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: 22nd October, 2026

Complainant	:	Mrs. Hanshi Devi
Respondent	:	Deputy Commissioner, City S.P. Zone, MCD.
Grievance No.	:	PGC/2026/A-II/MCD/592

1. Brief Facts of the Complaint

Smt. Hanshi Devi has filed a grievance petition in PGC aggrieved by non receipt of terminal benefits of her deceased husband late Sh. Ram Kumar by the MCD. The complainant stated in her complaint that her husband was working as MTS (Engg) in the office of Executive Engineer (M)-I, City SP Zone, MCD, Old Hindu College Building, Kashmere Gate, Delhi and died on 25.11.2025 while in service.

After her husband's death, the complainant submitted requisite documents to the concerned office for settlement of terminal benefits. However, despite the lapse of several months, the payment of terminal benefits, which is to be released by the Executive Engineer (M)-I, City SP Zone through the Accounts Department, City SP Zone, has not been made till date.

2. Relevant facts that emerged during the hearing

2.1 Sh. Pankaj Kumar, J.S.A. and Sh. Hari Om, A.E.-II(M)-I, Old Delhi Zone, MCD is present on behalf of the respondent department and submitted action taken report dated 21.10.2026, stating the following :-

"In compliance of PGC order dated 29.09.2026, the details of bill passed/payment made to the Nominee Smt. Hanshi Devi W/o Lt. Ram Kumar is as under-

S.No.	*Nature of payment*	*Bill passed/Amount paid*	*Remarks*
1.	*Leave encashment*	*Rs.4,81,020/-*	*The payment amounting to Rs. 4,81,020/-has been made to Nominee Smt. Hansi Devi W/o Lt. Ram Kumar on 25.09.2026 through RTGS/NEFT (Copy of the document enclosed)*

2.	*Death Cum-Retirement Gratuity (DCRG)*	*Rs. 13,97,431/-*	*DCRG payment amounting to Rs. 13,97,431/- has been made to Nominee Smt. Hansi Devi W/o Lt. Sh. Ram Kumar on 05.10.2026 through RTGS/NEFT (Copy of the document enclosed).*
3.	*GIS*	*Rs.35,640/-*	*GIS payment amounting to Rs. 35,640/- has been made to Nominee Smt. Hansi Devi W/o Lt. Sh. Ram Kumar on 05.10.2026 through RTGS/NEFT (Copy of the document enclosed).*
4.	*Family pension and Contribution amount of NPS.*	*Rs.9,83,887/-*	*i). The family pension amounting to Rs. 18,050+DA has been made to Nominee Smt. Hansi Devi W/o Lt. Sh. Ram Kumar and a letter sent to Union bank of India for payment of pension under PPO No. 20260902101904.* *ii). The payment of contribution of NPS amounting to Rs. 9,83,887/- has been made to Nominee Smt. Hansi Devi W/o Lt. Sh. Ram Kumar on 12.10.2026 through RTGS/NEFT (Copy of the document enclosed).*

Submitted for kind perusal please."

3. Recommendations of the PGC

3.1 In view of the fact that necessary action has been taken by the respondent department by releasing all pending terminal benefits to the complainant and thereby sucessfully resolving the original grievance filed by the complainant, **the matter is disposed of at the level of the Commission**.

(DHARMENDRA)
CHAIRMAN (PGC)

F.No. PGC/2026/A-II/MCD/592 11946-951 Dated : 3/11/26

To :

1. Commissioner, Municipal Corporation of Delhi, Dr. Shyama Prasad Mukherjee Civic Centre, Minto Road, New Delhi – 110002.

2. Additional Commissioner (Finance), Municipal Corporation of Delhi, Dr. Shyama Prasad Mukherjee Civic Centre, Minto Road, New Delhi – 110002.

3. Deputy Commissioner, City S.P. Zone, Municipal Corporation of Delhi, Old Hindu College Building, Kashmere Gate, Delhi-110006.

4. Executive Engineer (M)-I, City S.P. Zone, Municipal Corporation of Delhi, Old Hindu College Building, Kashmere Gate, Delhi-110006.

5. Accounts Officer, City S.P. Zone, Municipal Corporation of Delhi, Old Hindu College Building, Kashmere Gate, Delhi-110006.

6. Smt. Hanshi Devi, W/o Late Shri Ram Kumar, Address: VPO Gijhi, Tehsil - Sampla, Distt. Rohtak, Haryana.

   Mobile: 7700070796