

**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./34/

Date of hearing: 06.03.2019

Complainant : Sh.K.L. Gandhi

Respondent : The Director,  
Dte.of Education, GNCTD.  
Through Sh.Chander Sen, Asst.Section Officer  
GO. Cell, GNCTD – Present.

**1. Brief facts of the complaint**

1. Shri K.L. Gandhi, filed a complaint in PGC for non-revision of pension/family pension/pension payment order by the by the Dte.of Education, GNCT of Delhi.

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

2.1 Shri Chander Sen, Asstt.Section Officer, GOC, Dte.of Education, GNCTD, filed an ATR stating that PAO-IX, Old Secretariat, Delhi, has given a copy of revised PPO in favour of Shri K.L. Gandhi which is digitally signed by the Pay & Accounts Officer-IX. The PAO-IX has also given a copy of “No Pendency” in CPAO (which was downloaded from the site of CPAO) wherein it is clear that pension of Shri K.L. Gandhi has been sent on 12.10.2018 to Bank (CPPC) as eAuthority in Punjab National Bank CPCC, 1<sup>st</sup> Floor, Gurdwara Road, Karol Bagh.

A personal visit was also made to the Paying Branch of PNB at Sector-10, Plot No.18, Wadhwa Complex. However, it was learnt that the paying branch of PNB has been shifted about 3 years back to some place. On further enquiry from the persons found near the given address, they failed to give new address of the paying bank. The Head Office of PNB was contacted to get some contact no. of the said paying bank.

However, despite best efforts, no contact has been made with the paying branch. Effort is being continued to get the matter resolved at the earliest possible.

2.3 The complainant or his representative is not present during the hearing despite repeated calls and wait nor any information regarding his absence in today's proceedings in the Commission has been received.

2.4 It is seen from the records that a letter has also been addressed to the Manager, Punjab National Bank, Dwarka, by Accounts Officer, P&PF Branch, Dte.of Education, GNCTD, on 28.2.2019 requesting for the details of date of payment and amount of arrear of pension so that grievances of Sh. K.L. Gandhi may be settled.

**3. Directions :**

3.1 In view of the above facts & circumstances and submissions made by the departmental representative present during the proceedings today and in view of the absence of the complainant in the Commission, the case of the complainant is disposed of in the Commission.

**( MRS. MADHU SHARAN)  
MEMBER**

No.PGC/2018/Annx-II/Edn./34

Date :

**Copy to :-**

1. The Director, Directorate of Education, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054.
2. The Asst. Director of Education(GOC), Gazetted Officer Cell, Dte.of Education, GNCT of Delhi, Old Secretariat, Delhi-110054.
3. Sh. K.L. Gandhi.