



"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: 20.07.2022

Complainant : Sh. Naresh Kumar Kaushik,
On behalf of his wife Smt. Usha Rani Sharma.

Respondent : The Director,
Directorate of Education,
Govt. of NCT of Delhi.
Through Sh. V.P. Singh, S.O., District (East).

Mrs. Mamta, Vice Principal,
Sarvodaya Kanya Vidyalaya, Krishna Nagar.
– Present.

Grievance No. : PGC/2022/A.II/Edn./07

1. Brief facts of the complaint

1.1 Sh. Naresh Kumar Kaushik has filed a grievance petition on behalf of his wife Smt. Usha Rani Sharma before Public Grievances Commission, aggrieved by non-release of retirement benefits i.e. Gratuity, leave encashment, pension etc by the Education Department. Further, her medical card has also not been provided till date by the department. She retired as PGT (History) on 31st October 2021 from Govt. Sarvodaya Kanya Vidyalaya, Krishna Nagar, Delhi - 110051 (School ID: 1003036).

2. Relevant facts emerging during the hearing

2.1 An action taken report on behalf of Dy. Director of Education, District East, GNCT of Delhi is filed during the hearing. It is stated in the report that:

"The HOS, Sarvodaya Kanya Vidyalaya, Krishna Nagar has submitted the status report dated 29.06.2022 vide which it is stated that all retirement benefits have been released and credited in the bank account of Smt. Usha Rani Sharma, retired govt. teacher through ECS and medical card has also been issued. There is no pendency of retirement benefits at school level."

2.2 Sh. Naresh Kumar Kaushik, Husband of Smt. Usha Rani Sharma send an e-mail dated 11.07.2022 wherein he has expressed satisfaction with the action taken by the respondent department in resolving the grievances of his wife Smt. Usha Rani Sharma, retired teacher. He further thanked the Commission for intervention in the matter, due to which, the grievances were redressed satisfactorily by the respondent department.

3. **Directions :**

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.

Mrs. Madhu sharan

(MADHU SHARAN)
MEMBER

Dated: *21/07/2022*

PGC/2022/A.II/Edn./07 *5238-245*

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. Dy. Director of Education (East), District East, Govt. of NCT of Delhi, D-Block, Anand Vihar, Delhi-110092.
5. Dr. P.K. Tyagi, Dy. Director of Education (Zone-III), Office of the Dy. Director of Education (Zone-03), Directorate of Education, Govt. of NCT of Delhi, District East, Rani Garden, Delhi-110031.
6. Mrs. Mamta, Vice Principal, Govt. Sarvodaya Kanya Vidyalaya, Krishna Nagar, Delhi - 110051 (School ID: 1003036).
7. Sh. Naresh Kumar Kaushik, H/o Mrs. Usha Rani Sharma,

through e-mail: kritikak007@gmail.com,

Mobile No. 8447394377.