

PUBLIC GRIEVANCES COMMISSION
GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI

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

Date of hearing: 25.4.2018

Complainant : **Ms. Jainta Devi**

Respondent : **Chief Executive Officer,**
Delhi Jal Board,
Govt. of NCT of Delhi,
Varunalaya Phase-II,
Karol Bagh, New Delhi

Grievance No. : PGC/2018/DJB/37
Grievance filed on : 23.3.2018
First hearing in the PGC, : 25.4.2018
Scheduled on

1. Brief facts of the complaint

A grievance received in PGC from Ms. Jainta Devi regarding delay or incorrect sanction of pension/family pension and other retirement benefits. He has requested PGC to do the needful.

2. Proceedings in the Public Grievances Commission

The PGC has convened first hearings on 25.4.2018 wherein the following were present :

Complainant : Absent
Respondent : Sh. M.I. Umair, Sr. AO (P) Disb.

An ATR has been filed by Sr. Accounts Officer (P) Disb. DJB stating therein that:-

“That late Sh. Balbir Singh , Ex-Head Clerk was retired on 31.10.1992. He drew pension till his death i.e. 24.3.2013. After his death his wife Smt. Jainta Devi become pensioner who is continuously drawing pension till now.....that while examining the matter in the light of the facts and the relevant rules, it is revealed that as per GI, Deptt. of P&PW, OM No. F.1/19/11-P-P&PW(E) dt. 3.8.2011 “neither dependence nor disability are bound to be permanent in nature. Therefore, the name(s) of such child/children may be included in the details of family by the Head of Office on receiving a request from the pensioner or his/her spouse. However, family

pension would be sanctioned only when their turn comes to received the family pension on the demise of the pension/family pensioner after examining the claims of such disabled children for family pension subject to fulfillment of conditions stipulated in the relevant provisions of CCS (Pension) Rules, 1972.

That accordingly she was informed vide this office letter no.DJB/SR.AO(PD)/2017/457 dt. 30.11.2017 after obtaining approval of competent authorities i.e. Director (F&A) dt. 26.12.20-17. That despite informing her in this regard she again represented vide her letter dt. 6.4.2018 and her matter was again submitted to concern authorities with the same effects.”

The complainant requested the DJB to make appropriate entries in the records regarding her daughter Ms. Kanta Devi who had been widowed . Since the record already shows Ms. Kanta as daughter of husband of the complainant, the record needs up- dating to indicate that Ms. Kanta Devi was married but has been widow and is dependent on the present complainant as per her claim.

It is not necessary to pass any financial benefit at this stage but only the record is to be corrected and the facts will be verified and authenticated only at the time of passing the pension to Ms. Kanta Devi arises. It is also necessary to take into account at that time whether she is re-married or not or whether there are other claimants or not before the actual benefits are passed . The claim regarding dependency on the pensioner may be verified before the such entries are made. Necessary entries be made regarding her widowed daughter.

1. **Directions of the PGC**

- a) **Sr. Accounts Officer (P) Disb. DJB is advised to make necessary entries in the record for claimant for pensionary benefit of her widow daughter.**
- b) **With the above advice, the Commission has decided to close the case.**

**(N. DILIP KUMAR)
MEMBER (PGC)**

Copy to:

- 1 Chief Executive Officer, Delhi Jal Board, Govt. of NCT of Delhi, Varunalaya Phase- II, Karol Bagh, New Delhi**
- 2 Director (F&A)/Nodal Officer (PGC), Delhi Jal Board, Govt. of NCT of Delhi, Varunalaya Phase-II, Jhandewalan, Karol Bagh, New Delhi.**
- 3 Sr. Accounts Officer (P) Disb. Cell, DJB 'B' building ,Govt. of NCT of Delhi, Varunalaya Phase-I, Jhandewalan, Karol Bagh, New Delhi.**
- 4 Ms. Jainta Devi**
- 5 PS to Member**