

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. Poonam
Respondent : Dy. Commissioner
Shahadara South Zone, MCD
Grievance No. : PGC/2026/A-II/MCD/405

1. Brief facts of the complaint

Smt. Poonam has filed a grievance in PGC regarding non release of pending retirement benefits of her Late husband Sh. Sanjay who worked as RPS in Shahadara South Zone and died on 03.05.2021.

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 :

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

"SUB: The Complaint of Smt. Poonam w/o Late Sanjay vide PGC Grievance No.PGC/2026/Annex.-II/MCD/405-reg.

1. *Kindly refer to hearing office dated 14.09.2026.*
2. *In this regard, it is stated that only 2 payments are pending however, the department has already got these 2 bills passed on dated 27.07.2026 & 23.07.2026. Further, two weeks' time may be given for obtaining approval of priority payments from worthy Commissioner, MCD for the said two payments."*

4. Recommendations of the Commission

4.1 Administrative Officer, Shahadara South Zone, Municipal Corporation of Delhi is advised to take further necessary action in the matter for release of remaining two dues 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 for release of remaining dues of the complainant, 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.)
MEMBER

PGC/2026/A-II/MCD/405

11142-164

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. Poonam, W/o Late Sh. Sanjay, R/o H.No.31/194, Trilok Puri, Delhi - 110091