PUBLIC GRIEVANCES COMMISSION
(Govt. of NCT of Delhi)
M-Block, Vikas Bhawan, IP Estate, New Delhi – 110110
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Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.1997

Date of hearing: 14th October, 2026

Complainant : Shri Adarsh Malhotra

Respondent : The Director,
Directorate of Education,
Govt. of NCT of Delhi
Through :

Shri Ajay Kumar Simha, ASO
Shri Vijay Pal, Section Officer
Shri Sumit Yadav, Sr. Assistant
Shri Sandeep Kumar, Principal, G.S. K.V., Khajoori Khas

Grievance No. : PGC/2026/A-II/Edu/523/

3. Brief Facts of the Case

The complainant Mrs. Adarsh Malhotra has filed a grievance in the Commission regarding willfull harassment by illegally withholding of ACP benefits due on 24.4.2008 and consequent pensionary benefits. She has requested the Commission to direct the Education Department to (i) grant her benefit of 2nd ACP w.e.f. 24.4.2008 in the Grade Pay of Rs.7600/- with all consequential benefits i.e. arrears of pay & allowances as has been granted to other similar situated employees of Education Department and (ii) to revise the pensionary benefit accordingly and release the arrears of pension/leave encashment/commutation etc. alongwith interest thereon.

2. Facts emerged during the hearing

2.1 The complainant is present.

2.2 Shri Sandeep Kumar, Principal from SKV Khajoori Khas, Shri Ajay Kumar Simha, ASO, Shri Vijay Pal, Section Officer and Shri Sumit Yadav, Sr. Assistant from Education Department are present and submitted action taken report, stating the following :-

With reference to the Order dated 27.08.2026 passed by the Hon'ble Public Grievances Commission, the following is submitted on behalf of GOG (HQ). Directorate of Education:

i. The case of Smt. Adarsh Malhotra, Retd. Principal, for grant of 2nd ACP in GP 7600/- w.e.f. 24.04.2008, was received in GOC (HQ) from District North-East-1.

ii. As per the records furnished by the District, the official actually joined as PGT (Commerce) on 18.09.1993, while her notional date of joining/seniority as PGT was stated as 24.04.1984 under the 1984 Panel. Earlier, she was granted 1st ACP w.e.f. 18.09.2005 and 2nd MACP w.e.f. 18.09.2013 on the basis of her actual joining. Subsequently, the District withdrew the said benefits and granted Senior Scale w.e.f. 24.04.1996.

iii. The District thereafter forwarded the proposal for grant of 2nd ACP w.e.f. 24.04.2008, counting the residency period from the notional date of 24.04.1984. The proposal was examined by GOC (HQ), with the approval of the Director (Education), in terms of DOPT OM No. 35034/1/97-Estt. (D) dated 09.08.1999, particularly para 5.2 of Annexure-I, which provides that the residency period is to be counted from the grade in which an employee was appointed as a direct recruit. Accordingly, the claim was not found admissible and the representation was rejected.

iv. As regards the contention that more than 100 similarly situated officials were granted 2nd ACP/3rd MACP, it is submitted that GOC (HQ) has neither processed nor granted such benefits to the said officials and, therefore, is not in a position to comment upon the individual circumstances or basis on which such benefits may have been granted. Such comparison can be made only after examination of the relevant individual records/orders.

V . It may also be stated that GOC (HQ) issues a circular twice a year inviting proposals from all Districts for grant of MACP benefits to eligible EO/DEO/Principals. The proposals are received in physical form only after due scrutiny and recommendation by the concerned DDE (District) and are thereafter placed before the Departmental Screening Committee (DSC) for consideration under the applicable DOPT quidelines and other relevant instructions.

6 Thus, the present case was examined by GOC (HQ) on the basis of the records and proposal furnished by District North-East-I and in accordance with the applicable rules/instructions. The factual particulars and service records are maintained/verified at the District level.

PRATYUSH KANTH
MEMBER
Public Grievances Commission
Govt. of NCT of Delhi
M-Block, Vikas Bhawan,
New Delhi-110002

7. In view of the above, no further action is presently pending at the level of GOC (HQ) in respect of the claim of Smt. Adarsh Malhotra, Retd. Principal, unless the concerned District furnishes complete records and a fresh proposal requiring examination by the competent authority in accordance with the applicable rules/instructions

3. Directions of PGC

3.1 **The Commission directs the Director (Education) to personally look into this matter. It is informed that this is the fourth date, that the Commission is observing that left hand does not know what is being done by right hand. The poor complainant is running from pillar to post. The officer from GOC Branch and E-2 do not know about the case. The complainant has shown orders of Education Department done by Shri Amit Singla, Former Director.**

The Commission directs the Director (Education) to call a meeting of concerned branches under your supervision and ensure that the grievance of the complainant is redressed before the next date of hearing. The Commission is giving two months time to hold an inquiry in this case and inform the PGC.

3.2 An Action Taken Report shall be filed in the Commission in the next date of hearing **scheduled on 28th December, 2026 at 2.30 p.m.**

PRATYUSH KANTH
MEMBER
Public Grievances Commission
Govt. of NCT of Delhi
M-Block, Vikas Bhawan,
New Delhi-110002

22/10

(PRATYUSH KANTH)
MEMBER(PGC)

F.No. PGC/2026/A-II/EDU/523/ 11525-531 Dated : 28/10/26

1 The Director, Directorate of Education, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054.
2 The Deputy Director of Education, District North East (NE-1) B-Block, Yamuna Vihar, Delhi-110053.
3 The Deputy Director of Education (E-2), Directorate of Education, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054.
4 The Deputy Director of Education (E-3), Directorate of Education, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054.
5 The GOC (HQ), Directorate of Education, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054.
6 The Technical Officer, PGC with the direction to upload the same on the web-site of PGC.
7 The complainant Smt. Adarsh Malhotra, r/o 11 D, Dayanand Nagar, Ghaziabad U.P.-201001.