



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

Case No. CCPD/15244/1022/24

Dated: 21/08/2026

CCPD/15244/1022/24

Complainant(s):

Pravin Kumar Pathak

Respondent(s):

The Chairman

State Bank of India

1. Gist of Complaint:

1.1 Sh. Pravin Kumar Pathak, working as an Assistant Manager at State Bank of India (SBI) with 55% hearing impairment filed a complaint on February 29, 2024 alleging that SBI violated guidelines for transferring persons with disabilities (PWD) by posting him from Mursan branch to distant Raya/Kosi Kalan branch in Mathura after promotion, instead of the nearest branch to his hometown in Hathras, Uttar Pradesh, causing undue hardship despite his submitted transfer requests and updated medical certificates. His wife, Archana Bhardwaj filed an RTI query seeking SBI's transfer policies for handicapped employees to which the bank's Agra Zonal Office partially replied, confirming PWD exemptions from routine transfers and preference for postings near their original location on promotion. Therefore, the Complainant urged intervention to direct SBI's CMHR Agra Zonal Office for corrective action and compliance with PWD entitlements.

2. Notice Issued:

2.1 The matter was taken up with the Chairman, State Bank of India through a notice dated 04.04.2024 citing statutory provisions and government instructions including but not limited to Sections 20(5) of the Rights of Persons with Disabilities Act, 2016 and DoPT OM No. 36035/44/2023-

5वीं मंजिल, एनआईएसडी भवन, प्लॉट नं०. जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष: 011-20892364, 20892275
5th Floor, NISD Building, Plot No.G-2, Sector-10, Dwaraka, New Delhi-110075;Tele# 011-20892364,
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(पया भविष्य में पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखें)

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Estt. (Res-II) dated 02.02.2024.Final Reminder was forwarded on 21-05-2024.

3. Submissions made by the Respondents:

3.1 The Deputy General Manager submitted on 29-04-2024 that the Complainant is currently an Assistant Manager at the Kosi Kalan branch and has already had his transfer request approved vide an order dated April 6, 2024, he has been transferred from Region-3 (Mathura) to Region-4 (Hathras & Kasganj) in accordance with the RPwD Act, 2016. While the transfer is authorised, the bank noted that the Complainant is presently assigned to election duty in Mathura and will be officially relieved to join his new posting once the election process is complete.

4. Status Update on Grievance Redressal:

4.1 The CCPD issued a hearing notice to the parties on 23.01.2026. Subsequently, a reply dated 27.01.2026 was received from the CMHR, stating that the Complainant had been transferred to Hathras with effect from 19.06.2024. On the same date, the Complainant also communicated via email his satisfaction, stating that his grievance relating to the transfer had been resolved.

5. Observation and Recommendations:

5.1 Upon reviewing the facts of the case and the available records, it is clear that the Complainant's grievance has already been addressed. Therefore, no further intervention is warranted in the matter.

6. Accordingly, the complaint is disposed of.

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Yours faithfully,

(Ipsita Mitra)

Dy. Chief Commissioner

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