

आप की सरकार

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Office of the State Commissioner of Persons with Disabilities,

Govt. of NCT of Delhi
25-D, Mata Sundri Road, New Delhi-110002



Air Commodore Ranjan Mukherjee, Vishisht Sewa Medal joined as State Commissioner for Persons with Disabilities, GNCT of Delhi on 28.01.2021. He has been a commissioned officer of the Indian Air Force with 35 years of multifaceted experience in both civil and defence Administration & Management. Besides the Air Force, he worked as Additional Director General, Prasar Bharti from 2014 to 2017, Officer on Special Duty to the Hon'ble Lt. Governor, Delhi from 2007 to 2013, and as Advisor cum Secretary to Hon'ble Minister of State, Agriculture and Farmers Welfare, GoI, since 03 May 2018, till 30 June 2019, (this post was with the due approval of the

Cabinet Committee of Appointment). Subsequently, he worked in the Cabinet Secretariat till his joining as State Commissioner for Persons with Disabilities. During his stint as OSD to L.G. and similarly as Principal Commissioner, DDA, Special Projects, he was instrumental in implementing much required "Accessibility" for persons with disabilities in all stadiums, public conveniences, malls, markets, bus shelters and all modes of public transports.

- With sound professional ability to plan and execute task under strained circumstances he is able to achieve the desired goals by managing diverse teams and utilizing effective negotiation and communication skills.
- During his career in IAF, GNCTD, I&B Ministry GOI, Agriculture Ministry GOI, Cabinet Secretariat, GOI, he has always been caring and sympathetic to the special needs of the persons with disabilities.

Educational Background:

- Masters in Business Administration with specialization in Human Resource Development from Symbiosis Institute of Management Studies, Pune in 2005.
- B.Sc. (Agricultural Sciences) 4 years integrated course from Institute of Agricultural Sciences, Banaras Hindu University in 1981. MSc Pt 1 Agri-Economics in 1982 from BHU.

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CHAPTER-I

1. INTRODUCTION

1.1 An independent Office of the Commissioner for Persons with Disabilities was set up vide Notification No. F.81(87)/DSW/DO-III/2003/3199-3218, dated 27.05.2009 by Govt. of National Capital Territory of Delhi under Section 60(1) of the Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995. Rights of Persons with Disabilities Act, 2016 (RPwD Act) did come into force w.e.f. 19th April, 2017 and as per Section 79, State Commissioner for Persons with Disabilities has been appointed by the State Government.

As per the mandate and requirement of the RPwD Act, 2016, the office of the State Commissioner for Persons with Disabilities, Delhi has been effectively operational since its inception and has been carrying out the much required work of providing the olive branch to the persons with disabilities of Delhi. Innumerable cases of persons with disabilities have been satisfactorily disposed by the SCPD and it is a relentless process which continues with all sincerity, positive attitude, enthusiasm of all the staff of the office of SCPD. Following routine work continues in the office:-

1.2 Section 80 of the RPwD Act mandates the State Commissioner to perform various functions to secure rights and participations of Persons with Disability.

1.3 State Commissioner has the same powers of a Civil Court as are vested in a Court under the Code of Civil Procedure, 1908 while trying a suit in respect of the following matters:-

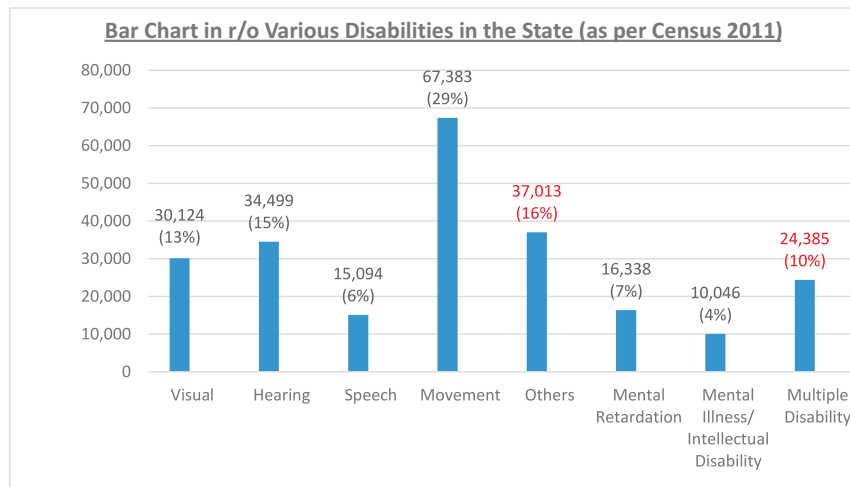
- (a) summoning and enforcing the attendance of witnesses;
- (b) requiring the discovery and production of any documents;
- (c) requisitioning any public record or copy thereof from any court or office;
- (d) receiving evidence on affidavits;
- (e) issuing commissions for the examination of witnesses or documents; and
- (f) issuing order with complete jurisprudence to give relief to the aggrieved persons with disabilities.

CHAPTER-II

2. OVERVIEW

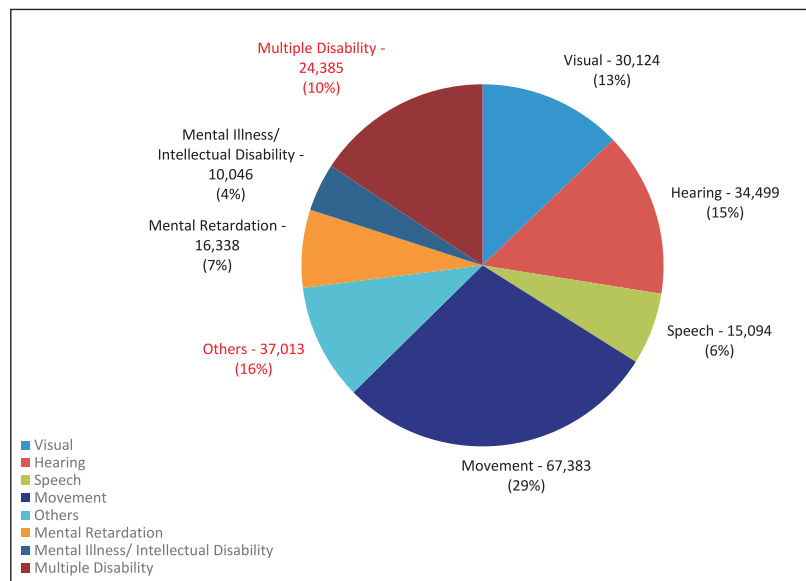
2.1 According to Census 2011, there were 2.68 crore persons with disabilities in the country which works out to 2.21% of the total population. The total population of the NCT of Delhi was 1,67,87,941. Out of that, 2,34,882 i.e. 1.4% of the total population of NCT of Delhi had one disability or the other. 2011 Census included persons with visual, hearing, speech, locomotor disability, mental illness, mental retardation, multiple disability and other disabilities. The details of persons with disabilities by type of disability in NCT of Delhi as per Census 2011 are as under:-

Disability	Census	%
Visual	30,124	12.8
Hearing	34,499	14.7
Speech	15,094	06.4
Movement	67,383	28.7
Mental Retardation	16,338	06.9
Mental Illness/Intellectual Disability	10,046	04.3
Others	37,013	15.8
Multiple Disability	24,385	10.4
Total	2,34,882	100



Pie Chart in r/o Various Disabilities in the State (as per Census 2011)

Pie Chart in r/o Various Disabilities in the State (as per Census 2011)



2.2 The number of persons with disabilities is likely to increase manifold as the categories of disabilities covered in the Act have increased from 5 to the 21 disabilities.

2.3 Presently, NCT of Delhi is distributing Disability Pension to 1,04,000 persons @ Rs.2500/- per month amounting to Rs. 26 crores per month, which is highest in the country.

CHAPTER-III

3. STATUTORY FRAME WORK AND HIGHLIGHTS OF RIGHTS OF PERSONS WITH DISABILITIES ACT, 2016

3.1 The Rights of Persons with Disabilities Act, 2016 was in vogue:-

(i) With the twin objectives of harmonising the provisions of the Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995 with the United Nations Convention on the Rights of Persons with Disabilities and to ensure better implementation. Rights of Persons with Disabilities Act, 2016 has since been enacted and brought forward into force in Delhi w.e.f. 19.04.2017.

(ii) Three levels of Persons with Disabilities have been defined as under:

“person with disability” means a person with long-term physical, mental, intellectual or sensory impairment which, in interaction with barriers, hinders his full and effective participation in society equally with others;

“person with benchmark disability” means a person with not less than forty per cent. of a specified disability where specified disability has not been defined in measurable terms and includes a person with disability where specified disability has been defined in measurable terms, as certified by the certifying authority;

“person with disability having high support needs” means a person with benchmark disability certified under clause (a) of sub-section (2) of section 58 who needs high support;

(iii) The Act provides for various rights and entitlements for persons with disabilities such as equality and non-discrimination, community life, protection

against cruelty and inhuman treatment, access to justice, legal capacity etc. It also mandates the appropriate Governments to frame schemes and programmes on social security, health, rehabilitation, recreation, skill development, etc. and action plans for making built environment accessible within 5 years and services within 2 years from the date of notification.

- (iv) The Act also provides for penal provisions for contravention of the provisions of the Act, offences of atrocities, failure to furnish information to ensure effective implementation of the Act.
- (v) Rights of Persons with Disabilities Rules, 2017 notified by the Central Government on 15.06.2017 provide for:-
 - (a) Accessibility standards for built environment, passenger bus transport and website and content to be placed on website.
 - (b) Procedure for applying and grant of certificate of disability.
 - (c) Manner of publication of equal opportunity policy and maintenance of records regarding employees with disabilities.
 - (d) Mechanism for implementation of provision of non-discrimination on the ground of disability.
 - (e) Manner of utilization and management of National Fund for Persons with Disabilities.
- (vi) Guidelines for assessment to the extent of specified disability were also notified on 04.01.2018.
- (vii) As per circular dated 14.07.2020 issued by Department of Health & Family Welfare, GNCT of Delhi, the following hospitals are authorized to issue disability certificate to the disabled residing in Delhi, without considering their district of residence:-

S. No.	Name of Hospital	Address
1.	Deen Dayal Upadhyaya Hospital (DDUH)	Hari Nagar, New Delhi- 110064
2.	Hindu Rao Hospital	Malka Ganj, Delhi-110007

3.	Dr. Baba Saheb Ambedkar Hospital (BSAH)	Sector 6, Rohini, New Delhi-110085
4.	Guru Teg Bahadur Hospital (GTBH)	Shahdara, Delhi-110095
5.	Gobind Ballabh Pant Hospital (GB Pant)	1, Jawaharlal Nehru Marg, 64 Khamba, Raj Ghat, New Delhi -110002
6.	Institute of Human Behaviour and Allied Science (IHBAS)	Tahirpur Road, SDN Hospital Rd, Dilshad Garden, New Delhi-110095
7.	Safdarjung Hospital	Ansari Nagar East, near to AIIMS Metro Station, New Delhi -110029
8.	Ram Manohar Lohia Hospital (RML)	Baba Kharak Singh Rd, near Gurudwara Bangla Sahib, Type III, Connaught Place, Delhi-110001
9.	Lady Harding Hospital (Lady Harding Hospital Medical College & Associated SSK & KSC Hospital)	Near Panchkuian Marg, Shivaji Stadium, Connaught Place, New Delhi-110055
10.	Lok Nayak Hospital (LNH)	Jawaharlal Nehru Marg, near Delhi Gate, LNJP Colony, New Delhi-110002
11.	All India Institute of Medical Sciences (AIIMS)	Sri Aurobindo Marg, Ansari Nagar East, New Delhi-110029

(Note: Army Hospital, The Base Hospital, Delhi Cantt. is also in the process of being notified)

CHAPTER-IV

4. HIGHLIGHTS OF INITIATIVES OF THE OFFICE OF STATE COMMISSIONER FOR SYSTEMIC CHANGES AND BETTER IMPLEMENTATION OF THE ACT

4.1 Accessibility:

4.1.1 State Commissioner for Persons with Disabilities (SCPD) took up *Suo motu* matter with Delhi Police regarding installation of auditory signals/beepers at pedestrian crossing/signal points and recommended implementation of the same for benefit of Persons with Disabilities (PwDs) i.e. persons with visual impairment, locomotor disability, hearing impairment, senior citizens etc.

4.1.2 SCPD also took another *suo motu* matter with Unified Traffic & Transportation Infrastructure Planning and Engineering Centre (UTTIPEC) and all road owing agencies in Delhi besides Pr. Secretary (Transport) and CMD, DTC for “Sugamya Bharat” initiative for easy accessibility of PwDs in the National Capital with direction to all concerned for carrying out status audit and rectify the shortfalls in this regard.

4.1.3 To ensure the rights of persons with disabilities matter regarding issues of accessibility at religious places were addressed in a holistic manner and in real sense of the term as intended in the Act, a *Suo motu* cognizance was taken up with all the 11 District Magistrates of Govt. of NCT of Delhi to take appropriate action to make the places of worship accessible for persons with disabilities and recommended that an accessibility audit of the large and important places of worship should be conducted and these should be made accessible as far as possible in accordance with the “Guidelines for Making the Religious Places Accessible”.

4.1.4 State Commissioner for Persons with Disabilities also took up the case of barrier free access to hotels, restaurants in NCT of Delhi as many are not as per standards prescribed in the *Harmonised Guidelines and Space Standards for Barrier Free Built Environment for Persons with Disabilities and Elderly*. All the 429 members of the FHRAI (Federation of Hotel & Restaurant Association of India) were requested by SCPD to ensure that their premises have all the accessible features in accordance with the standards prescribed in the Harmonised Guidelines and prepare an Action Plan to make every 'building' and 'facilities and services' accessible to Persons with Disabilities.

4.1.5 As the compliance reports were not received from a majority of hotels and restaurants, hence a hearing was taken up at Delhi Secretariat on 16.12.2019. A total 116 representatives of the respondent hotels and restaurants attended the hearing. The provisions of the Act, the Rules, the Harmonised Guidelines of Ministry of Tourism were explained and it was directed to carry out a proper accessibility audit of the 'buildings' and 'facilities and services' and make them accessible to persons with disabilities.

4.2 Awareness:

4.2.1 During the reporting year 04, capacity building training were conducted to create awareness amongst the staff and officers of GNCT of Delhi and Local Authorities in collaboration with Dte. of Training, UTCS (Union Territory Civil Services). A total 403 officials/officers attended these sensitisation programmes.

4.2.2 As per advice of SCPD, 186 Grievance Redressal Officers have been appointed by the departments/organizations of Govt. of NCT of Delhi & their subordinate offices and the same has been uploaded on the website of the O/o SCPD, Delhi

4.2.3 SCPD also took the initiative with all the Departments of GNCT of Delhi and Private establishments to register Equal Opportunity Policy (E.O.P) with the office of SCPD in respect of their department/establishments and their subordinate offices. 128 Government Departments including their subordinate offices and 24 private establishments have registered their E.O.P with the Office of SCPD till March, 2020. In total, 1438 Government Departments including their subordinate

offices and 31 private establishments have registered their E.O.P with the Office of SCPD so far.

4.3 Education:

4.3.1 SCPD advised Dte. of Education for issuance of clear policy guidelines specifying the evidence based pedagogy for children with different disabilities, mandatory infrastructure required for teaching and learning of such children, the roles and responsibilities of various stakeholders which must be mandated and circulated to each school. Awareness about it and strict monitoring of its implementation should also be ensured.

4.3.2 Dte. of Education in consultation with Department of Social Welfare have framed comprehensive guidelines for setting up and running of schools with children with disabilities and prescribe the mandatory norms for such schools and ensure effective monitoring.

4.3.3 Dte. of Education on advise by SCPD organised awareness and sensitization programmes for the members and management of the schools, principals, teachers and other functionaries of the schools and also the parents of children studying in the school in the general and the parents of children who are disabled. Training on techniques of handling children with disabilities also being organized for all the teachers in different schools time to time.

4.3.4 On the recommendation of SCPD, vide order dated 09.04.2019, Delhi Commissioner for Protection of Child Rights (DCPCR) vide letter dated 18.09.2019 has issued advisory regarding involvement of experts/specialists preferably with relevant rehabilitation qualification whenever any issue concerning a child with disability comes up for consideration.

4.4 Disability Certificates, Health and Rehabilitation:

4.4.1 SCPD recommended that Principal Secretary, Health and Family Welfare Department, GNCT of Delhi shall either constitute a Committee of Doctors of relevant field to visit the patients at their residences to assess their disability and if eligible, issue the disability certificates, or

4.4.2 Depute ambulance with adequate man power to transport the patients with dignity to the concerned Hospital for assessment of their disability and if eligible, issue the disability certificates which can be collected by their attendants/family members.

