

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 : Sh. Ramesh Chandra Suyal
Respondent : Divisional Commissioner,
Revenue Department.
Grievance No. : PGC/2026/A-II/Rev./564

1. Brief Facts of the Complaint

Sh. Ramesh Chandra Suyal has filed a grievance petition in PGC aggrieved by non receipt of service benefits and dues of his deceased father Shri Om Parkash Suyal, who was posted as Bailiff in the Office of District Magistrate (North) and passed away on 10.12.2025 while on duty.

The complainant stated in his grievance petition that despite repeatedly approaching the concerned offices for release of deceased government official pending service benefits and dues, no benefits have been released to the dependent family members' till date. The officials of D.M. (Outer North) office states that the D.M. (North) office will process the payment while the D.M. (North) office says that D.M. (Outer North) office is responsible for it. Due to this confusion and delay between departments, his family is suffering.

Therefore, the complainant has requested the Commission to intervene in the matter and direct the Revenue Deptt. to release service benefits and other admissible dues of his late father.

2. Relevant facts that emerged during the hearing

2.1 Sh. Anup Kumar Singh, Sr. Accounts Officer/DDO, District Outer North is present on behalf of O/o District Outer North and submitted Action Taken Report, stating the following:-

"STATUS REPORT OF PAYMENT OF ARREAR AND RETIRAL BENEFITS TO SH. RAMESH CHANDRA SUYAL S/O. LATE OM PRAKASH, BALIFF (EXPIRED ON 10/12/2025)

S.No.	Particulars	Status Report
1.	GPF Final Payment of Rs. 23,69,967/-	All the payment has been released and credited to the beneficiary account. No payment of retiral benefits has been pending. Hence, the case may be closed.
2.	Arrear of Pay Fixation amounting to Rs. 13,12,632/-	
3.	Leave encashment of Rs. 6,66,760/-	
4.	CGEGIS/UTGEIS/DLIS of Rs. 1,24,421/-	
5.	Payment of Death Gratuity amounting to Rs. 22,00,308/-	

2.2 Sh. Manoj Kumar, PAO-VI is present on behalf of Pay & Accounts Office-VI, GNCT of Delhi and submitted Action Taken Report, stating the following:-

"In compliance of directions of Chairman (PGC) dated 25.09.2026, action taken report for release of pensionary benefits to Sh. Ramesh Chandra Suyal, S/o Late Sh. Om Parkash Suyal, Bailiff, Office of District Magistrate (North) is as under:

S.No	Entitlement for Retirement Benefits	Action Taken	Remarks
1.	GPF Final Withdrawal	Payment made to beneficiary	On 25.08.26 for Rs. 23,69,967/-
2.	Arrears of Pay fixation	Payment made to beneficiary	On 17.09.26 for Rs. 13,93,932/-
3.	Leave Encashment	Payment made to beneficiary	On 10.09.26 for Rs. 6,66,760/-
4.	CGEGIS/UTGEIS	Payment made to beneficiary	On 09.10.2026 for Rs. 30,000/- (Insurance) & Rs. 34,421/- (Savings fund)
5.	Death Gratuity	Payment made to beneficiary	On 24.09.2026 for Rs. 2200308/-
6.	Deposit Linked Insurance Scheme (DLIS)	Payment made to beneficiary	On 22.09.2026 for Rs. 60,000/-

3. Recommendations of the PGC

3.1 In view of the fact that necessary action has been taken by the respondent department by releasing all pending terminal benefits to the complainant and thereby successfully resolving the original grievance filed by the complainant, **the matter is disposed of at the level of the Commission.**


16/11/26.
(DHARMENDRA)
CHAIRMAN (PGC)

F.No. PGC/2026/A-II/Rev./564

11153-197

Dated : 19/10/26

To :

1. Divisional Commissioner, Revenue Department, Govt. of NCT of Delhi, 5 Sham Nath Marg, Delhi – 110054.
2. District Magistrate, District Outer North, Govt. of NCT of Delhi, DM Office Complex, G.T. Karnal Road, Alipur, Delhi – 110036.
3. Senior Accounts Officer, O/o District Magistrate, District Outer North, Govt. of NCT of Delhi, DM Office Complex, G.T. Karnal Road, Alipur, Delhi – 110036.
4. Pay & Accounts Officer, PAO-VI (Pay and Accounts Office), Treasury Building, Tis Hazari, Delhi-110054.
5. Sh. Ramesh Chandra Suyal, S/o Late Shri Om Parkash Suyal, R/o: 425/10, A-Block, Street 4, Laxmi Vihar, Burari, Delhi-110084. (Mobile No. 8527884974)

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