



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/16693/1022/26

Dated: 05/10/2026

Notice u/s 75 & 77 of the Rights of Persons with Disabilities Act, 2016

Case No: CCPD/16693/1022/26

In the matter of-

Ms. Prisha Jha

...Complainant

Versus

The MD and CEO,

Union Bank of India

Email: mdceo@unionbankofindia.bank

...Respondent

Sub: Recommendation to look into the Complaint dated 18.08.2026 received from Shri Manish Jha, primary caregiver of a child with 65% Autism Spectrum Disorder regarding cancellation of transfer to Hyderabad and continuation of posting at Lucknow on caregiver grounds

Madam/Sir,

I am directed to refer to a complaint dated **18.08.2026** received from **Shri Manish Jha**, primary caregiver of a child with **Autism Spectrum Disorder** on the above-mentioned subject, which is self-explanatory.

2. I am further directed to bring to your notice that the aforesaid complaint pertains to the conditions of service of an employee with disabilities, which, as per Section 23 of the Rights of Persons with Disabilities Act 2016, [“the Act,”] read with Rule 10 of the Rights of Persons with Disabilities Rules, 2017 [“the Rules”], is required to be looked into by the Grievance Redressal Officer of your establishment.

3. And whereas, a preliminary was conducted on 24.09.2026 in Case No. DNO/26/CCPD/6772, wherein the following parties/representatives were present:

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

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Sl. No.	Name of the Parties / Representatives	On Behalf of
1.	Shri Manish Jha	Complainant
2.	Shri Saurabh Agarwal, Dy. General Manager, Union Bank of India	Respondent

3.1 And whereas, the Complainant, Shri Manish, Senior Manager, Union Bank of India, presently posted at Lucknow, submitted that he had been transferred to Hyderabad under the routine transfer exercise. He sought cancellation of the transfer on the ground that his three-year-old daughter has Autism Spectrum Disorder (ASD) and is undergoing rehabilitation and treatment at Lucknow. He further submitted that his wife is employed as a Government teacher in Uttar Pradesh and that he is the primary caregiver of his daughter. The Respondent, represented by the DGM (HR), Union Bank of India, submitted that, as per the Bank's internal transfer guidelines, officers posted in a zone for the prescribed period are liable for transfer and that officers seeking exemption on disability/caregiver grounds were required to apply during the exemption window, which remained open from 13.04.2026 to 16.04.2026. The Complainant did not seek exemption during the said window. The Respondent further submitted that subsequent appeal and grievance windows were also opened, during which the Complainant submitted applications in June 2026; however, the requisite UDID/disability certificate was not submitted with the applications. It was submitted that the transfer order was issued on 28.04.2026, whereas the disability certificate of the Complainant's daughter was issued subsequently on 10.07.2026. The Complainant submitted that the assessment and treatment of his daughter had commenced prior to issuance of the transfer order and that the disability certificate was obtained after completion of the assessment process.

3.2 And whereas, The Hon'ble Commissioner observed that, while the circumstances of the Complainant were understandable, the prescribed exemption window had already closed and the requisite documentary proof had not been submitted within the prescribed process. Accordingly, no discrimination or violation on the part of the Respondent Bank was found at this stage. The Complainant was advised to

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pursue his grievance through the Bank's designated grievance mechanism, particularly in view of the subsequent issuance of the disability certificate, and to ensure that his status as primary caregiver is duly supported and recorded in the service records as required. The Hon'ble Commissioner further observed that any request for exemption/cancellation of transfer in the next transfer exercise would be subject to the applicable rules and consideration by the employer, and that the Bank may also consider the Complainant's circumstances on humanitarian grounds in accordance with its applicable policy. During the hearing, the Respondent submitted that the Bank has an Inclusion Cell headed by an officer dealing with matters concerning persons with disabilities. The Hon'ble Commissioner directed the Bank to ensure compliance with the applicable statutory requirement regarding appointment/designation of a Grievance Redressal Officer for persons with disabilities, of appropriate Group 'A' officer level, and to ensure that the details of such officer are duly displayed in the public domain, including on the notice board, for the benefit of persons with disabilities and employees with disabilities.

4. Whereas Section 23 of the Act, 2016 provides as under:

23. (1) Every Government establishment shall appoint a Grievance Redressal Officer for the purpose of section 19 and shall inform the Chief Commissioner or the State Commissioner, as the case may be, about the appointment of such officer.

(2) Any person aggrieved with the non-compliance of the provisions of section 20, may file a complaint with the Grievance Redressal Officer, who shall investigate it and shall take up the matter with the establishment for corrective action.

(3) The Grievance Redressal Officer shall maintain a register of complaints in the manner as may be prescribed by the Central Government, and every complaint shall be inquired within two weeks of its registration.

(4) If the aggrieved person is not satisfied with the action taken on his or her complaint, he or she may approach the District-Level Committee on disability.

5. And whereas Rule 10 of the Rules provides as under:

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10. Manner of maintenance of register of complaints by the Government establishments. -

(1) Every Government establishment shall appoint an officer not below the rank of a Gazetted Officer as Grievance Redressal Officer:

Provided that where it is not possible to appoint any Gazetted Officer, the Government establishment may appoint the senior most Officers as a Grievance Redressal Officer.

(2) The Grievance Redressal Officer shall maintain a register of complaints of persons with disabilities with the following particulars, namely:-

(a) date of complaint;

(b) name of complainant;

(c) name of the person who is enquiring the complaint;

(d) place of incident;

(e) the name of establishment or person against whom the complaint is made;

(f) gist of the complaint;

(g) documentary evidence, if any;

(h) date of disposal by the Grievance Redressal Officer;

(i) details of disposal of the appeal by the district level committee; and

(j) any other information.

6. I am, accordingly, directed to forward this case to you to be entrusted to the Grievance Redressal Officer (GRO), who will take appropriate remedial measures. The Complaint shall be examined and disposed of with a speaking order of the Competent Authority within two weeks. While examining the matter, the GRO and the Competent Authority shall consider sections 3, 20, and 34 of the Act, read with DOP&T OM No.36012/1/2020-Estt/ (Res-II) dated 17.05.2022 and OM No. 36012/1/2020-Estt/ (Res-II) dated 28.12.2023, and/or any other corresponding instructions applicable in this regard.

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7. If the Complainant is not satisfied with the resolution of her/his grievance, she/he will be at liberty to approach a Court or tribunal or a quasi-judicial authority having jurisdiction in the matter. The respondents are advised to submit an Action Taken Report in terms of Section 76 of the Act within 3 months from the date of issue of these recommendations.

8. Accordingly, the case is disposed of with the approval of the Chief Commissioner for Persons with Disabilities.

Yours faithfully,

(VIKAS TRIVEDI)
Dy. Chief Commissioner

Copy to:

- 1) **Prisha Jha**
Villa no. P 12 shalimar garden bay IIM road Lucknow
LUCKNOW, UTTAR PRADESH, 226013
er.manishjha07@gmail.com
7416362778

Enc. Copies:

- 1) Disability Certificate
2) Case Document - 1

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