Diary No. DNO/26/CCPD/6750 **Dated:** 23/10/2026

In the matter of

Shri Hanuman Prasad Gupta
(Complainant)

Vs.

The Managing Director & Chief Executive Officer
Just Udo Aviation Private Limited (FLY91)
(Respondent)

1. Background of the Case

1.1 The Complainant, a person with 100 % Hearing Impairment, submitted that he applied for employment with FLY91 (Just Udo Aviation Private Limited) and received an interview invitation on 07.05.2026. He stated that he participated in and completed two rounds of interviews and was informed that he would receive an update regarding his candidature within about one week.

1.2 The Complainant stated that no final decision was communicated to him for more than three months. He submitted that, on repeated follow-ups, FLY91 informed him that the commencement of operations at the Indore station had been put on hold and, therefore, the recruitment process for that location would not proceed further.

1.3 The Complainant further stated that he thereafter requested FLY91 to consider his candidature for suitable vacancies at other stations, in view of his qualifications and more than eight years of professional experience, including experience with IndiGo in airport operations and customer service, but that FLY91 did not provide him with a clear decision regarding consideration of his candidature for any alternative vacancy.

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

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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
1	Shri Hanuman Prasad Gupta	Complainant	Online
2	Ms. Kanika, Legal Counsel, FLY91	Respondent	Online
3	Mr. Jeronimo and Ms. Twinkel, HR Department FLY 91	Respondent	Online

4. Record of Proceedings

4.1 The Respondent, through its legal counsel, denied the allegation that the Complainant's candidature was not considered. She stated that the Complainant was informed on more than one occasion, through various channels including WhatsApp and email, that the Indore station had not become operational and that the Complainant was never rejected on the ground of disability. She submitted that the recruitment did not proceed only because the station was never opened.

4.2 On being asked by this Court whether the Respondent had submitted a written response to the Notice of Admissibility, the Respondent's counsel stated that no written reply had been filed, and apologised for the delay. This Court noted that no written communication had been received from the Respondent and that, in the absence of the same, it was not in a position to understand what had been communicated to the Complainant.

4.3 The Respondent is requested to submit its written response to the grievance, along with copies of the communications sent to the Complainant, within seven days. The Complainant may file a rejoinder, if any, within three days of receipt of the Respondent's response. This Court will thereafter examine the records of both parties and proceed to decide the matter.

Yours faithfully,

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

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(VIKAS TRIVEDI)
Dy. Chief Commissioner

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(पया भविष्य मे पंत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखे)
(Please quote the above file/case number in future correspondence)