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
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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: 15th October, 2026

Complainant	:	Shri Rakesh Babu
Respondent	:	The Director, Directorate of Education, Govt. of NCT of Delhi Through : Dr. Sabhya Sachin, HOS, GBSSS, Prem Nagar Shri Kanwar Pal Singh, Incharge, S.D. School Shri Sarjeet Kumar, L.A., Zone-16 Shri Satish Kumar, DDE, Zone-IV Shri Sunil Kumar Tiwari, PGT
Grievance No.	:	PGC/2026/A-II/Edu/570

1. Brief Facts of the Case

The complainant Shri Rakesh Babu has filed a grievance in the Commission for non-release of interest on delay payment of retiral dues, despite clear cut OM dated 22.01.1991, issued by DoPT, Govt. of India. The complainant has requested for action against Mrs. Neeraj, then DDE (West-A), Directorate of Education, GNCTD for undue harassment and causing loss to the Government fund with her malicious design.. He has prayed the Commission :

vii. that the interest on all the delayed payment of retiral dues, may kindly be granted at the applicable GPF interest rate ;

viii. The DP may kindly be initiated against Mrs. Neeraj, the then DDE (West-A), DOE for recovery of loss to be suffered by the government in the form of interest in accordance with the DoPT OM dated 6.9.2000;

ix. Compensation at the rate of Rs. 2,00,000/- may kindly be granted to him for his undue harassment by the said Mrs. Neeraj, then DDE (West A).

2. Facts emerged during the hearing

2.1 Dr. Sabhya Sachin, HOS, GBSSS, Prem Nagar, Shri Kanwar Pal Singh, Incharge, S.D. School, Shri Sarjeet Kumar, L.A., Zone-16, Shri Satish Kumar, DDE, Zone-IV and Shri Sunil Kumar Tiwari, PGT from Education Department are present. An action taken report under the signature of DDE, Zone-16 has been submitted and stating the following :

"Apropos the above mentioned grievance filed before the Hon'ble Commission praying inter alia that .

i. *The interest on all the delayed payment of retiral dues, may kindly be granted at the applicable GPF interest rate*

ii. *The DP may kindly be initiated against Mrs. Neeraj, the then DDE (West-A). DoE for recovery of loss to be suffered by the government in the form of interest in accordance with the DoPT OM dated 06.09.2000*

iii. *Compensation at the rate of Rs. 2,00,000/- may kindly be granted to him for his undue harassment by the said Mrs. Neeraj, the then DDE (West-A)*

In regard to above mentioned grievances the detailed reply was submitted to the Hon'ble Commission vide email dated 29.8.2026 as the matter was listed for hearing on 1.9.2026 and subsequently, the Hon'ble Commission vide their order dated 1.9.2028, directed inter-alia that "

1.. The Commission directs the Deputy Director of Education (Zone-4) to remain present in the next date of hearing with the details of this case. The DDE (Zone-18) has written letters regarding this, but DDE (Zone-4) has not replied.

2. The Commission directs both the Deputy Directors, Zone-4 and Zone-16 to remain present in the next date of hearing.

3. The Complainant points out to the commission that he has already retired and got all the benefits. Even the inquiry was closed on 27.04.2024 then what inquiry, the Dte. of Education is talking about.

4. The Commission directs the Education Department to file a detailed report incorporating the answers of the complainant in the next date of hearing.

5. Action Taken Reports by all concerned shall be filed in the Commission in the next date of hearing scheduled on 15th October, 2026 at 2:30 p.m.

In compliance with the above directions by Hon'ble Commission, a reminder email in continuation to earlier communications, was sent to the DDE Zone-4 on dated 05.10.2026 requesting therein to provide the copy of the master register so that the enquiry may be disposed of as per rule but the same is still awaited.

Further, with regard to the claim of the Complainant (Mr. Rakesh Babu) under point 3 above that the Inquiry was closed on 27.04.2024, it is submitted that the Inquiry Committee in its report dated 27.04.2024 has concluded that "Educational Qualifications and experience certificate produced by Sh. Rakesh Babu HOS, SD Sec. School (Gujrat). If agreed, the documents may be sent for verification to the issuing authorities by the Department to confirm the authenticity." Hence, it is substantially proven false statement made by the complainant. As far as disbursal of Retirement Benefits to the complainant is concerned, this office has already submitted vide it's reply dated-29.08.2026 that Since, the complainant approached/appealed before the Hon'ble PGC with the request to release of his retirement benefits, taken into consideration of Humanitarian Ground, his retiral benefits were processed well in time. However, it is also fact, the service of the complainant is still under cloud and cannot be declared unblemished only because of the reason that inquiry process could not be completed till the date of retirement of the Complainant or the disbursement of retirement benefits to the complainant.

In view of above, it is evident that the allegations made by the Complainant against the DoE and its officials is devoid of any substance and liable to be dismissed. Further, his instant claims also do not stand in conformity with the legal as well as Service Rules.

3. <u>Directions of PGC</u>

3.1 The Commission directs the Director (Education) to personally look into this case. The officials from Zone-4 and DDE, Zone-16 are present. It emerged during the hearing where the complainant worked the original documents have been lost. has been informed that the original documents have been lost. The Director (Education) appreciates that it is not the fault of the complainant. The Commission directs the Director (Education) to take a decision in this case and file an action taken report in the next hearing.

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

3.2 The next date of hearing in the case has been fixed for 14th 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\570/ 11599-604 Dated : 29/10/26

i. The Director, Directorate of Education, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054.
ii. The Deputy Director of Education (Zone-16), District West-A, Office of the Deputy Director of Education, Zone-16, Distirct, West, Karampura, New Delhi-110015.
iii. The Deputy Director of Education (Zone-4), Office of the Deputy Director of Education (Zone-4), [Rajkiya Pratibha Vikas Vidyalaya (RPVV) Building, B-Block, Yamuna Vihar, Delhi – 110053.
iv. The Principal, S.D. Secondary School (Gujrat), Kirti Nagar, Delhi-110015.
v. The Technical Officer, PGC with the direction to upload the same on the website of PGC
vi. Shri Rakesh Babu, R/o B-2/123, Matawali Gali No. 09, Johripur, Delhi-110094(Mob. No. 9891871880).