



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/6152

Dated: 06/09/2026

In the matter of—

HARISH CHANDRA

(Complainant)

Versus

Central Provident Fund Commissioner

(CPFC), EPFO

(Respondent)

Hearing: A preliminary hearing was conducted on 29.04.2026. The following parties/representatives were present during the hearing:

Sl.No.	Name of the parties/Representatives	For Complainant/ Respondent	Mode of Attendance
1.	Shri Harish Chandra	Complainant	Online
2.	Mr. Aniket Anil Ambekar, RPFC-II, EPFO, RO Malleshwaram	For Respondent	Online
3.	Mr. Jasvir RPFC-I HRM-IV, Zonal Office, Bengaluru	For Respondent	Online
4.	Mr. Aditya Sah, RPFC-I, HRM-IV, Head Office	For Respondent	Online

1. Background of the Case

1.1 The present complaint has been filed by Shri Harish Chandra, a person with benchmark Locomotor Disability, alleging non-updation of his disability status in his Universal Account Number (UAN) profile maintained by the Employees' Provident Fund Organisation (EPFO). The complainant submitted that he had requested updation of his disability status on 23.05.2023. Despite approaching the concerned authorities and various grievance redressal channels, including CPGRAMS, his disability status has not been incorporated in his UAN profile.

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(पया भविष्य में पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखें)

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2. Hearing

2.1 An admissibility hearing was conducted before the Court on 29.04.2026. The complainant reiterated that he had been pursuing updation of his disability status since 23.05.2023, but the same had not been carried out despite his repeated requests.

2.2 The Respondent acknowledged that the complainant had submitted a request for updation of his disability status. It was submitted that, at present, there is no system provision available with EPFO for updating the disability status after creation of the UAN. The Respondent further submitted that the employer has an option to enter the disability status of an employee at the time of generation of the UAN. Since the disability status was not entered at that stage, the complainant subsequently approached EPFO for updation. However, the Respondent was unable to do so owing to the absence of the requisite system functionality. The Respondent stated that the matter would be taken up with the technical team for making the necessary provision in the system.

3. Observations

3.1 The Court observes that the Respondent has admitted that there is presently no functional mechanism for updating the disability status of an employee after generation of the UAN. It is a matter of concern that the complainant has been seeking updation of his disability status since 23.05.2023 and the issue remains unresolved.

3.2 The Court further observes that disability may arise or be acquired after a person has entered employment. Therefore, a system which permits recording of disability status only at the initial stage of generation of the UAN, without providing a mechanism for subsequent updation, does not adequately address the requirements of persons who acquire disability during the course of employment.

3.3 The Court is also of the view that recording of disability status cannot be considered only from the perspective of its immediate relevance to a particular EPFO scheme. Proper recognition and recording of the disability status of an employee is important for identification of the individual as a person with disability and for facilitating access to applicable rights, facilities, accessibility measures and other benefits available under law.

3.4 The Court, therefore, considers it necessary that EPFO should provide a simple, transparent and functional mechanism for recording and updating disability status, including in cases where disability is

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acquired after commencement of employment. Such facility should be available to all eligible persons with disabilities across the country.

4. Recommendations

4.1 In view of the above, the Court recommends that the Respondent, EPFO, may take necessary action to update the disability status of the Complainant in his UAN/EPFO records, subject to verification of the requisite disability certificate.

4.2 The Court further recommends that EPFO may, in consultation with its technical team, create and operationalise an appropriate system mechanism for recording and updating the disability status of employees, including persons who acquire disability after joining employment, so that similarly situated persons with disabilities across the country are not required to face such difficulty in future.

4.3 The Respondent is recommended to submit an **Action Taken Report within 15 days** from the date of receipt of this Order, indicating the action taken in respect of the complainant and the steps taken for creation and operationalisation of the aforesaid mechanism.

4.4 Accordingly, the complaint is disposed of.

Yours faithfully,

(S. Govindaraj)
Commissioner

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