

PUBLIC GRIEVANCES COMMISSION
(Govt. of NCT of Delhi)
M-Block, Vikas Bhawan, IP Estate, New Delhi – 110002
Tel. No. 011-23379900, 23379901, Fax No. 011-23370903
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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: 14.10.2026

Complainant : Sh. Vinod Kumar Batra,
Respondent : Commissioner
Municipal Corporation of Delhi
Grievance No. : PGC/2025/MCD/215

1. Brief facts of the complaint

Sh. Vinod Kumar Batra, retired from MCD on 31.01.2018, has filed a grievance in the Commission regarding implementation of new pay scale of 7400-11500 by Factory Licensing Department, Municipal Corporation of Delhi.

2. Proceedings in the Public Grievances Commission

The PGC has convened 12th hearing in the matter on 14.10.2026 wherein the following were present :

Complainant : Present
Respondent : Sh. Harvender,
ASO, Factory Licensing Deptt.

3. Relevant facts that emerged during the hearing :

3.1 Sh. Harvender, ASO, Factory Licensing Deptt., MCD was present in the hearing and submitted a status report stating that :

"With reference to correspondence No. PGC/2025/MCD/2015 dated 21/09/2026. The Accounts Department of Swami Dayanand Hospital has intimated that Shri Vinod Kumar Batra, Retired ASO, was posted at Swami Dayanand Hospital from 01.09.2006 to 31.10.2007. However, the salary-related vouchers pertaining to the

said period could not be verified by the hospital. It has further been informed that the vouchers relating to the arrears payable under the Sixth Central Pay Commission (CPC) are required to be verified by the department from which the relevant salary bills were passed.

Accordingly, the file was forwarded to AA&C, Shahdara, vide Diary No. 530 dated 12.10.2006, through Speed Post, for verification of the vouchers pertaining to the payment of Sixth CPC arrears.

Submitted for kind perusal and further necessary action, please."

3.2 Status report furnished by the Factory Licensing Department has been taken on record. According to report the file has again been forward to the AA&C, Shahadara on 12.10.2026 for verification of vouchers pertaining to 6th CPC arrears. The Commission has noted that the file is being shuttled between different departments of the MCD, without any fruitful result. The applicant retired in 2018 and has yet to get his full service benefits. Today Sh. Harvender, ASO appeared. Since the matter requires attention from different departments of MCD, a senior level officer is required to remain present in the hearing of the Commission. As the matter has been inordinately delayed, the Commission is compelled to call for the personal appearance of Sh. Sanjay Singh, ADC, Factory Licensing Department on the next date of hearing in the Commission. He should come prepared with complete reply and Action Taken Report.

4. Recommendations of the PGC

4.1 Addl. Deputy Commissioner, Factory Licensing Department, MCD is advised to take note of para 3.2 above, take necessary action in the matter and remain personally present in the Commission on the next date of hearing alongwith an Action Taken Report.

4.2 Commissioner, Municipal Corporation of Delhi is advised to ensure that further necessary action is taken by the concerned officers for release of pending benefits of the complainant, in a time bound manner and an Action Taken Report is submitted in the Commission on the next date of hearing. ADC, Factory Licensing Department may be directed to remain personally present in the Commission on the next date of hearing.

5. Next Date of Hearing : 25.11.2026 at 11.30 A.M.


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

No. PGC/2025/MCD/215/ 11130 ~ 132 Dated: 19/10/26

To:

1. Commissioner, Municipal Corporation of Delhi, Dr. Shyama Prasad Mukherjee Civic Centre, JLN Marg, New Delhi – 110002
2. Addl. Deputy Commissioner, Factory Licensing Department, Municipal Corporation of Delhi, Dr. Shyama Prasad Mukherjee Civil Centre, JLN Marg, New Delhi – 110002

Copy for information to :

Shri Vinod Kumar Batra, A-51, IVth Floor, Vipul World, Sector-48, Gurgaon – 122018