

PUBLIC GRIEVANCES COMMISSION
GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI
Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.9.97

Date of hearing: 06th March, 2018

Complainant : Shri Amar Nath Aggarwal,
S/o. Sh.Tara Chand Aggarwal,
R/o. House No.231-A, Friends Enclave,
Sultan Puri,
Delhi-110086.

Respondent : The Secretary,
Women & Child Development,
Govt.of NCT of Delhi,
1, Canning Lane (Pt. Ravi Shankar Shukla Lane),
Near Bhartiya Vidya Bhawan Bus Stop,
K.G. Marg, New Delhi-110002.

Grievance No. : PGC/2017/WCD/03
Grievance filed on : 16/11/2017
First hearing in the PGC, : 09/01/2018
Scheduled on

1. Brief facts of the complaint

Shri Amar Nath Aggarwal filed a complaint in PGC on 16/11/2017 regarding non-issuance of Old Age Pension in respect of himself and his wife to proper Bank i.e. State Bank of India, Nangloi.

2. Proceedings in the Public Grievances Commission

The PGC convened its first hearing in the case on 06.03.2018 wherein the following were present:

Complainant : Present.
Respondent : Shri Ravinder Kumar Meena, SO(Admn.), WCD,GNCTD,
Shri Sanjay Kumar, Superintendent, DSW, GNCTD.

3. Relevant facts emerging during the hearing

An ATR has been filed by DSWO, NW-II, Deptt.of Social Welfare, GNCT of Delhi stating that "*grievance of Shri Aman Nath Aggarwal S/o.Sh.Tara Chand Aggarwal, related to old age*


pension has been looked into and the applicant is requested to get connected the account with Aadhar in which the applicant want to get his Old Age Pension. Old Age Pension is being sent by P.F.M.S. (Public Financial Management System) in the account connected by Aadhar.

As per records Old Age Pension has been credited in the applicants account (Delhi State Cooperative Bank by PFMS) on 06.2.2018 at the rate of Rs.2500/- P.M.”

It is seen that the matter does not pertain to Women & Child Development Department but to Department of Social Welfare, GNCT of Delhi. The officer of Deptt.of Social Welfare has given the ATR vide which he has confirmed that the Old Age Pension @ Rs.2,500/- P.M. is being deposited in the account of the complainant regularly after 06.2.2018. This is being done after the Aadhar has been linked by the complainant. The complainant has, however, stated that his arrears from the time of the sanction of the amount also need to be cleared by the Department. The complainant has been advised by the Officer of the Deptt.of Social Welfare, present during the hearing, to personally meet him along with his records so that they would extend all the help that is required.

4. Directions of the PGC

In view of the above, the case of the complainant is closed in PGC with the advice to the complainant to get in touch with the concerned officer for immediate redressal of his grievances.


(N. DILIP KUMAR)
MEMBER
08-3-18

Copy to: 34215-217

1. The Secretary, Women & Child Development, Govt.of NCT of Delhi,
1, Canning Lane (Pt. Ravi Shankar Shukla Lane), Near Bhartiya Vidya Bhawan Bus
Stop, K.G. Marg, New Delhi-110002.
2. The District Social Welfare Officer, Deptt.of Social Welfare, GNCT of Delhi, NW-II,
NPS Bldg, Sec.IV, Rohini, New Delhi-110085.
3. Shri Amar Nath Aggarwal, S/o. Sh.Tara Chand Aggarwal,
R/o. House No.231-A, Friends Enclave, Sultan Puri, Delhi-110086.
4. PS to Member, PGC, GNCTD.