

**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  
Website : [www.pgc.delhigovt.nic.in](http://www.pgc.delhigovt.nic.in) E-mail :pgcdelhi@nic.in

**Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated**  
**25.9.97**

Date of hearing: 27.8.2019

Complainant : Smt. Usha Devi.

Respondent : The Director,  
Dte.of Education, GNCTD.  
Through Ms. Saira Begum  
Vice Principal, GGSSS, Panama  
Building.  
Shri Virender Kumar  
Sr. Asstt. Zone-27. - Present.

Grievance No. : PGC/2019/A.II/Edn./09/

**1. Brief facts of the complaint**

1.1 Smt. Usha Devi W/o Late Sh. S.K. Gupta has filed a grievance petition before Public Grievances Commission aggrieved by non-revision (pre 2006 pensioners) of family pension as per 7<sup>th</sup> Pay Commission recommendations. It is further stated that the matter was taken up with the Principal, GGSSS, Jama Masjid, Delhi and Pay & Accounts Office-XV vide registered letter dated 21.2.2019 but there has been no progress so far. She has requested the Commission to intervene in the matter and direct the Education Department to take needful action promptly.

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

2.1 Ms. Saira Begum, Vice-Principal of GGSSS, Panama Building, present on behalf of Dy.Director of Education, Zone-27 of the respondent department filed a report and the same has been taken on record. It is stated that revision of pension has been effected vide PAO-XV letter dated

19.6.2019 and also the family pension @ Rs.13,080/- has been effected in PPO w.e.f. 01.01.2016. It is further stated that Medical Card has also been issued by the Head of School on 10.06.2019 as per her entitlement bearing No.264981.

2.2 The complainant, Smt. Usha Gupta, is not present. However, an e-mail has been received from her informing the Commission that her grievances with regard to revision of Family Pension and issuance of Medical Card has been resolved by the Principal of GGSSS, Panama Building, Jama Masjid. Hence, she has requested for closure of her case.

### **3. Directions**

3.1 Considering the above facts and submissions made by the Principal of the School and also complainant confirming the same through e-mail that her grievances has been resolved to her satisfaction, the case of the complainant stands closed in the Commission.

( SUDHIR YADAV )  
MEMBER(PGC)

PGC/2019/A.II/Edn./09/

Dated:

#### **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. The Dy. Director of Education, Central District, Govt. of NCT of Delhi, Plot No.5, Jhandewalan, Karol Bagh, New Delhi-110005
4. The Principal, Govt. Girls Senior Secondary School, Panama Building, Jama Masjid, Delhi-110006.
5. Smt. Usha Devi.