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

Case No. CCPD/16709/1092/26 **Dated:** 15/10/2026

Notice u/s 75 & 77 of the Rights of Persons with Disabilities Act, 2016

Case No: CCPD/16709/1092/2026

To,

The Chairman and Managing Director,
BSNL

Email: cmdbsnl@bsnl.co.in

Sub: Notice to file comments in the complaint dated 20-08-2026 of Shri Lakhpat Kumar Choradia, a person with 61% Locomotor Disability regarding non-grant of disability concession in STD/CCB PCO rent/security deposit and refund of excess charges

Madam /Sir,

I am directed to enclose a copy of documents related to the complaint dated **20-08-2026** of **Shri Lakhpat Kumar Choradia**, a person with **61% Locomotor Disability** on the above-mentioned subject, which is self-explanatory.

2. And whereas, a preliminary was conducted on 01.10.2026 in Diary No. DNO/26/CCPD/6801 wherein the following parties/representatives were present:

Sl. No.	Name of the Parties / Representatives	On Behalf of
1.	Shri Ajay Choudhary, AGM BSNL Bikaner	Respondent
2.	Shri Jagdish Prasad Beniwal, AO Bikaner BA	Respondent
3.	Shri Inder Singh, Ex AGM Commercial Bikaner BA	Respondent

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No representatives on behalf of the Complainant were present during the proceedings.

2.1 And whereas, the Complainant's grievance was taken up in his absence. The complaint stated that he is a person with 61% locomotor disability and was allotted a Coin Collection Box (CCB) Public Call Office (PCO) by the Department of Telecommunications in 1992–1993. He alleged that despite repeatedly seeking disability-related concessions in rent and security deposit, the applicable rebate was not extended, resulting in financial loss. The Respondent submitted that the Complainant had initially applied under the general category in 1993 and subsequently sought conversion to the PwD category and a rebate. However, as communicated by the Department in 1998–1999, he was required to submit his disability certificate in original, whereas only a copy had been furnished. The Respondent further submitted that no subsequent communication was received from the Complainant after 1999, that he surrendered the PCO in 2005, and that the security deposit was refunded.

2.2 And whereas, considering the age of the matter and the need to verify the records, the Court granted the Respondent **one month** to submit a detailed response, with a copy to be served upon the Complainant. The Complainant was granted **15 days** thereafter to file a rejoinder.

3 Whereas Section 3 of the Rights of Persons with Disabilities Act, 2016, herein after 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."

4. And whereas Section 21 of the Act mandates that every establishment shall notify an Equal Opportunity Policy and shall register a copy of the same with the Chief Commissioner.

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

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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 para 3 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.**

7. 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, 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:

न्यायालय मुख्य आयुक्त

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1) **LAKHPAT KUMAR CHORADIA**
NAIYON KI GALI LAXMINATH JI TEMPLE ROAD
BIKANER, RAJASTHAN, 334001
lakhpatchordia4@gmail.com
9351860656

Enc. Copies:

1) Disability Certificate
2) Case Document - 1