

“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. Maya Devi - Present.

Respondent : The Director Deptt. of Women & Child Development, Govt.of NCT of Delhi. through Sh. Ravinder, Welfare Officer (HQ), Deptt. of WCD. Ms. Preeti Gupta, Welfare Officer, District South – Present.

Grievance No. : PGC/2020/WCD/08

1. Brief facts of the case

1.1 Ms. Maya Devi has filed a grievance petition before Public Grievances Commission, aggrieved by non-receipt of her Widow Pension since 2019 from the Department of Women & Child Development, GNCTD.

2. Facts emerged during the proceedings.

2.1 A status report dated 09.07.2021 has been filed on behalf of District Officer (South) of the respondent department, stating that *“The Widow Pension of Smt. Maya Devi is being regularly credited in her bank account in State Bank of India (Account No. 39469644604) till 07.06.2021 and arrear amount of Rs.40,000/- has also been paid by FAS branch in the month of March as per data available in District Office (South). The screen shot is attached herewith for your kind information.”*

2.2 A status report dated 16.07.2021 has been filed from Dy. Director (FAS) of the respondent department. It is stated in the report that *“As per FAS Branch Record, the widow pension in r/o Ms. Maya Devi has been started and so far as the issue of arrears is concerned, the payment of Rs.40,000/- has been done on date 13.05.2021 in beneficiary’s State Bank of India account ending with 4604 and the pension will be remitted regularly. The latest payment status is enclosed for kind reference.”*

3. Directions

3.1 Sh. Ravinder, Welfare Officer (HQ) of the respondent department has categorically stated during the hearing that the widow pension of the complainant has been started. Further, the payment of Rs.40,000/- as arrears

has also been credited in beneficiary's State Bank of India account. The Commission is satisfied with the action taken by the department and **the matter is disposed of in the Commission.** However, the complainant is free to approach the Department of Women & Child Development as well as the Commission in case she has any further grievance with regard to her present complaint.

(MRS. MADHU SHARAN)
MEMBER(PGC)

No. PGC/2020/WCD/08

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(South), Department of Women & Child Development,
Govt.of NCT of Delhi, Kasturba Niketan Complex, Lajpat Nagar-II,
New Delhi-110024.
4. Smt. Maya Devi