Diary No. DNO/26/CCPD/6803 **Dated:** 09/10/2026

Case No: DNO/26/CCPD/6803

In the Matter of

Complainant

Shri Ramavatar Chaurasiya

Versus

Respondent(s)

The Commissioner, Kendriya Vidyalaya Sangathan

1. Background of the Case

1.1 The Complainant, Shri Ramavatar Chaurasiya, a person with 100% visually impairment working as a Primary Teacher in Kendriya Vidyalaya Sangathan submitted a grievance dated 20.08.2026. He alleged that for the last about three years, he has been facing mental pressure, humiliation, lack of sensitivity and difficulties in accessibility and safety at his workplace. He stated that on 04.08.2026, although he marked biometric attendance at 07:26 AM, he was stopped from signing the attendance register and was asked to take Casual Leave and leave the school. He also alleged that his attendance register was later marked as 07:35 AM and requested an inquiry into the discrepancy. He referred to similar issues on 21.02.2025 and 14.12.2023 regarding late arrival and leave. He further stated that changes in furniture and classroom arrangements create safety and movement difficulties for him due to his visual impairment. He also alleged that employees are sometimes required to stay beyond the prescribed working hours. On 03.08.2026, his approximately four-year-old daughter had to remain in school during a meeting which continued till about 04:30 PM, and he was allegedly asked to leave her outside the meeting room. The complainant has requested appropriate intervention regarding the alleged insensitive treatment, accessibility and safety issues, attendance/leave matters, and the difficulties faced by him and his minor daughter.

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2. Hearing

2.1. A preliminary hearing was conducted on 01.10.2026 wherein the following parties/representatives were present:

Sl. No.	Name of the Parties / Representatives	On Behalf of
1.	Shri Ramavatar Chaurasiya	Complainant
2.	Shri Amar Pal Singh Brar, Assistant Commissioner, KVS (HQ)	Respondent
3.	Smt Sukriti Raiwani, Deputy Commissioner and Sh. VK Solanki, Assistant Commissioner, KVS Varanasi Region	Respondent

3. Record of Proceedings

3.1 During the proceedings, the Complainant reiterated his grievance and the Respondent submitted that, upon receipt of the complaint, an Assistant Commissioner from KVS Regional Office was assigned to look into the matter and the issue was discussed with the concerned Principal and the Complainant. It was submitted that, following the intervention, the Complainant had expressed satisfaction with the measures taken to redress his grievance. With regard to the attendance issue, the Respondent acknowledged that the Principal had not behaved appropriately in the heat of the moment and submitted that the Principal had subsequently realised the lapse and assured that no such incident would recur.

3.2 The Court observed that such grievances should not be addressed merely on a case-to-case basis and emphasised the need for sensitisation of Principals and teaching and non-teaching staff regarding the rights, needs and entitlements of persons with disabilities. The Court observed that appropriate sensitisation would help prevent recurrence of such incidents and reduce avoidable grievances.

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3.3 In view of the Respondent's acknowledgement regarding the inappropriate conduct of the Principal, the Court recommended the Respondent to undertake a formal inquiry and fact-finding into the incident and to inform the Court of the action taken. The Court further recommended the Respondent to clarify whether any undertaking, apology or other appropriate corrective measure had been obtained from the concerned Principal and to submit supporting proof in this regard.

3.4 The Court further recommended the Respondent to ensure that appropriate sensitisation measures are undertaken for the Principal and staff members concerning the handling of matters relating to persons with disabilities and that incidents of insensitive or inappropriate treatment are not repeated.

3.5 The Respondent was recommended to submit a detailed report along with the action taken and supporting documents to the Court within fifteen (15) days. The Court further emphasised that KVS institutions should serve as role models in ensuring a safe, inclusive and sensitive environment for persons with disabilities. Consequently, the Court has determined no further intervention necessary.

4. Accordingly, the case is disposed of.

Yours faithfully,

(S. Govindaraj)
Commissioner