

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 E-mail :pgcdelhi@nic.in

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

Date of hearing: 05th Jan., 2022

Complainant : Smt. Virendri Devi

Respondent : Deputy Commissioner
(Karol Bagh Zone),
North DMC

Grievance No. : PGC/2021/MCD/24

1. Brief facts of the complaint

Smt. Virendri Devi has filed a grievance in this Commission regarding nonpayment of terminal benefits after death of her husband on 25.10.2019, who worked as Mali in Horticulture Department of Karol Bagh Zone, North DMC.

2. Proceedings in the Public Grievances Commission

The PGC has convened five hearings in the matter and in hearing held on 05.01.2022 neither the complainant nor the representative of the Respondent Department was present.

3. Relevant Facts that emerged during the hearing

3.1 An Action Taken Report dated 30.12.2021 is received from the Dy. Controller of Accounts (HQ) stating that :

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

“It is to submit that for making the payment of Death cum Retirement Gratuity amounting to Rs. 907335/- to Smt. Virendri Devi w/o Late Sh. Vikram Singh the fund has been released to Zonal Accounts Office of Karol Bagh Zone on 27.12.2021 for onward transfer in the account of incumbent.”

Sh. Pankaj Sharma, Horticulture Deptt., KBZ, North DMC was contacted telephonically to know the further release of Gratuity in the account of deceased's wife, who confirmed that the gratuity has been released to Smt. Virendri Devi.

3.2 Another Action Taken Report dated 03.01.2022 is received from Dy. Controller of Accounts (FP) stating that :

“it is to submit that amount of Rs.7,73,976 for making the final payment of GPF of Late Sh. Vikram Sing (GPF No. AG-10924) to his nominee Smt. Virendri Devi has been sent through RTGS on 31.12.2021.”

3.3 Now the payment of Leave encashment, Gratuity and GPF have been made to the complainant and regular family pension has been started. The only remaining payment is of GIS for which the Horticulture Department. KBZ has passed the bill and sent it to the HQ for payment.

4. Recommendations of the PGC

4.1 Sh. V.Satish, Dy. Director of Horticulture, Karol Bagh Zone is advised to ensure that payment of GIS is made to the complainant.

4.2 Dy. Controller of Accounts (HQ), North DMC is advised to ensure that payment of GIS is made to the complainant.

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

With the above directions the matter stands closed at the level of the PGC.

(SUDHIR YADAV)
MEMBER

No. PGC/2021/MCD/09

Dated :

To:

1. Sh. V.Satish, Dy. Director of Horticulture, Karol Bagh Zone, Near Khalsa College, Anand Parvat, Karol Bagh, New Delhi – 110005
3. Dy. Controller of Accounts (HQ), North DMC, 14th Floor, Dr. Shyama Prasad Mukherjee Civic Centre, JLN Marg, New Delhi -110001

Copy for information to :

Smt. Virendari Devi

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Wear Mask, follow physical distancing & maintain hand hygiene.”***