



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/6549

Dated: 26/09/2026

Case No: DNO/26/CCPD/6549

In the Matter of

Complainant

Shri Sandeep Paridala

Versus

Respondent(s)

The Chairman, State Bank of India

1. Background of the Case

1.1 The Complainant, Shri Sandeep Paridala, a Scale-III Officer in the State Bank of India, Hyderabad, and a person with 60% Cerebral Palsy, submitted a grievance dated 24.07.2026 stating that the Bank displays a wheelchair symbol against his name in the internal HRMS/Staff Directory, which is visible to all employees. He stated that while the Bank may maintain disability records for official purposes, there is no requirement to disclose his disability status to all staff. The Complainant alleged that such disclosure violates his privacy and dignity, may lead to incorrect assumptions about his disability, and adversely affects his professional interactions. He further submitted that he had raised an HRMS ticket and submitted representations to the concerned authorities requesting that the disability indicator be hidden from general view while retaining it in the official records for authorized use, but no action has been taken.

2. Hearing

2.1. A preliminary hearing was conducted on 18.08.2026 wherein the following parties/representatives were present:

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 में पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखें)
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Sl. No.	Name of the Parties / Representatives	On Behalf of
1.	Shri Mukesh, DGM IT HRMS	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 the wheelchair symbol had been introduced with the intention of facilitating appropriate support, accessibility and assistance to employees with disabilities. The Respondent, however, informed the Court that upon receipt of the complaint, the Bank had reviewed the matter and removed the disability symbol from its internal dashboards. The Respondent stated that the grievance had accordingly been addressed and requested that the same be taken on record.

3.2 The Court noted that information relating to a person's disability constitutes personal information concerning the individual and that its display within an internal employment system should be appropriately limited to the purpose for which such information is required. The Court further observed that the Digital Personal Data Protection Act, 2023 establishes a statutory framework governing the processing of digital personal data, including principles relating to lawful processing, specified purposes and protection of personal data. In particular, Section 4 of the Act contemplates processing of personal data only for a lawful purpose and on the basis of consent or a specified legitimate use, while Section 8 provides for obligations of a Data Fiduciary in relation to processing of personal data. However, the Court also took note of the notified commencement schedule under which these substantive provisions are to come into force at a later stage.

3.3 The Court observed that, irrespective of the commencement of the aforesaid substantive provisions, organisations dealing with employees with disabilities should exercise due care in determining the extent to which disability-related information is displayed or made accessible within internal systems. The Court further observed that information maintained for legitimate administrative purposes need not necessarily be made visible to all employees where such wider disclosure is not required for the performance of any official function.

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3.4 The Court appreciated the prompt action taken by the Respondent in removing the disability indicator from the internal dashboard upon receipt of the complaint. The Respondent was directed to place on record a written confirmation regarding the removal of the said indicator and to communicate the same to the Complainant. The Respondent was further advised to review its internal HRMS practices concerning the visibility and accessibility of disability-related information and to ensure that such information is appropriately restricted to authorised personnel and used only for legitimate administrative purposes.

3.5 In view of the action already taken by the Respondent and the consequential redressal of the grievance, the Court determined that no further intervention was warranted in the matter at this stage. The Respondent was recommended to submit written confirmation of compliance and acknowledgement of the same by the Complainant.

4. Accordingly, the case is disposed of.

Yours faithfully,

**(S. Govindaraj)
Commissioner**

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