4.5 Policy Interventions:

4.5.1 SCPD took up matter of facilitating persons with disabilities with Election Commission of India and Chief Electoral Officer, Delhi to make adequate provision for postal ballot/technologically supported voting facility for PwDs from home, Ministry of Law & Justice vide notification dated 22 October, 2019 issued the notification in this regard. Now, persons with disabilities, who cannot move and senior citizens of 80 years and above have the option to cast their vote by postal ballot not only Delhi but in the entire country.

4.5.2 After persistent efforts, a total of 28 Town Vending Committees (TVCs) were constituted by the municipalities. Thereafter through *suo-motu* cases, vide order dated 21.11.2019 State Commissioner for Persons with Disabilities recommended the following:

- (i) Urban Development Department should create provisions for reservation of 5% vending sites for persons with benchmark disabilities with priority to women with benchmark disabilities and incorporate other recommendations.
- (ii) Upon the decision on the above, concerned TVCs should start allotting the vending sites to applicants with benchmark disabilities by 31.12.2019 and ensure that no eligible person with benchmark disability is deprived of his/her right to earn his livelihood due to procedural delays in allotting the sites. (NDMC, MCDs)

4.5.3 On the initiative of SCPD, Department of Law, Justice & Legislative Affairs, GNCT of Delhi vide notification dated 19.08.2019 designated the Court of Additional Sessions Judge-02 in each district within the jurisdiction of Delhi as Special Court to try the offences under the RPwD Act, 2016. Further, Law Department was requested to intimate the jurisdiction of the concerned Special Courts, the name and the contact details of the Public Prosecutor/Advocate and the procedure to approach them.

CHAPTER-V

5. REDRESSAL OF GRIEVANCES AND ITS DETAILS

5.1 Redressal of Grievances:

5.1.1 One of the important functions of the State Commissioner is to inquire, *suo motu* or otherwise deprivation of the rights of persons with disabilities and ensure safeguards available to them in respect of the matters for which the State Government is the appropriate authority and take up matters with the concerned authorities for corrective action. A variety of queries/complaints/grievances ranging from day-to-day harassment in the family and outside to infringement of fundamental and human rights are received in the Court of State Commissioner from Persons with Disabilities, their parents, caregivers, activists, etc.

5.1.2 The complaints received in the Court of State Commissioner are assigned subject-wise unique incident code. The complaint number assigned to each complaint indicates its numerical number, the subject and sub-subject it relates to and the year & month of filing the complaint. This has helped to know the number of complaints on each subject/sub-subject (incident wise).

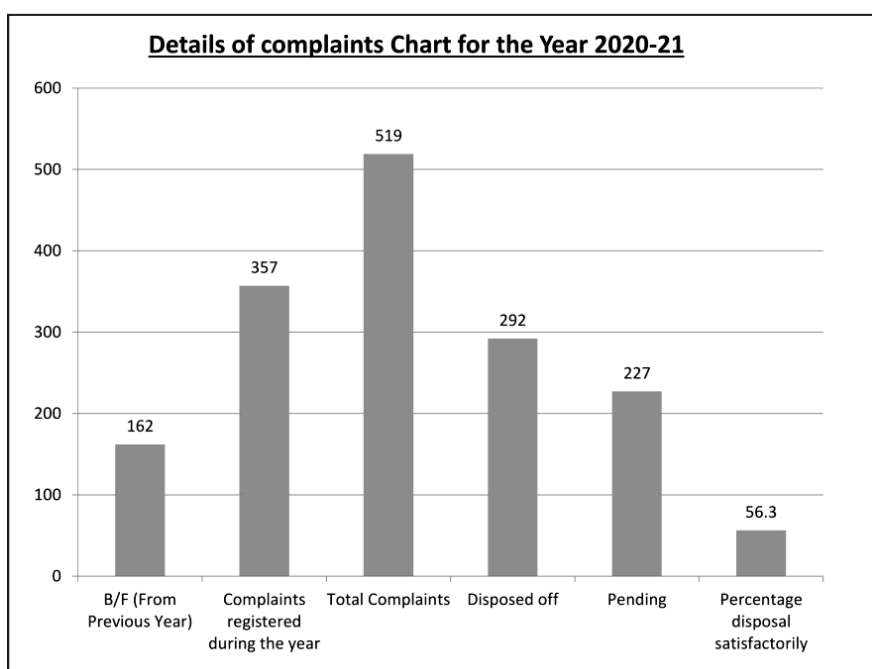
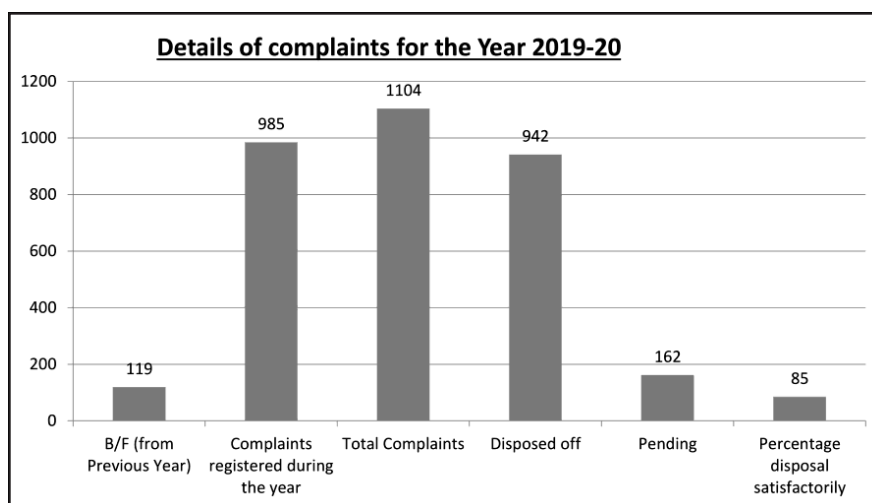
5.1.3 186 Grievance Redressal Officers (GROs) have been appointed in Delhi to look into grievances of persons with disabilities.

5.1.4 Equal Opportunity Policies (EOPs) are being registered in this office. It is a computerised mechanism and being maintained/updated regularly. It is proposed to be put in the website with facility of updating the same by the respective departments against which grievance is pending.

5.2 Details of complaints:

S.No.	Year	B/F	Complaints registered during the year	Total Complaints	Disposed off	Pending	% disposed
1.	2019-20	119	985	1104	942	162	85%
2.	2020-21	162	357	519	292	227	56.3%*

*Note:**Due to Covid Pandemic and non availability of SCPD for a year till January 27th, 2021, the disposal and satisfaction level was low which is picking up now.



CHAPTER-VI

6. RECOMMENDATIONS

6.1 Sensitisation and awareness about provisions of RPwD Act, 2016 and capacity building of all the Government functionaries at **all levels** should be a continuous and ongoing process. Secretary concerned should ensure that the recommendation made in this regard in the Annual Reports should be implemented in letter and spirit of the provision in Section 39 and Section 47 (a) of the RPwD Act, 2016. **(Action: Department of Social Welfare (DSW) & Dte. Of Training)**

6.2 Govt. of NCT of Delhi should create facility for food, stay, care, education, skill training and rehabilitation of abandoned children and adults with disabilities in Delhi besides PwD Orphans who have become victim of the Covid Pandemic and ensure that they live a life of dignity. The Homes for children/abandoned persons being run by Govt. of NCT of Delhi or NGOs in Delhi should be asked to ensure admission of children with disabilities and provide for support systems and the facilities necessary for them. This should be made one of the mandatory conditions for registration and permission to run such Homes in NCT of Delhi in order to promote and ensure inclusiveness. **(Action: DSW, WCD)**

6.3 Accessibility to the key offices and institutions for persons with disabilities or the offices and facilities that are frequently visited by general public including persons with disabilities must be ensured. Some such offices are the Office of State Commissioner for Persons with Disabilities, Social Welfare Department, District Social Welfare Officer, Schools, Homes, Hospitals etc., Municipalities besides PWD, NDMC and Offices of Delhi Police. It needs to be ensured that seamless and safe accessibility in the built environment such as the office premises, the roads, footpaths, public conveniences, malls, markets, stadia etc. are PwD friendly and are accessible. There is need for close co-ordination and co-operation amongst all concerned authorities. A proper co-ordination mechanism should be put in place by

Social Welfare Department by fixing the responsibility and making the concerned authorities accountable for any lapse. MPD 2041 need to cater to the needs of PwDs effectively. **(Action: DSW, DDA, MCDs, VCs of Universities, Department of Education, NDMC, PWD, Directorate of Higher Education)**

6.4 Department of Social Welfare should survey all the special schools/institutions to ascertain availability of trained human resources and teaching-learning resources etc. and identify the deficiencies, if any, in consultation with the experts in the field and ensure compliance of the prescribed standards/norms/guidelines. The Department should develop guidelines for special schools and the requirements for an appropriate environment in the light of Section 31 of the Rights of Persons with Disabilities Act, 2016. All the Special Schools in NCT of Delhi should be directed to register themselves with Directorate of Education. **(Action: DSW, Dte. of Education)**

6.5 The process for grant of disability pension, recommendation for grant-in-aid to non-Governmental Organisations, issue of guardianship under National Trust Act, NOC to run RCI approved courses should be made time bound and a condition that if the inspection report is not received within the fixed time, it would be presumed that there is nothing against the individual/organisation and the permission/sanction would be processed. In case of anything adverse that may come to notice at any stage, the inspecting team would be held responsible and proceeded against. **(Action: DSW)**

6.6 The Govt. of NCT of Delhi should create the State Fund for Persons with Disabilities under Section 88 of the Act which is mandatory without any further delay and frame policy to assist and empower persons with disabilities. **(Action: DSW)**

6.7 The fact that many children with disabilities (e.g. children with Autism Spectrum Disorder) may not be comfortable in a class having 30-40 students must be kept in view while admitting such children in a class. A group of professionals, parents and teachers should decide about the teaching/learning arrangement and inclusion of such children in a particular setting. Dte. of Education in consultation

with Department of Social Welfare should frame comprehensive guidelines for setting up and running of schools who have children with disabilities and prescribe the mandatory norms for such schools and ensure effective monitoring. Emphasis however should be on inclusive education for Children with Disabilities. **[Action: DSW, Dte. Of Education]**

6.8 A time bound action plan for imparting training to all the mainstream teachers of Govt as well as private schools on techniques of handling children with disabilities should be organised and its implementation should be ensured by Dte. of Education. This should be an ongoing process for in-service teachers to keep them updated. All the Teachers including those in the higher education segment, should acquire working knowledge of Indian Sign Language and Braille. It can be organised in collaboration with ISLRTC and the NGOs working in the field. **(Action: Dte. of Education, SCERT)**

6.9 Dte. of Education should ensure that there is no differentiation in provisioning of TLM between the children with and without disability in the mainstream schools. Every Principal/Head of School and the key functionaries of the management must be trained on the provisions for inclusive education in the Rights of Persons with Disabilities Act, 2016 and Right to Education Act, 2009 as amended in 2012 and the orders issued by Directorate of Education and CBSE etc. from time to time. Directorate of Education should either issue separate guidelines for Private Unaided Recognized Schools of Delhi as issued for the Govt. Schools of Directorate of Education vide order dated 28.08.2019 or direct the Private Unaided Recognized Schools to follow the order dated 28.08.2019. **(Action: Dte. Of Education)**

6.10 It is observed that there are multiple authorities which often lead to confusion about the nodal department/authority that is responsible to maintain reservation rosters for persons with disabilities and computation of backlog reserved vacancies for persons with disabilities. This confusion is mainly observed mainly between Services Department and other Departments which have posts to be filled with recruitment process. All departments and organisations including the municipal corporations should ensure that the backlog reservation for persons with disabilities is filled at the earliest. SCPD's recommendations made through various orders in

this regard should be implemented without delay. **(Action: All Departments through Services Department, MCDs and NDMC)**

6.11 Assessment and issuance of disability certificate and the UDID card to persons with disabilities should be strictly ensured within the time prescribed in the Delhi RPwD Rules, 2018 and Central RPwD Rules, 2017 i.e. within one month of application for disability certificate. Health and Family Welfare Department should monitor its implementation and also ensure availability of specialist doctors in the concerned hospitals as some of the hospitals do not have the specialists such as the Neurologists. **(Action: Department of Health & Family Welfare)**

6.12 The online application procedure for admissions to higher education courses should be accessible and compatible with the needs of persons with disabilities. It should either mention all the 21 specified disabilities as these appear in the Schedule to the Act or it should mention that reservation of seats for persons with benchmark disabilities is open to all specified categories. The expressions/terms as mentioned in the Act only should be used and the expression “handicapped” should not be used. Appropriate guidelines/advisories to all the Government institutions of higher educational and other higher education institutions receiving aid from the Government to ensure reservation of not less than 5% seats for persons with benchmark disabilities and upper age relaxation of 5 years should be issued. **[Action: Directorate of Higher Education]**

6.13 All the universities/colleges should promote teaching and research in disability studies and the universities should establish Department of Disability Studies. **[(Action: Directorate of Higher Education/Directorate of Training and Technical Education)]**

ANNEXURE-I

LIST OF OFFICERS AND STAFF IN POSITION

Sl. No.	NAME OF THE POST	DATE OF JOINING	NAME OF THE INCUMBENT
1.	State Commissioner	28/01/2021	Sh. Ranjan Mukherjee
2.	P.P.S	11/06/2020	Ms. Varsha Chopra
3.	Section Officer	08/08/2019	Sh. Santosh Kumar
4.	A.A.O	06/06/2019	Sh. V. K. Rajpoot
5.	P.S	20/09/2016	Ms. Seema Lakha
6.	P.S	17/05/2018	Sh. J. L. Dudeja
7.	Senior Assistant	31/05/2017	Sh. Pramod Kumar
8.	Senior Assistant	23/11/2017	Ms. Savitri D. Bhakuni
9.	Senior Assistant	23/07/2013	Sh. Piyush Ranjan
10.	Welfare Officer	21/08/2017	Ms. Nidhi
11.	(on outsourced basis)	01/12/2017	Sh. Mahender
12.	Stenographer	29/11/2018	Sh. Adnan Rasool
13.	Asstt. Programmer (on outsourced basis)	06/12/2018	Sh. Pankaj Srivastava
14.	Jr. Assistant	10/10/2018	Sh. Hari Singh

ANNEXURE-II

LIST OF REGISTERED NGOS WORKING AID OF PWD

S. No.	Name of the NGO & Validity	Address	Contact Person Office/Mobile No.	Distt.	Sector/Field of working
1.	Chandra Bhushan Singh Memorial Bal Evam Sharavan Viklang Shiksha Evam Punaravas Sansthan.	Chandra Bhushan Singh Memorial Speech & Hearing Institute:- 48 Hasanpur, I.P. Extn., Delhi-92 Regd. Add. 124, Rama Krishna Vihar Plot No. 29, I.P. Extn. Delhi-110092	Mr. Girjesh Bahadur Singh, President PH. 22527283, 22232043, 22235971 Mr. Himanshu Singh Ph. 9312987428	East	Language Speech & Hearing School for Deaf, Basti Vikas Kendra Slum JJ (MCD), Madhu Vihar, Delhi-110092
2.	Society for the Rehabilitation of Physically Handicapped & Mentally Backward (SRPM)	B-37, Gali No. 1, Opp. Shakti Mandir, East Azad nagar, Delhi-51	Sh. Ram Prakash Gupta-President 9811333819, Bansi Lal Arora-Hony. General Secretary 23239930, 22093948, 22093880	East	Occupational Therapy Home for Children-free education to disabled and Mentally Challenged till 5 th Class, occupational Therapy, Vocational Training
3.	Bhartiya Blind Educational cultural Welfare Society	61/1-B, Telewara, Shadara, Delhi-32	Dr. S.M. Teneja President Ph. 22302016	East	Residential School cum-Vocational Training Centre for Visually Disabled Children, residential facility to the blind
4.	Handicapped Welfare Federation	HWF Bhawan, Madhu Vihar,IP Extn.	Sh. Satish K. Malik -Hon. General Secretary 29848859, 22242851, 22234095, 22235979	East	Non-Residential School for Handicapped
5.	Aradhana Parents Support Group	D-228 (Basement) Vivek Vihar, Delhi-110095	Mr. U.S. Srivastav, Secretary, Ph. no. 9818854614, 22157564	East	Rehabilitation Centre for Mentally Challenged (Vocational Training)

S. No.	Name of the NGO & Validity	Address	Contact Person Office/Mobile No.	Distt.	Sector/Field of working
6.	Manovikas Charitable Society	Manovikas Comprehensive Rehabilitation and Research Centre 60 A, Radheypuri Extn., Near Jagatpuri Crossing, Swami Dayanand Marg, Delhi-110051	Dr. Alok Kumar Bhuwan –Managing Secretary- 9990807772 9811107772, 49058710	East	Vocational Training for visually challenged
7.	Akshya Pratishthan	D-III, Vasant Kunj, New Delhi	Ms. Aruna Dalmia (Chairperson) 9811263744 26132565, 26124923	South-West	Special School for Multiple Handicapped Children
8.	Tamanna Association	Nai Disha C-10/8 Vasant Vihar, Delhi. Ph. 26153474 School of Hope, CPWD Complex, Vasant Vihar, New Delhi-110057 Tamana Special School D-6, Street, Vasant Vihar, New Delhi Ph. 26151572	Dr. Shyama Chona (Founder) Mob. 9811270236 26148269, 26143853, 26883853, 26364717	South West	Special School for Mentally Challenged Children
9.	Asha Viklang Shaikshik Avam Punarvas Kendra	RZ-58-D, Gali No. 4, Mahavir Enclave, Palam Road, New Delhi-110045	President Madan Mohan Ph. 25089040	South West	School for Disable (Asha Special School, Plot no. 56-57, Dwarka, New Delhi)
10.	Muskan Parents Association for the Welfare of Children with Mental Handicapped	Sector-B, Pocket-2, Vasant Kunj, New Delhi.	Dr. Shanti Auluck (Director) Mob. 9891386995 26891727, 26891747, 26566766	South West	Vocational Training for Mentally Challenged
11.	Association for Advancement & Rehabilitation of Handicapped	224 Vasant Enclave, New Delhi NAvjyoti Institute for Mentally Challenged, B-11, Vasant Kunj, New Delhi-70	Mrs. Asha Gupta (Director/Principal) Fax: 26144721 Ph: 26899044, 26132831 Mr. Akshat Verma Secretary 9313781912	South-West	Special School for Mentally Challenged Children
12.	Nirmal Jyoti Charitable Society	Home for Homeless Mentally & Physically Challenged, R-3, Sec.-D, Pocket-3, Vasant Kunj, New Delhi.	Ms. Shofida President 26896965 7042066074	South-West	Rehabilitation of Persons with Disabilities & Special School.

