

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: 14.10.2026

Complainant : Smt. Mina
Respondent : Dy. Commissioner
(Shahadara South Zone),
Municipal Corporation of Delhi,
Grievance No. : PGC/2026/A-II/MCD/402

1. Brief facts of the complaint

Smt. Mina has filed a grievance in PGC regarding non release of pending retirement benefits of his Late husband Sh. Rajkumar who worked as RPS in Shahadara South Zone and died on 22.12.2022.

2. Proceedings in the Public Grievances Commission

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

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

3. Relevant facts that emerged during the hearing :

Sh. Prem Kumar, J.S.A., Shahadara South Zone was present in the hearing and submitted a status report stating that :

"SUB: The Complaint of Smt. Mina w/o Late Raj Kumar vide PGC Grievance No.PGC/2026/Annex.-II/MCD/402-reg.

1. *Kindly refer to hearing office dated 17.09.2026.*
2. *In this regard, it is stated that only one payment is pending. However, on query from Accounts Department it emerged that the remaining payment i.e. gratuity*

amounting to Rs. 6,87,240/- to be paid by Friday positively. Hence, this complaint may be closed."

4. Recommendations of the Commission

4.1 Administrative Officer, DEMS, Shahadara South Zone, Municipal Corporation of Delhi is advised to take further necessary action for release of gratuity of the complainant and submit an Action Taken Report in the Commission on the next date of hearing.

4.2 Deputy Commissioner, Shahadara South Zone is advised to ensure that 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 : 25.11.2026 at 11.30 A.M


(R.P. UPADHYAYA), IPS (RETD.)
19/10/26 - MEMBER

PGC/2026/A-II/MCD/402

11138-138

Dated : 19/10/26

To:

1. Deputy Commissioner, Shahadara South Zone, Municipal Corporation of Delhi, 419 Udyog Sadan, Patparganj Industrial Area, Delhi - 110092
2. Administrative Officer, Shahadara South Zone, Municipal Corporation of Delhi, 419 Udyog Sadan, Patparganj Industrial Area, Delhi - 110092

Copy for information to :

Smt. Mina, W/o Late Sh. Rajkumar, R/o H.No.119, Near Balaji Temple,
Old Anarkali, Delhi - 110051