`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 25.9.97

Date of hearing: 03.11.2026

Complainant	:	Ms Sheela
Respondent	:	Deputy Commissioner Shahadara South Zone,
Grievance No.	:	PGC/2025/MCD/202

1. Brief facts of the complaint

Smt. Sheela has filed a grievance in PGC regarding non release of pensionary benefits of her deceased husband Sh. Shyam Lal BMID No. 51101331 and retired on 27.02.2014.

2. Proceedings in the Public Grievances Commission

The PGC has convened 10th hearing in the matter on 03.11.2026 wherein the following was present :

Complainant	:	Absent
Respondent	:	Sh.Prem Kumar, JSA DEMS, Shahadara South, MCD

3. Relevant facts that emerged during the hearing :

3.1 Shri Prem Kumar, JSA, DEMS was present in the hearing and submitted a status report stating that :

"Kindly refer to the hearing notice dated 17.08.2026.

In this regard, it is respectfully submitted that only one payment is stuck up due to non-cooperation of the complainant. Further the commission has also directed the complainant on each hearing to cooperate with the department. But despite that no any response received from the complainant yet. It is pertinent to mention here that 10 hearings in this case has been conducted by the commission. But the complainant failed to attend any of the hearings.

Accordingly, it is requested to issue/pass appropriate orders/directions please."

3.2 Status report filed by the DEMS Department, Shahadara South Zone has been taken on record. Complainant is once again advised to cooperate with the department and submit the required documents for release of her remaining dues.

3.3 Side by Side department may also explore the possibility of deputing an official to visit the residence of the complainant to get the desired documents.

4 Recommendations of the PGC

4.1 Administrative Officer, DEMS, Shahadara South Zone, MCD is advised to take note of para 3.3 above, furnish a list of desired documents to the Commission and take further necessary action in the matter for payment of GIS, once the required documents are completed by the complainant. An Action Taken Report in the matter be submitted in the Commission on the next date of hearing.

4.2 Deputy Commissioner, Shahadara South Zone, MCD is advised to ensure that further necessary action in the matter is taken by the concerned officers and an Action Taken Report is submitted in the Commission on the next date of hearing.

5. Next Date of Hearing : 30.12.2026 at 11.30 A.M

(R.P.UPADHYAYA), IPS (RETD.)
MEMBER

No. PGC/2025/MCD/202/ 12081-12083 Dated 4/11/26

To:

1. Deputy Commissioner, Shahadara South Zone, Zonal Office Building, 419, Udyog Sadan, Patpar Ganj Industrial Area, Delhi - 110092

2. Administrative Officer, Shahadara South Zone, Zonal Office Building, 419, Udyog Sadan, Patpar Ganj Industrial Area, Delhi - 110092

Copy for information to :

Smt. Sheela, W/o Late Sh. Shyam Lal, Village Chaura Raghunathpur, Sector-22, NOIDA, UP - 201301