

*"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: 21.04.2022

Complainant : Sh. G.C. Ahuja.  
Respondent : The Director,  
Directorate of Education,  
Govt. of NCT of Delhi.  
Through Sh. Anil Kumar Gandhi, Ministerial Staff,  
Govt. Girls Sr. Secondary School, AP Block,  
Shalimar Bagh - Present.  
Grievance No. : PGC/2021/A.II/Edn./33

**1. Brief facts of the complaint**

1.1 Sh. G.C. Ahuja has filed a grievance petition before Public Grievances Commission, aggrieved by non-revision of family pension. He has submitted the following:-

- i) Mrs. Santosh Ahuja, his wife, retired as Principal, Govt. Girls Sr. Secondary School, AP Block, Shalimar Bagh, Delhi in the year 1987 and expired in the year 2000.
- ii) Since the year 2000, the complainant is getting family pension as usual but his family pension has neither been revised in the year 2006, nor in the year 2016.
- iii) He has requested concerned Head of School and Dy. Director of Education, Distt. NW-A but no action has been taken so far.
- iv) The complainant is 88 years old (superannuated Professor from Delhi University) and running from one deptt. to another including PAO-7 for revision of pension.

**2. Relevant facts emerging during the hearing**

2.1 Sh. Anil Kumar Gandhi, Ministerial Staff, Govt. Girls Sr. Secondary School, AP Block, Shalimar Bagh, Delhi - 110088 filed a letter from Ms. Suman Yadav, V.P./HOS of the concerned school addressed to the Deputy Director of Education (North West-A), Zone-9, GNCT of Delhi. It is stated in the letter that *"As per letter*

*No. HQ Br./33/2022/PGC/534-36 diary No.710 dated 24.03.2022 about revision of pension of Mrs. Santosh Ahuja. This is to bring to your kind notice about the subject mentioned above that pension of Santosh Ahuja is revised. New PPO issued by the concerned PAO was also send on the mail of Sh. G.C. Ahuja. I have also informed Sh. G.C. Ahuja on telephone about work and he is now satisfied.”*

2.2 Another letter from Ms. Suman Yadav, V.P./HOS of the concerned school addressed to the PAO, PAO-7, Delhi was furnished during the hearing. It is stated in the letter that *“We are sending you all the documents related to revision of family pension of Sh. G.C. Ahuja. Kindly do it as early as possible.”*

2.3 Sh. Anil Kumar Gandhi, Ministerial Staff of the concerned school further filed e-mail dated 06.04.2022 from Sh. G.C. Ahuja, complainant, wherein, the complainant has appreciated the school authorities in getting the family pension revised.

### **3. Directions of the PGC**

3.1 The Pay & Accounts Officer-7, GNCT of Delhi shall coordinate with the concerned CPAO and the concerned bank (Punjab National Bank, Vijay Nagar, Delhi) to ensure that necessary amount (i.e. revised family pension and arrears arising thereof) be reflected in the complainant's bank account in a time bound manner, as the complainant is of very old age and therefore, not in a position to run from one office to another for pursuing his case. The complainant is also advised to inform the Commission as soon as he receives the outstanding financial benefits so that matter could be closed in PGC.

3.2 In view of the above directions, the case stands disposed of in the Commission. Further, the complainant is at liberty to approach the Directorate of Education as well as the Commission in case the necessary amount (i.e. revised family pension and arrears arising thereof) is not credited in his bank account in a time bound manner by the concerned PAO-7/Education Department.

(MADHU SHARAN)  
MEMBER

PGC/2021/A.II/Edn./33

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 of Education(HQ), Directorate of Education, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054.
4. Ms. Renu, Dy. Director of Education, Distt. North West-A, GNCT of Delhi, BL Block, Shalimar Bagh, Delhi.
  
5. Ms. Suman Yadav, Vice Principal/HOS, Govt. Girls Sr. Secondary School, AP Block, Shalimar Bagh, Delhi – 110088. (Code No. 1309033)
6. Pay & Accounts Officer, Pay & Accounts Office - 7, GNCT of Delhi, DTC Bus Depot, Peeragarhi, Delhi.  
e-mail: pao7.delhi@nic.in
7. Shri G.C. Ahuja

