

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: 21.10.2026

Complainant : Smt. Neelam
Respondent : Commissioner,
Food & Supplies Department
Grievance No. : PGC/2025/A-II/F&S/308

1. **Brief facts of the complaint**

Smt. Neelam has filed a grievance in PGC regarding non issuance of Ration Card from Food & Supplies Department.

2. **Proceedings in the Public Grievances Commission**

The PGC has convened fourth hearing in the matter on 21.10.2026, wherein the following were present :

Complainant : Present
Respondent : Sh. Virender Kumar,
FSO, Circle -02, Burari

3. **Relevant facts that emerged during the hearing :**

3.1 Shri Virender Kumar, FSO, Circle-02, Food & Supplies Department was present in the Commission and submitted a copy of letter dated 06.10.2026 written to the complainant giving instructions regarding her application for issuance of ration card. He further informed that the complainant has not completed the formalities for issuance of ration card. Once the formalities are completed her ration card will be issued, as per Rules.

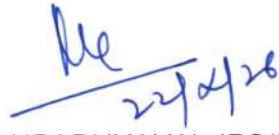
3.2 Complainant present in the hearing informed that she could not get her income certificate from SDM office. Once it is received she will upload the same on the portal.

4. Recommendations of the PGC

4.1 Food & Supply Officer, Circle- (02) is advised to take further action in the matter once the formalities are completed by the complainant, as per Rules and submit an Action Taken Report in the Commission on the next date of hearing.

4.2 Commissioner, Food & Supplies Department is advised to ensure that necessary action in the matter is taken by the concerned officers and an Action Taken Report is submitted in the Commission on the next date of hearing.

5. Next date of hearing : 02.12.2026 at 11.30 A.M.


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

No. PGC/2025/A-II/F&S/308/ 11368-370 Dated: 23/10/26

Copy to:

1. Commissioner, Food & Supplies Department, Govt. of NCT of Delhi, K-Block, Vikas Bhawan, New Delhi – 110002
2. Food & Supply Officer, Circle -02, District North, Govt. of NCT of Delhi, Burari, Delhi -110084

Copy for information to :

Smt. Neelam, W/o Sh. Ishwar Chand, H.No.103, Gali No.27, Sushant Vihar, Vill. Ibrahimpur, Delhi – 110036 (Ph.No. 9319384812)