

PUBLIC GRIEVANCES COMMISSION
GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI

Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.97

Date of hearing: 8 May, 2014

Complainant : **Sh. Ashok Goel,**
182, Bharat Apartment,
Sector-13, Rohini,
Delhi

Respondent : **Registrar,**
Cooperative Societies,
Old Court Building,
Parliament Street,
New Delhi-110001

Grievance No. : PGC/2013/RCS/94
Grievance filed on : 12/ 12/ 2013
First hearing in the PGC, : 12/ 2/ 2014
Scheduled on

1. Brief facts of the complaint

Sh. Ashok Goel filed a complaint in PGC on 12/12/2013 stating that Bharat CGHS Ltd., Plot No. 20, Sector-13, Rohini, in which he is a resident, is collecting huge amount in the name of cable TV without giving any receipt and shown the amount in the balance sheet. Also, the Managing Committee is collecting rent from Flat No. 55 and they have not shown this amount in the receipt and payment account. He has further alleged that more than 250 flats have been sold in the society and the membership of the seller has not been ceased by the Managing Committee, apart from other allegations against the society. He filed several complaints against the Managing Committee of the society in the Office of RCS, but till date, no action has been taken in the matter.

2. Proceedings in the Public Grievances Commission

The PGC has so far convened 3 hearings on 12 February, 2014, 20 March, 2014 and 8 May, 2014. At the hearing on 8/5/2014, the attendance was as follows :

Complainant : Present

Respondent : Sh. Raju Tripathi, SI, Office of ARCS (NW)

3. Relevant facts emerging during the hearing

3.1 At the last hearing held on 20/3/2014, the directions of PGC were as follows:

"In view of the assurance given by the RCS, the next hearing in this case is scheduled for 08th May, 2014 at 2.30 p.m. RCS shall ensure that an Action Taken Report is submitted by the concerned officer in the next hearing."

3.2 The Commission has on its record an Action Taken Report dated 21/3/2014 by Sh. Vijay Bhardwaj, Link Officer / Deputy Registrar (NW-I), informing that the directions given by the Commission vide order dated 14/2/2014 have been duly complied with. The delay in complying is deeply regretted, as most of the staff was deployed for Election Duty in General Elections to Lok Sabha, 2014. A letter has been issued to the complainant, Sh. Ashok Goel, asking him to make an application in this office before the Addl. / Joint / Deputy Registrar in Form-12 for appointment of an Arbitrator as envisaged under Sector 70 of DCS Act, 2003. A separate letter to the Managing Committee of the society has also been issued directing them to show / reflect any amount of money that is collected by the Managing Committee on account of rent etc. A copy of the said letter is enclosed with the report.

3.3 Complainant submitted that though Commission had directed the RCS for appointment of an Arbitrator in its order, yet he is being asked by the RCS Office to make an application for appointment of an Arbitrator.

Sh. Raju Tripathi, SI from the office of ARCS (NW) submitted that the complainant had been asked to make an application for appointment of an Arbitrator, only as per the provisions of the Act and that in absence of an application from him, it may not be possible for them to appoint an Arbitrator.

3.4 Complainant submitted that he had no clue as how to make the requisite application and stated that there was no assistance coming from the RCS Office, when he visited their office and requested to guide him in this regard.

Commission asked the complainant to visit Sh. Raju Tripathi, SI in the RCS Office and requested the SI to guide him on the necessary formalities in this regard and help him out in submitting the requisite application.

4. Directions of the PGC

ARCS (NW) is directed to ensure that an Arbitrator is appointed, without delay, on complainant's application to that effect. With these directions, **the grievance case is closed in the Public Grievances Commission.**

Copy to: 5947-948


 (P. K. TRIPATHI)
 CHAIRMAN (PGC)
 16/5/14

- 1 Sh. Bipan Kumar, ARCS (NW), Office of Registrar Cooperative Societies, Govt. of NCT of Delhi, Old Court Building, Parliament Street, New Delhi-110001.
- 2 Sh. Ashok Goel, 182, Bharat Apartment, Sector-13, Rohini, Delhi