सत्यमेव जयते
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**
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Case No.: CCPD-AD-0049/2026

In the matter of—

Ms. Aakanksha Mishra
(Complainant)

Versus

The Chief General Manager,
Reserve Bank of India
(Respondent)

Hearing: A preliminary hearing was conducted on 19.06.2026. The following parties/representatives were present during the hearing:

Sl.No.	Name of the parties/Representatives	For Complainant/ Respondent	Mode of Attendance
1.	Ms. Aakanksha Mishra	Complainant	Online
2.	Dr. Anil Kumar Yadav, General Manager, RBI Services Board	For Respondent	Online
3.	Mr. Pallav Yadav, Assistant Legal Advisor, RBI	For Respondent	Online

RECORD OF PROCEEDINGS

1. Background of the Case

1.1 The present complaint pertains to the alleged denial of entry to the

Complainant at the examination centre for the RBI Grade-B examination. The Complainant submitted that she is a person with 100% locomotor disability affecting both lower limbs, she had sought compensatory time while filling up the online application form. She stated that she did not require a scribe and intended to appear in the examination herself. However, on reaching the examination centre, she was not permitted to appear in the examination on account of non-production of the requisite medical certificate. The Complainant submitted that she had sought compensatory time in the application form and that she had been under the impression that, being a person with benchmark disability, she was entitled to such additional time. She further stated that she had relied upon information available online while filling up the application form.

2. Submissions of the Respondent

2.1 The Respondent submitted that, as per the instructions applicable to the examination, a candidate seeking the assistance of a scribe was required to produce a medical certificate certifying the functional limitation necessitating the use of a scribe. It was submitted that certain specified categories of candidates were exempted from production of such medical certificate.

2.2 The Respondent further submitted that, in the online application form, the Complainant had specifically answered “Yes” to the question regarding whether she intended to avail compensatory time at the time of examination and had also indicated that she was in possession of the requisite medical certificate. On the basis of the information furnished in the application form, her candidature was accordingly configured in the examination system for provision of compensatory time.

2.3 It was submitted that the examination was conducted through a centrally configured system and that the examination-centre officials were provided with candidate-specific information on the basis of the declarations made in the application form. Since the Complainant had indicated that she would avail compensatory time and had also declared possession of the requisite medical certificate, but failed to produce the same at the examination centre, the centre officials did not permit her to take the examination. The Respondent submitted that the configuration of the examination system could not be altered at the examination centre to permit the candidate to forego the compensatory time and take the examination without the required documentation.

3. Observations

3.1 It was observed that the Complainant has locomotor disability affecting both lower limbs, while both her hands are functional. The Complainant herself stated that she did not have difficulty in writing and that she did not require a scribe. Thus, the issue essentially arose from the manner in which the relevant options were selected while filling up the online application form.

3.2 The Respondent specifically submitted that the application form contained separate questions concerning availing compensatory time and possession of the requisite medical certificate, and that the Complainant had answered “Yes” to the relevant questions. The Court observes that once such declarations were made in

the application form, the examination authorities were entitled to process the candidature on the basis of the information furnished by the candidate. The examination-centre officials could not reasonably be expected to alter the candidate-specific configuration on the date of examination on the basis of an oral request made at the venue.

3.3 The Court advises the Complainant to exercise due care while filling application forms and to carefully read the instructions governing facilities available to candidates with disabilities. Wherever any ambiguity arises regarding eligibility for a particular accommodation, the candidate should obtain clarification from the competent authority.

4. Recommendations

4.1 In order to place the complete factual position on record, the Respondent is recommended to submit a brief report within fifteen (15) days containing:

(i) a copy of the relevant application form submitted by the Complainant, particularly the declarations relating to compensatory time and medical certificate;

(ii) the relevant instructions/guidelines issued to candidates regarding compensatory time, scribe and production of medical certificate;

(iii) the action taken at the examination centre on the date of examination; and

(iv) the response/action taken by the concerned examination-centre officials in the case of the Complainant.

4.2 The matter shall be considered further upon receipt of the aforesaid report. Subject to examination of the report and documents, the case may thereafter be considered for closure by passing an appropriate final order.

Digitally signed by
Vikas Trivedi
Date: 12-10-2026
13:56:14

(Vikas Trivedi)
Deputy Chief Commissioner