

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

Complainant : Mrs. N Saralamma.

Respondent : The Director,  
Directorate of Education,  
Govt. of NCT of Delhi,  
Old Secretariat,  
Delhi – 110054

Grievance No. : PGC/2018/Edn./04  
Grievance filed on : 01/ 02/ 2018  
First hearing in the PGC : 27/ 03/ 2018  
Scheduled on

**1. Brief facts of the complaint**

Mrs. N Saralamma filed a complaint in PGC on 01/02/2018 in connection the non-revision of her pension from 01/01/2016 as per Govt. orders by the Principal, Rajkiya Sarvodaya Kanya Vidyalaya, Gulabi Bagh, Delhi-110007.

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

The PGC convened its first hearing in the case on 27.03.2018 and the latest on 24.4.2018 wherein the following were present:

Complainant : Absent.

Respondent : Absent.

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

No Departmental Representative is present nor has any ATR been filed. However, a letter dated 13.4.2018 has been received from the complainant stating that “*she got checked from the Pay & Accounts Officer,CPAO, Ministry of Finance, GOI who confirmed that a Calculation Sheet has been received from PAO-IX of GNCT of Delhi on 23.3.2018. The Revision*

*Authority for revision of pension from 1.1.2016 will be sent to the Pension Payment Bank in Kerala within a couple of days.”*

She informed the Commission that her grievance has been resolved and thanked the Commission for helping a senior citizen and a physically challenged person.

**4. Directions of the PGC**

In view of the above, the Commission closes the case of the complainant in PGC.

**( N. DILIP KUMAR )  
MEMBER**

**Copy to :-**

1. The Director, Directorate of Education, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054.
2. The Dy. Director of Education, District North, GNCT of Delhi, Lucknow Road, Delh.
3. Mrs. N Saralamma.
4. PS to Member, PGC, GNCTD.