

ANNUAL
REPORT

**2020-21
&
2021-22**



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INTRODUCTION

1. The Public Grievances Commission (PGC) came into existence with approval of the Union Ministry of Home Affairs as conveyed vide D.O. No. 14011/40/95-Delhi – II dated 26th June, 1997. The PGC was thus set up under a Resolution No. F.4/14/94-AR dated 25th September, 1997 issued by the Government of NCT of Delhi.
2. The Public Grievances Commission administers a comprehensive mechanism for the effective and prompt redressal of grievances received from members of the public directed against different departments under the jurisdiction of the Government of National Capital Territory (NCT) of Delhi; its local bodies, undertakings and other organizations owned or substantially financed by the Government of Delhi. In the exercise of its functions, the PGC has the same measure of functional autonomy and independence as the UPSC. The Delhi Development Authority (DDA and Delhi Police), however does not fall under the domain of the Public Grievances Commission. However, if the redressal of a grievance requires the cooperation of more than one agency and, Delhi Police or of DDA happens to be one of them, Delhi Police and DDA has always responded to the requests of the Commissioner by cooperating and participating in grievance redressal.
3. In 2001, the Public Grievances Commission was designated as the Appellate Authority under the Delhi Right to Information Act, 2001. Over the years, the functions of the PGC have grown manifold which, previously were limited to just grievance redressal. Having assigned the statutory function as the Appellate Authority under the Delhi RTI Act, 2001, Public Grievancees Commission has become a single window facility which is further explained in detail in following page.
4. Under the Delhi Right to Information Act 2001, an appellant can files an appeal with the Appellate Authority i.e. Public Grievances Commission. As an Appellate Authority, the Commission ensures that the requisite information is furnished by the concerned Competent Authority, as sought by the appellant. However, this may not always resolve the grievance underlying the appeal. It has been observed that in majority of the cases, information sought with respect to the grievance of an individual, has been long pending with a department. In such cases, the PGC at its disc on

intervenes and earnestly converts the appeal under the Delhi Right to Information Act, 2000, into a grievance to be redressed in all fairness, providing immense relief to the appellant.

5. During the year 2020-21 & 2021-22, the PGC persevered with its efforts to improve its functions and processes to expedite the appeals and public grievances more effectively under the Delhi Right to Information Act, 2001. This was achieved through a continuous interaction and dialogue between the Chairman/Members of the Public Grievances Commission and the officers and officials processing the grievances / appeals.
6. During the year 2020-21 & 2021-22, regular review meetings were held with the Nodal Officers of various departments of the Govt. of NCT of Delhi to keep them abreast of various hearing and redressals. Also, frequent deliberations and discussions amongst the Commission Members and officials at different levels provided useful suggestions and inputs in improving the grievance redressal mechanism within the PGC and also with the departments of the Govt. of NCT of Delhi and other related departments.
7. The Commission received favourable response and support from the departments of the Govt. of NCT of Delhi, Municipal Corporation of Delhi and New Delhi Municipal Council in resolving grievances and appeals. The cooperation of the Delhi Police and DDA, as mentioned earlier, has always been forthcoming.
8. Meetings with the Head of Department (HOD) of respective departments were held diligently to ensure that grievances are redressed promptly as well as requisite information is furnished under DRTI Act 2001.

COMPOSITION OF THE COMMISSION

The Delhi Government Resolution of 25th September, 1997 provides that:-

“The Commission shall comprise of a Chairman and three Members (including two part - time Members) who shall be appointed by the Lt. Governor of the National Capital Territory of Delhi”.

The Chairman of the Commission shall be a person who has in the opinion of the Government of NCT of Delhi distinguished himself in the field of public administration and prior to his appointment in the Commission, holding, a post in the rank of Secretary or equivalent to the Government of India.

The whole-time Member shall be a person who has been a Director General of Police of a State or has held an office of comparable status and responsibility.

The two part-time Members shall be persons of public eminence having special knowledge or practical experience in the field of education or science or law or literature or social service or human rights. Of these two part-time Members, at least one shall be a lady.”

Shri Ashok Kumar, IPS (Retd.)
Chairman, PGC

(1st April 2022 to 15th June 2020)



Shri Ashok Kumar was Chairman of the Public Grievances Commission, Government of NCT of Delhi since 27th July, 2018.

A 1982 batch Indian Police Service Officer of Tamil Nadu Cadre, he has over three decades of experience with Tamil Nadu Police and Central Bureau of Investigation. Prior to assuming the office as the Chairman of Public Grievances Commission, he had handled several important assignments across the country, as the Director General of Police and Head of Police Force (HOPF), Tamil Nadu (2014-2016), Director General of Police and Chief of Intelligence, Additional Director General of Police and Chief of Economic Offences Wing of Tamil Nadu, Joint Director and Inspector General of Police, DIG of Police, Superintendent of Police Anti-Corruption Branch, Special Crime Branch and Economic Offences Wing of CBI, for over 19 years. During his tenure in CBI, he was associated with the investigation of many high profile cases such as Rajiv Gandhi Assassination Case by S.I.T., Indian Space Research Organisation (ISRO) Espionage Case, Terrorist Funding case of Jammu & Kashmir, Urea Scam of National Fertilizers Limited (Government of India Undertaking), Letter of Credit Scam of Assam and others.

After completing his M.Com and M.Phil. from Delhi School of Economics, University of Delhi, prior to joining Civil Services, he served as a Lecturer in Commerce for 5 years between 1976 and 1981. On behalf of the Government of India Shri Ashok Kumar visited Canada, Japan, Thailand, Brazil, Austria (Vienna), U.S.A. etc. to participate in International Conferences/Seminars as a Member of Indian Delegation, alongside attending Conferences organized by United Nations. He was also deputed to USA and Maldives for execution of Letter Rogatories in cases handled by CBI.

Shri Sudhir Yadav, IPS (Retd.)
Member (Whole Time)



Shri Sudhir Yadav served as the Director General (Prisons), Govt. of National Capital Territory of Delhi before joining the Commission as Whole Time Member on December 13, 2017.

A 1985 batch Indian Police Service (IPS) officer of the AGMUT Cadre, he has rich and varied experience in working on Civil and Social issues such as women safety, Juvenile Justice and Child Protection, senior citizens security & care, education etc. Prior to assuming the office as Member, Public Grievances Commission, he held a numerous positions, dignified within the country and abroad, managing assignments such as Director General of Police - Andaman & Nicobar Islands, Special Commissioner of Police - Traffic, Vigilance and Provisioning & Logistics, Managing Director - Delhi Police Housing Corporation, Joint Commissioner of Police-Northern Range, Joint Commissioner - Administration Security & Special Unit for Women & Children and UN assignment in Mozambique

**Smt. Madhu Sharan,
Member (Part-time)**

Smt. Madhu Sharan is a part-time member of the Public Grievance Commission, Government of Delhi since July 30, 2018.

Prior to her appointment, Smt. Sharan had practiced for over 20 years as an advocate in the Supreme Court and the Delhi High Court. As a public-spirited and meticulous lawyer, Smt. Sharan handled several cases for the Delhi Jal Board, the MCD and other departments of the Government of Delhi. A number of her cases also involved pro bono work for victims of human rights, violations and discrimination. She is passionate about children's rights, women's rights and the rights of the underprivileged.

JURISDICTION

The Public Grievances Commission (PGC) is quite unique in its mandate and operation. It is a platform for the speedy redressal of complaints received from the public in respect of alleged acts of omission and commission by public officials working in Departments and Organisations funded by the Government of NCT of Delhi.

As an Appellate Authority under the Delhi Right to Information Act, 2001 to decide appeals, PGC becomes a unique "single window" authority facilitating access to information and also provides a platform for redressing the grievance underlying the appeal as and when the case demands.

The Commission can also take "Suo-moto" action for initiating grievance redressal on the basis of information contained in media reports or otherwise.

The Commission is authorized to conduct research into systemic causes of complaints on a regular basis and provide reports that can form the basis for introducing administrative reforms in areas that need improvement.

HOW DOES A COMPLAINANT ACCESS THE COMMISSION?

A complaint can be filed through different modes in Public Grievances Commission. A member of the public, aggrieved by the action or even inaction on the part of any department/local body within the jurisdiction of the Government of the NCT of Delhi may file a written complaint/grievance with the PGC on a simple sheet of paper with Name, Address, and Telephone Number. This petition should contain brief details specifying the matter/grievance and the redressal sought in the matter. There is no such prescribed format for filing a complaint/grievance. No fee is levied/charged by the Public Grievances Commission for handling/processing a grievance filed in the Commission. A grievance can be filed on any working day between 10.00 am to 5.30 pm at the reception counter (on the Ground Floor) of the Public Grievances Commission situated at Vikas Bhawan, M-Block, I.P. Estate, New Delhi. The complaint can also be sent through post, courier etc.

A complainant/petitioner can also reach out to the Public Grievances Commission and file a grievance through e-mail address of the Commission i.e. pgcdelhi@nic.in.

The Public Grievances Commission also receives complaints from the offices of Lt. Governor, Delhi, and Chief Minister, Delhi, pertaining to the Government of National Capital Territory of Delhi, and also, from the Department of Administrative Reforms and Public Grievances (DARPG), Government of India.

Complaints received in the Commission are maintained in a diary (both offline and online along with CD No. and is registered with a unique ID No.), and duly forwarded to the concerned Head of Department for comments or an action sought in the particular matter.

On receipt of a complaint, having ensured that the matter needs examination / enquiry, the Commission is empowered to call for records and summon officials as deemed necessary, hear their arguments and conclude if there was any dereliction on the part of the officials concerned to know / access any underlying reason for cause / delay in the redressal of the grievance.

The hearing of a grievance petition has to be attended by the complainant as well as the representative of the respective Department or local bodies. During the hearing; the status of the action taken is reviewed, further submissions of the complainant are heard, interim orders are issued and the observations of the Commission are recorded. Specific directions are given, determining the required action to be taken by all concerned, before the next hearing date. Each grievance taken up for hearing is heard till the matter is brought to a logical end and the final orders are made in the form of a speaking order.

On conclusion of the hearing, the Commission passes an appropriate and reasoned order where it is held that the allegations made against an official are prima facie established or not established. The Commission can thus recommend action to be taken against the official. The recommendations made by the Commission are given due consideration by the appropriate administrative authority for its speedy implementation.

CASES WHICH ARE NOT TAKEN UP BY THE COMMISSION

The Public Grievances Commission does not take cognizance of the following complaints:

- Wherever the complaint is against any public authority, beyond the jurisdiction of the PGC e.g. DDA and Delhi Police.
- Complaint pertains to a service related matter. The PGC takes cognizance only of those service related complaints pertaining to failure of timely release of post-retirement benefits such as pension, gratuity, GPF and other terminal benefits.
- Wherever the complaint is anonymous.
- Wherever the complaint matter is sub-judice before any Court of Law, or any Arbitration Authority.
- Complaints that are ambiguous or very general in nature.
- Where the complainants have not exhausted the departmental remedies available to him/her.

However, when the resolution of a grievance requires the co-operation of other agencies which are not covered for response under the jurisdiction of GNCT of Delhi like DDA, Delhi Police, CPWD, Delhi Cantonment Board, Indian Railways and Kendriya Vidyalya Sanghathan, the participation and co-operation of these Departments is requested by the Commission, and the same has always been extended.

In all cases where the complaint/ grievance appears to be eligible for hearing, as a first step, a Status Report is obtained from the respective departments and if the grievance still remains unresolved, the case is fixed for regular hearing before the Member concerned or the Chairman, as the case may be, on merits..

DELHI RIGHT TO INFORMATION ACT, 2001

The Government of NCT of Delhi enacted the Delhi Right to Information Act, 2001, enforced from 2nd October, 2001. Under Section 7 of this Act, the Public Grievances Commission functions as an Appellate Authority and hears appeals against the orders of the Competent Authority (so designated), in each department or local body of the Government of the NCT of Delhi.

Citizen has the option of pursuing his right to information under the Delhi Right to Information Act, 2001, vis-a-vis public authorities under the jurisdiction of the Government of Delhi and local bodies, except Delhi Police and DDA. In the case that any person is not satisfied with the information furnished by the Competent Authority, under the DRTI Act, 2001, or has not received any information from the said Competent Authority, within 30 days, after filing an application (with the Competent Authority in the concerned Department), under Section 5 of the Delhi Right to Information Act, 2001, an appeal may be filed with the Public Grievances Commission, National Capital Territory of Delhi, who is the Appellate Authority under the Delhi Right to Information Act, 2001. The appeal has to be filed within the stipulated time period, as per Section 7 of DRTI Act 2001.

The Delhi Right to Information Act, 2001, prescribes a fee and any person filing an appeal with the Public Grievances Commission is required to pay Rs. 50/- per appeal.

SINGLE WINDOW AUTHORITY

The Second Administrative Reforms Commission set up by the Government of India while reviewing the working of RTI Act, 2005 has made the following observations regarding the working of the Delhi Right to Information Act, 2001 as a Single Window Authority for achieving its objective:

"A successful example of this mechanism is the Public Grievances Commission (PGC) set up by the Delhi Government in 1997. When the Delhi Right to Information Act came into force in 2001, the PGC was made as an Appellate Authority to decide appeals under the Act. Because of this arrangement, the PGC has become an effective "Single Window Authority" which facilitates access to information and when required provides a platform for redressing the citizen's grievances as well. The PGC has also effectively used its statutory status and authority under Delhi RTI Act 2001 combined with its non-statutory grievances redressal powers to foster systemic reforms."

A BRIEF ON GRIEVANCES AND APPEALS UNDER DELHI RTI ACT, 2001 HANDLED IN 2020-21

During the period i.e. 1st April, 2020 to 31st March, 2021, the Public Grievances Commission received and processed 9358 grievances and 489 appeals i.e. a total of 9847 petitions against different Departments, Undertakings and Local Bodies under the jurisdiction of Government of the National Capital Territory (NCT) of Delhi. As many as 10246 cases (including 1042 appeals) were disposed of during the period under report.

Annexure-I reflects a department-wise break-up of grievances received and attended to during 2020-21. It may be noted that a majority of the complaints received were against the Revenue Department, Department of Power, Delhi Jal Board, Municipal Corporations of Delhi, Registrar Co-operative Society, Department of Labour and Directorate of Education.

The Chart below shows the precise share of grievances received against the major Departments and Local Bodies of the GNCT of Delhi, during the year 2020-21.

