

डा. कमलेश कुमार पाण्डेय
मुख्य आयुक्त

Dr. Kamlesh Kumar Pandey
Chief Commissioner



कार्यालय मुख्य आयुक्त, दिव्यांगजन
दिव्यांगजन सशक्तिकरण विभाग
सामाजिक न्याय और अधिकारिता मंत्रालय
भारत सरकार

Office of the Chief Commissioner for Persons
with Disabilities (Divyangjan)
Department of Empowerment of Persons
with Disabilities (Divyangjan)
Ministry of Social Justice and Empowerment
Govt. of India

No.16-3/CCD/2018 R-8632

10th May, 2018

Dear Shri Dubey,

As you are aware that the Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995 has now been repealed by the Rights of Persons with Disabilities Act, 2016 (RPwD Act, 2016). The following Sections in the new RPwD Act, 2016 mandates the establishments to take necessary action at their end.

(a) **Equal Opportunity Policy:**

Section 21. (1) Every establishment shall notify equal opportunity policy detailing measures proposed to be taken by it in pursuance of the provisions of this Chapter in the manner as may be prescribed by the Central Government.

(2) Every establishment shall register a copy of the said policy with the Chief Commissioner or the State Commissioner, as the case may be.

(b) **Appointment of Grievance Redressal Officer:**

Section 23. (1) Every Government establishment shall appoint a Grievance Redressal Officer for the purpose of section 19 and shall inform the Chief Commissioner or the State Commissioner, as the case may be, about the appointment of such officer.

(2) Any person aggrieved with the non-compliance of the provisions of section 20, may file a complaint with the Grievance Redressal Officer, who shall investigate it and shall take up the matter with the establishment for corrective action.

(3) The Grievance Redressal Officer shall maintain a register of complaints in the manner as may be prescribed by the Central Government, and every complaint shall be inquired within two weeks of its registration.

(4) If the aggrieved person is not satisfied with the action taken on his or her complaint, he or she may approach the District-Level Committee on disability.

2. Procedure for implementation of the above provisions is mentioned in detail in **Rule 8, 9 & 10 under Chapter – IV (Employment)** of the Rights of Persons with Disabilities Rules, 2017 (copy of Rights of Persons with Disabilities Act, 2016 and Rights of Persons with Disabilities Rules, 2017 is available on this office website: www.ccdisabilities.nic.in).

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3. You are requested to kindly intimate the action taken by your Ministry/Department and offices under your administrative control on above Sections/provisions in the Rights of Persons with Disabilities Act, 2016 to this office at the earliest. It is also requested that information in respect of the organizations under your administrative control be sent to this office in compiled form.

With regards,

Yours sincerely,

Dr. Kamlesh Kumar Pandey

(Dr. Kamlesh Kumar Pandey)

Secretaries
All Ministry/Deptts
Government of India