

*“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**  
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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: 01.06.2022

Complainant : Mrs. Prabha Prasad.

Respondent : The Director,  
Dte.of Education, GNCTD.  
Through Sh. Prabhat Thakur, S.O.,  
Office of DDE, District Central & New Delhi.

**Sh. Rajendra Prasad**, Pay & Accounts Officer,  
PAO-17.

Ms. Jyoti Singh, Vice Principal (HOS),  
Lady Irwin Senior Secondary School - Present.

Grievance No. : PGC/2022/A.II/Edn./04

**1. Brief facts of the complaint**

1.1 Mrs. Prabha Prasad has filed a grievance petition before Public Grievances Commission against the Directorate of Education, aggrieved by non-revision of her pension. The complainant submitted that she had retired from Lady Irwin Senior Secondary School, New Delhi - 110001 in the year 1987. Mr. Surjit Pandit of Accounts Department of Lady Irwin school has sent her file regarding revision of pension to the Office of Dy.Director of Education (District Central & New Delhi) but no action has been taken by the respondent department till date.

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

2.1 **Sh. Rajendra Prasad**, Pay & Accounts Officer, PAO-XVII has filed a status report dated 30.05.2022. It is stated in the report that:-

*“1. Smt. Prabha Prasad retired from Lady Irwin Senior Secondary School, New Delhi – 110001, an aided school and PPO No. 704188700384 was issued by this office.*

Subsequently, after implementation of the recommendations of 7<sup>th</sup> CPC w.e.f. 01.01.2016, due to non receipt of proposal from the concerned Head of Office, the pension as on 01.01.2016 could not be revised. A letter dated 25.03.2022 was received in this office on 28.03.2022 from DDE, New Delhi District. In response to the same, a letter dated 30.03.2022 was sent to the DDE requesting him to submit the revision of pension case of Mrs. Prabha Prasad alongwith service book and other documents.

2. On 12.04.2022, a letter dated 11.04.2022 was received directly from Lady Irwin Senior Secondary School alongwith service book and other requisite documents. After examination/scrutiny of the case, Pension Revision Authority was issued on 13.04.2022.

3. On receipt of order dated 04.05.2022 of PGC, the status of action taken by CPAO was checked on the web portal of CPAO on 10.05.2022 which indicated that CPAO has prepared letter to the bank concerned.

4. On 19.05.2022, a letter No.F.PAO-17/R. Pension/2022/5640-42 was written to the Nodal Officer, Punjab National Bank (CPPC), Karol Bagh, New Delhi requesting him to take necessary action at his level to start disbursement of revised pension to Mrs. Prabha Prasad immediately. Copy of the same also endorsed to the pension paying branch of the bank at Valasaravakkam, Chennai. This letter was also emailed to Punjab National Bank (CPPC) at [cppcdel@pnb.co.in](mailto:cppcdel@pnb.co.in) with cc to [hogbdpension@pnb.co.in](mailto:hogbdpension@pnb.co.in) and to PNB, Valasaravakkam, Chennai at [bo7435@pnb.co.in](mailto:bo7435@pnb.co.in).

5. On 20.05.2022, a letter No.F.PAO-17/Pension/2022/5700-01 was written to the Pay & Accounts Officer, CPAO, Bhikaji Cama Place, requesting him to communicate the status of forwarding the authorization of revised pension and arrears arising thereof to the pensioner. This letter was also emailed to PAO, CPAO at [a1section-cpao@gov.in](mailto:a1section-cpao@gov.in).

6. On 24.05.2022, a reminder No.F.PAO-17/Pension/2022/5721-23 was sent to the Nodal Officer, Punjab National Bank (CPPC), Karol Bagh, New Delhi and copy of the same also endorsed to the pension paying branch of the bank at Valasaravakkam, Chennai. This reminder was also emailed to Punjab National Bank (CPPC) at [cppcdel@pnb.co.in](mailto:cppcdel@pnb.co.in) with cc to [hogbdpension@pnb.co.in](mailto:hogbdpension@pnb.co.in). Another reminder No. F.PAO-17/Pension/ 2022/5724-25 was sent on 24.05.2022 itself to the Pay & Accounts

Officer, CPAO, Bhikaji Cama Place, New Delhi. This letter was *also emailed to PAO, CPAO at [a1section-cpao@gov.in](mailto:a1section-cpao@gov.in).*

*7. Besides the correspondences and emails above, all out sincere efforts were made personally by contacting telephonically the CPPC of PNB at Delhi as well as the Pension Cell of PNB at Chennai and the pension disbursing branch of PNB at Chennai.*

*8. Now, in response to our letters and emails, an email dated 26.05.2022 has been received from CPPC of PNB intimating that the pension payment account has been revised w.e.f. May 2021 (appears to be typographical error in place of May, 2022) and transferred to BO, Valasaravakkam (0743500) and arrears w.e.f. Jan, 2016 to Apr, 2022 has been entered into system which will be received in next pension payment."*

2.2 An action taken report has been filed by Ms. Jyoti Singh, Vice Principal (HOS), Lady Irwin Senior Secondary School. It is stated in the report that:-

*"1. Ours is an aided school receiving grant of 95%.*

*1. In this case, duly filed application for revised pension has been forwarded and the same has been approved by PAO-XVII. Now, the matter is lying with CPAO, Bhikaji Cama Place."*

2.3 Sh. T. Satyanarayana, complainant's son in-law/representative, was not present in the hearing.

### **3. Directions**

3.1 As per **Sh. Rajendra Prasad**, Pay & Accounts Officer, PAO-XVII, GNCT of Delhi, their office has coordinated with the concerned CPAO and the concerned bank of the complainant and the Pension Cell of Punjab National Bank has sent an e-mail to them informing that the pension payment account has been revised w.e.f. May 2022 and transferred to their Branch Office, Valasaravakkam (0743500) and arrears w.e.f. Jan, 2016 to Apr, 2022 will also be reflected from next pension payment.

3.2 Keeping in view the submissions made in the action taken report by the Pay & Accounts Officer, PAO-XVII, GNCT of Delhi, , the case stands disposed of in the Commission.

3.3 The Commission appreciates the efforts put in by both the Education Department as well as PAO-XVII, GNCT of Delhi in processing the case as well as for release of outstanding legitimate dues in respect of the complainant.

(MADHU SHARAN)  
MEMBER (PGC)

No. PGC/2022/A.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, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054.
3. Dr. Pramod Katiyar, Dy. Director of Education, District Central & New Delhi, Plot No.5, Ashoka Hill, Jhandewalan, New Delhi – 110005.
4. Ms. Jyoti Singh, Vice Principal (HOS), Lady Irwin Senior Secondary School, Shrimant Madhav Rao Scindia Marg, New Delhi – 110001 (School ID: 2026029).  
e-mail: ladyirwinschool\_1927@yahoo.com
5. **Sh. Rajendra Prasad**, Pay & Accounts Officer, PAO-17, Govt. of NCT of Delhi, **2<sup>nd</sup> Floor, District Employment Exchange, Vishwas Nagar, Shahdara, Delhi - 110032.**
6. Mrs. Prabha Prasad