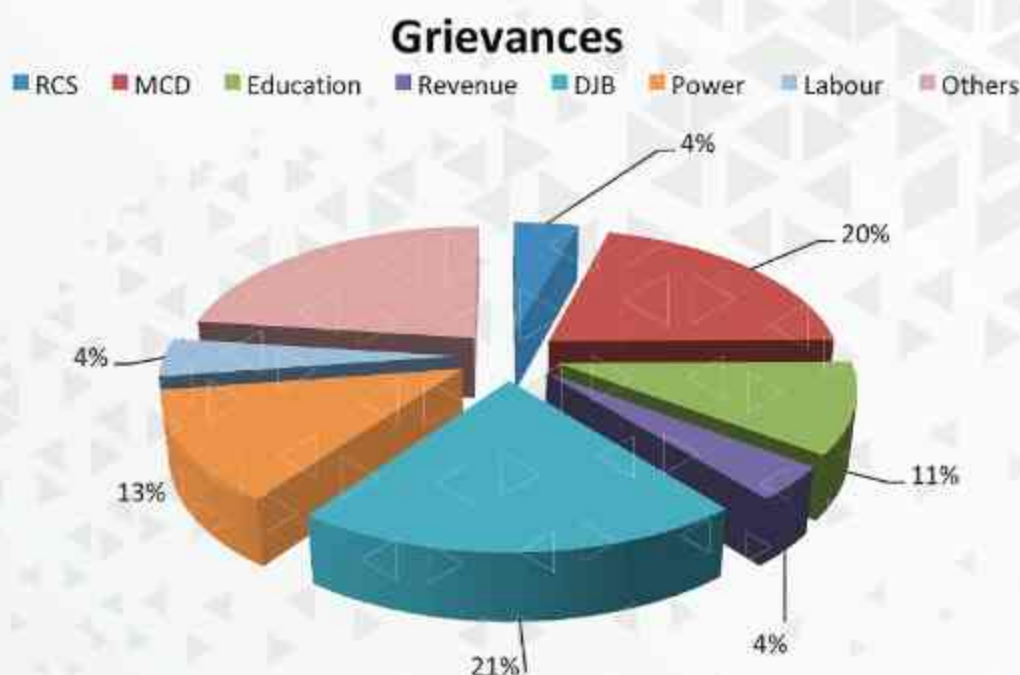
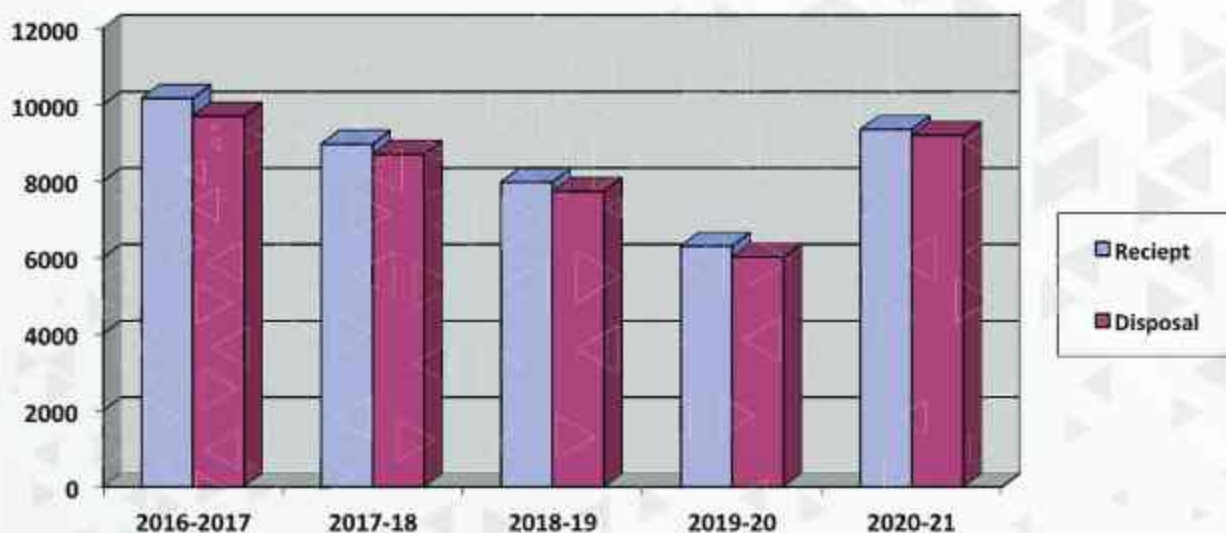


TABLE-1 REFLECTS THE GRIEVANCES HANDLED BY THE PGC OVER THE LAST FIVE YEARS.

Grievances received during the last five years (from 2016-17 to 2020-21)

	2016-17	2017-18	2018-19	2019-20	2020-21
Opening Balance	603	462	270	244	291
Institution/Receipt	9570	8514	7709	6060	9067
Total	10173	8976	7979	6304	9358
Disposal	9711	8706	7735	6013	9204
Pending	462	270	244	291	154
Percentage of Disposal	95.45%	97%	96.94 %	95.38%	98.35%

RECEIPT & DISPOSAL OF GRIEVANCES RECEIVED DURING (2016-17 TO 2020-21)



APPEALS UNDER THE DELHI RIGHT TO INFORMATION ACT, 2001

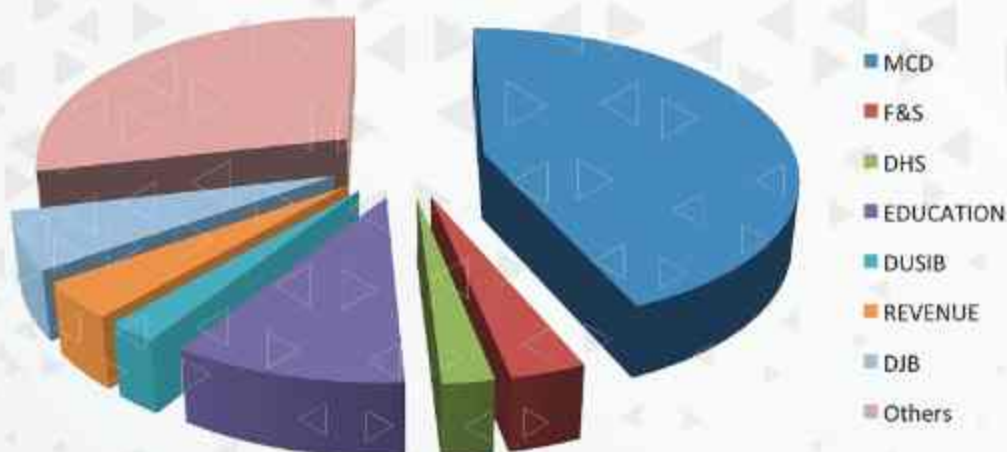
Details of Appeals received and disposed in the Public Grievances Commission under the Delhi RTI Act, 2001 during the last five years are given in Table 2 below.

Building upon these figures, the Pie Chart below indicates the Appeals received in respect of major Departments and Local Bodies of the GNCT of Delhi, during 2020-21.

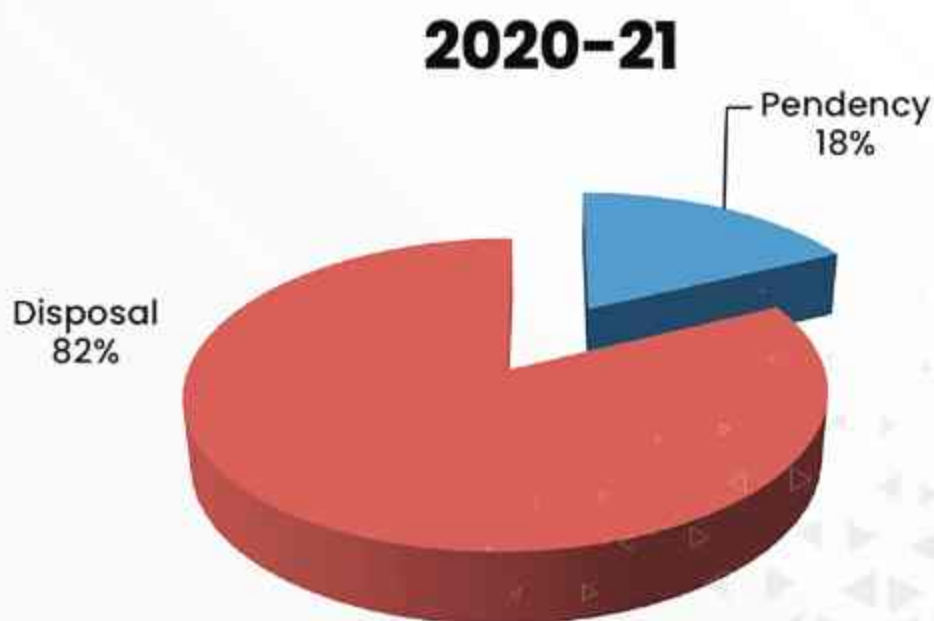
TABLE - 2
APPEALS RECEIVED UNDER THE DELHI RTI ACT, 2001
DURING THE LAST FIVE YEARS (FROM 2016-17 UP TO 2020-21)

Year	2016-17	2017-18	2018-19	2019-20	2020-21
Opening Balance	327	229	748	270	778
Receipt	577	1036	727	1362	489
Total	904	1265	1475	1632	1267
Disposal	675	517	1205	854	1042
Pending	229	748	270	778	225
Percentage of Disposal	74.66%	46.47%	81.69 %	52 %	82%

Appeals Received



PENDENCY & DISPOSAL OF APPEALS
UNDER DELHI RTI ACT, 2001 DURING 2020-21



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In every crisis, doubt or confusion take the higher path – the path of compassion, courage, understanding and love.

ABOUT CPGRAM

Centralized Public Grievances Redress and Monitoring System (CPGRAM) is an online system developed by NIC, in association with Directorate of Public Grievances (DPG) and Department of Administrative Reform and Public Grievances (DARPG), Govt. of India to enable submission of grievances by aggrieved citizens from anywhere and at any time. This is a Govt. of India portal, specially designed to provide the citizens an easy platform to submit their grievances.

Public Grievance Commission is a nodal agency in respect of Govt. of NCT Delhi for CPGRAM Portal.

The grievance received on portal is forwarded to concerned departments for redressal, through online system.

During the year 2020-21 & 2021-22 respectively, 38733 & 22894 fresh grievances were received. A total of 9065 & 10738 grievances were brought forward from 2019-20 & 2020-21 in this portal and the same were forwarded to the concerned departments of GNCT of Delhi. Out of total 47798 grievances, 37060 were disposed of in the year and out of total 33632 as many as in the year 2021-22, 25216 grievances were disposed off, by different departments of GNCTD.

Above grievances, also include grievances flagged as Covid-19, which were received from 30th March 2020 onwards with deadline of 03 days. A meeting was convened by Secretary, Department of Administrative Reforms, GNCTD in this matter, which was attended by different departments of GNCTD with pending Covid-19 grievances. The Dy. Secretary (PGC), which led to speeding up of grievance redressal.

Apart from this, DARPG, Government of India, from time to time convenes meetings to review pendency in the portal and other matters. On 03/06/2020, a meeting was convened by Secretary (DARPG) through video conferencing on "Status on Integration of State Grievance Redressal Portal with CPGRAMS Portal. This meeting was attended by officers of Department of Administrative Reforms, GNCTD and Dy. Secretary (PGC).

On 03/07/2020 a meeting through video conferencing was convened by Department of Pension and Pensioners' Welfare, Ministry of Personnel, PG and Pension for review of pending pension cases. This meeting was attended by Dy. Secretary (PGC) and Dy. Director (AR).



Success Stories



SOME SUCCESS STORIES OF APPEAL CASES UNDER DELHI RTI ACT, 2001 (2020-21)

Appellant : Shri Vir Singh Chauhan
Respondent : MCD
Appeal No. : 284/2020/PGC/DRI/MCD
Appeal : Regarding missing entries
in his GPF account.



Shri Vir Singh Chauhan filed an appeal dated 04/12/2020, after failing to receive a reply to his original application dated 19/10/2020, seeking information regarding missing entries in his GPF account.

The hearing in the appeal case was held on 10/03/2021. At the hearing, the departmental representative submitted a reply informing that an amount of Rs. 57,47,232/-, on account of final payment against the allotted GPF number, was paid to the appellant on 30/09/2020. With regard to contention of the appellant that there are missing entries, the reply mentioned that the computerised record of GPF entries was started on 01/04/1998, taking into account all previous record of GPF subscription from the ledger books maintained in GPF section at that time. He produced copy of computerised GPF record of the appellant, from the date beginning 01/04/1998. The appellant requested for a certified copy of computerised GPF record for his records. At the time of the hearing, a copy of computerised GPF record, each page signed by the departmental representative, was handed over to the appellant to his satisfaction.

Thus, in the appeal case not only the requisite information was made available to the appellant but also his inherent grievance regarding missing entries in his GPF account too was redressed.

SOME SUCCESS STORIES OF GRIEVANCES/COMPLAINT CASES HELD IN THE COMMISSION 2020-21

Complainant : Ms. Kismat Singh
 Respondent : F & S Department
 Grievance No. : PGC/2021/Misc/F&S



Ms. Kismat Singh filed a complaint, dated 21/01/2021, stating that she had applied for issuance of ration card in 2014. Her application was rejected on issues of income certificate. She applied again in November, 2019, but the ration card was not issued. She approached the office of concerned ADM, who assured resolution of her grievance, but her ration card was still not issued.

The details of the grievance were forwarded to the Nodal Officer, F & S Department, who was requested to ensure appropriate action in the matter. The Nodal Officer, F & S Department, informed that the ration card has now been issued to the complainant. The complainant was contacted over the telephone number mentioned in the complaint. She informed that the ration card has been issued to her and her grievance has been redressed.

The grievance was redressed within 20 days of receipt of the complaint. Ration card was issued with the intervention of the Commission, which was confirmed by the department and the complainant.

Complainant : Shri Jai Bhagwan
 Respondent : MCD
 Grievance No. : PGC/2020/RZ/North DMC



Shri Jai Bhagwan filed a complaint, dated 11/11/2020, stating that after his retirement on 31/03/2020, from the post of safaikaramchari in Rohini Zone, North DMC, he has not been paid his retirement benefits. Due to non-payment of retirement benefits he had to face severe financial crisis forcing him to take a loan.

