

**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  
Website : [www.pgc.delhigovt.nic.in](http://www.pgc.delhigovt.nic.in) E-mail : pgcdelhi@nic.in

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

Date of hearing: 07.07.2021

Complainant : Ms Jyothi Ramchandran,  
Respondent : Deputy Commissioner  
Shahadara South Zone,  
Grievance No. : PGC/2021/MCD/12

**1. Brief facts of the complaint**

Ms Jyothi Ramchandran has filed a grievance in PGC regarding non issuance of Death Certificate in the name of Mrs. Sita Seshan, her grandmother and requested for quick action in the matter.

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

The PGC has convened first hearing in the matter on 07.07.2021 wherein the complainant was not called in view of COVID-19 situations. Dr. Santosh Kumar Tomar, Dy. Health Officer, Shahadara South Zone was present on behalf of the department.

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

3.1 Dr. Santosh Kumar Tomar has submitted a report in the matter stating that :

“Smt. Sita Seshan, D/o Late Chittur Ramchandra Iyer expired on 19.11.2020 and mentioned death at home i.e. C-005, Agrasen Apartments, 66, IP Extension, Patpar Ganj, Delhi – 110092. The relative of Smt. Sita Seshan has applied death registration online through Mobile No. 9560427084. The address of deceased is

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

mentioned in Aadhar Card & Cremation Slip as C-005, Agarsen Apartments, 66, IP Extension, Patparganj, Delhi – 110092, so the Sub Registrar of Rohini Zone, North DMC has rejected.

It is further submitted that the case is discussed on Mobile No. 9560427084 and it has been gathered that Smt. Sita Seshan expired in her daughter's house at Rohini, so requested for issue of death registration at her daughter's address i.e. of Rohini.

In view of the above, appellant may be directed to contact in the office of DHO/Registrar (B& D), Rohini Zone, North DMC for any clarification and also requested that this case may be disposed off.”

3.2 He further informed that the complainant has been briefed about the further process in the matter and she is satisfied with the same.

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

Complainant is advised to apply for issuance of death certificate with correct address of the deceased as suggested by the DHO and in case of any problem she may contact this Commission again.

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

(SUDHIR YADAV)  
MEMBER

No. PGC/2021/MCD/12/

Dated :

**To:**

1. Dr. Santosh Kumar Tomar, DHO, Shahadara South Zone, Zonal Office Building, Vishwas Nagar Institutional Area, Karkardooma, Delhi – 110032

**Copy for information to :**

Ms Jyothi Ramchandran

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