



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/6558

Dated: 21/09/2026

Case No: DNO/26/CCPD/6558

In the Matter of

Complainant

Shri Chandan Kumar

Versus

Respondent(s)

The Secretary, Ministry of Housing and Urban Affairs

1. Hearing

1.1. 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.	Shri Chandan Kumar	Complainant

1.2 No representatives on behalf of the Respondent were present during the proceedings.

2. Record of Proceedings

2.1 The Complainant, Shri Chandan Kumar, an Assistant Director General, Department of Telecommunications, and a person with 50% locomotor disability, submitted that upon his transfer to Lucknow, he applied for General Pool Residential Accommodation (GPRA) under the Persons with Disabilities (PwD) category through the e-Sampada portal. He contended that despite being placed first on the waiting list under the PwD category for a Type-IV accommodation, no quarter was allotted to him under

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the reserved quota, whereas applicants lower in priority under the general category were allotted accommodation. He further alleged that the Respondent had failed to implement the 4% reservation for persons with benchmark disabilities in allotment of government residential accommodation, as envisaged under the applicable policy.

2.2 The Complainant further submitted that he was eventually allotted a Type-IV quarter situated on the third floor of a building without lift facilities, which is unsuitable considering his locomotor disability. He stated that climbing three flights of stairs every day causes severe physical hardship and adversely affects his mobility. The Complainant submitted that he had repeatedly requested the Directorate of Estates for allotment of a ground-floor or first-floor accommodation and had furnished his disability certificate along with the recommendation of the Estate Manager, Lucknow. However, despite these representations, no appropriate accommodation was provided. He further submitted that he accepted the third-floor accommodation only because he had no alternative, having remained without government accommodation for nearly two months after his transfer.

2.3 During the proceedings, the Complainant submitted that although no ground-floor accommodation was vacant at the time he accepted the allotment, several ground-floor quarters had subsequently been allotted to other applicants. He contended that despite his disability status and priority under the applicable reservation policy, his request for a suitable accommodation continued to remain unaddressed.

2.4 The Court observed that the Respondent had failed to appear despite notice, thereby depriving the Commission of the benefit of its response on the issues raised by the Complainant. The Court further observed that the material presently available on record was insufficient for arriving at a final determination and that a detailed examination of the Complainant's claim would require complete documentary evidence relating to the allotment process, the representations made by the Complainant, and the accessibility concerns arising from the accommodation presently occupied by him.

2.5 Accordingly, the Court recommended the Complainant to file, within seven (07) days, a comprehensive written submission along with all supporting documents, including copies of his representations, the relevant allotment records, and evidence demonstrating the practical difficulties faced by him on account of residing in a third-floor accommodation without lift facilities. The Court further advised the Complainant to specifically explain the manner in which the present accommodation is inaccessible and unsuitable in light of his disability.

2.6 The Court further recommended that the written submissions and supporting documents furnished

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by the Complainant be forwarded to the Respondent for their response. The Respondent was advised to file its detailed reply after receipt of the Complainant's documents, whereafter the Court would examine the rival contentions and proceed to pass appropriate final orders in accordance with law.

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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