

*“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: 01.04.2021

Complainant : Sh.Surendra Kumar Jha – Present.  
Respondent : The Director,  
Dte.of Social Welfare,  
Govt.of NCT of Delhi.  
Through  
Ms. Saroj Rawat,  
DSWO, District (South West) – Present.

Grievance No. : PGC/2020/A.II/DSW/12

**1. Brief facts of the case**

1.1 Shri Surendra Kumar Jha filed a grievance petition before Public Grievances Commission, aggrieved by non-receiving of Old Age Pension from Social Welfare Department, GNCT of Delhi despite applying for the same in the year 2015 with the recommendations of MLA, Sh.Kailash Gehlot.

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

2.1 Ms. Saroj Rawat, District Social Welfare Officer (South West), Deptt. of Social Welfare was present in the hearing and submitted an action taken report dated 30.03.2021 stating therein that:-

*“As per acknowledgement receipt of 2015 (that receipt was the only registration number), no record was found of Sh. Surender Kumar Jha in the District Office. The data as per Aadhar card was traced out on e-district portal wherein found that the applicant registered on 29.10.2018 (copy enclosed) but during the registration time, the required documents of Old Age Pension were not uploaded by the applicant, since the capping is full for Old Age Pension.*

*The Department of Social Welfare opened up one lakh vacancies under OAP and introduced the new system of applying application online on e-district portal w.e.f. 27.02.2017. Wide publicity was given regarding this through print media, mass media, MLAs, MPs and counselors. There was also provision to apply online through citizen login with the help of cyber cafes. Again, in 2018, vacancies were created and applications online were received. Sh. Surender Kumar Jha neither*

*applied on both the occasions nor contacted the district officer. Also, he did not represent the appellate authority under Old Age Pension scheme i.e.. Director, Social Welfare to redress his grievance.*

*It is suggested that whenever the new vacancy is created by the Department of Social Welfare, the applicant may apply as per terms and conditions and eligibility criteria of Old Age Pension scheme. To conclude, Sh. Surender Kumar Jha never applied on e-district portal for Old Age Pension. Only registration was done by the applicant on e-district portal to create user Id password. Therefore, the case is not considered for Old Age Pension.”*

2.2 The departmental representative stated that the complainant has done registration on e-district portal to create user Id. However, he has never applied for the Old Age Pension. Further, Ms. Saroj Rawat, District Social Welfare Officer (South West) stated that when vacancies were created on the portal from September 2018 which were filled up in April 2019, why the complainant has not applied during this period when the vacancies for old age pension were available.

2.4 The Commission noted with seriousness that there are serious lapses on the part of the department in informing the complainant about the difference between registering on e-district portal to create user Id and applying for old age pension. Further, the complainant also could not apply in time as he was not aware about the issue of capping in respect of number of applications of the pension.

### **3. Directions**

3.1 The District Social Welfare Officer (South West), Deptt. of Social Welfare, GNCT of Delhi shall take up the case of the complainant on top most priority and **whenever the capping is removed and new vacancies are created for Old Age Pension, the department officers shall contact the complainant immediately and call him to the concerned office and extend all possible cooperation for applying online for old age pension.**

3.2 However, if the same is not done by the department, the complainant is at liberty to approach the Commission again for redressal of his present grievance.

3.3 With these directions, the case is disposed of.

No. PGC/2020/A.II/DSW/12

Dated:

Copy to:

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 (South West), Deptt.of Social  
Welfare, Govt.of NCT of Delhi, SDM Office Complex, TUDA  
Mandi, Najafgarh, New Delhi.
3. Dy. Director (FAS), Department of Social Welfare,  
GNCT of Delhi (Financial Assistance Section), GLNS  
Complex, Behind Delhi Gate, New Delhi-110002.
4. Shri Surendra Kumar Jha