

*“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: 06.10.2021

Complainant : Smt. Vimla – Present.

Respondent : The Director,  
Department of Social Welfare,  
Govt.of NCT of Delhi.  
through Ms. Manju Chandra,  
Asstt. Boarding Supdt. (FAS Branch)  
- Present.

Grievance No. : PGC/2021/A.II/DSW/07

**1. Brief facts of the case**

1.1 Smt. Vimla filed a grievance petition before Public Grievances Commission, aggrieved by non-receipt of old age pension from Social Welfare Department, GNCT of Delhi. She stated in her complaint that she has applied for old age pension on 01.11.2020. She further stated that all the requisite documents have been submitted by her to the Office of District Social Welfare Officer (North West-I), NPS for Deaf Complex, Sector-4, Rohini, New Delhi - 110085. However, she has not received the old age pension from the department till date. She has requested for the Commission's intervention for redressal of her grievance.

**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 a letter dated 27.09.2021 from Supdt. (FAS) to the complainant stating therein that:-

*“Your application No.26060000045820 for assistance under Delhi Family Benefit Scheme has been approved by the Office of District Officer (North West-I) on*

19.01.2021. *The department has credited the one time financial assistance of Rs.20,000/- under the said scheme to the concerned Aadhar linked bank account of the beneficiary on 31.03.2021 (copy of PFMS statement is attached)."*

2.2 The complainant submitted that she has received the one time financial assistance of Rs.20,000/- from the department in her concerned bank account.

### **3. Directions**

3.1 **The case stands disposed of** as the departmental representative, vide their status report furnished during the hearing, categorically submitted that one time financial assistance of Rs.20,000/- has been credited to the complainant's bank account.

**(MADHU SHARAN)**  
MEMBER

No. PGC/2021/A.II/DSW/07

Dated:

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. Smt. Vimla