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 25.9.97

Date of hearing: 03.11.2026

Complainant	:	Smt. Bharti,
Respondent	:	Pr. Secretary, Public Works Department,
Grievance No.	:	PGC/2026/PWD/387

1. Brief facts of the complaint

Smt. Bharti has filed a grievance in PGC regarding non release of Family Pension, GPF and medical bills in respect of her late Husband Sh. Satpal Singh who was working as UDC in Horticulture Division North PWD, Plant Haider Pur and died on 03.02.2023.

2. Proceedings in the Public Grievances Commission

The PGC has convened seventh hearing in the matter on 03.11.2026 wherein the following were present :

Complainant	:	Absent
Respondent	:	Sh.Jugal Kishore, SO/PWD Sh. Avinash Sindhu , ASO, PAO-XII

3. Relevant facts that emerged during the hearing :

3.1 Shri Avinash Sindhu, ASO from PAO-XII was present in the hearing and submitted a status report stating that :

Sub: Action Taken report in the matter of Grievance No. P.C/2026/PWD/387 registered by Smt. Bharti w/o Late Sh. Satpal Singh, UDC.

With reference to Public Grievances Commission's order no PGC/2026 PWD/387 dated 03/08/2026 on the subject cited above, the following Action Taken Report for the ready reference and kind perusal of the commission

1. *The payment of leave encashment and GIS in respect of Smt. Bharti w/o Late Sh. Satpal Singh, has been made as follows-*

(a) An amount of Rs. 6,93.222/- towards leave encashment has been paid vide token no 516 dated 20.07.2026,

(b) GIS bill no INS-94 dated 20.07.2026 amounting to Rs 65,719 was returned by this office due to amount. But till date bill has not been submitted in the office to remove the objection."

3.2 Sh. Jugal Kishore, S.O., PWD was present in the hearing and submitted a status report stating that :

"विषयः- Your office letter No. PGC/2026/PWD/387/8813-816 dt. 10.09.2026

उपरोक्त विषय एवं संदर्भित पत्र के द्वारा बताए गये Leave Encashment और GIS के लम्बित बिलों को भुगतान करने हेतु एवं स्टेट्स रिर्पोट के साथ सुनवाई की अगली तारीख 03.11.2026 को हाजिर होने का आदेश दिया है। इस संबंध में आपको सूचित किया जाता है कि Leave Encashment का बिल ₹ 6,93,222/- का भुगतान Token NO. 516 dt. 29.07.2026 द्वारा कर्मचारी की पत्नी श्रीमती भारती को किया जा चुका है। PAO-XII द्वारा GIS के बिल को कुछ कमियों के साथ वापिस लौटा दिया गया है जोकि इस परिमंडल कार्यालय में दिनांक 23.10.2026 को ठीक करने हेतु प्राप्त हुआ है। बताई गई खामियो को पूर्ण करने के बाद बिल पुनः PAO-XII को भुगतान हेतु प्रेषित है।

यह आपको सूचनार्थ हेतु प्रेषित है।"

4. Recommendations of the PGC

4.1 Superintending Engineer, Maintenance Circle (North), Public Works Department is advised to take further necessary action in the matter for release of GIS of the complainant and submit an Action Taken Report in the Commission on the next date of hearing.

4.2 PAO-XII, Govt. of NCT of Delhi is advised to process the payment of GIS once the objections are removed by the PWD and submit an Action Taken Report in the Commission on the next date of hearing.

5. **Next Date of Hearing** : 10.12.2026 at 11.30 A.M

04/11/26

(R.P.UPADHYAYA), IPS (RETD.)
MEMBER

No. PGC/2026/PWD/387/ 12060 -12062 Dated : 4/11/26

To:

1. Superintending Engineer, Maintenance Circle (North), Public Works Department, Govt. of NCVT of Delhi, Vishram Grah (camp), Alipur, Narela, Delhi – 110036

2. Pay & Accounts Office, XII, Govt. of NCT of Delhi, 10th Floor, MSO Building, IP Estate, New Delhi – 110002

Copy for information to :

Smt. Bharti, W/o Late Sh. Satpal Singh, R/o Kh. No. 422/2, Gali No.1, B-Block, Near Govt. Hospital Burari, Laxmi Vihar, Burari, Delhi – 110084