

“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: 02.02.2022

Complainant : Ms. Kamla Rani.
Respondent : The Director,
Dte.of Social Welfare,
Govt.of NCT of Delhi.
Through Ms. Neera, A.D/Supdt.,
Dte.of Social Welfare – Present.
Grievance No. : PGC/2021/A.II/DSW/04

1. Brief facts of the case

1.1 Ms. Kamla Rani filed a grievance petition before Public Grievances Commission, aggrieved by non-receiving of Old Age Pension from Social Welfare Department, GNCT of Delhi.

2. Facts emerged during the proceedings.

2.1 Ms. Neera, A.D/Supdt. (FAS) of the respondent department filed an Action Taken Report dated 01.02.2022 stating therein that:-

“As per available record, the old age assistance till the month of November 2021 in respect of Mrs. Kamla Rani amounting Rs.10,000/- (along with arrears) has been released in her bank account no.xxxx7788 (UCO Bank) on 07.12.2021 by the Financial Assistance Section. Payment of the month of December 2021 will be released soon.”

2.2 The complainant was not present in the hearing. However, she has confirmed telephonically that payment till the month of November 2021 (along with arrears) has

been released by the department into her bank account and expressed satisfaction with the action taken by the department in resolving her grievance.

3. Directions

3.1 **The case stands disposed of** as the departmental representative has categorically submitted, vide their status report dated 01.02.2022, that the old age assistance till the month of November 2021 in respect of

Mrs. Kamla Rani amounting Rs.10,000/- (along with arrears) has been released in her bank account and payment for the month of December 2021 will also be released soon. The complainant also confirmed telephonically that payment till the month of November 2021 (along with arrears) has been released by the department into her bank account and she is satisfied with the action taken by the department for redressal of her grievance. Further, the complainant is free to approach the Department of Social Welfare as well as the Commission in case she has any further grievance with regard to her present complaint.

(MADHU SHARAN)
MEMBER (PGC)

No. PGC/2021/A.II/DSW/04

Dated:

Copy to:

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. Ms. Neera, A.D/Supdt. (FAS), Department of Social Welfare, GNCT of Delhi (Financial Assistance Section), GLNS Complex, Behind Delhi Gate, New Delhi-110002.
4. Smt. Kamla Rani