

**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/A.II/Edn./18/

Date of hearing: 15.01.2019

Complainant : Ms. Rita Arora, Present.

Respondent : The Director,  
Dte.of Education, GNCTD.  
Through Shri V.K. Gaur,  
Dy.Director of Education, Zone-8,  
Sh. O.P.Ojha, DDE, Zone-28,  
Ms. Lalita Sethi, HOS, GGSS Idgah Road  
Sh. Manoj Kumar, GBSSS,  
New Rohtak Road – Present.

**1. Brief facts of the complaint**

1.1 Ms. Rita Arora filed a complaint in PGC on 29.10.2018 against delay in payment of arrears viz. non-functional arrear bills, Leave Encashment, difference of arrear of Gratuity and Commutation from 2015, pay revision from 31.8.2015 and pay fixation as per 7<sup>th</sup> CPC, as she retired on 21.8.2015 as UDC from GGSS, Idgarh Road, Delhi. She has also been harassed by the concerned Head of Schools and hence, requested the PGC to do the needful.

**2. Facts emerged during the proceedings.**

2.1 An ATR has been filed by Ms. Lalita Sethi, HOS, GGS School, Idgah Road stating that NFSG arrears to the tune of Rs.2,20,886/- has been released to the complainant. Regarding updation of leave records in Service Book, Shri Manoj Kumar, HOS, GBSS Rohtak Road informed on 14.1.2019 that leave record of Ms. Rita Arora for the period 1985 to 1987 has been entered in the service book.

2.2 The complainant, Ms. Rita Arora, confirmed in writing that she has received the arrears of NFSG to the tune of Rs.2,20,886/- and also stated that the other grievances are in the stage of finalization with the department and will be disposed of shortly by the department.

2.3 She requested the Commission to close her grievance case in the Commission as her grievances have been redressed by the department to her satisfaction and nothing remains pending.

**3. Directions :**

3.1 In view of the action taken by the department in redressing the grievances of the complainant and the complainant conveying in writing that she is satisfied with action taken by the department and requested to close the case in the Commission, the case is disposed of in the Commission.

**( MRS. MADHU SHARAN )  
MEMBER**

Grievance No.PGC/2018/A.II/Edn./18/

Date:

**Copy to :-**

1. The Director, Directorate of Education, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054.
2. The Dy.Director of Education (HQ)/Nodal Officer, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054, to look into the matter personally for its prompt disposal.
3. Ms. Lalita Sethi, Head of School, Govt. Girls Sec.School, GNCT of Delhi, Idgah Road, Delhi.
4. Sh. Manoj Kumar, Head of School, Govt. Boys Sec.School, GNCT of Delhi, 22-B Dev Nagar, Delhi.
5. Ms. Rita Arora.