



*"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: 23.06.2022

Complainant : Sh. Chander Mohan Dewani – Present.

Respondent : The Registrar,  
Department of Cooperative Societies,  
Govt. of NCT of Delhi.  
Through Sh. Naresh Kumar, Sr. Asstt.,  
O/o RCS – Present.

Grievance No. : PGC/2021/A.II/RCS/01

**1. Brief Facts of the Case**

- 1.1 Sh. Chander Mohan Dewani has filed a grievance petition in the Commission on 25.11.2020 against the RCS office. He has submitted in his complaint that Navrachna Co-operative Group Housing Society, East Arjun Nagar, Delhi – 110032 is registered with the Office of Registrar, Cooperative Societies, Govt. of NCT of Delhi. The Society conducted self draw for allotment of 98 flats to its members in the year 1990. Further, in the year 1998, the RCS office cleared the membership of 44 members out of 98 and till date, no reason was provided for not clearing the membership of remaining 54 members.
- 1.2 The erstwhile Hon'ble Lt. Governor Sh. Tejinder Khanna, in a similar case of another society in 2008, has instructed the RCS office to regularize all such pending cases but the RCS office has not taken any action for regularization of self draw.

**2. Facts emerged during the proceedings**

- 2.1 An Action Taken Report is filed on behalf of Asstt. Registrar (Housing Section-5), Office of RCS, and the same is taken on record, stating therein that:

*“The matter/making of policy for regularization of self draw by the societies itself pertains to the Policy branch. This office sought comments from the respective branch twice and the respective branch quoted that “the matter of finalization of policy for regularization of self draw is under process and has not been finalized yet.” In the context of above, the copy of the quoted statements of AR (Policy) is hereby also enclosed as the said matter is dealt by the Policy branch only.*

*Moreover, it has come to notice that AR (Policy) has now initiated the meeting regarding regularization of self draw of the societies but only after getting directions of Government/Competent Authority, this office may proceed further in the said matter.”*

- 2.2 The complainant submitted that the erstwhile Lt. Governor, Sh. Tejendra Khanna, in the matter of another society in the year 2008, has instructed the RCS office to regularize all such pending cases of self draw. Further, Navrachna Co-operative Group Housing Society, East Arjun Nagar, Delhi – 110032 conducted self draw for allotment of 98 flats to its members in the year 1990. In the year 1998, the RCS office cleared the membership of 44 members out of 98 members. However, the membership of remaining 54 members has not been cleared by the RCS office till date. The complainant also alleged that the list of all 98 members of the said Society are uploaded on the website of RCS office. He further questioned the intentions of the department and submitted that if the membership of remaining 54 members of the said Society is not cleared by the RCS office, then why the names of these remaining 54 members are uploaded on the website of RCS office.

### **3. Directions**

- 3.1 In the past many hearings held in the Commission, the respondent department is repeatedly non-complying the directions of the Commission by sending junior level officers of the rank of Senior Assistant. Further, it appears that the department do not want take responsibility in the matter by taking any positive action for redressing the grievances of the complainant, which speaks volumes about the functioning of the RCS office.
- 3.2 The Secretary (Cooperative Societies), GNCT of Delhi shall take cognizance of the functioning of the RCS office of unnecessarily delaying the resolution of the grievances of the complainant, as in many cases pertaining to the RCS office which were heard in this Commission, the Commission has to reluctantly close the case because of the non action/inactivity of the RCS office. This state of affairs of the RCS office reflects poorly on the functioning of the Delhi Government also being one of the department which is highly ineffective and non serious about resolving grievances of the people. As the department is not interested in taking action and resolving the present grievance, the complainant is advised to approach other appropriate forums for redressal of his grievance.
- 3.3 With these observations, the case stands disposed of.

(MADHU SHARAN)  
MEMBER

No. PGC/2021/A.II/RCS/01

Dated:

Copy to:

1. The Registrar, Cooperative Societies, Govt. of NCT of Delhi, Old Court's Building, Parliament Street, New Delhi-110001.
2. The Special Registrar, Cooperative Societies, GNCT of Delhi, Old court's Building, Parliament Street, New Delhi-110001.
3. The Assistant Registrar (Section-5), Cooperative Societies, GNCT of Delhi, Old court's Building, Parliament Street, New Delhi-110001.
4. Sh. Chander Mohan Dewani