S. No.	Name of the NGO & Validity	Address	Contact Person Office/Mobile No.	Distt.	Sector/Field of working
13.	Amar Jyoti Charitable Trust	Karkardooma, Vikas Marg, Delhi-92	Dr.Uma Tuli (Founder/ Managing Secretary) Mob. 9811058000 Ms. Seema Tuli Principal Mob. 9899297346 22371877	East	School & Hospital for economically backward disabled Aids & Appliances distribution
14.	Association for Ability Development & Inclusion	2 Balbir Sexana Marg Hauz Khas, Delhi	Dr. Divya Jalan, (Chairperson) G.Shayamala (Executive Director) Ms. Vandana Bedi Secretary, Consultant (Disability & Devt.) Off. 26966331, 26864714, 26569107	South	(1) Centre for Special Education (2) Home Management Programme (3) Vishwakarma Training Centre (4) School of Rehabilitation Services
15.	Janta Adarsh Andh Vidhalaya (Regd.)	Siri Fort Road, Behind Bunglow No. 4, Sector-III, Sadique Nagar, Delhi-110049	Mr. J.R. Nanda (chairman) Ms. Alka Sharma (Principal) 26250701, 02, 26250707	South	School for Visually Challenged & Vocational Training Hostel facilities for higher studies for blind children
16.	Child Guidance Centre Dr. Zakir Husain Memorial Welfare Society	Near Chhappar wali Masjid, Okhla Village, Jamia Milla Islamia, Jamia Nagar, New Delhi-110025	Mr. Ashraf Ali Khan (G.S.) Mob. 9810974922 26983909, 26917412	South	School for M.R. Children Jamia Sr. Sec. School Society Campus, J.M.I.
17.	Action for Autism	Pocket 7 & 8 Jasola Vihar, New Delhi		South	Education for Disabled Children
18.	Foundation for Spastic and Mentally Handicapped Persons-UDAN	61, Deshbandhu, Apartments, Kalkaji, New Delhi-110019 UDDAN for Differently Abled, C-27, Dayanand Colony, Lajpat Nagar-4, New Delhi-110024	Dr. Arun Mukherjee Director 9811157839 26446978, 41621137	South	Education, Training of C.P. & M..H.
19.	Astha (Alternative Strategies for the Handicapped)	S-268, Greater Kailash-II, New Delhi	29219862, 26449029, 30985439	South	Working for Mentally Handicapped Children
20.	Delhi Bharat Vikas Foundation	6-A, Facility Centre, Tahirpur, Near Radha Krishan Mandir, Dilsahd Garden, Delhi-95	Sh. Jagdish Anand- General Secretary Ph. 22596387	North East	Appliances for Orthopaedi- cally Challenged

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21.	The Blind Relief Association	Lal Bahadur, Shastri Marg, Near Hotel Oberoi, New Delhi-110003	Sh. PC Mehta Kilash Chander Pandey (Executive Secretary) 24361376, 24361759, 65650969/70 Fax:24364730	New Delhi	Braille Production Unit, Compute Training, Electronic Training, Teacher Training, JPM Sr. Sec School for the Blind, Recording Studio for text books
22.	Institution for the Blind Andh Vidyalya	Head office -Panch Kuian Road, New Delhi-110001 Project-Amar Colony, Lajpat Nagar-24	23364265, 23733123, 23743123, 25216506 Fax: 26411915	New Delhi	Residential School for Blind, Educational, Vocational Training for Visually Children
23.	All India Federation of Deaf	18, Northened Complex, Shri Ram Krishna Ashram Marg, New Delhi-110001	MR. Surender Saini (President) 23364655, 23364425 23364766, 26563984 Dr. Onkar Sharma- General Secretary	New Delhi	Multi Purpose Training Centre for the Deaf-12-13, Shaheed Jit Singh Marg, Special Institutional Area New Delhi-110067, Vocational Training for Hearing Impaired
24.	Organization of Understating and Fraternity Amended Name: Masoom Foundation.	2 nd Floor, Indira Prakash, 21 Barakhamba Road, New Delhi. <i>(159, Jor Bagh, Ground Floor, New Delhi-03).</i>	Mr. Uday Pratap Singh Vice President Ph. 23714870, 23320785, 22437464 Fax: 23317758	New-Delhi	School for Mentally Retarded Children
25.	Prabha Institute of Fine Arts and Crafts for the Handicapped Persons	33, Aram Bagh Lane, Pahar Ganj, New Delhi	--	Central	Vocational Training for Ortho Mentally Retarded, Speech and Hearing Disabled
26.	Delhi Foundation for Deaf Women	Ist Floor, DDA Community Hall, Gali Chaniwali, Pahar Ganj, New Delhi-55	Ms. Uma Kapoor-G. Secretary Ph. 23583276, 65358200	Central	School for Deaf Women and Vocational Training
27.	Delhi Association of the Deaf	92, Kamla Market, New Delhi-02	Sh. D.S. Chauhan- Hony. Secretary 23233991, 23218592 23236521 Fax: 23233599	Central	Welfare & Rehabilitation of the Deaf Person
28.	National Federation of Blind	Office- Plot No. P-21, Sector-VI, Pushp Vihar, New Delhi-110017	Sh. S.K.Rungta 011-29564198, 32542394	South	Residential schools for blinds.
29.	Bhagwan Mahavir Viklang Sahayata Samiti	Ahimsa Bhawan, Shankar Road, New Rajinder Nagar, New Delhi.	28745133 28745132	Central	Free distribution of aids and appliances. The NGO provides artificial limbs, calipers, aluminium crutches, special shoes, etc.

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30.	Viklang Sahara Samiti, Delhi	Regd. Address- G Block Basti Vikas Kendra, Mangolpuri, New Delhi-83	Mr. Kapil Aggarwal- Founder & General Secretary Ph. 9871901733, 9212381733, 27913307	North West-I	Education, Rehabilitation Self Employment, Vocational Training, Aids *& Appliances, Night Shelters for disabled Homeless, marriage registration
31.	Handicapped Women Welfare Association	5 PSP, Institutional Area, Madhuban Chowk, Rohini, Delhi-110085. BD-I, Pitampura, Madhban Chowk, Delhi-110034.	Mrs. Kusum Lata Gupta—President, Ph. 27550012, 27550012/13/14/16 Fax 27550013	North West-I	School for Deaf & dumb students.
32.	National Association for the Blind,	R.K. Puram, New Delhi info@nabdelhi.in	Sh. Deependra Manoja (President) 26102944, 26176379, 26187650	West	Hostel for Visually impaired children, Educational & Vocational Training for Blind Allotted Land for Home for Blind Aged
33.	Akhil Bhartiya Netraheen Sungh (Regd.)	B-3 Block Opp. Cement Godown, Baba Ram Dev Marg, Raghubir Nagar, New Delhi-110027	Mr. M.P.S. Rathore- General Secretary Ph. 25449519, 981089610	West	Vocational Training & Residential School for Visually Challenged
34.	AWWA Asha School for Disabled	Base Hospital, Delhi Cantt., Delhi-10	Mrs. Ushapilai- President 25666101 Ms. Pushpita Mitra (Chairperson) 25691997	West	Special School for children with multiple disability
35.	Navy Wives Welfare Association	Navy Wives Welfare Centre, Nao Sena Bagh, Chanakya puri, Delhi	011-26194686	New Delhi	Sankalp Special School (Integrated) for hearing impaired, M.R. & Spastic C.P.
36.	New Delhi Young Men's Christian Association	H. Office- Jain Singh Road, New Delhi-01 Project Office New Delhi YMCA Nizamuddin Division, Station Road, Near Post Office, New Delhi-110013 24354061, 24359405	Mr. Joseph Anil Benjamin-General Secretary Mr. Mark S. Clive- Associate General Secretary 23743516 011-23746032, 35,34, 23361915, Fax- 23746035	South	Special School at Nizamudin, Delhi.
37.	New Global Vision Society	A-1/4, Sector-8, Rohini, New Delhi-110085.	9811605286, 011-27948146 011-27945852, 2940294	North-West-1	Working for rehabilitation of PWDs by imparting special education and training

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38.	Savera Rehabilitation Institute for Children	3, Sainik Vihar, Pitampura, Delhi Project Address- Savera Rehabilitation Institute for Children-Sector-5, Opposite Pocket B-5, Rohini, Delhi-110034	Ms. Rajrani Gupta (Chairperson) 9818207792 27019537, 27019749 drpsnarang@yahoo.com	North-West-I	Special School for Children with mental retardation, autism, cerebral palsy, multiple disabilities. Medical facility and Physiotherapy
39.	John's Daycare & Boarding for Senior Citizens' Association	C-5, A/312-B, Janakpuri, New Delhi (Certificate period-27/09/2011 to 26/09/2017)	Ms. Mathew-General Secretary 9810112077, 26501513 Johns_betterworld@redifmail.com	DSWO (South)	Services to the disabled senior citizens and spastic with multiple disabilities.
40.	Ekta Shakti Foundation	A-112, 2 nd Floor, Vikaspuri, New Delhi-110018	Sh. Anil Aggarwal (President) 9212071947 981004747, 989931833, 25341236	WEST	Brahm Shakti Special School
41.	International Society for Human Welfare & Rehabilitation (ISHWAR)	A-4(S.F), Naraina Indl. Area, Phase-1, New Delhi-110028	Brig. V.K. Bajaj-Vice President Maj. RL Grover-Gen. Secretary 9312502055, 45689944	WEST	Working for the welfare of poor orthopedically challenged Artificial limb centre at Vridh Bhawan, Baljeet Nagar, New Delhi-110008. Ph. 65446176.
42.	D.A.V. College Trust & Management Society	Chitra Gupta Road, Paharganj, New Delhi-110055	Mrs. P. Datta-Manager 47344757, 47091407, 23524304, 23515951	Central	Kulachi Hansraj Manovikas Kendra, G-Block, Ashok Vihar, Phase-1, Delhi-110052
43.	SHRISTI (Parents Support Group)	C-278, opposite Mahila College, Vivek Vihar, Delhi-92	Dr. Rajiv Nandy -Founder & Chairman Dr. Preety Nandy-Managing Secretary 9818409489 65095147, 3241072	East	Running Special School
44.	Indian Spinal Injuries Center	Sector C, Vasant Kunj, opposite Vasant Valley School, New Delhi-110070	Mr. H.P.S. Ahluwalia Chairman Ph. 42255225 (30 Lines)	South	Conduct surgeries in various areas such as orthopedics-special surgeries, Scoliosis, lumber etc.

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45.	The Delhi Society for the Welfare of Special Children	Okhla Centre, Okhla Marg, Delhi-25	Ms. Niharika Director 9811440096 26320014 26310896, 26310979, 26317120	South	School for children with special needs (mentally retarded), vocational training centre, diagnostic and counseling centre
46.	Usha Mahajan Memorial Social Service Sansthan	C/o Cozy Cot Special School, Community Centre, J.J.Colony, Palam Extn. Sector-7, Dwarka, New Delhi-72	Dr. Nidhi Sharma President 9811487712, 9312408234, Arvind Saxena- 9811063008	South-West	Running a Special School for Children with multiple Disabilities such as slow learners, autism, behaviour problem, phobia, speech problem etc.
47.	Ashish Foundation for the Differently Abled Charitable Trust	26B, Sulahkul ihar, Old Palam Road, Kakrola, New Delhi-110078	Director Geeta Mandol Ph. 9810158131, 65029395	South West	Education and support to children with disabilities and their families, running pre vocational and vocational training programme specially for autistic children.
48.	Mental Research Society	Regd. 2/6, Sarva Priya, New Delhi-110016 Tulsi Home, 77-80, Jawahar Colony, Mandi Hill, Mandi, Chhatarpur, New Delhi-47	President-Dr. Gaurav Gupta Ph. 9811020769 08588864433/37/39	South	Running Half way home for mentally ill
49.	Inspiration	Regd. H 49/B, Saket, new Delhi-110012 Project Address. Community Facility Complex, Slum & JJ Dept MCD, 12th Block, Tilak Nagar, New Delhi-110018.	President – Ms. Saswati Singh, Ph. 9837721548, 25991035	West	Providing educational & vocational training for mentally challenged persons
50.	ARUNIM (Association for Rehabilitation Under national Trust Initiative of Marketing)	16-B, Bada Bazar Road, Old Rajinder Nagar, New Delhi-110060 Regd. National Trust 9th Floor, Jeevan Prakash Building, 25, Kasturba Gandhi Marg, New Delhi-110001	Managing Director:- Sh. Thilakam Rajendran Ph. 25752423, 43187891	Central	Working towards training the NGOs working for PwDs (in age group above 18 years) to impart skills to improve the quality of products made by Disabled members for commercial viable.
51.	SUNIYE	Opposite House No. 828, Type-I Quarters, Sector-II, R.K. Puram, New Delhi-110022	Sh. Praveen Agarwal, President, Ph. 26160936, 9911377647	South	Running remedial classes for Hearing Impaired Children

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52.	Handicapped Children's Rehabilitation Association	Regd. Add. S-199, Greater Kailash, Ist floor, New delhi-110048 Project Office-E-73, Kalkaji, New Delhi-19	Mrs. Manju Bagga President 9811295205 ph. 41621692, 41621693	South	Providing physiotherapy, speech therapy, special education
53.	Association for Learning Performing Arts & Normative Action (A.L.P.A.N.A.),	C-405, 4th Floor, Purvasha, Anadlok CGHS, Mayur Vihar Ph-I, New Delhi-110091. Basti Vikas Kendra, Kalyanpuri, Delhi	Alpana Nayak, President- Ph. 23076677, 22755419 9818258551	East	Providing dance training to persons with disabilities
54.	North Ex- Delhi Educational Society	CS/OCF Pkt. . Sector-5, Rohini, Delhi-110085	Ms. Rajrani Gupta, President Ph. 7838654364, 9711209374, 25285516	North-West-I	Running Sparsh Special School for special children
55.	Kohinoor Educational & Sports Society	H.No. 346, Village & Post Office, Jaunti, Delhi-110081	Amresh chhikera (President) 989903771, 65585096	North West-I	Kohinoor Special School for Disabled, Ishwar Colony, Bawana (1-8th) 02/02/2013 - 05/02/2019
56.	Indian Association of the Blind	Reg. Office Flat No- 205, IInd Floor Keshav Apartment, Khasara No. 672, Conductor Colony Burari, Delhi-110084. Project office : SK-33, Sindhora Kalan Village, Delhi-110052	Sh. S.G.S. Sisodia, General Secretary Ph. 9868917588, 09650885454	North	Working for visually impaired persons in the field of education and various awareness issues
57.	Indian Air force Educational & Cultural Society	Air force Goldan Jublee Institute Subroto Park, New Delhi-110010	Ms. Shipra Sarcar – Principal 25692819, 25691957	South West	Running Integrated Sr. Secondary School with Special Wing for education/training of Mentally Challenged & other development delayed children upto 18 yrs.
58.	Society for the Aid of Mentally and Developmentally Handicapped (SAMADHAN)	Regd. office- Block-F, Main Park, Sector-V, Dakshinpuri, New Delhi 110062 Cente for Human Resources: Sector II, Pocket II, Dwarka, New Delhi-110075	Ms. Pramila Balasundram, Founder Director 29054367, 26056812 25073137, 45516693,	South	Educational Institute for Mentally Handicapped Persons

