

**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: 17<sup>th</sup> July, 2018

Complainant : Ms Gita Devi  
Respondent : Deputy Commissioner,  
Rohini Zone, North DMC,  
Grievance No. : PGC/2016/MCD/121

**1. Brief facts of the complaint**

Ms Gita Devi filed a complaint in PGC on 01.09.2016 regarding non – payment of terminal benefits of her husband to her. She has requested the PGC to do the needful.

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

The PGC has convened twelve hearings in the matter and in the last hearing held on 17<sup>th</sup> July, 2018 the following were present:

Complainant : Present  
Respondent : Sh. Sanjeev Kumar, J.S.A.,  
North DMC

**3. Relevant facts emerging during the hearing**

3.1 Sh. Sanjeev Kumar, J.S.A. from North DMC is present in the hearing and submitted an Action Taken Report in the matter from AAO (M)-II, RZ stating that all the payments except Non Metric Arrear amounting to Rs. 1,89,680/- have been made to the complainant. A letter dated 02.07.2018 has already been sent to AO (Release)/HQ for the priority payment to Smt. Gita Devi for priority payment. But due to financial crunch North MCD is not in a position to make payments.

**4. Directions of the PGC:**

**Shri Madhup Vyas, Commissioner, North DMC is once advised to look into the matter personally and direct the**

**concerned officers for release of payment to the complainant on priority basis and submit an Action Taken Report to the Commission.**

**With the above advise the matter stands closed at the level of PGC.**

(SUDHIR YADAV)  
Member (PGC)

Copy to:

1. Commissioner, North DMC, Dr. Shyama Prasad Mukherjee Civic Centre, Minto Road, New Delhi
2. Deputy Commissioner (Rohini Zone), North DMC, Near Rajiv Gandhi Cancer Hospital, Sector-5, Rohini, Delhi
3. Executive Engineer (M)-II, Rohini Zone, North DMC, Near Rajiv Gandhi Cancer Institute, Sector-5, Rohini
4. DCA, Rohini Zone, North DMC, Near Rajiv Gandhi Cancer Institute, Sector-5, Rohini,
5. Ms Gita Devi

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No.PGC/2018/MCD/14/

Dated :

To

The Commissioner,  
North Delhi Municipal Corporation,  
Dr. Shyama Prasad Mukherjee Civil Centre,  
Minto Road, New Delhi

Subject : Regarding pending PGC matter reference N o.  
PGC/2016/MCD/121 in respect of Ms Gita Devi

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Sir,

Please find enclosed herewith an order of the hearing dated 12.06.2018 held at this Commission in the matter as mentioned above.

You are requested to kindly look into the matter at your personal level so that the grievance of the complainant be mitigated.

Yours sincerely,

Encl. : As above

(SANJAY KR. AMBASTA)  
Deputy Secretary

SUDHIR YADAV  
GRIEVANCES COMMISSION  
MEMBER  
NCT OF DELHI

PUBLIC  
GOVT. OF

D.O. NO.  
Dated :

Dear

Ms Gita Devi, widow of late Sh. Sureman, Ex Beldar, Rohini Zone, EE (M-III), North DMC has filed a grievance with this Commission requesting for early release of terminal benefits of her late husband, who has been died due to Cancer. She is facing financial crunch due to loans which she has taken for treatment of her husband and other expenses incurred for leading a life along with her five children.

Till date the case has been heard on nine hearings on various dates in this Commission. With the intervention / directions of this Commission part payment of terminal benefits have been made to the complainant by your good offices.

You are requested to personally look into the matter so that the balance payment of terminal benefits and family pension can be released to the complainant at the earliest to mitigate her financial hardships, under intimation to this Commission.

An early action in t he matter will be highly appreciated.

With regards,

Yours sincerely,

(SUDHIR YADAV)

Shri Madhup Vyas,  
Commissioner, North DMC  
Dr. Shyama Prasad Civic Centre,  
Minto Road,  
New Delhi

All payments made except non metric arrear. Complainant is directed to meet Commissioner, North Delhi MC again and request him for priority payment.

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