On receipt of complaint, a status report in the matter was sought from Rohini Zone, North DMC. As no report was received, a reminder was addressed to Deputy Commissioner, Rohini Zone, North DMC. The departmental representative submitted a status report informing that leave encashment amounting to Rs. 3,25,962/- and GIS amounting of Rs. 9029/-, was paid to the complainant. The file regarding payment of GPF was forwarded to GPF (HQ). Gratuity bill amounting to Rs.7,82,691/- and commutation bill amounting to Rs.7,65,855/- were also passed.

The status report was put up for consideration of Member (PGC) who directed for a personal hearing to the complainant, to ascertain the factual position regarding payments made to him. Accordingly, the complainant was contacted on the telephone number given in the complaint. He presented himself in the Commission and informed that his file regarding payment of pending retirement benefits is under process and all pending dues will be cleared within 15 days. He was satisfied with the action taken by the Municipal Corporation, after intervention of the Commission.

Thus, on account of satisfaction expressed by the complainant regarding resolution of his grievance relating to non-payment of his retirement benefits, the matter was closed in the Commission.

Complainant : Shri Karan Chadha
 Respondent : MCD
 Grievance No.: PGC/2020/Misc./MCD



Shri Karan Chadha filed a complaint alleging unauthorized construction at Property No. BE-194, Hari Nagar, New Delhi-110064. He alleged construction of projections on municipal land and despite complaints to Municipal Corporation, no action was taken.

The Commission sought a report in the matter from West Zone, SDMC. The representative of West Zone, MCD submitted a report, informing that building plan was sanctioned in r/o construction in the impugned property but the same was not displayed at the time of construction. The property was booked for unauthorized construction and show-cause notice u/s 343 & 344 (1) of DMC Act was issued. The reply submitted by the property owner was not found to be satisfactory and hence the property was again booked for excess coverage vis-à-vis the sanctioned building plan and projections on municipal land. Demolition action was undertaken and some portion of the projections on the Municipal Land were demolished.

The Commission found the action to be incomplete and directed to ensure complete action, as per provisions of DMC Act. The representative of West Zone, SDMC submitted a fresh report stating that in a fresh demolition action, all projections on municipal land have been removed. The complainant filed a letter confirming action by the Municipal Corporation and conveyed that he was satisfied with the action taken. The Commission confirmed the facts of this letter from the complainant, who confirmed the same over telephone.

Accordingly, the grievance relating to unauthorized construction was resolved after intervention of the Commission.

This grievance case too was resolved, as the Commission constantly pursued the matter with the respondent department.

Complainant : Shri Hemant Kumar

Respondent : MCD

Grievance No.: PGC/2020/MCD/26



Shri Hemant Kumar filed a complaint stating that drain covers /jallis on drains in the area of Khazan Basti were broken and as a result, the pedestrians fall into the drains and get injured.

The Commission took up the matter with the concerned Executive Engineer (M), West Zone, SDMC. A report was sought from him. On constant pursual of the matter by the Commission with the concerned Executive Engineer (M), a report was received confirming affixing of drain covers on the drains.

The Commission confirmed from the complainant who informed that only after intervention of the Commission, the drain covers have been affixed by the Municipal Corporation. He expressed satisfaction with the action taken and was thankful to the Commission for its intervention and redressal of long pending grievance.

This grievance case was resolved, without requiring any regular hearing as the Commission constantly pursued the matter with the respondent department.

Grievance No.: PGC/2020/Misc/MCD



Thus, in the public interest, the issue was resolved, after intervention of the Commission.

Thus, the grievance was resolved to the satisfaction of the complainant.

Complainant : Shri Om Prakash Dabriyal
 Respondent : Deputy Commissioner (SHN) EDMC
 Grievance No. : PGC/2020/Misc./EDMC



Shri Om Prakash Dabriyal, resident of D-103, Gali No. 8, Gamri Extension, Bhajan Pura, Delhi filed a complaint dated 12/1/2021 stating that after birth of his son on 7/6/2006, a birth certificate was issued. In the birth certificate there was discrepancies regarding name of son, mother and father. In this regard, several visits were made to the concerned department and also an application under RTI Act-2005 was filed but there was no action to correct the discrepancy in birth certificate.

A report in the matter was sought vide letter dated 22.1.2021. In pursuance of this, a status report dated 5.2.2021 was received from Shahdara-North Zone conveying that the necessary corrections have been made in the birth certificate. A copy of the corrected birth certificate was also appended, which showed that the requisite corrections were carried out in the corrected birth certificate.

Thus, the grievance of the complainant, which was not resolved despite his several visits and filing of an application under the RTI Act, was resolved with the intervention of the Commission. The grievance was resolved in less than a month of receipt of the complaint.

Complainant : Shri Gaurav Tyagi
Respondent : Deputy Commissioner (SHN), EDMC
Grievance No. : PGC/2021/Misc./EDMC/SNZ



Shri Gaurav Tyagi, r/o 1/3107-A, Ram Nagar Extension, Shahdara, filed a complaint on 25/1/2021, stating that there was a dead and damaged mulberry tree, which is bending on high voltage electricity cable, causing danger. Several complaints were filed to the Municipal Corporation and Power Discom. Some employees of EDMC visited the site but cut only 4-5 small branches, which was not enough and the complaint remained unredressed.

A report in the matter was sought vide letter dated 9.2.2021, from Shahdara-North Zone, EDMC. Accordingly, a status report dated 18.2.2021 was received from the department informing that green katha tree, opposite the house of the complainant was pruned by the Horticulture Department, to the satisfaction of the complainant. A written statement from the complainant was also appended in which the complainant affirmed that the necessary pruning has been done, to prevent the tree from falling on the electricity cable.

The complaint was resolved within 20 days of receipt of the same in the Commission without any scheduled hearing.

Complainant : Ms. Sakshi Vohra
 Respondent : Revenue Department
 Grievance No. : PGC/2020/A-II/Rev./07



Smt. Sakshi Vohra filed a grievance petition stating that the District South West, Revenue Department has not taken any action regarding refund of e-stamp of Rs. 4,08,000/- to her.

In the instant case, the refund order was to be issued by HQ, Revenue Department, but the complainant had applied for refund in District South West. The Commission intervened in the matter. HQ/Revenue Department informed that after receipt of reference from the Commission, old file was traced. For compliance of observations of concerned SDM/COS, clarification was sought from Sub-Division (Dwarka), District South West. After needful, Sub-Division (Dwarka), District South West forwarded the file to HQ/Revenue Department. HQ/Revenue Department issued a deficiency memo to the complainant, seeking Indemnity Bond from her. It was informed that as soon as Indemnity bond is submitted, refund order will be issued.

At the last hearing in the grievance matter, the departmental representative filed a status report stating that sanction for refund of Rs. 3,67,200/- has been issued, after deducting 10% of the amount Rs. 4,08,000/- as per section 54 of the Indian Stamp Act.

As the refund voucher for an amount of Rs. 3,67,200/- was issued and the bill submitted to PAO-VI for payment to the complainant, the grievance was redressed.

In just two hearings, the grievance pending since March, 2017, was resolved within a period of less than 90 days of receipt of grievance.

Complainant : Shri Akash Singhal & Shri Ajay Singhal
 Respondent : Revenue Department
 Grievance No. : PGC/2020/A.II/Rev./06



Shri Akash Singhal & Shri Ajay Singhal filed a complaint aggrieved by non-refund of court fee in CS (OS) No. 598/2013 as directed by the Hon'ble High Court of Delhi vide order dated 17.12.2018. The amount of refund was Rs. 6,40,825/-.

The Commission took up the matter with HQ/Revenue Department vide letter dated 31.12.2018, which forwarded the refund case to District North West. The Commission pursued the matter with all three sub-divisions of District North-West and finally was taken up based on the address of the claimant company, the matter was forwarded to Saraswati Vihar Sub-Division, District North-West, who required some documents from the complainant. Directions were issued by the Commission to ensure that the complaints be pursued to submit the required documents and to ensure that refund order was issued.

At the last hearing, the departmental representative of SDM/Collector of Stamps, Saraswati Vihar, District North, Revenue Department, informed that refund voucher for stamp duty fee of Rs. 6,40,825/- has been issued vide refund order dated 4.1.2021. The original refund has been handed over to Shri Ajay Kumar Singhal, Director of M/s. Metro Infra Solution Pvt. Ltd., on 5.2.2021. Also, the refund voucher along with details of e-stamp papers have been forwarded to PAO-VI, for payment to the claimant.

As the refund order for an amount of Rs. 6,40,825/- was issued, the grievance pending since 2018 was redressed in just two hearings i.e. in less than 90 days of receipt of grievance, with the intervention of the Commission.

Complainant : Smt. Om Devi
 Respondent : Revenue Department
 Grievance No. : PGC/2020/Rev./04



Smt. Om Devi filed a complaint stating that she is owner of 10 Biswa land in Kanjhawala, Delhi. She had applied for issue of Tatima and demarcation of this land in 2015 & 2016, but no action was taken up by Revenue Department.

The complaint was forwarded to District North-West, Revenue Department but as the grievance was not redressed, the matter was fixed for hearing. At the first hearing in this grievance case, SDM (Kanjhawla) informed that after issue of notices to the concerned parties, tatima has been done. It was further informed that demarcation will also be done at the earliest. Before the next hearing, the reply was received informing that demarcation of the land in question has been done.

A confirmation, through e-mail was received from the complainant that her grievance has been completely resolved. She expressed thanks to the Commission for resolving her long pending grievance.

The grievance of the complainant pending since 2015, was resolved by the Revenue Department to her satisfaction, without any further delay.

Complainant : Shri Sanjay Kumar Singh
 Respondent : District Magistrate (South)
 Revenue Department
 Grievance No. : PGC/2020/Rev./S/05



Shri Sanjay Kumar Singh filed a grievance petition aggrieved by non-execution of Recovery Certificate amounting to Rs. 87,692/- with 10% simple interest from date of recovery w.e.f. 29.07.2016 from the judgment debtor.

The Recovery Certificate dated 06.09.2017 was forwarded by the Controlling Authority, Payment of Gratuity Act, 1972, in respect of its orders dated 02.08.2017 to District Collection Officer, District South, GNCT of Delhi.

On scrutiny it was learnt that the Revenue Department did not pursue the matter, after issue of warrant of arrest dt. 17.01.2019.

Accordingly, when the matter was taken up for hearing in the Commission, on 11.11.2020, it was informed that since warrant of arrest dated 9.11.2020, could not be executed, warrant of attachment of property was issued on 1.12.2020. Finally at the third hearing on 6.1.2021, the departmental representative informed that during execution of warrant of attachment of property, the judgment debtor presented demand draft of Rs.1,33,739/-.

The demand draft was deposited with Controlling Authority under the Payment of Gratuity Act 1972, Labour Department, who after due examination of facts & circumstances informed the Commission on 27.1.2021, that the Demand Draft was handed over to the complainant on 18.1.2021.

Thus, the recovery certificate, issued on 06/09/2017, pending with Revenue Authorities was executed within a period of almost 3 months.

Complainant : Shri Prem Chand
 Respondent : District Magistrate (West)
 Revenue Department
 Grievance No. : PGC/2020/Rev./01



Aggrieved by non-issuance of Caste Certificate in respect of his daughter, Hemlata, applied on 18/09/2019, in the office of SDM (Rampura). Shri Prem Chand filed a grievance in the Commission on 04/02/2020, It was further stated that even after four months, there was no response from the revenue officials.

The Public Grievances Commission convened 2 hearings in the matter.

At the first hearing on 27/08/2020, the representative of District Magistrate (West), informed that the matter does not pertain to District West. On further scrutiny the matter was found to be with SDM, Saraswati Vihar, who assured needful action and report in the matter, within a week's time.

In the second hearing held on 16/09/2020, a letter was received from Executive Magistrate (Saraswati Vihar), explaining the details and process, it further stated that after due process, the certificate was issued on 24/07/2020. A copy of Caste Certificate of Hemlata, d/o Shri Prem Chand, was enclosed with the action taken report.

The grievance of the complainant was resolved within two hearing in the matter.

Complainant : Shri Rajkumar
 Respondent : Revenue Department
 Grievance No. : PGC/2019/A-II/Rev./01



Shri Rajkumar filed a complaint, 30/06/2018, stating that after his retirement on 30/06/2018, District North West, did not release his retirement benefits.

The grievance was taken up for hearing on 8.7.2020, where it has emerged that complainant who had retired on 30.06.2018 was placed under suspension at the time of retirement on 5.2.2018 by District Magistrate (West). Thus no retirement benefits were paid to him.

The representative of DC, West informed that payment of retirement benefits, was under process. Pursuant to the directions of the Commission, GPF was paid to the complainant immediately and complainant was advised to submit No Dues Certificate for processing other benefits due to him. In subsequent hearing the Commission was apprised by respondent department that PPO was issued after due clearance by PAO alongwith gratuity and pension and remaining entitlements were in process.

The complainant raised another grievance of grant of MACP, due to him w.e.f. 8.6.2013. At the subsequent hearings, the Commission was informed that leave encashment and CGIES too was disbursed to the complainant and after necessary formalities MACP too was granted to the complainant and all outstanding payments were released to the complainant which included difference in amount in commutation, gratuity, CGIES and MACP arrears.

The complainant confirmed receipt of all the amounts, including difference of leave encashment and expressed his satisfaction by thanking the Commission, for redressal of his grievance.

Through 14 protracted hearings in the instant matter which lasted for 18 months including lockdown on account of COVID-19, the Commission resolved all the grievances of the complainant, to his satisfaction.

Complainant : Smt. Sunita

Respondent : F&S

Grievance No. : PGC /2020/Misc./F&S



Smt. Sunita filed a complaint aggrieved by non-issue of ration card. In her complaint she submitted that for issue of ration card, she has been visiting the concerned Circle Office since 2017. The earlier ration card was in the name of his father-in-law who died in 2017.

A report in the matter was sought from Food & Supplies Department. The Food & Supplies Department through a report dated 10.12.2020 informed that fresh ration card in the name of the complainant, Smt. Sunita has been approved under FIFO system vide NFS Id. No. 2739503 dated 2.11.2020. The same has been sent for allocation of ration card. A copy of worksheets showing action taken by F&S Department too was enclosed.

The ration card in the name of the complainant was approved. The grievance was addressed, of in the Commission. The complainant was not put to any inconvenience during the entire process in the Commission.

