

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

Date of hearing: 20.07.2021

Complainant : Sh. Pappu Khan.

Respondent : The Director,
Directorate of Education,
Govt. of NCT of Delhi.
Through
Ms. Mala Sood,
HOS/Principal,
AG DAV Centenary Public School,
Northex, Model Town - Present.

Grievance No. : PGC/2020/A.II/Edn./05

1. Brief facts of the complaint

1.1 Shri Pappu Khan has filed a grievance petition before Public Grievances Commission aggrieved by non-providing of books, uniform etc. to EWS category students under RTE Act by AG DAV Centenary Public School, Northex, Model Town, Delhi.

2. Relevant facts emerging during the hearing

2.1 A status report dated 13.07.2021 on behalf of DDE, District North West (A), BL Block, Shalimar Bagh, Delhi – 110088 was received in the Commission stating therein that:-

“Principal, AG DAV Centenary Public School, vide letter dated 25.06.21 has submitted a detailed reply stating therein that they have provided the books, note books and related reading material to the students of above said complainant and the parents of students have given acknowledgement against the receipt of material and also stated in their application that they have not any complaint against the school.

2.2 Ms. Mala Sood, H.O.S, AG DAV Centenary Public School, Northex, Model Town was present in the hearing and filed a letter dated 25.06.2021 addressed to DDE (Zone-9), District North West (A) stating therein that:-

“The books and Note book and related reading material to the students of above said complainant and the parents of students have given acknowledgement against the receipt of material and also stated in their application that they have not any complaint against the school.

Further, it is added that private unaided recognized schools of Delhi have always been law abiding. We are providing quality education to EWS category students without any discrimination. This inclusive education to the children provides all necessary support that we are providing to the children belonging to the General Category.”

2.3 The complainant was present in the hearing and has submitted that the school has provided all the items mentioned in the grievance and all his grievances has been resolved to his satisfaction. Hence, the case may be closed in the Commission.

3. Directions of the PGC

3.1 The school's representative present in the hearing categorically submitted vide their action taken report, that the school has provided all the items mentioned in the grievance to the students. Further, the complainant present also admitted that his grievance has been resolved by the school/department and he is satisfied with the action taken by the department in this regard.

3.2 In view of above, the case stands disposed of in the Commission.

(MRS. MADHU SHARAN)
MEMBER

PGC/2020/A.II/Edn./05

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. Dy. Director of Education(HQ), Directorate of Education, Govt. of

NCT of Delhi, Old Secretariat, Delhi-110054 to ensure presence of concerned Dy. Director of Education on the next date of hearing.

4. Deputy Director of Education, GNCT of Delhi, District North West-A, BL-Block, Shalimar Bagh, Delhi-110088.
5. Ms. Mala Sood, Principal, AG DAV Centenary Public School, Northex, Model Town, Delhi – 110009.
6. Shri Pappu Khan