

*“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: 06.10.2021

Complainant : Smt. Vimla – Present.  
Respondent : The Director,  
Deptt. of Women & Child Development,  
Govt.of NCT of Delhi.  
through Sh. Ravinder,  
Welfare Officer (HQ) – Present.  
Grievance No. : PGC/2021/A.II/WCD/07

**1. Brief facts of the case**

1.1 Smt. Vimla filed a grievance petition before Public Grievances Commission, aggrieved by non-receipt of widow pension from the Department of Women & Child Development, GNCTD. She stated in her complaint that she has applied for widow pension on 01.11.2020. She further stated that all the requisite documents have been submitted by her to the Office of District Officer (North West-I), F Block, Mangol Puri. However, she has not received the widow 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 An action taken report dated 06.09.2021 has been filed on behalf of Joint Director (ICT-Cell) of the respondent department. It is stated in the report that *“As per record available, the widow pension of Smt. Bimla, w/o late Sh. Ram Gopal, is being remitted regularly in the Aadhar linked bank account (State Bank of India) through PFMS portal.”*

2.2 An action taken report dated 04.10.2021 has been filed on behalf of Dy. Director (FAS), Department of Women & Child Development. It is stated in the report that *“As per FAS Branch record, the widow pension inn respect of the beneficiary is being remitted regularly in her Aadhar linked bank account. The latest payment status is enclosed for kind reference.”*

2.3 The complainant submitted that she has received her pending widow pension from the department which is now being remitted regularly 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 the widow pension has been remitted regularly to the complainant in her concerned bank account.

(MADHU SHARAN)  
MEMBER

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

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. Vimla

