



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/26/CCPD/6137

Dated: 02/09/2026

Case No.: DNO/26/CCPD/6137

In the matter of—

Ms. KUNALI

(Complainant)

Versus

SECRETARY

Dak Bhawan, Department of Posts

(Respondent 1)

The Assistant Director General (Admin)

Department of Posts,

(Respondent No. 2)

Hearing: A preliminary hearing was conducted on 27.04.2026. The following parties/representatives were present during the hearing:

Sl.No.	Name of the parties/Representatives	For Complainant/ Respondent	Mode of Attendance
1.	Ms. Kunali	Complainant	Physically present
2.	Ms. Rashmi, Assistant Director (Technical & Recruitment), Ambala, Haryana Postal Circle	For Respondent	Online
3.	Mr. Sumit Kumar Garg, SSPOs, Gurugram Postal Division, Haryana	For Respondent	Online

5वीं मंजिल, एनआईएसडी भवन, प्लॉट न०. 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, 20892275

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(पया भविष्य मे पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखे)

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Record of Proceedings

The Complainant, Ms. Kunali, a person with benchmark hearing impairment submitted that she had qualified in the GDS Examination 2026 of the Department of Posts. She stated that her candidature was rejected on account of an inadvertent clerical error in the online application, wherein she mentioned "CBSE" instead of the Haryana Board of School Education. She submitted that the error was unintentional and that all her supporting documents reflected the correct educational qualification and details.

2. The Respondents, Assistant Director of Haryana Postal Circle and Senior Superintendent of Post Offices, Gurgaon Division, submitted that, as per the applicable Standard Operating Procedure (SOP), any discrepancy between the details furnished in the online application and the documents produced during physical verification was required to be treated accordingly, and hence the candidature was rejected. It was further submitted that the case had been referred to the Directorate of Department of Posts for guidance. The Respondents clarified that candidates from any recognised Board could meet the eligibility criteria for the GDS selection and that the discrepancy in the present case related only to the mention of the Board in the application.

3. The Court observed that the Respondents had followed the prescribed SOP and that there was no apparent mala fide on their part, however, the discrepancy appeared to be an inadvertent clerical error. The Court further observed that the Respondents should ascertain whether mentioning "CBSE" instead of the Haryana Board had conferred any advantage upon the Complainant or affected her merit in the selection process. In view of her high merit score of 95.6 percentile and the fact that the error did not appear to involve any fabrication, the Court recommended that, if no undue advantage had accrued to the Complainant on account of the error, her candidature may be considered and processed in accordance with the applicable rules. The Respondents were directed to examine the matter in consultation with the Competent Authority and submit a written response to this Court within **30 days**.

4. The case was accordingly disposed of at this stage, subject to further consideration on receipt of the Respondents' response.

Yours faithfully,

5वीं मंजिल, एनआईएसडी भवन, प्लॉट नं०. जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष: 011-20892364, 20892275
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**(S. Govindaraj)
Commissioner**

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