

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: 16th Apr., 2019

Complainant : Ms Phula Devi,
Respondent : Chairman, NDMC
Grievance No. : PGC/2019/NDMC/01

1. Brief facts of the complaint

Smt. Phula Devi has filed a grievance in PGC regarding non release of family pension after death of her husband who was retired from NDMC.

2. Proceedings in the Public Grievances Commission

The PGC has convened two hearings in the matter so far and in the hearing held on 16.04.2019, the following are present:

Complainant : Represented through her son
Respondent : Ms Ranjana Cheema, SO, A&H

3. Relevant facts emerging during the hearing

3.1 Ms Ranjana Cheema, SO, A&H is present in the hearing and submitted an Action Taken Report stating that Family Pension has already been disbursed through ECS/NEFT for the month of March 2019 paid April 2019 along with Arrears/Recovery.

Family Pension : Rs. 9000/- w.e.f. 01.03.2019.

Arrear : Rs. 1,11,408/- w.e.f. 19.03.2018 to 28.02.2019.

Recovery : Rs. 26,809/- (Overpaid Pension to Smt. Phula Devi)

3.2 The complainant's son present in the hearing informed that due to hospitalization of his mother he could not check her bank account.

4. Directions of the PGC

The complainant is advised to check the status of payment of Family Pension with the Bank.

As the action in the matter has been taken by the department, the matter is closed at the level of PGC.

(ASHOK KUMAR)
CHAIRMAN

No. PGC/2019/NDMC/01

Dated :

Copy to:

1. Chairman, New Delhi Municipal Council, NDMC Palika Kendra, Parliament Street, New Delhi – 110001
2. Sh. R.P.Sati, Director (Personnel), New Delhi Municipal Council, Palika Kendra, New Delhi-110001
3. Ms Ranjana Cheema, S.O.(A&H), New Delhi Municipal Council, Palika Kendra, New Delhi – 110001
4. Smt. Phula Devi