

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 : 06th Sept., 2021

Complainant : Smt. Poonam
Respondent : Deputy Commissioner
(Narela Zone), North DMC
Grievance No. : PGC/2021/MCD/19

1. Brief facts of the complaint

Smt. Poonam has filed a grievance in this Commission regarding nonpayment of terminal benefits in respect of her husband who was working as regular Safai Karamchari in Narela Zone and died on 16.11.2016.

2. Proceedings in the Public Grievances Commission

The PGC has convened three hearings in the matter and in the hearing held on 06.09.2021 the following are present:

Complainant : Absent
Respondent : Sh. Rajesh Kumar, SSA,
GPF Cell, North DMC

3. Relevant facts that emerged during the hearing :

None present from the Narela Zone but a status report dated 06.09.2021 from Sanitation Superintendent is received stating that:

“During the hearing on 02.08.2021 it was brought to the notice of the Commission that all terminal dues except the payment of GPF

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

have been paid to Smt. Poonam, W/o late Sh. Darshan the legal heir of late Sh. Darshan, SK of DEMS Department, Narela.

The case for final payment of GPF has been processed and after getting administrative approval the file is sent to Deputy Controller of Accounts/ Final payment to make payment of GPF amount.”

3.2 As regards the GPF payment is concerned the husband of complainant was died while in mpl. Service, on 16.11.2016 i.e. almost five years back but till date his wife, the legal heir, has not received own savings in the form of GPF. There are several orders from the DOPT regarding timely payment of GPF final payment to the retiring government servant. One such Office Memorandum from DOT dated 16th January, 2017 states as under :

“Rule 34 of General Provident Fund (Central Service) Rules clearly provides that when the amount standing at the credit of a subscribed in the General Provident fund becomes payable, it shall be the duty of the Accounts Officer to make payment. The authority for the amount payable is to be issued at least a month before the date of superannuation, but payable on the date of superannuation.

As per Rule 11(4) of GPF Rules, in case the GPF balance is not paid on retirement, interest on the GPF balance is required to be paid for the period beyond the date of retirement also. While interest for the first six months beyond retirement can be allowed by the PAO in the normal course, approval of Head of Accounts office is required for payment of interest beyond six months and that of Controller of Accounts/Financial Adviser beyond a period of one year.

To ensure timely final payment of GPF and to avoid unnecessary financial burden on account of interest beyond retirement, it has not

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been decided that every case, in which payment of interest on General Provident Fund becomes necessary in terms of Rules 11(4) of GPF Rules, 1960 shall be put up for consideration to the Secretary of the Administrative Department in all such cases the Secretary of the Administrative Ministry / Department will fix responsibility at all levels to take appropriate action against the government servant or servants who are found responsible for the delay in the payment of General Provident fund."

4. **Directions of the PGC**

Deputy Controller of Accounts, Final Payments, North DMC is advised to take note of para 3.2 above and ensure that payment of GPF is paid to the complainant without further delay.

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

(SUDHIR YADAV)
MEMBER

No.PGC/2021/MCD/19/

Dated :

To:

1. Deputy Controller of Accounts, Final Payments, North DMC, Dr. SP Mukherjee Civic Centre, JLN Marg, New Delhi - 110002

Copy for information to :

Smt. Poonam