

*“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: 14.07.2021

Complainant : Sh. Ram Singh Kushwaha.  
Respondent : The Director,  
Dte.of Social Welfare,  
Govt.of NCT of Delhi.  
through Ms. Manju Chandra,  
Asstt. Boarding Supdt. (FAS Branch).

Sh. Krishan Kumar,  
District Officer (South) – Present.

Grievance No. : PGC/2021/A.II/DSW/03

**1. Brief facts of the case**

1.1 Sh. Ram Singh Kushwaha 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. Manju Chandra, Asstt. Boarding Supdt. (FAS Branch), Dte.of Social Welfare was present in the hearing and submitted an action taken report dated 06.07.2021 stating therein that:-

*“Copy of the notification dated 01.09.2014 regarding the capping limit in Old Age Assistance scheme is enclosed. It is pertinent to mention here that the removal/enhancement of cap under Old Age Assistance scheme is a matter of policy decision taken by the Cabinet. Necessary decision shall be announced by Delhi Govt. at appropriate time. Whenever the capping limit will be increased or vacancy created, the fresh forms will be accepted.”*

2.2 Ms. Manju Chandra, Asstt. Boarding Supdt. (FAS Branch) submitted that both the complainant and his wife had applied for Old Age pension together. However, the application of wife of the complainant was accepted whereas the complainant’s application was rejected on the grounds that the date of birth is not written in full in his Aadhar Card and just mentioned as year 1950. Further, the complainant was earlier getting old age pension from the MCD. However, the matter was adjudicated in the Court, wherein, the Hon’ble Court directed to stop the benefits of old age pension being

given by the MCD and directed the beneficiaries to apply for the same in Social Welfare Department, GNCT of Delhi.

She further submitted that the complainant had applied in the year 2017 and at that time, registration for old age pension was not done through online mode and therefore, the complainant was not registered in the online portal in respect of Old Age Assistance scheme.

Now, as the number of applications for Old Age pension has reached the capping limit, therefore, no further applications/requests are entertained by the department for the same. However, she has assured that as and when the capping limit will be increased or vacancy created, the complainant will be informed about the same on priority basis.

2.3 The Commission noted with seriousness that there are serious lapses on the part of the department as the application of wife of the complainant was accepted whereas the complainant's application was rejected. Further, if the departmental officers have noticed some discrepancy in the Aadhar Card of the complainant, then efforts could be made to rectify those discrepancies so that the complainant could also get registered for the old age pension.

### **3. Directions**

3.1 Ms. Manju Chandra, Asstt. Boarding Supdt. (FAS Branch) and Shri Krishan Kumar, District Social Welfare Officer (South), 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 department as well as the Commission again for redressal of his grievance.

3.3 With these directions, the case is disposed of.

(MRS. MADHU SHARAN )  
MEMBER (PGC)

Copy to:

1. The Director, Deptt.of Social Welfare, Govt.of NCT of Delhi, GLNS Building, Behind Delhi Gate, New Delhi-110002.
2. Dy. Director (FAS), Department of Social Welfare, GNCT of Delhi (Financial Assistance Section), GLNS Complex, Behind Delhi Gate, New Delhi-110002.
3. Ms. Manju Chandra, Assistant Boarding Supdt. (Financial Assistance Section), Department of Social Welfare, Govt.of NCT of Delhi, GLNS Complex, Behind Delhi Gate, New Delhi-110002.
4. Shri Krishan Kumar District Officer (South), Department of Social Welfare, Govt.of NCT of Delhi, Kasturba Niketan Complex, Lajpat Nagar-II, New Delhi-110024.
5. Shri Ram Singh Kushwaha