

PUBLIC GRIEVANCES COMMISSION
GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI
M-Block , I.P. Estate (near ITO) Vikas Bhawan: New Delhi-2
Order under Para 2(B) of the PGC Resolution No. F.4/14/94-AR/dt. 25.9.97

Date of hearing: 21.09.2020

Complainant : Smt. P.S. Dhama

Respondent : The Registrar,
Department of Cooperative Societies,
Govt. of NCT of Delhi.

Grievance No. : PGC/2018/A.II/RCS/11

1. Brief Facts of the Case

1.1 Shri P.S. Dhama has filed a grievance in the Commission on 03.01.2018 regarding closure of account in Dy. Commissioner Office (Delhi), Cooperative Thrift & Credit Society Ltd., Room No. 24, 2nd Floor, Old Civil Supplies Building, Tis Hazari, Delhi.

2. Facts emerged during the proceedings

2.1 No representative of the respondent department was present in the hearing, thereby, rendering the proceedings infructuous in the Commission. The Commission expresses its strong displeasure that despite notice, no one appears from the respondent department nor any prior intimation was sent regarding their absence.

2.2 The complainant was present in the hearing and has stated that she wants to withdraw her grievance as no concrete action has been taken by the RCS office regarding her grievance i.e. closing her account in the said Society and transferring the balance amount.

The complainant has opened the account in the year 2001 during her posting in D.C. office and continued depositing amount on monthly basis till September 2010. After she was posted in Aruna Asaf Ali hospital in 2010, she asked the Society to close her account and transfer her balance amount but all her requests go in vain as the needful has not been done.

The complainant further stated that she has suffered for no fault of hers and has been running from pillar to post to close the said account since 2010. Moreover, the RCS office has not been able to take any action against the erring members of the Managing Committee of Society.

2.3 This is another case where the complainant has been compelled not to pursue the case out of despair and harassment and ready to give up her hard earned money out of helplessness. This raises serious question about the functioning of the RCS office.

3. Directions

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he case stands disposed of in the Commission since the complainant is no longer willing to pursue the matter, as being a women who has single handedly follow up the case lingering on since last ten years, she does not want to run from one place to another for

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many more coming years for redressal of her grievance. However, the complainant is at liberty to approach the RCS office as well as the Commission in case she has any further grievance with regard to her present complaint.

(SMT. MADHU SHARAN)
MEMBER (PGC)

No. PGC/2018/A.II/RCS/11

Dated: .09.2020

Copy to:

1. The Registrar, Cooperative Societies, Govt. of NCT of Delhi, Old Court's Building, Parliament Street, New Delhi-110001.
2. Shri Amitabh Joshi, Asstt. Registrar (T&C) Cooperative Societies, Govt. of NCT of Delhi, Old court's Buiding, Parliament Street, New Delhi-110001.
3. Smt. P.S. Dhama