



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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Case No.14028/1131/2023

In the matter of-

Shri Ajay Kumar Singh

...Complainant

Versus

The Chairman & Managing Director
 Punjab National Bank
 Dwarka, New Delhi

...Respondent

RECORD OF PROCEEDINGS

1. Hearing: A hearing in hybrid mode was conducted on 03.06.2026, wherein the following parties/representatives were present during the hearing:

Sl. No.	Name and Designation of the Party/Representative	Parties	Mode
1.	Shri Ajay Kumar Singh	Complainant	Online
2.	Adv. Rahul Kumar (Advocate for Complainant)	Complainant	Online
3.	Shri Arun Kumar, Deputy General Manager, PNB	Respondent	Online

2. Proceedings of the hearing:

2.1 At the outset, the representative of the Respondent submitted that an internal inquiry had been conducted into the allegations raised by the Complainant. It was stated that the inquiry did not reveal any substantive misconduct warranting disciplinary action against the concerned official.

2.2 Upon being queried by the Court, the Respondent clarified that no disciplinary action had been initiated against the concerned official and that, in view of the findings of the inquiry, counselling was considered appropriate.

2.3 Learned counsel appearing for the Complainant submitted that the grievance relates to an inordinate delay in the disbursement of a sanctioned home loan. It was contended that, during the earlier proceedings, the Court had observed that the delay did not appear to be merely procedural and that the Complainant had suffered financial loss and mental agony on account thereof. Learned counsel further submitted that the Complainant had incurred financial losses due to the delay and requested that the same be duly considered while making appropriate recommendations in the matter.

2.4 The Court considered the submissions made by both sides and observed that the action taken by the Respondent, as reflected in the inquiry report, as well as any financial loss or hardship suffered by the Complainant on account of the alleged delay, requires due examination on the basis of the relevant records and material placed on record.

2.5 The Respondent is recommended to furnish a copy of the inquiry report dated 30.05.2026, as referred to during the hearing, along with the relevant supporting documents, to the Complainant, if not already furnished, within three days from the date of receipt of this Order.

2.6 The Complainant may, if so advised, submit his comments/objections or rejoinder to the said report before the Respondent within three days from the date of its receipt, for consideration in accordance with the applicable procedure.

(Ipsita Mitra)
Dy. Chief Commissioner