

PUBLIC GRIEVANCES COMMISSION
(Govt. of NCT of Delhi)
M-Block, Vikas Bhawan, IP Estate, New Delhi – 110110
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Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.97

Date of hearing: 13.10.2026

Complainant : Sh. Jaipal,
Respondent : Deputy Commissioner
Keshav Puram Zone,
Grievance No. : PGC/2025/MCD/110

1. Brief facts of the complaint

Sh. Jaipal has filed a grievance in PGC regarding non release of GPF, Gratuity & GIS after his retirement from Keshav Puram Zone, MCD on 31.12.2021.

2. Proceedings in the Public Grievances Commission

The PGC has convened 12th hearing in the matter on 13.10.2026 wherein the following were present :

Complainant : Present
Respondent : Sh. Rajender Singh Bora,
JSA, Keshav Puram Zone

3. Relevant facts that emerged during the hearing :

3.1 Shri Rajender Singh Bora, JSA, Keshav Puram Zone was present in the hearing and submitted a status report stating that :

"Details of payments of terminal benefits and recovery in respect of Sh. Jai Pal s/o Sh. Deep Chand are as under:-

(a) Gratuity Amount - Rs 5,24,000/-
(b) Recovery due to leave - (-)Rs 3,43,604/-

Without pay of 2459 days

(c) Madipur Society recovery - (-)Rs 41,170/-
Payable amount Rs 1,39,226/-

(d) Pension Commutation - Rs 6,29,300/-
Total terminal benefits - Rs 7,68,526/-

(e) Over payment recovery wef - Rs 7,89,556/-
21.03.2001 to 31.12.2001

Rs 21,040/- (Balance of recovery)

(f) Leave encashment Rs 4,78,320/- (Already paid)

(g) GIS - Rs 4860/- (Passed on 25.08.2005 by Acct
Deptt. KP Zone and paid)

(h) GPF - Rs 4,66,182/- (Passed on 08.09.2006 by
GPF HQ and paid)

Note: if any excess payment is noticed in future, than it will be recovered from the Salary/Workman.

NAME	SH. JAIPAL S/O SH. DEEP CHAND	DOB	31.12.1961
EMPLOYEE			
BMID	52005721	DOA	01.04.1990
WARD NO:	55/DEMS/KPZ	D.O.R	31.12.2021

3.2 Complainant present in the hearing was not aware of the fact that remaining two payments i.e. GPF & GIS have been credited to his account or not. He was advised to get his bank passbook completed and inform the Commission accordingly.

3.3 A perusal of Status Report filed by the department reveal that a recovery of over payment w.e.f. 21.03.2001 to 31.12.2001 is due to the complainant amounting to Rs. 7,89,556/-. Commission would like to know on which account this over payment was made to the complainant in the year 2001.

4. Recommendations of the PGC

4.1 Complainant is advised to get his bank passbook completed and inform the Commission about the status of pending payments on the next date of hearing.

4.2 Administrative Officer, Keshav Puram Zone is advised to take note of para 3.3 above, take necessary action to resolve the query of the Commission and remain personally present in the Commission on the next date of hearing.

4.3 Deputy Commissioner, Keshav Puram Zone is advised to take note of para 3.3 above and ensure that necessary action in the matter is taken by the department and reply to the query of the Commission is furnished to the Commission on the next date of hearing.

5. Next Date of Hearing : 26.11.2026 at 11.30 A.M


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

No. PGC/2025/MCD/110/ 11243-245 Dated 22/10/26

To:

1. Deputy Commissioner, Keshav Puram Zone, Municipal Corporation of Delhi, A-1 Block, Keshav Puram, Delhi – 110035 (011-27183138)
2. Administrative Officer, Keshav Puram Zone, Municipal Corporation of Delhi, A-1 Block, Keshav Puram, Delhi – 110035 (011-27183138)

Copy for information to :

Sh. Jaipal, S/o Late Sh. Deep Chand, H.No.269, Gali No.1, Yadav Chowk, Rajeev Nagar, Bhalaswa Dairy, Delhi – 110042 (8447904856)