

PUBLIC GRIEVANCES COMMISSION
(Govt. of NCT of Delhi)
M-Block, Vikas Bhawan, IP Estate, New Delhi – 110110
Tel. No. 011-23379900, 23379901, Fax No. 011-23370903
Website : www.pgc.delhigovt.nic.in E-mail :pgcdelhi@nic.in

Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR
dated 25.9.9

Date of hearing: 13th Jan., 2020

Complainant : Ms. Sharda Goel

Respondent : Commissioner,
North Delhi Municipal Corporation

Grievance No. : PGC/2019/MCD/98

1. Brief facts of the complaint

Ms Sharda Goel has filed a grievance in PGC regarding release of retirement benefits i.e. Commutation of Pension, Gratuity, GPF, 7th pay Commission arrears, DA arrears & bonus, MACP arrears from September 2017 and monthly pension from 01.06.2019 to till date after sanctioning of MACP by North Delhi Municipal Corporation. She has retired as Principal from MC Primary School, Gopal Nagar, Delhi.

2. Proceedings in the Public Grievances Commission

The PGC has convened two hearings in the matter so far and in the hearing held on 13.01.2020, the following are present:

Complainant : Present

Respondent : Sh. Puranmal, School Inspector,
Civil Lines Zone, North DMC

3. Relevant facts that emerged during the hearing

3.1 Sh. Puranmal, School Inspector, Civil Lines Zone is present in the hearing and submitted a Status Report from Asstt. Director Education/DDO (Civil Lines Zone) stating that

“The matter of Ms Sharda Goel, retired Principal was forwarded to Accounts Department, Civil Lines Zone for release of pension. Now, in pursuance of office letter dated 31.12.2019 received from Accounts

branch, CLZ, it is submitted that pension case of Ms Sharda Goel, retired Principal has been finalized and PPO No. 195/2019 has been allotted to her (copy attached). However, prior to release of pension, signature of pensioner is required in PPO sheet. Same has already been intimated to her vide office letter no. D/4315/DDE/CLZ/2020 dated 03.01.2020 (copy enclosed). The incumbent has not appeared before DDO for signature on PPO sheet.

It is pertinent to mention here that as per her request, benefit of MACP-III has been granted to her and accordingly, the pay has been fixed vide office letter no. D/4464/DDE/CLZ/2020 dated 10.01.2020 (copy enclosed).

As far as payment of her commutation and gratuity is concerned, this is to submit that the same has been mentioned in PPO sheet. Once PPO sheet is signed by the complainant, the matter of payment of other terminal benefits will be processed accordingly. The payment will be disbursed to her account immediately as it is received from Accounts department.”

He further informed that the complainant has refused to sign the PPO sheet and desired that her pension may again be calculated on the basis of revised pay after granting her MACP-III.

4. Observations of the Commission :

The complainant present in the hearing has refused to accept the ATR submitted by the department and requested that her pension may be started only after revision of her pay according to benefits of 3rd MACP.

4.2 The department may examine the possibility of issuing a revised PPO with the new pay scale in accordance with the rules.

The complainant is advised to get in touch with Sh. Purnamal, School Inspector, Civil Lines Zone, North DMC (present in the hearing) who is quite positive and reiterated that a new PPO will be issued if the rules permit the same.

5. Recommendations of the PGC :

5.1 Sh. Jagdish Prasad, Asstt. Director of Education, Civil Lines Zone is advised to take note of para 4 above and examine the

possibility of issuance of a revised PPO after fixing the pension of the complainant as per her pay scale after granting 3rd MACP, in accordance with the relevant rules.

5.2 Complainant is advised to contact Sh. Puranmal, School Inspector, Civil Lines Zone, North DMC (present in the hearing) for release of her pensionary benefits,

5.3 Sh. Kuldeep Singh Yadav, Deputy Commissioner, Civil Lines Zone is advised to ensure that necessary action in the matter is taken by the concerned officers as per provisions of the relevant rules.

With the above directions the matter stands closed at the level of this Commission.

(ASHOK KUMAR)
CHAIRMAN

No. PGC/2019/MCD/98

Dated:

To:

1. Shri Kuldeep Singh Yadav, Deputy Commissioner, Civil Lines Zone North Delhi Municipal Corporation, 16 Rajpur Road, Delhi – 110054.
2. Sh. Jagdish Prasad, Asstt. Director Education/DDO (Civil Lines Zone), North Delhi Municipal Corporation, Education Department, Civil Lines Zone, 5th Floor, 16 Rajpur Road, Delhi – 110054.

Copy for information to

Ms. Sharda Goel