

**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  
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**Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.97**

Date of hearing: 16<sup>th</sup> May, 2018

Complainant : Ms Urmila Devi  
Respondent : Commissioner,  
South Delhi Municipal Corporation,  
Grievance No. : PGC/2017/MCD/260  
Grievance filed on : 05.06.2017  
First hearing in the PGC, : 09.08.2017  
Scheduled on

**1. Brief facts of the complaint**

Ms Urmila Devi filed a grievance in PGC on 05.06.2017 stating that her husband, Shri Hari was working as D/W SK Leprosy in Ward No. 67, DEMS, South Zone, South DMC. Her husband got regularized to the post of Refular Safai Karamchari w.e.f. 01.04.2006, in the pay scale of Rs. 2550-3200 vide order No. 00713/AC/DEMS/HQ/DA-111/Lep/SZ dated 15.06.2007, issued under the signatures of Assistant Commissioner, DEMS/HQ. Further she has stated that till date service book and personal file, in respect of her husband has not been prepared. On enquiring from the office of Sanitation Superintendent, DEMS, South Zone, South DMC, it emerged that the regularization order in respect of her husband has not been conveyed to zonal office, by DEMS/HQ, south DMC till date.

Further Smt. Urmila Devi complainant has stated that her husband, Shri Hari expired on 17.05.2012 in road accident and that even after lapse of long time, neither any action has been taken by the concerned authorities nor has any amount been paid to her. She has stated that she has no other source of income and her economic and social condition is very poor. She is facing hand to mouth situation and it has become very difficult to sustain her family.

She has requested to consider her case sympathetically and help her to receive terminal benefits of her deceased husband.

## **2. Proceedings in the Public Grievances Commission**

The PGC has convened four hearings since 09.08.2017 and at the last hearing held on 28<sup>th</sup> March, 2018 the following were present:

Complainant : Absent  
Respondent : Sh. Mahavir Singh, SDMC

## **3. Relevant facts emerging during the hearing**

3.1 At the last hearing held on 28<sup>th</sup> March 2018, the directions of PGC were as follows :

Deputy Commissioner (South Zone), SDMC is directed to personally look into the matter as on the orders issued on 22.11.2017 no action has been taken till date and now after the lapse of more than four months it has been informed that the matter belongs to Sanitation Department instead of Licensing Department. Further he is advised to ensure the presence of a senior officer well conversant with the facts of the case in the next date of hearing along with an action taken report.

3.2 Sh. Mahavir Singh, from SDMC is present during the hearing on 16.05.2018 and submitted an Action Taken Report stating that :

With reference to Honourable Public Grievances, NCT, Delhi PGC/2017/Annex.II/MCD/260.

It is submitted that Late Sh. Sadhan Singh S/o Sh. Shiv Hari was working as DW SK Leprosy in Ward No. 167. It is submitted that all documents have been completed for regularization as regular Safai Karamchari from Daily Wager. The following amount have already been paid to the nominee of the deceased:-

- (a) Bill paid to Smt. Urmila wife of the deceased for Rs. 104190/- against leave encashment..
- (b) Bill paid to Smt. Urmila wife of the deceased to Rs. 534142/- against arrear difference of regular SK and daily wager SK.
- (c) Bill paid for Rs.160980/- to Smt. Urmila Devi wise, Ashok Kumar (son) & Santosh (son) equal share.
- (d) Pension approved as per PPO handed over the to the wife of the deceased.

In view of the above no payment is pending of the deceased and case may please be closed.

**4. Directions of the PGC**

**The desired action has been taken by the SDMC and ATR submitted. The matter stands closed at the level of PGC.**

(SUDHIR YADAV)  
Member (PGC)

Copy to:

1. Commissioner, South Delhi Municipal Corporation, 9<sup>th</sup> Floor, Dr. Shyama Prasad Mukherjee Civic Centre, Minto Road, New Delhi
2. Deputy Commissioner (South Zone), SDMC, Green Park, New Delhi
3. Asstt. Commissioner (South Zone). SDMC, Green Park, Near Uphar Cinema, New Delhi - 110016.
4. Ms Urmila Devi