Diary No. DNO/26/CCPD/6845 **Dated:** 22/10/2026

Case No: DNO/26/CCPD/6845

In the Matter of

Complainant

Ms. Laxmi Pal

Versus

Respondent(s)

1. The Director, National Institute for the Empowerment of Persons with Visual Disabilities

2. The Member Secretary, Rehabilitation Council of India

1. Background of the Case

1.1 The Complainant, Ms. Laxmi Pal, a person with 100% visually impaired student, submitted a grievance dated 25.08.2026 and stated that she participated in the RCI/NBER counselling process and selected NIEPVD, Dehradun as her first preference. However, she has now come to know that there may be uncertainty about whether the course will be offered at NIEPVD. She submitted that if the course was not available, it should not have been shown on the counselling system or made available for students to select. She stated that students have already participated in counselling and selected NIEPVD believing that admission was available. The complainant further stated that if she has to take admission in another State, she would face difficulties in travel, accommodation, food, transportation and accessibility. She also stated that shifting to another State would create additional financial burden for her family. She has therefore requested the Court to obtain clarification from NIEPVD and RCI/NBER regarding the status of the course and to protect the interests of students who selected NIEPVD during counselling. If the course cannot be continued, she has requested that a suitable and accessible alternative arrangement be provided without

causing academic or financial loss to the affected students.

2. Hearing

2.1. A preliminary hearing was conducted on 09.10.2026 wherein the following parties/representatives were present:

Sl. No.	Name of the Parties / Representatives	On Behalf of
1.	Ms. Laxmi Pal	Complainant
2.	Shri Rohit Kumar Yadav, Section Officer (Admin), NIEPVD	Respondent 1

3. Record of Proceedings

3.1 During the proceedings, the Complainant's grievance regarding the discontinuation/status of the relevant course at the National Institute for the Empowerment of Persons with Visual Disabilities (NIEPVD), Dehradun, and the consequent difficulties faced by her in pursuing admission was taken up for consideration. The Complainant sought an accessible alternative arrangement in view of the circumstances arising from the course's discontinuation and the availability of updated information regarding the same.

3.2 The representative of NIEPVD submitted that the relevant course had been discontinued and that restarting the course would require permission/approval from the competent Ministry or authority. During the proceedings, it was noted that the course status had been updated on the Institute's website on 14.09.2026. The matter was accordingly discussed with reference to the timeliness of the update, the impact on the Complainant's admission-related decisions, and the feasibility of facilitating an appropriate alternative arrangement.

3.3 The Court observed that the grievance appeared to arise, inter alia, from the lack of timely and clear information regarding the status of the course, which could have enabled the Complainant to make an informed decision and explore alternative options within the relevant timeframe. The Court emphasised that the Institute should ensure that information concerning the status of its courses and the requisite approvals

is updated accurately and in a timely manner on its official website.

3.4 During the proceedings, it was further observed that, considering the nature of the matter and the requirement for appropriate institutional representation, the presence of a Group A Officer from NIEPVD was necessary for the effective conduct of the proceedings and for providing authoritative submissions on behalf of the Institute, including with respect to the status of the discontinued course, the requisite approvals, and the feasibility of an appropriate alternative arrangement.

3.5 The representative of NIEPVD indicated that the possibility of restarting the discontinued course would depend upon obtaining the requisite permission from the competent Ministry or authority. The Court advised the Complainant to remain in contact with the Institute and recommended that the feasibility of obtaining the necessary approval and facilitating an appropriate arrangement be explored, subject to the applicable requirements.

3.6 The matter was concluded with the expectation that NIEPVD would examine the feasibility of restarting the course, clarify the available options to the Complainant, and ensure timely and accurate disclosure of course-related information on its official website, so that prospective applicants, particularly persons with disabilities, are not disadvantaged by delayed or unclear communication. The Institute shall ensure the presence of an appropriate Group A Officer in any further proceedings in the matter, as may be required. Consequently, the Court has determined no further intervention necessary.

4. Accordingly, the case is disposed of.

Yours faithfully,



(S. Govindaraj)
Commissioner