

PUBLIC GRIEVANCES COMMISSION
(Govt. of NCT of Delhi)
M-Block, Vikas Bhawan, IP Estate, New Delhi – 110110
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Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR
dated 25.9.97

Date of hearing: 11th Mar., 2019

Complainant : Ms Geeta Jain,
Respondent : Deputy Commissioner, Shah.
North Zone, EDMC,
Grievance No. : PGC/2018/MCD/68

1. Brief facts of the complaint

Ms Geeta Jain has filed a grievance in this Commission regarding addition of the name of her widow daughter in the pension records for the purpose of family pension. She has informed that she has taken up the matter with Shah. North Zone, EDMC from the past 2 years 9 months but till date nothing has been done.

2. Proceedings in the Public Grievances Commission

The PGC convened two hearings in the matter so far and in the hearing held on 11.03.2019, the following are present:

Complainant : Present
Respondent : Sunil Kumar, LDC

3. Relevant facts emerging during the hearing

3..1 Shri Sunil Kumar, LDC from the O/o Deputy Director of Education, Shahadara North Zone is present in the hearing and submitted a report stating that after obtaining all the relevant papers from the complainant Form No.3 filled with her daughter's name has been sent to the Pension Department, EDMC for further necessary action at their end.

3.2 Complainant present in the hearing was apprehensive about the fact that how she would be able to know that necessary action at all levels has been completed.

Shri Sunil Kumar, LDC present in the hearing agreed that he will accompany the complainant to Pension Department to clarify the status of her case.

4. Directions of PGC :

Shri Ambuj Kumar, Deputy Director of Education, Shahadara North Zone, and EDMC is advised to provide a copy of letter written to Pension Department, EDMC and ensure that necessary action at the level of Pension Department is completed in all respects, to avoid any further hardships to the complainant.

With the above directions in the matter, the case stands closed at the level of this Commission.

(SUDHIR YADAV)
MEMBER

No. PGC/2018/MCD/68/

Dated:

Copy to:

1. Shri Ambuj Kumar, Deputy Director of Education, Shahadara North Zone, EDMC, Zonal Office Building, Keshav Chowk, Near Welcome Metro Station, Shahadara, Delhi – 110032
2. Ms Geeta Jain