

“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
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: 07.07.2021

Complainant : Ms. Sneh Shangari.
Respondent : The Director,
Directorate of Education,
Govt. of NCT of Delhi.
Through Sh. Jitender Kumar,
S.O., Directorate of Education.

Sh. Ravinder Singh, Representative,
Guru Harkrishan Public School.

Grievance No. : PGC/2016/Edn./988 (Re-opened)

1. Brief facts of the complaint

1.1 Ms. Sneh Shangari filed a grievance petition before Public Grievances Commission on 15.01.2016 regarding non-payment of arrears accrued due to 6th Pay Commission.

1.2 The case was closed vide hearing dated 21.06.2016. However, the same has been re-opened now as the complainant's grievance is not resolved till date by the respondent department.

2. Relevant facts emerging during the hearing

2.1 An action taken report dated 07.07.2021 has been filed on behalf of Dy. Director of Education, District North West-A, GNCT of Delhi. It is stated in the report that *“Officiating Principal of Guru Harkishan Public School, vide e-mail dated 26.06.2021 informed that they have issued a cheque No.002457 for Rs.64,728/- towards full and final payment of 6th CPC arrears in respect of Smt. Sneh Shangari. (copy of email and copy of cheque enclosed).*

2.2 A status report dated 07.07.2021 has been filed on behalf of Guru Harkrishan Public School, Nanak Piao, Delhi - 110033. It is stated in the report that “Smt. Sneh Shangari, Office Assistant superannuated on 31.08.2011. Details of 6th CPC arrears paid to her are given below:

Total amount of 6 th CPC arrears	:	Rs.1,94,136/-
Amount paid (Arrears paid through 24 instalments By Apex Body)	:	Rs.1,29,408/-
Amount Paid (vide cheque No.002457 Dated 19.04.2021 as full and final payment)	:	Rs. 64,728/-

2.3 The complainant was not present in the hearing. She has informed telephonically that arrears of 6th Pay Commission has been released by the school authorities. However, the said arrears have been paid to her after much physical, mental and financial harassment as she has retired in the year 2011 whereas after being made to run from pillar to post and lodging her grievance in the Commission, the school authorities finally paid all the dues in 2021 i.e. after a prolonged period of 10 years.

3. **Directions of the PGC**

3.1 The school authorities have released the legitimate dues of the complainant ten years after her retirement which has caused much mental harassment and financial strain on her. However, the respondent department has also utterly failed in their duty by not giving the complainant justice in time bound period. The respondent department to take note of the non serious and casual attitude of the concerned officers in infinitely delaying the redressal of the complainant's grievance by not forcing the school to release legitimate dues of the complainant in time. Furthermore, the department is advised to devise a mechanism for redressal of grievance pertaining to them within a time bound period.

3.2 With these directions, the case stands disposed of in the Commission.

(MRS. MADHU SHARAN)
MEMBER

No. PGC/2019/A.II/Edn./34

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.
4. Dy.Director of Education, Distt. North West-A, GNCT of Delhi, BL Block, Shalimar Bagh, Delhi.
5. Ms. Sneh Shangari