

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: 24th Dec., 2019

Complainant : Smt. Kitabo,
Respondent : Deputy Commissioner
City S.P.Zone,
Grievance No. : PGC/2019/MCD/54

1. Brief facts of the complaint

Smt. Kitabo has filed a grievance in PGC regarding non release of pensionary benefits of her deceased husband late Sh. Pritam, who expired on 27.02.2004 while in service as Safai Karamchari at Hindu Rao Hospital.

2. Proceedings in the Public Grievances Commission

The PGC has convened four hearings in the matter so far and in the hearing held on 24.12.2019, the following are present:

Complainant : Absent
Respondent : Sh. Sujit,
Accounts Department,
Civil Line Zone, North DMC

Dr. Amita Saxena,
Additional M.S.
Hindu Rao Hospital.

3. Relevant facts emerging during the hearing

3.1 Dr. Amita Saxena, Additional Medical Supdt., Hindu Rao Hospital is present in the hearing and submitted a Status Report stating that

“The family pension of the deceased’s wife Smt. Kitabo has already been fixed @ Rs.9000/- + DR p.m. and remaining pending

dues/arrears towards terminal benefits have also been paid to her by the Hospital. So far as action against the defaulting official of HRH is concerned it is submitted that after according approval from the Commissioner, North MCD on 14.02.2012 and completing all formalities, the staff of HRH forwarded the pension file and Service Book of the incumbent to the Accounts Department, Civil Lines Zone for determination of DCRG & pension on 23.03.2012 vide diary No. 7574. The action in this regard mainly related with Accounts Department, Civil Lines Zone.

The Accounts Department and the individual has not informed regarding non release of pension and DCRG after 2012. When the information regarding nonpayment of pension and DCRG was received in HRH the department took action immediately and finalized the matter without further delay.

Vide communication dated 11.10.2019 and 28.11.2019, Deputy Commissioner, Civil Lines Zone has been requested to direct the concerned department to take action against the official for delay in the matter.

Since there is no mechanism for keeping check on such type of irregularities and reason explained above the department did not notice the same. In future, the department will ensure timely payment in such type of cases.”

4. Recommendations of the PGC

It has been informed by the Addl. M.S., Hindu Rao Hospital that timely action was initiated in the matter by the staff of the Hospital but due to non availability of information from the complainant and from Civil Lines Zone the matter could not be pursued further.

As the long pending dues of terminal benefits of the complainant have been paid by the department and family pension has been started, the matter stands closed at the level of this Commission.

(ASHOK KUMAR)
CHAIRMAN

No. PGC/2019/MCD/54/

Dated :

Copy to:

1. Sh. Pankaj Kumar, Deputy Commissioner, Civil Line Zone,
Zonal Office Building, 16, Rajpur Road, Delhi – 110054
2. Dr. Amita Saxena, Addl. Medical Superintendent, Hindu
Rao Hospital, Malka Ganj, Delhi – 110007
3. Smt. Kitabo