

**PUBLIC GRIEVANCES COMMISSION
GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI
I.P. Estate (near ITO), Vikas Bhawan, M-Block, New Delhi-110110
Tel Nos. 011-23379900-01 Fax No.011-23370903**

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

Grievance No.PGC/2018/T&T/02

Date of hearing: 01st November 2018

Complainant : Shri Sukhdev.

Respondent : The Commissioner
Trade & Taxes, GNCTD
Through Sh Sham Sunder, AO/DDO.

Shri Sanjeev Gupta, AAO, PAO-X, Present.

1. Brief facts of the case

Shri Sukhdev filed a complaint in PGC on 6.9.2018 regarding non-receipt of commutation amount. He took voluntary retirement on 1.12.2016 but after a lapse of more than one year he has not received the commutation amount. He has requested to do the needful.

2. Facts emerged during the proceedings

Shri Sham Sunder, DDO on behalf of the respondent stated that the payment of commutation amounting to Rs.6,66,471/- in respect of Shri Sukhdev was drawn by the department vide bill No.787 dated 29.6.2018 after clarification received from PAO-X vide letter dated 13.4.2018/25.5.2018.

A cheque bearing No.719445 dated 09.7.2018 for Rs.6,66,471/- on account of Commutation of Pension was handed over to Sh.Sukhdev, retired peon on 26.9.2018.

Shri Sanjeev Gupta, AAO, PAO-X has filed an ATR stating that payment of Commutation of pension in voluntarily retired cases is to be made through CPAO. Accordingly, proposal/communication dated 19.1.2017 for payment of

commutation of pension was forwarded to CPAO for payment of the same vide their receipt dated 1.2.2017.

CPAO vide their letter dated 16.3.2018 had returned back proposal/communication dated 19.1.2017 for payment of commutation of pension with the remarks that payment of commutation of pension in respect of Sh. Sukhdev, be made through DDO concerned as the same has not been authorized in SSA No.669981700046 dated 20.3.2017.

Accordingly, PAO-X vide its letter dated 13.4.2018, requested VATO(Admn.)/HOO, Trade & Taxes to raise bill against Authority dated 19.1.2017 for payment of commutation. The Department furnished the bill No.787 dated 28.6.2018 amounting to Rs.6,66,471/- without details of e-payment. The said bill was passed for payment vide T-7797 dated 7.7.2018 and Cheque No.A719445 dated 9.7.2018 bearing amount Rs.6,66,471/- was issued for payment of commutation of pension in favour of Sh. Sukhdev, Peon (Retd.). No further action remains pending at the level of PAO-X.

AO/DDO of Trade & Taxes Department further stated that the cheque was prepared in July, 2018 and it was telephonically conveyed to the complainant to collect the said cheque but the complainant did not turn up for collecting the said cheque.

The Commission observes that it has been after a period of over one year that the concerned papers for providing commutation benefits have been processed and moved by the department. Such inordinate delay needs to be explained by the concerned officers.

3. Directions

Since the payment of commutation amount has been made to the complainant, no further action remains pending at the level of the departments concerned. The case of the complainant is therefore stand closed in the Commission.

Commissioner, Trade & Taxes and Controller of Accounts, GNCTD is advised to look into the matter personally to prevent inordinate delays in processing and

disbursement of the commutation to retired officials. Any reference involving terminal/retiral benefits to retired officials should be necessarily initiated within one month from the

date of retirement of the employee, if could not be delivered on date of superannuation for any reason, and should be completed within three months of the date of retirement.

(SUDHIR YADAV)
MEMBER(PGC)

Copy to:

1. The Commissioner, Trade & Taxes, Govt.of NCT of Delhi, Bikri Kar Bhawan, I.P. Estate, New Delhi-110002.
2. Controller of Accounts, Principal Accounts Office, GNCT of Delhi, A-Block, I.P.Estate, New Delhi.
3. Sh. Sukhdev.