



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/6202

Dated: 21/09/2026

Case No: DNO/26/CCPD/6202

In the Matter of

Smt. Deepali Rai (on behalf of Arpita)

...**Complainant**

Versus

The Commissioner, Kendriya Vidyalaya Sangathan

...**Respondent**

1. Hearing

1.1. A preliminary hearing was conducted on 27.04.2026 in hybrid mode, wherein the following parties/representatives were present:

Sl. No.	Name of the Parties / Representatives	On Behalf of
1	Smt. Deepali Rai	Complainant
2	Vice Principal, PM SHRI Kendriya Vidyalaya, Pushp Vihar	Respondent
3	Shri Ghanshyam Pandey, Assistant Commissioner, KVS Regional Office, Delhi	Respondent
4	Shri Deepak Kumar Dabral, Assistant Commissioner (Academics), KVS Headquarters	Respondent

2. Record of Proceedings

2.1 The Complainant, Smt. Deepali Rai on behalf of her daughter Ms. Arpita, a student with 43% intellectual disability, submitted a grievance dated 17.04.2026 alleging that PM SHRI Kendriya Vidyalaya, Pushp Vihar failed to provide mandatory reasonable accommodation during her academic assessments.

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

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The Complainant submitted that despite repeated requests, she was denied the facility of a scribe during Periodic Test-II and Periodic Test-III and was subsequently compelled to arrange a scribe independently for the final examination. It was further alleged that the Respondent demanded personal identity documents of the privately arranged scribe and failed to provide adequate academic support, counselling, and assistance through the Special Educator. The Complainant contended that these lapses adversely affected her academic performance, resulting in her detention in Class IX, and requested promotion to Class X along with appropriate institutional support.

2.2 During the proceedings, the Vice Principal, appearing on behalf of the Respondent, submitted that the student had been provided individualized academic support by the Special Educator and was permitted to avail the services of a scribe during the final examination. It was further submitted that the identity documents of the privately arranged scribe were sought only for verification and record-keeping purposes in accordance with the applicable CBSE procedures. The School contended that no request seeking a scribe had been received for Periodic Test-II and Periodic Test-III and further submitted that the Complainant had failed in three subjects, rendering her ineligible for promotion under the applicable Kendriya Vidyalaya Sangathan evaluation policy.

2.3 The Respondent, represented by Shri Ghanshyam Pandey, Assistant Commissioner, KVS Regional Office, submitted that the Complainant had failed in three subjects and, under the prevailing assessment rules, was not eligible for promotion to the next class. He further submitted that the weightage assigned to the periodic tests constituted only a small component of the overall assessment and that the final examination carried the predominant weightage. Shri Deepak Kumar Dabral, Assistant Commissioner (Academics), KVS Headquarters, further submitted that the requirement of obtaining identification documents of a privately arranged scribe was in accordance with the Standard Operating Procedures prescribed by the Central Board of Secondary Education (CBSE).

2.4 The representative of the Complainant reiterated that repeated requests for provision of a scribe had been made but the facility was not extended during the periodic examinations. It was further submitted that neither adequate counselling regarding available accommodations nor guidance on alternative subject options was provided by the Respondent despite the student's disability, thereby adversely affecting her academic performance.

2.5 The Court observed that educational institutions have a proactive obligation to counsel parents of children with disabilities regarding the accommodations, examination concessions and academic options available under the applicable statutory and regulatory framework. The Court further observed that

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institutions should not await specific requests from parents, who may not possess adequate knowledge of the entitlements available to children with disabilities. The Court also noted that the absence of timely guidance regarding subject options and examination accommodations may have adversely affected the Complainant's academic performance.

2.6 Accordingly, the Respondents are recommended to examine the feasibility of providing the Complainant an additional opportunity to complete the requisite examinations by extending all reasonable accommodations and statutory entitlements available to Children with Special Needs, including appropriate examination support and consideration of permissible subject alternatives, in accordance with the applicable rules and guidelines. The Kendriya Vidyalaya Sangathan is further recommended to sensitise and guide its schools to ensure that parents of children with disabilities are adequately counselled regarding all educational accommodations and support mechanisms available under law. The Respondents shall submit an Action Taken Report before this Court within 30 days from the date of this Order.

3. This is issued with the approval of the Commissioner for Persons with Disabilities.

Yours faithfully,

(VIKAS TRIVEDI)
Dy. Chief Commissioner

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