

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

Grievance No.PGC/2018/Annx-II/Edn./13/

Date of hearing: 08.11.2018

Complainant : Smt. Sarbjit Kaur, Absent.

Respondent : The Director,
Dte.of Education, GNCTD.
Through Ms.Sneh Sachdeva,
DEO, Zone-VI, Dist. N/E, Dte.of
Education, GNCTD, Present.

1. Brief facts of the complaint

1. Mrs. Sarbjit Kaur filed a complaint vide Regn. No.GNCTD/E/2018/03677 dated 06th July, 2018 stating that DA has not been paid on pension w.e.f. 01.4.2018. Letters were sent to 12.5.2018 with supporting documents followed by email reminders on 28.5.2018 and 25.6.2018 to Bank of India, Ram Vihar Branch (A/C No.607912110000005) but the Branch is not giving any reply and not doing the needful till date.

2. Facts emerged during the proceedings.

2.1 An ATR has been filed on behalf of Dy.Director of Education, Zone-VI, GNCT of Delhi stating that the complainant has already informed that the matter has already been settled and requested for closure of the case.

Further, the complainant has informed that the matter pertains to Bank of India, Ram Vihar, Delhi and not Education Department. The Bank has since paid the DA along with arrears.

2.2 The complainant is not present in today's proceedings in the PGC. However, a letter through e-mail dated 1.11.2018 (Dy.No.12294 dated 2.11.2018) has also been received from the complainant, Ms. Sarbjit Kaur, which is on record, stating that the matter has already been settled and has requested for closure of the matter in PGC.

3. Directions :

3.1 In view of the fact that since there was no action on the part of the Education Department but on the Bank and further she has received the D.A. on pension w.e.f. 1.4.2018 from the Bank and further confirmed the same through his letter dated 1.11.2018 wherein she has also requested to close the matter, the case of the complainant is disposed in the PGC.

**(MRS. MADHU SHARAN)
MEMBER**

Copy to :-

1. The Director, Directorate of Education, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054.
2. Smt. Sarbjit Kaur.