



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/16553/1023/26

Dated: 05/10/2026

Case No: CCPD/16553/1023/26

In the Matter of

Complainant

Shri Vishal Jayantilal Gandhi

Versus

Respondent(s)

The Principal Chief Commissioner of Income Tax, Ministry of Finance

Record of Proceedings

1. Hearing

1.1. A preliminary hearing was conducted in Diary No: DNO/26/CCPD/6437 on 17.08.2026 wherein the following parties/representatives were present:

Sl. No.	Name of the Parties / Representatives	On Behalf of
1.	Shri Vishal Jayantilal Gandhi	Complainant
2.	Shri Deven Keshwala, Deputy Commissioner of Income Tax	Respondent

2. Record of Proceedings

5वीं मंजिल, एनआईएसडी भवन, प्लॉट न०. जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष: 011-20892364, 20892275
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(पया भविष्य में पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखें)

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2.1 During the proceedings, the Complainant, Shri Vishal Jayantilal Gandhi, Tax Assistant, Income Tax Department, submitted that his service book had gone missing since 2007, when it was sent for updation and verification while in the custody of the Department. He stated that despite repeated efforts and representations over the years, the service book could not be traced. He further submitted that the non-availability of his service records had adversely affected his service and financial benefits, including consideration of his MACP benefits, completion of mandatory service verification and verification of his leave records. The Complainant requested reconstruction of his service book and restoration of his service records along with consequential service and financial benefits.

2.2 During the proceedings, the Respondent, represented by Shri Deven Keshwala, Deputy Commissioner of Income Tax, submitted that the Respondent's office had not received any direct representation from the Complainant regarding the missing service book. It was submitted that the Complainant had addressed reminders to his respective Head of Department and that correspondence had subsequently been made by the Chief Commissioner of Income Tax, Rajkot, with the previous Head of Department regarding the service book. The Respondent clarified that the responsibility for maintenance of the service records rests with the concerned Assessing Officer/Drawing and Disbursing Officer (AO/DDO) office at the place of posting of the employee.

2.3 The Court observed that the matter essentially concerned the non-tracing of the Complainant's service book and that the issue had remained unresolved for a considerable period. The Court further observed that the responsibility for maintaining service records rests with the concerned authorities and that the absence or displacement of an employee's service records cannot remain unresolved for such a prolonged period, particularly where the same has a bearing upon the employee's legitimate service and financial benefits.

2.4 In view of the above, the Court recommended the Respondent present in the proceedings to coordinate with the concerned authorities, including the concerned Chief Commissioner/Principal Chief Commissioner of Income Tax and the office responsible for maintaining the Complainant's service records, for tracing the missing service book and, if the same could not be located, for reconstructing the service book and relevant service records in accordance with the applicable rules.

2.5 The Respondent was recommended to take necessary action for redressal of the Complainant's grievance within 30 days from the date of this order and to submit an Action Taken Report (ATR) before the Court within the stipulated period, clearly indicating the steps taken for tracing/reconstruction of the service book and restoration of the Complainant's service records, including consideration of the consequential

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service benefits, wherever admissible under the applicable rules.

2.6 The Court further recommended that a copy of the complaint be furnished to the concerned Principal Chief Commissioner/Chief Commissioner of Income Tax for necessary action. The Complainant was also advised to submit a copy of his complaint and relevant representations directly to the concerned Principal Chief Commissioner of Income Tax so that the matter could be taken up with the competent authorities without further delay.

2.7 The Court expressed its concern that a matter relating to the maintenance and reconstruction of an employee's service records had remained unresolved for nearly two decades and observed that such a routine administrative matter ought not to have remained pending for such a prolonged period. The Court accordingly advised the Respondent to ensure coordination with the concerned authorities and expeditious redressal of the grievance within the stipulated period.

Yours faithfully,

(VIKAS TRIVEDI)

Dy. Chief Commissioner

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