

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
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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: 18.11.2020

Complainant : Smt. Anita Sharma

Respondent : Commissioner,
Food & Supplies
Govt. of NCT of Delhi

Grievance No. : PGC/2020/A.II/F&S/03

1. Brief facts of the complaint

Smt. Anita Sharma has filed a grievance in PGC regarding non issuance of ration card to her by the Food & Supplies Officer, Lajpat Nagar.

2. Proceedings in the Public Grievances Commission

The PGC has convened four hearings in the matter and in the hearing held on 18.11.2020, the following are present :

Complainant : Present

Respondent : Sh. Kailash Chand, FSO,
Circle-41

3. Relevant facts that emerged during the hearing

3.1 Sh. Kailash Chand, FSO, Circle-41 is present in the hearing and informed that the complainant has to cancel her application previously applied, herself and then she has to apply afresh. But till date she has not completed the process on e-portal.

3.2 The matter was discussed with Sh. Sandeep Jain, Scientist – E, NIC who fixed a meeting with the concerned officer of NIC,

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follow physical distancing & maintain hand hygiene.”***

dealing with matters of Food & Supplies Department. The meeting was fixed for 24.11.2020 at 12.00 Noon, to facilitate cancelation of the earlier application. The complainant was informed and was advised to go for the meeting on the scheduled date and time.

4. Recommendations of the PGC :

4.1 Sh. Kailash Chand, FSO, Circle-41 is advised to ensure that the complainant is issued a valid ration card of the eligible category, once her application is received in his circle alongwith required documents.

4.2 Complainant is directed to visit NIC for cancellation of her application on e-portal on 24.11.2020, as advised after hearing in the Commission on 18.11.2020. After cancellation of earlier application, she is required to file a fresh application for issue of food card.

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

(SUDHIR YADAV)
MEMBER

No. PGC/2020/A.II/F&S/03

Dated:

To:

1. Sh. Kailash Chand, FSO, Circle-41, Food & Supplies Department, Jangpura, New Delhi.

Copy for information to :

Smt. Anita Sharma

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