

“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: 22.07.2021

Complainant : Smt. Guddi.

Respondent : The Director, Deptt. of Women & Child
Development, Govt.of NCT of Delhi.
through
Ms. Niti, Welfare Officer, District North West – I,
Deptt. of WCD– Present.

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

1. Brief facts of the case

1.1 Smt. Guddi has filed a grievance petition before Public Grievances Commission, aggrieved by non-receipt of Widow Pension from the Department of Women & Child Development, GNCTD.

2. Facts emerged during the proceedings.

2.1 An action taken report dated 20.07.2021 has been filed by District Officer (North West-I) of the respondent department. It is stated in the report that *“The applicant Ms. Guddi Devi had applied for widow pension in this department on 07.09.2020 for assistance under “Delhi Pension Scheme in Distress”.*

During scrutiny of her case, the proof of residence for last 5 years was not uploaded and she was asked to visit this office with all original documents for verification, accordingly, the query raised on her application on 07.09.2020 at e-district portal and asked to upload last 5 year Delhi residence proof and visit office of the District Officer North West – I along with original documents. A letter was also sent to the applicant about query raised on her application on 25.09.20 through registered post. Besides this, phone call was also made on given mobile number dated 27.01.21. A record to this effect is maintained in this office for all such cases and photocopy of the call made is enclosed for perusal.

Since the aforementioned complainant neither uploaded the requisite document nor visited the office and hence, competent authority had rejected her application on dated 02.02.21.

Further, the applicant was asked to submit the Death Certificate and she visit office for assistance on dated 03.04.21. She also adds that she is unaware of complaint at PGC, someone else had made this complaint. Her written statement is also recorded. All her original documents were checked and it is found that Death Certificate of her husband is forged which is one of the mandatory requirement for taking the assistance under “Delhi Pension Scheme to Women in Distress”. The record of Death Certificate is also not available on portal (online website).

Further, an inquiry was also conducted by Welfare Officer Ms. Meera Pandey at the address provided by the applicant on dated 19.04.21 and it was found that the applicant does not reside there and it was learnt that the applicant is residing at some different address i.e. A-370, Gali No.21, Shyam Colony, Phase – 2, Budh Vihar. During the course of enquiry, it was also found that the socio-economic condition of applicant is also very poor (copy enclosed). She was advised to apply for her husband death certificate from NDMC and thereafter, she can apply online at e-district portal for the said scheme.

Whereas the applicant is again called telephonically on 16.7.21 to visit the above mentioned office for assistance and Smt. Guddi Devi visits office on 17.07.21. She was again asked for her husband Death Certificate from NDMC but she hadn't applied yet for her husband Death Certificate.

Therefore, in view of the above circumstances, the financial assistance under said scheme could not be extended to the applicant.”

2.2 The complainant was not present in the hearing.

3. Directions

3.1 During the hearing, the representative of respondent department Ms. Niti, Welfare Officer, has informed that the Death Certificate, which was provided by the complainant, is fake. The complainant is strictly warned not to file such type of complaint in any forum in the future otherwise, she will be liable for legal consequences of her action of committing fraud and cheating.

3.2 With these directions, the case stands disposed of in the Commission.

(MRS. MADHU SHARAN)
MEMBER(PGC)

Copy to:

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-I), Department of Women & Child
Development, Govt. of NCT of Delhi, Silai Kendra, F Block Mangol
Puri, New Delhi-110083.
4. Smt. Guddi