Complainant : Shri Suresh Tiwari
Respondent : Delhi Jal Board
Grievance No. : PGC/2020/A.II/DJB/59



Aggrieved by non-laying of sewer line by Delhi Jal Board in Durga Block, Tirthankar Nagar, Jain Colony, Road No.6, Naag Mandir Sh Suresh Tiwari filed a grievance petition in the Public Grievance Commission.

The above complaint was registered in the Commission on 06.10.2020 for regular hearing. Notices were sent to the concerned department.

During the hearing held on 12.01.2021, AE(C) of Delhi Jal Board informed that the work of laying sewer lines in the said colony has been approved and work started except in the portion of DDA land. Hence, the issue of laying of sewer line in Durga Block Colony, stands resolved.

The complainant confirmed that the work of laying of sewer line has been started by Delhi Jal Board.

The grievance of the complainant regarding non-laying of sewer line was resolved to his satisfaction in least possible time.

Complainant : Shri Daya Kishan Joshi
 Respondent : Delhi Jal Board
 Grievance No. : PGC/2019/A.II/DJB/30



Sh.Daya Kishan Joshi, aggrieved by irregular supply and contamination of water in F-Block, Karawal Nagar filed a grievance petition in the Commission.

During the hearing held on 06.08.2019, Executive Engineer (NE)-II, Delhi Jal Board was advised to increase water pressure and ensure construction of UGR to improve water supply in the area. Chief Engineer, I&FC Department was advised to get an inspection of drains/nallahs conducted for effective cleaning on regular basis and also to lift samples of the water on alternate days for three months regularly to check quality of water from a lab.

Again on 17.12.2019, EE(NE)-II, DJB was advised by the Commission during hearing to ensure water supply with sufficient pressure and to provide water through tankers wherever required.

The complainant on 09.09.2020 stated that they are getting water for two hours in the evening. Necessary direction were issued to EE (Water Project) VIII, EE, CD-V, I & FC and DC, MCD Shahadra North Zone to file report regarding completion of construction of UGR/BPS, ensure cleanliness of drains and ensure removal of garbage/malba and cleanliness inside the colony.

The complainant on 02.02.2021 confirmed that they are getting clean water regularly and has no further grievances at present.

Complainant : Shri Mohd. Raza
 Respondent : DTC
 Grievance No. : PGC/2020/A-II/DTC/02



Shri Mohd. Raza filed a grievance in the Commission stating that the Status report of DTC does not reveal the information when the amount of insurance amounting to Rs. 6,02,000/- under EDLI will be received by the wife & nominee Smt. Bilkis Bhano, w/o late Shri Sibte Hasan, the deceased employee of DTC. He further stated that the department is not taking any action inspite of submitting all the documents by him to the DTC.

In the hearing held on 17.8.2020, Shri Trilok Chand, Deputy Manager (Pension), DTC stated that as per EDLI Policy the claims are being settled down by the Insurance Company subject to appearance the name of the roll of DTC and the same is available with the Insurance Company. He further stated that the name of Late Shri Sibte Hasan, was not forwarded by the EVND in the month of February, 2019 and due to non-appearance the name of the deceased employee in the data forwarded to Insurance Company for EDLI Policy, the claim cannot be disbursed to the dependent of the deceased employee.

The complainant sent a letter to the Commission dated 17.8.2020 stating that he got information from SBI Insurance Company & DTC (Headquarter) that on the expiry of contract with DTC, SBI Insurance Company refunded the amount of premium of Rs. 10 lakhs to DTC. He requested that payment of entitled EDLI amount be given from the premium of Rs. 10 lakhs to Smt. BilkisBano, wife of the deceased employee.

The Commission also pursued the matter by writing a letter to the Dy Accounts Manager (Corporate Solutions) Delhi Region, M/s. SBI Life Insurance Company Ltd vide letter dated 4.9.2020 to look into the matter personally and release the amount of EDLI claim to the dependent of Shri Sibte Hasan immediately.

The Commission contacted the complainant on telephone. He informed that an amount of Rs. 6,02,000/- under EDLI has been received.

Thus, with the intervention of the Commission, DTC resolved the grievance of the complainant to his satisfaction.

Complainant : Shri Dharam Pal
 Respondent : DTC
 Grievance No. : PGC/A-II/DTC/01

Grievance: Reimbursement of his medical claim



The complainant Shri Dharam Pal filed a grievance in the Commission stating that he had retired from DTC on 30.6.2018. He stated that he got his left eye operated for cataract on 28.3.2018. He had submitted all the original bills in Gazipur Depot vide Dak No. 1089, dated 20.4.2018, but till now there has not been any reimbursement of his medical claim.

Senior Manager (Admn.) and Nodal Officer (PGC), DTC was present in the hearing held on 21st July, 2020 and assured the Commission to sort out the matter at the earliest.

The Commission advised Managing Director (DTC) to look into the matter personally and resolve the grievance of the complainant expeditiously as there has already been delay of more than two years in reimbursing medical claim of the retired employee. It was also requested to evolve a mechanism where payments of retiral/the medical benefits are settled within one month.

In the hearing held on 21.9.2020, Senior Manager (Admn.), DTC stated that the requisite payment of Rs. 18,198/- towards medical reimbursement under specialized medical treatment scheme of DTC has been released to Shri Dharampal. A reply vide No. PGC/Annex-1/2020/56, dated 8.10.2020 was sent by DTC to the Commission stating that as per email dated 5.10.2020 received from DM, GPD that the payment has been credited in the account of Shri Dharampal on 28.9.2020.

Thus, with the intervention of the Commission, the DTC resolved the grievance of the complainant.

Complainant : Shri Har Prasad
 Respondent : DTC
 Grievance No. : PGC/2020/A-II/DTC/05

Grievance: Regarding non fixation of pay



Shri Har Prasad filed a grievance petition stating that he retired as Traffic Inspector from DTC in February, 2018. He further stated that as per his knowledge, his fixation of pay has not been done as per VIIth CPC.

On receipt of the complainat, the Commission forwarded the matter to Nodal Officer (DTC) and was requested to look into the same and forward a report. Immediately, a report was forwarded by Nodal Officer mentioning that Shri Har Prasad retired on 28.2.2018 on a basic pay of Rs. 19740/- and his pension was disbursed as Rs. 9870/-. As per VIIth CPC, his basic pay was revised to Rs. 52000/- and now his pension has been enhanced to Rs. 26,000/- + 17% DA + Rs. 500/- (Medical) = Rs.30,920/-. The arrear had also been paid to him and as such no arrears/payments are pending.

The complainant was informed by the Commission of the report submitted by the DTC. He informed that he is satisfied with the same. He admitted that he was under wrong impression that his basic pay and pension have not been enhanced as per VIIth CPC.

Thus, the grievance was redressed. The response from Shri B.S. Chauhan, Nodal Officer (DTC), who responded within an hour was highly appreciable.

Complainant : Shri Dinesh Chandra Joshi

Respondent : Delhi Transco Ltd.

Grievance No. : PGC/2021/A-II/Power/34

Grievance: Regarding non-payment of Composite Transfer Grant



Shri Dinesh Chandra Joshi, aggrieved by non-payment of Composite Transfer Grant by Delhi Transco Limited on retirement from Government Service filed a grievance petition in PGC.

In the proceedings held on 13.12.2021, Manager(HR), DTL informed that the the benefit cannot be given to the complainant unless and until the policy in this regard is approved by the Board of Delhi Transco Limited. The Commission advised Manager (HR), Delhi Transco Limited to give justification/clarification under what circumstances, the other employee was given the same benefit but the complainant was denied the same for the last three years and why there was inordinate delay in taking a policy decision.

On 12.12.2021, Shri N.K. Sharma, Dy.General Manager(HR), DTL informed that the matter for implementation of Composite Transfer Grant would be placed before the BoD, DTL and accordingly, the payment/claim will be settled as per DoPT guidelines, once BoD approves the same.

On 07.02.2022, DGM(HR), DTL informed that the matter of implementation of Composite Transfer Grant has been approved by BoD, DTL. He assured to release the outstanding amount to the complainant within ten days positively. The complainant expressed his satisfaction over action taken by the respondent department.

Thus, with the intervention of the Commission, complainant's long pending grievances, with regard to reimbursement of Composite Transfer Grant was resolved to his satisfaction.

Complainant : Shri Mem Shri Devi
 Respondent : Chief Electoral Officer
 Grievance No. : PGC/2020/A-II/Election/02

Grievance: Regarding non-payment of retirement benefits



Smt. Mem Shri Devi filed a grievance in the Commission stating that except GPF, no retirement benefits have been paid to her by the Election Office, District Central, after her retirement in January, 2019.

In the hearing held on 26.11.2020, representative of Office of District Election Office, Central was present, who stated that final GPF payment amounting to Rs. 8,57,421/-, gratuity amounting to Rs. 5,61,568/-, leave encashment amounting to Rs. 4,88,320/- and UTGEIS amounting to Rs. 16,293/- have been paid to the complainant. On being enquired, Smt. Mem Shri Devi affirmed having received the above mentioned payments. However, pension is yet to be received by her. On being asked, the representative stated that it will take one month for credit of pension into the bank account of the complainant. He also stated that the PPO is yet to be issued by the concerned PAO.

In the hearing held on 6.12.2021 it was informed by Shri B.S. Meena, ASO that the office has already issued the payment of Rs. 2,10,986/- on account of arrear of pension w.e.f. 1.2.2019 to 31.3.2020 and the said payment has been credited in the account of Ms. Mem Shree Devi, as per confirmation message received from the pensioner. Further, PPO No. 675802000134 has been issued by the PAO-IV, Tis Hazari to Central Pension Accounting Office on 22.12.2020.

The Commission directed SDM (Election) to pursue the matter with PAO-VI & CPAO for early release of pension to the complainant. PAO-VI was also directed to pursue the matter with CPAO for getting pension released to the complainant at the earliest.

As per the status report sent by SDM (Election), District Central, all the payments pertaining to retirement benefits have been released. PPO has already been issued by the PAO-VI to CPAO on 22.12.2020 for regularisation of pension of the complainant. The Commission also directed the department to evolve a mechanism to pay all pensionary benefits to the retired employees at the time of their retirement.

Thus, with the intervention of the Commission, the department resolved the grievance of the complainant.

Complainant : Shri Bhupender Kumar
 Respondent : Election
 Grievance No. : PGC/2019/A-II/Election/05

**Grievance: Regarding non release of
 VIth Pay Commission**



Shri Bhupender Kumar filed a grievance in the Commission stating that he retired from service in September, 2012. The revised order pertaining to release of benefits of VI Pay Commission was issued on 29.8.2018 by the District Election Office, District South, but the payment has not been released till date.

In the hearing held on 26.11.2020, Section Officer from Election, District South filed a copy of letter dated 25.11.2020, issued by DDO, District Election South addressed to the complainant informing that revision of pension due to upgradation of grade pay from Rs. 4200 to Rs. 4600, w.e.f. 11.2006 has been done. Pension, commuted value of pension and retirement gratuity has been revised.

The office of PGC talked to the complainant over telephone. The complainant informed that no revised leave encashment has been received and also, the revised benefits as per revision of pension letter dated 24.11.2020 have been received.

The Commission directed SDM (Election) and DDO, District election South to ensure that a senior representative is present in the next hearing with status report clearly specifying what revised benefits have been actually paid/credited in the bank account of the complainant. It was also directed to pursue the matter with the PAO/CPAO so that the amount is actually received by the complainant.

In the next hearing held on 30.12.2020, the complainant affirmed to have received the payments on account of revision of his pay.

Thus, with the intervention of the Commission, the grievance of the complainant was resolved by the department

Complainant : Shri Sushil Kumar Sharma

Respondent : DTC

Grievance No. : PGC/2019/A-II/DTC/04

Grievance: Regarding payment of less amount of gratuity



The complainant, Shri Sushil Kr. Sharma filed a grievance in the Commission on 8.11.2019 stating that he has received less than entire amount of gratuity i.e. Rs. 8,12,410/- instead of Rs. 13,25,262/- on account of willful negligence and casual approach of the Depot Manager. He further stated that said action of Depot Manager, DTC, Subhash Place Depot of deduction/withholding the amount of Rs. 5,12,852/- was without any prior notice/information to him. The complainant has prayed that orders passed by DM, Subhash Place Depot dated 28.3.2019 and 29.3.2019 may be quashed and set aside and issue directions to DTC for making refund of entire withheld amount of gratuity with compound interest @ 12% per annum.

In the hearing held on 16.12.2029, Senior Manager (Admn.), DTC was present and filed action taken report stating that the complainant was served upon the chargesheet dated 25.2.2019 for not sending one of the driver of this unit for re-medical examination after attaining 55 years age had attained the age of 55 years on 02.01.2016, he should have been sent to Medical Board for re-medical examination after attaining the age of 55 years as per laid down procedure and standing orders but Shri Sushil Kumar, Ex-A.I. failed to do so and caused financial loss to the Corporation to the tune of Rs. 1,87,590/- and he was served with the chargesheet. Shri Sushil Kumar preferred an appeal before the RM (N) and the file is lying with Vigilance Department.

The complainant stated that the instant matter does not relate to his period. It relates to the year 2016 when the age of 55 years was attained by the said driver.

The Commission advised Chairman-cum-Managing Director (DTC) to look into the plea of the complainant and direct the concerned officials of Vigilance Department to conclude the enquiry/investigation in a time bound manner.

In the hearing held on 18.8.2020, the DTC representative stated that the appeal of the complainant has been considered by RM (North). Accordingly, DM, SBPLD (DDO) has been directed to release the balance amount of gratuity. It was also informed that the complainant was not aware about the maximum limit of gratuity in the Corporation is Rs. 10 lakhs. Therefore, the complainant has been paid remaining balance of gratuity amounting Rs. 1,87,590/- instead of Rs. 5,12,852 on 7.10.2020. Hence, the grievance of the complainant has been resolved satisfactorily.

Complainant : Shri S K Verma
 Respondent : North DMC
 Grievance No. : PGC/2020/A-II/MCD/05

Grievance: Regarding non payment of work by the contractor



Shri S.K.Verma, Municipal Contractor filed a grievance in the Commission regarding nonpayment for the work done by him with the office of the Ex. Engineer (M-II), Keshav Puram Zone, North DMC.

The matter was registered for regular hearing on 17.02.2020. Five hearings were held in the matter.

