

**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: 20.11.2019

Complainant : Ms. Uma Nijhawan.

Respondent : The Director,  
Dte.of Education, GNCTD.

Sh. Vijay Nagpal, PAO-19, GNCTD – Present.

Grievance No. : PGC/2019/A.II/Edn./08

**1. Brief facts of the complaint**

1. Ms. Uma Nijhawan has filed a grievance petition before Public Grievances Commission on 03.4.2019, aggrieved by non – payment of revised pension from 1<sup>st</sup> Jan. 2006 to December, 2015, for a period of ten years.

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

2.1 Shri Vijay Nagpal, PAO-XIX, GNCTD, filed a report stating that PAO-XIX has issued a letter on 12.7.2019 to CPAO, SBI Central Pension Processes Centre, Chandni Chowk and SBI, East Patel Nagar, requesting them to provide details of Family Pension credited in the account of Family Pensioner from 01.01.2006 to 31.12.2015. The CPAO returned the said letter with the remarks that “PPO has already been revised with the financial value”. However, they did not provide the details of family pension credited to the account of Family Pensioner for the period 1.1.2006 to 31.12.2015. Even the SBI, CPPC, Chandni Chowk and SBI East Patel Nagar has also not provided any details regarding the credit of pension in 6<sup>th</sup> CPC period.

2.2 Further a letter dated 29.10.2019 addressed to Assistant Controller of Accounts, CPAO, Govt.of India by Sh. K.V. Babu, Dy.Controller of Accounts(Tech.) is on record, requesting therein to provide details of exact amount of enhanced family pension credited in the account of Ms. Uma Nijhawan for the period 1.1.2006 to 31.12.2015.

2.3 Furthermore, a letter dated 19.9.2019 from Shri V.K. Mehra, representing the complainant in the hearings in the Commission, is on record informing that the bank has informed that revised pension has been credited, as such, he will not attend the hearing. He also drew the attention of the Commission towards abnormal delay of six years resulting in harassment of family pension which could have been avoided, if the Pay & Accounts Officer-XIX had followed the procedure in implementing recommendations of 5<sup>th</sup> CPC. He also pointed out to the wrong practice adopted in PAO-XIX by asking him to collect the copy of letter revising the pension from the Pay & Accounts Office. Further, he stated that it should be the responsibility of Pay & Accounts Officers to process the revision of pension cases. Every efforts should be made to process the revision of pension cases on the basis of available records in Pay & Accounts Office as is being done by other Pay & Accounts Officers. No pensioner/family pensioner or any person pursuing the case should be called to Pay & Accounts Office.

2.4 The representative of the complainant, when contacted by the Commission telephonically, on 21.11.2019, with regard to status of grievance of the complainant, informed that the Bank has informed that revised pension has been credited.

**3. Directions :**

3.1 In view of the above, the case of the complainant is closed in the Commission.

3.2 Controller of Accounts, GNCTD, is advised to look into the matter personally and ensure that no person, pensioner/family pensioner is harassed in any manner by any Pay & Accounts Officer in future and they should dispose of the matters expeditiously and as per rules. Further, the conduct of the concerned AAO/Pay & Accounts Officer No.XIX, GNCTD, be looked into for any dereliction of duty and dealt with appropriately.

( MRS. MADHU SHARAN)  
MEMBER

No. PGC/2019/A.II/Edn./08/

Dated:

Copy to :-

1. The Director, Directorate of Education, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054.
2. The Controller of Accounts, GNCT of Delhi, Principal Accounts Office, A-Block, Vikas Bhawan, New Delhi.
3. Dy. Director of Education, District West-A, Dte. of Education, GNCTD,

New Moti Nagar, Karampura, New Delhi.

4. Vice-Principal/HOS, Govt. Boys Sr.Sec.School, Govt.of NCT of Delhi,  
Raghubir Nagar, New Delhi-110027.
5. Ms. Uma Nijhawan.