

PUBLIC GRIEVANCES COMMISSION
GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI
I.P. Estate (near ITO), Vikas Bhawan, M-Block, New Delhi-110110
Tel Nos. 011-23379900-01 Fax No.011-23370903

Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.97

Date of hearing: 17th April, 2018

Complainant : Sh. Suraj Bhan.

Respondent : The Director,
Dte.of Social Welfare,
Govt.of NCT of Delhi,
GLNS Building, Behind Delhi Gate,
New Delhi-110002.

Grievance No. : PGC/2017/DSW/02

Grievance filed on : 08/05/2017

First hearing in the PGC, : 04/07/2017

Scheduled on

1. Brief facts of the complaint

Sh.Suraj Bhan filed a complaint in PGC on 08/05/2017 regarding non-payment of arrears encashment of E.L. as well as Gratuity.

2. Proceedings in the Public Grievances Commission

The PGC convened its hearings on 04.7.2017, 25.7.2017, 29.8.2017, 27.9.2017, 24.10.2017, 21.11.2017, 29.11.2017, 02.1.2018, 13.03.2018 and the latest hearing on 17.4.2018 wherein the following were present :

Complainant : Present.

Respondent : Shri Sunil Saini, Asstt.Manager, Syndicate
Bank, Narela Branch.
Sh.Sanjeev Kumar, Welfare Officer, Children
Home for Boys-B, GNCTD, Narela,

3. Relevant facts emerging during the hearing

An ATR has been filed on behalf of Supdt./DDO/HOO, CHB(B), Deptt.of Women & Child Development, GNCT of Delhi stating that "*the matter is*

constantly being taken up with the Bank Manager, Syndicate Bank, Narela, Delhi, to ensure the release of outstanding payment to the complainant.

In this connection, the Manager, Syndicate Bank has been requested again vide letter dated 12.4.2018 to furnish a firm action taken report in the matter whereas the same has been reverted with the remarks that the matter has been processed with Head Quarter, Syndicate Bank and arrear in this regard will be paid soon.

The DDO/HOO, Children Home for Boys (B), Deptt.of Women & Children Development, GNCT of Delhi, had written to the Manager, Syndicate Bank to ensure the release of outstanding payment to the complainant. The Manager, Syndicate Bank has in turn made an endorsement on the letter of the Department that the matter of the complainant is still with their Headquarters and the arrears in this regard will be paid soon.

In view of the above, the issue is now not pending with the Department but is with the Bank. The Manager of the Bank who is present in today's hearing has stated that they have already worked out a statement of arrears etc. based on the actual date of commutation i.e. in 2011 and as soon as their Headquarters approves it, the amount will be paid to the complainant.

Since 2011 is being considered as the date of start of commutation, 15 years period for restoration of full pension (i.e. in the year 2026) will also be considered accordingly. The Bank Manager has assured that he is following up the matter and since there are no hurdles any more, has requested to close this matter.

4. Directions of the PGC

In view of the assurance given by Shri Sunil Saini, Asstt. Manager, Syndicate Bank, Narela Branch, the Commission has decided to close this matter with the advice to inform the Commission as soon as outstanding payments are released to the complainant.

(N. DILIP KUMAR)
MEMBER (PGC)

Copy to:

1. The Director, Dte.of Social Welfare, Govt.of NCT of Delhi,
GLNS Building, Behind Delhi Gate, New Delhi-110002.
2. The Dy.Director / Nodal Officer, Dte.of Social Welfare, Govt.of NCT of
Delhi, GLNS Building, Behind Delhi Gate, New Delhi-110002.
3. Shri Yogesh Mishra, Superintendent/DDO, Children Home for Boys-B,
Narela, Department of Women & Child Development, Govt.of NCT of
Delhi, Alipur Complex, Delhi-110036.
4. Shri Sushil Kumar Jain, Branch Manager, Syndicate Bank, 2114,
Bawana Road, Narela, Delhi-110040 for taking urgent corrective
steps for release of payment to Sh. Suraj Bhan, Complainant.
5. Sh. Suraj Bhan.
6. PS to Member, PGC, GNCTD.