न्यायालय मुख्य आयुक्त दिव्यांगजन
COURT OF THE 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 & Empowerment
भारत सरकार/Government of India
5वाँ तल, एन.आई.एस.डी. भवन, जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष : (011) 20892364
5th Floor, N.I.S.D. Bhawan, G-2, Sector-10, Dwarka, New Delhi-110075; Tel.: (011) 20892364
Email: ccpd@nic.in; Website: www.ccdisabilities.nic.in

CCPD-OF-0039/1021/2026 **Dated: 12/10/2026**

In the matter of-

Mr. Anil Kumar **…Complainant**

Versus

The Managing Director & CEO
Punjab National Bank
Email: md@pnb.co.in **…Respondent**

Sub: Recommendation to look into the Complaint dated 13.06.2026 received from Mr. Anil Kumar, a person with 68% Locomotor Disability, on the issue of denial of promotion

Madam/Sir,

I am directed to refer to a complaint dated**13.06.2026 received from Mr. Anil Kumar, a person with 68% 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. 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.

4. 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:-

(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.

5. 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.

6. 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.

7. Accordingly, the case is disposed of.

Digitally signed by Vikas Trivedi
Date: 12-10-2026 13:38:25

(Vikas Trivedi)
Dy. Chief Commissioner

Copy to:

Shri Anil Kumar – For information
Email: anilashu181264@gmail.com