



"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
I.P. Estate (near ITO), Vikas Bhawan, M-Block, New Delhi-110110
Tel Nos. 011-23379900-01 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 Order: 08.09.2022

Complainant : Ms. Jagriti Jain

Respondent : Directorate of Employment,
Govt. of NCT of Delhi,
IARI Complex, Pusa, New Delhi-110012

Grievance No. : PGC/2021/A.II/Empl./02

1. Brief facts of the case

The complainant Ms. Jagriti Jain has filed a grievance in the Commission stating that her father Late Shri Nem Chand Jain retired on 31st October, 1987 from Sub Regional Employment Exchange, Pusa. He was receiving pension after retirement vide PPO No. 10066. After his death on 18.12.2001, her mother started getting pension. Her mother also expired on 27.11.2020. She further stated that as per new Central Government rules, unmarried daughter is authorised beneficiary of pension in the event of death of both parents. She has completed all paper formalities and it was confirmed by the dealing officers that all documents are in order and needful will be done. She also visited many times in the office for transfer of pension in her name but on one or other pretext, the officer concerned are not giving any positive response. She again submitted a request in writing on 11.8.2021. In her last visit on 11.8.2021, Officer in Charge advised dealing officer to do the needful at the earliest on which his response was that he does not have time and unable to do the work and also conveyed that the required file is not traceable. Though pension was duly received in her mother's account till November, 2020. She has no source of income and is not able to meet both ends of her life. She has requested to resolve her grievance.

2. Facts emerged during the hearing

2.1 Ms. Seema Chahar, ASO, PAO-XII is present and submitted status report under the signature of Shri Sham Sunder, Pay and Accounts Officer, PAO-XIII stating that "*arrear for the period 28.11.2020 to 31.08.2022 has been*

paid to Miss Jagriti Jain, D/o Late Shri Nem Kumar Jain vide bill No. 328, dated 07.09.2022. PPO has been prepared and dispatched to CPAO on 07.09.2022."

2.2 Ms. Seema Chahar, ASO further informed that the amount of pension arrear will likely to be credited in the account of the complainant very soon.

2.3 The complainant is present. She expressed satisfaction for resolution of her grievance.

3. Directions :

In view of the above, the Commission has decided to close the case in PGC.

o/c


(SUDHIR YADAV)
MEMBER(PGC)

No.F. PGC/2022/A-II/Empl./01 *7488-7491* Dated : *12/9/22*

- 1 The Director of Employment (Hq), Govt. of NCT of Delhi, IARI Complex, Pusa, New Delhi-110012.
- 2 The Pay & Accounts Officer, PAO-XX, New GBSSS No.2, Rajouri Extension, New Delhi
- 3 The Pay & Accounts Officer, PAO-XIII, DFS Building, Shankar Road, Rajender Place, New Delhi
- 4 Ms. Jagriti Jain d/o Late Shri N.K. Rain, r/ A-6/7 2nd Floor, Rana Pratap Bagh, Delhi-110007.