

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: 05th 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/453

1. Brief Facts of the Case

The complainant M/s. Unique Enterprises has filed a complaint in the Commission against the Department of Social Welfare, Govt. of NCT of Delhi for the non-payment of outstanding dues amounting to Rs. 1,30,125/- for services rendered to the GSSSBB for the financial year 2023-24. It has also been stated that despite repeated written requests and reminders to the department, 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 After the hearing was over, Shri Pravin Chandra Tripathi, Vice Principal came in the Commission and submitted action taken report, stating the following :-

i. With reference to the PGC vide No. HQ Br./2025/PGC/2283, dated 7.9.2026 received in the office of DDE (Zone-IX) vide number 1814, dated 17.9.2026 in r/o M/s. G.K. Sons and PGC vide NO. HQ Br./2025/PGC/2284, dated 7.9.2026 received in the office of DDE (Zone-IX) vide number 1813 dated 17.9.2026 in r/o M/s. Unique Enterprises and the reply submitted by HOS of

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

Govt. Senior Secondary Special School, Sewa Kutir, Kingsway Camp (School ID-1309309), it is submitted that

- i. No relevant files, sanction records or verification documents have been received till date from the Department of Social Welfare, GNCTD.
- ii. In the absence of these official records, this office is currently unable to examine or process the matter.
- iii. The claim will be processed for approval on priority as soon as the requisite records are made available by the Department of Social Welfare as per earlier discussion and submission."

3. Directions of PGC

3.1 During the hearing, neither the complainant nor representatives from Social Welfare Department and Education Department were present. As a result, today's proceedings in the Commission has become infructuous.

3.2 The Commission directs Social Welfare Department and Education Department to direct the concerned officials to remain present alongwith action taken report in the next hearing.

3.3 Action Taken Reports by all concerned shall be filed in the next hearing, which has been fixed for 12th November, 2026 at 2.30 p.m.

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

F.No. PGC/2026/A-II/DSW/453/

11071-11074

(PRATYUSH KANTH)
MEMBER(PGC)

Dated : 15/10/26

1. The Director , Directorate of Social Welfare, Govt. of NCT of Delhi, MSO Building, 7th Floor, IP Estate, New Delhi-110002.
2. The Director, Directorate of Education, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054.
3. The Technical Officer (PGC) with the direction to upload the same on the website of PGC
4. The complainant M/s. Unique Enterprises, Address 34 GP, 3rd Floor, Opposite Gopal Mandir, Pitampura, Delhi – 110034.(Mob. No. 9560411339)