

**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: 01<sup>st</sup> September, 2026

Complainant : Smt. Savita Gupta

Respondent : The Director,  
Directorate of Education,  
Govt. of NCT of Delhi  
Through :  
  
Dr. Bhagwan Dass, District DDE  
Mrs. Suchitra Katyal, Principal  
Shri Bishwanath Yadav, UDC

Grievance No. : PGC/2026/A-II/DoE.609

**1. Brief Facts of the Case**

The complainant Smt. Savita Gupta has filed a grievance in the Commission regarding non-settlement of retirement dues after 20 years of continuous service and on going non-compliance of RTI/Administrative orders.

**2. Facts emerged during the hearing**

2.1 Dr. Bhagwan Dass, Deputy Director of Education, Mrs. Suchitra Katyal, Principal and Shri Bishwanath Yadav, UDC are present and submitted action taken report, stating the following :-

An inquiry committee was constituted by DDE (Zone-X), comprising Mr. Ajay Kurnar, Principal, S.V. School, Ms. Yogesh Kumar, Principal, GBSSS Bhorgarh and Ms. Anju Devi, HOS, SKV Badli, to inquire the complaint made by Ms. Savita Gupta, Teacher, against the administration of Mata Sukhdevi Public School, Nangli Poona, demanding statutory dues (Gratuity etc.), service documents (Experience certificate and relieving letter) & the details of school bank A/C to refund an amount of Rs. 42,620/-credited in error for Sep. 2025.

**Enquiry Committee enquired the matter and submitted following report:-**

In order to know the facts, the committee sent a questionnaire to the complainant through email and another one to the school authorities by physically visiting the school on 24/8/2026.

In her reply received on 12/8/26, Ms. Savita Gupta stated that :-

- a) She worked in the school (continuously for 20 years) from 17/9/2005 to 15/9/2025.
- b) She provided her gratuity calculations for 20 years amounting to Rs. 6,15,380.77/-, alongside the claims of PF accumulation, medical allowances, 6th and 7th Pay Commission arrears, MACP arrears & service records.
- c) Regarding the appointment letter & joining report, she stated that the primary records were maintained by the school
- d) She did not attend the school during the notice period of 03 months before her resignation due to unforeseen health reasons & her resignation was accepted by the management on medical grounds w.e.f. 15/9/25
- e) She mentioned that she visited abroad with prior permission of the school authorities.

The school management in reply to the questionnaire stated that:-

- i) As the original personal file of the complainant is currently untraceable because the administration staff handling these records have left the employment of the school. The school management has accepted the period of service claimed by the employee in her letter, i. e, continuous service of 20 years (17/9/2005 to 15/9/2025).
- ii) The SMC accepted her resignation w.e.f. 15/9/25 by condoning the shortfall of her notice period on humanitarian and medical grounds.
- iii) School authorities submitted a calculation of 6,14,226/- as the gratuity amount & the Form I for gratuity claim. The difference of 1154/- in gratuity amount is due to the difference in basic pay which was recorded as 53,333/- in place of 53,233/- by Ms. Savita Gupta.

iv) The school also submitted that she should visit the school to reconcile administrative entries, to reconstruct her service profile, to handover the charge, other administrative records and to sign & execute the full and final settlement vouchers.

v) Mrs. Savita Gupta got prior permission to visit abroad.

vi) The school never refused to issue her legitimate service documents. The experience certificate and formal relieving letter are being finalized for issuance upon the completion of standard full and final discharge formality.

PGC: In this matter, the team member, Ajay Kumar, Principal, SV Sannoth attended a hearing at PGC on 01.09.26 where the Hon'ble PGC member directed the school to issue the amount of gratuity to the complainant.

The school authorities paid the same on 07.9.26 by issuing a cheque of ₹6,14,226/- to the complainant.

The second hearing on 21.09.26 on the behalf of the DDE, Zone X also attended by Ajay Kumar, Principal, SV Sannoth along with the DDE Zone X, Dr. Bhagwan Dass but the complainant did not attend the same.

Another email from the office of the DDE, zone X, was received on 14/09/2026 with 03 attachments for the settlement of pending issues of provident fund, leave encashment, MACP arrears, applicable 6th and 7th CPC arrears and other consequential terminal dues as demanded by Mrs. Savita Gupta.

An email was sent to the school authorities to submit their report on the above said issues.

In reply, the school authorities submitted that in response to a grievance of Mrs. Savita Gupta to the EPFO office, the concerned authority submitted in their report that "It is observed that the complaint was an excluded employee under section (2f) of the Act at the time of coverage of the establishment i.e. 01/07/2007"

The school authority also stated that gratuity benefits of Rs. 614226/-had already been paid to the complainant vide a cheque). Since the service of the complainant is 20 years and the employees maintaining those old records have left the school, the school authorities requested to give reasonable administrative time to complete the leave records for leave encashment. The

school authorities assured that as soon as this exercise is complete, the admissible leave encashment shall be disbursed to the employee.

The MACP scheme has not been adopted or implemented in the school by the SMC till date. The school authorities submitted in their reply that the salary of the teaching staff is strictly disbursed as per the 6th CPC. Considering the revenue base, socio-economic profile and fee - realization capacity, the SMC has not implemented 7th CPC for its staff till date. So, no 7th CPC arrear has become due on date.

Conclusion: The school administration submitted that the gratuity amount has already been paid to Mrs. Savita Gupta. The amount of admissible leave encashment will be paid as soon as the school completes the exercise of manual verification of 20 years old service records on the basis of the available records. The school authorities also submitted that the SMC has not adopted the 7th CPC and the MACP scheme till date.

The matter regarding admissible leave encashment and other benefits will be follow up by this office.

#### **Compliance or PGC Hearing**

As per Hearing Notice No. PGC/2026/Annex.II/DOE/609/6684 dated 06.8.2026, it was directed by the Hon'ble PGC to depute a Nodal Officer (Well Conversant with the complaint matter) to attend hearing scheduled on 01.09.2026 at 2.30 PM. Consequently, Sh. Ajay Kumar, HOS of SV Sannoth (Enquiry Committee Chairperson) was deputed by DDE (Zone-X) to attend the hearing.

In the next date of hearing 21.09.2026, Dr. Bhagwan Dass, DDE (Zone-X) along with Sh. Ajay Kumar, HOS, SV Sannoth (Chairperson of Enquiry Committee, being well conversant with the matter) attended the Hon'ble PGC.

Now, the Hon, ble PGC in its decision dated 21.09.2026 has directed to initiate an inquiry against Dr. Bharwan Dass, DDE (Zone-X) for not appearing before Hon,ble PGC on 01.09.2026 and to delegate his responsibilities to other member of the school that may please be exempted on the basis of direction in Notice dated 06.8.2026 in which it was directed to depute a Nodal Officer.

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

3. Directions of PGC

3.1 After hearing the complainant and the representatives from Education Department, the Commission is giving three months time to resolve the grievance of the complainant.

3.2 An Action Taken Report shall be filed in the next hearing fixed for 18<sup>th</sup> January, 2027 at 2.30 p.m.

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(PRATYUSH KANTH)  
MEMBER(PGC)

F.No. PGC/2025/A-II/EDU-11/ 11512-513

Dated : 27/10/26

- i. The Director, Directorate of Education, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054.
- ii. Smt. Savita Gupta, R/o E-85, Gulshan Ikebana, Sector-143, Noida, Uttar Pradesh-201306 (Mob. No. 8826712077 and Email : [savita.bansal49@gmail.com](mailto:savita.bansal49@gmail.com))