

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: 14.09.2026

Complainant : Smt. Aarti

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 present issue is regarding a grievance case of Smt. Aarti w/o Late Sh. Rajesh, who was employed with the MCD as Regular Safai Karamchhari/Sweeper regarding her application for appointment on compassionate ground and release of all benefits like gratuity, leave encashment, GPF, pension (26.06.2025) along with all statutory benefit and dues of her deceased husband.

2. Proceedings in the Public Grievance Commission

The PGC has convened the 7th hearing in the matter on 14.09.2026.

3. Facts emerged during the proceedings

The Complainant was present and reiterated that despite repeated assurances given by the respondent department during the previous hearings, she has still not received the retiral benefits due in respect of her deceased husband and continues to face severe financial hardship.

Shri Johny, Dealing Assistant, appeared on behalf of the respondent department and informed the Commission that three amounts, namely, Rs. 7,53,710/-, Rs. 34,302/- and Rs. 83,000/-, have already been cleared and are awaiting release. He stated that only a report from the concerned Zonal JE regarding allotment, if any, of a municipal quarter to the deceased employee is awaited. He gave a personal undertaking before the Commission that he would himself contact the concerned JE and obtain the requisite report within two days, upon which the aforesaid amounts would be released within ten days, i.e. by 24.09.2026.

The representative of the respondent department further stated that the remaining retiral/pensionary dues forming the subject matter of the present complaint are also payable and would be processed upon receipt of the aforesaid report from the JE. With regard to the complainant's request for appointment on compassionate grounds, it was stated that the matter is being supervised by Shri Nand Lal, Accounts Officer, who could not come to the Commission today as he was required to attend court proceedings.

4. Observations of the Commission

The Commission notes that the grievance has remained pending for several months and that, despite repeated assurances given by the respondent department during the previous hearings, the complainant has yet to receive the retiral benefits due in respect of her deceased husband. At today's hearing, however, the respondent department has confirmed that three amounts of Rs. 7,53,710/-, Rs. 34,302/- and Rs. 83,000/- have already been cleared and that their release is now dependent only upon receipt of the report of the concerned Zonal JE. Shri Johny has personally undertaken to obtain the said report and ensure release of these amounts within ten days.

The Commission further notes the statement of the respondent department that the remaining retiral/pensionary dues forming the subject matter of the complaint are also payable upon receipt of the said report. In these circumstances, and particularly considering the financial hardship being faced by the complainant, there can be no justification for further delay in release of the amounts admittedly payable to her.

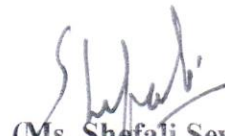
5. Directions

The respondent department is directed to ensure that the three amounts already cleared, namely, Rs. 7,53,710/-, Rs. 34,302/- and Rs. 83,000/-, are released to the complainant within ten days, i.e. by 24.09.2026, in terms of the personal undertaking given by Shri Johny before the Commission. The concerned JE shall furnish the requisite report regarding allotment, if any, of a municipal quarter to the deceased employee at the earliest.

Shri Nand Lal, Accounts Officer, is directed to remain present before the Commission on the next date of hearing along with a comprehensive Action Taken Report specifically indicating the status of each of the following: (1) Leave Encashment, (2) Group Insurance Scheme (GIS), (3) Death-cum-Retirement Gratuity (DCRG); and (4) Appointment on Compassionate Grounds. Shri Manish Kumar, Deputy Commissioner, is directed to remain present before the Commission on the next date of hearing to apprise the Commission of the action taken and to ensure that the long-pending grievance is brought to its logical conclusion.

In the event of any further delay, the matter shall be brought to the notice of the Chief Secretary, Govt. of NCT of Delhi, for appropriate intervention, which has been communicated to the representative of the respondent department during today's hearing.

The next date of hearing is fixed for 12.10.2026 at 11.30 a.m.



(Ms. Shefali Sewak)

Part-Time MEMBER (PGC)

Dated: 18/9/26

PGC/2026/A.II/MCD/371

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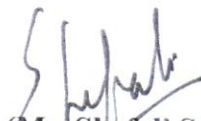
To,

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)