



## न्यायालय मुख्य आयुक्त दिव्यांगजन

COURT OF CHIEF COMMISSIONER FOR PERSONS WITH DISABILITIES (DIVYANGJAN)

दिव्यांगजन सशक्तिकरण विभाग / Department of Empowerment of Persons with Disabilities (Divyangjan)

सामाजिक न्याय और अधिकारिता मंत्रालय / Ministry of Social Justice and Empowerment

भारत सरकार / Government of India

Case No. 13746/1041/2023/181612

### Complainant:

Shri Zeeshan Ali

Address – OTA 29, Zonal Office Campus, ECR,

Hajipur, Vishali, Bihar-844101

Mobile No. 6203648935

Email- a.zeeshan0088@gmail.com

### Respondent:

(1) General Manager (The Recruiter)

Central Recruitment & Promotion Department

State Bank of India, Corporate Centre, Atlanta Building,

3<sup>rd</sup> Floor, Nariman Point, Mumbai – 400021

Email – gm.crpdp@sbi.co.in crpd@sbi.co.in

Contact No. 022-22820547.....Respondent No 01

(2) The Chairman,

The Institute of Banking Personnel Selection,

IBPS House, 90 feet D P Road, Near Thakur Polytechnic,

Off. Western Express Highways,

P.B. No.- 8587, Kandivali, Mumbai-400101

Email – contact@ibps.in.....Respondent No 02

(3) ION Digital Zone IDZ 1

Patliputra UNO Digital Pvt Ltd

Gate No. 1 Road No. 2 Block 3 Patliputra Industrial Estate

Near P&M Mall Patna – 800013.....Respondent No 03

**Affected Person:** The complainant, a person with 90% Multiple Disabilities

### 1. Gist of Complaint:

1.1 Shri Zeeshan Ali, a person with 90% multiple disabilities filed a complaint dated 22.12.2022 regarding denial to accessible means to appear in the Online Pre-Exam of SBI PO 2022-23. Due to his specific eye disability caused by RD, he needs large magnified font text only on black back ground with requisite contrast to read text. As this can't be corrected with normal lens and he can't hear too, so he uses Senorita 5HD magnifier to read the text and do rough work as prescribed by ophthalmologist. While

he received an e-mail a day before the examination conveying the approval of the appropriate authority for use of the magnifier, he was humiliated and not allowed him to carry it to the hall. He informed the authorities from the SBI and the TCS that he has been allowed to carry it in all previous exams of SBI as well as TJPSC Civil Services and BPSC. The officials said that this is another exam and not by UPSC.

## **2. Submissions made by the Respondent:**

2.1 Respondent No 01, General Manager (RP & PM), SBI filed their reply dated 14.03.2023 and inter-alia submitted that Shri Zeeshan Ali, Roll No – 4401002116 reported for the online examination on 17.12.2022 at iON Digital Zone iDZ1, Patliputra Centre, Patna, along with Senorita 5 HD Video Magnifier having recording features along with photo capturing facility. Since the said device was having recording and photo capturing features, the candidate was not allowed to use the same in the said examination on his own.

2.2 He also received an email 19.12.2022 from Institute of Banking Personnel Selection (IBPS) which was conducted the said examination, the extract of the said email is as under:

*“As informed by TCS Team, the candidate reported for examination with scribe and device. When device was inspected it was noted that the device can capture photo. Hence after discussion, candidate was informed that he can give exam with scribe but not with device, for which the candidate denied.”*

2.3 Respondent No 02, Deputy General Manager, IBPS filed their reply dated 28.02.2023 and inter-alia submitted that as per the relevant provisions (Clauses K & L) of the Advertisement dated 02.08.2022 for CRP PO/MT XII, any kind of electronic device and gadgets are not allowed inside the said examination venue in order to prevent Cheating/unfair means in the examination. Hence, IBPS conveyed its inability to allow the same in accordance vide its replied dated 14.10.2022. Therefore, IBPS in order to facilitate him in consideration of his disability, assured his that he well be proved zooming/magnified font option on the computer system on the day of said examination. He also submitted that such electronic devices have storage, which can be used for cheating/unfair means.

2.4 He further submitted that the complainant has stated that he has been allowed to use ‘magnifier’ in other exam of UPSC, BPSC, SSC and even exams like SBI. The respondent has no knowledge about correctness of his such statement regarding other exam of UPSC, BPSC, SSC, hence it is unable to offer any comments on the same.

## **3. Submissions made in Rejoinder:**