

“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: 06.04.2021

Complainant : Smt. Veena Devi

Respondent : The Director,
Deptt. of Women & Child Development,
Govt.of NCT of Delhi.
through
Ms. Chesta Yadav, Assistant Director,
Sh. Ashish, Welfare Officer, DWCD –
Present.

Grievance No. : PGC/2021/A.II/DSW/02

1. Brief facts of the case

1.1 Smt. Veena Devi has filed a grievance petition before Public Grievances Commission, aggrieved by non-receipt of her Widow Pension since last three years from the Department of Women & Child Development, GNCTD.

2. Facts emerged during the proceedings.

2.1 An action taken report dated 05.04.2021 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 Smt. Veena Devi has been started from the month of February 2021 and payment of Rs.27500/- for the financial year 2020-21 has been done dated 15.03.2021 in beneficiary’s The Delhi State Cooperative Bank Ltd. Account and the pension will be remitted regularly. The latest payment status is enclosed for kind reference.”*

2.2 The complainant present stated that she has not received her pension for many months. She further furnished her bank passbook during the hearing. However, on perusal of the passbook, it is observed that the last passbook entry is of the month of December 2020.

2.3 Sh. Ashish, Welfare Officer (HQ), Deptt. of Women & Child Development submitted that the complainant pension was already released on 15.03.2021. However, as the passbook is not updated with latest entry,

the complainant feels that her pension has been stopped by the department. He advised the complainant to update her passbook so that latest payment status shall be reflected in the bank account.

3. Directions

3.1 The complainant is directed to visit her bank where her widow pension got credited and update her passbook. The departmental representative categorically submitted during the hearing that her passbook entry is incomplete and last entry is shown in the month of December 2020. She shall update her bank passbook so that latest payment entry of March 2021 reflected in the bank account.

3.2 The complainant to inform the Commission as and when the widow pension amount is credited in her bank account. However, the complainant is free to approach the Commission in case her grievance is not resolved to her satisfaction..

3.3 With these directions, the case is disposed of.

(MRS. MADHU SHARAN)
MEMBER(PGC)

No. PGC/2021/A.II/DSW/02

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