

“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: 27.04.2022

Complainant : Sh. Ajay Kumar – Present.

Respondent : The Director,
Directorate of Education,
Govt. of NCT of Delhi.
Through Dr. Pramod Katiyar,
DDE (District Central & New Delhi).

Dr. Rajeshwari Kapri, DDE (Zone-27).

Ms. Yashwant Nogia,
Vice Principal, SKV Mata Sundri Road 23.

Sh. Shubham Gupta, Jr. Asstt.,
Office of PAO-15 – Present.

Grievance No. : PGC/2021/A.II/Edn./14

1. Brief facts of the complaint

1.1 Sh. Ajay Kumar has filed a grievance petition before Public Grievances Commission, aggrieved by non-payment of dues i.e. gratuity, commutation of pension, CGEIS, Encashment of leaves, NPS fund and family pension. He has stated in his complaint that his daughter Ms. Priyanka, who was appointed to the post of Primary Teacher at Sarvodaya Kanya Vidyalaya, Mata Sundri Road - 23, Deen Dayal Upadhaya Marg, New Delhi – 110023, expired on 05.08.2020. He further submitted that a letter dated 15.02.2021 was submitted to the school regarding payment of gratuity, commutation of pension, CGEIS, Encashment of leaves, family pension (according to old pension scheme) etc. However, no reply has been received from the school or the Education Department in this regard till date.

2. Relevant facts emerging during the hearing

2.1 Dr. Rajeshwari Kapri, DDE (Zone-27) filed a status report dated 27.04.2022. It is stated in the report that :-

“Neither Relinquishment Deed nor Succession Certificate has been submitted to the school till date. Succession Certificate is required in order to avoid litigation at a later stage.

However, PAO-XV, vide this office letter dated 31.01.2022 and a subsequent reminder dated 25.04.2022 has been requested to release all such benefits that can be released without submission of the succession certificate and the rest could be released after the submission of Succession Certificate by the complainant.”

2.2 Ms. Yashwant Nogia, Vice Principal, SKV Mata Sundri Road 23 stated that the family pension file of the deceased government teacher alongwith Service book has already been sent to the concerned PAO-15 office.

2.3 Sh. Manish Srivastava, Pay & Accounts Officer-15, GNCT of Delhi on being contacted telephonically during the hearing, submitted that their office has received the family pension file alongwith Service book of late Ms. Priyanka. However, the dues can only be processed and released after submission of Succession Certificate by the family of the deceased govt. teacher.

2.4 The complainant's wife (late Ms. Priyanka's mother) submitted that she has visited the concerned Office of Pay & Accounts Officer-15 and provided Relinquishment Deed to the concerned officer. However, the said PAO-15 officer told her that only Succession Certificate issued by a Court of Law will be accepted by their office for further processing of the terminal benefits and other alternatives to the Succession Certificate are not acceptable to them.

3. Directions of the PGC

3.1 Dr. Pramod Katiyar, Dy. Director of Education, District Central, GNCT of Delhi is directed to coordinate with the PAO-15 i.e. the concerned PAO and the school for releasing terminal benefits in respect of late Ms. Priyanka, as and when the complainant furnished Succession Certificate to the concerned school authorities.

3.2 The Pay & Accounts Officer-15, GNCT of Delhi is advised to expeditiously process the case of releasing terminal benefits i.e. death gratuity, pension, UTEGEIS, leave encashment etc. to the complainant as and when the complainant furnished Succession Certificate to the concerned school authorities.

3.3 Ms. Yashwant Nogia, Vice Principal, Sarvodaya Kanya Vidyalaya, Mata Sundri Road - 23, Deen Dayal Upadhaya Marg, New Delhi – 110002 shall coordinate with the complainant regarding Succession Certificate and as and when the complainant furnished Succession Certificate to the school, the case of releasing terminal benefits i.e. death gratuity, pension, UTEGEIS, leave encashment etc. to the complainant shall be processed expeditiously.

3.4 The complainant is advised to provide Succession Certificate to the concerned Pay & Accounts Officer-15, Office of concerned Dy. Director of Education, District Central and school authorities to enable them to release terminal benefits in a time bound manner.

3.5 With the above directions, the case stands disposed of in the Commission. However, the complainant is at liberty to approach the Directorate of Education as well as the Commission in case the respondent department did not release terminal benefits in a time bound manner even after receiving Succession Certificate from the complainant.

(MADHU SHARAN)
MEMBER

No. PGC/2021/A.II/Edn./14

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
1. Dy. Director of Education, District Central, Directorate of Education, Plot No.5, Ashoka Hill, Jhandewalan, New Delhi – 110055.

5. Dr. Rajeshwari Kapri, Dy. Director of Education (Zone-27),
District Central, Directorate of Education, Plot No.5, Ashoka Hill,
Jhandewalan, New Delhi – 110055.
6. Sh. Manish Srivastava, Pay & Accounts Officer, Pay & Accounts
Office No. 15, GNCT of Delhi, MRD Block, Lok Nayak hospital,
New Delhi – 110002.
7. Ms. Yashwant Nogia, Vice Principal, Sarvodaya Kanya Vidyalaya,
Mata Sundri Road - 23, Deen Dayal Upadhaya Marg, New Delhi – 110002
8. Sh. Ajay Kumar