

**PUBLIC GRIEVANCES COMMISSION**  
**GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI**  
**I.P. Estate (near ITO), Vikas Bhawan, M-Block, New Delhi-110110**  
**Tel Nos. 011-23379900-01 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: 19.12.2018

Complainant : Smt. Usha Devi  
Respondent : The Chairman,  
Delhi Transport Corporation,  
GNCTD.  
Through Sh.Raj Kr. Singh, Sr.Manager(Admn.)/  
Nodal Officer(PGC), DTC  
Sh. Sunil, A.I. T.No.55047 – Present.  
Grievance No. : PGC/2018/A.II//DTC/03

**1. Brief facts of the case.**

1.1 Smt. Usha Devi filed a complaint in PGC on 30.10.2018 against harassment by the officials of the Delhi Transport Corporation and for non-providing of employment of her husband in DTC.

**2. Facts emerged during the proceedings.**

2.1 Shri Raj Kumar Singh, Sr.Manager(Admn.)/Nodal Officer(PGC), on behalf of the respondent department stated that the complaint case of Smt. Usha Devi W/o. Shri Madan Lal, Ex-Retainer Crew Conductor has time and again been examined by the DTC and suitable replies have been given to the complainant from 2007 onward from time to time.

1. Sh. Madan Lal, Ex R/C/conductor (on daily rates of pay) was engaged with B.No.23571 w.e.f. 18.10.1985 and was initially posted at Shadipur Depot of DTC.
2. He had performed duty from 18.10.1985 to 28.10.1985(10 days) and later on transferred from SPD to DKD and relieved w.e.f. 28.10.1985

with the direction to report to DM, DKD for further duties. Three other RC/Conductors with B.No.23592, 23593, 23622 were also transferred along with Sh. Madan Lal, Ex R/C/Conductors. Although, they joined their duties, at their new place of posting except Shri Madan Lal.

3. The wife of Shri Madan Lal filed a complaint before PGC, GNCTD in November, 2006 and the same was disposed of in the absence of any proof.
4. Sh. Madan Lal had also filed an id case bearing ID No.153/07 before the Labour Court, Karkardooma Courts, Delhi and the Hon'ble Court vide order dated 08.10.2009 had dismissed the claim filed by him for his re-induction as Retainer Crew Conductor in DTC, being highly time-barred.
5. Thereafter, in response to a representation/complaint, Smt. Usha W/o. Sh. Madan Lal was also apprised of the position vide this office memo dated 6.4.2010. However, the complaint in her relevant complaint enclosed a tampered photocopy of this office letter dated 6.4.2010.
6. A detailed reply was also given to Sh. Vijender Singh, Asst.Labour Commission, GNCTD, Labour Department at Pusa vide this office letter dated 19.4.2011 and further the Dy.Secretary(Pub.Grievances) C.M's Office was also apprised vide letter dated 30.6.2011.
7. That the matter was further examined by DTC in detail after giving personal hearing to the complainant and her husband on 02.5.2011 by the then CGM(Personnel), DTC but since the claim of the workman had earlier been dismissed by the Hon'ble Labour Court, the appeal of the workman was rejected at the level of then CMD, DTC.
8. The appeal of the workman has also been heard by the Dy.Labour Commissioner on 01.12.2011 but the findings were closed without any direction after going through the facts of the case.

9. The Member, Delhi Women Commission was apprised of the position on 27.01.2012 and 02.3.2012. After hearing the grievance of Smt. Usha Devi, the Commission had written a letter to the Commissioner of Police, Delhi and kept the file pending.
10. A photocopy of letter dated 04.02.2013 alleged to have been received from the Under Secretary, Govt.of India, Ministry of Home Affairs, forwarding therewith tampered photocopy of an award dated 08.10.2009 passed by the Labour Court and tampered copy of this office memo No.PLD-III (Cond.)/VIP/2010/1042 dated 06.04.2010 and a photocopy of verification letter dated 4.4.2013 received from the Under Secretary, Ministry of Home Affairs, North Block, New Delhi, are enclosed with the Action Taken Report.
11. Besides above, the duo have been submitting representations/complaints to DTC through various corners time and again making false allegations against its officers/officials though their earlier representations have been replied. A letter dated 6.6.2013 has also been sent to SHO, Police Station, I.P. Estate to register a complaint against the above stated persons for submitting false letter and tarnishing the image of Govt.of India and to take appropriate necessary action in the matter.

### **3. Directions**

3.1 In view of the complete and necessary action taken by the respondent department and in examining the grievances of the complainant in detail, the Commission is of the view that no further action is warranted by the respondent department. Hence, the case is closed in PGC being devoid of merits.

**(SUDHIR YADAV)**  
**MEMBER(PGC)**

Copy to:-

1. The Chairman, Delhi Transport Corporation, Govt.of NCT of Delhi, DTC Headquarters, I.P.Estate, New Delhi.-110002.
2. Sr.Manager(Admn.)/Nodal Officer(PGC), Delhi Transport Corporation, Govt.of NCT of Delhi, DTC Headquarters, I.P.Estate, New Delhi.-110002.
3. Smt. Usha Devi.