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59.	St. Gregorious Charitable Society	Plot No. 4, Block No. C, sector-3, Rohini Delhi-110085.	Chairman- Fr. Joji Kurian Thomas Ph. 27515684, 45107023, 9711089006	North-West-I	AANCHAL Centre for Differently Abled Children,
60.	Akhil Bhartiya Viklang Vriddha Sewa Samiti	Viklang Punarvas Kendra, D-3, Nand Nagari, Delhi-110093. Anukriti (Integrated) special School, Basti Vikas Kendra, JJ Sunlight Colony, Near U.P. Border, Old Seemapuri, Delhi-110095.	Sh. Sunhari Lal Yadav -President, Ph. 22123374, Ph. 9210012617 Ph. 32216034	North East	Working in the field of physically challenged people, providing aids and also supporting Anukriti (Integrated) Special School.
61.	Chetanalaya	9-10, Bhai Vir Singh Marg, New Delhi-	Fr. Savari Raj-Director Ph. 23744308/23347506 Fax 23747293	New Delhi	Running Vishesh Gurukul for special children at Rohtak, organizing ability Utsav, assessment camps, distributing aids & appliances etc.
62.	Family of Disabled	B-1/500, Janakpuri, New Delhi-110058	Ms. Preeti Johar, Chief Operating Officer, Ph. 25597328, 41570140, 45129935	West	Economic rehabilitation, education and vocational training, providing aids and appliances.
63.	Shaurya Foundation Trust	B-104/2, Western Avenue, Maharani Bagh, New Delhi-110065 Shaurya Centre for Children with special needs at 68/4, Jagan Nath Market (Opp. Maharani Bagh Petrol Pump), Ashram Chowk, New Delhi-110065	Sh. Ravi Gupta Chairman, 01126920406, 9650316800 Reena Kalra-981022752	South	running Shaurya Centre for children with special needs and providing vocational training and rehabilitation services for persons with intellectual challenges including autism.
64.	Anchal Charitable Trust	F-16, Naveen Shahdara, Behind Syam Lal College, Delhi-110092. Anchal Research & Rehabilitation Centre Special School for M.R., Ambedkar Camp, Jhilmil Industrial Area, Delhi-110095	Sh. Sanjeev Sheel-Managing Secretary, 9811173780, 22323408/09 anchalindia@gmail.com	East	Working for rehabilitation of persons with disabilities with special focus on children with disabilities in the targeted communities and urban slums.

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65.	Missionaries of Charity- Jeevan Jyoti Home	Jangpura B, Mathura Road, New Delh-110014	Sr. M.Teena M.C.- Superior Ph. 24375483	South	running Jeevan Jyoti Home for children with physically and mentally disability from the age group 03 to 18 yrs.
66.	Cheshire Home India-Delhi Unit	Opp Holy Family Hospital, Okhla Road, New Delhi-110025	Sh./Ms. Mira Pradeep Singh Ph. 26311069, 26917569, 26314727	South	Running Delhi Cheshire Home for persons suffering from mentally challenged, cerebral palsy, post polio paralysis, development disabilities etc. Running a Learning Centre/day crèche for disabled children of nearby slum and providing education, art craft, speech therapy, recreation activities like music and dance.
67.	Handicapped Children's Parents Association	Plot No. K (behind Plot No.13) Institutional Sector-5, Dwarka, New Delhi-110075.	K.N. Singh Mob.9971006165 25088188	South -West	Running Sneh Kunj home for spastics.
68.	Family of Shirdi Sai Baba	Regd. Office: C-7/251, Sultanpuri, New Delhi Project office: E-6, (1st Floor), Basti Vikas Kendra (DUSIB, Delhi Govt. Building), Sultanpuri, New Delhi-110068	Ms. Chanchal Aggarwal President Ph. 8585924141-40, 9212381733	North-West-I	Providing educational, vocational services, disabilities camps for the disabled persons.
69.	Air Force Wives Welfare Association	Regd. Office: Air Headquarters (Vayu Bhawan), Rafi Marg, New Delhi-11 Umeed Vocational Training Centre and AFGJI Building, Subroto Park Admin office: Santushti shopping Complex, New Willington Vamp, Opp-Ashok/Samrat Hotel, Race Course, New Delhi-110003.	Wg Cdr Ms. Preeti Bahuguna Hony. Jt Secretary Ph. 26878099, Fax 24104681, 08826888484	South West	Running Umeed Vocational Training Centre for providing education and employment enhancing vocational skills among differently abled children

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70.	Rotary Delhi Central Charitable Trust	Ritary Viklang Kendra 42-X, Karkardooma Institutional Area, Manglam Marg, New Delhi-110092.	Dr. N. Subarhmanyam (Chairman) Mob.9810044291 Sh. Pankaj Malik- General Secretary 22370880, 65381542 rvkendra@gmail.com	East	Running Physiotherapy and occupational units, providing aids and appliances
71.	Silver Linings	164-B, Pocket A, Mayur Vihar, Phase-II, Delhi-110091	Ms. Preeti Monga-Settler Trustee Ph. 22781446	East	The organization organizes sensitization/training programmes for visually impaired.
72.	K.S. Memorial Trust	Regd. Address-M-124, Rama Krishna Vihar, plot No.29, I.P. Extn., Delhi-110092 Project Address- Ist floor, 48 Hasanpur (near Hasanpur Village bus Stand, I.P. Extn. Delhi-92.	Sh. Himanshu Singh- Chairman Ph. 9311070001, 8743070001	East	The organization is working in the field of education & Rehabilitation of Persons with Disabilities.
73.	Action for Self Reliance & Alternatives	Regd & Project office - Plot no. 7, G-1/456-457, Galli Tyagi Patti, Dalmill Road, Uttam Nagar, New Delhi-110059.	Ms. Vandana Mishra Founder President & Managing Trustee Ph. 25356845, 25371728, 9868307990 Email asra_ngo@yahoo.co.in asra_ngo@hotmail.com	South West	ASRA creates awareness on health, implementation of service delivery programme through ASRA Rehabilitation and Training Centre and through Community Based Rehabilitation.
74.	The Centre for Rehabilitation and Advancement of Disabled (The Cradle)	Regd. Office 8E, Block 7, Pocket 10 B, LIG, DDA Flats, Jasola, New Delhi-110025	Dr. Bipin B Choudhary-President, Ph. 26942263, 9717595100 Bbc4cradle@gmail.com	South	Cradle is working in the field of awareness, empowerment and advocacy for persons with disabilities through services like scholarship, skill development and facilitation desk for their employment.
75.	National Trust for the Handicapped,	Regd. & project address - A-2, Shaheed Jeet Singh Marg, Special Institutional Area, New Delhi-110067.	Ms. Seema Jajodia, Authorized Signatory, Ph. 26969327 Email admin@nationaltrust.co.in	South West	Running Special School 'Ananth Centre for Learning and Development for children having mental handicap and development disability.

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76.	Missionaries of Charity- Nirmal Hriday-Home for Dying Destitute,	Majnu KA Tila, Timarpur Delhi-110054	Sr. Maria Jessy M.C.-Superior & Administrator Ph. 65731435, 23812180	South	Running Nirmal Hriday Home for male Dying Destitute with physically and mentally disability and suffering from various sicknesses. Female wing has been closed
77.	SAMARTHYAM	Regd. Office- B-181, Mansarovar Garden, New Delhi-110015. Work Office- B/175, Mansarovar Garden, New Delhi-110015.	Ms. Anjee Agarwal- Executive Director Ph. 9810558321	North	The organization is promoting rights based advocacy inclusive accessible and sustainable environment with focus on independent, safe mobility and gender equality and working for barrier free environment for the PwDs.
78.	PREM DAAN, Missionaries of Charity,	Opp. Radha Swami Gate No-1, Bhatti Road, New Delhi-110074.	Sr. Wini MC, Superior,	South	The organization is running residential facilities for abandoned mentally challenged & mentally ill women at its Prem Daan project.
79.	ANUDAAN Society for children with Special Need	Regd. Office - 465, Ashok Mohalla Bhooton wali Gali, Nangoli, New Delhi-110041 Prateek Institute for Children with Special Needs B-231, Bhagya Vihar Jain Colony, Rani Khera, Mundka, New Delhi-110081	Ms. Reeta Saxena President M. 9990736007 Ph. 65195257	North West-I	The organization is running a training institute/school for multiple disabled (except visually impaired)Project Prateek Institute for Children with Special Needs B-231, Bhagya Vihar Jain Colony, Rani Khera, Mundka, New -110081.
80.	Sarthak Educational Trust	Regd. Office - DG-II/248A, Vikaspuri, New Delhi-110018 Project Office - Building no.-01, Mohammadpur Village, Near Bhikaji Cama Place, New Delhi-110066	Dr. Jintendra Aggarwal CEO Ph. 42004238 9868627244 sarthakedu@gmail.com	South west	The organization is working for Early Intervention, Inclusive Education, Skill Development, Sustainable Employment and Advocacy of people with disabilities.

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81.	Missionaries of Charity -Asha Daan	14-X, Institutional Area, Karkardooma, Delhi-110092.	Sr. Samira MS Superior Ph. 22374866	East	The organization is running residential facilities for destitute girls above 18 years who are mentally and physically challenged at its Asha Daan institution.
82.	Protection of the Rights of Differently Abled Children Society,	Regd. Pocket 52/77, IInd Floor, C.R. Park, New Delhi-110019. Project Address- Parivartan School, 69, Bhawani Kunj, Vasant Kunj, New Delhi.	Ms. Manjir Gupta President Ph. 9811465968 9818559134 fightforpardac@gmail.com	South West	The organization is running a Parivartan Special school for differently abled children.
83.	Jingles Bells Education Society S-438, School Block, Shakarpur, Delhi-110092	Jingles Bells Academy, S-438, School Block, Shakarpur, Delhi-110092	Mr. Raj Kumar Gupta, President Ph. 22482348, 9811819951 anju_70gupta@yahoo.co.in	East	The organization is running Inclusive school for persons with Autism, M.R., and Down syndrome etc.
84.	Boudhik Vikas Samaj Kalyan Society,	Regd. Office C-74, Ashok Vihar, Phase-04, Delhi-110052. project office at Boudhik Vikas Special School, Nigam Pratibha Vidyalaya, Phase-01, Ashok Vihar, Block-H, Delhi-110052	Sh. Naresh Kumar, President	North	Boudhik Vikas Special School, Nigam Pratibha Vidyalaya, Phase-01, Ashok Vihar, Block-H, delhi-110052
85.	ORKIDS Foundation,	Regd. Office E-123, Kalkaji, New Delhi-110019 project office at C-87, Kalkaji, New Delhi-110019	Mr. Geet Oberoi,	South	The organization is working for the children with special needs and provided remedial intervention to children with learning disabilities, ADD/ADHD, ASD etc through its 18 service delivery points including multi-disciplinary clinics, mobile resource centre delivery school as well as consultancy service.
86.	Vatsalya Education & Culture Society,	Regd. Office 124 A, Manek Shah Road, lane No. 6, Anupam Garden, Saidula Jab, Sainik Farm, New Delhi-110068	Mrs. Neetu Tuli,	North	The organization is running Vatsalya Special School at D-25, Manohar Park, East Punjabi Bagh, New

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		Project office D-25, Manohar park, East Punjabi Bagh, New Delhi-26.			Delhi-110026, through which providing services like speech therapy, physiotherapy, Academics and vocational training to the mentally retarded and autism persons with the age group 4 to 30 yrs.
87.	Career Plus Educational society	Regd. Address – F-3/8, Sector-11, Rohini Delhi.	Sh. Anuj Kumar Aggarwal	North west	Imparting coaching to persons with disability for competitive exams
88.	Sanjeevani Social Welfare Society	Address- RZ 33A, Gali No.7, Nasirpur Road, Durga Park, New Delhi-45	Sh. R.C. Shukla Ph-9313323578	South West	Special School for mentally challenged
89.	Al-Nabi Educational & Social Trust	Khasra No. 53/57, GT Karnal Road, Nangli Poona, Delhi-110036	Sh. Rafi Lal 9667031333, 9667032333	North West II	Arunima Special School & Rehabilitation Centre
90.	Action for Ability Development and Inclusion	2, Balbir Saxena Marg, Hauz Khas, New Delhi-110016.	Ms. Madhu Grover, 011-26864736	South	Policy Development Inclusion, Health Education and Life Skills shelters.
91.	Kartikeyan Educational Society	Plot No. 66, Pocket-1, Sector A9, Narela Delhi-110040	Sh. Sanjeep Kumar, 9711602510	North West-II	Mother's Care Special School
92.	Khial Chand Jain Memorial Education & Social Welfare	F1U-134, Pitampura, Delhi-110088	Sh. Dinesh Kumar Jain, 011-27341140	North West-I	Chetna School of Rehabilitation
93.	Being A Woman	F-69/301, Abul Fazal Enclave-1, Jamia Nagar, Okhla, New Delhi-110025. Project office D-56, Abul Fazal Enclave-1, Jamia Nagar, New Delhi-110025.	Ms.Farina Samad, General Secretary	South	Maulana Azad School, (For Children of Special Need)
94.	Bhavya Welfare Society	Panchsheel Garden, Naveen Shahdara, Delhi-110032.	Ms.Vibha Sharma, Secretary	North-East	Early Risers hearing centre (Special School)
95.	Jan Madhyam	B-43, Kailash Apartment Lala Lajpat Rai Marg, New Delhi-110048. Project office-147, Phase-V, Arya Nagar, New Delhi-110047	Ms.Padma Sahdev, President	South	Equal Opportunity Rural Training & Education Centre.

S. No.	Name of the NGO & Validity	Address	Contact Person Office/Mobile No.	Distt.	Sector/Field of working
96.	Jeevan Se Maitri	U-74, Tirupati Complex office No. 102, 101, Vikas Marg, Shakarpur, Delhi-110092. Project office- A-60, Shera Mohalla, Garhi East of Kailash, New Delhi-110065.	Ms.Shweta Goswami, Secretary	East	Providing Comprehensive diagnostic, Therapeutic, Rehabailitative & Preventive Service to the Disabled persons.
97.	Khusbhu	13-B/1, Kabir Bhawan, Bareja Market, Mathura Road, Badarpur, New Delhi-110044.	Sh. Prem Kumar, Secretary	South	Working with welfare of disabled persons.
98.	DAV College trust/Kulachi Hansraj	Chitra Gupta Road, Paharganj, New Delhi-110005. Project- G-Block Phase Ashok Vihar, Delhi-110052	Ms. Sneh Verma, Manager, 47344757	North/central	Kulachi Hansraj Manovikas Kendra
99.	SANTOSH	I-B, L.S.C, Naraina, Industrial Area, Phase-2, New Delhi. Project Office- Divyang Kendra, Sector-9, Razapur, Rohini, New Delhi-110085.	Sh.Sultan Singh, Director.	North West-I	Special School Divyang Kendra
100.	The New Learning Heights	Flat No. 202, A-22 & 23, Jai Bharat Enclave Bhagwati Garden, Uttam Nagar, New Delhi-110059. Project Office- Flat No. 202, A-22 & 23, Jai Bharat Enclave Bhagwati Garden, Uttam Nagar, New Delhi-110059.	Ms. Ruchi Kapoor, General Secretary	South West	Special School
101.	Vinayak Blind Women	B-2544, Gali No-66, Masjidwali Gali, Sant Nagar, Burari, Delhi-110084.	Sh.Dashraj Gyanwali, Chairman	North west-II	Hostel for Blind Girls
102.	Thalassemia Association	A-9, Nizamuddin West, New Delhi-110013.	Ms.Shoba Tuli, Secretary 011-41827334	South	Thalassemia Association
103.	SNEH	Flat 742, G/F Block-D, Pocket-3, Type-A, DDA flat Bindapur, New Delhi-110059.	Sh.Atishek Kumar, President	South-West	Holy Heart Special School, 423-424, Kakrola housing complex, near metro pillar-794, Dawarka, New Delhi-110078.

