

**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  
Website : [www.pgc.delhigovt.nic.in](http://www.pgc.delhigovt.nic.in) E-mail :pgcdelhi@nic.in

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

Date of hearing: 25<sup>th</sup> Nov., 2019

Complainant : Smt. Anekshree Yadav  
Respondent : Medical Superintendent,  
Kasturba Hospital  
Grievance No. : PGC/2019/MCD/81

**1. Brief facts of the complaint**

Smt. Anekshree Yadav has filed a grievance in PGC regarding release of retirement benefits i.e. Pension, Gratuity and GPF etc. by Kasturba Hospital, North Delhi Municipal Corporation.

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

The PGC has convened two hearings in the matter so far and in the hearing held on 25.11.2019, the following are present:

Complainant : Present  
Respondent : Sh. Rajender Kumar, S.O.,  
Kasturba Hospital

**3. Relevant facts that emerged during the hearing**

3.1 Sh. Rajender Kumar, Section Officer, Kasturba Hospital is present in the hearing and submitted a Status Report stating that "Smt. Anekshree Yadav was working in Kasturba Hospital as Ward Aya and already retired on 31.12.2017. A Pension Payment Order No.CSP/2017/DEC/KHOS/SAP/140 has already been issued to her from the office of DCA/City & SP Zone.

The status of final payments made to Smt. Anekshree Yadav is as under:-

S.No.	Dues of Terminal Benefits	Amount	Remarks
1.	Leave Encashment	3,07,650/-	The payment of leave encashment has already been made to her on 11.01.18 vide V.No. 65/KH
2.	GIS	3062/-	The payment of GIS has already been made to her through RTGS vide V.No. 91 dt. 28.03.19
3.	DCRG	2,69,194/-	Payment of DCRG (Gratuity) has already been made to incumbent through RTGS No.2806/AO/KH/RTGS.08/2019 dt. 18.11.2019
4.	COP	5,76,203/-	As above
5.	GPF contribution	5,10,495/-	Payment of GPF has already been made to incumbent through RTGS on 01.10.2019 as reported by GPF section (HQ)/NDMC.

It is further stated that medical card vide No.2214 dated 26.10.2019 has also been issued to pensioner/incumbent. Hence, all terminal benefits have already been made to incumbent as per details explained above.”

3.2 The complainant present in the hearing informed that for making payment of medical card she has visited the Bara Hindu Rao Dispensary 2-3 times but on each occasion the dealing asstt. Sh Rakesh was not available and hence she could not deposit payment.

Further she informed that her Non matric arrear is also pending. The SO present in the hearing informed that bill amounting to Rs. 1,91,325/-for the same has been passed and out of which an amount of Rs. 19,132/- is proposed to be deducted as TDS. The payment of the same will be made on availability of funds.

3.3 The conduct of Sh. Rajesh, Dealing Assistant working in Dispensary, Bara Hindu Rao Hospital needs to be looked into and he may be warned to be careful in future.

**4. Recommendations of the PGC**

4.1 Accounts Officer, Kasturba Hospital may take note of para 3.2 above and examine this issue as Smt. Anekshree Yadav has retired only as a Ward Aya and she may not be liable to pay the income tax. Further the department may consider releasing this amount promptly as this is a case of a retired government servant who has retired almost 2 years back.

4.2 CAMO, Dispensary Bara Hindu Rao may look into the matter of issuance of medical card and ensure that the same is provided to Smt. Yadav without any further delay.

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

(ASHOK KUMAR)  
CHAIRMAN

No. PGC/2018/MCD/81/

Dated:

Copy to:

1. The Medical Superintendent, Kasturba Hospital, Near Jama Masjid Metro Station, Gate No.1, Delhi – 110006.
2. Accounts Officer, Kasturba Hospital, Near Jama Masjid Metro Station, Delhi – 110006
3. Chief Administrative Medical Officer, MCD dispensary, Bara Hindu Rao, Delhi – 110007
4. Sh. Anekshree Yadav