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 25.9.1997

Date of hearing: 15th October, 2026

Complainant : M./s. Suryansh Enterprises

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

Through :
Shri Surjeet Kumar, L.A., Zone-16
Dr. Sabya Sachin, HOS, GBSSS, Prem Nagar

Grievance No. : PGC/2026/A-II/Edn./535

1. Brief Facts of the Case

The M/s. Suryansh Enterprises has filed a grievance in the Commission for non-payment of bills issued in the name of Govt. Girls' Senior Secondary School, Prem Nagar, Delhi. The bills are amounting to Rs. 91, 600/-/ The complainant has requested the Commission to direct the Director (Education) to take necessary action in the matterat the earliest possible as more than five years have been passed and payment has not been made till date.

2. Facts emerged during the hearing

2.1 The complainant is present.

2.2 Shri Surjeet Kumar, L.A., Zone-16 and Dr. Sabya Sachin, HOS , GBSSS, Prem Nagar, Zone -16 from Education Department are present and submitted action taken report, stating the following :-

i. Apropos the above complaint/grievance filed by the complainant for non-payment of the bills amounting to Rs. 91,600 issued in the name of Govt. Girls Senior Secondary School, Prem Nagar, Delhi and prayed the Hon'ble Commission to direct Director (Education) to take necessary action in the matter at the earliest possible as more than five years have been passed and payment has not been made till date.

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

ii. The matter was listed for hearing on 27.8.2026 before the Hon'ble Commission and the Hon'ble Commission has directed inter alia that " An ATR shall be filed in the next hearing fixed for 15th October, 2026 at 2.30 p.m.

iii. In compliance with the Hon'ble Commission directions in the matter, it is submitted that the District Co-ordinator (District West-A), S.S.A./U.E.E Mission vide letter No. /DURCC/WA/2026-27/43, dated 12.10.26 has conveyed that "the relevant file, alongwith the necessary details, has been forwarded to HQSS vide Dispatch No. DURCC/WA/2026-27/40 dated 6.10.2026 for approval. The file is presently submitted for approval from HQSS. Further, necessary action shall be taken upon receipt of the approval from the Competent Authority."

3. Directions of PGC

3.1 The Public Grievances Commission directs the Director (Education) to look into this case. The official from Zone-16 has stated that the file is lying with Director (Education). The Commission directs the Education Deprtment to file action taken report in the next hearing.

3.2 An ATR shall be filed in the next hearing, fixed for 8th 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

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(PRATYUSH KANTH)
MEMBER(PGC)

F.No. PGC/2026/A-II/Edn./535 11591-593 Dated :29/10/26

1. The Director, Directorate of Educatiion, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054.
2. The Deputy Director of Education, Zone-16, Education Department, District : West, Karampura, New Delhi-110015.
3. The complainant M/s. Suryansh Enterprises, R/o A-6/79, Paschim Vihar, New Delhi-110063 (Mob. No. : 9818866879).