

“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: 06.10.2021

Complainant : Smt. Madhuri Mukherjee.
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/WCD/08

1. Brief facts of the case

1.1 Smt. Madhuri Mukherjee 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 not received the old age pension for the period w.e.f. April 2021 till date from the Social Welfare Department. 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 Smt. Madhuri Mukherjee stating therein that:-

“As your Aadhar/Bank Account was not validated on PFMS, therefore, payment could not be remitted. After doing necessary correction, your Old Age Assistance payments (account base) during the period from February 2021 to August 2021 have been

remitted into your bank account no.xxxx0162 by the FAS Branch. Details are as under:-

Rs.12,500/- on 22.07.2021 (February 2021 to June 2021)

Rs.2,500/- on 12.08.2021 (July 2021)

Rs.2,500/- on 10.09.2021 (August 2021)

It is also mentioned here that now the payments under old age/Disability Assistance scheme will be remitted into the Aadhar linked bank accounts only. Beneficiary is advised to visit the concerned bank and request the bank to link her bank account with Aadhar number on NPCI (National Payment Corporation of India).

Therefore, please submit Aadhar and bank details (with IFSC number) to District Social Welfare Office (South West), C 23-24, Udyog Sadan, Qutab Institutional Area, Katwaria Sarai.”

2.2 The complainant was not present in the hearing.

3. Directions

3.1 The case stands disposed of as the departmental representative, vide their status report dated 27.09.2021 furnished during the hearing, categorically submitted that the old age pension has been remitted to the complainant from February 2021 to August 2021 along with arrears. Further, the complainant is at liberty to approach the Social Welfare Department as well as the Commission in case she has further grievance with regard to her present complaint.

(MADHU SHARAN)
MEMBER

No. PGC/2021/A.II/WCD/08

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. Madhuri Mukherjee