PUBLIC GRIEVANCES COMMISSION
(Govt. of NCT of Delhi)
M-Block, Vikas Bhawan, IP Estate, New Delhi – 110110
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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: 15th October, 2026

Complainant	:	Smt. Kavita Sharma
Respondent	:	District Magistrate (District South), Revenue Department.
Grievance No.	:	PGC/2026/A-II/Rev./541

1. Brief Facts of the Complaint

Smt. Kavita Sharma has filed a grievance petition in PGC aggrieved by non receipt of family pension and pensionary benefits (except GPF) of her deceased husband late Shri Satish Chandra, who had retired from Revenue Deptt (Office of District Magistrate South, M.B. Road, Saket, New Delhi - 110068), from the post of Kanungo on attaining the age of superannuation.

The complainant stated in her grievance petition that due to some departmental proceedings, her husband's pensionary benefits except GPF, were withheld by the Revenue Department. However, provisional pension was granted to her husband till his death. The complainant's husband expired on 3rd August 2025. After the demise of her husband, the Revenue Department has stopped the above mentioned provisional pension and has not released family pension so far i.e. after 10 months of death of her husband.

Therefore, the complainant has requested the Commission to intervene in the matter and direct the Revenue Deptt. to release family pension and other pensionary benefits of her late husband alongwith interest.

2. Relevant facts that emerged during the hearing

2.1 Ms. Bharti Das, Section Officer (District South) is present on behalf of respondent department and submitted action taken report, stating the following :-

"Subject: Action Taken Report in the matter of Smt. Kavita Sharma (Complainant) & District Magistrate (District South), Revenue Department – regarding.

Grievance No.: PGC/2026/A-II/Rev./541

This is with reference to the subject cited above and the directions issued by the Hon'ble Chairman, Public Grievance Commission in the grievance petition filed by Smt. Kavita Sharma, wife of Late Sh. Satish Chandra, retired Kanungo. In the matter, the direction were issued to District Magistrate (South), GNCTD to release Provisional Family Pension in the light of the Office Memorandum issued by DOPT, Govt. of India and Judgements of Hon'ble Supreme Court in the matter, duly cited in the directions dated 21.09.2026.

In this regard, it is humbly submitted that the DOPT, Govt. of India, OM no. 1/11/2020-P&PW(E) dated 29/07/2020 relates to the Relaxation of Rule 80-A for payment of provisional Family Pension on death of a Government Servant during service (Annexure-I). The instant case matter is related to release of provisional family pension in case of Retiree government servant/charged officer. The Charged Officer retired from Government service on 31.03.2017 upon attaining the age of superannuation. Subsequently, after considering the Disagreement Note vis-à-vis the Inquiry Report dated 29.07.2021 and the representation dated 16.08.2021 submitted by the Charged Officer, the Secretary (Revenue)-cum-Divisional Commissioner, Delhi, recommended the imposition of the penalty of reduction of pension by 25% for a period of three years.

Subsequently, after the death of charged officer the case was forwarded by the Directorate of Vigilance, GNCTD to The Under Secretary, MHA for passing of presidential sanction under Rule 8 of CCS (Pension) Rules, 2021. In response an order no. 14033/9/2026-Delhi-II dated 14.08.2026 was issued by the Union Home Secretary, MHA, GOI in exercise of power conferred under clause (B) of Sub-rule 1 of Rule 8 of CCS Pension rules (as amended) decided to close the pending Disciplinary Proceeding case against late sh. Satish Chandra, Kanungo (Retd.) Government of NCT of Delhi, initiated vide Memorandum No. F.01/DC/5/2014/519 dated 21.12.2016.

Accordingly, the order issued by the Ministry of Home Affairs (MHA) dated 14.08.2026 has been duly served upon Smt. Kavita Sharma, wife of Late Sh. Satish Chandra (Ex-Kanungo). Her acknowledgement of receipt of the said order has also been obtained, and a copy of the duly signed acknowledgement is enclosed herewith for kind perusal and record of the Hon'ble Commission. (Annexure-II)

It is further submitted that after the death of charged officer, the Disciplinary Proceeding was stopped and case was systematically forwarded to Directorate of Vigilance, GNCTD along with relevant documents for issue of formal Presidential Sanction from the MHA, GOI. The instant case was processed as per provisions of Rule 9(2)(a) of CCS Pension Rules 2021 (Annexure-III), as the departmental proceeding was instituted while the Govt. Servant was in service before his retirement and after the final retirement of the Govt. servant the said proceeding deemed to be proceeding under this rule and shall be continued and concluded by the authority by which they were commenced in the same manner as if the govt. servant has continued in service. Further, no penalty has been imposed upon the deceased charged officer and case has been closed as per MHA order dated 14.08.2026.

In view of above circumstances, it has also been decided that consequent upon closure of pending disciplinary proceeding case, the terminal benefits shall also be released from the date of death 03.08.2025 i.e. in favour of Smt. Kavita Sharma, Legal Heir/Spouse of Late Sh. Satish Chandra, Kanungo. Accordingly, some documents have been submitted by Smt. Kavita Sharma for release of family pensionary benefits as per CCS (Pension) Rules, 1972.

This office is sincerely putting its best efforts to release the dues in favour of the applicant as per provisions of CCS Pension Rules, 1972 and address the grievances mentioned by her.

In view of above, the submission may be accepted for consideration of Hon'ble Commission in connection with the hearing schedule for 15.10.2026."

3. Recommendations of the PGC

3.1 Divisional Commissioner, Revenue Department, Govt. of NCT of Delhi, is advised to look into the matter and ensure its time bound resolution.

3.2 District Magistrate, District South, Govt. of NCT of Delhi, is directed to **release the family pension to the complainant/dependent family member within fifteen days** as the inordinate delay in releasing terminal benefits in respect of deceased revenue official Satish Chandra/late husband of the complainant is causing acute financial hardship to the dependent family member/complainant Smt. Kavita Sharma.

3.3 District Magistrate, District South, Govt. of NCT of Delhi, is directed to ensure that a senior level officer, well conversant with the matter, shall be deputed along with action taken report in the next hearing.

3.4 The next date of hearing is scheduled for **19.11.2026 at 11.00 A.M.**

(DHARMENDRA)
CHAIRMAN (PGC)

F.No. PGC/2026/A-II/Rev./541 11875-877 Dated : 3/11/26

To :

1. Divisional Commissioner, Revenue Department, Govt. of NCT of Delhi, 5 Sham Nath Marg, Delhi – 110054.
2. District Magistrate, District South, Govt. of NCT of Delhi, M.B. Road, Saket, New Delhi – 110068.
3. Smt. Kavita Sharma, W/o late Sh. Satish Chandra, R/o: D-501, Gali no. 13, Bhajanpura, opposite Sanatan Dharam mandir, Delhi-110053.

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