

PUBLIC GRIEVANCES COMMISSION
GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI
I.P. Estate (near ITO), Vikas Bhawan, M-Block, New Delhi-110110
Tel Nos. 011-23379900-01 Fax No.011-23370903
E mail: pgcdelhi@nic.in

Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.09.1997

Date of Hearing: 14.09.2026

Complainant : Shri Gopal Singh

Respondent : The Director General,
Directorate General of Health Services,
Govt. of N.C.T. of Delhi,
17A, Karkardooma,
New Delhi – 110032.

Grievance No. : PGC/2026/A-II/DGHS/499

1. Brief facts of the complaint

The present grievance case is regarding revision of pensioner benefits in respect of the Complainant, Shri Gopal Singh, Assistant Accounts Officer (Retired) from the Directorate of Health Services, 17A, Karkardooma, Govt. of NCT of Delhi in view of various judgments of different Hon'ble Courts/CATs and clear and specific advice rendered by the Government of India Ministry of Home Affairs, New Delhi through Services Department of Govt. of NCT of Delhi. He relies on his communications addressed to the authorities of the CDMO, South West District, Dwarka, Govt. of NCT of Delhi, regarding grant of notional increment on 01.07.2011 for the purpose of calculations and release of revised pensioner benefits with arrears. He has also filed photocopies of the correspondence made so far. It is stated that on attaining the age of superannuation, he retired as A.A.O. from the office of CDMO, South West District, Sector 2, Dwarka (HOD DGHS, 17A Karkardooma) Govt. of NCT of Delhi on 30.06.2011. Prior to his retirement, he drew his last increment on 01.07.2010 though he had completed 12 months qualifying service on 30.06.2011 but was deprived of increment which fell due on 01.07.2011. He submits that in view of the judgment of the Hon'ble High Court of Delhi, it was decided to grant one notional increment to all such officers/officials who had retired on 30th June in different years. It is also stated that once such type of benefits (i.e. grant of one notional increment) has been allowed to similarly situated employees by the Central as well as state Governments and as such Delhi Govt. may please also make a policy

to consider such cases in light of these judgments, as well as precedent cases in consultation with the integrated Finance Department. Moreover, there are judgments of various Hon'ble courts that grievances of the retired employees as well as Sr. Citizens should be settled within the department as early as possible. The Pensioners, as well as Sr. Citizens, should not be compelled to approach the courts for the settlement of their claims especially when they are suffering from multiple diseases relating to their old age. Also, it is not possible for a pensioner to bear the cost of the litigation because it is a time-consuming and lengthy procedure.

He further submitted that the Ministry of Home Affairs, Government of India, vide Letter No. 13028/30/2021-Delhi dated 01.04.2024, which was subsequently endorsed to all Heads of Departments of the Government of NCT of Delhi by the Dy. Secretary (Services), GNCTD vide Letter No. 10(29)/S-IV/Advice/Notional Increment/2024/734-738 dated 20.05.2024, has clarified the position regarding grant of notional increment. He submitted that, in view of the advice issued by the MHA and the judgment dated 31.05.2023 passed by the Hon'ble High Court of Delhi in W.P.(C) 1731/2020 and CM APPL. 24540/2023, he is eligible and entitled to the grant of one notional increment w.e.f. 01.07.2011 along with consequential revision of pensionary benefits. Keeping in view the above, he has requested the Commission to intervene in the matter for the grant of one notional increment for the purpose of revision of pensioner benefits w.e.f. 01.07.2011 and release of arrears that accrue as such.

2. Proceedings in the Public Grievance Commission

The PGC has convened the 4th hearing in the matter on 14.09.2026.

3. Facts emerged during the proceedings

The respondent department was represented by Ms. Rakhi, ASO and the Respondent department has informed the Commission vide email dated 10.09.2026 that the department has processed the complainant's case by granting one notional increment. The consequential revision has also been carried out by PAO-XX and a fresh PPO has been issued, a copy of which has been placed on record. The department has further informed that the consequential arrears/pensionary benefits have been processed for payment. No further communication raising any subsisting grievance has been received from the complainant.

4. Observations of the Commission

The Commission observes that the complainant had approached the Commission seeking grant of one notional increment w.e.f. 01.07.2011, consequential revision of his pensionary benefits and release of the arrears accruing therefrom. The record now shows that the notional increment has been granted, the complainant's pension has been revised and a fresh PPO has been issued. The consequential financial benefits have also been processed for payment. Thus, the substantive grievance for which the complainant had approached the Commission stands redressed.

5. Directions

In view of the above, no further intervention of the Commission is called for. The grievance is accordingly disposed of.

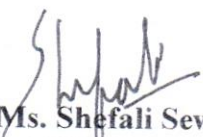
No.F.PGC/2026/A.II/DGHS/499 9356

To,

1. The Director General, Directorate General of Health Services, Govt. of N.C.T. of Delhi, 17A, Karkardooma, New Delhi – 110032.
- ✓ 2. The Technical Officer (PGC) to upload this order on the website of the PGC.

Copy for information to:

3. Sh. Gopal Singh, Assistant Accounts Officer(Retired) R/O Flat No.159, Sarvhit Apartment, Sector 17, Pocket A Dwarka, New Delhi-110078. Tel. No.9013467519.


(Ms. Shefali Sewak)

Part-Time MEMBER (PGC)

Dated: 16/9/26


(Ms. Shefali Sewak)

Part-Time MEMBER (PGC)