

*“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](http://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: 04.05.2022

Complainant : Sh. Imtiaz Ahmed – on behalf of Sh. Nazir Hussain.  
Respondent : The Director,  
Dte.of Social Welfare,  
Govt.of NCT of Delhi.  
Through Sh. Ramesh Kumar, Supdt./PIO,  
Office of the District Officer (South) – Present.  
Grievance No. : PGC/2022/A.II/DSW/04

**1. Brief facts of the case**

1.1 Sh. Imtiaz Ahmed filed a grievance petition before Public Grievances Commission, on behalf of Sh. Nazir Hussain, R/o Jhuggi No.B-364, Indira Kalyan Vihar, Okhla Industrial Area Phase-1, Delhi – 110020, regarding non-payment of old age pension since October 2021 by the Department of Social Welfare, GNCT of Delhi. The complainant Sh. Imtiaz Ahmed got Sh. Nazir Hussain registered on e-district portal of Delhi Government w.e.f. October 2021 and applied many times for old age pension since then but the said pension has not been released by the department till date.

**2. Facts emerged during the proceedings.**

2.1 Sh. Ramesh Kumar, Supdt./PIO, Office of the District Officer (South), Department of Social Welfare filed a status report dated 04.05.2022, stating therein that:- *“Old Age Pension scheme quota is closed at the moment. Once the capping limit is removed by the government, the applicant/complainant can apply for Old Age Pension.”*

2.2 The complainant was not present in the hearing.

**3. Directions**

3.1 Ms. Neelam Venkatachalam, District Social Welfare Officer (South), Office of the District Officer (South), Deptt. of Social Welfare, GNCT of Delhi

shall take up the case of the complainant on top most priority. Whenever the capping is removed and new vacancies are created for Old Age Pension, the department officers shall contact the complainant immediately and extend all possible cooperation for applying online for old age pension.

3.2 However, the complainant is at liberty to approach the Department of Social Welfare as well as the Commission for redressal of his present grievance, in case, the department does not register him and release old age pension even after the removal of capping.

3.3 With these directions, the case stands disposed of.

**(SUDHIR YADAV)**  
MEMBER

No. PGC/2022/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. Ms. Neelam Venkatachalam, DSWO (South), Office of the District Officer (South), Department of Social Welfare, Govt. of NCT of Delhi, Kasturba Niketan Complex, Lajpat Nagar-II, New Delhi-110024.
3. Sh. Imtiaz Ahmed/Sh. Nazir Hussain

