

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 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: 05.02.2020

Complainant : Smt.Kamlesh Devi – Present.

Respondent : The Director,
Dte.of Women & Child Development,
Govt.of NCT of Delhi.
Through Ms. Meera Pandey,
Welfare Officer,
Sh. Abhishek, Asstt.Programmer
District Office(NW-1) – Present.

Grievance No. : PGC/2019/WCD/02

1. Brief facts of the case

1.1 Smt. Kamlesh Devi, has filed a grievance petition before Public Grievances Commission, aggrieved by non-release of her widow pension by the Deptt.of Women & Child Development. It is stated that she had applied for the said pension online but the same has not been paid by the respondent department. She has requested for Commission's intervention for direction to the respondent department for taking prompt needful action for release of the said pension.

2. Facts emerged during the proceedings.

2.1 An action taken report has been filed on behalf of Shri S.K.Srivastava, Distt. Officer (NW-1) of the respondent department stating therein that *"..She uploaded the requisite documents and her case was sanctioned. Since the money is credited in the account at the level of headquarter, the Joint Director(FAS) has been requested to apprise the Commission about further development in the matter as information with respect to credit of the amount is not available with the District Office."*

Copy of the digital signature in respect of the complainant is also enclosed with the report.

2.2 It is further stated by the Welfare Officer of the respondent department that due to non-linkage of Aadhar Card with the bank account of the complainant, which has to be got done by the complainant, the amount has not been credited into the account of the complainant. The complainant has been advised suitably to do the needful. The complainant also stated that she has approached the bank for doing the needful which has been done now. The representative of the respondent department stated that now the amount of pension will be credited into the account of the complainant. Further she has been advised to check with the Bank in the first week of March, 2020 for receipt of the pension.

2.3 The complainant stated that she cannot attend the next date of hearing as she will not be available for at least three months due to her visit to Bangalore.

3. Directions

3.1 In view of the fact that needful action has been taken by the respondent department and now the amount of pension will be credited into the account of the complainant as she has also completed necessary formalities in the bank, the case of the complainant is disposed in the Commission. The complainant is advised to check with his bank for receipt of the pension and inform the Commission in writing. In case she does not receive the pension, she may inform the respondent department as well as approach the Commission for taking further necessary action in the matter.

3.2 District Officer (NW-1) of the respondent department is also advised to check with the Headquarter to ascertain whether the pension has been credited into the account of the complainant or not and inform the Commission accordingly.

(MRS. MADHU SHARAN)
MEMBER(PGC)

No. PGC/2019/WCD/02

Dated:

Copy to:

1. The Director, Department of Women & Child Development, Govt. of NCT of Delhi, Sewa Kutir Parisar, Kingsway Camp, Mukherjee Nagar, Near GTB Nagar Metro Station, Delhi-110009.
2. Shri S.K. Srivastava, District Officer(NW-1), Deptt. of Women & Child Development, GNCT of Delhi, Mahila Silai Kendra, 'F' Block, Mangol Puri, Delhi-110083.
3. Smt. Kamlesh Devi.