

PUBLIC GRIEVANCES COMMISSION
GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI
I.P. Estate (near ITO), Vikas Bhawan, M-Block, New Delhi-110110
Tel Nos. 011-23379900-01 Fax No.011-23370903

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

Date of hearing: 25.08.2020

PGC/2020/A-II/H&FW/09

Complainant : Shri Bhupender Kumar

Respondent : Principal Secretary,
H&FW Department,
Govt. of NCT of Delhi
Through :
Shri Tanuj Kumar,
Medical Record Clerk

1. Brief facts of the complaint

The complainant Shri Bhupender Kumar, Retd. Driver filed a grievance stating that he served as a Driver for a period of 28 years and 5 months. He retired from the same post serving with the Department of H&FW, Delhi Secretariat on 31st May, 2014. He further stated that he was entitled for promotion of 'Special grade' which could not be availed since the meeting of DPC was not conducted. He was promoted with Grade-I w.e.f. 30.12.2000 and after that he was not promoted for an approximate period of 14 years and he worked at the same pay scale till retirement, furthermore, he is aggrieved of the fact that some of the drivers less experienced than him got their promotions to 'Special Grade' but he was not promoted due to non-availability of DPC. He filed various complaints regarding this anomaly with the Department. However, no action was taken upon his written and verbal complaints. Two drivers of the Department got promoted to 'Special Grade' even after their retirements, whereas, he got only assurance in response to his various complaints regarding promotion. The complainant has requested for grant of promotion of 'Special Grade' with arrears and other dues pending with the Department.

2. Facts emerged during the proceedings

2.1 Shri Tanuj Kumar, Medical Record Clerk is present. He stated that the grievance of the complainant is being examined and sought one week time to submit the status report.

3. Directions

3.1 Principal Secretary (H&FW) is requested to look into the grievance of the complainant and direct the concerned officers to thoroughly examine the grievance of the complainant at their level and resolve the grievance of the complainant in a time bound manner.

3.2 The outcome of the action taken on the grievance of the complainant shall be communicated to the Commission within a period of four weeks of the receipt of the copy of the orders.

3.3. With the above advice, the Commission has decided to close the case in PGC.

**(SUDHIR YADAV)
MEMBER(PGC)**

No.F. PGC/2020/A-II/H&FW/09/

Dated :

- 1 The Principal Secretary (H&FW), Health & Family Welfare Department, Govt. of NCT of Delhi, 9th Level, A-Wing, Delhi Sachivalaya, I.P. Estate, New Delhi-110002.**
- 2 The Special Secretary (H&FW), Health & Family Welfare Department, Govt. of NCT of Delhi, 9th Level, A-Wing, Delhi Sachivalaya, I.P. Estate, New Delhi-110002.**
- 3 Shri Bhupender Kumar**