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: 29.10.2026

Complainant	:	Shri Pramod Kumar
Respondent	:	Deputy Commissioner Shahadara South Zone,
Grievance No.	:	PGC/2026/MCD/362

1. **Brief facts of the complaint**

Sh. Pramod has filed a grievance in PGC for release of family pension in respect of his widow sister namely Bimla D/o Late Smt. Bala & Sh. Om Prakash who worked in Shahadara South Zone and inaction of the officers of Municipal Corporation of Delhi.

2. **Proceedings in the Public Grievances Commission**

The PGC has convened eighth hearing in the matter on 29.10.2026 wherein the following were present :

Complainant	:	present
Respondent	:	Sh. Bhagwat Dayal, JSA Shahadara south Zone

3. **Relevant facts that emerged during the hearing :**

3.1 Sh. Bhagwat Dayal, JSA, Shahadara South Zone was present in the hearing and submitted a status report from Administrative Officer, Shahadara South Zone stating that :

"Kindly refer to the notice dated 30.09.2026.

In this regard it is stated that the file for the grant of family pension to Smt Bimla was forwarded to pension HQ by DC/EZ on dated 18.09.2026 which was referred

back to Department on 23.10.2026 for verification of the genuineness and eligibility of the claimant. Accordingly the Department has written letters to all the four family members of Late Bala on dated 27.10.2026 to appear physically in the office and verify the genuineness of documents and claim.

Hence it is requested to direct the complainant to cooperate with the department on priority."

3.2 Complainant present in the hearing informed that they are going to the MCD office today itself to verify the claim.

4. Recommendations of the PGC

4.1 Administrative Officers, Shahadara South Zone is advised to take further necessary action, as per rules, to take the matter to a logical conclusion. 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 is advised to ensure that further necessary action in the matter, as per rules, 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 : 03.12.2026 at 11.30 A.M.

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

No. PGC/2026/MCD/362/ 11919-921 Dated : 3/11/26

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 :

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