

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

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

Date of hearing: 5th February, 2018

Complainant : **Sh. Ramesh,**
Jhuggi No. 56, Nearest Railway Line,
School Wali Gali No. 01, Old Seelampur,
Delhi-110031

Respondent : **Deputy Commissioner,**
Shahadara North Zone,
East Delhi Municipal Corporation,
Near Shyam Lal College, Shahadara, Delhi -110032

Grievance No. : PGC/2016/MCD/57
Grievance filed on : 23.04.2016
First hearing in the PGC, : 18.07.2016
Scheduled on

1. Brief facts of the complaint

Shri Ramesh, Retd. as S.K. ward No. 248 from Shahadara North Zone, filed a complaint in PGC on 23.04.2016 regarding non-payment of terminal benefits to him. He has requested PGC to do the needful.

2. Proceedings in the Public Grievances Commission

The PGC has convened six hearings viz. five in the Board of Chairman, PGC on 15th Feb., 2017, 10th April, 2017, 3rd July, 2017, 28th Aug., 2017, 16th Oct., 2017 and one in the Board of Member, PGC on 5th February, 2018. At the hearing held on 5th February, 2018 the following were present :

Complainant : Absent

Respondent : Shri B.P.Mathur, Section Officer, Shahadara North

3. Relevant facts emerging during the hearing

3.1 During the hearing held on 16th Oct., 2017 the directions of the PGC were as under :

The Assistant Commissioner (DEMS), Shahadara North Zone, EDMC shall take note of the absence of any representative / non submission of any action taken report at today's

hearing and ensure that a senior representative should be present at the next hearing along with an action taken report in the matter.

The complainant is also advised to be present in the next hearing.

3.2 During the hearing on 05.02.2018 the complainant was absent again. The hearing was attended by the Section Officer, Shahadara North and submitted a report from Accounts Officer stating that the file has been received from the department for revision of DCRG & Pension due to non metric benefit and revision case has been approved by DCA / Sh. N on 19.01.2018. Original PPO and contingencies are required for passing DCRG bills.

DDO (DEMS) is therefore, requested to produce original PPO and contingencies for passing the bills and submit action taken report before Hon'ble PGC under intimation to this office.

Further it has been informed by him that the bills have been prepared and approved by the department, which are required to be signed by the retired employee so that the same can be put up for payment, the information for which has been sent to him.

4. Directions of the PGC

Complainant is not present during the hearing who is directed to contact Sh. B.P. Madhur, S.O.(DEMS) Shahadara North and submit required papers / signatures. The bills will be passed and approved immediately after his signatures and the payment will be released. Since action has been taken by the EDMC, the case is closed at the level of PGC.

Copy to:

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13/2/18
(SUDHIR YADAV)
Member (PGC)

- 1 Commissioner, East DMC, Udyog Sadan, Plot No. 419, F.I.E., Patparganj Industrial Area, Delhi- 110092.
- 2 Deputy Commissioner (Shahadara North Zone), Nigam Bhawan, Keshav Chowk, Near Shyam Lal College, Shahadara, Delhi – 110032.
- 3 Section Officer (DEMS), Shahadara North Zone, East DMC, Nigam Bhawan, Keshav Chowk, Near Shyam Lal College, Shahadara, Delhi – 110032
- 4 Sh. Ramesh, Jhuggi No. 56, Nearest Railway Line, School Wali Gali No. 01, Old Seelampur, Delhi - 110031