

PUBLIC GRIEVANCES COMMISSION
(Govt. of NCT of Delhi)
M-Block, Vikas Bhawan, IP Estate, New Delhi – 110110
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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: 11th Nov., 2019

Complainant : Smt. Kesho

Respondent : Deputy Commissioner
Shahadara South Zone,

Grievance No. : PGC/2019/MCD/45

1. Brief facts of the complaint

Smt. Kesho has filed a grievance regarding nonpayment of family pension since 2011 after the death of her husband, in the Department of Pension & Pensioners' Welfare, Ministry of Personnel, Public Grievances and Pensions, Govt. of India vide Registration No. DOPPW/P/2019/01403 and the same was forwarded to this Commission by Sh. R.K. Dutta, Under Secretary to the Govt. of India.

2. Proceedings in the Public Grievances Commission

The PGC has convened three hearings in the matter so far and in the hearing held on 11.11.2019, the following are present:

Complainant : Absent
Respondent : Sh. Sharad Chandan, A.O.,
Shahadara South Zone, EDMC

3. Relevant facts emerging during the hearing

3.1 Sh. Sharad Chandan, Administrative Officer, Shahadara South Zone, EDMC is present in the hearing and submitted a Status Report stating that

"I am directed to inform you that as per details given by the Bill Clerk/Final Payment, the amount payable to the legal heir of Smt. Kesho, W/o Lt. Sh. Biru, is given in the table below:-

S.No.	Terminal Benefits	Amount	Remarks
1.	Leave Encashment	Nil	The payment of leave encashment not paid to the nominee due to no balance of leaves in his account.
2.	Retirement Gratuity	Rs.80,000/- (Approx.)	In this connection, it is submitted that the payment of gratuity has not been paid due to non completion of Codal formalities.
3.	DLI	Nil	----
4.	GIS	5000/- (Approx.)	-do-
5.	GPF	Nil	Due to GPF No. not allotted.

It is stated that Smt. Kesho W/o Lt. Sh. Biru was called by the then Assistant Commissioner/SSZ i.e. Sh. Sunil Tripathi and explained the reasons for non release of the payment. She was informed to either submit survivors certificate or Succession Certificate for processing the payment. But till date no certificate has been submitted by Smt. Kesho, W/o Lt. Sh. Biru.

The above figures are tentative/approximate and subject to correction at the time of actual payment/audit acceptance.”

3.2 He further informed that the complainant is not cooperating with the department hence they are unable to process the case further for payment of terminal benefits.

4. Recommendations of the PGC

4.1 Sh. Sharad Chandan, Administrative Officer, Shahadara South Zone is advised to call the complainant telephonically and give her a dead line to submit the succession certificate and other documents required by the department.

On receipt of the desired documents department may proceed further in the matter expeditiously.

4.2 Sh. A. Nedunchezhiyan, Deputy Commissioner, Shahadara South Zone, EDMC is advised to ensure that desired

action in the matter is taken by the department, after receipt of required documents from the complainant.

4.3 Complainant is directed to cooperate with the department and submit the desired documents.

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

(ASHOK KUMAR)
CHAIRMAN

No. PGC/2019/MCD/45/

Dated :

Copy to:

1. Sh. A. Nedunchezhiyan, Deputy Commissioner, Shahadara South, Zonal Office Building, Near Karkardooma Court, Vishwas Nagar, Shahadara, Delhi – 110032
2. Sh. Sharad Chandan, Administrative Officer, Shahadara South Zone, Zonal Office Building, Near Karkardooma Court, Vishwas Nagar, Shahadara, Delhi – 110032
3. Ms Kesho