The Commission observed that the work was completed by the Contractor in the year 2012 & 2013 and the payments were not made to him even after a lapse of 7-8 years. The Deputy Commissioner, Keshav Puram Zone was advised to fix the responsibility of the officers responsible for delaying the payment of the complainant for the work he has completed a long time back.

With the intervention of the Commission the long pending payment of more than Rs. 5 lacs of the complainant, was released

Complainant : Shri S K Parashar

Respondent : Employment

Grievance No. : PGC/2020/A

**Grievance: Regarding non grant of
IIIrd financial upgradation**



Shri S.K. Parashar, SREO ex-cadre (Retired) filed a grievance in PGC regarding inordinate delay for grant of third financial upgradation, which was due on 11.12.2017. The complainant retired from government service on 31.1.2018.

In the first hearing held on 17th February, 2020, the representative from Dte. of Employment stated that on completion of 30 years of service, Shri S.K. Parashar was eligible for third MACP w.e.f. 11.12.2017. The process of granting third MACP was started in December, 2017. Since his third MACP was due from the level-12 to level-13, the Screening Committee of high level officers had to be constituted for which Service Department was requested. Vigilance status of Shri S.K. Parashar was also sought from Dte. of vigilance. The Services department constituted the Screening Committee of senior officers in March 2019. But, due to retirement of one of the officer of the Committee, the meeting could not be held. Thereafter, the Services Department was again requested to re-constitute the Committee which was re-constituted in September, 2019. Finally, the meeting of Screening Committee for grant of third MACP was held on October, 2019. On recommendation of the Screening Committee, the file was under process for grant of third MACP to Shri S.K. Parashar.

In the second hearing held on 11.11.2020, a reply dated 10.11.2020 was received from Directorate of Employment. The report informed that the complainant visited the Dte. of Employment and gave in writing that his grievance has been resolved and he does not want to pursue the grievance case any further. The complainant also sent a letter dated 5.11.2020 to the Commission stating that all his grievances have been resolved and he does not want to pursue the matter further and his case may be closed.

Complainant : Shri Prem Prakash Khanna

Respondent : North DMC

Grievance No. : PGC/2019/A-II/MCD/108

**Grievance: Regarding non payment of arrears
no revision of grade pay**



Sh. Prem Prakash Khanna filed a grievance in PGC regarding nonpayment of arrears and non revision of grade pay for the last 15 years by the North DMC.

The matter was taken up for regular hearing. The AO (Pension) on 29.01.2020 filed a report stating that pension has already been revised. However, for payment of difference of gratuity & difference of pension (w.e.f. 1.8.97 to 31.8.19) pre receipted contingency bills, pension bills and PPO book of Sh. P.P.Khanna is required. AO (DEMS), North DMC was advised by the Commission to provide the requisite documents to the AO (Pension). On the next hearing a status report was submitted by the AO (DEMS) stating that the service book and personal file of Sh.P.P.Khanna was not traceable in DEMS Department. The Commission then advised the AO (DEMS) to either get the record traced within 15 days or recast the same. In the hearing held on 15.12.2020 an ATR was submitted by the department stating that the pension arrear and difference of DCRG bills has been passed on 09.12.2020 and sent to UCO Bank.

With the intervention of the Commission the pending payments of retired MCD employee were got released.

Complainant : A Public Spirited Person

Respondent : North DMC

Grievance No. : PGC/2019/A-II/MCD/92

**Grievance: Regarding mismanagement
at Nigam Bodh Ghat**



A grievance was filed in the Commission by a public spirited person on 22.10.2019 regarding various malpractices / undesirable activities done by the priests and other staff managing the Nigam Bodh Ghat cremation ground and extortion of money from the family members of deceased.

The Commission took the cognizance of the grievance and the case was listed for regular hearing on 20.11.2019 wherein Sh. Punit Sharma, PHI, City SP Zone was present and informed that the Public Health Department, City SP Zone has issued a letter to the NGO, Badi Panchayat Vaish Bisa Aggarwal (Regd.) which is taking care of Nigam Bodh Ghat cremation ground regarding fixation of rates of Pandits for performing rituals and the same has also been brought to the notice of higher authorities as well.

The Commission observed that there should be a streamlined system of number of Priests who are deputed to perform the final rites and also a system for authorizing them so that unauthorized persons are not allowed in the cremation ground who fleeces the innocent mourners. The priests loitering around in the Nigam Bodh Ghat area should not be allowed to extort extra money from the mourners. The charges so fixed should be prominently displayed outside the gate and inside the cremation area to familiarize the public about the same. The Deputy Commissioner, City SP Zone, North DMC was advised accordingly.

In the hearing held on 03.11.2020 Sh. Punit Sharma, PHI, City SP Zone was present and informed that the problems being faced by the public at Nigam Bodh Ghat Crematorium regarding fees for various rituals etc. have been resolved. Hence with the intervention of the Commission a problem being faced by general public at large was resolved..

Complainant : Shri Manjeet Singh Bhatia

Respondent : DP

Grievance No. : PGC/2018/A-II/DP

Grievance: Regarding non-issue of license for shop



Shri Manjeet Singh Bhatia filed a complaint in the Commission on 10.1.2019 for not granting Illrd MACP by G.B. Pant Hospital, GNCTD.

In the first hearing held on 18.02.2019, the complainant stated that he has not been granted Illrd MCAP which became due w.e.f. 04.04.2013 despite having submitted all documents. There has been inordinate delay of five years and as a result, he is incurring monetary loss as well as mental agony and harassment. representative was present on behalf of the G.B. Pant Hospital

In the hearing held on 4th April, 2019, it has been reported that the pay scale was placed wrongly. The complainant submitted in writing that he has come to know that he is not eligible for the benefit of Illrd MACP so he wants to withdraw his complaint.

The Commission advised the Medical Supdt. (GBPH) and Medical Supdt. (DDUH) to have the matter examined at their ends whether the fixation of salary in higher pay band (PB-III), while the applicant was actually entitled to PB-II, has been deliberate on part of dealing official or otherwise.

In the hearing held on 25th July, 2019, the representative from DDU Hospital stated that the complainant's salary was wrongly fixed in higher pay band, whereas it should have been fixed in PB-II. In the hearing held on 23.9.2019, it was stated by the representative of DDU Hospital that a letter has been written to the Section Officer, HR-PARA Section, H&FW Department for clarification for hierarchy/grant of MACP in the matter. The reply of the same is awaited.

In the hearing held on 6th January, 2020, the complainant stated that his colleague Shri Ramesh Arya, who had retired before him as Senior Occupational Therapist was given pay band of Rs. 15600-39100 + G.P. Rs. 7600 in his Illrd MACP, while the same is not given to him. The Commission

advised the Medical Supdt. (GBPH) to re-check the Pay Fixation Order of the complainant in pursuance of pay hierarchy letter issued by the H&FW Department and also look into the plea of the complainant Shri M.S. Bhatia for parity with pay fixation of Shri Ramesh Arya. In the hearing held on 06th July, 2020, the representative from G.B. Pant Hospital stated that fixation of Shri Manjeet Singh Bhatia has been done after proper vetting of Deputy Controller of Accounts. The case of MACP shall be processed and forwarded to H&FW Department for approval.

In the hearing held on 25.11.2020, no officer from G.B. Pant Hospital was present. However, a copy of office order dated 21.11.2020 relating to re-fixation of pay of the complainant, consequent upon grant of 3rd MACP was received in the Commission. In the hearing held on 24th March, 2021, Senior A.O. from G.B. Pant Hospital was present and stated that an amount of Rs. 64,851/- with regard to revised leave encashment was released and credited into his account so far. The PAO-XV has issued order for pre-revised & revised pension as the 6th & 7th CPC recommendations on 12.1.2021.

Thus, with the intervention of the Commission, the grievance of the complainant has been resolved by the hospital.

Complainant : Shri Om Prakash

Respondent : MCD

Grievance No. : PGC/2020?Misc/Narela Zone/MCD

Grievance: Regarding non-issue of license for shop



Shri Om Prakash filed a complaint, dated 08/12/2021, stating that he applied for issue of license for his meat shop but the application was rejected, in contravention of the policy and despite issue of NOC by Delhi Police.

A report in the matter was sought from Narela Zone, North DMC. As no report was received, a reminder was addressed to Deputy Commissioner (Narela Zone), North DMC. A report in the matter was received from Narela Zone, North DMC. It stated that the complainant applied for grant of veterinary trade license vide reference dated 13/03/2020. This was rejected as location of meat shop was within 15 mtrs. radius of a temple. The complainant re-applied vide reference dated 15/06/2020. NOC was sought from the concerned SHO. As no NOC was received from the concerned SHO, application was rejected on 31/08/2020. Thereafter, NOC was received from the concerned SHO but NOC from Delhi Police had no mention of law and order / religious situation in the area. The complainant again applied vide reference dated 23/09/2020, alongwith affidavit cum NOC from the priest of the temple alongwith other documents. The affidavit cum NOC of the priest was verified and authenticated.

At the meeting in the Commission, it was emphasised upon the representative of Narela Zone, North DMC, that procedure / terms and conditions of meat shop licensing policy must be followed and the application of the complainant be decided as per rules. In view of this, the complainant applied again vide reference dated 24/12/2020, alongwith relevant documents. Thereafter, Narela Zone, North DMC, issued veterinary trade license to the complainant on 28/12/2020. The fact of issue of trade license to the complainant was confirmed from him, who affirmed that the license has been issued to him and his grievance has been resolved.

Thus, within a month of receipt of the complaint, the grievance was resolved, to the satisfaction of the complainant, without requiring a regular hearing in the matter

Complainant : Shri Virender Pal Singh

Respondent : F&S

Grievance No. : PGC/2020/A-II/F&S/07

Grievance: Non-payment of retirement benefits



Shri Virender Pal Singh filed a complaint stating that after his retirement he was not paid subsistence Allowance, provisional pension, UTGEIS and leave encashment.

A report in the matter was sought from F & S Department. The F & S Department vide its report dated 13/04/2021, informed that subsistence allowance amounting to Rs. 95,270/- was paid to the complainant on 19/02/2021, GPF amounting to Rs.2,54,820/- was paid to him on 12/01/2021. The file alongwith service book for grant of provisional pension was submitted to the concerned PAO, but was returned with some objections. The matter of leave encashment and UTGEIS would be taken up after the service book is received back from the PAO, after grant of provisional pension.

The complainant was contacted over telephone by the Commission who informed that after intervention of PGC, he received all the payments due to him and now, his grievances is redressed.

Thus, the grievance of the complainant was redressed after intervention of the Commission.

Complainant : Shri Harish Kumar Garg
Respondent : Power
Grievance No. : PGC/2021/A-II/Power/04

Grievance: Regarding incorrect and inflated electricity bill



Shri Harish Kumar Garg, aggrieved by incorrect and inflated electricity bill in respect of CA No. 60000147144 installed at B-1757/9/1, Shastri Nagar, Delhi, filed a grievance petition before Public Grievances Commission.

The above complaint was registered in the Commission on 03.03.2021 for regular. Hearing. Notices were sent to the concerned department.

In the hearing held on 03.03.2021, Manager, TPDDL, informed that the disputed bill was owing to to higher MDI and the same has been corrected. Moreover, the meter was faulty and the same has been changed on 14th January, 2021.

The complainant's grievance with regard to incorrect and inflated electricity bill was timely resolved to his satisfaction.

ANNEXURE-I

**DETAILS OF RECEIPT AND DISPOSAL OF THE GRIEVANCES TAKEN UP FOR
HEARING DURING 2020-21**

SNo.	Name of the Department	OB as on 01.04.20	Receipt during 01.04.20 to 31.03.21	Total	No. of grievances disposed during 01.04.2020 to 31.03.2021	Total No. of grievances pending as on 31.03.2021
1	2	3	4	5	6	7
1	MCD-North DMC	47	05	52	50	02
	SDMC	29	06	35	35	00
	EDMC	17	07	24	23	01
2	Food & Supplies	02	01	03	02	01
3	Delhi Jal Board	39	73	112	69	43
4	Revenue	14	07	21	11	10
5	RCS	16	07	23	13	10
6	PWD	03	01	04	03	01
7	Land & Building	01	00	01	01	00
8	DTC	04	05	09	07	02
9	DHS & H&FW	08	01	09	06	03
10	CEO	07	01	08	03	05
11	Higher Education	04	01	05	00	05
12	Services	01	00	01	01	00
13	Delhi Prison/Central Jail	01	00	01	01	00
14	PAO	02	00	02	01	01
15	DSIIDC	05	01	06	05	01
16	Labour	09	15	24	19	05
17	Employment	01	00	01	01	00

SNo.	Name of the Department	OB as on 01.04.20	Receipt during 01.04.20 to 31.03.21	Total	No. of grievances disposed during 01.04.2020 to 31.03.2021	Total No. of grievances pending as on 31.03.2021
18	Power	17	52	69	51	18
19	Education	26	31	57	36	21
20	DSSSB	05	02	07	04	03
21	DSW	09	13	22	20	02
22	TTE	01	00	01	01	00
23	I&FC	01	00	01	01	00
24	NDMC	03	01	04	04	00
25	GAD	01	00	01	00	01
26	T&T	01	00	01	00	01
27	WCD	04	10	14	06	08
28	UD	01	00	01	00	01
29	GBPEC	00	01	01	01	00
30	Environment	02	00	02	02	00
31	Law & Judicial	01	00	01	00	01
32	DMRC	05	00	05	05	00
33	Welfare SC/ST	02	02	04	03	01
34	DPCC	02	03	05	00	05
35	DUSIB	00	01	01	00	01
36	Art, Culture & Language	00	01	01	00	01
37	Punjabi Academy	00	01	01	01	00
38	Transport Department	00	01	01	01	00
GRAND TOTAL		291	250	541	387	154

ANNEXURE-II

**LIST OF OFFICERS POSTED IN THE COMMISSION
DURING THE YEAR 2020-21**

S.No.	Name	Designation
1	Vacant (w.e.f 16-06-2020)	Chairman
2	Shri Sudhir Yadav	Member (Full-time)
3	Smt. Madhu Sharan	Member (Part-time)
4	Vacant	Member (Part-time)
5	Shri S Chakraborty	Deputy Secretary
6	Smt. Rita Kaushik	Deputy Secretary
7	Shri Manju Handa	Deputy Secretary
8	Shri Ravindra Singh	Deputy Secretary
9	Smt. Mamta Gaur	Deputy Secretary
10	Shri Kishore Chander	AAO

ANNEXURE-III

BUDGET OF THE PUBLIC GRIEVANCES COMMISSION

There had been a budget allocation of Rs. 3,90,00,000.00 during the year 2020-21. A total expenditure of Rs. 3,03,76,633.00 was incurred on various heads. The details of allocation and expenditure incurred during the year 2020-21 are depicted in table below:-

Head Wise Expenditure Incurred During 2020-21	Budget Estimate	Revised Estimate	Expenditure
Major Head 2070, Other Administrative Services, 00.105 Special commission of Enquiry 39 Public Grievances Commission under Demand No. 2			Rs.
Salaries (39 00 01)	25000000	25000000	22832368
Wages (39 00 02)	5600000	5600000	5409220
OTA (39 00 03)	20000	20000	0
Medical Treatment (39 00 06)	1800000	1000000	573766
Travel Expenses (39 00 11)	700000	300000	0
Office Expenses (39 00 13)	5680000	4880000	1561279
Publicity & Media Campaign (39 00 26)	200000	200000	0
TOTAL	39000000	37000000	30376633

A BRIEF ON GRIEVANCES AND APPEALS UNDER DELHI RTI ACT, 2001 HANDLED IN 2021-22

During the period i.e. 1st April, 2021 to 31st March, 2022, the Public Grievances Commission received and processed 5648 grievances and 661 appeals under DRTI Act. i.e. a total of 6309 petitions against different Departments, Undertakings and Local Bodies under the jurisdiction of Government of the National Capital Territory (NCT) of Delhi. As many as 6379 cases (including 666 appeals) were disposed of during the period under report.

