



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/16541/1013/26

Dated: 23/09/2026

Case No: 16541/1013/26 & 16506/1024/2026 (Diary No: DNO/26/CCPD/6107)

In the matter of-

Dr. Sushila
(Complainant)

Versus

Station Commander,
ECHS Cell, Hisar
(Respondent)

1. Background of the Case

1.1 The Complainant, Dr. Sushila, is a person with 40% Visual Impairment.

1.2 The Complainant was selected for the post of Medical Officer at ECHS Polyclinic, Charkhi Dadri, pursuant to an interview held on 18.02.2026, and was issued an appointment letter dated 30.03.2026 for the said post on contractual basis w.e.f. 01.04.2026 to 31.03.2027.

1.3 The Complainant submitted representations dated 01.04.2026 and 02.04.2026 to the Respondent, seeking reasonable accommodation under the Rights of Persons with Disabilities Act, 2016, in the form of permission to engage a personal helper/assistant to support her in performing computer-based tasks, citing difficulty in performing prolonged computer-based work on account of her visual impairment.

1.4 As per the terms of her appointment, failure to confirm/report for duty within 7 days of the appointment letter would result in cancellation of her selection, with a possible debarment of 3 years. Since no response was received on her request for reasonable accommodation, and apprehending cancellation of her selection, the Complainant approached O/o CCPD vide her complaint dated 03.04.2026, seeking intervention to enable her to join duty with the requested accommodation, without cancellation of her selection.

2. Notice of Admissibility

2.1 A notice dated 24.04.2026 NIL under Sections 75 and 77 of the RPwD Act, 2016, was issued to the

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,
20892275

E-mail: ccpd@nic.in; Website: www.ccdisabilities.nic.in
(पया भविष्य मे पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखें)
(Please quote the above file/case number in future correspondence)



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/16541/1013/26

Dated: 23/09/2026

Respondent for a hearing on 29.04.2026 to determine the admissibility of the case and find out if this can be resolved without further quasi-judicial intervention of this Court.

3. Hearings

3.1 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	Col. Navin Yadav, Regional Centre, ECHS	Respondent	Online

3.2 A further hearing was conducted on 14.05.2026. The following parties/representatives were present during the hearing:

Sl. No.	Name of the Parties/Representatives	For Complainant/ Respondent	Mode of Attendance
1	Dr. Sushila	Complainant	Online
2	Col. Navin Yadav, Regional Centre, ECHS	Respondent	Online

4. Record of Proceedings

4.1 At the first hearing held on 29.04.2026, the Complainant was not present. The Respondent submitted that the functioning of ECHS Polyclinics is entirely online and computer-based, with no provision for handwritten prescriptions or offline processing, and that Medical Officers are required to independently access patient records, prescribe medicines, process emergency admissions, and review confidential medical data through a password-protected portal.

4.2 The Respondent further submitted that the Complainant's request for assistance/helper support had been declined, as there was no sanctioned provision for an attendant in the Polyclinic, and permitting a third person would compromise patient confidentiality, data security, and operational accountability. Reliance was also placed on the opinion of a medical specialist that the Complainant could not independently

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,
20892275

E-mail: ccpd@nic.in; Website: www.ccdisabilities.nic.in

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

(Please quote the above file/case number in future correspondence)



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/16541/1013/26

Dated: 23/09/2026

perform computer-based duties, and it was submitted that there was no bias or discrimination involved.

4.3 The Court observed that the matter required further consideration on the issue of reasonable accommodation, including whether independent computer operation is an essential requirement of the post, and whether any accommodation could be provided without affecting confidentiality, patient safety, or operational requirements. The matter was accordingly admitted and listed for further hearing on 14.05.2026.

4.4 At the hearing held on 14.05.2026, the Respondent submitted that there was no change in the matter since the last hearing, and that its earlier submissions and the applicable policy position remained the same. It was additionally submitted that the Complainant, in the medical fitness certificate furnished along with her application, had herself certified that she was physically and mentally fit to join the post, being aware that it involved computer-based tasks.

4.5 The Complainant submitted that, while she continues to see patients through pen-and-paper OPD/clinical work in her private practice, her vision-related condition affects her ability to work on computers/screens for prolonged periods.

4.6 The Court observed that disability should not be a ground for exemption from job responsibilities, and that the Complainant should undertake the requisite training and make use of assistive devices, such as screen-reading software, to enable her to perform the computer-based duties of the post. The Court further observed that if, after such training, the software/system is found to be inaccessible, it would be the responsibility of the organization to make it accessible, and clarified that while reservation could be provided for the post, complete exemption from its essential functions could not be granted.

4.7 The Complainant thereafter informed the Court that a similar issue is already pending adjudication before the Hon'ble Punjab & Haryana High Court, Chandigarh, registered in February 2025 vide Case No. 5224/2025.

5. Observations & Recommendations

5.1 The Complainant has apprised this Court that a similar issue is already pending adjudication before the Hon'ble Punjab & Haryana High Court, Chandigarh, vide Case No. 5224/2025, registered in February 2025.

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,
20892275

E-mail: ccpd@nic.in; Website: www.ccdisabilities.nic.in
(पया भविष्य मे पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखे)
(Please quote the above file/case number in future correspondence)



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/16541/1013/26

Dated: 23/09/2026

5.2 In view of the above, since the subject matter is sub judice before the Hon'ble High Court, this Court refrains from making any further observations or recommendations on the merits of the matter, and finds it appropriate not to intervene at this stage.

5.3 Accordingly, this case is disposed of.

Yours faithfully,

(S. Govindaraj)
Commissioner

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

E-mail: ccpd@nic.in; Website: www.ccdisabilities.nic.in
(पया भविष्य में पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखें)
(Please quote the above file/case number in future correspondence)