

"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
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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: 08.07.2021

Complainant : Sh. Om Prakash Chauhan,
Sh. Manish Chauhan
Son of Complainant – Present.

Respondent : The Director,
Directorate of Education,
Govt. of NCT of Delhi.
Through
Sh. Bharat Bhushan Gupta,
D.D.E. (Zone-28), Distt. Central.

Sh.S.P.S. Dalal,
HOS/Vice-Principal, Govt. Boys
Sr.Sec.School, Dev Nagar - Present.

Grievance No. : PGC/2019/A.II/Edn./33

1. Brief facts of the complaint

1.1 Sh. Om Prakash Chauhan has filed a grievance petition before Public Grievances Commission, aggrieved by non-revision of pay scale as per 6th and 7th Pay Commission/grant of selection grade, providing ACP and fixing of family pension in respect of his wife, Mrs. Malti Chauhan, TGT, Dte. of Education, GNCT of Delhi. He has requested for Commission's intervention for direction to the Directorate of Education, GNCT of Delhi for revision of pay scale as per last Pay Commission along with Selection Grade w.e.f. 01.01.1984 and fixation of family pension.

2. Relevant facts emerging during the hearing

2.1 Sh.S.P.S. Dalal, HOS/ Vice-Principal, Govt. Boys Sr. Sec. School filed an action taken report dated 07.07.2021 stating therein that *"The matter on the subject was in process at the school level. In the meantime, the hearing in the PGC office could not*

be held on 28.04.2021 due to lockdown w.e.f. 20.04.2021 onwards in r/o pandemic situation in Delhi.

Further, a letter No. GBSSS/DN/2021/367 dated 30.06.2021 addressed to ADE (E-III Branch), Directorate of Education, Old Sectt., Delhi has been sent requesting for clarification in r/o late Smt. Malti Chauhan, ex-TGT, w/o Sh. O.P. Chauhan (Complainant). Copy of letter is enclosed for reference.

This reply may be treated as interim reply.

This is issued with the approval of DDE District (C/ND)."

2.2 Sh.S.P.S. Dalal, HOS, Govt. Boys Sr. Sec. School submitted that he has sent letter dated 30.06.2021 addressed to ADE (E-III Branch), Directorate of Education, Old Sectt., Delhi requesting for providing copy of the order vide which Selection Scale was awarded to the teachers during that time for which tentative seniority list of teachers belongs.

2.3 Sh. Bharat Bhushan Gupta, D.D.E. (Zone-28), Distt. Central stated that the Joint Director of Education (Admn.), Directorate of Education, vide **Order No.04 UO No. DE-6B(15)/91-Estt.VI-B/38327 – 887 dated 03.09.1991**, has ordered for **revision of pay scale of all the female Trained Graduate Teachers (TGTs) belonging to SC/ST category**. However, the name of the complainant Smt. Malti Chauhan is not mentioned in the aforesaid Order.

The complainant's son has requested for granting of the benefits accruing out of the said Order to her late mother Smt. Malti Chauhan, ex-TGT. Therefore, the DDE concerned, along with Sh.S.P.S. Dalal, HOS, Govt. Boys Sr. Sec. School, Dev Nagar, has tried to trace out the requisite documents/file pertaining to the aforementioned order. However, as the matter pertains to the year 1991 and more than 29 years have passed since then, the records are weeded out by the concerned branch of respondent department. Hence, they have made every possible effort to trace out the concerned file/document vide which eligible teachers are granted selection scale but were unable to locate the concerned file/document. Further, all dues of the complainant towards pension, gratuity, leave encashment, insurance etc. have already been paid as per records available in the service book and it was also informed by PAO concerned that nothing is pending in the matter so far as any other payments/dues are concerned.

2.4 The complainant's son present in the hearing stated that her mother late Mrs. Malti Chauhan was entitled for Selection Grade w.e.f. 01.01.1986, as granted by Directorate of Education, **vide Order No.04 issued UO No. 6B(15)/91.Estt.VI D/38327 – 887 dated 03.09.1991**, for teachers belonging to SC/ST category and accordingly, scale is to be revised and arrears to be paid in respect of her mother who has expired on 01.11.2017. He further submitted that eligibility list for SC/ST category teachers has been prepared at HQ level, wherein, her mother's name has not been mentioned in the the said list.

2.5 The Commission noted that almost all the grievances, which was preyed for by the complainant's son, has been redressed by the department including pension, gratuity, leave encashment, insurance etc. Only one grievance regarding eligibility for the above mentioned Selection Grade w.e.f. 01.01.1986, as granted by Directorate of Education, **vide Order No.04 UO No. 6B(15)/91.Estt.VI D/38327 – 887 dated 03.09.1991**, has not been redressed by the department.

However, the concerned file in which the aforementioned order, issued by Directorate of Education in respect of this particular grievance, could not be traced out by the department despite their best efforts. In the absence of the concerned file/document, the department has not been able to redress this particular grievance of the complainant.

3. **Directions of the PGC**

3.1 The department has tried their level best to pursue and redress the grievance of the complainant and except one grievance related to eligibility for Selection Grade w.e.f. 01.01.1986, as granted by Directorate of Education, vide Order No.04 UO No. 6B(15)/91.Estt.VI D/38327 – 887 dated 03.09.1991, all other grievances relating to terminal benefits i.e. pension, gratuity, leave encashment, insurance etc. has been successfully resolved by the respondent department. The Commission is satisfied with the action taken by the Directorate of Education and **the matter is closed in the Commission.** However, the complainant's son is free to approach other forums for redressal of the grievance in case he is not satisfied with the outcome of the present case filed in the Commission.

(MRS. MADHU SHARAN)
MEMBER

1. The Director, Directorate of Education, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054.
2. The Dy. Director of Education (HQ)/ Nodal Officer (PGC), Directorate of Education, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054.
3. The Dy. Director of Education, Zone-28, District Central, Plot No.6, Jhandewalan, New Delhi.
4. Sh. S.P.S. Dalal, HOS/ Vice-Principal, Govt. Boys Sr. Sec.School, Dev Nagar, New Delhi – 110005. (School ID 2128007).
5. Sh. Om Prakash Chauhan