

*“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**

**I.P. Estate (near ITO), Vikas Bhawan, M-Block, New Delhi-110110**

**Tel Nos. 011-23379900-01 Fax No.011-23370903**

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

Date of hearing: 10.02.2022

Complainant : Smt. Sushila – Present.  
Respondent : The Commissioner,  
Labour Department  
Grievance No. : PGC/2021/A.II/Labour/27

**1. Brief facts of the case**

- 1.1 Smt. Sushila has filed a grievance in PGC aggrieved by removal from service by M/s A2Z Infraservices Ltd. The complainant had worked as Safai Karamchari at A2Z Infraservices Ltd. She alleged that the management removed her from service at the time of Covid 19 pandemic last year and assured to take her back in the company after the pandemic got over. However, the company has not reinstated her till date.

**2. Facts emerged during the proceedings**

- 2.1 Sh. Sandeep Kumar, Labour Inspector (District Central) came after the hearing and filed an Action Taken Report dated 07.02.22 signed by Sh. Gurmukh Singh, Joint Labour Commissioner (District Central) was received in the Commission, stating therein that:

*“The complaint of Smt. Sushila Devi had already been received in this office vide diary no.3984 dated 05.10.2021. The complaint was taken up and notices were sent to the management and the complainant for appearance. The*

*management appeared but the complainant remained absent. The management representative stated that Smt. Sushila Devi was not terminated by the management but she got injured at her house and left the job herself. In this regard, the management representative also produced the copy of medical documents of Smt. Sushila Devi. Smt. Sushila Devi was also contacted telephonically who confirmed over phone that she had left the job due to injury and she wants management*

*to pay her remaining PF dues. As the matter pertains to Provident Fund, the complainant was advised telephonically to file her complaint before the appropriate authority, i.e. EPFO office, which comes under the jurisdiction of Central Government.”*

2.2 The complainant was not present in the hearing.

**3. Directions**

3.1 **The case stands disposed of** as the Action Taken Report dated 07.02.22 signed by Sh. Gurmukh Singh, Joint Labour Commissioner (District Central) categorically stated that as per management representative, Smt. Sushila Devi was not terminated by the management but she got injured at her house and left the job herself and produced copy of her medical documents in support of their claim. Further, Smt. Sushila Devi also confirmed telephonically that she left the job due to injury and wanted the management to pay her remaining PF dues. As the matter pertains to Provident Fund, the complainant was advised telephonically to file her complaint before the appropriate authority, i.e. EPFO office, which comes under the jurisdiction of Central Government. Further, the complainant is at liberty to approach the Labour Department, GNCT of Delhi as well as the Commission in case she has any further grievance with regard to her present complaint.

(MADHU SHARAN)

MEMBER (PGC)

No. PGC/2021/A.II/Labour/27

Dated:

1. The Commissioner, Labour Department, Govt. of NCT of Delhi,  
5- Sham Nath Marg, New Delhi-110054.
2. Joint Labour Commissioner, District Central, Labour Department,  
Govt. of NCT of Delhi, Employment Exchange Building, Pusa Campus,  
New Delhi – 110012.
3. Smt. Sushila