

"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: 22.03.2021

Complainant : Ms. Shashi Duggal.
Respondent : The Director,
Directorate of Education,
Govt. of NCT of Delhi,
through Dr. Sudhakar Gaikwad,
D.D.E (SW-A), Zone – 20.
Sh. S.C. Rawat, H.O.S, Sarvodaya Bal
Vidyalaya, Naraina – Present.
Grievance No. : PGC/2019/A.II/Edn./35

1. Brief facts of the complaint

1.1 Ms. Shashi Duggal has filed a grievance petition before Public Grievances Commission, aggrieved by non-receipt of family pension from the Directorate of Education, GNCT of Delhi. It is stated her father retired on 01.05.1990 was getting pension. He expired on 15.11.2008. As such, her mother was getting family pension as per existing rule. She also expired on 12th July 2018. The complainant further stated that being an unmarried daughter, after the death of her father and mother, she is due to get family pension as she is totally dependent on that income and has no other source of livelihood. She has requested for Commission's intervention for direction to respondent department for taking needful action promptly in releasing the family pension.

2. Relevant facts emerging during the hearing

2.1 Sh. S.C. Rawat, H.O.S, Sarvodaya Bal Vidyalaya (1st Shift), Naraina was present in the hearing and filed a status report from Principal of SBV, Naraina dated 18.03.2021 stating in the report that "The undersigned has submitted proposal for receipt of family pension in r/o Ms. Shashi Duggal, D/o late Sh. J.P. Duggal vide ref. no. SBV/NAR/2021/141 dt. 02.03.2021 to concerned PAO i.e. {PAO-18 Prasad Nagar, New Delhi for necessary action (Copy enclosed as Annexure-A). But the proposal/file was returned by the PAO-18 to this office on 15.03.2021 with the remarks to submit some more documents to proceed further in instant case. Further, in this regard, we have approached complainant vide ref. no.

SBV/NAR/2021/160 dt. 15.03.2021 (Copy enclosed as Annexure-B) with the request to submit pending required documents at the earliest for onward submission to concerned PAO i.e. PAO-18 Prasad Nagar and time resolution of her grievance regarding non-receipt of family pension from the Directorate of Education, GNCT of Delhi.

Now, it is mentionable that certain documents have been submitted by the complainant to this office received vide diary no. SBV/NAR/2021/52 dt. 18.03.2021 (Copy enclosed as Annexure-C), but some required documents are still pending mentioned in the letter no. SBV/NAR/2021/167 dt. 18.03.2021 (Copy enclosed as Annexure-D). Further, she has also clarified that the remaining documents will be submitted by her within 10 days in the undertaking submitted by her vide diary no. SBV/NAR/2021/53 dt. 18.03.2021 (Copy enclosed as Annexure-E) to this office.

So, in this regard, it is reiterated that we are trying our level best to resolve the concerned grievance at the earliest and the process of family pension will initiate as soon as all required documents will be submitted by the complainant to this office for onwards submission to the PAO office."

2.2 The complainant was not present in the hearing.

3. Directions of the PGC

3.1 The complainant is advised to provide remaining documents as desired by the school within a period of ten days for early process and release of family pension by the Education Department.

3.2 After receiving the remaining required documents, the Dy. Director of Education (South West-A), Zone – 20 and the H.O.S, Sarvodaya Bal Vidyalaya (1st Shift), Naraina is directed to coordinate with the concerned PAO-18 Prasad Nagar for expeditiously processing the case of the complainant for release of family pension.

3.3 The Dy. Director of Education (South West-A), Zone – 20 and the H.O.S, Sarvodaya Bal Vidyalaya (1st Shift), Naraina to apprise the complainant the status of her case and as and when, her case for family pension is passed by the concerned PAO, the department shall make all efforts to acquire her bank details etc. to make sure that the family pension has been credited to her account and also inform the Commission about the same.

3.4 With these directions, the case is disposed of in the Commission.

o/v

Mrs. Madhu Sharan

(MRS. MADHU SHARAN)
MEMBER

No. PGC/2019/A.II/Edn./35 17189-185

Dated: 23/03/2021

1. The Director, Directorate of Education, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054.
2. The Spl. Director of Education / Nodal Officer, Directorate of Education, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054.
3. Dy. Director (HQ), Directorate of Education, GNCT of Delhi, Old Patrachar Building, Lucknow Road, Timarpur, Delhi-110054.
4. Dy. Director of Education, District (South West-A), Zone – 20, Vasant Vihar, C-4, Vasant Vihar, New Delhi.
5. Sr. Accounts Officer (P&PF), Directorate of Education (Pension & Pay Fixation Branch), GNCT of Delhi, Old Secretariat, Delhi-110054.
6. Sh. S.C. Rawat, Head of School, Sarvodaya Bal Vidyalaya (1st Shift), Naraina, Delhi – 110028. **(School ID 1720002)**.
7. Ms. Shashi Duggal, D/o Late Sh. Jagdish Prakash Duggal, R/o: E-953, Saraswati Vihar, Pitampura, New Delhi – 110034.