

“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: 24.03.2022

Complainant : Ms. Zoya Saifi, D/o Shamim Alam.

Respondent : The Director,
Department of Women & Child Development,
Govt. of NCT of Delhi.
Through Ms. Upasna, Supervisor,
Office of the Distt. Officer (North East District).
Sh. Anup Dev, LDC,
Office of the Distt. Officer (North East District).
– Present.

Grievance No. : PGC/2022/A.II/WCD/02

1. Brief facts of the complaint

1.1 Ms. Zoya Saifi, D/o Shamim Alam has filed a grievance petition in PGC aggrieved by non-payment of maturity amount under Ladli Yojna by the Department of Women & Child Development, Govt. of NCT of Delhi.

2. Relevant facts emerging during the hearing

2.1 Ms. Upasna, Supervisor, Office of the Distt. Officer (North East District) filed an Action Taken Report dated 23.03.2022. It is stated in the report that:-

“As per order dated 29.12.2021 of Joint Director, Ladli (copy enclosed for reference), only those cases in which beneficiary has attained the age of 18 years and has passed class Xth or has taken admission in class XIth are to be forwarded to SBIL.

In case of Ms. Joya Saifi (Group member ID: 522763), the Milestone Code is ‘N’ as per office record which shows that her renewal was done upto class IXth only. Also discrepancies in

beneficiary name in Ladli scheme policy and her supporting documents has been found. Hence, the amount has not been credited in her account.”

3. Directions of the PGC

3.1 As per the departmental representative, there are discrepancies/differences in the beneficiary name in the Ladli scheme records and her supporting

documents. Therefore, the present grievance does not appears to be genuine one. The case cannot be heard further in the Commission and if the complainant wants to pursue the case in the Commission, she is advised to provide proper information to the department as well as the Commission.

3.2 With these directions, the case stands disposed of in the Commission.

(MADHU SHARAN)
MEMBER

No.PGC/2022/A.II/WCD/02

Dated:

1. The Director, Department of Women & Child Development,
Govt.of NCT of Delhi, ISBT Complex, Kashmere Gate, Delhi-110006.
2. Dy.Director(FAS), Deptt.of Women & Child Development, GNCT of
Delhi, Maharana Pratap ISBT Complex, Kashmere Gate, Delhi.
3. District Officer (North East), Office of the District Officer (North East District),
Department of Women & Child Development, Sanskar Aashram Complex,
Dilshad Garden, Delhi – 110095.
4. Ms. Zoya Saifi