Annexure-I reflects a department-wise break-up of grievances received and attended to during 2021-22. It may be noted that a majority of the complaints received were against the Revenue Department, Power Department, Delhi Jal Board, the three Municipal Corporations, Registrar of Co-operative Societies, Department of Social Welfare and Directorate of Education.

The Chart below shows the precise share of grievances received against the major Departments and Local Bodies of the GNCT of Delhi, during the year 2021-22.

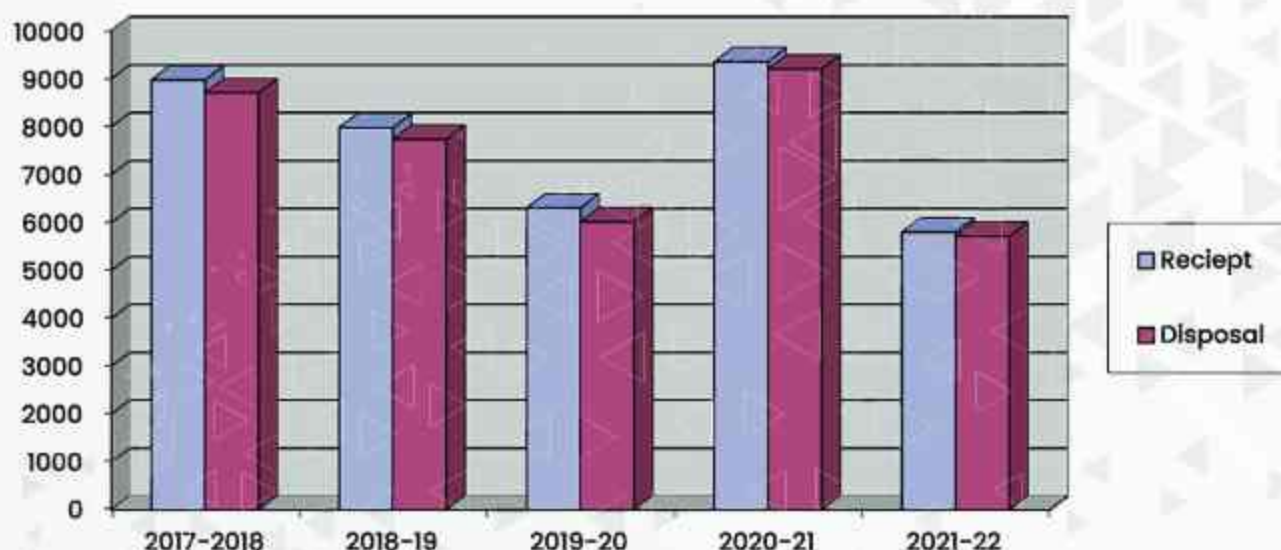


TABLE-1 REFLECTS THE GRIEVANCES HANDLED BY THE PGC OVER THE LAST FIVE YEARS.

Table-1 Grievances received during the last five years (from 2017-18 to 2021-22)

	2017-18	2018-19	2019-20	2020-21	2021-22
Opening Balance	462	270	244	291	154
Institution/Receipt	8514	7709	6060	9067	5648
Total	8976	7979	6304	9358	5802
Disposal	8706	7735	6013	9204	5713
Pending	270	244	291	154	89
Percentage of Disposal	97%	96.94 %	95.38%	98.35%	98.46%

RECEIPT & DISPOSAL OF GRIEVANCES RECEIVED DURING THE LAST FIVE YEARS (2017-18 TO 2021-22)



APPEALS UNDER THE DELHI RIGHT TO INFORMATION ACT, 2001

Details of Appeals received and disposed in the Public Grievances Commission under the Delhi RTI Act, 2001 during the last five years are given in Table 2 below.

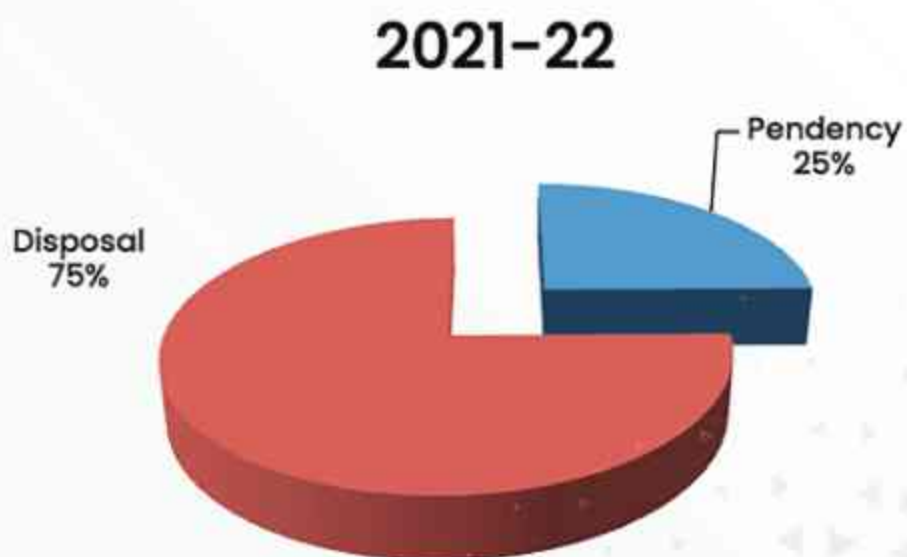
Building upon these figures, the Pie Chart below indicates the Appeals received in respect of major Departments and Local Bodies of the GNCT of Delhi, during 2021-22.

TABLE - 2
APPEALS RECEIVED UNDER THE DELHI RTI ACT, 2001
DURING THE LAST FIVE YEARS (FROM 2017-18 UP TO 2021-22)

Year	2017-18	2018-19	2019-20	2020-21	2021-22
Opening Balance	229	748	270	778	225
Receipt	1036	727	1362	489	661
Total	1265	1475	1632	1267	886
Disposal	517	1205	854	1042	666
Pending	748	270	778	225	220
Percentage of Disposal	46.47%	81.69 %	52 %	82%	75.16%



PENDENCY & DISPOSAL OF APPEALS UNDER DELHI RTI ACT, 2001 DURING 2021-22



SOME SUCCESS STORIES OF GRIEVANCES/COMPLAINT CASES HELD IN THE COMMISSION 2021-22

Appellant : Shri Rajendra Kharra
 Respondent : Deputy Commissioner (Narela Zone)
 Appeal No. : PGC/2020/Misc./Narela Zone

Grievance: Regarding illegal use and unauthorized activity in Old Age Home



Shri Rajendra Kharra, r/o E-502, Camp No. 2, Nangloi filed a complaint on 7.12.2020, stating that in an Old Age Home, constructed by Municipal Corporation, tent material was being unauthorisedly kept. Despite several complaints, no action was taken by the Municipal Corporation. Also, an attempt was made to hold a function in the Old Age Home, leading to misuse of Old Age Home.

A report in the matter was sought vide letter dated 11.12.2020. As no report was received, a reminder was addressed to Deputy Commissioner (Narela Zone) vide letter dated 24.12.2020. Accordingly, status reports were received from Narela Zone conveying that work of construction of senior citizen centre at Nangloi was completed by the Project Division, Narela on 8.1.2019 but the centre could not be handed over to Community Services Department, due to lack of completion of certain formalities. A complaint was received on 25.11.2020 that some unknown persons have erected a tent, to hold a function in the building. The same was removed by the Field Officers of Narela Zone, with the help of police. The building was locked to prevent any such unauthorized future activity in the centre. The building was handed over to Community Services Department on 4.1.2021. A further status report from Community Services Department, North DMC informed that after taking over the said recreation centre on 4.1.2021, necessary items have been purchased for the said recreation centre.

Thus, with the intervention of the Commission, the grievance was resolved and the Senior Citizen Recreation Centre was put to proper use

Complainant : Shri Mukesh Singh
 Respondent : Deputy Commissioner (Rohini Zone), NDMC
 Grievance No. : PGC/2021/Misc./Rohini Zone

Grievance: Regarding non-issue of Birth Certificate



Shri Mukesh Singh filed a complaint through e-mail dated 20.1.2021 stating that he applied for issue of birth certificate, with name, in respect of his daughter but in the on-line system, the porter showed "no record found".

A report in the matter was sought from Rohini Zone. As no report was received, a reminder dated 12.3.2021 was issued. A report dated 26.3.2021 from Rohini Zone was received stating that on feeding the requisite data and complete particulars, the name of the child was available. May be the applicant did not follow the on-line manual properly and hence, could not access the site.

The complainant was contacted on the given mobile number who informed that after intervention of the Commission, the birth certificate, with name of child, has been issued and received by him. He stated that as his grievance was resolved, he was satisfied. Copy of birth certificate, with name of the child, is on the record, to confirm that birth certificate with name has been issued.

Thus, the grievance of the complainant was resolved, to his satisfaction, after intervention of the Commission.

Complainant : Shri Lallu Mal Gupta
 Respondent : The Deputy Controller of Accounts
 (Pension) SDMC
 Grievance No. : PGC/2022/Misc./Central Zone/SDMC

**Grievance: Regarding non revision of pension
 as per VII CPC**



Shri Lallu Mal Gupta, house No. 2213, Sector-16, Faridabad filed a complaint stating that after VII CPC, his pension was not revised and he was not getting the enhanced pension.

The complaint was forwarded to Central Zone SDMC , for necessary action. The complainant again filed a complaint on 29.12.2021 stating that his pension has not been revised. The status report in the matter was sought . The Central Zone, SDMC replied that as per record of Central Zone, no such pensioner was drawing pension from Central Zone. The matter might pertain to A.O. Pension, HQ, SDMC.

Thereafter, a report was sought from DCA (Pension), SDMC. The departmental representative was present in the Commission, with a status report. The status report mentions that revision of pension was done and the same was forwarded to the payee bank of the complainant through the head office of the pension bank. As per the documents appended with the status report , the existing pension was revised from Rs. 28,399/- to Rs. 28,450/-

The matter was inquired from the complainant who informed that he received pension of Rs. 38,203/-. Going through the pension payment scroll of UCO Bank, it was found that in January, 2020, the complainant had received a pension of Rs. 37,351/- .

Thus, the pension of the complainant was revised with the intervention of the Commission..

Complainant : Shri Banwari

Respondent : North DMC

Grievance No. : PGC/2021/MCD/09

Grievance: Regarding non payment of retirement benefits



Sh. Banwari filed a grievance in the Commission regarding nonpayment of terminal benefits after his retirement from the post of Mali on 31.5.2020 from Karol Bagh Zone. Three hearings were held in the Commission in the matter and his grievance was redressed. His leave encashment, GPF & GIS payments were made. PPO was also issued. Gratuity Bill was passed but payment could not be made due to financial crunch. The Department assured that the payment shall be made after the availability of funds at the earliest.

The grievance was forwarded to North DMC (Karol Bagh Zone) Seeking an Action Taken Report on the grievance. However, as no conclusive ATR was received the matter was listed for regular hearing. In the hearing, the Commission summoned the concerned officer alongwith conclusive ATR.

Complainant : Shri Mangha Singh
 Respondent : Education
 Grievance No. : PGC/2021/A-II/Edn/01

Grievance: Regarding non payment of retirement benefits



A grievance was received in Public Grievances Commission from Sh. Mangha Singh against the Directorate of Education regarding non-payment of retirement benefits i.e. Leave Encashment, gratuity, GPF, Insurance, commutation of pension and MACP arrears etc. The complainant retired as PGT (Hindi) on 31.08.2020.

In the hearing held on 08.04.2021, DDE (Zone-4), Dte. of Education submitted an action taken report dated 05.04.2021. It is stated in the report that all the pending retirement benefits i.e. Leave Encashment, gratuity, GPF, Insurance, commutation of pension and MACP arrears etc. has been released by the department. Further, a letter dated 11.02.2021 from the complainant addressed to the H.O.S, Govt. Boys Sr. Sec. School, Khajoori Khas, Delhi was filed in the Commission, wherein, it is stated that all pending legitimate dues has been released by the department.

Thus, with the intervention of the Commission, grievance of the complainant regarding non-payment of retirement benefits i.e. Leave Encashment, gratuity, GPF, Insurance, commutation of pension and MACP arrears etc., was resolved to the satisfaction of the complainant.

Complainant : Shri A S Chauhan

Respondent : Education

Grievance No. : PGC/2021/A-II/Edn/18

Grievance: Regarding non reimbursement of medical bills



A grievance was received in Public Grievances Commission from Sh. A.S. Chauhan (on behalf of his father Sh. Bharat Singh Chauhan) against the Directorate of Education regarding non-reimbursement of medical bill amounting to Rs.3,78,776/-. His medical bill amounting to Rs.3,78,776/- was submitted for reimbursement on 18.10.2019 to the DDO concerned i.e. Principal of school. However, even after a lapse of more than 20 months, his medical bill has not been reimbursed by the school.

