PUBLIC GRIEVANCES COMMISSION
(Govt. of NCT of Delhi)
M-Block, Vikas Bhawan, IP Estate, New Delhi – 110110
Tel. No. 011-23379900, 23379901, Fax No. 011-23370903
Website : www.pgc.delhigovt.nic.in E-mail :pgcdelhi@nic.in

Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.1997

Date of hearing: 22nd October, 2026

Complainant : Shri Sanjay Chaturvedi

Respondent : The Director,
Directorate of Education,
Govt. of NCT of Delhi

Through :

Ms. Ranjana Mathur, Senior A.O., Principal Accounts office
Ms. Namita Jain, ASO
Sh. Pratap Singh, S.O.
Sh. R.K. Sharma, J.S. (F.D.) with Sh. Manish Srivastava, Sr. AO (FD)
Ms. Nirmala, DCA
Sh. Ghanshyam Jha, AAO

Grievance No. : PGC/2026/A-II/DoE/574

1. **Brief Facts of the Case**

The complainant has filed a grievance in the Commission stating that despite lapse of more than seven months since his retirement, his pension has not been commenced, nor have he received any communication from the concerned authorities explaining the reasons for the continued non-payment. He further stated that he has already submitted representations alongwith reminders to all concerned authorities but no action has been taken so far, nor has any clarification been provided. He also stated that he had timely submitted his application for migration from NPS to UPS through proper channel on 23 June, 2025, prior to his retirement, in accordance with the Gazette Notification of Government of NCT of Delhi No. 2025/649-652 dated 26.5.2025. He also stated that he has exhausted all available channels and approached all authorized offices regarding this matter. Unfortunately neither has any corrective action been initiated nor has any information been shared regarding the reasons for delay in release of his legitimate dues. The complainant has requested to resolve his grievance as he is presently dependent on his pension for his sustenance and any further delay will cause continued financial suffering.

2. **Facts emerged during the hearing**

2.1 The complainant is present.

2.2 Ms. Namita jain, ASO, Sh. Pratap Singh, S.O. , Sh. R.K. Sharma, J.S. (F.D), Sh. Manish Srivastava, Sr. A.O. (FD), Ms. Nirmala, DCA, Sh. Rajan Mathur, Sr. A.O and Sh. Ghanshyam Jha, AAO are present. Action taken report under the signature of Joint Secretary, Finance (HRD) has been filed stating the following:

i " With reference to PGC Grievance No. PGC/2026/A-II/DoE/574 & PGC/2025/A-II/DoE/480 of Shri Sanjay Chaturvedi & Shri Prem Kumar Tyagi repectively, it is submitted that the Unified Pension Scheme (UPS) has not yet been implemented/operationalized for the employees of the Government of NCT of Delhi.

ii In this regard, the Finance Department, GNCTD, vide letter dated 30.06.2026 (copy enclosed), requested the Ministry of Home Affairs (MHA), Government of India, to take up the matter with the Department of Financial Services (DFS), Ministry of Finance, Government of India, for allowing the benefit of exercising an option for shifting from NPS to UPS to the employees of GNCTD, as available to Central Government employees under Rule 3(iii) (I) of the Notification dated 07.07.2025 issued by the MHA (Copy enclosed), and to issue necessary directions to PFRDA for operationalizing the requisite functionality for GNCTD employees.

iii Subsequently, vide letter dated 05.08.2026 (copy enclosed), the Under Secretary to the Government of India, MHA, requested the Secretary, Department of Financial Services, Ministry of Finance, to consider the implementation of UPS in place of NPS for the employees of GNCTD and to issue necessary directions to PFRDA for initiating the requisite mechanism for GNCTD employees.

iv In this regard Ministry of Finance, GOI, vide O.M dated 20.08.2026 (copy enclosed) addressed to the Ministry of Home Affairs, UT Division, to consider the operationalisation of Unified Pension Scheme (UPS) for employees of Govt. of NCT of Delhi.

v Further, the Ministry of Home Affairs (UT Division), Government of India, vide its letter dated 01.10.2026 (Copy enclosed) addressed to the Secretary, Department of Financial Services, Ministry of Finance, Jeevan Deep Building, Sansad Marg, New Delhi, has requested reconsideration of the advice/opinion conveyed vide letter dated 20.08.2026 and has further requested that PFRDA be directed to implement the Unified Pension Scheme for the employees of the Government of NCT of Delhi.

PRATYUSH KANTH
MEMBER
Public Grievances Commission
Govt. of NCT of Delhi
M-Block, Vikas Bhawan,
New Delhi-110002

vi It is, therefore, informed that the implementation/operationalization of UPS for GNCTD employees is presently under matter regarding consideration with the concerned authorities of the Government of India. Accordingly, the matter regarding extension of the benefit of UPS, including the option for shifting from NPS to UPS, shall be taken up upon receipt of the necessary decision/directions from the concerned authorities and operationalization of the requisite mechanism by PFRDA for the employees of GNCTD."

2.3 Another ATR under the signature of Dy. Director of Education, District South West-A has been filed stating the following:

i "The applicant had submitted the physical option form for switching from NPS to UPS within the prescribed timeline and prior to his retirement on 31.10.2025. The same was duly processed by the Administrative Office and forwarded to PAO-II. The application was received at PAO-II on 29.09.2025.

ii It is reiterated that there was no administrative delay on the part of the Administrative Office. The option from was processed and forwarded to PAO-II during the applicant's service period and within the prescribed timeline...."

3. Directions of PGC

3.1 The Commission directs the Finance Department and Principal Accounts Office to immediately write to the concerned Authorities to find out the present status of the case. It is also directed to submit the Action Taken Report in the Next hearing along with copy of the letters sent to the concerned authorities.

3.2 ATRs by all concerned shall be filed in the next hearing, fixed for 10th December, 2026 at 2.30 p.m.

PRATYUSH KANTH
MEMBER
Public Grievances Commission
Govt. of NCT of Delhi
M-Block, Vikas Bhawan,
New Delhi-110002

28/10

(PRATYUSH KANTH)
MEMBER(PGC)

F.No. PGC/2026/A-II/DoE/574/ 11786-794 Dated :

1..I The Principal Secretary (Finance), Finance Department, Govt. of NCT of Delhi, 4th Level, A-Wing, Delhi Secretariat, I.P. Estate, New Delhi.
2. Director, Directorate of Education, Govt. of NCT of Delhi, Old Secretariat, Delhi-54
3. The Deputy Director of Education,, Directorate of Education, GNCTD, District South West-A, C-4, Vasant Vihar, New Delhi (Admission Branch).

4. The Deputy Controller of Accounts (Pension), Principal Accounts Office, A Block, Vikas Bhawan, I.P. Estate, New Delhi-110002.
5. The Senior Accounts Officer (Pension), Principal Accounts Office, A-Block, Vikas Bhawan, I.P. Estate, New Delhi – 110002.
6, The Pay & Accounts Officer (PAO-2), the Pay & Accounts Officer No. II, R.K. Puram, New Delhi-110022.
7. The Technical Officer, PGC with the direction to upload the same on the website of PGC
8. The complainant Shri Sanjay Chaturvedi, H.No. B-306, Plot No. 58/17, VSNL Apartment, Sector-62, Noida, Gautam Buddh Nagar-201309 (Mob. No. 9868465788).
9. Sh. Prem Kumar Tyagi, H.No. 9/329, Rajendra Nagar, Sector -3, Sahibabad Ghaziabad-201005 (Mobile no. 8588957544)