



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/16657/1022/26

Dated: 05/10/2026

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

CCPD/16657/1022/2026

In the matter of-

Shri Vipin Kumar

...Complainant

Versus

The Chairman,
State Bank of India

Email: chairman@sbi.co.in

...Respondent

Sub: Recommendation to look into the Complaint dated 13.08.2026 received from Shri Vipin Kumar, a person with 55% Locomotor Disability regarding premature transfer from SBI Kankhal Branch before completion of tenure

Madam/Sir,

I am directed to refer to a complaint dated **13.08.2026 received from Shri Vipin Kumar, a person with 55% Locomotor Disability**, 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 10.09.2026 in Diary No. DNO/26/CCPD/6680 wherein the following parties/representatives were present:

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Sl. No.	Name of the Parties / Representatives	On Behalf of
1.	Shri Vipin Kumar	Complainant
2.	Shri Rajesh Shah, Regional Manager, State Bank of India	Respondent

3.1 And whereas, the Complainant, Shri Vipin Kumar, a person with 55% locomotor disability, submitted that he is working at SBI Kankhal Branch and has been posted to another branch before completion of his prescribed tenure. He stated that the new branch is comparatively far from his residence and that he had also been orally instructed to work at two branches for fifteen days each in a month. He submitted that he had joined Kankhal Branch in July 2024 and, as per the applicable SBI circular, was entitled to remain at the same branch for three years. He further stated that his disability affects his left leg and that his right hand is also not functioning due to an accident and is presently under treatment. He accordingly requested that he be permitted to continue at Kankhal Branch till completion of his prescribed tenure. The Respondent, Shri Rajesh Sah, Regional Manager, SBI RBO Haridwar, submitted that the Complainant joined the Bank in 2013 and was promoted in 2024, and that the posting order dated 01.08.2026 was for a change of posting within the same centre, and therefore, under the Bank's circular, did not constitute a transfer. It was submitted that both Kankhal Branch and DPS Branch are situated within Haridwar local centre and that the Complainant had completed the minimum tenure of two years in his existing branch, which was a sensitive posting. The Respondent further submitted that the Complainant had been deputed to other branches on 29 occasions during the preceding two years as per requirement and had not raised any concern in that regard. It was also submitted that the Bank has a provision for lease accommodation near the place of posting. With regard to the Complainant's right-hand condition, the Respondent stated that no medical confirmation or intimation regarding the same had been submitted to the Bank.

3.2 And whereas, upon consideration of the submissions, the Hon'ble Commissioner observed that the Complainant had approached the Commission without first availing the opportunity to have the matter resolved through the Bank's internal grievance redressal mechanism and advised him to resolve the matter amicably by approaching the concerned grievance officer/relevant authorities. The Hon'ble Commissioner further observed that, as clarified by the Respondent, the posting was within the same centre and was therefore not treated as a transfer under the Bank's applicable circular. It was observed that the entitlement of persons with disabilities in matters of transfer does not extend to challenging every assignment or posting of work within neighbouring branches, provided that the workplace is accessible and the assignment does not create an accessibility-related barrier. The Hon'ble Commissioner further observed that a difference of a few kilometres between branches, or inconvenience relating to travel, would not by itself constitute an

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accessibility concern, and that the employer has the authority to allocate workplace/work seat and assign duties within the relevant area, including on administrative exigency. Accordingly, no merit was found in the grievance warranting interference by the Commission, and the Complainant was advised to pursue the matter through the Bank's internal grievance redressal mechanism

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:

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:-

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- (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.

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.

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Yours faithfully,

(VIKAS TRIVEDI)
Dy. Chief Commissioner

Copy to:

1) **VIPIN KUMAR**

Nirmla niwas Ganeshpuram colony near sati kund laksar road Ganeshpuram colony kankhal haridwar
HARIDWAR, UTTARAKHAND, 249407
vipin.kumar18@sbi.co.in
8696667474

Enc. Copies:

- 1) Disability Certificate
- 2) Case Document - 1

5वीं मंजिल, एनआईएसडी भवन, प्लॉट न०. जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष: 011-20892364, 20892275
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