In the hearing held on 01.11.2021, DDE (Zone-II), District East, Directorate of Education filed an Action Taken report dated 30.09.2021, stating in the report that:-

"The medical reimbursement bill MB-142 of Rs.3,16,357/-, as approved by the Competent Authority in r/o Sh. Bharat Singh Chauhan (retired PGT) has been submitted to the PAO-XXIV and the PAO has also certified that bill has been passed and payment released to Sh. Bharat Singh Chauhan (retired PGT) vide token No. 16405, UTR No. SBINR52021092413618023 dated 24.09.2021."

Thus, with the intervention of the Commission, grievance of the complainant regarding non-reimbursement of medical bill was resolved to the satisfaction of the complainant.

Complainant : Shri Mahavir Singh
 Respondent : Education
 Grievance No. : PGC/2021/A-II/Edn/13

Grievance: Regarding non payment of retirement benefits



A grievance was received in Public Grievances Commission from Sh. Mahavir Singh against the Directorate of Education regarding non-release of post retirement benefits i.e. gratuity, leave encashment, insurance, commuted pension etc. He retired as Principal from Govt. Boys Senior Secondary School (GBSSS),C-2, Yamuna Vihar, Delhi on 31.05.2020.

In the hearing held on 08.09.2021, Asstt. Accounts Officer, Office of PAO-VIII, GNCT of Delhi filed a status report dated 06.09.2021 on behalf of Office of PAO-VIII, GNCT of Delhi stating in the report that:

The Head Of Office of GBSSS,C-2, Yamuna Vihar sent the bill No.68 & 69 dated 27.07.21 amounting to Rs. 14,86,511/- and Rs. 20,21,624/- for Gratuity and Commutation respectively, the same bills have been passed dated 29.07.21.

The Head Of Office of GBSSS,C-2, Yamuna Vihar sent the bill No.98 & 99 dated 03.09.21 amounting to Rs. 12,02,760/- and Rs. 72,058/- for leave encashment and insurance respectively, received on 06.09.21. The same bills have been passed dated 06.09.21."

Thus, with the intervention of the Commission, grievance of the complainant regarding non-release of post retirement benefits was resolved to the satisfaction of the complainant.

Complainant : Shri Yogender Kumar Kaushik
 Respondent : Education
 Grievance No. : PGC/2021/A-II/Edn/22

Grievance: Regarding non reimbursement of medical bills



A grievance was received in Public Grievances Commission from Sh. Sh. Yogender Kumar Kaushik against the Directorate of Education regarding non-reimbursement of medical bill amounting to Rs.4,19,060/- incurred on his Covid-19 treatment taken in emergent condition in Yashoda Super Specialty Hospital, Kaushambi, Ghaziabad, which is empanelled hospital under DGEHS. Further, he was refused cashless facility for treatment by the hospital despite being pensioner against DGEHS card. He submitted his medical bill for reimbursement on 26.10.2020 to the Principal of the school. However, his medical bill was not reimbursed to him by the school/Education Department. The complainant retired as T.G.T from Govt. Boys Sr. Secondary School No.1, Mansarovar Park, Shahdara, Delhi – 110032.

In the hearing held on 29.09.2021, a letter dated 27.09.2021 from HoS, Govt. Boys Sr. Secondary School No.1, Mansarovar Park, Shahdara addressed to the DDE (Zone-VI), Distt. North East is filed on behalf of the school, wherein, it is submitted that the complainant is reimbursed an amount of Rs.3,31,161/- against medical bill Rs.4,19,060/- by the PAO – XVII. Further, the complainant send an e-mail dated 15.09.2021 stating therein that "An amount of Rs.3,31,000/- was reimbursed to him on 14.09.2021. Hence, the matter may be treated as dealt with and hearing fixed on 29.09.2021 may please be cancelled."

Thus, with the intervention of the Commission, grievance of the complainant regarding non-reimbursement of medical bill was resolved to the satisfaction of the complainant..

Complainant : Smt. Tanya Singh
 Respondent : Higher Education
 Grievance No. : PGC/2021/A-II/H.E./01

Grievance: Regarding non refund of fees



A grievance was received in Public Grievances Commission from Ms. Tanya Singh against the Department of Higher Education regarding non-refund of fees by I.P. University, Delhi in MBA course. She has stated in her grievance that she took admission in I.P. University, Delhi but withdraw her admission on 31.12.2020. However, the University has not refunded her fees till date.

In the hearing held on 01.09.2021, Sh. Naveen Bhardwaj, Section Officer, G.G.S.I.P. University filed a status report dated 26.08.2021. It is stated in the report that:-

“The matter regarding refund of fee against cancellation/withdrawal of admission upto 31.12.2020 was put up before the Competent Authority of the University. The Competent Authority has considered and approved the same. In view of above, it is humbly submitted that the petition may be disposed of accordingly.”

Thus, with the intervention of the Commission, grievance of the complainant regarding non-refund of fees by I.P. University, Delhi in MBA course was resolved to the satisfaction of the complainant.

Complainant : Smt. Kusum Kumari Yadav

Respondent : Education

Grievance No. : PGC/2021/A-II/Edn./07

Grievance: Regarding non release of 3rd MACP



Smt. Kusum Kumari Yadav has filed a grievance petition before Public Grievances Commission aggrieved by non release of 3rd MACP by the Dte. of Education. She has retired as Vice Principal on 31.05.2017 from S.K.V. Haveli Azam Khan, Asaf Ali Road, New Delhi - 110002. She further requested that her 3rd MACP is due from December 2010 but till date, no action has been taken by the department for releasing the same to the complainant.

In the hearing held on 03.03.2022, an action taken report dated 28.02.2022 has been filed on behalf of HOS, Sarvodaya Vidyalaya Middle (UM), BulbuliKhana, Kalan Masjid, Delhi - 110002. It is stated in the report that the pending 3rd MACP benefits along with the arrears subsequent to grant of MACP and revised pension thereof has been released by the respondent department. Further, the complainant, vide e-mail dated 18.01.2022 to Ms. Meena Gautam, HOS, Sarvodaya Vidyalaya Middle (UM), BulbuliKhana, Kalan Masjid, Delhi - 110002, confirmed that she has been granted 3rd MACP along with the arrears subsequent to grant of MACP and revised pension and all her grievances has been satisfactorily resolved by the department.

Thus, with the intervention of the Commission, grievance of the complainant regarding non-payment of 3rd MACP benefits by the Dte. of Education, was resolved to the satisfaction of the complainant.

Complainant : Shri Varun Kataria
 Respondent : Delhi Jal Board
 Grievance No. : PGC/2017/A-II/DJB/17

Grievance: Regarding non release of payment to the contractor



Sh Varun Kataria, aggrieved by non-payment of outstanding dues for undertaking the work of Trenchless renovation of water rising mains through spray epoxy resin and rapid setting polymeric lining system in PSC/MS/CI raising mains.

This above complaint was registered in the Commission on 25.4.2017 for regular hearing. Notices were sent to the concerned department.

During one of the hearings held on 21.01.2020, Dy.Director(F&A), DJB, informed that Rs.51,27,780/- remains to be paid to the complainant. Further, it was informed that for releasing the payment withheld on account of EOT and miscellaneous accounts, original documents which are in the custody of CBI are required to ascertain the correct outstanding amount to be paid to the contractor. CEO,DJB, was requested to release Rs.51,27,780/- towards remaining balance and to depute a senior officer to procure original records from CBI or certified copies from the court.

The Commission advised DJB to reconsider the claim of the complainant regarding release of outstanding dues amounting to Rs.100 crores on account of EOT and miscellaneous deductions plus interest @ 10% per annum on Rs.4.33 crores from 2007 till date. Further, CEO,DJB was advised to lift the ban on M/s. KIPL from the blacklisted category and also release Rs.32,33,280/- on the basis of records obtained from CBI.

On 12.04.2021, EE(C)Dr.X,DJB informed that outstanding payment of Rs.32,33,280/- has been released to the agency. And the case for lifting of ban on M/s. KIPL from the blacklisting category too has been processed.

On 23.08.2021 the complainant confirmed receipt of all his outstanding payments by the respondent department.

Thus, the grievance of the complainant for non-release of outstanding payments was resolved.

Complainant : Shri Sunil Kumar
 Respondent : Delhi Jal Board
 Grievance No. : PGC/2021/A-II/DJB/41

Grievance: Regarding blockage sewerage and dirty drinking water



Sh Sunil Kumar, aggrieved by sewer blockage and dirty potable water in House No.11, North Block, Vipin Garden, Gali No.14A, 55, Futa Road, Uttam Nagar, New Delhi filed a grievance petition in PGC.

The above complaint was registered in the Commission on 26.10.2021 for regular hearing. Notices were sent to the concerned department.

During the hearing held on 21.12.2021, Asstt. EE(M)-32 as well as Executive Engineer(Project) W-IX, Delhi Jal Board were advised to conduct inspection of the concerned site to check any sewer overflow and contaminated water for three months and to file a monthly progress report.

Manager, O&M, Delhi Jal Board informed the Commission on 29.03.2022 that the problem has been rectified and the consumer is satisfied and with clear water during supply hours. The representative of respondent department also assured that clean water will be provided in future also.

The complainant also brought sample of water now being received by him. He was satisfied with the quality of water and the action taken by the respondent department.

Complainant : Shri Yogesh Setia
 Respondent : Delhi Jal Board
 Grievance No. : PGC/2020/A-II/DJB/33

Grievance: Regarding non-replacement of old broken DJB water line



Sh Yogesh Setia, aggrieved by non-replacement of old DJB water line and supply of polluted water in D-1 Block, Janakpuri, New Delhi for the last two years filed a grievance petition in PGC.

During the hearing held on 06.12.2021, Executive Engineer(M)-28, Delhi Jal Board was advised to monitor the case personally and coordinate with South Delhi Municipal Corporation for seeking road cutting permission on priority. Thereafter, complete the work in a scheduled time frame.

Executive Engineer(M)/I/West Zone, South Delhi Municipal Corporation was advised to issue necessary road cutting permission to enable DJB to take further action in the matter.

On 24.01.2022, the complainant confirmed and expressed his satisfaction that work has started by DJB and is under progress.

Executive Engineer(M)-28, Delhi Jal Board advised to ensure supply of clean water and submit a lab report of the water samples picked up from the concerned site informed.

that water samples were got tested from Quality Control Laboratory and found water clean. The complainant expressed satisfaction over action taken by the respondent Delhi Jal Board.

Complainant : Shri N K Datta
 Respondent : Delhi Jal Board
 Grievance No. : PGC/2020/A-II/DJB/62

Grievance: Regarding scarcity of water



Sh N.K. Datta, aggrieved by scarcity of water in House Nos. T 228-235, T-39-45 & T1-12, Uttam Nagar, New Delhi filed a grievance petition in PGC.

During the hearing held on 19.01.2021, Executive Engineer(West)-III, Delhi Jal Board was advised to conduct a joint inspection to assess the water situation. Further, in case of any obstacle in the water lines, take corrective measures. Also pursue replacement of old/damaged water lines in T-Block, Uttam Nagar and obtain requisite funds for completion of the project.

On 09.4.2021, DJB informed that work order of improvement of water supply system in T-Block has been issued and the work has started by the contractor which is likely to be completed by 30.5.2021 on 09.11.2021, EE(West)-III, DJB was requested to get the water samples checked from the residence of the complainant and a Lab report be filed.

The complainant too compressed that the water lines have been changed and the water supply is normal. Grievance regarding scarcity/contamination of water was resolved.

Complainant : Shri Pallavi Vashisht
 Respondent : Delhi Jal Board
 Grievance No. : PGC/2020/A-II/DJB/37

Grievance: Regarding unequal distribution of water



Ms. Pallavi Vashisht, aggrieved by unequal distribution of water in houses WZ-329 to 354, Naraina Village, New Delhi filed a grievance petition in PGC.

The above complaint was registered in the Commission on 01.07.2020 for regular hearing. Notices were sent to the concerned department.

During the hearing held on 13.10.2020, Executive Engineer (West)-II, Delhi Jal Board was advised to provide water tankers at the concerned site and take necessary steps to augment water in the existing UGR in order to supply water through this UGR only. Further, coordinate with North DMC for road cutting permission for undertaking the work of augmenting water in the Naraina Dispensary UGR.

The complainant further requested to increase the water supply time from 30 to 45 minutes through other UGR and also improved quality of water.

On 01.03.2021, EE (West)-II, DJB was advised to conduct a joint inspection of the premises of the complainant as well as nearby residences to verify whether the water supply has actually been increased to 60 – 70 minutes. Further, to complete the work of P/L feeder line to Dispensary UGR.

On 04.10.2021, EE (West)-II, DJB informed that work of P/L feeder line to Dispensary UGR has been completed and water quantity increased in the area through Dispensary UGR. The water sample was got checked by Quality Control Team and water quality was found fit for drinking purpose.

The grievance of the complainant regarding unequal distribution of water and its quality was resolved to her satisfaction.

Complainant : Shri Basant Lal
 Respondent : Pension
 Grievance No. : PGC/2020/Power/35

Grievance: Regarding non-reimbursement of medical bills



Aggrieved by non-reimbursement of Rs.1,29,120/- out of total Rs.3,01,710/- incurred on treatment of his wife Shri Basant Lal filed a grievance petition.

The complaint was registered in the Commission 03.11.2020 for regular hearing. Notices were sent to the concerned department. Several hearings were held in the Commission.

In the proceedings held on 10.03.2021, the Commission advised Manager, Pension Trust to seek opinion of Dte.of Health Services, GNCT of Delhi and also get a clarification from the Metro Hospital, NOIDA from where the treatment was taken whether they have overcharged the complainant.

In the hearing held on 22.06.2021, Manager, Pension Trust and SMO, DGEHS were advised to take opinion of the G.B. Pant Hospital whether the treatment taken by the wife of the complainant was essential, as per the comments received from Metro Hospital, NOIDA.

On the basis of medical opinion provided by G.B. Pant Hospital, out of total medical amount claimed by the complainant of Rs.3,01,770/-, an amount of Rs.2,20,823/- was found to be reimbursable as per applicability of CGHS rate list and guidelines. Accordingly, the department released Rs.91,703/- (Rs.2,20,823/- - Rs.1,29,120/-) in favour of Sh.Basant Lal, complainant vide Cheque No.210105 dated 23.12.2021.

The complainant confirmed receiving the balance amount of Rs.91,703/- and expressed satisfaction over action taken by the Pension Trust.

