

“No carelessness until there is a cure. Wear Mask, follow physical distancing & maintain hand hygiene.”

**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: 27.01.2021

Complainant : Smt. Baleshari

Respondent : The Director,
Dte.of Social Welfare,
Govt.of NCT of Delhi.
Through Ms.A. Madhavi
Dy.Director(FAS)

Grievance No. : Ms.Shalini Gupta,
Welfare Officer O/o.DSWO(East) – Present.
PGC/2020/A.II/DSW/13

1. Brief facts of the case

1.1 Smt. Baleshari filed a grievance petition before Public Grievances Commission, aggrieved by non-receiving of Old Age Pension from Social Welfare Department, GNCT of Delhi.

2. Facts emerged during the proceedings.

2.1 Ms. Shalini Gupta, Welfare Officer appearing on behalf of DSWO(East) of the respondent department filed an action taken report. It is stated in the report that *“The applicant, Smt. Baleshari was informed vide letter dated 05.08.2020 and 24.11.2021 that no new old age pension applications are being accepted as the capping limit is over. The status of new old age pension applications is same as on date.*

In future, whenever the process of accepting new old age pension application will be started, applicant can apply online through <https://edistrict.delhigovt.nic.in>, information of which are advertised through local newspaper.

Further, Smt. Baleshari vide Registration No.DARPG/D/2020/03205 and PMOPG/E/2021/0015571 has requested to close her Old Age Pension grievance immediately. Copy of the same is enclosed.”

2.2 The complainant is not present.

3. Directions

3.1 Director (Social Welfare), GNCT of Delhi is requested to take up the matter for moving a proposal to the appropriate authorities for resumption/acceptance of new applications under the old age pension so that poor and needy persons could avail benefits under the said scheme.

3.2 Since the complainant is not present and also she has requested to close her old age pension grievance immediately, as stated by the representative of the respondent department in the report, the case stands disposed of in the Commission.

(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2020/A.II/DSW/13

Dated:

1. The Director, Deptt.of Social Welfare, Govt.of NCT of Delhi, GLNS Building, Behind Delhi Gate, New Delhi-110002.
2. District Social Welfare Officer (East), Deptt. of Social Welfare, GNCT of Delhi, Block-10, Geeta Colony, Delhi-110031.
3. Dy.Director(FAS), Department of Social Welfare, GNCT of Delhi (Financial Assistance Section), GLNS Complex, Behind Delhi Gate, New Delhi-110002.
4. Smt.Baleshari.