Diary No. DNO/26/CCPD/6809 **Dated:** 22/10/2026

In the matter of—

Mr. Digvijay Ekanath Patil
(Complainant)

Versus

The Director

Institute of Banking Personnel Selection (IBPS)
(Respondent)

1. Background of the Case

1.1 The Complainant, a person with 56% locomotor disability (Congenital Scoliosis with Klippel Feil Syndrome) stated that he had applied for the post of Agricultural Field Officer (Scale I) under the Common Recruitment Process for Specialist Officers (CRP-SPL-XVI) conducted by the Institute of Banking Personnel Selection (IBPS), the Respondent, under the PwBD/Locomotor Disability category. He stated that after completing the application process, he was unable to download his admit card as the system repeatedly displayed the message “Credentials are invalid”.

1.2 The Complainant stated that on contacting the IBPS helpline, he was informed verbally that his application had been rejected because he had applied under the PwBD/OC category and that the recruitment guidelines had been changed, but no written order, reason, rule or notification was provided to him. He submitted that this was inconsistent with the Important Notice for PwBD Category Candidates dated 12.08.2026 issued by IBPS, which, according to him, expressly identifies the post of Agricultural Field Officer (Scale I) as suitable for OC/Locomotor Disability, including spine deformity and spine injury without associated neurological/limb dysfunction. He stated that the rejection would deprive him of the opportunity to participate in the recruitment process and requested the intervention of this Court.

2. Notice of Admissibility

2.1 A notice dated 01.10.2026 under Sections 75 and 77 of the RPwD Act, 2016, was issued to the Respondent for a hearing on 09.10.2026 to determine the admissibility of the case and find out if this can be resolved without further quasi-judicial intervention of this Court.

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3. Complainant's Communication

3.1 The Complainant, vide email dated 02.10.2026, informed this Court that his grievance had been resolved by IBPS, which, after he raised the matter, reconsidered the issue, issued his admit card and permitted him to appear in the examination. He stated that he had no further grievance against the Respondent and requested that the complaint be disposed of.

4. Respondent's Submission

4.1 The Respondent submitted that the Complainant had applied for the post of Agricultural Field Officer (Scale I) under CRP SPL XVI, issued vide Notification dated 01.07.2026, with his disability category as OC/Locomotor Disability and sub-type 'Spinal Deformity/Spinal Injury' and he appeared in the online Preliminary Examination on 29.08.2026. The Respondent accordingly prayed that the matter not be taken up for admission and be dismissed.

5. Hearing

5.1 A preliminary hearing was conducted on 09.10.2026. The following parties/representatives were present during the hearing:

Sl.No.	Name of the parties/Representatives	For Complainant/Respondent	Mode of Attendance
1	Mr. A Ani Muthyalu, DGM (Legal & Admn) and Ms. Rajshree Kumari, Manager (Legal) IBPS	Respondent	Online

5.2 No representative appeared on behalf of the Complainant during the hearing.

6. Record of Proceedings

6.1 During the hearing, the Respondent reiterated its written reply, which it confirmed had also been submitted in hard copy, and submitted that the Important Notice dated 12.08.2026 had been issued in implementation of the applicable Government notification and Office Memorandum. The Respondent submitted that the Complainant's representation was examined, that he, like the other similarly placed candidates, was permitted to participate, and that his admit card was issued and he attended the

examination.

7. Observations & Recommendations

7.1 The Court notes that the Complainant has confirmed in writing, and the Respondent has also stated, that the admit card was issued to the Complainant and that he appeared in the online Preliminary Examination on 29.08.2026. The grievance of the Complainant thus stands redressed.

7.2 Accordingly, the case is disposed of.

Yours faithfully,

(S. Govindaraj)
Commissioner