

**PUBLIC GRIEVANCES COMMISSION**  
**(Govt. of NCT of Delhi)**  
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**Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.1997**

Date of hearing: 6<sup>th</sup> Oct., 2021

Complainant : Shri Santosh Kumar Mishra

Respondent : Principal Secretary,  
H&FW Department,  
Govt. of NCT of Delhi

Grievance No. : PGC/2021/A-II/H&FW/02

**1. Brief Facts of the Case**

The complainant Shri Santosh Kumar Mishra filed a complaint stating that he retired on superannuation on 31.2.2020, from the post of Technical Assistant in DDUH. In compliance with OM dated 17/2/2020 of Department of Pension and PW, Govt. of India, approval of Medical Director, DDUH was granted, after a lapse of 8 months., on 11.11.2020. This approval was regarding inclusion of his name under Old Pension Scheme as per CCS (Pension) Rules, 1972. Even after more than one year of his retirement, retirement benefits have not been given to him.

**2. Facts emerged during the hearing**

2.1 Shri Kamal Menghani, Pay & Accounts Officer is present. He submitted status report stating the following :-

- i. Gratuity of Rs. 4,86,720/- was paid vide bill No. gra 2162, dated 5.3.2020.*
- ii. Initially his pension case was processed under “ New Pension Scheme”, which was returned to HOO/DDO, DDUH for compliance of some observations, later on it was converted to Old Pension scheme as per the request of the official, which was finally accepted by DDUH under the Old Pension Scheme vide DDUH order No. F.3P(4015)/04-DDUH/Estt./21291-21298 dated 11.11.2020 in compliance with GOI OM No. 57/07/2019-PPW(B) dated 17.2.2020 and endorsed by Govt. of NCT of Delhi vide letter No. 31/Fin(Estt-III/2017PSV/459 dated 17.3.2020.*
- iii HOO, DDUH has initially submitted the pension case under the old pension scheme on 12.4.2021 with commutation without medical certificate, which was returned to DDUH with observation for compliance of applicability of Commutation after the retirement of one year*

with medical certificate , which was resubmitted on 21.6.2021, finally pension case was settled and PPO issued 20.7.2021. Arrear for pension for the period 1.3.2020 to 30.6.2021 was also paid vide Bill No. 939 dated 2.8.2021.

iv Authority for commutation dated 2.7.2021 amounting Rs. 10,10,007/- was issued to be paid through CPAO.

v PPO was returned by CPAO which was received on 9.9.2021 with the observation "Date of Entry into Government Service as shown under col.No. 6 at page-3 of PPO may be confirmed. The date shown as 18.5.2004 implies that the case falls under the New Pension Scheme". DDO has replied vide letter dated 13.9.2021 that the pension case of Shri Santosh Kumar Mishra was converted from New Pension scheme to Old Pension scheme as per the request of the official, which was finally accepted by DDUH under the Old Pension Scheme vide DDUH order No.F.3P(4015)/04-DDUH/Estt./21291-21298 dated 11.11.2020 in compliance with GOI OM NO. 57/07/2019-PPW(B) dated 17.2.2020 and endorsed by Govt. of NCT of Delhi vide letter NO. 31/Fin(Estt-III/2017PSV/459 dated 17.3.2020 and the PPOs were again forwarded to CPAO on dated 13.09.2021.

vi CPAO has already issued PPO authority to the concerned bank CPFC on dated 14.9.2021 regarding authorizing the bank for payment of pension and commuted value of pension amounting to Rs. 10,10,007/-.

vii Pay & Accounts Office-XX has also pursued the matter CPAO by sending an email to CPAO dated 20.9.2021 for early payment of commuted value of pension amounting Rs. 10,10,007/- and start of pension."

2.2 Ms. Alka Sharma, Deputy Medical Supdt., DDUH is present. She submitted the status report, stating the following :-

i. Rs. 4,86,720/- was paid on account of Gratuity vide Bill No. GRA-2162 dated 5.3.2020.

ii. Rs. 2,12,940/- was paid on account of Leave Encashment vide Bill No. LE-202 dated 20.5.2020.

iii Rs. 7,537/- was paid on account of UTGEIS vide Bill NO. INS-203 dated 20.5.2020.

iv GPF Final Payment amounting to Rs. 10,34,468/- has been made vide Bill No. 1187 dated 13.09.2021.

v Authority of Commutation of Pension has been issued amounting to Rs. 10,10,007/-

vi Pension of Arrear paid."

2.3 The Office of Public Grievances Commission contacted the complainant telephonically. He stated that he has not been given the due amount of GPF, for which he submitted his representation in the PAO-XX about 10 days back.

### **3. Directions of PGC**

3.1 Since all the retirement benefits has been received by the complainant as per his grievance filed in the Commission, therefore, the Commission has decided to **close the case** in PGC.

3.2 PAO-XX is advised to examine the said representation of the complainant and take action accordingly. Also, let the Commission know about the action taken on his representation by 2.11.2021.

With the above advice, the Commission has decided to close the case in PGC.

**(SUDHIR YADAV)**  
**MEMBER(PGC)**

PGC/2021/A-II/H&FW/02/

Dated :

- 1 The Medical Director, Office of the Medical Director, Deen Dayal Upadhyay Hospital, Hari Nagar, New Delhi.
- 2 The Medical Superintendent, Deen Dayal Upadhaya Hospital, Govt. of NCT of Delhi, Hari Nagar, New Delhi.
- 3 Deputy Medical Superintendent (A), Office of the Medical Director, DDU Hospital, Hari Nagar, New Delhi-110064.
- 4 The Pay & Accounts Officer, PAO-XX, GBSS School, Tagore Garden, New Delhi-110027.
- 5 Shri Santosh Kumar Mishra