

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. Saroj
Respondent : Dy. Commissioner
(Shahadara South Zone),
Municipal Corporation of Delhi,
Grievance No. : PGC/2026/A-II/MCD/403

1. Brief facts of the complaint

Smt. Saroj has filed a grievance in PGC regarding non release of her pending retirement benefits who worked in Shahadara South Zone and retired on 30.11.2019.

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 :

3.1 Shri Prem Kumar, JSA was present in the hearing and submitted a status report stating that :

"SUB: The Complaint of Smt. Saroj w/o Late Sh. Atar Singh vide PGC Grievance No.PGC/2026/Annex.-II/MCD/403-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, the department has written a letter dated 17.06.2026 to Smt. Saroj W/o Lt. Sh. Atar Singh for assisting in resolving the clearance of pending bill of GPF.*
3. *But due to non-co-operation of Smt. Saroj the bill is yet to be passed."*

3.2 The Status Report furnished by the department has been taken on record. Complainant is not present. As per report the GPF payment is still pending for which complainant has to submit few papers. She has been requested repeatedly by the department but to no avail. In her application a mobile number has been mentioned i.e. 9871906623. The department is advised to contact at this mobile number and also sent a special messenger to her address i.e. H.No. 1585/A, Gali No.11, Mahavir Block, Shahadara, Delhi-110032 to contact her and get the papers completed, as the complainant is a lady and a senior citizen.

4. Recommendations of the Commission

4.1 Administrative Officer, Shahadara South Zone, Municipal Corporation of Delhi is advised to take note of para 3.2 above, take necessary action in the matter 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 further 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.)
MEMBER

PGC/2026/A-II/MCD/403 1139-1241

Dated : 19/10/26

To:

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

Copy for information to :

Smt. Saroj, W/o Late Sh. Attarsingh, House No. 1585/A, Gali No.11,
Mahavir Block, Shahadara, Delhi – 110032