

**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<sup>th</sup> April, 2018**

Complainant : Sh. Ish Kumar.  
Respondent : The Director,  
Dte.of Education,  
Govt.of NCT of Delhi,  
Old Secretariat, Delhi-110054  
Grievance No. : PGC/2017/Edn./25  
Grievance filed on : 10/8/2017  
First hearing in the PGC : 13/9/2017  
Scheduled on

**1. Brief facts of the complaint**

Sh. Ish Kumar filed a complaint in PGC on 10/8/2017 regarding non-receipt of retirement benefits.

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

The PGC convened its hearings in the case 13.9.2017, 10.10.2017, 15.11.2017, 13.12.2017, 06.03.2018 and the latest hearing on 10.04.2018 wherein the following were present:-

Complainant : Present  
Respondent : Shri Pramod Kumar, DDE, Zone-7, Dte.of Education, GNCTD.  
Shri Kuruvilla George, Officiating Principal, Dhanpatmal Virmani  
Sr.Sec.School, Roop Nagar.

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

An ATR has been filed on behalf of the School Incharge, Dhanpatmal Virmani SS School, Roop Nagar, Delhi-110007 stating that *“the pension papers file of Sh. Ish Kumar, with objections raised by the Accounts Officer is received from the Department on dated 06.3.2018.*

*After removal of the objections, pension file submitted to the Department on 22.03.2018.”*

Another ATR has been filed by Dy. Director of Education, District North, GNCT of Delhi, stating that *“the pension papers file in respect of Sh. Ish Kumar, Head Clerk (Retd.) was resubmitted by the School after removal of objections raised by the Accounts Officer on 22/03/2018.*

*The pension file has been approved by the Competent Authority i.e. DDE(N).*

*Presently the file is with Pay & Accounts Office No.IX for release of pensionary benefits.”*

Copy of the ATRs have been given to the complainant.

The School and the Department have completed their work in solving the grievances of the complainant and the file has now gone to PAO-IX for making necessary payments. Therefore, it is a matter of time before the complainant gets the pensionary benefits.

#### **4. Directions by PGC**

In view of the above, the case of the complainant is closed in the PGC with the advice to the Pay & Accounts Officer- IX, GNCT of Delhi to expedite the payments.

**( N. DILIP KUMAR )  
MEMBER**

#### **Copy to:**

1. The Director, Dte. of Education, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054.
2. The DDE (HQ)/ Nodal Officer, Dte. of Education, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054.
3. The Dy. Director of Education, GNCTD, District North, Lucknow Road, Delhi-110054.
4. Shri Pramod Kumar, Dy. Director of Education, Zone-VII, GNCTD, District-North, Lucknow Road, Delhi-110054.
5. Pay & Accounts Officer, PAO-IX, GNCT of Delhi, Old Secretariat, Delhi-110054.
6. The Principal, Dhanpatmal Virmani Sr.Sec.School, Roop Nagar, Delhi-110007.
7. Sh. Ish Kumar.
8. PS to Member, PGC, GNCTD.