Diary No. DNO/26/CCPD/6673 **Dated:** 06/10/2026

In the matter of—

Ms. Shimran Paswan
(Complainant)

Versus

The General Manager
Railway Recruitment Board
North East Frontier Railway
(Respondent)

1. Background of the Case

1.1 The Complainant, Ms. Shimran Paswan, a Person with Benchmark Disability (PwBD) stated that she appeared for the RRB Level-1 CBT-1 Examination under CEN 09/2025 (RRB Guwahati) on 11.08.2026 in Shift 2, at the examination centre of A.P. Computer, IIM Road, Prabandh Nagar, near Urdu Farsi University, Lucknow, Uttar Pradesh.

1.2 The Complainant submitted that although her e-Admit Card clearly indicated “Is PwBD: Yes” and “Scribe: Yes,” the staff of the examination centre denied her the facility of a scribe, did not permit the scribe she had brought, and behaved with her in an unbecoming manner. She further submitted that the centre staff disputed the genuineness of her UDID/CMO certificate and declined to accept it.

2. Notice of Admissibility

2.1 A Notice dated 03.09.2026 under Sections 75 and 77 of the Rights of Persons with Disabilities Act, 2016 (RPwD Act, 2016), was issued to the Respondent for a hearing on 10.09.2026 to determine the admissibility of the case and find out if this could be resolved without further quasi-judicial intervention of this Court.

3. Hearing

3.1 A preliminary hearing was conducted on 10.09.2026. The following parties/representatives were present during the hearing:

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Sl. No.	Name of the Parties/Representatives	For Complainant/Respondent	Mode of Attendance
1.	Ms. Shimran Paswan	Complainant	Online
No representative appeared on the behalf of the Respondent			

4. Record of Proceedings

4.1 During the hearing, the Complainant reiterated that her e-Admit Card clearly indicated "Scribe Required: Yes," but that the examination centre had denied her the facility of a scribe and had not accepted her UDID/disability certificate.

4.2 On being queried by the Court as to whether she had opted to engage a scribe of her own choice or had requested the examination centre to arrange one, and whether she had submitted the identity and educational qualification of her own scribe for prior approval as required, the Complainant was unable to confirm that the requisite prior-approval process had been completed.

4.3 The Court observed that the Complainant had neither obtained the requisite prior approval for engaging a scribe of her own choice, nor had she requested the examination centre, sufficiently in advance, to arrange a scribe for her. In the absence of compliance with either of these prescribed procedures, the denial of the scribe facility on the day of the examination could not be attributed to any lapse on the part of the Respondent.

5. Observations & Recommendations

5.1 In view of the above, the Court does not find fault with the Respondent in the matter.

5.2 The Complainant is advised that, in respect of any future examination, she should either obtain prior approval for engaging a scribe of her own choice by submitting the requisite details in the prescribed manner, or request the examination centre to arrange a scribe sufficiently in advance.

5.3 The Complainant had sought re-scheduling of her examination with the facility of a scribe; however, in view of the findings above, no case for re-scheduling is made out. Accordingly, the case is disposed of.

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

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Yours faithfully,



(S. Govindaraj)
Commissioner

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