

*“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  
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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: 15.02.2021

Complainant : Smt.Bishan Bala.  
Respondent : The Director,  
Dte.of Women & Child Development,  
Govt.of NCT of Delhi.  
Through Ms. Manjula Kathuria,  
Assistant Director(FAS) – Present.  
Grievance No. : PGC/2020/WCD/01

**1. Brief facts of the case**

1.1 Smt.Bishan Bala has filed a grievance petition before Public Grievances Commission, aggrieved by non-release of her widow pension by the Deptt.of Women & Child Development. She has further stated in her complaint that her widow pension was stopped on the ground of non-linkage of Aadhar Card with the bank. It is further stated by her that now she has got her Aadhar Card linked with the bank but her pension has not been released so far by the respondent department.

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

2.1 An action taken report has been filed on behalf of Dy.Director(FAS) of the respondent department. It is stated in the report that the *“As per the FAS record, widow pension in r/o.Smt. Bishan Bala is being remitted on regular basis and recent remittance for the month of Feburary, 2021 was done on 28.01.2021 in beneficiary’s SBI account.”*

Copy of the latest payment status has also been enclosed with the report.

2.2 The complainant is not present.

**3. Directions**

3.1 On the basis of submissions made in the action taken report by Dy.Director(FAS) of the respondent department that widow pension in respect of the complainant is being remitted on regular basis and the fact that the

complainant is not appearing before the Commission to confirm the same or raise any objection, the case stands disposed of in the Commission.

(MRS. MADHU SHARAN )  
MEMBER(PGC)

No. PGC/2020/WCD/01

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 W&CD officer(South West),Deptt.of Women & Child  
Development, GNCT of Delhi, C-22-23, Udhog Sadan, Qutub  
Institutional Area, New Delhi-110016.  
E mail: dowcdsouthwest@gmail.com
4. Smt.Bishan Bala.