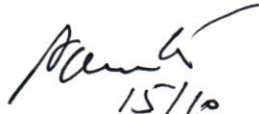


the Commission that he would provide all possible help to the complainant to complete his service book.

3.2 The Commission directs the complainant to meet Shri Praveen Mann, Senior Assistant and complete the paper work. If he is unwell, then he can depute ^{one of his} his relative to do the paper work on his behalf.

3.3 An ATR shall be filed in the next hearing fixed for 18th January, 2027 at 2.30 p.m.

PRATYUSH KANTH
MEMBER
Public Grievances Commission
Govt. of NCT of Delhi
M-Block, Vikas Bhawan,
New Delhi-110002


15/10
(PRATYUSH KANTH)
MEMBER(PGC)

F.No. PGC/2026/A-II/DSW/510// 11187-190

Dated : 21/10/26

1. The Director , Directorate of Social Welfare, Govt. of NCT of Delhi, MSO Building, 7th Floor, IP Estate, New Delhi-110002
2. The Superintendent, Office of the Superintendent, BH-1, BH-II, HMB(A&D), HOIB & HADB, Department of Social Welfare, GNCTD, Sewa Sadan Complex, Lampur, Delhi.
3. The Technical Officer, PGC with the direction to upload the same on the web-site of PGC.
4. Complainant Shri Rajesh Kumar, R/o VPO :-Nehra, District Sonapat, Haryana (Mob.No. 8816814198).

PUBLIC GRIEVANCES COMMISSION
(Govt. of NCT of Delhi)
M-Block, Vikas Bhawan, IP Estate, New Delhi – 110110
Tel. No. 011-23379900, 23379901, Fax No. 011-23370903
Website : www.pgc.delhigovt.nic.in E-mail : pgcdelhi@nic.in

Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.1997

Date of hearing: 14th October, 2026

Complainant : Shri Rajesh Kumar

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

Shri Praveen Mann, Sr. Asstt.

Grievance No. : PGC/2026/A-II/DSW/510

1. Brief Facts of the Case

The complainant has filed a complaint in the Commission regarding non-compliance of the directions/order passed by the Commission regarding non finalization of retirement pensionary benefits i.e. pension, gratuity, commutation of pension, encashment of earned leave. The complainant has prayed that the Commission may kindly take strict cognizance of this non-compliance, summon the erring Head of the Department/Nodal Officer, and issue appropriate coercive or consequential recommendations/orders to ensure immediate execution of the order dated 22.6.2026.

2. Facts emerged during the hearing

- 2.1 The complainant is not present due to his health issues.
- 2.2 Shri Praveen Mann, Senior Assistant from Social Welfare Department is present.

3. Directions of PGC

- 3.1 Shri Praveen Mann, Senior Assistant from Social Welfare Department is present. He stated that the Service Book of the complainant is incomplete since 1994. He assured