S. No.	Name of the NGO & Validity	Address	Contact Person Office/Mobile No.	Distt.	Sector/Field of working
104.	NAB, India Centre for Blind Women and Disability Studies	L-25, Hauz Khas Enclave, New Delhi-110016.	Ms. Shalini Khanna, Director, 011-41656266, nabshalini@gmail.com Nabindiacbw@hotmail.com	South West	Hostel for blind women

ANNEXURE-III

LIST OF GOVERNMENT INSTITUTIONS FOR PERSONS WITH DISABILITIES

SI. No.	NAME OF INSTITUTIONS	ADDRESS
1.	Home for Mentally Retarded Person (Male Children)	Asha Kiran Complex, Avantika, Sector-1, Rohini, New Delhi-110085.
2.	Home for Mentally Retarded Person (Male Adult)	Asha Kiran Complex, Avantika, Sector-1, Rohini, New Delhi-110085.
3.	Institutions for Severally & Profoundly Mentally Retarded (for Female Children & Adult)	Asha Kiran Complex, Avantika, Sector-I, Rohini, New Delhi-110085.
4.	School and Home for Mentally Retarded for Female (Annexe)	Asha Kiran Complex; Avantika, Sector-I, Rohini, New Delhi-110085.
5.	Asha Deep Home for Mentally Challenged Male Adult	Narela, Delhi-110040.
6.	Asha Jyoti Home for Mentally Challenged Female Adult	Nirmal Chayya Complex, Jail Road, Near Hari Nagar Bus Depot, Delhi.
7.	School for Mentally Retarded Children	Mayur Vihar, Phase-I, Delhi.
8.	Govt. Secondary School for Deaf	PWD Barracks, B-Block, Kalkaji, Delhi-110019.
9.	Govt. Lady Noyce Sr. Sec. School for Deaf and Hostel	GLNS Complex, Ferozshah Kotla, Delhi Gate, New Delhi-110002.
10.	Govt. Lady Noyce Pre Primary/Primary School for Deaf	Nehru Vihar, Delhi
11.	Nursery Primary School for Deaf	Mayur Vihar, Phase-I, Delhi
12.	Govt. Middle School for Deaf	NPS Bldg., Near Vishram chowk, Sector-4, Rohini, Delhi-110085.
13.	Govt. Sr. Sec. School + Hostel for Blind Boys	Sewa Kutir Complex, Kingsway Camp, Delhi
14.	Hostel for College Going Blind Boys	Sewa Kutir Complex Kingsway Camp, Delhi

ANNEXURE-IV

DETAILS OF DISABILITY CERTIFICATES ISSUED BY THE NOTIFIED MEDICAL AUTHORITIES IN NCT OF DELHI

ISSUE OF DISABILITY CERTIFICATES

The RPwD Act, 2016 provides certain benefits to Persons with Disabilities who do not have less than 40% of any disability, as certified by a Medical Authority. Thus a person with a disability who wishes to avail the benefits under the Act has to obtain a disability certificate from the Medical Authority notified for the purpose. The certificates are issued based on guidelines framed by the Central Government.

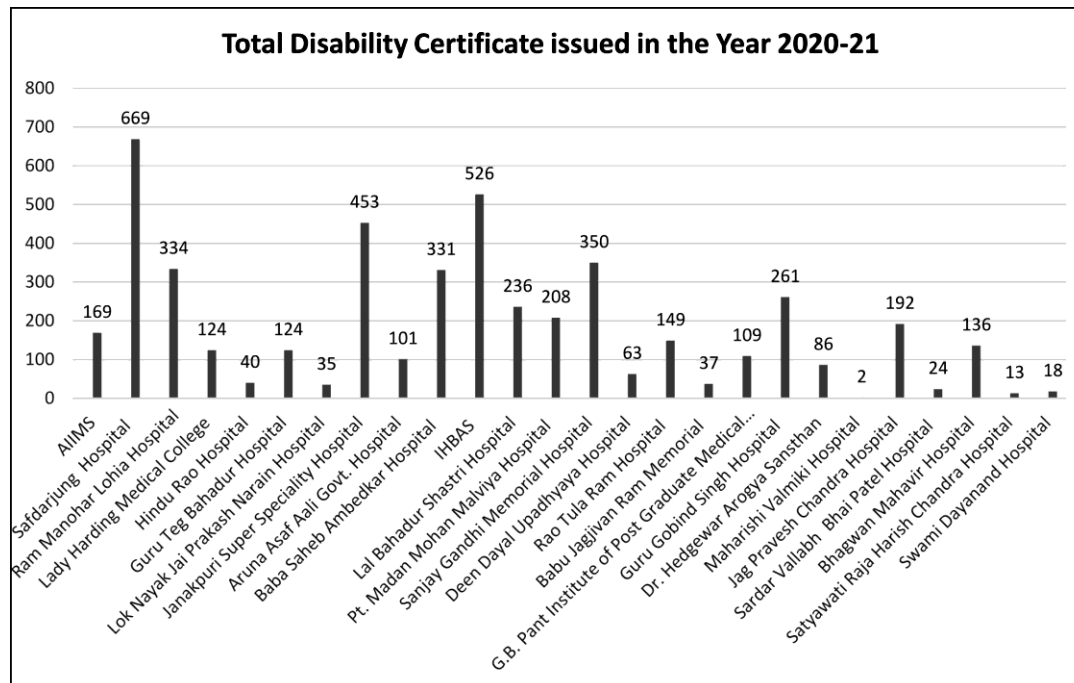
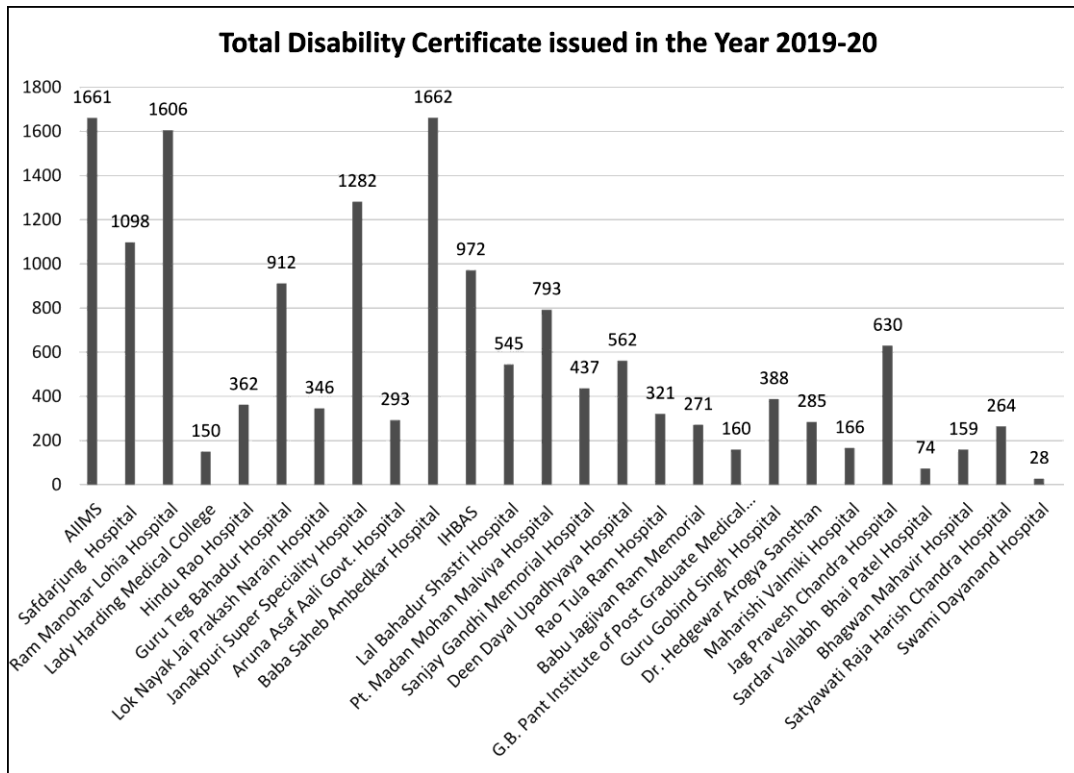
The notified medical authority of the district is responsible for issuing Disability Certificates on the basis of applications received from persons with disabilities. The latest status of issuance of disability certificates as on 31.03.2021 is as under:

Total disabled population in the State	No. of persons issued Disability certificate	
	Total	%
2,34,882	1,83,160	78%

Hospital wise disability certificates issued during the financial years 2019-20 & 2020-21 in the NCT of Delhi are as under:

S.No.	Name of the Hospital	Total No. of DCs issued	
		2019-20	2020-21
1.	AIIMS	1661	169
2.	Safdarjung Hospital	1098	669
3.	Ram Manohar Lohia Hospital	1606	334
4.	Lady Harding Medical College	150	124
5.	Hindu Rao Hospital	362	40
6.	Guru Teg Bahadur Hospital	912	124
7.	Lok Nayak Jai Prakash Narain Hospital	346	35

8.	Janakpuri Super Speciality Hospital	1282	453
9.	Aruna Asaf Aali Govt. Hospital	293	101
10.	Baba Saheb Ambedkar Hospital	1662	331
11.	IHBAS	972	526
12.	Lal Bahadur Shastri Hospital	545	236
13.	Pt. Madan Mohan Malviya Hospital	793	208
14.	Sanjay Gandhi Memorial Hospital	437	350
15.	Deen Dayal Upadhyaya Hospital	562	63
16.	Rao Tula Ram Hospital	321	149
17.	Babu Jagjivan Ram Memorial	271	37
18.	G.B. Pant Institute of Post Graduate Medical Education & Research	160	109
19.	Guru Gobind Singh Hospital	388	261
20.	Dr. Hedgewar Arogya Sansthan	285	86
21.	Maharishi Valmiki Hospital	166	2
22.	Jag Pravesh Chandra Hospital	630	192
23.	Sardar Vallabh Bhai Patel Hospital	74	24
24.	Bhagwan Mahavir Hospital	159	136
25.	Satyawati Raja Harish Chandra Hospital	264	13
26.	Swami Dayanand Hospital	28	18
TOTAL		15427	4790



ANNEXURE-V

SUCCESS STORIES 2020-21

1. On the initiative of SCPD Office, the caregivers for Persons with Disabilities were included in the list of essential services for issuance of e-passes for movement during the lockdown period in 2020-21. Several caregivers were issued e-passes in Delhi thereby facilitating the persons with disabilities.
2. A number of Persons with Disabilities, who were stuck in Delhi during lockdown, were helped to go back to their hometowns through the concerned Nodal Officer appointed by the GNCT of Delhi for the purpose.
3. Similarly, a number of Persons with Disabilities, who were stuck outside Delhi due to lockdown, were helped through the concerned Nodal agencies to bring them back to their respective homes in Delhi.
4. On the initiative of the office of SCPD, exclusive vaccination centres for persons with disabilities were set up in all Revenue Districts of NCT of Delhi.
5. For easy accessibility of the persons with disabilities from their place of stay to the vaccination centre and back, Swayam, an NGO offered vehicles for this purpose. Office of SCPD took up the matter with the Divisional Commissioner. A number of persons with disabilities benefitted from this service.

SUCCESS STORIES (2019-20)

Gist of few orders, the success stories, are as under:-

1.	Case No.: 792/1092/2019/03	Date of Order: 18.04.2019
	Name of Parties: Smt. Tara Devi Vs. Deptt. of Social Welfare and District Social Welfare Officer (South-West)	

Facts of the Case: The complainant, a person with 40% locomotor disability vide her complaint dated 06.03.2019 submitted that she applied for disability pension in Social Welfare Department on 30.11.2017 but the pension was not sanctioned. She requested to help her in getting disability pension sanctioned.

Recommendations/Decision of SCPD: The complaint was taken up with the respondents vide notice dated 11.03.2019.

Vide e-mail dated 16.04.2019, DSWO (South West) informed that the case of the complainant is ending for want of uploading of the mandatory document i.e. ID Proof. The complainant was advised to visit the DSWO and get the necessary documents uploaded. Respondents were directed to process the case of the complainant for disability pension expeditiously and ensure that the amount of disability pension including the arrears is credited to her account by 15.06.2019. If the amounts were not credited to her account by that date, the complainant may intimate through e-mail/telephone.

District Social Welfare, District Office (South West) vide their letter dated 17.07.2019 informed that the payment of Rs 42,500/- had been credited in aadhaar link bank account of the beneficiaries on dated 14.06.2019.

2.	Case No.: 831/1092/2019/04	Date of Order: 25.04.2019
	Name of Parties: Ms. Nidhi Jain Vs. Deptt. of Social Welfare and District Social Welfare Officer (North)	

Facts of the Case: Ms. Nidhi Jain, daughter of Sh. Pawan Jain, a person with Blindness vide her email dated 27.03.2019 submitted that her father had not been getting disability pension since January 2018 even after submitting all the documents including updating Aadhaar details. She also submitted that her father was getting the disability pension at the old rate of Rs.1500/- per month.

Recommendations/Decision of SCPD: The complaint was taken up with the respondents vide notice dated 05.04.2019.

The respondent No.2 vide reply dated 18.04.2018 informed that as per available data in Distt. Social Welfare Office (North), it was found that the details of Aadhaar were not updated. Now the same has been updated and sent to FAS Br., DSW, (HQ) for release/

crediting of pension in his account. The full pension of the complainant will soon be credited to his bank account.

District Social Welfare, District Office (North) vide their letter dated 26.06.2019 informed that the pension had been credited in bank account of the beneficiaries on dated 10.06.2020. The complainant was also confirmed that the pension has been received after the intervention of this Court.

3. Case No.: 852/1141/2019/04	Date of Order: 20.05.2019
Name of Parties: Sh. Rahul Singh S/o Late Mohinder Singh Vs General Manager, BSES Yamuna Power Ltd., Karkardooma, Delhi	

Facts of the Case: The complainant, a person with 46% locomotor disability vide email dated 11.04.2019 submitted that he applied for electricity connection on 25.03.2019 vide request Number 008003799591 but the same was not provided though all the formalities had been completed.

Recommendations/Decision of SCPD: The complainant was intimated vide letter dated 22.04.2019 to submit the matter to the Grievance Redressal Officer in BSES with a copy to this Court.

The complainant was contacted on his given telephone number on 15.05.2019 and he informed that the new electricity connection has been installed through the letter of this Court.

4. Case No.: 297/1024/2018/05	Date of Order: 18.06.2019
Name of Parties: Sh. Suraj Prakash Kamal Vs. The Secretary (Services), Services Deptt., GNCT of Delhi	

Facts of the Case: The complainant, a person with more than 50% locomotor disability (Chronic Polio right Lower Limb) vide his complaint dated 01.05.2018 requested that "PH" category may be added in his Service Record and all the benefits including promotion from the date of his initial joining on 08.08.2000 may be extended to him. He submitted that the matter is pending in the office of Deputy Secretary (Services-IV).

Recommendations/Decision of SCPD: The complaint was taken up with the respondent vide letter dated 08.06.2018 followed by letter dated 24.07.2018 and 02.04.2019.

Additional Secretary (Services) vide letter dated 14.08.2018 submitted that at the time of initial appointment for the post of Gr.IV (DASS), the official had not disclosed his disability status. Besides the Staff physician who examined Sh. Suraj Prakash Kamal, Gr.III (DASS) on 28.07.2000, i.e., the time of initial appointment had certified that he cannot discover that Sh. Suraj Prakash Kamal has any disease. The Education Department was requested vide this Department's letter dated 08.09.2017 for re-medical examination of Sh. Suraj Prakash Kamal.

The Education Department resubmitted the case alongwith the medical report vide letter dated 01.11.2017.

The matter was further examined in Services Department and as per direction to identify whether Sh. Suraj Prakash Kamal, LDC was identified for PH/OH category as on 08.08.2000 and to ascertain reasons and whether it was part of direct recruitment from Class-IV.

Dy. Director of Education (East) vide her letter dated 19.09.2018 *inter-alia* clarified that the complainant was allowed to draw the additional transport allowance as per prevailing rules from the date of joining on 08.08.2000.

Deputy Secretary (Services-IV) vide letter dated 11.06.2019, submitted that on receipt of letter dated 05.06.2018 from UD Department and after taking all the requisite details of the matter for insertion of PH Category in the Seniority List of Gr-III/DASS, a committee of officers of Services Department was constituted to look after the seniority matters.

The committee vide its meeting dated 08.10.2018 and 21.05.2019 recommended that PH category may be inserted against the name of the official in seniority list of Gr-IV(DASS)/LDC w.e.f. 19.07.2001, i.e., the date of submission of PH category certificate to his administrative department.

