

**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**

Dated: 6<sup>th</sup> Aug., 2020

Complainant : Sh. Vipin,  
Respondent : Deputy Commissioner  
Shahadara North Zone,  
Grievance No. : PGC/2020/MCD/17

**1. Brief facts of the complaint**

Sh. Vipin has filed a grievance in PGC regarding non release of pensionary benefits after the death of her mother Smt. Rajesh, S.K. Lady, Ward No. 251 Shahadara North Zone, EDMC, who expired on 23.07.2018.

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

2.1 The matter was taken up for regular hearing and first hearing was fixed for 07.04.2020 which could not be held due to COVID-19 pandemic situations. A letter dated 29.05.2020 was written to the Deputy Commissioner, Shahadara North Zone requesting to issue appropriate directions to the concerned officers for redressal of grievance.

2.2 In response to this letter a communication dated 06.07.2020 is received stating that :

“it is submitted that four letters dated 27.01.2020, 13.02.2020,28.05.2020 and 04.06.2020 were sent at the address of the deceased employee, requesting her nominees to submit requisite documents to release final payments to the nominee. However, the same are awaited till date. As soon as requisite documents are received the case will be processed for final payment of Late Smt. Rajesh w/o Late Sh. Pramod.”

2.3 On receipt of this letter, efforts were made to call the complainant and his brother was contacted telephonically who informed that the department has already conveyed them the required documents to be submitted & he is in the process of doing the same. He further stated that it will take some time as the complainant Sh. Vipin has no identity proof.

He was advised to submit the required documents to the department at the earliest to process the case of pensionary benefits and in case the department does not cooperate he should bring it to the notice of the Commission.

**3. Recommendations of the PGC**

3.1 Sh. Sunil Tripathi, Asstt. Commissioner, Shahadara North Zone is advised to process the case of terminal benefits of the deceased municipal employee in favour of her nominee, as soon as the required documents are submitted by her son.

3.2 Sh. Ranen Kumar, Deputy Commissioner, Shahadara North Zone is advised to ensure that necessary action in the matter is taken by the concerned officers.

(SUDHIR YADAV)  
MEMBER

No. PGC/2020/MCD/17/

Dated :

**To:**

1. Sh. Ranen Kumar, Deputy Commissioner, Shahadara North Zone, EDMC, Zonal Office Building, Keshav Chowk, Opposite Welcome Metro Station, Shahadara, Delhi – 110032
2. Sh. Sunil Tripathi, Asstt. Commissioner, Shahadara North Zone, Zonal Office Building, Keshav Chowk, Opposite Welcome Metro Station, Shahadara, Delhi – 110032

**Copy for information to :**

Sh. Vipin