

**PUBLIC GRIEVANCES COMMISSION**  
**GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI**  
I.P. Estate (near ITO), Vikas Bhawan, M-Block, New Delhi-110110  
Tel Nos. 011-23379900-01 Fax No.011-23370903  
Website : [www.pgc.delhigovt.nic.in](http://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**  
**25.9.97**

Date of hearing: 04.12.2019

Complainant : Sh. K.D. Insha.

Respondent : The Director,  
Dte.of Social Welfare,  
Govt.of NCT of Delhi.  
Through Ms. Manju Chandra,  
Asstt.Boarding Supdt  
FAS Branch – Present.

Grievance No. : PGC/2019/A.II/DSW/03

**1. Brief facts of the case**

1.1 Shri K.D. Insha, has filed a grievance petition before Public Grievances Commission, aggrieved by non-payment of disability pension of Ms. Saraswati till date. He has requested for Commission's intervention for direction to the respondent department for taking prompt needful action.

**2. Facts emerged during the proceedings.**

2.1 Ms. Manju Chandra, Asst.Boarding Supdt, F&S Branch of the respondent department filed a report on behalf of Dy.Director(FAS), Deptt.of Social Welfare, GNCTD stating therein that "*As per available online record of FAS, Ms.Saraswati had applied under the scheme of "Financial Assistance to Persons with Special Needs" through edistrict Portal on 11/02/2019 and the case has been sanctioned/approved on 26.10.2019 by the concerned District Social Welfare Officer(South).*

*After approval, case has been validated on PFMS portal and payment will be released by the end of 1<sup>st</sup> week of December, 2019."*

2.2 The complainant is not present.

**3. Directions**

3.1 In view of the action taken by the respondent department with regard to release of disability pension in respect of Ms.Saraswati which will be released by the end of 1<sup>st</sup> week of December, 2019 as assured by the representative of the respondent department, the case of the complainant is closed in the Commission.

3.2 The complainant is also advised to inform the Commission in writing as soon as the disability pension in respect of Ms. Saraswati is received.

(MRS. MADHU SHARAN )  
MEMBER(PGC)

No. PGC/2019/A.II/DSW/03

Dated:

**Copy to:**

1. The Director, Dte.of Social Welfare, Govt.of NCT of Delhi,  
GLNS Building, Behind Delhi Gate, New Delhi-110001.
2. The Dy.Director(FAS), Govt.of NCT of Delhi,  
GLNS Building, Behind Delhi Gate, New Delhi-110002.
3. Sh.K.D. Insha.