Accordingly, vide letter dated 30.05.2019, the same was conveyed to the Administrative Department of Sh. Suraj Prakash Kamal, Now Gr-III (DASS) and vide letter dated 30.05.2019, changes in the seniority list of Gr-IV (DASS) officials appointed on regular basis during 01.01.1999 to 31.12.2006 have been made and "PH" category has been inserted against the name of the complainant w.e.f. 19.07.2001.

The complainant appeared on 17.06.2019 and submitted that while he was satisfied with insertion of "PH" category in the seniority list, he should be given the benefit in promotion to the higher grades.

It was recommended that Services Department should *Suo-Motu* examine whether there was a possibility of his being considered against a reserved vacancy for persons with disabilities in the DPC(s) that were held before the DPC on the basis of which he was promoted against an unreserved vacancy had he been treated as a person with disability w.e.f. 19.07.2001. If so, then the relevant DPC should be reviewed within 3 months from the date of receipt of this order to consider the complainant for promotion to the higher grades in accordance with the instructions of DoP&T which provide for reservation of vacancies for persons with disabilities in promotion from Group-D to Group-C posts and within Group-C posts. If he is found fit, his promotion should be anti-dated accordingly.

Services Department vide letter dated 11/10/2019 has informed that promotion of Shri Suraj Prakash Kamal to the post of Grade-III (DASS) was approved in the DPC held on 23/09/2010 and order in this regard was issued. Further 'PH' category has also been included in the Seniority list.

5. Case No.: 896/1014/2019/05 **Date of Order:** 03.07.2019
Name of Parties: Sh. Om Prakash Vs. Chairman, DSSSB

Facts of the Case: The complainant, a person with 86% locomotor disability vide his complaint dated 14.05.2019 submitted that he attempted entrance exam through DSSSB under SC(PH) category on 27.08.2018 having roll number 110409600001 and got 118 marks out of total 300 marks. He further submitted that when he checked the result of the same he could not find his name in the list of successful candidates but found the name of a candidate with roll number 110409600008 under UR/PH (OH) category having scored 106 marks out of total 300 marks. The complainant filed an application in DSSSB on 26.03.2019 vide diary number 2745 for clarification regarding this result but no response was received from DSSSB.

Recommendations/Decision of SCPD: The Deputy Secretary, DSSSB was contacted on telephone regarding this result and the complaint was forwarded through e-mail dated 03.06.2019. As no reply was received from DSSSB, Deputy Secretary was again contacted on 18.06.2019 and he informed that the complaint was under consideration. On 26.06.2019, Deputy Secretary, DSSSB was again contacted on telephone who confirmed that the request of the complainant had been considered and necessary Supplementary Result Notice had been issued. The complainant was informed on telephone. On 27.06.2019, the complainant sent a copy of Supplementary Result Notice No.471 issued by DSSSB through email and informed that he was selected as PGT (Fine Art)-Male, Post Code 96/17. The case was disposed of.

6. Case No.: 650/1023/2019/01 **Date of Order:** 12.07.2019
Name of Parties: Sh. Pradeep Kumar Arora, AE (Civil), DUSIB Vs. The CEO, DUSIB

Facts of the Case: The complainant, a person with 61.25% Speech & Hearing impairment filed a complaint dated 27.12.2018 and alleged that his pay was wrongly fixed and needed to be re-fixed in pay scale of Rs. 10000-15200 as on 24.12.2007 as per his revised option.

Recommendations/Decision of SCPD: The complaint was taken up with the respondent vide notice dated 24.01.2019.

The respondent vide letter dated 26.02.2019 submitted that revised pay fixation as requested by the complainant is under consideration and further action shall be taken at the earliest as per the existing rules & provision with the approval of Competent Authority.

The respondent was advised to intimate the decision on the pay fixation based on the revised option of the complainant by 31.05.2019 with a copy to the complainant. If the complainant was satisfied with the pay fixation, he was directed to intimate this court and the respondent by 04.06.2019, preferably by e-mails so that order could be passed. If the decision was not in his favour, the complainant was given an option to submit his comments by 04.06.2019.

Vide email dated 03/06/2019, the complainant informed that DUSIB vide order dated 30.05.2019 has fixed his basic pay at Rs. 18600 as on 24.12.2007. The complaint was disposed of.

7. Case No.: 885/1023/2019/05 **Date of Order:** 31.07.2019
Name of Parties: Sh. Pradeep Kumar Arora Vs. The Chief Executive Officer, DUSIB

Facts of the Case: The complainant, a person with 61.25% Speech & Hearing impairment filed a complaint dated 27.12.2018 and alleged that he became eligible to promotion like other general candidates on 01.01.2010. But general candidates were given promotion on 27.01.2012. He was denied the promotion. DUSIB vide order dated 31.08.2017 promoted him from 01.01.2010 but did not give him advance increment.

Recommendations/Decision of SCPD: The complaint was taken up with the respondent vide notice dated 10.05.2019.

The respondent vide letter dated 22.07.2019 submitted that DUSIB had already ordered to re-fix his pay after due consideration of his request and the same was conveyed to the applicant. The respondent also enclosed the copy of office order dated 30.05.2019 regarding fixation of pay of the complainant. The complainant vide his letter dated 03.07.2019 wrote to withdraw the complaint. In view of this, the complaint was closed and disposed of accordingly.

8. Case No.: 1010/1093/2019/07 **Date of Order:** 18.09.2019
Name of Parties: Dr. Alok Kumar Bhuwan, Managing Secretary, Manovikas Institute for Higher Education (MIHE) Vs. The Director, DSW

Facts of the Case: The complainant filed a complaint dated 27.06.2019 submitted that he applied twice for renewal of registration certificate of the society on 07.11.2017 and 12.03.2019 respectively and even after regular follow-ups with the Department of Social Welfare, his application for renewal of registration certificate is still pending. Due to unavailability of registration certificate, Manovikas Charitable Society has been unable to apply for any further grants and the significant number of persons with disabilities are deprived to avail the opportunities of services due to such delay.

Recommendations/Decision of SCPD: The complaint was taken up with the respondent vide Notice dated 11.07.2019.

The respondent vide their letter dated 05.09.2019 submitted that the complainant had applied for the first time for renewal of registration certificate under the Rights of Persons with Disabilities Act, 2016 on 07.11.2017. At that time the Delhi Rules were not notified under the new Act. Hence process of renewal of certificate of the said NGO was not initiated.

The said NGO applied for seeking registration under the new Rights of Persons with Disabilities Act, 2016 on 12.03.2019 and the file of the NGO was sent to the concerned District Officer, East on 29.03.2019 for inspection and verification of the NGO for issuing registration certificate under the RPwD Act, 2016.

In the meantime file was sent to the Law Department, GNCTD for seeking their advice/clarification on the matter of issuance of certificate of registration under Rule 21 of the Delhi

RPwD Rules, 2018 since post of Joint Director, Technical and Spl. Director in the Department of Social Welfare were lying vacant, as to who will be the competent authority who is next in the hierarchy.

The case of the said NGO was accordingly put up for the approval of Director, Social Welfare, who is the competent authority next in the hierarchy on 06.06.2019.

After the approval of the competent authority, the NGO, Manovikas Charitable Society, 60-A, Radhey Puri Extension-I, Swami Dayanand Marg, Near Jagatpuri Crossing, Delhi-51 was issued Registration Certificate under Rule 22(8)(a) of the Delhi Rights of Persons with Disabilities Rules, 2018 on 27.08.2019 for a period of 5 years w.e.f. 26.08.2019 to 25.08.2024.

The respondent also submitted copy of the registration certificate issued to the complainant alongwith their reply dated 05.09.2019 with a copy to the complainant. As the registration certificate had been issued, the complaint was disposed of.

9. Case No.:	1118/1092/2019/09	Date of Order: 25.10.2019
Name of Parties:	Smt. Rajinder Kaur Vs. Director Social Welfare and The District Social Welfare Officer (East)	

Facts of the Case: The complainant, mother of Ms. Bhoomi Deep Kaur, a person with 75 % intellectual impairment filed a complaint dated 09.09.2019 and alleged that she applied for disability pension in respect of her daughter vide registration I.D. 101714476, application no. 26040000009216 on 08.03.2018 in the Deptt. of Social Welfare but her pension had not been released.

Recommendations/Decision of SCPD: The complaint was taken up with the respondents vide notice dated 16.09.2019.

The complainant vide her letter dated 17.10.2019 informed that “she has received disability pension of her daughter”. Department of Social Welfare, Govt. of NCT of Delhi vide letter dated 10.10.2019 submitted that disability pension of Rs. 42,500/- had been released on 30.09.2019.

10. Case No.:	1134/1024/2019/09	Date of Order: 06.11.2019
Name of Parties:	Dr. Manish Singh Vs. The Medical Superintendent, North DMC Medical College & Hindu Rao Hospital	

Facts of the Case: The Chief Commissioner for Persons with Disabilities vide letter dated 03.09.2019 forwarded the complaint dated 05.08.2019 in respect of Dr. Manish Singh, a person with 95% locomotor disability and a wheel chair user regarding non-payment of salary and enhanced TA by North DMC Medical College and Hindu Rao Hospital.

Recommendations/Decision of SCPD: The matter was taken up with Medical Superintendent, North DMC & Hindu Rao hospital vide letter dated 19.09.2019 with the directions to submit their comments within 10 days from the date of receipt of the said letter.

The respondent vide compliance report dated 09.10.2019 informed that the complainant has been paid Rs. 2,19,908 on account of salary, enhanced TA and security money. Dr. Manish Singh vide letter e-mail dated 03.10.2019 confirmed the receipt of the amount.

11. Case No.:	1. 1225/1121/2019/09 2. 1156/1121/2019/09 3. 1239/1121/2019/10	Date of Order: 11.11.2019
Name of Parties:	1. Shri Subhash Manchanda H/o Smt. Shukuntala Manchanda Vs. The MS, Lal Bahadur Shastri Hospital, Principal Secretary (H&FW), GNCT of Delhi and The Branch Manager, Oriental Bank of Commerce, Krishna Nagar 2. Smt. Seema Yadav Vs. The MS, Lal Bahadur Shastri Hospital, Principal Secretary (H&FW), GNCT of Delhi 3. Ms. Anita Arora Vs. The MS, Lal Bahadur Shastri Hospital, The Director, IHBAS and Principal Secretary (H&FW), GNCT of Delhi	

Facts of the Case: The complainants in above three cases vide their respective emails informed that Smt. Shukuntala Manchanda w/o Sh. Subhash Manchanda, Sh. Virender Pal Singh H/o Smt. Seema Yadav and Sh. Raj Kumar Arora, H/o Smt. Anita Arora have severe disabilities and are on wheelchair/paralyzed. They are not in a position to make multiple visits to the hospitals and therefore arrangement for their assessment for issuance of disability certificate should be made in such a way that all formalities/assessments are completed in a single day. All of them are living on first/third floor. Lal Bahadur Shastri Hospital (LBS Hospital) has the jurisdiction to issue disability certificate for locomotor disability, deafness and blindness and IHBAS for chronic neurological disorder.

Recommendations/Decision of SCPD: Considering the condition of said three persons and that certificate of disability is an essential document to avail any right/facility meant for Persons with Disabilities, show cause-cum-hearing notices were issued in these cases.

Representatives of respondent submitted that all the three patients would need to be examined not only for locomotor disability but also for other conditions such as chronic neurological disorder etc. In fact they do not have any medical record regarding the diagnosis of the patient in question. It will not be possible to depute the specialist doctors to their homes for their assessment. If their attendants can submit the medical records for diagnosis, the Hospital can decide whether they could be assessed by Doctors of the LBS Hospital or they would have to be taken to IHBAS. Thereafter, the team of Doctors can be arranged in one of the two Hospitals and patients can be assessed in one visit and their attendants can collect the disability certificate on the same day or as early as possible.

In view of the facts and circumstances of the above cases, Principal Secretary, Department of Health & Family Welfare was contacted on phone during the hearing and based on the discussion, the following recommendations were made:—

- (i) The complainants in the above mentioned three cases should take the treatment/medical

papers of their respective patients to Dr. P.K. Khedwal, Consultant, ENT Specialist/Dr. Sanjeev Gambhir, Specialist Ortho in LBS Hospital before 19.11.2019 on any working day with prior appointment.

- (ii) Dr. P.K. Khedwal, Consultant, ENT Specialist/Dr. Sanjeev Gambhir, Specialist Ortho or any other Doctor of LBS Hospital after examination of the papers and in consultation with the Medical Superintendent of the Hospital, shall either constitute a Committee of Doctors of relevant field to visit the patients at their residences to assess their disability and if eligible, issue them the disability certificates, or
- (iii) Depute an ambulance with adequate man power to transport the patients with dignity to the concerned Hospital for assessment of their disability in a single visit and if eligible, issue the disability certificates which can be collected by their attendants/family members.
- (iv) Secretary, Department of Social Welfare is advised to depute a rehabilitation professional for any assistance/guidance during transportation of Smt. Shukuntala Manchanda, Sh. Virender Pal Singh and Sh. Raj Kumar Arora to the hospital.
- (v) The assessment and certification process be completed by 03.12.2019.

Besides this, complainant in case No.1 submitted that Branch Manager, Oriental Bank of Commerce, Krishna Nagar, Branch, Delhi also refused to open an account by visiting at home despite there being guidelines of RBI vide Circular dated 09.11.2019 for door step banking. He needs certificate of disability and bank account of his wife for grant of disability pension by Department of Social Welfare.

During the hearing on 07.11.2019, Sh. Subhash Manchanda (on phone) informed that in compliance of the directions of this Court, the Branch Manager of Oriental Bank of Commerce, Krishna Nagar has opened a bank account in respect of his wife by visiting his house and he was appreciated for the same.

IHBAS made necessary arrangements and deputed a team of Doctors to the residences of the above mentioned three persons for assessment of their disabilities and issuance of certificates of disability to them. Branch Manager, OBC bank vide letter dated informed that door step bank facility to Smt. Shakuntala Manchanda and opened her bank account and linked it to her Aadhaar. LBS hospital vide letter dated 05.12.2019 has informed that certificate of disability has already been issued to Shri Raj Kumar Arora.

12. Case No.: 1. 1069/1011/2019/08

2. 1197/1012/2019/10

Date of Order: 13.11.2019

Name of Parties: Dr. Mohd. Shadab Alam & Sh. Pavitra Singh Vs. The Vice Chancellor, Delhi Technological University

Facts of the Case: Dr. Mohd. Shadab Alam, a person with 60% locomotor disability vide his complaint dated 02.08.2019 submitted that Delhi Technological University advertised

167 posts of Assistant Professor on 01.07.2019 by direct mode of recruitment, but did not provide reservation to persons with disabilities.

In another complaint dated 23.09.2019, Sh. Pavitra Singh, a person with 45% locomotor disability submitted that he is eligible for the post of Assistant Professor in DTU as he did M. Tech. and is in final stage of Ph.D with 14 years of teaching experience. However, he was not able to apply for the said post as DTU had reduced the age relaxation from 10 yrs to 5 yrs.

Recommendations/Decision of SCPD: The complaint was taken up with the respondent vide notice dated 19.08.2019.

During the hearing on 18.09.2019, the representatives of the respondent submitted that the University had re-advertised the posts. Out of the 167 vacancies, 13 had been reserved for persons with benchmark disabilities (locomotor disability, blindness and low vision as identified) by the University in the advertisement dated 13.09.2019 and 05 vacancies out of 87 vacancies in the advertisement dated 15.09.2019. They also clarified that reservation was computed against total number of 466 sanctioned posts of Assistant Professor in various disciplines and the rosters were being prepared separately for Assistant Professor, Associate Professor and Professor.

On the next date of hearing on 24.10.2019, the representatives of the respondent filed a reply dated 23.10.2019 as per which the process for filling up 254 vacancies of Assistant Professor was going on. As per the University, 11 vacancies @ 4% in accordance with Section 34 of the Act fall to the quota of persons with benchmark disabilities. But 18 vacancies have been reserved for them. Hence according to them there was no backlog.

In the light of the prompt and positive action by the respondent University and the fact that the complainant had not filed any rejoinder/objection, the case was disposed of.

Notice in this case was not issued as the corrigendum dated 13.09.2019 and 15.09.2019 had been issued by DTU before receipt of his complaint.

In the view of DoP&T's OM dated 29.06.2015, the respondent should provide age relaxation of 10 years (15 years for SC/ST and 13 years for OBC candidates) to person with benchmark disabilities. If Sh. Pavitra Singh and any other person with benchmark disability had applied for the post of Assistant Professor, their candidature be considered with 10 years of relaxation in upper age limit and this case was also disposed of.

