

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: 5th October, 2026

Complainant : Smt. Rajni Sharma

Respondent : The Director,
Directorate of Education,
Govt. of NCT of Delhi
Through :
Smt. Alka Chaudhary, DDE Zone-6
Shri Madhu Sudan Kaushik, TGT-English

Grievance No. : PGC/2025/A-II/Edu/188

1. Brief Facts of the Case

The complainant Smt. Rajni Sharma has filed a representation for grant of 1st ACP and 2nd MACP due w.e.f. 10.1.2008. She has stated that she was appointed as TGT (English) on 10.01.1996 by the then Authorised Officer of Govt. Aided School, "Nehru Memorial Co-Ed. Middle School, Mandoli Road, Shahdara, Delhi" (as at that relevant time the said school was taken over by the Administration under section 20 of Delhi Education Act-1973 read with rule 96(2) of DSER 1973 due to mismanagement) in accordance with provisions of Section 8 of DSE Act 1973 read with rule 96(2)(3) of DSER 1973. After having rendered more than 26 years of service, she requested to take voluntary retirement due to personal reasons, which was accepted by the Competent Authority from 31.01.2022. She further stated that she became entitled to get the benefit of first financial upgradation in next higher scale on completion of 12 years of service, i.e. w.e.f. 10.01.2008 and for 2nd financial up gradation on completion of 20 years of service w.e.f. 10.01.2016. She further stated that a meeting of DPC/Screening Committee was held on 7.12.2013 to consider the claim of her to award first ACP due w.e.f. 10.01.2008, but the members of the said screening committee having scrutinized the material on record, deferred the decision to grant the ACP to her for the only reasons that ACR for the last 05 years from 2002-03 onwards were not placed before the members and directions were issued to Head of School to make efforts to search the missing ACRs/clarification etc. to the

competent authority. She also stated that she pursued the matter rigorously with all concerned and had sent a number of written reminders/representations vide letters dated 26.11.2013, 29.4.2015, 28.08.2019, 2.9.2019, 19.10.2020 and on 23.8.2024 requesting therein to extend the benefits of financial up gradation as per eligibility, but she has not been any reply to any of her representation, even after clear directions of the Public Grievances Commission vide letter No. PGC/2024/Annex-1/F/Edu/8751, dated 30.08.2024. She has requested the Commission to resolve her grievances.

2. Facts emerged during the hearing

2.1 The complainant is present.

2.2 Smt. Alka Chaudhary, DDE, Zone-6 and Shri Madhu Sudan Kaushik, TGT-English are present and submitted action taken report, stating the following :-

.....

i. Smt. Rajni Sharma, Retired TGT (English), Nehru Memorial Co-ed Middle School, Mandoli Road, Delhi, had raised a grievance regarding grant fo financial upgradation under the ACP/MACP Scheme, including her claim for 2nd MACP.

ii. With regard to her earlier claim, the case of the official for grant of 1st Financial Upgradation under the ACP Scheme w.e.f. 10.1.2008 was processed by District North-East/Zone-VI and considered by the Departmental Screening Committee in its meeting held on 2.6.2026. Subsequently, with the approval of the Competent Authority, Order No. F.52(6)/DDE/NE-II/ACP/Aided/2026/972-979, dated 1.7.2026 was issued granting the said financial upgradation . The Hon'ble Commission had also been apprised of the said action during the previous proceedings, and the grievance relating to the 1st ACP was accordingly treated as resolved.

iii. Thereafter, in compliance with the directions of the Hon'ble Public Grievances Commission regarding the remaining grievance, the case of Smt. Rajni Sharma for grant of 2nd MACP w.e.f.10.1.2016 was duly processed and placed before the competent Departmental Screening Committee/DPC for consideration.

iv. The Departmental Screening Committee/DPC considered the case on 10.9.2026 and recommended the case of Smt. Rajni Sharma for grant of 2nd MACP w.e.f. 10.1.2016, as admissible under the applicable rules.

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v.. Subsequently, the matter was processed further and, pursuant to the recommendation of the Departmental Screening Committee/DPC and approval of the Competent Authority, the formal order for grant of 2nd MACP to Smt. Rajni Sharma w.e.f. 10.1.2016 was issued on 22.9.2026.

vi.. Thus, the grievance of the complainant regarding grant of 2nd MACP has been duly considered and the admissible financial upgradation has been granted. The directions of the Hon'ble Public Grievances Commission have accordingly been complied with.

vii.. It is further submitted that the hearing in the matter was initially fixed for 14.9.2026 at 2.30 p.m. Subsequently, the hearing was re-scheduled vide Order No. PGC/2025/A-II/DOE/188/9361, dated 16.9.2026 for 5.10.2026 at 2.30 p.m.

viii. The present Action Taken Report is accordingly being submitted before the Hon'ble Commission for the scheduled hearing, along with the relevant details of action taken and compliance of the directions.

In view of the above, it is respectfully submitted that the grievance of Smt. Rajni Sharma has been redressed and the directions of the Hon'ble Public Grievances Commission have been complied with. It is, therefore, prayed that the complaint may kindly be treated as complied with and disposed of....."

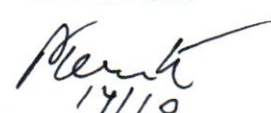
3. Directions of PGC

3.1 The Commission appreciates the excellent work done by Smt. Alka Chaudhary, Deputy Director, Zone-VI to redress the grievance of the complainant.

The Commission directs the Education Department to ensure that the complainant gets all her dues as soon as possible. In case, the complainant faces any problem, she can approach the Deputy Secretary (PGC).

3.2 With the above direction, the Commission has decided to close the case in PGC.

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14/10
(PRATYUSH KANTH)
MEMBER(PGC)

F.No. PGC/2025/A-II/EDU\188/ 11090-11095

Dated : 15/10/26

- 1 The Director, Directorate of Education, Govt. of NCT of Delhi, Old Secretariat, Delhi-110054. .
- 2 The Deputy Director of Education, Zone-VI, M-Block, Sunder Nagri, Delhi-110093. Email : ddezone6@gmail.com
- 3 The Deputy Secretary (PGC), Public Grievances Commission, M-Block, Vikas Bhawan, Delhi.
- 4 The Principal, Nehru Memorial Co-ed Middle School, Mandoli Road, Delhi-110093.
- 5 The Technical Officer, PGC with the direction to upload the same on the website of PGC
- 6 The complainant Smt. Rajni Sharma, R/o B-801, Apex the Florus Society, Sector-18, Vasundhara, Ghaziabad, Utter Pradesh-201012. Email : rajnianupam1963@gmail.com