

*“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**  
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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: 04.05.2022

Complainant : Mrs. Jaswant Kaur.  
Respondent : The Director,  
Dte.of Social Welfare,  
Govt.of NCT of Delhi.  
Through Ms. Neera, A.D/Supdt. (FAS) – Present.  
Grievance No. : PGC/2022/A.II/DSW/05

**1. Brief facts of the case**

1.1 Mrs. Jaswant Kaur filed a grievance petition before Public Grievances Commission, aggrieved by non-payment of old age pension since October 2021 by the Department of Social Welfare, GNCT of Delhi.

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

2.1 Ms. Neera, A.D/Supdt. (FAS), Dte.of Social Welfare file an action taken report dated 29.04.2022, stating therein that:- *“As per available record, payment of Rs.10,000/- till the month of November 2021 has been remitted into the beneficiary’s bank account no. xxxx9315 (Punjab National Bank). Due to some technical changes in the pension remittance system, payment from the month of December 2021 onwards will be released shortly through NSAP portal.”*

2.2 The complainant was not present in the hearing.

2.3 Ms. Neera, A.D/Supdt. (FAS) assured that payment from December 2021 onwards will be released by the end of this month i.e. May, 2022.

**3. Directions**

3.1 The departmental representative, vide their status report dated 29.04.2022, has categorically submitted that payments till the month of November 2021 has been remitted into the beneficiary's concerned bank account. The payment from December 2021 onwards will also be released by the end of this month i.e. May, 2022.

3.2 In view of the above submissions, the case stands disposed of in the Commission. However, the complainant is at liberty to approach the the Department of Social Welfare as well as the Commission in case the necessary amount is not credited in her bank account by May 31, 2022 by the concerned department.

**(SUDHIR YADAV)**  
MEMBER

No. PGC/2022/A.II/DSW/05

Dated:

1. 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. Mrs. Jaswant Kaur