

*“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**  
**I.P. Estate (near ITO), Vikas Bhawan, M-Block, 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: 20.07.2021

Complainant : Smt. Ravinder Sarin.

Respondent : The Director,  
Dte.of Social Welfare,  
Govt.of NCT of Delhi.  
Through Sh. Ashwani Kumar,  
Section Officer (Dte. of Vigilance), GNCTD.  
  
Sh. Ajay Arora, Dy. Director (Vigilance),  
Department of Social Welfare, GNCTD.  
  
Sh. Zakir Husain, Supdt. (Vigilance),  
Department of Social Welfare, GNCTD.

Grievance No. : PGC/2016/DSW/311

**1. Brief facts of the case**

1.1 Smt. Ravinder Sarin has filed a grievance petition before Public Grievances Commission on 12.09.2016, aggrieved by non-release of her pensionary benefits. She has requested for Commission's intervention for direction to the respondent department for taking prompt needful action.

**2. Facts emerged during the proceedings.**

2.1 Sh. Ajay Arora, Dy. Director (Vigilance) and Sh. Zakir Husain, Supdt. (Vigilance), Department of Social Welfare, GNCTD were present in the hearing and filed an ATR dated 19.07.2021. It is stated in the ATR that *“The case of Smt. Ravinder Sarin was referred to Ministry of Home Affairs, Govt. of India through Directorate of Vigilance, GNCT of Delhi for appropriate action under Rule 9 of CCS (Pension) Rules, 1972 as the employee in question has already retired from service.*

*However, Ministry of Home Affairs has made certain observations conveyed to this department vide Dte. of Vigilance letter dated 04.06.2021, and accordingly, this department has remitted back the inquiry to Sh. P. Ananda Rao, Inquiry Officer vide letter No.F.3(5)/DSW/Vig./95/375-378 dated 28.06.2021 with the direction to re-conduct the inquiry from the stage of Rule 14(18) of CCS (CCA) Rules, 1965 and to submit the inquiry report at the earliest.”*

### **3. Directions**

3.1 The case is lingering on for the last five years in the Commission and the representative of Social Welfare Department, GNCT of Delhi has submitted that presently, the case file is with Sh. P. Ananda Rao, Inquiry Officer for re-conducting the inquiry from the stage of Rule 14(18) of CCS (CCA) Rules, 1965 and to submit the inquiry report at the earliest. Due to persistent and untiring efforts of the Commission, Smt. Ravinder Sarin, complainant, has started to receive provisional pension. Further, payment of arrear of provisional pension w.e.f. 01.08.2013 to 31.01.2020 has also been received by the complainant.

However, the matter regarding Passing of Presidential Order under Rule 9 of CCS (Pension) Rules, 1972, has been stuck due to improper Inquiry Report and if and when, the inquiry got concluded by the Inquiry Officer of Social Welfare Deptt., the same will be sent to Dte. of Vigilance, GNCTD for onward submission to the MHA, Gol who, after through vetting and scrutiny, will take decision in the matter. The whole process could take many more years to complete and therefore, the Director, Social Welfare Deptt. is advised to take prompt action in the matter by rectifying the deficiencies and direct the officers concerned to conclude the Inquiry in a time bound manner and coordinate with the Vigilance Deptt., GNCTD and further intimate the result of the whole process to the complainant as well as the Commission as and when the grievance of Smt. Ravinder Sarin, complainant, is resolved.

3.2 With these directions, the case stands disposed of in the Commission.

(MRS. MADHU SHARAN )  
MEMBER(PGC)

No. PGC/2016/DSW/311

Dated:

1. The Secretary, Deptt.of Social Welfare, Govt.of NCT of Delhi, GLNS Building, Behind Delhi Gate, New Delhi-110001.
2. The Director, Dte.of Social Welfare, Govt.of NCT of Delhi, GLNS Building, Behind Delhi Gate, New Delhi-110001.
3. The Director, Dte.of Vigilance, GNCT of Delhi, 4<sup>th</sup> Level, C-Wing, Delhi Secretariat, New Delhi-110002.
4. The Dy.Director / Nodal Officer, Dte.of Social Welfare, Govt.of NCT of Delhi, GLNS Building, Behind Delhi Gate, New Delhi-110001.
5. The Dy.Director (Admn), Dte.of Social Welfare, Govt.of NCT of Delhi, GLNS Building, Behind Delhi Gate, New Delhi-110001.
6. The Dy.Director (Vigilance), Dte.of Social Welfare, Govt.of NCT of Delhi, GLNS Building, Behind Delhi Gate, New Delhi-110001.
7. Shri Shiv Narayan Singh, Superintendent/HOO, BH-I, BH-II, HADB & HMB(A&D), HOIB, Deptt. of Social Welfare, GNCTD, Lampur, Delhi-110040.
8. Smt. Ravinder Sarin