

“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: 24.02.2022

Complainant : Mrs. Madhuri.
Respondent : The Director,
Dte.of Social Welfare,
Govt.of NCT of Delhi.
Through Ms. Neera, A.D/Supdt. (FAS) – Present.
Grievance No. : PGC/2021/A.II/DSW/05

1. Brief facts of the case

1.1 Mrs. Madhuri has filed a grievance petition before Public Grievances Commission regarding grant of disability pension from Social Welfare department in respect of her son Master Jai, who is both deaf and mute. She has requested for intervention of the Commission in this regard.

2. Facts emerged during the proceedings

2.1 Ms. Neera, A.D/Supdt. (FAS) filed a letter dated 19.02.2022 from Sh. Pankaj Kumar Verma, Distt. Officer (North East) to Supdt. (FAS), stating therein that:-

“1. The complainant did not approach the undersigned till 09.02.2022.

- 1. Acting proactively, the undersigned sent a speedpost letter dated 09.02.2022 (copy enclosed) to the complainant, however, till date, neither the complainant appeared in this office, nor has the letter returned undelivered.*
- 2. Telephonic calls were made to the mobile no. of the complainant, however, the number is continuously found “Switched off”.*
- 3. Also, a request dated 09.02.2022 was also made to the President, Sofia Educational Society, Member, District Level Committee under section 39-40 Delhi RPwD Rules, to make personal contact with the complainant and to facilitate her to apply for Disability Pension on e-district portal. It has been telephonically informed by the NGO that no one was found available in house at the given address of the complainant.”*

2.2 The complainant was not present in the hearing.

3. Directions

3.1 Ms. Neera, A.D/Supdt. (FAS) categorically submitted, vide letter dated 19.02.2022 from Sh. Pankaj Kumar Verma, Distt. Officer (North East) to Supdt. (FAS), that a NGO, deputed by the department to facilitate the complainant to apply for Disability Pension on e-district portal, has personally visited the complainant's address and found that no one was found available in house at the given address of the complainant. Therefore, it appears that the grievance does not seem to be genuine and fair. The departmental officers are appreciated for putting in their efforts in coordinating with the complainant and complying with the Commission's directions and expect this level of effort in other grievances pertaining to the department also .

3.2 In view of the above observations, **the case is disposed of in the Commission.**

(MADHU SHARAN)
MEMBER

No. PGC/2021/A.II/DSW/05

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. Sh. Pankaj Kumar Verma, District Officer, District Office North East, Department of Social Welfare, Sanskar Ashram Building, GTB Hospital, Dilshad Garden, Delhi – 110094.
4. Ms. Madhuri