PUBLIC GRIEVANCES COMMISSION

(Govt. of NCT of Delhi)
M-Block, Vikas Bhawan, IP Estate, New Delhi – 110110
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Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.1997

Date of hearing: 22nd October, 2026

Complainant	:	Shri Sanjeev Kumar Tiwari
Respondent	:	The Divisional Commissioner Department of Revenue, Govt. of NCT of Delhi 5-Sham Nath Marg, Delhi-110054. Through : Sh. Deepak Kumar, Naib Tehsildar
Grievance No.	:	PGC/2026/A-II/Revenue /536

1. Brief Facts of the Case

Shri Sanjeev Kumar Tiwari has filed a grievance in the Commission regarding the non-recovery of the gratuity amount by the Sub-Divisional Magistrate (Saket), and the the failure to take legal action against the management despite the workers visiting the SDM Saket Office multiple times. The complainant has stated that a complaint was filed on 1.8.2024 in PGC regarding the recovery of the gratuity amount of worker Rajendra Shah and 10 others from M/s. White Fox Support Service Private Ltd. The recovery directed by the Labour Department was sent to the SDM Saket on 18.5.2023. Despite nearly three years passing, the SDM Saket office has neither taken legal action against the management nor recovered the gratuity amount. He further stated that in the case of M/s. Night Watch Security Pvt. Ltd. Vs. Satyapal, Shambhu Kumar Chaudhary and Prakash Kumar, separate recovery orders for gratuity was sent by the Labour Department on 1.10.24. But no recovery has been made by the SDM Office till date.

2. Facts emerged during the hearing

2.1 Shri Vishal Tiwari s/o the complainant is present.

2.2 Sh. Deepak Kumar, Naib Tehsildar from Revenue Department is present and submitted Writ of Demand/Notice of Recovery addressed to M/s White Fox Support Service Pvt. Ltd. vide F.No.18/SDM(Meh)/Misc./Rec./2026/1380-82 dated 19.08.2026 under the signature of Executive Magistrate (Mehrauli), Recovery Officer, stating the following:

"Whereas, Recovery of dues payable by M/s White Fox Support Service Pvt. Ltd., F-298, Kishan Chand Building, Lado Sarai, New Delhi-110030, on account of gratuity dues awarded in favour of the concerned claimants.

Whereas, a final notice has been received in the office of the SDM, Mehrauli from the office of the SDM, Saket, informing that 17 (seventeen) Recovery Certificates, all dated 18.05.2023, were received from the Office of the Joint Labour Commissioner, District South, Labour Department, Government of NCT of Delhi, in respect of the amounts due to the respective claimants against M/s White Fox Support Service Pvt. Ltd., under Section 8 of the Payment of Gratuity Act, 1972, for recovery as arrears of land revenue and whereas, the said Recovery Certificates have been forwarded for taking necessary action for recovery of the outstanding dues in accordance with law.

And whereas, despite issuance of notices by the concerned department, the aforesaid dues have not been paid by the defaulter/company.

And whereas, the total principal amount recoverable from the defaulter, as per the recovery certificates received from the Labour Department, is 11,68,110/- (Rupees Eleven Lakh Sixty-Eight Thousand One Hundred Ten only), excluding any further interest/charges, if applicable, as per the respective recovery certificates;

Now, therefore, in exercise of the powers vested in the undersigned as the competent Revenue Authority/Collector for recovery of arrears of land revenue, M/s White Fox Support Service Pvt. Ltd., having its address at F-298, Kishan Chand Building, Lado Sarai, New Delhi-110030, is hereby directed to deposit the aforesaid recoverable amount within 15 days from the date of service of this Recovery Certificate. The amount recoverable is as follows:

S.No.	In the matter of	Amount (in Rs.)
1	Sh. Rajendra Sah V/s M/s White Fox Support Service Pvt. Ltd.	68,502/-
2	Sh. Shiv Ram V/s M/s White Fox Support Service	68,502/-

