

**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 : Ms Rajesh Devi,  
Respondent : Deputy Commissioner  
Shahadara South Zone,  
Grievance No. : PGC/2021/MCD/11

**1. Brief facts of the complaint**

Ms Rajesh Devi has filed a grievance in PGC regarding non release of pensionary benefits after death of her husband on 20.09.2017 who was a regular Safai Karamchari in Shahadara South Zone.

**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 neither the complainant nor the departmental 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 deceased employee are as under:-*

<b>S.No.</b>	<b>Terminal Benefits</b>	<b>Amount</b>	<b>Paid on</b>
1.	Leave Encashment	Rs.3,40,985/-	20.03.2019

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

2.	Gratuity	Smt. Rajesh Rs.3,33,872/- Sh. Sunny Rs.3,33,872/- Sh. Sachin Rs. 3,33,872/-	31.03.2021
3.	Pension	PPO No. 6562	PPO No. allotted
4.	GPF	*****	The file has been sent to the AO/GPF on 27.08.2020 for payment. File returned back for some observations i.e. missing entries in GPF account. The missing entries of GPF have been completed. The file has been sent to the Competent Authority of Administration. After approval of the competent authority the file will be sent to the AO (GPF) for payment.
6.	GIS	*****	GIS will be processed after receiving the file from GPF.

3.2 On perusal of Status report submitted by the department it is noticed that only GPF and GIS are pending for payment.

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

4.1 Sh. R.C.Sahoo, Asstt. Commissioner, Shahadara South Zone is advised to immediately send the file of GPF to AO(GPF) for payment and thereafter process the file payment of GIS.

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4.2 Deputy Commissioner, Shahadara South Zone is advised to ensure that remaining payments of GPF & GIS are made to the complainant in a time bound manner.

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

(SUDHIR YADAV)  
MEMBER

No. PGC/2021/MCD/11/

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 :**

Smt. Rajesh Devi

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