



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/16663/1040/26

Dated: 07/10/2026

Case No. - CCPD/16663/1040/26

Complainant

Shri Prakash Katariya

Versus

Respondent

The Chairman,

Railway Recruitment Board (RRB)

RECORD OF PROCEEDINGS CUM FIRST NOTICE

1. Gist of the case:

1.1 The Complainant, Shri Prakash Katariya, a person with benchmark disability, filed a grievance on 25.03.2026 alleging denial of mandatory accessibility facilities during the NTPC Graduate Level Examination held on 19.03.2026. He submitted that despite his entitlement, the assigned examination centre at Jabalpur refused to provide compensatory extra time and a magnifier, resulting in blurred visibility of the computer screen and forcing him to resort to guesswork. He contended that this administrative failure led to a direct violation of Sections 3 and 20 of the Rights of Persons with Disabilities (RPwD) Act, 2016.

1.2 Consequently, he sought relief in the form of grace marks in CBT-1 and CBT-2, a re-examination within a 100 km radius of his residence with full accessibility features, or priority selection for the post of Senior Clerk to compensate for the infringement of his rights.

1.3 The matter was listed for a preliminary hearing on 07.04.2026 to examine the admissibility, maintainability, and probable resolution of the grievance within the legal framework.

5वीं मंजिल, एनआईएसडी भवन, प्लॉट नं०. जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष: 011-20892364, 20892275
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2. Record of Proceedings:

2.1 In the hearing conducted on 07.04.2026 in hybrid mode, Shri Prakash Katariya appeared on behalf of the Complainant and Shri Manish Jain, Office Superintendent (RRB Bilaspur), appeared on behalf of the Respondent.

2.2 During the proceedings, the representative appearing for Railway Recruitment Board (RRB) Bilaspur submitted that the examination centre in question (Jabalpur) falls under the territorial jurisdiction of RRB Bhopal and not RRB Bilaspur. It was submitted that RRB Bilaspur lacked localized information regarding the conduct of the examination at Jabalpur or the specific arrangements made at the venue.

2.3 The Court evaluated the matter to determine its maintainability and further procedural advises under the legal framework. The Court took note of the jurisdictional clarification and observed that the case profile/RFP needs to be updated with the appropriate RRB zone. Accordingly, the Court advised that the case profile be updated and a fresh notice of hearing be issued to RRB Bhopal to submit its response in the matter.

2.4 The Court observed that administrative flexibility and statutory obligations toward inclusive education under Sections 16 to 18 of the RPwD Act, 2016 require educational institutions to go beyond standard provisions like scribes and extra time. Forcing a student with a benchmark disability to rely on generic extensions rather than addressing specific learning and portal accessibility needs is unjust. Considering the Respondent's assurance to protect the Complainant's academic standing, the Court granted time to the Respondent to conduct internal academic and technical deliberations and formulate a revised, inclusive accommodation framework.

3. Whereas Section 3 of the Rights of Persons with Disabilities Act, 2016 hereinafter referred to as "the Act" provides that (1) the appropriate Government shall ensure that the persons with disabilities enjoy the right to equality, life with dignity and respect for his or her integrity equally with others, (2) the appropriate Government shall take steps to utilise the capacity of persons with disabilities by providing appropriate environment, (3) no person with disability shall be discriminated on the ground of disability, unless it is shown that the impugned act or omission is a proportionate means of achieving a legitimate aim, (4) no person shall be deprived of his or her personal liberty only on the ground of disability, and (5) the appropriate Government shall take necessary steps to ensure reasonable accommodation for persons with disabilities.

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4. And whereas Section 20 of the Act mandates that all government establishments shall provide reasonable accommodation, appropriate environment, and barrier-free access to persons with disabilities in matters of employment and recruitment; and whereas Section 21 of the Act mandates that every establishment shall notify Equal Opportunity Policy and shall register a copy of the same with the Chief Commissioner; and whereas Section 23 of the Act makes it mandatory for every government establishment to appoint a Grievance Redressal Officer and to inform the Chief Commissioner about such appointment; and whereas Section 75(1)(a) and (b) of the Act mandates the Chief Commissioner to inter alia identify, suo motu or otherwise, the provisions of any law or policy, programme and procedures, which are inconsistent with the Act and to look into complaints concerning matters relating to deprivation of rights of persons with disabilities either on his own motion or on the application of any aggrieved person and recommend necessary corrective steps; therefore, the Respondent (RRB Bhopal) is hereby advised to submit an Action Taken Report (ATR) / Comments on Complaint within 30 days from the date of issue of this communication on an affidavit signed by an officer of an appropriate seniority not below the level of Group 'A' officer, producing all requisite documents upon which you base your Comments or Claim, along with action taken in compliance with statutory provisions as mentioned above, to this Court, failing which the Complaint may be disposed of ex-parte.

5. A copy of your reply should also be served to the Complainant via email and by post and the proof of service be submitted to this Court along with your Reply. You may also provide additional inputs, relevant to the case, if desired. However, it is to be informed that in case any statutory provision, any judgment of a High Court or the Supreme Court, rules formulated under any statute, Office Memorandum, or bye-law is relied upon, you shall attach a copy of the same along with your comments on the Complaint. The Complainant may file his rejoinder, if any, to this Court within 15 days of receipt of the Respondent's reply with a copy to the Respondent(s).

Yours faithfully,

(Ipsita Mitra)

Dy. Chief Commissioner

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