

PUBLIC GRIEVANCES COMMISSION
GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI
I.P. Estate (near ITO), Vikas Bhawan, M-Block, New Delhi-110110
Tel Nos. 011-23379900-01 Fax No.011-23370903

E mail: pgcdelhi@nic.in

Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.09.1997

Date of Hearing: 12.10.2026

Complainant : Smt. Aarti (Diary No. 12595/1/25)

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

Through : Shri Nand Lal, AO/DEMS, CTSP Zone

Grievance No. : PGC/2026/A-II/MCD/371

1. Brief facts of the complaint

The grievance of the complainant, Smt. Aarti, wife of Late Shri Rajesh, who was employed with the MCD as a regular Safai Karamchari, relates to the non-release of the retiral and other benefits payable following her husband's demise on 26.06.2025, including gratuity, leave encashment, GPF and pensionary benefits. The complainant has also sought appointment on compassionate grounds.

2. Proceedings in the Public Grievance Commission

The PGC has convened the 8th hearing in the matter on 12.10.2026.

3. Facts emerged during the proceedings

The complainant was absent. Shri Johny, Dealing Assistant, appeared on behalf of the respondent department and submitted an Action Taken Report (ATR) dated 12.10.2026, stating that payments of Rs. 7,53,710/-, Rs. 34,302/- and Rs. 83,000/- have been released to the complainant. The officer representing the department further submitted that the payments relating to DCRG and GIS have been approved and the bills forwarded to the Accounts Department for payment, which is expected to be made within one month. It was also stated that GPF is not payable in the present case.

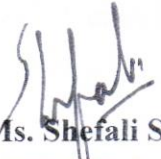
With regard to the complainant's request for appointment on compassionate grounds, it was stated that Shri Nand Lal, Accounts Officer, who is dealing with the matter, could not attend the hearing as he was required to appear before the Labour Court in another matter. Since the complainant was absent, a copy of the ATR shall be forwarded to her along with this order.

4. Observations of the Commission

The Commission notes that the respondent department has reported the release of payments amounting to Rs. 7,53,710/-, Rs. 34,302/- and Rs. 83,000/- to the complainant. With regard to the remaining payments under DCRG and GIS, the department has stated that the necessary approvals have been obtained and the bills forwarded to the Accounts Department for payment within one month. The Commission further notes that the complainant's request for appointment on compassionate grounds remains under consideration with the respondent department. In view of the action reported by the respondent department regarding the release and processing of the monetary dues, the Commission is of the view that no further proceedings are required in the present grievance at this stage.

5. Directions

The respondent department shall ensure that the remaining payments under DCRG and GIS, for which the necessary approvals have already been obtained and bills forwarded to the Accounts Department, are released to the complainant in due course. With regard to the complainant's request for appointment on compassionate grounds, Shri Nand Lal, Accounts Officer, is directed to ensure that the application is processed expeditiously in accordance with the rules and that the complainant is kept informed of its status and any further action required to be taken by her. A copy of the department's ATR dated 12.10.2026 is to be forwarded to the complainant along with this order. In view of the above, the Commission disposes of the present grievance, with liberty to the complainant to approach the appropriate authority in the event of non-release of the remaining payments or any further grievance regarding the processing of her application for compassionate appointment.


(Ms. Shefali Sewak)

Part-Time MEMBER (PGC)

Dated: 13/10/26

PGC/2026/A.II/MCD/371 10853

To,

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

✓ 2. The Technical Officer (PGC) to upload this order on the website of the PGC.

Copy for information to:

3. Smt. Aarti, R/o A-59, Sangam Park, Near G.T. Karnal Road, Rana Pratap Bagh, Walmiki Basti, Malka Ganj, North Delhi-110007. Tel. No. 9310340119



(Ms. Shefali Sewak)
Part-Time MEMBER (PGC)