09:21:49

(S. Govindaraj)
Commissioner