

**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: 20.10.2020

Complainant : Smt. Alka Sharma.

Respondent : The Director,  
Dte.of Education, GNCTD.  
Ms. Neha Shankar,  
Section Officer O/o. DDE(East)  
Sh. Ajay Kr. Bhati,  
HOS, GBS School Vivek Vihar – Present.

Grievance No. : PGC/2019/Annx-II/Edn./04

**1. Brief facts of the complaint**

1.1 Smt. Alka Sharma has filed a grievance petition before Public Grievances Commission on 14.3.2019, aggrieved by non-fixation of her pay as per 7<sup>th</sup> CPC and non-release of payment of arrears. She has requested for Commission's intervention for direction to the respondent department to take needful action promptly.

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

2.1 A letter dated 31.08.2020 from Dy.Director of Education, Distt.East, GNCTD, is on record. It has been stated in the letter that "**no arrear/dues are pending**".

2.2 An email dated October 09, 2020 has been received from Ms.Alka Sharma, complainant, wherein she has informed that due to some personal reasons she will not be able to attend the hearing in the Commission today. Further, she has informed that she has received her salary dues for which she has filed the grievance petition in PGC. She has thanked the Commission for support and kind intervention in the matter.

**3. Directions :**

3.1 In view of the due action taken by the respondent department with regard to release of outstanding dues of the complainant which has also been confirmed by her, the case stands disposed of in the Commission.

3.2 The Commission feels that there has been inordinate delay in taking time action in the matter and not understanding implementation of Pay Commission recommendations which has caused unnecessary mental

stress/monetary loss to the complainant which could have been avoided had the department taken timely action. The respondent department is warned to be more careful in future in deciding such matters and dispose of the same in a time-bound manner.

( MRS. MADHU SHARAN)  
MEMBER

No.PGC/2019/Annx-II/Edn./04/

Dated:

1. The Director, Directorate of Education, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054.
2. The Dy. Director of Education(HQ)/Nodal Officer, Directorate of Education, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054.
3. The Dy. Director of Education, District East, Dte. of Education, GNCT of Delhi, D-Block, Anand Vihar, Delhi-110092.
4. Head of School, Govt. Boys Secondary School (ID No.1001012), Vivek Vihar, Phase-II, Delhi-110095.
5. Smt. Alka Sharma.