

**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: 09.08.2021

Complainant : Sh. Jai Lal,  
Respondent : Deputy Commissioner  
Shahadara South Zone,  
Grievance No. : PGC/2021/MCD/13

**1. Brief facts of the complaint**

Sh. Jai Lal has filed a grievance in PGC regarding non release of pensionary benefits after his retirement on 31.10.2018 from Shahadara South Zone, EDMC.

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

The PGC has convened two hearings in the matter and in the hearing held on 09.08.2021 and neither the complainant nor the departmental representative is present.

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

A Status Report in the matter is received through what's app stating that :

*“the details of superannuation/terminal benefits paid / payable to the retired employee are as under:-*

<b>S.No.</b>	<b>Terminal Benefits</b>	<b>Amount</b>	<b>Paid on</b>
1.	Leave Encashment	Rs.1,82,321/-	31.10.2018
2.	Gratuity	Rs. 6,73,184/-	31.03.2021
3.	Commutation	Rs. 7,59,093/-	31.03.2021

**“No carelessness until there is a cure. Wear Mask,  
follow physical distancing & maintain hand hygiene.”**

	<i>of pension</i>		
4.	<i>Pension</i>	<i>PPO No. 6605</i>	<i>PPO No. allotted</i>
5.	<i>GPF</i>	<i>*****</i>	<i>The file has been sent to the AO/GPF on 25.03.2021 for payment. File returned back for some observations, the file again sent to AO/GPF on 14.06.2021 after removal of observations. The file again returned back for some observations i.e. missing entries in GPF. After completion of missing entries the file will be sent to the AO(GPF) shortly.</i>
6.	<i>GIS</i>	<i>*****</i>	<i>GIS will be processed after receiving the file from GPF.</i>

3.2 On perusal of status report submitted by the department it is noticed that only GPF and GIS has to be paid and remaining payments have been done by the department.

#### **4. Recommendations of the PGC**

4.1 Sh. R.C.Sahoo, Asstt. Commissioner, Shahadara South Zone is advised to process the payment of GPF for the amount which has been credited in the account of the complainant and also for payment of GIS. The remaining payment relating to missing entries can be made after correction in the GPF account.

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4.2 Deputy Commissioner, Shahadara South Zone is advised to ensure that necessary action in the matter is taken by the concerned officers for payment of GPF and GIS to the complainant.

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

(SUDHIR YADAV)  
MEMBER

No. PGC/2021/MCD/13/

Dated :

**To:**

1. Deputy Commissioner, Shahadara South Zone, EDMC, Zonal Office Building, Vishwas Nagar Institutional Area, Karkardooma, Delhi – 110032
2. Sh. R.C.Sahoo, Asstt. Commissioner, Shahadara South Zone, Zonal Office Building, Vishwas Nagar Institutional Area, Karkardooma, Delhi – 110032

**Copy for information to :**

Sh. Jai Lal

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