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: 28.10.2026

Complainant	:	Smt. Sandhya
Respondent	:	Commissioner, Municipal Corporation of Delhi,
Grievance No.	:	PGC/2026/A-II/MCD/445

1. Brief facts of the complaint

Smt. Sandhya has filed a grievance in PGC regarding non release of terminal benefits in respect of her late husband Sh. Ramesh Kumar worked as Principal, MCD Sultan Pur Mazra School and died on 23.11.2025.

2. Proceedings in the Public Grievances Commission

The PGC has convened sixth hearing in the matter on 28.10.2026 wherein the following were present :

Complainant	:	Present
Respondent	:	Sh. Pankaj Kr. Singh, Principal Rohini Zone, M.C.D.

3. Relevant facts that emerged during the hearing :

3.1 Shri Pankaj Kumar Singh, Principal, Edn. Deptt., Rohini Zone was present in the hearing and submitted a status report stating that :

"Subject: Regarding Action taken Report in r/o retirial benefits in the matter of Late Shri. Ramesh Kumar, Principal (BMID No: 95030857), PGC Grievance No. PGC/2026/A-II/MCD /445.

The matter pertains regarding retirail benefits of (Late) Ramesh Kumar Principal, Education Deptt. Rohini Expired on 23/11/2025 during service period while working in MCD Pry school Sultanpur Majra Delhi-86.

Brief details of action taken reports are as follows:

1. The retirial benefits passed and paid to SMT. Sandhaya Rani nominee wife of (Late) Ramesh Kumar Principal are as follows:

DCRG- Rs. 25lakh
Leave Encashment Rs.11,95,200
TWF amount-Rs. 7 lakh
GIS Insurance- Rs. 60,000
GIS deduction- Rs. 24,808
GPF amount- Rs. 30,15,575

2. The medical bills passed and paid to Smt. Sandhaya Rani Wife of employee.

3. That all retirial benefits and medical bills passed and paid to complainer Smt. Sandhya Rani.

4. That, It is, therefore, requested that the Competent Authority may kindly consider and dispose of the case according because Department have to submit reply and to attend different court cases in the different courts of Delhi."

3.2 Complainant present in the hearing informed that she has received the benefits from the department. But her medical bills are still pending in the department and her family pension has still not been started. She has submitted a representation stating / enclosing list of her pending medical bills and is self-explanatory. A copy of the same is attached with this order for necessary action, as per Rules.

4. **Recommendations of the Commission** :

4.1 Deputy Director of Education, Rohini Zone is advised to take note of para 3.2 above, take necessary action in the matter and submit an Action Taken in the Commission on the next date of hearing.

4.2 Deputy Commissioner, Rohini Zone, Municipal Corporation of Delhi 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.

4.3 Accounts Officer, Pension, Municipal Corporation of Delhi is advised to take note of the instant matter where the complainant is not getting her gamily pension inspite of being issued PPO in June, 2026. An Action Taken Report in the matter be submitted in the Commission on the next date of hearing.

5. **Next Date of Hearing** : **03**.12.2026 at 11.30 A.M.

30/X/26

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

No. PGC/2026/MCD/445/ 11773-776 Dated: 2/11/26

To:

1. Deputy Commissioner, Rohini Zone, Municipal Corporation of Delhi, Near Rajiv Gandhi Cancer Institute, Sector – 5, Rohini, Delhi - 110085

2. Deputy Director of Education, Rohini Zone, Municipal Corporation of Delhi, Near Rajiv Gandhi Cancer Institute, Sector – 5, Rohini, Delhi – 110085

3. Accounts Officer, Pension, Municipal Corporation of Delhi, 3rd Floor, Dr. Shyama Prasad Mukherjee Civic Centre, JLN Marg, New Delhi - 110002

Copy for information to :

Smt. Sandhya, W/o Late Sh. Ramesh Kumar, H.No.13 Ext. IB Behind Lokesh Cinema, Nangloi, Delhi - 110041