

“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: 26.05.2022

Complainant : Sh. Jai Pal Singh Tanwar.

Respondent : The Director,
Dte.of Social Welfare,
Govt.of NCT of Delhi.
Through Ms. Saroj Rawat, District Officer (South West).
Ms. Neera, A.D/Supdt. (FAS).
Ms. Karishma, Welfare Officer – Present.

Grievance No. : PGC/2022/A.II/DSW/01

1. Brief facts of the case

1.1 Sh. Jai Pal Singh Tanwar filed a grievance petition before Public Grievances Commission, aggrieved by non-payment of old age pension by the Department of Social Welfare, GNCT of Delhi since January 2018. The complainant submitted that he has received old age pension upto November 2017. Now, he has requested for re-starting the said pension w.e.f. 01.01.2018.

2. Facts emerged during the proceedings.

2.1 Ms. Saroj Rawat, District Social Welfare Officer (South West), Office of the District Social Welfare Officer (South West), Department of Social Welfare filed an action taken report, stating therein that:-

“1. A letter was sent to Sh. Jaipal Singh Tanwar vide letter No.F.3/PGC/DOSW/DSW/2015-16/68 dated 26.04.2022 regarding providing the documents i.e. bank passbook statement for last 5 years with updated entry and rent details of owned property but no reply was received from Sh. Tanwar. A reminder vide letter No.F.3/PGC/DOSW/DSW/2015-16/86 & 87 dated 12.05.2022 to the complainant was issued to provide the required documents or visit the office within 04 days of receipt of the reminder but again, he did not provide the required documents till date (copies enclosed). This office also contacted him on mentioned Mobile No.9953992579 of Sh. Jaipal Singh Tanwar on 12.05.2022 but neither he provided the documents nor visited this office till date.

2. *Sh. Jaipal Singh Tanwar, Old age pension (FAS ID 287580) was getting old age pension since November 2007 to November 2017 through ECS mode. However, his old age pension was discontinued from December 2017 as the department has switched over to payment to PFMS mode to Aadhar linked accounts. As he had not submitted Aadhar Card and payments were being sent through PFMS to Aadhar linked bank accounts of beneficiaries, his payment could not be sent.*

3. *After that, since December 2017, neither Sh. Jaipal contacted the District office with regard to his grievance nor submitted his Aadhar Card.”*

2.2 The complainant was not present in the hearing.

3. **Directions**

3.1 The departmental representative submitted that they tried their level best to contact the complainant and further, letters were also sent to the complainant to provide the required documents or visit the office but the complainant neither provided the documents nor visited the office till date. During the course of hearing, the Commission also tried to contact the complainant for verifying the statements of the departmental representative but the complainant did not answer the call. In view of the above facts, it is apparent that the complainant is not interested in pursuing the case in the Commission. Therefore, the case cannot be heard further in the Commission.

3.2 With these observations, the case is disposed of in the Commission.

(MADHU SHARAN)
MEMBER

No. PGC/2022/A.II/DSW/01

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. Saroj Rawat, District Officer (South West), Office of the District

Office (South West), Department of Social Welfare, SDM Office Complex, Tura Mandi, Najafgarh, New Delhi – 110043.

4. Sh. Jai Pal Singh Tanwar

