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**
5वाँ तल, एन.आई.एस.डी. भवन, जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष : (011) **20892364**
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Case No: CCPD-AD-0183/2026

In the Matter of

Complainant

Smt. Baby Kumari

Versus

Respondent(s)

The MD and CEO, Indian Overseas Bank

1. Background of the Case

1.1 The Complainant, Smt. Baby Kumari, working as a Clerk at Indian Overseas Bank (IOB), Kaushambi Branch, Ghaziabad (Uttar Pradesh), has filed a complaint dated 14.09.2026 regarding the non-disposal and lack of written response to her transfer application seeking posting to Katni, Madhya Pradesh, on marital and disability grounds. She submits that she is a 100% visually impaired woman employee and her husband is also 100% visually impaired, currently working as a Junior Associate at the State Bank of India (SBI), Regional Business Office, Katni, Madhya Pradesh. She highlights that due to their complete visual impairment, both spouses rely heavily on mutual assistance for daily living, personal mobility, and essential needs, and living in different states causes extreme hardship and distress. Despite her branch forwarding the transfer request along with her marriage certificate to higher authorities in March/April 2026, the bank has neither communicated a decision nor provided a reasoned speaking order, which she contends contravenes the mandate of reasonable accommodation and posting/transfer safeguards under Section 20(2) and Section 20(5) of the Rights of Persons with Disabilities (RPwD) Act, 2016, as well as the bank's own exception policies.

2. Hearing

2.1. A preliminary hearing was conducted on 24.09.2026 wherein the following parties/representatives were present:

Sl. No.	Name of the Parties / Representatives	On Behalf of
1.	Smt. Baby Kumari	Complainant
2.	Shri Arvind Kumar Sinha, AGM, HR - IOB	Respondent

3. Record of Proceedings

3.1 During the proceedings, The Complainant submitted that, owing to the complete visual disability of both spouses, they substantially depend upon each other for daily living, mobility and essential activities, and that living in different States causes considerable hardship. She further submitted that although her branch had forwarded her transfer request, along with her marriage certificate, to the higher authorities in March/April 2026, no decision or written response had been communicated to her.

3.2. The Respondent submitted that the grievance had since been resolved. It was explained that the Bank has an online transfer request system and that the Complainant's request had not initially been entered in the portal. Upon receipt of the complaint before this Court, the Bank contacted the Complainant and advised her to submit the transfer request through the prescribed channel. The Complainant thereafter submitted the request through the proper channel, pursuant to which the Bank issued a transfer order and the same was acknowledged by the concerned Regional Office. The Respondent submitted that, in view of the transfer order having been issued, the grievance stood resolved.

4. Observation and Recommendation

4.1 The Court recommended the Respondent to submit to this office a copy of the transfer order and/or joining report, or other documentary proof evidencing that the transfer had been effected. The Court further recommended the Complainant to communicate to this office by email whether her grievance had been resolved pursuant to the transfer and to confirm the same after joining at the transferred place.

4.2. Upon receipt of the aforesaid confirmation from the Complainant and the supporting documents from the Respondent, the matter shall be considered for appropriate final directions.

5. Further Submissions

5.1 In compliance with the recommendations, the Respondent Bank, vide its communication dated 25.09.2026, forwarded the copy of the transfer order issued to the Complainant along with her acknowledgement and submitted that the grievance had been duly attended to and redressed as per her requirement. The transfer order dated 22.09.2026 records that Smt. Baby Kumari, Roll No. 66640, has been transferred from Kaushambi-Ghaziabad Branch to Murwara Katni Branch (2418), under Bhopal Region, with directions to report immediately. The acknowledgement on the transfer order is dated 23.09.2026.

6. Recommendations

6.1 Upon reviewing the facts of the case and the available records, it is clear that the Complainant's grievance has been addressed.

6.2 After considering the submissions from both parties, especially the Complainant's acknowledgement on the transfer order dated 23.09.2026, the Court has determined that no further intervention is necessary.

7. Accordingly, the case is disposed of.

Digitally signed by
S Govindaraj
Date: 15-10-2026
10:10:42

(S. Govindaraj)
Commissioner for Persons with Disabilities