PUBLIC GRIEVANCES COMMISSION
(Govt. of NCT of Delhi)
M-Block, Vikas Bhawan, IP Estate, New Delhi – 110110
Tel. No. 011-23379900, 23379901, Fax No. 011-23370903
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Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.1997

Date of hearing: 22nd October, 2026

Complainant : M/s. Unique Enterprises

Respondent : The Director,
Dte. of Social Welfare
Govt. of NCT of Delhi,
Through :

Grievance No. : PGC/2026/A-II/DSW/451

1. Brief Facts of the Case

The complainant M/s. Unique Enterprises has filed a grievance in the Commission against the Department of Social Welfare for the non-payment of outstanding dues amounting to Rs. 1,69,771/- for services rendered to the Blind Hostel for the financial year 2023-24. The complainant further stated that despite the repeated written requests and reminders to the Social Welfare Deprtment, no substantive response or payment has been received. The complainant has requested the Commission to direct the Department of Social Welfare to immediately release the payment for the services rendered and compensation & interest on the outstanding amount for the period of delay, as well as for the mental agony and harassment caused by the inaction of the department.

2. Facts emerged during the hearing

2.1 The complainant is not present

2.2 No one is present from Social Welfare Department. However, an action taken report under the signature of Superintendent/HOO (HCGBS) has been sent in PGC vide letter , dated 1.10.2026, stating the following :-

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i. It is submitted that during the last hearing held on 10.8.2026, the Hon'ble Commission was apprised that, during scrutiny of the relevant file, serious procedural lapses and financial irregularilties in the procurement process had come to light. Accordingly, a Fact-Finding &

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MEMBER
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New Delhi-110002

Regularization Committee was constituted vide office order dated 6.8.2026, with the approval of the Competent Authority, i.e. the Director (Social Welfare), to examine and scrutinize the pending bills and to take appropriate action thereon in accordance with the applicable rules, regulations and prescribed procedure.

ii. It is further submitted that the undersigned was transferred from HCGBS vide Order No.F.No. 2(108)/Admn.II/2021/DSW/Estt./4863-4870, dated 10.8.2026.

iii. Subsequently, the undersigned was re-transferred to HCGBS vide Order No. F.No.2(108)/Admn.II/2021/DSW/Estt./5955-5959 dated 16.9.2026 and accordingly rejoined HCGBS on 17.9.2026.

iv. Thereafter, a proposal was moved by the undersigned through e-office on 23.9.2026 to the Chairperson (DSWO-North), Fact Finding Committee, requesting suitable time for covering a meeting of the Fact-Finding & Regularization Committee. In this regard, a reminder email dated 3.10.2026 was also sent to the Chairperson.

v. The matter is presently under consideration of the Chairperson, DSWO (North), and further action shall be taken upon receipt of suitable directions/time for convening the meeting of the Committee.

3. <u>Directions of PGC</u>

3.1 In the last hearing, the Commission directed the Superintendent/HOO (HCGBS) to remain present in the next hearing. In today's hearing he is not present. However, he sent action taken report vide No. F8(2)/PGC-Hearing/HCGBS/DSW/26-27/PF2/683-685, dated 1.10.2026.

The Commission directs Superintendent/HOO (HCGBS) to remain present in the next hearing alongwith action taken report in the next hearing.

3.2 A copy of the ATR, dated 1.10.2026 sent by Superintendent/HOO (HCGBS) is being sent to the complainant for information.

3.3 An action taken report shall be filed in the next hearing fixed for 10th December, 2026 at 2.30 p.m.

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(PRATYUSH KANTH)
MEMBER(PGC)

F.No. PGC/2026/A-II/DSW/451/ 1821-823 Dated : 2/1/26

1. The Director , Directorate of Social Welfare, Govt. of NCT of Delhi, MSO Building, 7th Floor, IP Estate, New Delhi-110002
2. The Superintendent/HOO (HCGBS), Office of the Superintendent, Hostel for College Going Blind Students (HCGBS), Department of Social Welfare, GNCTD, Sewa Kutir Complex, Kingsway Camp, Delhi – 110009.
3. The complainant M/s. Unique Enterprises, Address, 34 GP, 3rd Floor, opp. Gopal Mandir, Pitampura, Delhi-110034 (Mob. No. 9560411339).