

**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  
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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: 02<sup>nd</sup> Apr., 2019

Complainant : Smt. Krishna Devi  
Respondent : Addl. Director, Ayurveda,  
North DMC  
Grievance No. : PGC/2018/MCD/26

**1. Brief facts of the complaint**

Smt. Krishna Devi filed a grievance in PGC on 19.06.2018 regarding non release of Family Pension to her after the death of her husband who worked as Peon.

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

The PGC has convened seven hearings in the matter so far and in the hearing held on 02.04.2019, the following are present:

Complainant : Represented through her son  
Respondent : Sh. Md. Quamar Ahmad, AAO  
Sh. Nagender Kumar, JAO

**3. Relevant facts emerging during the hearing**

3.1 Sh. Md. Quamar Ahmad, AAO, from the O/o Accounts Officer (Pension) is present in the hearing and submitted a report stating that the letter for start of family pension has already been sent to bank on 03.01.2019 and as per the bank scroll her family pension is being disbursed.

3.2 A report has been received from the Addl. Director, Ayurveda stating that the bill for DCRG has been passed by the AO (H&P) with final terminal benefits for Rs. 3,44,129/- in favour of the wife and two sons of the deceased. The same has not been paid till date due to financial crunch.

3.3 Complainant's representative present in the hearing informed that the DLI & arrear of family pension have also not yet been received.

**4. Directions of the PGC**

4.1 Dr. Raj Mann, Addl. Director, Ayurveda is advised to ensure that remaining payments i.e. DCRG & DLI are paid to the complainant on priority and an Action Taken Report is submitted to this Commission.

4.2 Sh. M.B. Ramesh, Dy. Controller of Accounts (Final Payment), North DMC is advised to take note of para 3.3 above and ensure that arrears of family pension are disbursed to the complainant in a time bound manner and an Action Taken Report is submitted to this Commission.

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

(ASHOK KUMAR)  
CHAIRMAN

No. PGC/2018/MCD/26/

Dated:

Copy to:

1. Dr. Raj Mann, Additional Director, Ayurveda, North DMC, 12<sup>th</sup> Floor, Dr. Shyama Prasad Civic Centre, Minto Road, New Delhi – 110001
2. Sh. M.B.Ramesh, Dy. Controller of Accounts (Final Payments) and (Health & Planning), North DMC, Dr. Shyama Prasad Mukherjee Civic Centre, Minto Road, New Delhi - 110002
3. Smt. Krishna Devi