Case No. CCPD/16505/1041/26 **Dated:** 12/10/2026

Case No. - CCPD/16505/1041/26

Ms. Vrinda Goel **...Complainant**

Versus

The Director General,

National Testing Agency **...Respondent**

RECORD OF PROCEEDINGS CUM FIRST NOTICE

1. Gist of the case:

1.1 Ms. Vrinda Goel, a Gen-PwBD with 55% Autism Spectrum Disorder candidate appearing for NCET ITEP 2026 (Shift 1), filed a complaint dated 17.04.2026 and alleged that she faced serious accessibility and technical issues during the examination. She stated that she was assigned a fourth-floor examination lab despite her disability status, requiring her to use steep stairs, and that her UDID card was not verified by the examination centre. During the exam, her computer system failed, following which she was shifted to a ground-floor lab, but the examination timer was not paused, resulting in loss of allotted exam time due to relocation, scanner failure, and system logout issues.

She alleged that these circumstances caused severe mental distress and adversely affected her performance. She requested a re-examination and sought verification of server logs, login/logout records, and CCTV footage to substantiate the loss of time and administrative lapses.

1.3 The matter was listed for a preliminary hearing on 28.04.2026 to examine the admissibility, maintainability and probable resolution of the grievance within the legal framework.

3. Record of Proceedings:

3.1 In the hearing before the Court regarding the complaint filed by Ms. Vrinda Goel against the National Testing Agency (NTA), the complainant alleged that she faced accessibility violations and technical difficulties during the NCET ITEP 2026 examination. She stated that despite being a PwBD candidate, she was allotted a fourth-floor laboratory, requiring her to climb steep iron stairs, and that her UDID card was not verified at the examination centre. She further alleged that her computer system malfunctioned during the examination, following which she was shifted to another lab, but her examination timer was not paused, resulting in loss of valuable time. She also stated that her exam was auto-submitted at the same time as other candidates, adversely affecting her performance and causing significant mental stress.

3.2 The NTA representatives submitted that the candidate was provided the allotted examination time and that the examination centre was PwD-friendly. The complainant clarified that she was not entitled to extra time or a scribe and that her examination system was automatically set to end after three hours.

3.3 The Court observed that accessibility for PwD candidates is an essential requirement and directed the NTA to provide a copy of its response to the complainant, granting her seven days' time to file a rejoinder. The matter was kept for further proceedings after receipt of the rejoinder.

4. Whereas Section 3 of the Rights of Persons with Disabilities Act, 2016 hereinafter referred to as "the Act" provides as under: "3. (1) The appropriate Government shall ensure that the persons with disabilities enjoy the right to equality, life with dignity and respect for his or her integrity equally with

others. (2) The appropriate Government shall take steps to utilise the capacity of persons with disabilities by providing appropriate environment. (3) No person with disability shall be discriminated on the ground of disability, unless it is shown that the impugned act or omission is a proportionate means of achieving a legitimate aim. (4) No person shall be deprived of his or her personal liberty only on the ground of disability. (5) The appropriate Government shall take necessary steps to ensure reasonable accommodation for persons with disabilities."

5. And whereas Section 21 of the Act, mandates that every establishment shall notify Equal Opportunity Policy and shall register a copy of the same with the Chief Commissioner. 4. And whereas Section 23 of the Act makes it mandatory for every government establishment to appoint a Grievance Redressal Officer and to inform the Chief Commissioner about such appointment. 5. And whereas Section 75(1) (a) and (b) of the Act mandates the Chief Commissioner to inter alia identify, suo motu or otherwise, the provisions of any law or policy, programme and procedures, which are inconsistent with the Act and to look into complaints inter-alia, concerning matters relating to deprivation of rights of persons with disabilities either on his own motion or on the application of any aggrieved person and recommend necessary corrective steps. 6. And therefore, you are hereby advised to forward your comments on the Complaint on an affidavit signed by an officer of an appropriate seniority not below the level of Group 'A' officer and to produce all the requisite documents upon which you base your Comments or Claim and where you rely on any other document as evidence in support of your comments or claim, you shall enter such documents in a list to be annexed to the Comments on Complaint along with action taken in compliance with statutory provisions as mentioned at paras 3 & 4 above, to this Court within 30 days from the date of issue of this communication, failing which, the Complaint may be disposed of ex-parte. While responding to this notice due care may be taken of relevant provisions of the Act, other statutory provisions, and government instructions such as the ones mentioned above including but not limited to Section 20 of the Act and OM No. 21/1/2018-E.IIB dated 15.09.2022 issued by Department of Expenditure.

6. A copy of your reply should also be served to the Complainant via email and by post and the proof of service be submitted to this Court along with your Reply. You may also provide additional inputs, relevant to the case, if desired. However, it is to be informed that in case any statutory provision, any judgment of a High Court or the Supreme Court, rules formulated under any statute,

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Office Memorandum, or bye-law is relied upon, you shall attach a copy of the same along with your comments on the Complaint. The Complainant may file his rejoinder, if any, to this Court within 15 days with a copy to the Respondent(s).

Yours faithfully,



(VIKAS TRIVEDI)
Dy. Chief Commissioner

Copy to:

1) **Vrinda Goel**
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9286004056
2) **Neeraj Goel**
C-105, Pacific Estate Apartments, Anurag Chowk, Kanwali Road
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neeraj.goel@nic.co.in
9643003480

Enc. Copies:

1) Disability Certificate
2) Authority Letter