13. Case No.: 851/1083/2019/04	Date of Order: 21.11.2019
Name of Parties: Sh. Devender Singh Vs. The Deputy Commissioner SDMC (West Zone)	

Facts of the Case: Sh. Devender Singh, brother of late Sh. Inderjeet Singh who was a person with 70% locomotor disability vide his complaint dated 04.04.2019 submitted that his brother applied for PCO booth under the quota for persons with disabilities in 1999. Although allotment letter was not issued, he was allowed to run that booth. Subsequently the file was misplaced but the authenticity of his applications dated 24.08.2006 and 26.03.2010 was confirmed by Sh. K.K. Dahiya, the then Dy. Commissioner, MCD as stated by Sh.

Devender Singh. He also enclosed photocopies of the Office of the Dy. Commissioner, West Zone, Rajouri Garden letter dated 23.07.2015 which clearly says that the letters in reference dated 24.08.2005 and 26.03.2010 may be got verified from the HQ and if verified, the file of Sh. Inderjeet Singh may be reconstituted.

A photocopy of the Note-sheet dated 22.09.2015, A.C./West Zone, Vishal Enclave, Rajouri Garden, New Delhi confirms the genuineness of Letter No. 350/AC/CL&EC/2005 dated 24.08.2005 and AO/CL&EC/2010/102 dated 26.03.2010. Both the letters were verified with dispatch register of this Department and found correct.

On the strength of the said communication, the complainant submitted that allotment letter in the name of his brother late Sh. Inderjeet Singh should be issued to his widow Smt. Gurjeet Kaur so that she can continue to earn her livelihood in an authorized and dignified manner. As per him this is permitted as per Rules.

Recommendations/Decision of SCPD: The matter was taken up with the respondent vide letter dated 22.04.2019

On 31.10.2019, the representative of the respondent submitted that the file in respect of late Sh. Inderjeet Singh had been recreated in 2015-16. However, the same is not traceable, but the booth had not been allotted to him.

On 19.11.2019, the complainant submitted that he was given a personal hearing by the Dy. Commissioner, West Zone, SDMC who directed the concerned staff to consider his case. But till date he has not received any allotment letter/intimation.

In this case, this Court issued six communications that includes the notice of hearing and held three hearings. There has not been a single line in response from the respondent let alone any outcome on an application for allotment of a booth for persons with disabilities made two decades ago in 1999. The person who applied for booth has expired and his widow Smt. Gurjeet Kaur, who must also be a senior citizen by now and is stated to have an adult daughter with intellectual disability, cannot be allowed to continue to undergo such a torturous situation.

In view of the above, the case was disposed of with recommendations that the respondent should issue the allotment letter in the name of Smt. Gurjeet Kaur, widow of Late Sh. Inderjeet Singh, if there is provision for the same within 10 days from the date of receipt of this order. In case the same is not done, Smt. Gurjeet Kaur should not be harassed by any person of the SDMC or Police and she should be allowed to earn her livelihood in a dignified manner and the same should be treated as authorized and not an unauthorized activity. The officers and staff of the respondent's office/field officers should also be sensitized and be made aware about the needs of persons with disabilities and the provisions of the Act.

The respondent vide letter No. AC/WZ/SDMC/2019/D-1843 dated 17.12.2019 submitted that Smt. Gurjeet Kaur w/o Sh. Inderjeet Singh is hereby allowed to earn her livelihood by erecting an open to sky khoka of 7 × 5 feet (PCO Handicap Booth) in front of Chawla Chiken Patri, Jail Road (Near Fateh Bus Stand) New Delhi.

ANNEXURE-VI

GIST OF ORDERS (2020-21)

1. Case No.: 1302/1024/2019/11 **Date of Order:** 22.02.2021
Name of Parties: Shri Virender Singh Vs. The Commissioner, SDMC

Facts of the Case: The grievance of the complainant was that his wife, a person with 93% locomotor disability, was not granted the Special Allowance payable to her from the time of her child's birth till the child is two years old and also not granted arrears on account of clearing her probation period.

Recommendations/Decision of SCPD: It was confirmed by the representative of the respondent that the arrear on account of probation period had been sanctioned and arrear on account of Special Allowance for child care had been processed and sent to finance functionaries of SDMC. It was recommended that amount in respect of both the arrears be disbursed to the complainant within two weeks from the date of receipt of this order.

2. Case No.: 1868/1111/2020/07 **Date of Order:** 15.03.2021
Name of Parties: Sh. Deepak Kumar Vs. DCP (South East District)

Facts of the Case: The complaint is regarding fraud made by Wakil Ahmad by financing a scooter from complainant's bank account by using his documents.

Recommendations/Decision of SCPD: The case was heard and after due deliberations disposed of with the recommendations that DCP (SE) specially Sh. Satvinder Rana, Inspector were directed to ensure that the National Disability Army and Sh. Wakil Ahmed and others return the money of complainant and accordingly a Closure Report be filed & sent to this office and also to the Manager, Corporation Bank, Jaitpur, Delhi with the instructions that the complainant's account should not be deducted with EMI in lieu of financing scooter, henceforth.

3. Case No.: 1948/1032/2020/09 **Date of Order:** 15.03.2021
Name of Parties: Ms. Nehal Trehan Vs. The Director, DOE and The Principal, Air Force Golden Jubilee Institute

Facts of the Case: Ms. Nehal Trehan, mother of Ms. Hareena Trehan, a girl child with 80% Autism Spectrum Disorder disability complained that her daughter, a student of Air Force Golden Jubilee Institute, Subroto Park, New Delhi wherein the school authorities are

not providing inclusive education as per RPwD Act, 2016. It was also submitted that some of the Special Educators seem to be working with expired certificate of registration from the RCI. Vide another complaint, it was also submitted that the registration certificate of “Indian Air Force Educational and Cultural Society” too expired on 09.01.2019.

Recommendations/Decision of SCPD: It was submitted by the school authorities that school was not violating any provisions of the RPwD Act, 2016 with respect to students of CWSN category. The school authorities are following regulation of inclusive education in letter and spirit and always ensure that all special students are taken care of according to their disability.

With regard to RCI certification, school authorities submitted that certificates of their employees have been duly renewed and regarding registration of the school under RPwD Act, 2016, all the papers/formalities for the same have been completed and is under process.

After due deliberations and discussion held, the following was recommended:–

- (i) that the DoE should take due cognizance regarding the concerned teachers with expired certification from RCI and the school as per the rules and existing regulations.
- (ii) School authorities were asked to provide all necessary assistance and support to all the children with special need alongwith parents for the overall welfare.

4. Case No.:	1286/1108/2019/11	Date of Order: 16.03.2021
Name of Parties:	Sh. Sonu Bhola Vs. CEO, BSES Yamuna Power Ltd., & The Manager, BSES Yamuna Power Ltd., Krishna Nagar	

Facts of the Case: The complainant submitted that BSES Yamuna Power Ltd. wrongly transferred another customer’s dues to his wife’s name bearing CA No. 151285745. He further submitted that BSES Yamuna Power Ltd. office situated at Krishna Nagar is not disabled friendly.

Recommendations/Decision of SCPD: The representative of the respondent explained that it was not done wrongly. After due deliberations and discussions, it was recommended that BSES, Yamuna Power Ltd. to clear ambiguity with respect to 5 different meters in question in this case that the Bhola family have, it should have better liaison and coordination with the outsourced company/call centre which handles the SMS/information to the customers and to ensure proper accessibility in the office of BSES, Yamuna Power Ltd., Krishna Nagar.

5. Case No.:	1934/1111/2020/09	Date of Order: 26.03.2021
Name of Parties:	Ms. Neetu Singh Vs DCP (Shahdara District)	

Facts of the Case: Complainant vide her complaint alleged that Sh. Mahavir Jain is harassing her by giving threats to kill as she is living in a disputed property. Police authorities are not taking any action against him. Her electricity was also disconnected illegally and she is facing great difficulty.

Recommendations/Decision of SCPD: The matter was taken up with the respondent who

responded that the matter is civil in nature and requires no police intervention. Complainant alleged that she is receiving threats from Sh. Mahavir Jain who has criminal attitude. The case was heard and after due deliberations, the case was disposed of with the following recommendations:

- (i) Court directed local police to not to interfere in the civil matter of the property issue with respect to the building in which Ms. Neetu Singh resides and if Sh. Mahavir Jain has got any dispute in respect of this property, he is free to approach any court for resolving the same.
- (ii) With regard to safety and security of Ms. Neetu Singh, it was directed that SHO(Vivek Vihar)/local Police Station should ensure safety and security of Ms. Neetu Singh. Local Police was further directed to also investigate the case as per CCTV footage handed over by the complainant during the hearing and apprehend the culprits who have breached the security of her residence i.e. any means of breaking lock and putting another lock and chain. An ATR in this regard was also called for.
- (iii) Requisite preventive measures in this particular case be adopted and taken by local police considering the complaint of Ms. Neetu Singh.
- (iv) with regard to complainant's grievance of disconnection of electricity meter, the court immediately spoke to CTO, BSES during the hearing and directed complainant to apply for a new electricity connection and clear all her dues.

6.	Case No.:	1915/1141/2020/08/	Date of Order: 17.02.2021
	Name of Parties:	Sh. Pardeep Kumar Vs. The Chief Engineer, Irrigation and Flood Control Department	

Facts of the Case: Complainant's professional degree was not being accepted by the Irrigation and Flood Control Department, GNCT of Delhi. Additionally, his registration fee of Rs.10,000/- deposited was not returned and further his registration was not being done under appropriate category by the department.

Recommendations/Decision of SCPD: It was clarified by the respondent that the degree of the complainant was recognized by the department and that the fee of Rs. 10,000/- so deposited by the complainant has duly been returned to him.

On the issue of registering the complainant under Class IV category, the officials explained that as per existing rules and policy, Sh. Pardeep Kumar can only be registered under Class V category and not under Class IV category as was demanded by the complainant.

Keeping in view the submissions given by the representatives of the respondent, the complainant was advised to apply under Class V category alongwith the requisite documents. Representatives of the respondent were recommended to process his case expeditiously.

7. Case No.: 1872/1143/2020/07/ **Date of Order:** 17.02.2021
Name of Parties: Sh. Neeraj Gupta and Sh. Akshay Parashar Vs. The Director, DOE

Facts of the Case: The complainants were aggrieved as they represented Delhi in Paralympic sports organized by Paralympic Committee of India (PCI) and have won many medals but no prize money was ever paid to them. It was revealed that according to sports policy of Delhi Government, cash incentive is given to the medal winning players duly recognised by Government of India/Paralympic Committee of India/Indian Olympic Association.

Recommendations/Decision of SCPD: After due discussion and diligence on the subject, Chief Administrator, PCI was asked to look into the matter and both the aggrieved complainants would report at PCI office on 18.02.2021 and their certificates would be appropriately signed by the PCI which would be acceptable to the Dte. of Education, GNCT of Delhi. This was duly accomplished.

8. Case No.: 1763/1014/2020/01/ **Date of Order:** 22.02.2021
Name of Parties: Sh. Akhand Pratap Singh Vs. The Secretary, DSSSB and
The Commissioner, SDMC

Facts of the Case: The complainant, a person with 40% post burn contracture of left hand with deformity submitted a complaint regarding his pending candidature for the post of Asstt. Law Officer in SDMC.

Recommendations/Decision of SCPD: Representative of the respondent No.1 informed that the complainant had filed an O.A. before the Hon'ble Central Administrative Tribunal in this case.

The case was kept in abeyance till the Hon'ble CAT heard the case and final verdict is passed.

9. Case No.: 1871/1141/2020/07 **Date of Order:** 26.02.2021
Name of Parties: Sh. Puneet Bindal Vs The Manager, BSES Yamuna Power Limited

Facts of the Case: The grievances of the complainant were that he was not provided the electricity connection and BSES office was inaccessible for persons with disabilities.

Recommendations/Decision of SCPD: After due deliberations, the case was disposed of with the recommendations that Completion Certificate of the building be provided by the complainant to the BSES authorities, the Vigilance Department of BSES should reply to the complainant, BSES office should be made accessible and disable friendly and as the matter was pending before the Central Grievance Redressal Forum (CGRF), this Court will await the final outcome.

GIST OF ORDERS (2019-20)

1. Case No.: 911/1024/2019/05 **Date of Order:** 21.06.2019
Name of Parties: Ms. Sanyogeeta Vs. The Medical Superintendent, Dr. BSA Hospital

Facts of the Case: The complainant submitted that she had undergone two serious spine surgeries and was hospitalized for 45-50 days and incurred an amount of approximately 15 lakhs, which had not been paid to her till the date of her complaint.

Recommendations/Decision of SCPD: Dy. Medical Superintendent (Admn.), Dr. B.S.A. Hospital informed that her medical bill was processed and expenditure sanction amounting to Rs.16,78,345/- was accorded with adjustment of advance drawn of Rs.5,76,261/-. The complainant confirmed receipt of the reimbursement of her medical claim and was satisfied. In view of above, the complaint was disposed of and closed.

2. Case No.: 896/1014/2019/05 **Date of Order:** 03.07.2019
Name of Parties: Sh. Om Prakash Vs. Chairman, DSSSB

Facts of the Case: The complainant, submitted that he attempted entrance exam through DSSSB under SC(PH) category and got 118 marks out of total 300 marks. On checking the result, he could not find his name in the list of successful candidates but found the name of a candidate under UR/PH(OH) category having scored 106 marks out of total 300 marks. The complainant filed an application in DSSSB on 26.03.2019 but no response was received from DSSSB.

Recommendations/Decision of SCPD: The Deputy Secretary, DSSSB was contacted on telephone regarding this and the complaint was forwarded through e-mail dated 03.06.2019. The complainant was informed on telephone. On 27.06.2019, the complainant sent a copy of Supplementary Result Notice No.471 issued by DSSSB through email and informed that he was selected as PGT(Fine Art)-Male, Post Code 96/17. The case was disposed of.

3. Case No.: 988/1141/2019/06 **Date of Order:** 22.07.2019
Name of Parties: *Suo-Motu* Vs. Deptt. of Law, Justice & Legislative Affairs

Facts of the Case: Sections 84 and 85 of the RPwD Act, 2016 provide a Court of Sessions to be a Special Court to try the offences under this Act.

Recommendations/Decision of SCPD: The matter was taken up with the Department of Law, Justice and Legislative Affairs, Govt. of NCT of Delhi.

The case was disposed of with the recommendation that Principal Secretary, Law, Justice and LA, Govt. of NCT of Delhi should implement the recommendation of the Hon'ble High Court of Delhi that Additional Sessions Judge-02 of each court be specified as Special Court to try the offences under the Act and specify Special Public Prosecutors for conducting the cases in the Special Courts within 10 days of receipt of this order being the requirement of the law.

4. Case No.:	541/1093/2018/10	Date of Order: 04.09.2019
Name of Parties:	Sh. Nitin Bindlish Vs. The Chairman, DSIIDC and Secretary-cum-Commissioner, Department of Industries	

Facts of the Case: The complainant, a person with blindness vide his complaint received on 01.10.2018 submitted that an industrial plot of about 400 sq. mtrs. in any industrial area of Delhi like Narela, Badli, Mangolpuri, etc. may be allotted to him which will enable him to live a successful and respectful life.

Recommendations/Decision of SCPD: The complaint was taken up with chairman, DSIIDC. It was informed that there was no scheme in DSIIDC for allotment of industrial plot to any section/class of people in NCT of Delhi.

The complainant vide his rejoinder dated 18.02.2019 regretted that his continuous request is not being considered in the Government despite the RPwD Act, 2016 and the Government had not made the policy till date.

Representative of the respondent submitted that DSIIDC is only an implementing agency for relocation of industries working in non-conforming areas of Delhi. The authority for framing policy is the Department of Industries, Govt. of NCT of Delhi which is headed by Principal Secretary/Secretary-cum-Commissioner, Industries.

After due deliberations, the matter was disposed of with the following recommendations:-

- (i) Some of the unused vacant industrial plots in NCT of Delhi under any scheme including "relocation scheme of 1996" should be earmarked for allotment to persons with benchmark disabilities for setting up or relocating their businesses or production centres, etc. through a draw of lots. The terms and conditions of eligibility may be decided by Industries Department in consultation with Department of Social Welfare and applications from eligible persons with disabilities should be invited for consideration for allotment of plots.
- (ii) The complainant may apply in response to such invitation and be considered alongwith other eligible applicants with disabilities. The allotment should be made within 3 months from the date of receipt of this order.
- (iii) The scheme under section 37(c) of the RPwD Act, 2016 be also finalised by respondent No. 2 and notified within 3 months from the date of receipt of this order.

