Diary No. DNO/26/CCPD/6869 **Dated:** 23/10/2026

In the matter of

Mukesh Kumar
(Complainant)

Vs.

The Director General
Central Bureau of Communication
(Respondent)

1. Background of the Case

1.1 The Complainant, a person with 45% locomotor disability, stated that on 25.06.2026 he visited the Lucknow office of the Central Bureau of Communication (CBC) to collect publicity material on Government schemes. He submitted that, owing to the heat and his disability, he felt exhausted, drank some water and sat on a sofa after asking a staff member, whereupon the Director of the office came out shouting at him.

1.2 The Complainant further stated that, despite his explaining his disability and apologising, the Director continued to use abusive language and threatened to break his other leg and make him completely disabled, in the presence of other staff. He submitted that this conduct amounts to humiliation and harassment of a person with disability and is in violation of the provisions of the RPwD Act, 2016.

2. Notice of Admissibility

2.1 A notice dated 05.10.2026 under Sections 75 and 77 of the RPwD Act, 2016, was issued to the Respondent for a hearing on 15.10.2026 to determine the admissibility of the case and find out if this can be resolved without further quasi-judicial intervention of this Court.

3. Hearing

3.1 A preliminary hearing was conducted on 15.10.2026. The following parties/representatives were present during the hearing:

Sl.No.	Name of the parties/Representatives	For Complainant/Respondent	Mode of Attendance

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1.	Dileep Kumar Shukla, Director, PIB (Holding additional Charge of Director CBC)	Respondent	Online

3.2 No one appeared on behalf of the Complainant during the hearing.

4. Record of Proceedings

4.1 The Respondent stated that, on the day of the incident, two persons not known to anyone were sitting near the sofa in the office. One of them mentioned the name of an official who was on leave, and the Respondent informed them accordingly. They had come with sweets in connection with transfer-related work, and all the staff denied knowing them. After about 30 minutes in the office premises, they were asked to leave and left. The Respondent further stated that the Complainant subsequently wrote complaints to many bodies making various allegations, all of which are denied; that he did not misbehave with any person with disability, as six eyewitnesses were present; and that a report has been sent to the competent authority in the Department

4.2 The Court observed that the matter could not be concluded on hearing one side alone. The Respondent is recommended to submit a written reply within 07 days, along with supporting evidence such as any available footage or recordings, with a copy to the Complainant. The Complainant is recommended to file a rejoinder within 03 days thereafter, with a copy simultaneously served on the Respondent. On the basis of the replies, the Court will decide the matter, and if required, another hearing may be held.

Yours faithfully,

(VIKAS TRIVEDI)
Dy. Chief Commissioner