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
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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	:	Sh. Shubham
Respondent	:	Deputy Commissioner, Central Zone, MCD.
Grievance No.	:	PGC/2026/A-II/MCD/

1. Brief Facts of the Complaint

Sh. Shubham has filed a grievance petition in PGC aggrieved by non receipt of pensionary benefits i.e. Non Metric Grade Pay Arrear @2400/- i.e. MACP-I&II Scheme Arrear, Non-Metric Grade Pay Arrear, (w.e.f. 01.01.2006 to 31.12.2016), GPF&GIS (with interest), Revised Gratuity, Revised Leave Encashment & Revised Pension Commutation Value Amount under the MACP- I&II Scheme, due Uniform Allowance (2017 to 2023) etc. to his father Sh. Sukhbir Singh who had retired as permanent Safai Karmachari on 31.01.2023 from Ward No.159/DEMS/Central Zone, MCD. However, despite lapse of three years, his father has not received the aforesaid terminal benefits till date.

2. Relevant facts that emerged during the hearing

2.1 The complainant is not present.

2.2 Ms. Vandana, A.S.O. and Sh. Prakash, JSA, Central Zone, MCD is present on behalf of respondent department and submitted a status report, stating the following:-

"Reference: Letter No D-450/com/mcd/2026 dated 24.09.2026 regarding the complaint of Sh. Subham S/o Sh. Sukhbir Singh.

1. I am directed to refer to your letter dated 21.09.2026 on the subject mentioned above, enclosing therewith a representation of Sh. Shubham S/o Sh. Sukhbir Singh regarding non-payment of retirement superannuation benefits due to Sh. Sukhbir Singh SK, (Retd) BMID No-10003413.

2. In this regard, it is submitted that Sh. Sukhbir Singh, had retired from DEMS South East (Central) Zone on 31.01.2023. Upon scrutiny of his service records, it is stated that all the retirement superannuation benefits are already paid to the employee, except 7th CPC arrears which shall also be disbursed shortly. The details of amount already disbursed to the retired employee are as follows:-

S.No.	***Arrears***	***Amount Paid (Rs.)***
(a)	*GPF*	*157045/-*
(b)	*DCRG*	*333132/-*
(c)	*Pension Commutation*	*558503/-*
(d)	*GIS*	*4867/-*
(e)	*Regulation Arrears*	*140000/-*
(f)	*Leave Encashment*	*320068/-*
(g)	*Pay difference from 01.07.2015 to 01.01.2026 (1800/- GP)*	*43626/-*

3. It is evident that no retirement dues are pending for payment. A copy of service records of above employee is enclosed herewith for kind information and record.

2.3 The departmental representative Ms. Vandana, A.S.O. submitted that all the terminal benefits, except 7th CPC arrears, have been released to the Sh. Sukhbir Singh, retired permanent Safai Karmachari/father of the complainant and the 7th CPC arrears will also be released expeditiously. However, she could not furnish the documents related to payment of the aforesaid terminal benefits.

2.4 The Commission observes that the departmental representative needs to furnish proof of payment of aforesaid terminal benefits which are being made to Sh. Sukhbir Singh, retired permanent Safai Karmachari/father of the complainant, on the next date of hearing as the complainant's grievance was received in this Commission on 30th September, 2026. In case if the department has already made payment of aforesaid terminal benefits (except 7th CPC arrears) to the complainant's father Sh. Sukhbir Singh, retired permanent Safai Karmachari, then there is no need for the complainant to file his grievance regarding non receipt of pensionary benefits before this Commission.

3. Recommendations of the PGC

3.1 Commissioner (MCD) is advised to take necessary steps for expeditious resolution of the complainant's grievance.

3.2 Dy. Commissioner, Central Zone, MCD, to direct the concerned departmental officials to **furnish proof of payment of aforesaid terminal benefits (except 7th CPC arrears) which are made to Sh. Sukhbir Singh, retired permanent Safai Karmachari/father of the complainant, on the next date of hearing.** Further, the 7th CPC arrears in respect of Sh. Sukhbir Singh, retired permanent Safai Karmachari shall also be released in a time bound manner and an action taken report be furnished in the matter on the next hearing.

3.3 **Dy. Commissioner, Central Zone, MCD,** is directed to ensure that a senior level officer of the department, well conversant with the matter, shall be deputed with action taken report (**incorporating the directions mentioned in para 3.2)** on the next date of hearing.

3.4 The next date of hearing is scheduled for **26.11.2026 at 11.00 A.M.**

(DHARMENDRA)
CHAIRMAN (PGC)

F.No. PGC/2026/A-II/MCD/668 11962-964 Dated : 3/11/26

To :

1. Commissioner, Municipal Corporation of Delhi, Dr. Shyama Prasad Mukherjee Civic Centre, Minto Road, New Delhi – 110002.
2. Deputy Commissioner, Central Zone, Municipal Corporation of Delhi, near Shiv Mandir, Jal Vihar, Lajpat Nagar, New Delhi - 110024.
3. Sh. Shubham, R/o: B-51,Street No.4, Pappu Colony, Shalimar Garden, Ghaziabad, U.P. – 201005.

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