Thus, long pending grievance of the complaint with regard to reimbursement of medical claim for treatment of his wife was resolved to his satisfaction.

Complainant : Shri Inder Mohan Wadhawan

Respondent : Revenue

Grievance No. : PGC/2021/A-II/Rev./09

Grievance: Regarding non-reimbursement of medical bills



Shri Inder Mohan Wadhawan filed a complaint aggrieved by non-reimbursement of medical bills.

A report in the matter was sought by the Commission on 13.4.21 and again on 21.6.2021. HQ Revenue Department vide letter dated 6.7.21 informed that medical bills were examined and some discrepancies such as addition/over writing, variation in prices etc. were observed. The medical claim bills have been forwarded to D.G.E.H.S. for opinion/advice. Vide letter dated 13.7.21 from the Commission, HQ Revenue Department was advised to decide the matter of reimbursement of medical bills expeditiously, as per rules. In this regard, vide letter dated 13.8.2021, a status report was sought but there was no response. As such, the matter was taken up for hearing in the Commission.

At the hearing on 13.12.2021, Dr. Kamlesh Upadhyay, Section Officer, HQ Revenue Department was present. He filed a status report dated 9.12.2021. Appended with status report dated 9.12.2021 was details of bills processed by HQ Revenue Department. As per the details, sanction for the amount of Rs. 5,23,626/- , Rs. 73,895/- and Rs. 73,541/- i.e. for a total amount of Rs. 6,71,062/- had been issued and bills submitted with the PAO. Bills amounting to Rs. 16,790/- and 75,301/- i.e. Rs. 92,091/- were forwarded to Accounts Branch for examination.

Dr. Kamlesh Upadhyay, Section Officer, HQ Revenue Department submitted that the requisite sanction for the pending bills of amounting Rs. 92,091/- will be issued expeditiously, after the bills are examined by the Accounts Branch. Further, he informed that amount of Rs. 6,71,062/- will be credited in the account of the complainant, in a day or two.

After the intervention of the Commission, medical bills which were pending since October, 2020 were processed and sanction was issued. The Commission directed that the pending bills of Rs. 92,091/- are also expeditiously processed, sanctioned and payment made to the complainant.

The delay in processing of medical reimbursement bills was also brought to the notice of Divisional Commissioner. The complainant was thankful to the Commission in taking up his grievance and resolution of the same, which was pending since October, 2020.

Complainant : Shri Suraj Pandit
 Respondent : Revenue
 Grievance No. : PGC/2021/A-II/Rev./06

Grievance: Regarding non execution of Recovery Certificate



Shri Suraj Pandit filed a complaint stating that recovery of Rs. 35,000/- + 8% interest has not been executed by District Central. The Joint Labour Commission vide letter No.F.23/12/Imp./ND/19/2437-39, dated (not legible) forwarded the Recovery Certificate for execution to District Collection Officer/District Magistrate, District Central, Revenue Department but the same was not executed.

At the hearing of the grievance case on 1.11.2021, Shri Aashesh Kumar, DEO, office of SDM (Kotwali) informed that recovery of an amount of Rs. 48,400/- has been executed from the Judgement Debtor. He filed copy of demand draft, from the Judgement Debtor in favour of Shri Suraj Pandit, complainant and claimant. The amount of Rs. 48,400/- includes the awarded amount of Rs. 35,000/- plus interest from the date of award till the date of realisation.

Shri Rakesh Kumar, ASI/PS Sarai Rohilla stated in his report that pursuant to non-bailable warrant issued by Executive Magistrate, Shri Gurmeet Singh, Judgement Debtor was arrested and presented before SDM/Kotwali and his car bearing No. DL-10 CE-8163 was also seized. On payment of Rs. 48,400/- by the Judgement Debtor, on the directions of SDM/Kotwali, the warrant of arrest was cancelled and the car was released.

The recovery pending since long could be executed and grievance of the complainant was redressed with the help of agencies concerned.

Complainant : Shri Bhagwati Pandey

Respondent : H&FW

Grievance No. : PGC/2020/A-II/H&FW/04

Grievance: Regarding non payment of retirement benefits



The complainant Smt. Bhagwati Pandey filed a grievance in the Commission stating that due to callous, inhumane and lethargic attitude of officials of Lok Nayak Hospital, she could not get the payment of his GPF contribution of her late husband even after 19 years of termination of his service.

Administrative Officer, LNH filed a status report dated 25.11.2020 stating that the complainant did not submit the Succession Certificate, which is essentially required for processing of GPF final payment amount.

The Commission noted that the officers representing the hospital are casual in their approach in resolving such petty matters and have delayed the matter on one pretext or the other. The Commission pursued the matter with SDM/Nand Nagri for issue of Surviving Member Certificate to the complainant. In the hearing held on 6.10.2021, Shri G.S. Rawat, Junior Assistant from LN Hospital submitted sanction (GPF final payment) for payment of the amount credited in the subscriber GPF account number. Smt. Bhagwati Pandey wife of Late Shri Pitamber Dutt was authorized to draw a sum of Rs. 22,673/-.

The complainant's son Shri Himanshu came in the Commission on 09.11.2021 and conveyed thanks to the Commission for resolving his grievance in the form of payment of Rs. 22,673/- on account of GPF contribution in respect of his late father.

As many as 13 hearings were held to redress, the long pending grievance of the complainant due to apathy and red tapism in the functioning of the Lok Nayak Hospital..

Complainant : Shri Sashi Bhushan
 Respondent : Deputy Commisseioner (Narela Zone)
 Grievance No. : PGC/2021/Misc./DUSIB

Grievance: Regarding encroachment and unauthorized constrution of drain



Shri Shashi Bhushan resident of 864, Baniyawada, Pooth Khurd, filed a complaint dated 8.6.2021 alleging encroachment and unauthorized construction on drain, by his neighbour.

A report vide letter dated 18.6.21 was sought from Narela Zone. In absence of report, reminders dated 13.7.2021, 18.8.2021 and 20.9.2021 were addressed to Deputy Commissioner, Narela Zone and the matter was continuously pursued by the Commission.

The concerned Assistant Engineer was present in the Commission and submitted a status report dated 23.9.2021 confirming that the neighbor of the complainant had constructed a ramp in front of the house of the complainant. The ramp will be demolished with police assistance. The Commission directed the departmental representative to ensure that demolition action was ensured without any further delay.

The complainant vide his letter dated 28.9.2021, addressed to the Commission informed that his grievance has been redressed and thanked the Commission.

Complainant : Mohd. Saleem

Respondent : DUSIB

Grievance No. : PGC/2021/Misc./DUSIB

Grievance: Regarding unauthorized occupation of government community center of DUSIB



Shri Mohd. Saleem filed a complaint dated 8.3.2021 stating that the community centre of DUSIB at Turkman Gate was constructed for convenience of local people. But some unsocial elements broke open the locks of the centre and occupied the same. These unauthorized occupants charged Rs. 1,100/- for the programmes / functions at the centre.

A report vide letter dated 18.3.2021 was sought from DUSIB. The DUSIB submitted a status report dated 7.4.2021 informing that building was constructed as a Social Welfare Centre but the building could not be allotted to any agency for social welfare purposes. Some anti-social elements used to break open the locks and misuse the building. Complaints were lodged in the local police station. Now, the booking of the building has been initiated through on-line portal, by DUSIB and the building can be booked by depositing the fee on-line and use the community hall for social purposes.

With intervention of the Commission, not only the grievance was resolved also the Social Welfare Centre was set up for use by community for welfare of the residents

Complainant : Sh. N.K. Datta
 Respondent : Delhi Jal Board
 Appeal No. : PGC/2020/A.II/DJB/62

Grievance: Regarding scarcity of water



A grievance was received in PGC from Sh. N.K. Datta regarding scarcity of water in T Block, Uttam Nagar due to which their family is facing lots of problem.

In the hearing on 19.01.2021, EE West – III, DJB was advised to conduct a joint inspection to assess the actual water situation in the area under complaint. Further, the respondent department was instructed to take corrective measures in case of any issue and to replace the old/damaged water lines in Uttam Nagar and get sufficient funds sanctioned for this project.

On 09.04.2021, DJB informed that a work order for the improvement of water supply system in T Block, Uttam Nagar has been issued and the work has started it is likely to be completed by 30.05.2021.

On 09.11.2021, EE West – III, DJB was advised to get the water samples tested and a Lab report be filed.

The complainant confirmed that water lines have been replaced and the water supply is now normal.

The grievance of the complainant regarding scarcity/contamination of water was resolved to the satisfaction of the complainant.

ANNEXURE-I

**DETAILS OF RECEIPT AND DISPOSAL OF THE GRIEVANCES TAKEN UP FOR
HEARING DURING 2021-22**

SNo.	Name of the Department	OB as on 01.04.21	Receipt during 01.04.21 to 31.03.22	Total	No. of grievances disposed during 01.04.2021 to 31.03.2022	Total No. of grievances pending as on 31.03.2022
1	2	3	4	5	6	7
1	MCD-North DMC SDMC EDMC	02 00 01	10 02 05	12 02 06	12 02 05	00 00 01
2.	Food & Supplies	01	00	01	01	00
3.	Delhi Jal Board	43	52	95	65	30
4.	Revenue	10	08	18	17	01
5.	RCS	10	03	13	10	03
6.	PWD	01	00	01	01	00
7.	DTC	02	00	02	02	00
8.	DHS & H&FW	03	04	07	04	03
9	CEO	05	00	05	00	05
10.	Higher Education	05	00	05	02	03
11.	PAO	01	00	01	01	00
12.	DSIIDC	01	00	01	01	00
13.	Labour	05	01	06	06	00
14.	Employment	00	02	02	00	02
15.	Power	18	16	34	19	15
16.	Education	21	19	40	25	15
17.	DSSSB	03	00	03	02	01

SNo.	Name of the Department	OB as on 01.04.21	Receipt during 01.04.21 to 31.03.22	Total	No. of grievances disposed during 01.04.2021 to 31.03.2022	Total No. of grievances pending as on 31.03.2022
18.	DSW	02	11	13	09	04
19.	TTE	00	01	01	01	00
20.	I&FC	00	01	01	00	01
21.	GAD	01	00	01	01	00
22.	T&T	01	00	01	01	00
23.	WCD	08	05	13	12	01
24.	UD	01	00	01	01	00
25.	Law & Judicial	01	00	01	01	00
26.	Welfare SC/ST	01	00	01	01	00
27.	DPCC	05	01	06	02	04
28.	DUSIB	01	00	01	01	00
29.	Art, Culture & Language	01	00	01	01	00
GRAND TOTAL		154	141	295	206	89

ANNEXURE-II

**LIST OF OFFICERS POSTED IN THE COMMISSION
DURING THE YEAR 2020-21**

S.No.	Name	Designation
1	Vacant	Chairman
2	Shri Sudhir Yadav	Member (Full-time)
3	Smt. Madhu Sharan	Member (Part-time)
4	Vacant	Member (Part-time)
5	Shri Ravindra Singh	Deputy Secretary
6	Smt. Rita Kaushik	Deputy Secretary
7	Smt. Manju Handa	Deputy Secretary
8	Smt. Mamta Gaur	Deputy Secretary
9	Shri Kishore Chander	AAO

ANNEXURE-III

BUDGET OF THE PUBLIC GRIEVANCES COMMISSION

There had been a budget allocation of Rs. 4,82,00,000.00 during the year 2021-22. A total expenditure of Rs. 3,27,42,535.00 was incurred on various heads. The details of allocation and expenditure incurred during the year 2021-22 are depicted in table below:-

HEAD WISE EXPENDITURE INCURRED DURING 2021-22	Budget Estimate	Revised Estimate	Expenditure
Major Head 2070, Other Administrative Services, 00.105 Special commission of Enquiry 39 Public Grievances Commission under Demand No. 2			Rs.
Salaries (39 00 01)	35000000	23500000	22769536
Wages (39 00 02)	6000000	5650000	5629950
OTA (39 00 03)	20000	0	0
Medical Treatment (39 00 06)	1000000	550000	626710
Travel Expenses (39 00 11)	300000	20000	11360
Office Expenses (39 00 13)	5280000	3200000	2975917
Publicity & Media Campaign (39 00 26)	200000	0	0
Information Technology (39 99)			
Office Expenses (39 99 13)	400000	780000	729062
TOTAL	48200000	33700000	32742535



**President
Dr. Rajendra Prasad presenting the
PVC to Lance Naik Karam Singh**

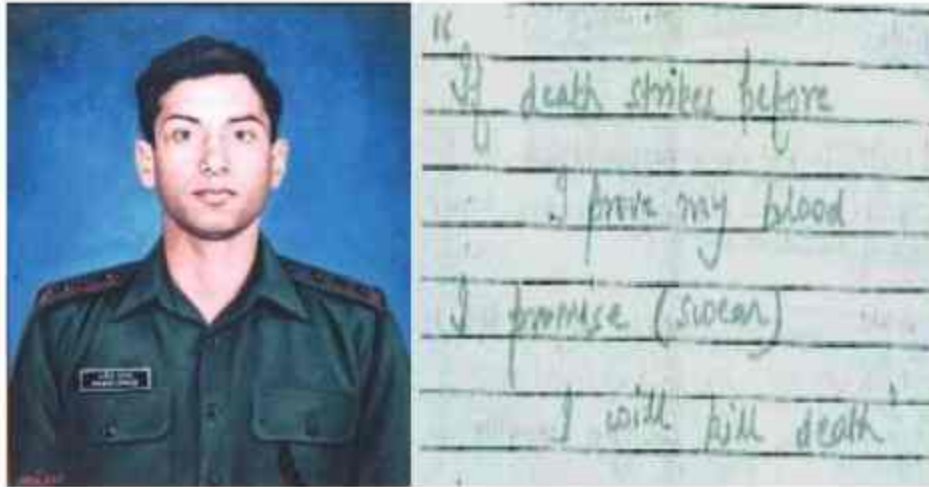
A son (Capt) Arun Kheta
 Present (Unit)
 C/O 22 APO
 10 Dec 71

My dear Daddy & Mummy
 How is everything
 your end. Over here we are
 having a damn good time
 Rest ok. Write soon

Your loving son
 Arun



**2/Lt Arun Khetarpal's (PVC) letter to his parents
from the battlefield on 10 December 1971**



Captain Manoj Kumar Pandey's (PVC) entry in his personal diary, reflecting the undaunting spirit of the immortal hero.



Capt Vikram Batra (PVC) and others after winning back Pt. 5140



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