



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/16264/1012/25

Dated: 02/09/2026

Case No: CCPD/16264/1012/25

In the Matter of

Complainant

Shri Pushkarraj Bahety

Versus

Respondent(s)

The Executive Officer, Reserve Bank of India

1. Background of the Case

1.1 The Complainant, a person with benchmark low vision, submitted a grievance dated 20.09.2025 stating that the online application form for the RBI Grade B Officer Examination 2025 does not provide an option for candidates with low vision to avail compensatory (extra) time. Due to severe visual impairment, the complainant is unable to read and attempt the computer-based examination at the same speed as other candidates. He alleged that the absence of this option denies him reasonable accommodation and places him at a disadvantage in the examination. He has requested directions to RBI to provide the option of compensatory time for candidates with low vision in the current recruitment process and to ensure that future recruitment notifications and online application forms comply with the provisions of the Rights of Persons with Disabilities Act, 2016 and the relevant Government guidelines.

2. Hearing

2.1. A preliminary hearing was conducted on 04.08.2026 in hybrid mode, wherein the following parties/representatives were present:

Sl. No.	Name of the Parties / Representatives	On Behalf of
1	Dr. Anil Kumar, General Manager	Respondent

5वीं मंजिल, एनआईएसडी भवन, प्लॉट नं०. जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष: 011-20892364, 20892275
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2	Ms. Monica Sinha, Assistant General Manager	Respondent
3	Mr. Arup Das, Manager	Respondent
4	Shri Pallav Yadav, Assistant Legal Advisor	Respondent

2.2 No representatives on behalf of the Complainant were present during the proceedings.

3. Record of Proceedings

3.1 During the proceedings, the Respondent submitted that a detailed written response had already been filed before the Court on 12.11.2025, and that the present grievance arose from a misunderstanding on the part of the complainant. It was submitted that the complaint had been filed prior to the conduct of the examination. Subsequently, when the complainant appeared in the examination held on 18.10.2025, he was granted 20 minutes of compensatory time, which had been duly availed by him. The Respondent further submitted that the relevant time statement evidencing the grant of compensatory time had already been annexed with its written submissions. It was asserted that the RBI's recruitment notification and examination process fully complied with the applicable guidelines issued by the Department of Empowerment of Persons with Disabilities (DEPwD), and that eligible candidates, including the complainant, were provided compensatory time in accordance with the prescribed norms. The Respondent therefore contended that no deficiency existed in the recruitment process.

4. Submissions by the Respondent

4.1 It was contended that the present complaint arose out of a misunderstanding, as the complaint had been instituted prior to the conduct of the examination. The respondent submitted that the complainant appeared in the RBI Grade 'B' Examination held on 18.10.2025, during which he was automatically granted and had availed 20 minutes of compensatory time, notwithstanding the fact that he had not specifically opted for the same in the online application form. The respondent further submitted that the examination time sheet, as received from the examination conducting agency (IBPS), had been annexed with the written submissions and clearly established that the complainant had utilised the compensatory time provided to him.

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4.2 It was further submitted that the recruitment notification itself contained detailed provisions regarding the grant of scribe facility and compensatory time in accordance with the Office Memorandum issued by the Department of Empowerment of Persons with Disabilities (DEPwD), Government of India. The respondent asserted that the notification fully complied with the applicable statutory and executive guidelines and that compensatory time was available to all eligible candidates, including persons with low vision. Accordingly, it was contended that there existed no lacuna or deficiency in the recruitment process or the online application system and that the respondent had acted in complete conformity with the applicable legal framework.

5. Observations and Recommendations

5.1 In view of the above, the Court is prima facie satisfied that the substantive grievance raised by the complainant stands redressed and that no surviving cause of action warranting further adjudication remains. However, the Court expects the respondent to continue ensuring that future recruitment notifications, online application systems, and examination processes clearly and unambiguously communicate the availability of reasonable accommodation, including compensatory time and scribe facilities, so as to obviate any ambiguity or apprehension amongst candidates with disabilities. Consequently, the Court has determined no further intervention necessary.

6. Accordingly, the case is disposed of.

Yours faithfully,

(S. Govindaraj)
Commissioner

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