

**“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: 22.02.2021

Complainant : Sh.Shyam Lal – Present.

Respondent : The Director,  
\_Deptt.of Social Welfare,  
GNCT of Delhi.  
Sh.Vicky, Welfare Officer  
O/o. DSWO(South-West) – Present.

Grievance No. : PGC/2020/A.II/WCD/09

**1. Brief facts of the case**

1.1 Sh.Shyam Lal filed a grievance petition before Public Grievances Commission, aggrieved by non-release of Old Age Pension. It is stated in the petition that he was getting his old age pension in A/C No.20367515594, Allahabad Bank Branch, Dhansa, New Delhi but since 13.3.2020 he is not getting the Pension. Further, he has been told by the concerned office of Deptt.of Social Welfare that pension has been stopped. He requested for release/resumption of his old age pension immediately.

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

2.1 An action taken report has been filed on behalf of DSWO(South-West) of the respondent department. It is stated in the report that “*Payment has been credited amounting to Rs.2500/- on 01.02.2021 and amounting to Rs.12,500/- on 05.01.2021 in the account No.xxxx5594 of Shri Shyam Lal by Dy.Director (FAS Branch).*”

Copy of the payment details of PFMS Portal is also enclosed.

2.2 The complainant expressed satisfaction over action taken by the respondent department. He also thanked the Commission for expeditious redressal of his grievances.

### **3. Directions**

3.1 In view of the action taken by the respondent department in releasing the Old Age Pension in respect of the complainant, the case stands disposed of in the Commission.

(MRS. MADHU SHARAN )  
MEMBER(PGC)

No. PGC/2020/A.II/WCD/009

Dated:

1. The Director, Department of Social Welfare, GNCT of Delhi, GLNS Complex, Delhi Gate, New Delhi-110002.
2. Dy.Director(FAS), Department of Social Welfare, Women & Child Development, Govt.of NCT of Delhi, GLNS Complex, Delhi Gate, New Delhi-110002.
3. District Social Welfare Officer(South West), GNCT of Delhi, C-22 – 23, Udyog Sadan, Qutub Institutional Area, Katwaria Sarai, New Delhi.
4. Sh.Shyam Lal.