

*“No carelessness until there is a cure Wear mask,  
follow physical distancing & maintain hand hygiene”.*

**PUBLIC GRIEVANCES COMMISSION  
GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI  
M-Block , I.P. Estate (near ITO) Vikas Bhawan: New Delhi-2  
Order under Para 2(B) of the PGC Resolution No. F.4/14/94-AR/dt. 25.9.97**

Date of hearing: 11.02.2021

Complainant : Mohd. Shakil  
Respondent : The Director (Project & Planning),  
Delhi Metro Rail Corporation Ltd.  
Grievance No. : PGC/2019/DMRC/03

**1 Brief facts of the complaint**

Mr. Mohd. Shakil has filed a grievance petition before Public Grievances Commission regarding termination from job by M/s NCES, who is an outsourcing agency of DMRC. The complainant stated that he worked as Ticket Machine operator at Delhi University Metro Station and was dismissed from the job by the company on the ground of not returning Rs.200/- to the passenger. The complainant stated that the passenger was in a hurry and did not take the balance amount. He alleged that he was dismissed as he could not give the bribe to the Line Manager of the company.

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

2.1 Ms. Vibha Kumari, Public Complaint Officer (DMRC) was present in the hearing and filed a Status Report dated 08.02.2021 and the same is taken on record stating that

*“1. The complainant has been reported for 04 cases of irregularities and in one of the matter, it is found that he has not returned Rs.300/- to the passenger while recharging his Smart Card. The role of the complainant was investigated and the complainant was recalled back by the employer M/s NCES from his job as ticket operator. Further, the complainant was offered job at Rapid Metro, Gurugram by NCES on the advice of Labour Tribunal but he refused the offer without citing any reason.*

*2. The complainant has not furnished any proof regarding his allegation against Sh. Santosh, Line Manager of the company, of taking bribe of Rs.50000/- from him. The allegations are found to be baseless.*

*3. The complainant has not furnished any proof regarding his allegation that Operators of M/s NCES took bribe of Rs.5000/- per month from the ticket operators. The same is found to be baseless and could not be proved by the complainant.*

*4. The complainant has not furnished any proof regarding his allegation that new appointments are done after bribe of Rs.1,50,000/- are taken from them. In fact, the complainant admitted that he has not paid any money at the time of appointment and vaguely alleged that bribe was taken from other ticket operators.”*

- 2.2 The complainant was present in the hearing and stated that his termination from the job was totally unjustified. He has alleged that he was neither provided appointment letter at the time of his appointment nor given salary slips, therefore, he has no documentary proof to support his claim of company officers taking money for recruiting persons and those who protest against them, were terminated from job on one pretext or another.
- 2.3 The complainant has not provided any documents in support of his claim of company taking bribe from newly recruited persons and giving monthly fixed amount of Rs.5000/- to the officers of M/s NCES. Therefore, his allegations cannot be substantiated.

3. **Directions**

- 3.1 Director (Project & Planning), Delhi Metro Rail Corporation Ltd. is advised to issue comprehensive guidelines regarding the terms and conditions governing the appointment of a new recruit persons, i.e. drafting of proper appointment letter for the employee stating therein the salary to be given, working hours, number of leaves etc. so that the employees, working for the contractors of DMRC, could not be taken for a ride and the worker-employee relation remains within the ambit of natural justice. However, the case stands disposed of as the departmental representative vide their status report clearly established that the complainant's allegations are investigated and found to be baseless and could not be proved by the complainant.

**(SMT. MADHU SHARAN)**  
**MEMBER (PGC)**

No. PGC/2019/DMRC/03

Dated:

Copy to:

1. The Director (Project & Planning), Delhi Metro Rail Corporation Ltd., Metro Bhawan, Fire Bridge Lane, Barakhamba Road, New Delhi – 110001.
2. Mohd. Shakil