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 25.9.1997

Date of hearing: 19th October, 2026

Complainant	:	Smt. Seema Chopra
Respondent	:	The Commissioner, Municipal Corporation of Delhi, Dr. Shyama Prasad Mukherjee Civic Centre, Delhi-110002 Through : Sh. Arun Pal, Teacher
Grievance No.	:	PGC/2026/A-II/MCD/576

1. Brief Facts of the Case

The complainant Smt. Seema Chopra has filed a grievance in the Commission regarding non-payment of GPF by MCD. She stated that she retired on 14.1.2008 from GGMS , B-Block, Sultan Puri, Delhi as TGT English. While she retired, the process of transfer of her MCD GPF balance to Delhi Administration was not done. She had initiated the process to get payment of MCD GPF in 2010-11 and submitted the required documents. But GPF was not released/paid in 2010-11 or later. She further stated that she is aged 63 years and cannot run from one office to another all the time without getting any positive result.

2. Facts emerged during the hearing

2.1 The complainant is present.

2.2 Sh. Arun Pal, Teacher from Education Departmetn, North West Zone (Rohini), MCD is present and submit Action Taken Report stating the following:

"the following submission is made on behalf of the MCD for the kind consideration of the Hon'ble Commission:

1. That the grievance filed by Smt. Seema Chopra, a reited TGT (English) earlier working as teacher in MCD/RZ in Education Department, regarding the non-payment/transfer of her General Provident Fund (GPF) balance has been exmined by the concerned office.
2. It is submitted that the matter is still under process, as the applicant has not yet submitted a few documents out of all the requisite documents required for verification and further processing of her GPF claim. The list of the required documents is as follow:
   a) TGT promotion order issued from Delhi Government.
   b) TGT promotion order issued form Edn/Admn/HQ/SDMC
   c) GPF No. allotment copy from Delhi Government
   d) Salient feature with complete PAO address of GNCTD duly verified by Delhi Government School.
   e) Principal's request letter from Delhi Government School to concerned DDO for transfer of GPF amount.
   f) Relieving order of employee form concerned MCD Zone.
   g) Relieving order of employee form concerned school
   h) Two copies of contingent bills duly signed with stamp by DDO in favour of PAO
   i) Last one year voucher verification from zonal accounts before TGT promotion
   j) Last pay certificate
   k) Administrative approval form competent authority

2.1 The claim cannot be processed further until the requisite docuements are furnished by the applicant. The applicant is, therefore, required to submit the pending documents to enable the department to verify the relevant records and take further necessary action in accordance with the applicable rules and procedures.

2.2 It is further submitted that the matter is being pursued at the departmental level, and the applicant may be advised to furnish the pending documents at the earliest to facilitate the resolution of the grievance."

3. **Directions of PGC**

3.1 The Commission directs the Commissioner (MCD) to personally look into this case. It is a matter of shame that in the last hearing no concerned officials were present from MCD. Even in today's hearing , the MCD deputed a teacher from its zone instead of the concerned officials in the case. The PGC directs the Commissioner (MCD) to initiate an enquiry against the erring officials. This is the 3rd visit of the complainant but the Commission has failed to redress the grievance of the complainant because of lack of

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

support from your Department. It is also directed to ensure that such behaviour is not repeated by the officials of your department next time. The MCD has come with a list of number of copy paste documents required to be submitted by the complainant. However, the complainant stated that all these documents have already been submitted. Nobody from your department has bothered to go through the documents submitted by the complainant. The Commission directs the MCD to initiate an enquiry and submit an Action Taken Report in the next hearing.

3.2 The next date of hearing in the case has been fixed for 26th November, 2026 at 2.30 p.m..

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

29/10

(PRATYUSH KANTH)
MEMBER(PGC)

F.No. PGC/2026/A-II/MCD/576/ 1142-945 Dated :3/11/26

1. The Commissioner, Municipal Corporation of Delhi, Dr. Shyama Prasad Mukherjee Civic Centre, Minto Road, New Delhi-110002.
2. The Deputy Director of Education (Rohini Zone), Municipal Corporation of Delhi, First Floor, MCD Zonal Office, Sector-5, Rohini, Delhi-110085, near Dr. Baba Saheb Ambedkar Hospital and behind Rajiv Gandhi Cancer Institute, Sector-5, Rohini, Delhi.
3. The Technical Officer (PGC) with the direction to upload the same on the web-site of PGC.
4. Smt. Seema Chopra, R/o 85-Chanderlok Enclave, Pitampura, Delhi-110034. (Mob. NO. 9971932799 and 9717037082) Email I.D. : seemachopra85@gmail.com