

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: 22nd July, 2019

Complainant : Mrs. Nancy Singh - Present

Respondent : Principal Secretary,
Health & Family Welfare,
Govt. of NCT of Delhi-

Grievance No. : PGC/2019/A-II/H&FW/07

1. Brief Facts of the Case

1.1 The complainant has filed a grievance in the Commission on 19th June, 2019 stating that her husband Dr. Mahipal Singh was working as a Director Professor at GTB Hospital, who expired due to cancer on 12th Sept., 2018. The pension case is still pending even after 10 months. When she checked on the pension portal, it was found that the file was returned to PAO-VIII on 5th April, 2019 for some corrections, but no action was taken by the concerned PAO. The complainant has requested for appropriate action in the matter.

2. Facts emerged during the proceedings

2.1 Smt. Alka Rani, AAO from PAO-VIII is present and stated that the PPO has been prepared and sent to CPAO, Bhikaji Cama Place. CPAO has send the same to the Manager, Canara Bank, Centralised Pension Processing Centre, No.29, K.R. Road, Dwarakanath Bhavan, STC Building, Basavanagudi, Bangalore, Karnataka for further action.

2.2 Shri Vijay Popli, Gr.II, Assistant Section Officer from GTB Hospital is present and informed that all the terminal benefits have already been released by the hospital authorities.

2.2 The complainant is present and satisfied with the action taken by PAO-VIII & the hospital authorities..

3. Directions of PGC

3.1 In view of the above, the Commission decided to close the case in PGC with the advice to PAO-VIII to pursue the CPAO for early release of family pension to the complainant.

3.2 The Complainant is advised to intimate the Commission about release of her family pension.

(SUDHIR YADAV)
MEMBER(PGC)

Copy to :-

1. The Special Secretary, Health & Family welfare Department, Govt. of NCT of Delhi, 9th Floor, Delhi Secretariat, New Delhi.
2. The Medical Superintendent, GTB Hospital, Govt. of NCT of Delhi, Dilshad Garden, Delhi-110095.
3. Mrs. Nancy Singh