

“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: 02.02.2022

Complainant : Smt. Nirmala – Present.

Respondent : The Director,
Deptt. of Women & Child Development,
Govt.of NCT of Delhi.
Through Sh. Mandeep,
Welfare Officer, District North West – I
Sh. Ravinder, Welfare Officer (HQ) – Present.

Grievance No. : PGC/2021/A.II/WCD/06

1. Brief facts of the case

1.1 Smt. Nirmala has 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 16.08.2020. 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, the department officers on 07.07.2021 have informed her on her mobile that her application for widow pension has been rejected. 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 31.01.2022 has been filed by District Officer (North West-I) of the respondent department. It is stated in the report that:-

“Smt. Nirmala, W/o Late Sh. Sukh Pal, R/o. A-1054, Shyam Colony, Budh Vihar-II, Delhi – 110086, has re-applied online under the scheme ‘Pension to Women in Distress’ on 26.09.2021 under application no. 26050000117912. In this regard, it is to submit that the

application has been approved on 11.10.2021 and sent to competent authority for disbursement of payment. The Hon'ble Secretary (PGC) is requested to dispose of the case accordingly, as the grievance has been resolved.

2.2 An action taken report dated 29.12.2021 has been filed on behalf of Sh. Nafees Ahmad, Dy. Director (FAS), Department of Women & Child Development. It is stated in the report that:-

“As per the FAS branch record, the application of Smt. Nirjala under ‘Delhi Pension Scheme to Women in Distress’ was received on 26.09.2021 and the same was

sanctioned by District Officer (North West-I) on 14.10.2021. Accordingly, the widow pension in r/o the beneficiary is being remitted regularly since October 2021 in beneficiary’s Aadhar linked bank account (Union Bank of India, AC-xxxxxxx3209), the latest payment status is enclosed for reference.”

2.3 The complainant submitted that pending payment 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, that the widow pension in respect of the beneficiary is being remitted regularly since October 2021 in beneficiary’s Aadhar linked bank account. The complainant also confirmed that pending payment 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 Women & Child Development as well as the Commission in case she has any further grievance with regard to her present complaint.

(MADHU SHARAN)
MEMBER

No. PGC/2021/A.II/WCD/06

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. Nirmala