

“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
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**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 : Ms.Sunita
Respondent : The Director,
Dte.of Women & Child Development,
Govt.of NCT of Delhi.
Through Sh.Nafees Ahmed,
Dy.Director(FAS),
Ms.Madhu,
Welfare Officer (NW-II) – Present.
Grievance No. : PGC/2020/A.II/WCD/07

1. Brief facts of the case

1.1 Smt.Sunita filed a grievance petition before Public Grievances Commission, aggrieved by non-release of Widow Pension by the Department of Women & Child Development, GNCT of Delhi.

2. Facts emerged during the proceedings.

2.1 An action taken report dated 30.12.2020 from District Officer (North West-II) of the respondent department has been received. It is stated in the report that *“As per online application, the case of the complainant is under process. After scrutiny, certain queries were raised viz. one year updated bank passbook, Aadhar Card copy, Authentic Death Certificate, Original Voter I-Card. The complainant has been advised to visit the Office of District Office(NW-II) with all original documents so that necessary action can be taken.*

2.2 It is stated by Dy.Director(FAS), DWCD, that Ms. Sunita had applied for widow pension on 06.10.2020 and the District Officer under the scheme has raised query/objection on the application through e-District portal on 13.01.2021 with direction to submit the relevant documents in the Office within 03 days. However, till date, the applicant has not reported to the concerned District Office. On receipt of the documents and if found eligible under the scheme, decision will be taken by the District Officer and further necessary action will be taken up by FAS(HQ).

2.3 The complainant is not present. She was also not present on the last hearing.

3. Directions

3.1 In view of the fact that the District Officer (NW-II) of the respondent department has made a submission in their report that the applicant has been advised to fulfil all formalities and provide certain documents, the complainant is once again advised to do the needful and approach District Officer(North West-II) of the respondent department to avail financial assistance.

3.2 Since the complainant is not appearing in the Commission for redressal of her grievances, the case stands disposed of in the Commission with the above observations.

(MRS. MADHU SHARAN)
MEMBER(PGC)

No. PGC/2020/A.II/WCD/07

Dated:

1. The Director, Department of Women & Child Development, Govt.of NCT of Delhi, ISBT Complex, Kashmere Gate, Delhi-110006.
2. Dy.Director(FAS), Department of Women & Child Development, Govt.of NCT of Delhi, ISBT Complex, Kashmere Gate, Delhi-110006.
3. District Officer(North West-II), Department of Women & Child Development, Govt.of NCT of Delhi, Sewa Kutir Complex, Kingsway Camp, Delhi-110009.
4. Smt.Sunita.