

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: 15.10.2026

Complainant : Smt. Rajwanti,
Respondent : DC (Narela Zone)
Municipal Corporation of Delhi,
Grievance No. : PGC/2025/MCD/129

1. Brief facts of the complaint

Smt. Rajwanti has filed a grievance in PGC regarding non release of some pensionary benefits, arrears etc. after her retirement as R.S.K from MCD (Narela zone) on 31/08/2024.

2. Proceedings in the Public Grievances Commission

The PGC has convened 14th hearing in the matter on 15.10.2026 wherein the following were present :

Complainant : Present (through her son)
Respondent : Absent

This was the 4th consecutive hearing in the matter wherein in 3 hearings none appeared from Narela Zone and today a Peon was deputed to attend the hearing in the Commission. The same is being brought to the notice of the Commissioner, Municipal Corporation of Delhi.

3. Relevant facts that emerged during the hearing :

3.1 A status report in the matter under the signatures of Administrative Officer, DEMS, Narela Zone is furnished stating that :

"As per above mentioned grievance, it is submitted that Smt. Rajwanti was retired from DEMS Department / Narela Zone on the post of RSK. As per the report of

concerned billing clerk, the bills of Non-Metric & MACP arrear bill has been passed

S.No.	Particulars of payment	Total Amount	Paid Amount	Balance Amount	Remarks
1.	Retirement Gratuity	8,93,635/-	8,93,635/-	Nil	Amount paid
2.	Capitalized value of pension	7,53,193/-	7,53,193/-	Nil	Amount paid
3.	Leave encashment	5,85,900/-	5,85,900/-	Nil	Amount paid
4.	GIS	9548/-		9548/-	Bill passed
5.	GPF	8,20,258/-	8,20,258/-	Nil	Amount paid
6.	Non Metric Arrear	1,04,209/-		1,04,209/-	Bill passed
7.	MACP Arrear	1,56,930/-		1,56,930/-	Bill passed
	Total	33,23,673/-	30,52,986/-	2,70,687/-	

ATR is submitted for kind information please.”

3.2 Status Report of the department is taken on record. According to report the bills in respect of dues mentioned at Sr. No. 4, 6 & 7 have been passed but payment has yet to be made. In the next hearing the department shall provide the evidences in respect of the payments to the complainant through RTGS/NEFT, to the Commission.

4. Recommendations of the PGC

4.1 Administrative Officer, Narela Zone, Municipal Corporation of Delhi is advised to take note of para 3.2 above and take further necessary action for release of remaining payments to the complainant, in a time bound manner. An Action Taken Report in the matter be submitted in the Commission on the next date of hearing, through an officer of suitable rank.

4.2 Deputy Commissioner, Narela Zone is advised to ensure that the remaining benefits of the complainant are released in a time bound manner and an Action Taken Report is submitted in the Commission on the next date of hearing through an officer of a suitable rank.

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


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

No. PGC/2025/MCD/129

11163-165

Dated :

19/10/26

To:

1. Deputy Commissioner (Narela Zone), Municipal Corporation of Delhi, MCD Zonal Office Building Narela, Near Narela Police Station, Delhi – 110040.
2. Administrative Officer, Narela Zone, Municipal Corporation of Delhi, MCD Zonal Office Building Narela, Near Narela Police Station, Delhi – 110040.

Copy for information to :

Smt. Rajwanti, R/o- B 240, Prem Nagar, Khub Ram Park, Delhi- 110086.