



न्यायालय मुख्य आयुक्त

COURT OF CHIEF COMMISSIONER FOR PERSONS WITH DISABILITIES (DIVYANGJAN)

दिव्यांगजन सशक्तिकरण विभाग / Department of Empowerment of Persons with Disabilities (Divyangjan)

सामाजिक न्याय और अधिकारिता मंत्रालय / Ministry of Social Justice and Empowerment

भारत सरकार/ Government of India

Case No. CCPD/15498/1024/24

Dated: 31/07/2025

Case No. CCPD/15498/1024/2024

In the matter of —

Dasari Susant

... Complainant

Versus

(1) The Principal Controller of Defence Accounts,

Ministry of Defence

(2) PCDA Pensions,

Ministry of Defence

(3) Administrative Officer/Pensions, for JS & CAO

Ministry of Defence

5वीं मंजिल, एनआईएसडी भवन, प्लॉट न०. जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष: 011-20892364, 20892275
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E-mail: ccpd@nic.in; Website: www.ccdisabilities.nic.in

(पया भविष्य मे पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखे)

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... Respondent

1. Gist of the Case:

1.1 Mr. Dasari Susant, a person with 75%, Locomotor Disability filed a complaint dated 29.06.2024 through his representative Father D.V Krishna Rao and stated that he suffered a severe brain injury as a child in 1989, has permanent physical disabilities including left-sided hemiparesis, facial palsy, and mobility impairment. His condition renders him incapable of earning a livelihood. His father, a retired Central Government employee, had submitted a disability certificate during retirement in 2007, which was accepted by the authorities, and Susant's name was included in the Pension Payment Order for family pension.

1.2 After the pension system migrated, it was noticed that the deceased wife's name still existed as the family pension nominee. Despite prior acceptance of Susant's disability, the PCDA and JS&CAO are now demanding a fresh certificate with the wording "unable to earn a livelihood." The complainant requests that the earlier accepted certificate be honored and his son's name be updated as the family pension beneficiary without further documentation, as the disability is permanent and well-documented.

2. Notice issued to the Respondents:

2.1 A notice dated 09.07.2024 under section 75 and 77 was sent to the above mentioned Respondents for forwarding to this court comments on affidavit for violation of section 20 of the Act and Rule 50(9) of the CCS Pension rules 2021.

3. Reply filed by the Respondents:

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3.1 The Shri Bhupesh Dharwal, Senior Accounts Officer, Legal Nodal Cell on behalf of Respondent No.1 via their email dated 31.07.2024, have stated that their office is not responsible for the subject case. It was clarified that the role of the PCDA HQ is limited solely to the functions of pay disbursement and audit verification of pension-related documents submitted by the applicant's employer.

3.2 Respondent No. 3, in their letter dated 19.08.2024, submitted by Shri MSLNV Srinivas, Administrative Officer in the CAO Pension Cell (for JS & CAO), stated that Shri Dasari Venkata Krishna Rao had retired as Private Secretary on 30 September 2007. His disabled son, Shri Dasari Susant, was originally included in PPO No. C/MISC/25015/2007. However, during the migration to the SPARSH portal, his name was inadvertently omitted. After the death of the pensioner's wife, a request was made for the inclusion of the disabled son's name for family pension. Accordingly, the CAO/Pension Cell initiated data correction on 11 July 2024, and an updated PPO including Shri Dasari Susant's name was issued on 5 August 2024. The pensioner has confirmed receipt of the revised PPO. In view of this, Respondent No. 3 requested that the matter be treated as resolved and the complaint closed.

4. Rejoinder filed by the Complainant:

4.1 The Complainant filed their rejoinder dated 25.08.2024 and stated that as per the suggestion made by the Principal Controller of Defence Accounts (PCDA) in their letter No. LC/CCPD/15498/1024/24/GK dated 23.07.2024, the complainant contacted the Office of the Joint Secretary & Chief Administrative Officer (JS & CAO) / Pension Cell for further necessary action.

4.2 The JS & CAO/Pension Cell informed the complainant that the amended Pension Payment Order had been issued and was visible on the SPARSH website. They also stated that a formal communication regarding the same had been dispatched to the complainant in the last week, which was still awaited at the time of reporting. In view of the action taken and the assurance provided by the CAO/Pension Cell, and considering that PCDA had transferred responsibility to the said office, the complainant expressed satisfaction with the response and resolution provided.

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5. Status Update on Grievance Redressal:

5.1 Since there was no further correspondence on the matter, after the Rejoinder was filed, an email was sent to both parties to seek the current status of the case.

6. Observations and Recommendations:

6.1 An Email was received from the Respondents dated 09.07.2024 and stated that his father, Shri Dasari Venkata Krishna Rao, retired as a Personal Secretary (PS) on 30.09.2007, and the name of his disabled son (Dasari Susant) was initially included in the PPO (C/MISC/25015/2007). However, during the migration to the SPARSH system, the name was inadvertently left out. Upon submission of a request and notification of the death of the pensioner's wife, the CAO/Pension Cell initiated data correction on 11.07.2024. Subsequently, a revised SPARSH PPO on 05.08.2024, now correctly including the name of Shri Dasari Susant. The pensioner has confirmed downloading the updated PPO from the SPARSH portal. In view of these actions, the matter is considered resolved, and it has been requested that the complaint be treated as closed. A copy of the updated PPO has been enclosed for reference, with copies sent to the PCDA(HQ) and the pensioner.

6.2 The status was also received from the Complainant that the amended Pension Payment Order had been issued and was visible on the SPARSH website. They also stated that a formal communication had been sent to him.

6.3 Upon reviewing the facts of the case and the available records, it is clear that the Complainant's grievance has already been addressed.

6.4 After considering the submissions from both parties, especially the Respondent's email dated 09.07.2024, the Court has determined that no further intervention is necessary, as the Complainant's request for pension order has been acceded to by the Respondent. Consequently, the case is disposed of with the approval of the Commissioner for Persons with Disabilities.

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Yours faithfully,

(Praveen Prakash Ambashta)
Dy. Chief Commissioner

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