

*“No carelessness until there is a cure Wear mask,  
follow physical distancing & maintain hand hygiene”.*

**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: 03.03.2021

Complainant : Smt. Mithilesh Kumari

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

Grievance No. : PGC/2019/A.II/RCS/12

**1. Brief Facts of the Case**

1.1 Smt. Mithilesh Kumari has filed a grievance in the Commission on 26.12.2018 against RCS Officer Sec II/GH for not regularizing her membership. The complainant in her grievance has stated that she has been residing in Flat No. A-902, Chitrakootdham Society, Plot No. 2, Sector 19, Dwarka, New Delhi since 2012 i.e. for the last eight years. The Membership No. of the complainant is 294 but her membership of the said Society has not been regularized so far.

**2. Facts emerged during the proceedings**

2.1 Sh. Rakesh Gupta, Asstt. Section Officer, O/o RCS was present in the hearing. He did not filed any Action Taken Report.. However, he has submitted verbally that the file is under process. However, the Registrar has raised some objection in the matter and as and when, the objections were replied to satisfactorily by the complainant, the result of the case shall be duly communicated to the complainant

2.2 The complainant was not present in the hearing.

**3. Directions**

3.1 The Registrar, Cooperative Societies, GNCT of Delhi is requested to look into the matter on priority and contact the complainant and inform him about the queries/objections raised in the matter and thereafter, process the case in a time bound manner. Further, the complainant shall obtain all the necessary documents relating to the matter and placed these facts/documents before the RCS office for regularizing the membership case.

3.2 However, if the department still did not resolve the grievance of the complainant regarding regularizing her membership of Society within a period

of 30 days, then the complainant is free to approach the Commission again for redressal of her grievance..

3.3 With these directions, the case is disposed of.

**(SMT. MADHU SHARAN)**  
**MEMBER (PGC)**

No. PGC/2019/A.II/RCS/12

Dated:

Copy to:

1. The Registrar, Cooperative Societies, Govt. of NCT of Delhi, Old Court's Building, Parliament Street, New Delhi-110001.
2. Shri Joseph Baxla, Asstt. Registrar (Sec.II/GH), Office of RCS, Parliament Street, Old Court Building, New Delhi.
3. Smt. Mithilesh Kumari