

“No carelessness until there is a cure. Wear Mask, follow physical distancing & maintain hand hygiene.”

**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 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: 27.10.2020

Complainant : Sh.Brijesh Kumar Goswami.
Respondent : The Director,
Directorate of Education,
Govt. of NCT of Delhi.
Through Sh. Mewa Lal, HOS,
GGSS, Majlis Park
On behalf of DDE, NW-A
Sh.Sandeep Masih,
Admn. & Accounts Officer
Queen Mary's School, Northend.- Present.
Grievance No. : PGC/2019/A.II/Edn./38

1. Brief facts of the complaint

1.1 Shri Brijesh Kumar Goswami has filed a grievance petition before Public Grievances Commission, aggrieved by non-delivery of Progress Card by Queen Mary's School, Northend Model Town, Delhi, in respect of her daughter, studying in Class 3A. It is further stated that despite many complaints to the School, concerned Dy.Director of Education and the Director of Education, no satisfactory reason has been given. The complainant has requested for intervention of the Commission for direction to the School authorities/respondent department for doing the needful early.

2. Relevant facts emerging during the hearing

2.1 Shri Sandeep Masih, Administrative & Accounts Officer appearing on behalf of Queen Mary's School, Northend, Model Town-III, Delhi, filed an action taken report. It is stated in the report that "*The complainant is a habitual defaulter in making the fee payments of his Ward Samridhi Goswami, student of Class-III-A vide Admission No.4041 and had not deposited the fee of two quarters from 01.04.2019 to 31.10.2019 as per*

schedule despite repeated reminders. A final notice was served on him on 11.10.2019. As a result, the complainant started making false and baseless complaints.

That so far as not handing over the report card of his ward during PTM is concerned, the complainant did not come to attend the meeting. However, mother of Samriddhi Goswami attended the PTM and was asked to collect the report card from the School Principal/Office but she did not come to collect the same.”

Now, the representative of the said School vide email dated Oct.27, 2020 furnished the Report Card of Samridhi Goswami d/o Brijesh Goswami, Admission No.4041 for the session 2019-20. It is further informed that the same has already been provided online to the complainant in the month of March, 2020.

2.2 The complainant is not present.

3. Directions of PGC

3.1 In view of the appropriate action taken by the School Authorities and the said Report Card has been provided to the complainant, present grievance petition stands disposed of in the Commission.

(MRS. MADHU SHARAN)
MEMBER

No. PGC/2019/A.II/Edn./38

Dated:

1. The Director, Directorate of Education, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054.
2. Special.Director of Education/Nodal Officer, Directorate of Education, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054.
3. The Deputy Director of Education, Distt.North West-A, BL-Block, Shalimar Bagh, Delhi-110058.
4. Shri Brijesh Kumar Goswami.