	Pvt. Ltd	
3	Sh. Satyender Prasad Singh V/s M/s White Fox Support Service Pvt. Ltd	68,502/-
4	Sh. Keshav Kumar Chaubey V/s M/s White Fox Support Service Pvt. Ltd	68,502/-
5	Sh. Viruti Appu Satyan V/s M/s White Fox Support Service Pvt. Ltd	59,939/-
6	Sh. Om Prakash V/s M/s White Fox Support Service Pvt. Ltd	59,939/
7	Sh. Ganesh Singh V/s M/s White Fox Support Service Pvt. Ltd	59,939/
8	Sh. Rajesh Kumar V/s M/s White Fox Support Service Pvt. Ltd	59,939/
9	Sh. Ganesh Singh V/s M/s White Fox Support Service Pvt. Ltd	59,939/
10	Sh. Rajesh Kumar V/s M/s White Fox Support Service Pvt. Ltd	51,376/-
11	Sh. Puran Bisht V/s M/s White Fox Support Service Pvt. Ltd	51,376/-
12	Sh. Duppala Ragopal rao V/s M/s White Fox Support Service Pvt. Ltd.	72,083/-
13	Sh. Virender Kumar V/s M/s White Fox Support Service Pvt. Ltd.	77,064/-
14	Sh. Sada Nand V/s M/s White Fox Support Service Pvt. Ltd.	85,627/-
15	Sh. Narain Singh V/s M/s White Fox Support Service Pvt. Ltd.	85,627/-
16	Sh. Narendra Singh V/s M/s White Fox Support Service Pvt. Ltd.	85,627/-
17	Sh. Rajender Prasad V/s M/s White Fox Support Service Pvt. Ltd.	85,627/-

PRATYUSH KANTH
MEMBER
Public Grievances Commission
Govt. of NCT of Delhi
M-Block, Vikas Bhawan,
New Delhi-110002

The defaulter is further directed to deposit the recoverable amount in the manner prescribed by the competent authority and furnish proof of payment to this office.

In case the defaulter fails to deposit the amount within the stipulated period, recovery proceedings under the applicable provisions of law for recovery of arrears of land revenue shall be initiated, without any further notice, including attachment and sale of movable/immovable property and/or such other coercive measures as may be permissible under law.

The amount so recovered shall be remitted/deposited in accordance with the directions of the Office of the Joint Labour Commissioner, District South, Labour Department, GNCTD, and the concerned recovery certificates.

This Recovery Certificate is issued on the basis of the recovery certificates the competent authority and is subject to the amount and directions contained therein."

3. **Directions of PGC**

The Commission, after hearing the Complainant and Sh. Deepak Kumar, Naib Tehsildar, directs SDM (Matiala) to file attachment Order of recovery and submit Action Taken Report in the next hearing fixed for 10th December, 2026 2026 at 2.30 p.m.

PRATYUSH KANTH
MEMBER
Public Grievances Commission
Govt. of NCT of Delhi
M-Block, Vikas Bhawan,
New Delhi-110002

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(PRATYUSH KANTH)
MEMBER(PGC)

F.No. PGC/2026/A-II/Revenue/536/ 11809-813 o/c Dated : 31/11/26

1. The Divisional Commissioner, Department of Revenue, Govt. of NCT of Delhi, 5-Sham Nath Marg, Delhi – 110054.

2. The District Magistrate (South), Office of the District Magistrate, Govt. of NCT of Delhi, M.B. Road, New Delhi-110068

3. The SDM (Saket), Office of the District Magistrate (South), Govt. of NCT of Delhi, M.B. Road, New Delhi-110068

4.. The Technical Officer, PGC with the direction to upload the same on the web-site of PGC.

5. Shri Sanjeev Kumar Tiwari, R/o Delhi Pradesh Kamgar Ekta Sangh E-3, Shop 2, Dabri Dwarka Road, Opposite Dada Dev Hospital, Sita Puri, Part-1, New Delhi-110045.(M-9810561434 and 8700941232)