

*“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 : Ms. Priyanka, D/o Sh. Rakesh.
Respondent : The Director (Project & Planning),
Delhi Metro Rail Corporation Ltd.
Grievance No. : PGC/2019/DMRC/02

1 Brief facts of the complaint

Ms. Priyanka 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 she worked as Ticket Machine operator at Kashmere Gate Metro Station and was dismissed from the job by the company, as she has filed complaint of harassment against some officers of the company. She further alleged that she was dismissed as she could not give the bribe to the Officers 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 was working w.e.f. March 2015 with M/s NCES. However, she has not make allegations about taking of bribe during that time. She make allegations only after she was dismissed from service w.e.f. 29.11.2019.
 2. The complainant has not furnished any proof regarding her allegation of harassment at work against Office Manager Sh. Praveen and Observer Sh. Maninder. The two officers submitted that Ms. Priyanka only want to work at Kashmere Gate Metro Station. Further, it is found that she spent most of her period at the said station only. Hence, the allegations are found to be baseless.
 3. M/s NCES has given a total of 34 Memos to the complainant. Due to irregularities found against her, M/s NCES took decision to recall her from Metro station on 29.11.2019. Hence, the allegations are found to be baseless and could not be proved by the complainant.
 4. The complainant has not furnished any proof regarding her allegation that bribe of Rs.3000/- to Rs.5000/- is given each month by the employees. This is a generalized allegation and could not be proved by complainant.
 5. The complainant has not furnished any proof regarding her allegation that initially she was appointed on Rs.20000/- per month but later wages of Rs.12000/- per month is given to her. However, perusal of contract reveals that minimum wages are assured to be given by the employer and as per the shifts of work. Thus, allegations could not be proved.”

- 2.2 The DMRC representative furnished documents regarding deduction of PF, ESI etc. when the complainant was working with them and the same was credited to her account. They also furnished appointment letter which stated that the employee will be given minimum wages prescribed by the Government.
- 2.3 Sh. S.K. Gupta, Labour Officer was present in the hearing and stated that the complainant was working in Delhi Metro which comes under Central Government and thus, under the jurisdiction of Regional Labour Commissioner (Central). Therefore, complainant is advised to file her complaint before Central Labour Commissioner.
- 2.4 The complainant present in the hearing admitted that she has got all her dues till November 2019 i.e. till the time she has worked with the DMRC.

3. **Directions**

- 3.1 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. Further, she can approach any other legal forum with respect to her present grievance.

(SMT. MADHU SHARAN)
MEMBER (PGC)

No. PGC/2019/DMRC/02

Dated:

1. The Commissioner, Labour Department, Govt. of NCT of Delhi,
5 Sham Nath Marg, New Delhi-110054.
2. The Director (Project & Planning), Delhi Metro Rail Corporation Ltd.,
Metro Bhawan, Fire Bridge Lane, Barakhamba Road, New Delhi –
110001.
3. Ms. Priyanka