

**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](http://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 25.9.97**

Date of hearing: 31.08.2021

Complainant : Sh. Ram Prakash  
Respondent : Commissioner,  
Food & Supplies  
Grievance No. : PGC/2021/A.II/F&S/01

**1. Brief facts of the complaint**

Sh. Ram Prakash, Sr. Asstt. (Retired) has filed a grievance in PGC alleging that his retirement benefits have not been released yet despite been retired on 30.11.2019. The matter was taken up with the department. The department informed that the matter of release of pensionary benefits of the complainant could not be processed earlier as the complainant was under suspension w.e.f. 28.07.2015 to 02.04.2018 and the period of suspension is treated as not spent on duty.

**2. Proceedings in the Public Grievances Commission**

The PGC has convened three hearings in the matter and in the hearing held on 31.08.2021 the following are present :

Complainant : Present  
Respondent : Absent

**3. Relevant facts that emerged during the hearing**

None present from the department but a status report dated 27.08.2021 is received from the Pay & Accounts Officer No.VII, Sh. Vijay Nagpal stating that :

“It is to submit that as per this office records the bank account number was quoted correctly in the PPO as per details provided

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Wear Mask, follow physical distancing & maintain hand hygiene.”***

by the pensioner, Sh. Ram Prakash in the pension papers submitted in PAO through concerned DDO.

Further it is submitted that on checking of status of PPO on the website of CPAO it has been observed that the PPO 676692100591 has already been dispatched to paying branch Indian Overseas Bank, Naraina JJ Colony through its Central Branch vide SSA No. 1269397 dated 02.07.2021.

It is submitted that pensioner may be advised to check the status in his concerned bank branch.”

3.2 On perusal of status report received from the PAO it is evident that the department has completed all formalities with regard to release of pension to the pensioner.

**4. Recommendations of the PGC :**

Sh. Ram Prakash is directed to contact his bank branch to check the status of his pension. In case of any difficulty he can again approach this Commission.

With the above observations the matter stands closed at the level of the Commission.

(SUDHIR YADAV)  
MEMBER

No. PGC/2021/A.II/F&S/01/

Dated:

**To:**

1. Ms Divya Jyoti Jaipurkar, President/DCDRF-V (NW), District Consumer Disputes Redressal Forum-North West, Govt. of NCT of Delhi, CSC-Block-C, Shalimar Bagh, Delhi – 110088
2. PAO-VII, Principal Accounts Office, DTC Bus Depot, 1st Floor, Peeragarhi, Delhi - 110062

**Copy for information to :**

Sh. Ram Prakash

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