Diary No. DNO/26/CCPD/6447 **Dated:** 13/10/2026

Case No: DNO/26/CCPD/6447

In the Matter of

Complainant

Shri Saransh Srivastava

Versus

Respondent(s)

The Chairman, State Bank of India

1. Hearing

1.1. A preliminary hearing was conducted on 05.08.2026 in hybrid mode, wherein the following parties/representatives were present:

Sl. No.	Name of the Parties / Representatives	On Behalf of
1	Shri Saransh Srivastava	Complainant
2	Adv. Deepak Singh Yadav	Complainant
3	Shri Rakesh Kumar, AGM	Respondent
4	Shri Sinha, DGM Vigilance	Respondent
5	Shri Sachin Kumar Gupta, AGM (Law)	Respondent
6	Ms. Nirmala, GM (DA) North	Respondent

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2. Record of Proceedings

2.1 The Complainant, Shri Saransh Srivastava, a former officer of the State Bank of India and a person with 50?nchmark hearing impairment, submitted a complaint alleging that during the departmental disciplinary proceedings initiated against him, the Respondent failed to provide reasonable accommodation despite his repeated requests for an interpreter, scribe, or assistant. He contended that he was compelled to participate in lengthy inquiry proceedings without any communication support, rendering him unable to effectively understand or participate in the proceedings. He further alleged that the Presenting Officer mocked his hearing disability, the inquiry was conducted in a biased manner with the intention of removing him from service, and he was ultimately dismissed from service on 20.03.2026, following which his departmental appeal was also rejected. The Complainant alleged violations of the Rights of Persons with Disabilities Act, 2016, the principles of natural justice, and his constitutional rights, and sought an independent inquiry into the conduct of the concerned officials, reconsideration of the disciplinary proceedings, appropriate action against the responsible officials, and compensation for the mental, social, and financial hardship suffered by him.

2.2 The Respondent, represented by officials of the State Bank of India, submitted that the departmental inquiry had been conducted in accordance with the applicable disciplinary procedure and that the Complainant had been represented during the inquiry by a Defence Representative. It was further submitted that the departmental proceedings had been completed, an inquiry had been conducted into the allegations raised by the Complainant, and the competent authority was in the process of taking a final decision based on the findings of the inquiry. The Respondent also submitted that the relevant inquiry records and proceedings had been maintained and would be furnished before the Court.

2.3 Upon hearing the submissions, the Court sought clarification from the Respondent regarding the status of the inquiry conducted into the allegations raised by the Complainant, whether the inquiry had been completed, the findings recorded therein, and whether the inquiry report had been placed before the Court. The Court also sought clarification regarding the action proposed to be taken against the officials concerned in the event that the allegations were found to be substantiated.

2.4 The Respondent informed the Court that the inquiry had been completed and that the allegations against the concerned officials had been found to be substantiated. It was further submitted that the competent disciplinary authority was in the process of taking an appropriate decision in accordance with the applicable service rules and that the inquiry report, along with the relevant records, would be furnished before the Court.

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2.5 The Court observed that allegations relating to denial of reasonable accommodation and harassment of a person with benchmark disability during departmental proceedings constitute serious violations affecting the dignity and statutory rights of persons with disabilities. The Court further observed that if the inquiry report confirms the allegations, the Respondent shall examine the applicability of the relevant provisions of the Rights of Persons with Disabilities Act, 2016, against the officials concerned and ensure that appropriate disciplinary action is taken so as to serve as a deterrent against similar conduct in future.

2.6 The Court further directed the Respondent to undertake disability sensitisation and awareness programmes for its officers and employees to promote awareness regarding the rights of persons with disabilities, the obligation to provide reasonable accommodation, and the need to ensure a dignified, accessible, and non-discriminatory workplace environment.

2.7 Accordingly, the Court recommended the Respondent to file, within fifteen (15) days, the complete inquiry report along with all supporting documents, the final decision taken by the competent authority, details of the disciplinary action proposed or initiated against the officials found responsible, the action plan for conducting disability sensitisation programmes, measures adopted to ensure a safe and conducive work environment for persons with disabilities, and a compliance report indicating the corrective steps taken. The Court further observed that, where appropriate, a written apology from the official(s) found responsible may also be tendered to the Complainant as part of the remedial measures.

2.8 The learned counsel appearing for the Complainant submitted that the denial of reasonable accommodation during the disciplinary proceedings amounted to violations of the provisions of the Rights of Persons with Disabilities Act, 2016, particularly the statutory mandate relating to reasonable accommodation and equal opportunity and requested that the final order specifically examine the applicability of the relevant provisions of the Act while adjudicating the matter. The Court took the submissions on record and observed that the issues raised shall be examined upon receipt of the inquiry report and the Respondent's compliance documents, following which appropriate orders shall be passed in accordance with law.

3. This is issued with the approval of the Commissioner for Persons with Disabilities.

Yours faithfully,

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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(VIKAS TRIVEDI)
Dy. Chief Commissioner

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