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/16713/1121/26 **Dated:** 21/10/2026

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

Case No: 16713/1121/2026

To,

The Director

AIIMS, Delhi

Email – director@aiims.gov.in | ms.main@aiims.gov.in **... Respondent (1)**

The Director

UDID, DEPwD

New Delhi

Email – anand.51@gov.in **... Respondent (2)**

Sub: Notice to file comments in the complaint dated 30.09.2026 of Ms. Payal Soam, a person with chronic neurological condition, regarding non-issuance of UDID Card

Madam /Sir,

I am directed to enclose a copy of documents related to the complaint dated **30.09.2026** of **Ms. Payal Soam**, a person with **chronic neurological condition** on the above-mentioned subject, which is self-explanatory.

2. 2. **And whereas, a preliminary was** conducted on 09.10.2026 in Diary No. DNO/26/CCPD/7159

Case No. CCPD/16713/1121/26 **Dated:** 21/10/2026

wherein the following parties/representatives were present:

Sl. No.	Name of the Parties / Representatives	On Behalf of
1.	Ms. Payal Soam	Respondent
2.	Dr. Dattaraj Sawarkar, Chairman of Disability Board, Neurosurgery, AIIMS, Delhi	Respondent

2.1 And whereas, the Complainant, Ms. Payal, submitted that she has chronic neurological conditions and has been under treatment at AIIMS, New Delhi. She applied for a disability certificate in October 2025 and was subsequently called by AIIMS, New Delhi, to provide her latest MRI and X-ray reports for verification and assessment. Although the assessment process was completed, she had not received her disability certificate despite repeated inquiries. She submitted that the delay was affecting her ability to apply for admission to a Ph.D. programme in Law, for which the admission process was scheduled for November 2026, and requested early issuance of the certificate.

2.2 And whereas, the Respondent submitted that the Complainant's assessment had been completed and the assessment report and certificate were ready; however, the UDID portal was not displaying the Complainant's State and District details on the verification page, preventing the Respondent from completing verification and uploading the assessment report. The Respondent stated that the issue had been reported to the concerned authorities through emails dated 20.03.2026 and a subsequent reminder dated 12.06.2026, but remained unresolved. The Court asked the Respondent to forward to the Court the relevant correspondence exchanged with the concerned authorities, along with its reply and follow-up communications, and indicated that the matter would be taken up with the concerned UDID authorities for resolution. The Court further explored the possibility of issuing a hard copy of the disability certificate in the interim, in view of the Respondent's submission that the assessment had been completed and the assessment report was available, while the portal-related verification remained pending. The Respondent was requested to place the relevant details on record for consideration by the Court.

3. 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."*

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 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.

6. 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.

7. 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 but not limited to Chapter X, sections 56 to 59 of the Act, read with Rules**

Case No. CCPD/16713/1121/26 **Dated:** 21/10/2026

17 to 20 of the RPwD Rules, and
the Department of Empowerment of Persons with Disabilities (DEPwD) Notification No. S.O. 1338(E) dated 12th March 2024.

8. A copy of your reply should also be served to the Complainant **via email or by post**. 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 and forward to this Court within 30 days. The Complainant may file his rejoinder, if any, to this Court within further **15 days** with a copy to the Respondent(s).

Yours faithfully,



(VIKAS TRIVEDI)
Dy. Chief Commissioner

Copy to:

1) **Payal Soam**
H. No. 6, Shiv Shakti Vihar, Lajpat Nagar, Sahibabad
GHAZIABAD, UTTAR PRADESH, 201005
payalsoam56@gmail.com
8287468490

Enc. Copies:
1) Disability Certificate