

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: 14th October, 2026

Complainant : Smt. Pushpa
Respondent : Deputy Commissioner,
Keshav Puram Zone, MCD.
Grievance No. : PGC/2026/A-II/MCD/652

1. Brief Facts of the Complaint

Smt. Pushpa, posted as Safai Karamchari in Keshav Puram Zone, MCD, has filed a grievance petition in PGC aggrieved by non receipt of arrear amount of Rs. 3,94,635/- which is the pay difference arrear of Non Matric Arrears and regularization w.e.f. 01.04.2003 to November 2014. The said arrear bill has already been passed by the department on 17.12.2020.

The complainant further stated in her grievance petition that her son is ill for last many years and has undergone surgery at Safdarjung hospital and needs constant care and good diet & medicines and therefore, this money is very much needed by her. However, despite a lapse of six years, the said arrear amount of Rs. 3,94,635/- is still not been released by the department.

2. Relevant facts that emerged during the hearing

2.1 The complainant is present and expressed her satisfaction in respect of action taken by the MCD for redressal of her grievance.

2.2 Sh. Abhinesh Kumar, Administrative Officer, DEMS, Keshav Puram Zone is present on behalf of the respondent department and filed a status report dated 13.10.2026 from Assistant Commissioner, Keshav Puram, Central North Zone, MCD, stating the following :-

"With reference to Notice No. PGC/2026/Annex-II/MCD/652/9720 dated 18.09.2026 on the subject cited above, the status report in respect of Smt. Pushpa W/o Sh. Anil, working as Regular Swachhata Karamchari (RSK), Ward No. 60, Keshav Puram Zone, is submitted as under:

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1. *Payment Status: The applicant had claimed non-matriculation and regularization arrears amounting to Rs.5,91,350/-, with deductions of ₹1,96,715/-, making the net payable amount Rs.3,94,635/-. It is respectfully submitted that the payment has been successfully disbursed to the applicant on 12.10.2026 vide voucher number 43/KPG, credited to account number 20001830362 under reference number MAHB0001250. (A copy of the payment details is attached herewith).*"

3. Recommendations of the PGC

3.1 In view of the fact that necessary action has been taken by the MCD by releasing the non-matriculation and regularization arrears amounting to Rs.3,94,635/- (after deduction of Rs.1,96,715/- out of the total amount of Rs.5,91,350/-) to the complainant and thereby successfully 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/652

11149-11152

Dated :

19/10/26

To :

1. Commissioner, Municipal Corporation of Delhi, Dr. Shyama Prasad Mukherjee Civic Centre, Minto Road, New Delhi – 110002.
2. Deputy Commissioner, Keshav Puram Zone, Municipal Corporation of Delhi, MCD Zonal Office Building, Keshav Puram, Delhi – 110035.
3. Administrative Officer (DEMS), Keshav Puram Zone, Municipal Corporation of Delhi, A-1 Block, Keshav Puram, Delhi-110035.
4. Smt. Pushpa, R/o: E-152, MCD Colony, Azadpur, Delhi-110033.

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