

***“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  
Website : [www.pgc.delhigovt.nic.in](http://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 25.9.97**

Date of hearing: 17.03.2021

Complainant : Mrs. Usha Bajaj  
Sh.S.C. Bajaj,  
Husband of the complainant – Present.

Respondent : The Director,  
Dte.of Education, GNCTD.  
Through Ms. Kamaljeet Kaur,  
D.D.E. Zone-VII, District North, GNCT of Delhi.  
  
Sh.Susheel Jain,  
OSD to D.D.E. Zone-VII – Present.

Grievance No. : PGC/2020/A.II/Edn./10

**1. Brief facts of the complaint**

1.1 Mrs. Usha Bajaj has filed a grievance petition before Public Grievances Commission aggrieved by non-grant of ACP-I instead of Sr. Scale by Delhi University Social Center Co-Ed.School, Block-C Maurice Nagar, Delhi.

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

2.1 A status report has been filed by Ms. Kamaljeet Kaur, Dy. Director of Education, Zone-VII, District North, GNCT of Delhi. It is stated in the report that *“The conversion from Sr. Scale into ACP-I in respect of Mrs. Usha Bajaj (Retd.TGT Hindi) has been done and as per information received to this office, the final payment has been credited in the account of complainant. As per telephonic conversation with the complainant, the grievance has been sorted out.. But this office could not get any written acknowledgement from the complainant till date.”*

2.2 The representative of the complainant expressed his satisfaction over action taken by the respondent department for redressal of his grievance.

**3. Directions :**

3.1 The case is disposed of as grievance of the complainant is successfully resolved to his satisfaction. Further, the complainant is at liberty to approach the Directorate of Education as well as the Commission in case he has any further grievance with regard to his present complaint.

( MRS. MADHU SHARAN )

MEMBER (PGC)

PGC/2020/A.II/Edn./10/

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. Dy. Director of Education, Zone-7, District North, Dte. of Education, GNCT of Delhi, Lucknow Road, Timarpur, Delhi-110054.
4. Dr. Garima Bharti, HOS, Delhi University Social Center Co-ed School, Block-C, Maurice Nagar, Delhi-110007.
5. Smt. Usha Bajaj