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 : Shri Vijay Kumar

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

Ms. Sudesh Kumari, DDE (Zone-28)

Grievance No. : PGC/2026/A-II/Edu/543

1. Brief Facts of the Case

The complainant Shri Vijay Kumar has filed a grievance in the Commission regarding inaction by Directorate of Education on the complaint against illegal fee charging from Freeship Category students. He stated that a detailed representation was submitted on 10th April, 2026 before the office of Deputy Director of Education, Zone-28 regarding illegal charging of fees by the school authorities from a Prince, class-9B in Ramjas Public School, Pusa Road admitted under the Freeship Category. However, till date, no action or communication has been received from the concerned Zonal Authorities. He has requested to initiate inquiry and fix responsibility for the dealy and inaction on the part of the Zonal Authorities.

2. Facts emerged during the hearing

2.1 Mrs. Sudesh Kumari, DDE (Zone-28) from Education Department is present and submitted action taken report, stating the following :-

i. in reference to the PGC Order No. PGC/2025/A-/EDU/-11/8695 dated 08.09.2026 issued by the Hon'ble Member (PGC). The Hon'ble Member/PGC) has given below mentioned directions and the actions taken by this effice is es under

a) The PGC recommends that the DE nominee should be sacked from being de nominee.

ATR The proposal/request to sack the De Nantinee has been sent to the DDE (PSB) vide letter no DDE/Zone 28/Central/2026/423 dated 08.10.2026 Dhrough email dated 09.10.2026

b) The Education Department should hold an inquiry against the DE nominee.

ATR : A draft order of the committee constituted for inquiry against the DE Nominee for approval of the competent authonty

c) Issue Show Cause notice to the management of the school

ATR : A show cause Notice dated 06.10.2026 has been sent to the concerned school in this matter. Reply of show cause notice has been submitted by the concerned school vide letter dated 06.10.2026 stating that Master prince is covered under the applicable EWS/Freeship provisions and no fee has been demanded or collected by the school

d) The Commission also directs the DDE (Zone-28) to conduct an inquiry against the school. in the next hearing, the DDE (Zone-28) shall explain to the Commission as to how much money are charged from freeship category students by the Romjas School Pusa Rood which appears that the school is being run to make money from the poor people

ATR :- In compliance of the aforesaid order dated 08.09.2026, this office has constituted an inquiry committee and the inquiry committee has submitted its report vide letter dated 06.10.2026

e) The DDE (Zone-28) is also directed to call the parents of the child and resolve the grievance of the complainant.

ATR : The Committee issued a formal notice to the complainant, Shri Vijay Kumar, via registered post (India Post) on 25.9.2026, directing his appearance on 29.9.2026 at 2.45 p.m. It is also conveyed by the complainant before the inquiry committee that he just do not want to the fee waiver of his child only but also want to get waived off the fee of the other students studying in the school.

All the above actions are under submission to the competent authority. As per the directions of the Hon'ble PGC to submit the reply after vetting by the competent authority, it is requested to accept it as an intermim reply, please."

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

3. **Directions of PGC**

In view of the ATR filed by Education Department, the Commission has decided to close the case in PGC..

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\543/ 11588-590 Dated : 29/10/26

1 The Director, Directorate of Education, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054.
2 The Deputy director of Education, Zone-28, District Central, Plot No. 8, Jhandewalan, New Delhi.
3 Shri Vijay Kumar R/o T-29/1-2, Baljeet Nagar, Road No. 2, New Delhi-110008. (7011205720).