



"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: 22.06.2022

Complainant : Sh. H.B.S. Rana - Present.

Respondent : The Director,
Directorate of Education,
Govt. of NCT of Delhi.
Through Sh. Virender Singh,
DDE (Zone-26),
District Central & New Delhi.

Sh. Prabhat Thakur, S.O.,
Office of DDE (Zone-26),
District Central & New Delhi.
Sh. Atul Arya, Head Clerk,
Harcourt Butler Senior Secondary School, Mandir
Marg, New Delhi – Present.

Grievance No. : PGC/2022/A.II/Edn./05

1. Brief facts of the complaint

1.1 Sh. H.B.S. Rana, who retired as Vice Principal from Harcourt Butler Senior Secondary School, Mandir Marg, New Delhi - 110001, filed a grievance petition before Public Grievances Commission against the Dte. of Education, aggrieved by:-

- (i) Non-addition of the Family Pensioner/Spouse name – Mrs. Raj Kumari.
- (ii) Correction in the Date of Birth of the Family Pensioner/Spouse – 15.09.1943. Further, the concerned PAO – XV has not issued revised PPO (Pension Payment Order) to him till date.

2. Relevant facts emerging during the hearing

2.1 Sh. Atul Arya, Head Clerk, Harcourt Butler Senior Secondary School, Mandir Marg, New Delhi – 110001 filed a Status Report, stating therein that:-

“1. A request has been forwarded vide letter dated 21.05.2022 to Pay & Accounts Officer, PAO-XV to add the name of wife of Sh. HBS Rana in the pension records alongwith copy to Canara Bank and DDE (Zone-26), copy attached.

2. Sh. HBS Rana was also informed about the same and copy was forwarded to him as a matter of record.

3. A request was also forwarded by Sr.A.O., Distt. Central/ND to Pay & Accounts Officer, PAO-XV vide letter dated 17.01.2022 for addition of name (copy attached).

The matter pertains to the Deptt. of Education as well as Pension Cell for the same and no reply has been received in the school office till date, either from Sh. HBS Rana and the Deptt. of Education for rectification of the matter.”

2.2 The complainant submitted that an e-mail was sent by the concerned Canara Bank, attaching therein a statement from Senior Manager, Centralized Pension Processing Centre, Canara Bank, Bangalore. It is stated in the mail that the name of the wife of Sh. HBS Rana has been updated in the pension records and will be reflected in the next month pension slip. He further expressed satisfaction with the action taken by the Education Department as well as the concerned PAO-XV for taking necessary action in the matter for redressal of his grievance.

3. Directions of the PGC

3.1 Keeping in view the submissions made by the departmental representative and the satisfaction expressed by the complainant, the case stands disposed of in the Commission.

3.2 The Commission appreciates the efforts put in by the respondent department for redressal of the grievances of the complainant.

(MADHU SHARAN)
MEMBER

No. PGC/2022/A.II/Edn./05

Dated:

1. The Director, Directorate of Education, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054.
2. Addl. Director of Education/Nodal Officer, Directorate of Education, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054.

3. Dy. Director(HQ), Directorate of Education, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054
4. Dy. Director of Education, District Central & New Delhi, Plot No.5, Ashoka Hill, Jhandewalan, New Delhi – 110005.
5. HOS, Harcourt Butler Senior Secondary School, Mandir Marg, New Delhi – 110001
6. Pay & Accounts Officer, Pay & Accounts Office No. 15, GNCT of Delhi, LNJP hospital complex, MRD Block, New Delhi – 110002.
7. Sh. H.B.S. Rana

