

*“No carelessness until there is a cure Wear mask,  
follow physical distancing & maintain hand hygiene”.*

**PUBLIC GRIEVANCES COMMISSION  
GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI  
M-Block , I.P. Estate (near ITO) Vikas Bhawan: New Delhi-2  
Order under Para 2(B) of the PGC Resolution No. F.4/14/94-AR/dt. 25.9.97**

Date of hearing: 05.11.2020

Complainant : Sh. Puneet Jain  
Respondent : The Registrar,  
Department of Cooperative Societies,  
Govt. of NCT of Delhi

**1. Brief Facts of the Case**

- 1.1 The complainant Sh. Puneet Jain has filed a grievance in the Commission on 15.11.2019 regarding execution of case no. 158/19-20 in the name of Puneet Jain Vs Administrator/CEO Jain Cooperative Bank Ltd..

**2. Facts emerged during the proceedings**

- 2.1 None from the respondent department was present in the hearing. Out of last four (04) hearings, the RCS office has sent representative in only one hearing and that too of the rank of Asstt. Section Officer. This shows complete callous and irresponsible attitude of RCS office in resolving the instant matter.
- 2.2 The complainant was present in the hearing and stated that he has resigned from the Jain Cooperative Bank Ltd. and filed an execution case no. 158/19-20 on 18.09.2019 against the said bank for release of his arrear and increment etc. He further stated that no action was taken by the RCS office on his complaint for full payment of his pending dues. As per the complainant, only partial dues amounting to Rs.5,61,652/- was paid by the bank on 01.05.2020. However, a large amount is still pending with the bank for which interest is also claimed by him. He also stated that despite directions from the Commission, the bank did not provide any calculation sheet to him which could help in making comparison between the amount claimed by him and amount quoted by the bank.
- 2.3 This is another case where the complainant has been compelled not to pursue the case out of sheer frustration and harassment and lackadaisical attitude by the RCS officers. This raises serious question about the functioning of the RCS office.

- 2.4 The complainant is advised to go to the High Court for execution of the Award, as the RCS office is not recovering the remaining amount from the said bank. The bank did not provide any calculation sheet to the complainant. The Court should take cognizance of the same and give Award for execution of the arbitration case.

### **3. Directions**

- 3.1 The respondent department has proven ineffective and is not helping in recovering the remaining amount of the complainant from the said bank. Further, the department has also not deputed officer in last two hearings and does not seem to be interested in resolving the grievance of the complainant. The complainant is advised to go to the High Court for execution of the Award.
- 3.2 With these directions, the case stands disposed off.

**(SMT. MADHU SHARAN)**  
**MEMBER (PGC)**

No.PGC/2019/RCS/09

Dated:

Copy to :

1. The Registrar, Cooperative Societies, Govt. of NCT of Delhi, Old Court's Building, Parliament Street, New Delhi-110001.
2. The Special Registrar, Cooperative Societies, GNCT of Delhi, Old court's Building, Parliament Street, New Delhi-110001.
3. Shri M.G. Satya, Asstt. Registrar (Section-VII), O/o Registrar, Cooperative Societies, Govt. of NCT of Delhi, Parliament Street, New Delhi-110001.
4. Sh. Puneet Jain