5. Case No.:	1. 237/1101/2018/05	Date of Order: 15.10.2019
	2. 238/1101/2018/05	
	3. 239/1101/2018/05	
	4. 240/1101/2018/05	
	5. 241/1101/2018/05	
	6. 242/1101/2018/05	
	7. 243/1101/2018/05	
	8. 244/1101/2018/05	
	9. 245/1101/2018/05	
	10. 246/1101/2018/05	
	11. 247/1101/2018/05	

Name of Parties: *Suo-Motu* Vs. The DM (NE), The DM (SE), The DM (New Delhi), The DM (North), The DM (North West), The DM (Shahdara), The DM (Central), The DM (East), The DM (South West), The DM (South), The DM (West), Secretary Revenue-cum-Divisional Commissioner

Facts of the Case: A *Suo motu* cognizance was taken by SCPD to make all the worship places accessible for persons with disabilities.

Recommendations/Decision of SCPD: 11 District Magistrates of Govt. of NCT of Delhi were requested to take appropriate action to make the places of worship in their districts accessible for persons with disabilities and to prepare an action plan with timelines to make each place of worship accessible in a format prescribed by this Court.

After due deliberations, the matter was disposed with the recommendation that an accessibility audit of the large and important places of worship should be conducted and these should be made accessible as far as possible in accordance with the "Guidelines for Making the Religious Places Accessible" published by the Office of Chief Commissioner for Persons with Disabilities with the help of Svayam, a voluntary organization.

6. Case No.:	1. 1139/1017/2019/09 2. 1271/1017/2019/11 3. 1272/1017/2019/11 4. 1273/1017/2019/11	Date of Order: 26.11.2019
Name of Parties:	<i>Suo-Motu</i> Vs. The Commissioner, North DMC, The Commissioner, SDMC, The Commissioner, EDMC & The Chairman, New Delhi Municipal Council	

Facts of the Case: Section 23 of the RPwD Act, 2016 provides that every Government establishment shall appoint a Grievance Redressal Officer for the purpose of section 19 (inadvertently mentioned 19 instead of 20) and shall inform the Chief Commissioner or the State Commissioner, as the case may be, about the appointment of such officer. Section 20 of the Act relates to non-discrimination in employment.

Recommendations/Decision of SCPD: In view of these provisions of the Act, Heads of the Departments/Principal Secretaries/Secretaries/Heads of the Offices in the NCT of Delhi and Corporations, Autonomous Bodies PSUs were advised vide letter dated 13.02.2018 that the concerned government establishments under their Department/Organisation be directed to appoint a Grievance Redressal Officer and intimate his/her name, designation and contact details to this Court by 31.03.2018, followed by reminders.

By the end of October, 2019, 152 government establishments in Govt. of NCT of Delhi/Corporations had appointed Grievance Redressal Officers and intimated their details to this Court.

It is clarified that the Act and the Rules on appointment of Grievance Redressal Officer and his/her duties are very clear. No other nomenclature like 'Nodal Officer' etc. should be used for this purpose.

Respondent Departments should ensure that each Government establishment within the

Corporation/Organisation has a Grievance Redressal Officer. While doing so, the definition of the Government establishment as given in Section 2(k) of the Act, should be kept in mind.

7. Case No.: 1. 4/1665/2017-Wel/CD

2. 1053/1108/2019/07

Date of Order: 26.11.2019

Name of Parties: 1. **Suo-Motu Vs.** The Secretary, Urban Development Deptt., The Commissioner, North DMC, The Commissioner, SDMC, The Commissioner, EDMC, The Commissioner, New Delhi Municipal Council, The CEO, Office of Cantonment Board, The Managing Director, DTC, The Principal Secretary, PWD, The Secretary-cum-Commissioner, Transport Deptt., The Vice Chairman, DDA, The MD, DTIDCL, Transport Deptt., The CEO, DUSIB, The Secretary, DSW, The Principal Secretary, DoE.

2. **Sh. Subhash Chandra Vashishth, Director of Svayam Vs.** The Commissioner, North DMC, The Commissioner, SDMC, The Commissioner, EDMC, The CEO, Office of Cantonment Board, The Commissioner, New Delhi Municipal Council, The Vice Chairman, DDA, The Director, Directorate of Delhi Fire Services HQ, The Joint Commissioner of Police, Office of the Joint Commissioner of Police: Licensing, The Principal Secretary, Deptt. of Land and Building

Facts of the Case: A *Suo-motu* cognizance of the inaccessible built environment and transport in NCT of Delhi was taken by SCPD.

Recommendations/Decision of SCPD: A number of hearings were held in this case and after a lot of deliberations were held.

A Monitoring Committee was constituted by Department of Urban Development with the approval of the Chief with Pr. Secretary (UD) as its Chairman.

Keeping in mind that the provisions are mandatory and non-compliance or contravention of the provisions is punishable under Section 89 of the Act, recommendations were made for implementation while disposing this case. Some of them are,—

- (i) The action plans submitted by the respective respondent Departments be uploaded in their websites which should be updated at regular intervals.
- (ii) Chief Secretary, GNCT of Delhi to include as a point for review the status of progress made in implementation of various provisions of the Act in general and action plans on accessibility in particular, in all his review meetings with the HoDs.
- (iii) The Monitoring Committee should meet more often and also ensure physical check of the status of implementation of the action plans across NCT of Delhi.
- (iv) The Chairman of the Monitoring Committee should submit a quarterly report to the State Commissioner for Persons with Disabilities indicating the progress made over the previous quarter on implementation of the action plans and the reports of the physical checks.
- (v) Transport Department should ensure accessible bus queue shelters, accessible buses, stopping of buses at the right place in the bus bay, training of every driver and

conductor of DTC as well as private buses, who should be issued a certificate to that effect.

- (vi) Accessibility in the premises and Accessibility in the facilities and services be made an essential requirement/condition for grant of permission/licence or NOC for all public premises/functions such as restaurants, hotels, conference halls, banquets, cinema halls, Barat Ghars, Chaupals, Community Centres, Panchayat Bhawans, Open Spaces rented out for public functions like ceremonies for wedding, birthdays, felicitations, public rallies/meetings etc.

8.	Case No.: 1140/1108/2019/09 (& as per the list of 429 respondents enclosed)	Date of Order: 24.12.2019
	Name of Parties: <i>Suo Motu</i> Vs. The Hotel and Restaurant Members of The Federation of Hotel & Restaurant Association of India, GNCT of Delhi	

Facts of the Case: It was observed by the State Commissioner for Persons with Disabilities (SCPD), GNCT of Delhi that barrier free access to many hotels and restaurants in NCT of Delhi was not as per the standards prescribed in the Harmonised Guidelines and Space Standards for Barrier Free Built Environment for Persons with Disabilities.

Many owners of hotels and restaurants were also not aware about the mandatory requirements for making the 'public Buildings' and 'public facilities and services' accessible within a fixed time frame.

Recommendations/Decision of SCPD: The State Commissioner therefore decided to take up with the 429 Members of the FHRAI under Section 80(b) of the Act vide Show cause Notice dated 19.09.2019. In the said notice, it was brought to the notice of the President, FHRAI that FHRAI was requested vide letter dated 14.06.2018 to direct all the hotel and restaurant owners in the NCT of Delhi to ensure that their premises have all the accessible features in accordance with the standards prescribed in the Harmonised Guidelines and prepare an Action Plan to make every 'public building' and 'public facility and service' accessible to persons with disabilities by 15.06.2022 and 15.06.2019 respectively and to share the same with this Court in a format.

The respondents were therefore advised to prepare an Action Plan so as to ensure every 'public building' owned or used by them and every 'facility and service' provided by them is made accessible before the deadlines. Beyond the said dates, they will be liable to be punished under section 89 of the Act.

The respondents were also informed that the GNCT of Delhi with the concurrence of the Chief Justice of the Hon'ble Delhi High Court has designated Additional Sessions Judge-02 as a Special Court in every District to try the offences under the Act. Any non-compliance by the respondents may therefore be tried by the concerned Special Courts. Some of the representatives present put forth the problems/difficulties being faced or likely to face in implementing the provisions of the Act.

The case was disposed of with one of the recommendation apart from others:-

All the respondents should carry out a proper accessibility audit of their 'public buildings' and 'public facilities and services' and make them accessible to persons with disabilities

in accordance with the Harmonised Guidelines within the time frame prescribed in the Act. All the Hotels and Restaurants should provide menu in Braille, large fonts and in accessible format for print disabled.

9.	Case No.: 1078/1121/2019/08	Date of Order: 31.12.2019
	Name of Parties: <i>Suo-Motu</i> Vs. Sh. Uttam Kumar Das, The Chairperson, Child Welfare Committee-I and Ms. Gita Das, Maternal Grandmother of Madhusmita Das	

Facts of the Case: Through an email dated 04.09.2019, it was learnt that Ms. Madhusmita Das, the daughter of Sh. Uttam Kumar Das (Respondent No. 1) is a student of class-IX in Bharti Public School, Mayur Vihar, Phase-III and is having developmental delays. She needs immediate comprehensive medical and psychological assistance, proper diagnosis, assessment of disability and academic support.

Recommendations/Decision of SCPD: After hearing the parties, State Commissioner decided to visit Ms. Madhusmita alongwith Officers of this court.

On reaching the house of respondent No. 1, it was found that Ms. Madhusmita alongwith her younger sister, was watching TV. Ms. Madhusmita said she is happy and has no issues and complaints against her mother, father or sister. A number of physiotherapy and occupational therapy equipments were also seen in the house.

Since Madhusmita Das, who is a person with disability seemed satisfied with the arrangements made by her parents, this court cannot interfere in the matter and direct as Ms. Gita Das has requested. However, the parents of Ms. Madhusmita Das should make appropriate and regular arrangement for her treatment and stabilise it rather than continue consulting different doctors. There should be continuity and stability in the treatment and administration of various therapies. Equally important is to admit her in a school inclusive or otherwise. Respondent No. 1 must admit her in a neighbourhood school or a special school as per choice and ensure that she receives education in an appropriate environment as envisaged in Sections 16 and 31 of the Act.

Respondent No. 1 should apply to his employer for transfer to Delhi/NCR immediately. His employer (Small Industries Corporates) should transfer him to Delhi/NCR in accordance with DoP&T's OM No. 36035/02/2017-Estt.(Res) dated 15.01.2018 on top priority so that proper care and education of Ms. Madhusmita Das is taken care of.

10.	Case No.: 800/1021/2019/03	Date of Order: 31.12.2019
	Name of Parties: Sh. Avdesh Tiwari Vs The District & Sessions Judge (HQs) and The Chairman, Selection Committee, Recruitment Cell, O/o District & Sessions Judge (HQs)	

Facts of the Case: The complainant, a person with 80% locomotor disability vide his complaint dated 11.03.2019 submitted that he was working as LDC (re-designated as Jr. Judicial Assistant). He resigned technically to join the post of Jr. Hindi Translator in Defence Accounts Department through proper channel.

He further submitted that the benefit of promotion/upgradation was granted to officers of the O/o District & Sessions Judge in compliance with the orders of Hon'ble High Court,

Delhi in WP(C) No. 56861998 titled 'Jagdish Rana Vs Delhi Government'. The complainant is entitled to all the benefits till the date of his resignation. However, the benefit was not given to the complainant and therefore he filed the complaint.

Recommendations/Decision of SCPD: The respondent vide letter dated 05.04.2019 submitted that the case of the complainant was sent to the Selection Committee for grant of benefits as per the Hon'ble High Court, Delhi order. The request of the complainant was considered and rejected by the Selection Committee.

The complainant alleged that even though his case was identical, he was denied the benefit. He also gave the names of the similarly placed persons. Respondents were also directed to examine the matter.

From the information given by the complainant, it appeared that the complainant had been denied the benefit of being considered for upgradation on equal basis with other similarly placed persons.

In light of the documents/information made available by the parties and in view of the submission of the complainant that two persons were granted promotions/upgradation w.e.f. 14.05.1987 and 30.01.1992 respectively vide order dated 16.08.2017, the case was disposed of with the recommendation that the complainant be considered for promotion/upgradation on equal basis with other similarly placed persons. In case, however, the promotion/upgradation in respect of the two persons mentioned by the complainant was withdrawn/cancelled, the respondent should inform the complainant with full facts.

11. Case No.:	1325/1092/2019/12	Date of Order:	31.12.2019
Name of Parties:	Sh. Deepak Sharma F/o Ms. Jiya Sharma Vs The Director, DSW and the DSWO (Central)		

Facts of the Case: The complainant, father of Ms. Jiya Sharma, a person with 75% intellectual impairment vide his complaint dated 09.12.2019 alleged that he applied for disability pension in respect of his daughter on 31.12.2018 but had not been sanctioned till the filing of the complaint.

Recommendations/Decision of SCPD: DSWO (Central) appeared before this Court and submitted letter dated 27.12.2019 in which it was mentioned that the application was approved by the competent authority on 20.01.2019 and digit all sanctioned on 21.01.2019 but the financial assistance was returned back due to invalid account. He further added that all the short comings have been removed and the pension alongwith the arrears will be released by end of February, 2020.

12. Case No.:	1280/1121/2019/11	Date of Order:	31.12.2019
Name of Parties:	<i>Suo motu</i> Vs The Secretary, Health & Family Welfare Department, GNCT of Delhi, The Medical Superintendent, Janakpuri Super Speciality Hospital Society and the Administrator, Asha Jyoti Home, Department of Social Welfare, GNCT of Delhi		

Facts of the Case: During the hearing of the Case No. 564/1121/2018/10 (*Suo motu* Vs H&FW Department and Other) on 31.10.2019, The Administrator, Asha Kiran Home

informed that 120 residents at Asha Jyoti Home, Jail Road, Hari Nagar, New Delhi do not have Disability Certificate.

Recommendations/Decision of SCPD: The representative of Respondent No. 2 informed that 52 cases have already been assessed and certificates to them will be issued in the forthcoming disability camp at JSSHS. He also pointed out non-availability of Neurologist, Clinical Psychologist and Speech Therapist which hamper expeditious and timely assessment and certification.

The case was disposed of with the recommendations that Medical Superintendent, JSSHS and Chairman, Disability Board to organise the camp within one month from the date of receipt of this order and Department of Health & Family Welfare, GNCT of Delhi to ensure appointment/posting/deputation of adequate number of Specialist doctors/professionals in the hospital.

13. Case No.:	1281/1121/2019/11	Date of Order: 31.12.2019
Name of Parties:	<i>Suo motu</i> Vs The Secretary, Health & Family Welfare Department, GNCT of Delhi, The Medical Superintendent, Dr. Baba Saheb Ambedkar Hospital and the Administrator, Asha Deep Home, Department of Social Welfare, GNCT of Delhi	

Facts of the Case: During the hearing of the Case No. 564/1121/2018/10 (*Suo motu* Vs H&FW Department and Other) on 31.10.2019, The Administrator, Asha Kiran Home informed that 106 residents at Asha Kiran Home, Gandhi Ashram Road, Narela, Delhi do not have Disability Certificate.

Recommendations/Decision of SCPD: Chairperson, Disability Board, Dr. BSA Hospital vide letter dated 16.12.2019 informed that applications of inmates of Asha Deep Home may be presented alongwith latest IQ assessment reports at Dr. BSA Hospital and they will issue the Disability Certificates at the earliest.

The case was disposed of with the recommendations that Administrator/Superintendent, Asha Kiran Home should arrange IQ assessment or any other assessment of all the 106 residents of Asha Deep Home by 29.02.2020 and submit all the relevant documents to Respondent No. 2 by 10.03.2020 who should issue the Certificates of Disability by 31.03.2020.

14. Case No.:	908/1108/2019/05	Date of Order: 31.12.2019
Name of Parties:	<i>Suo motu</i> Vs The Joint Secretary & Chief Administrative Officer, Ministry of Defence, Govt. of India and Chairman, NDMC	

Facts of the Case: It was brought to the notice of this Court that some areas in National War Memorial do not meet the prescribed accessibility norms.

Recommendations/Decision of SCPD: The matter was taken up with the respondents. During the hearing, the representatives of Respondent No. 1 submitted a reply mentioning therein the facilities already created and additional facilities being considered in due course under perspective planning. The representatives of Respondent No. 1 were advised and provided some suggestions to make the National War Memorial a model accessible monument. The contact details of some experts were also provided who can help them.

The Respondent No. 2 vide letter dated 13.11.2019 submitted that a meeting was held in the Ministry of Defence on 23.07.2019 under the Chairmanship of Chief Project Coordinator, NWM&M to work out the directions of this Court.

Considering the positive response and the actions taken so far or proposed to be taken, the matter was disposed of.