

“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 : Smt. Usha Anand – Present.
Respondent : The Director,
Directorate of Education,
Govt. of NCT of Delhi.
Ms. Kamlesh Kumari,
Vice-Principal, Govt.Sarvodaya
Kanya Vidyalaya No.2, Shakur Pur - Present
Grievance No. : PGC/2019/A.II/Edn./37

1. Brief facts of the complaint

1.1 Smt. Usha Anand has filed a grievance petition before Public Grievances Commission, aggrieved by not pursuing of her stepping case since 2003 and release of consequential benefits. She has requested for the Commission's intervention for direction to the respondent department for taking needful action early as she is an old lady, aged 75 years of age, and unable to make frequent visits to various offices for redressal of her grievances.

2. Relevant facts emerging during the hearing

2.1 Ms. Kamlesh Kumari, DDO/HOS, Government Sarvodaya Kanya Vidyalaya No.2, Shakur Pur, Delhi-110034 filed an action taken report. It is stated in the report that “*Arrear of stepping up of pay w.e.f. 19/01/1996 to 31/07/2003 has been paid to Smt. Usha Anand, Retd.Principal vide bill dated 15.06.2020 for Rs.89,980/-.*

Pension has been revised.

Difference of Leave Encashment due to increase of pay has also been paid to Smt. Usha Anand, Retd.Principal vide bill dated 4,136/-. Further, nothing is pending at the School level.”

2.2 Copy of the action taken report along with all the annexures enclosed with the report has been handed over to the complainant by the DDO/HOS of Govt.Sarvodaya Kanya Vidyalaya No.2, Shakur Pur, Delhi.

2.3 The complainant expressed her satisfaction over action taken by the School Authorities in releasing all her outstanding dues. However, she stated that she has been tortured and harassed by the subordinate staff of the School as well as by other departments, such as police, bank etc for getting his legitimate dues. She also raised concern against the conduct of the concerned bank who are refusing to give her details of the amount credited in her bank account.

2.4 DDO/HOS of the school assured that she would personally ensure that all the details/documentary proof of crediting of outstanding amount in her bank account would be obtained from the concerned bank and would be provided to the complainant as well as to the Commission for information.

3. Directions of PGC

3.1 In view of the appropriate action taken by the respondent in releasing all the outstanding dues of the complainant, which has been confirmed by the complainant, the case stands disposed of in the Commission. However, the complainant is advised to file a separate representation with the concerned forum/authorities with regard to harassment meted out to her all these years by different departments in redressal of her grievances.

Further, DDO/HOS of Govt.Sarvodaya Kanya Vidyalaya No.2, Shakur Pur is directed to obtain, from the concerned Bank, payment details of the amount credited into the account of the complainant in connection with release of her outstanding dues and provide the same to the complainant as well as to the Commission.

(MRS. MADHU SHARAN)
MEMBER

PGC/2019/A.II/Edn./37

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, GNCT of Delhi, District North West-B, FU-Block, Pitampura, Delhi-110088.
4. Smt.Usha Anand.