Diary No. DNO/26/CCPD/6493 **Dated:** 08/10/2026

In the matter of:

Mr. Ajay Kumar
(Complainant)

Vs.

The Managing Director & CEO
Indian Bank
(Respondent)

1. Background of the Case

1.1 The Complainant, Mr. Ajay Kumar, is working as Assistant Branch Manager in Indian Bank and is a person with 40% locomotor disability.

1.2 The Complainant submitted that he was earlier transferred from Raipur Zone to Ranchi Zone in June 2023 on spouse grounds, as his wife is posted at Ranchi. However, instead of being posted at Ranchi, he was posted to Latehar Branch, where he served for nearly three years.

1.3 Vide Transfer Order dated 23.06.2026, the Complainant was transferred from Latehar Branch to Bori Branch, which he submitted is a remote rural branch where daily commuting is extremely difficult due to his disability, and where suitable residential accommodation is also not available.

1.4 The Complainant submitted that he approached the Zonal Office of Indian Bank, Ranchi, requesting reconsideration of the transfer, but no change was made in his posting, causing him physical and mental stress and making it difficult for him to discharge his official duties.

2. Notice of Admissibility

2.1 A notice dated 24.08.2026 under Sections 75 and 77 of the RPwD Act, 2016, was issued to the Respondent for a hearing on 03.09.2026 to determine the admissibility of the case and find out if this can be resolved without further quasi-judicial intervention of this Court.

3. Hearing

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3.1 A preliminary hearing was conducted on 03.09.2026. The following parties/representatives were present during the hearing:

Sl.No.	Name of the parties/Representatives	For Complainant/Respondent	Mode of Attendance
1.	Shri Ajay Kumar	Complainant	Online
2.	Shri Rajesh Kumar Singh, General Manager, HRM/HRD, Head Office, Indian Bank	Respondent	Online

4. Record of Proceedings

4.1 During the hearing, the Complainant's grievance, as detailed in paragraph 1 above, was placed before this Court. It was reiterated that the Complainant, having been transferred to Bori Branch, a remote rural branch, was facing difficulty in commuting on account of his disability, and that suitable accommodation was also not available there. It was further submitted that despite his request to the Zonal Office, Ranchi, for reconsideration, no change had been made, and that he may be posted at a suitable and accessible place, preferably at Bokaro, his home district, or any other nearby suitable branch, considering his disability, the Bank's policy and humanitarian grounds.

4.2 The Respondent, Shri Rajesh Kumar Singh, General Manager, HRM/HRD, Head Office, Indian Bank submitted that the complainant was transferred to Bori Branch upon completion of three years at his previous posting. He submitted that the Complainant was earlier posted in Daltonganj district, which has only two to three branches, and the Bank had first attempted to accommodate him within Daltonganj itself; however, no vacancy was available there, and he was accordingly transferred to Bori Branch.

4.3 The Respondent further submitted that, the Bank was exploring the possibility of posting him to Bokaro, which is closer to his home state/district and would be more convenient for him. On being asked by this Court as to the likely timeline, the Respondent submitted that this would be done within fifteen days.

4.4 This Court observed that employees with disabilities should not be subjected to routine and rotational transfers merely upon completion of a fixed tenure, and that such employees are exempted from routine transfers; their transfers may be effected only on grounds of administrative exigency, or to post them closer to their place of residence.

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5. Observations & Recommendations

5.1 This Court notes that the Rights of Persons with Disabilities Act, 2016 is aimed at ensuring equality, dignity and reasonable accommodation for persons with disabilities, and that the Indian Bank Transfer Policy, April 2025 itself provides that officers recruited under the category of persons with benchmark disabilities shall, based on the merits of individual cases, be exempted from posting in rural/semi-urban branches.

5.2 The Respondent is recommended to ensure that transfers of persons with disabilities are not effected merely citing administrative exigency, without due consideration of the rights, reasonable accommodation requirements and the principles of non-discrimination enshrined in the Rights of Persons with Disabilities Act, 2016.

5.3 The Respondent is recommended to post the Complainant to Bokaro Branch, or any other suitable and accessible branch near his home district, within fifteen days from the date of the issuance of this Order, and to submit a compliance report to this Court within one month from the issuance of this Order.

5.4 In view of the above, and since the relief sought by the Complainant for being posted at a suitable and accessible place, preferably Bokaro, his home district, or any other nearby suitable branch, stands substantially addressed through the commitment recorded above, this case is disposed of.

Yours faithfully,

(S. Govindaraj)
Commissioner