

**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: 04<sup>th</sup> Jan., 2021

Complainant : Sh. Ram Kishan,  
Respondent : Deputy Commissioner,  
Rohini Zone,  
Grievance No. : PGC/2020/MCD/24

**1. Brief facts of the complaint**

Sh. Ram Kishan has filed a grievance in PGC regarding non release of his pensionary benefits after his retirement from municipal service on 31.07.2019.

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

The PGC has convened three hearings in the matter so far and in the hearing held on 04.01.2021 the following are present :

Complainant : Present  
Respondent : Sh. Hoshiyar Singh, Sanitation Supdt.

**3. Relevant facts that emerged during the meeting**

3.1 Sh. Hoshiyar Singh, Sanitation Supdt. Is present in the hearing and submitted a report stating that :

| S.No. | Terminal Benefit | Amount   | Status                                                   |
|-------|------------------|----------|----------------------------------------------------------|
| 1.    | Leave encashment | 445760/- | Paid on 23.08.2019                                       |
| 2.    | GPF              | 560906/- | Paid on 07.12.2019                                       |
| 3.    | GIS              | 9908/-   | Paid on 23.09.2019                                       |
| 4.    | Gratuity         | 579488/- | Demand has been sent to DCA, HQ, North DMC on 16.09.2019 |
| 5.    | Commutation      | 782691/- | Demand has been sent to DCA, HQ,                         |

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|    |         |     |                                                                                          |
|----|---------|-----|------------------------------------------------------------------------------------------|
|    |         |     | North DMC on 16.09.2019                                                                  |
| 6. | Pension | --- | File sent to AO, Pension HQ, North DMC on 23.10.2019 by Accounts Department, Rohini Zone |

3.2 An Action Taken Report is also submitted from the Accounts Officer, Pension /HQ/ North DMC stating that :

“ A bank letter was issued to PNB Sector-5, Rohini Branch vide No. AO/Pen/NDMC/2020/D-4278 dated 17.03.2020 directing to grant pension @ 19900/- P M + DR w.e.f. 01.03.2019.

On checking the bank scroll of August, 2020 it has been observed that Rs. 199199/- pension for the period w.e.f. 01.08.2019 to 31.08.2020 is showing in the name of Sh. Ram Kishan.

Moreover, it is to inform you that the pension for the month of May, 2020 has been released and pension of June 2020 onwards has not been released by NDMC till date due to financial crunch. Hence whenever pension for the month of August, 2020 will be released above said amount of Rs. 199199/- will be credited to Sh. Ram Kishan's account.”

3.3 Complainant present in the hearing informed that he has not yet received any amount for pension.

3.4 The matter was telephonically discussed with the AO/Pension, North DMC who informed that the pension for the scroll of August, 2020, in which the name of the complainant is there, has still not been released and it will take some time.

#### **4. Recommendations of the PGC**

4.1 Dy. Controller of Accounts, North DMC is advised to take note of para 3.1 and ensure that the Gratuity & Commutation is paid to the complainant without further delay. An

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Action Taken Report in the matter be submitted to the Commission.

4.2 Ms Rashmi, Accounts Officer, Pension, North DMC is advised to ensure that regular pension of the complainant, including arrears is released by the North DMC. An Action Taken Report in the matter be submitted to the Commission.

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

(SUDHIR YADAV)  
MEMBER

No. PGC/2020/MCD/24/

Dated :

**To:**

1. Sh. Vivek Prakash, Deputy Commissioner, Rohini Zone, North DMC, Zonal Office Building, Near Rajiv Gandhi Cancer Institute, Sector-5, Rohini, Delhi – 110085
2. Dy. Controller of Accounts, HQ, North DMC, 3<sup>rd</sup> Floor, SP Mukherjee Civic Centre, JLN Marg, New Delhi – 110002
3. Accounts Officer, Pension/HQ, North DMC, 3<sup>rd</sup> Floor, SP Mukherjee Civic Centre, JLN Marg, New Delhi – 110002

**Copy for information to :**

Sh. Ram Kishan

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