

"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: 17.08.2022

Complainant : Smt. Saroj.  
Respondent : The Director,  
Department of Women & Child Development  
through Sh. Ravindra, Welfare Officer  
Financial Assistance Section,  
Deptt. of Women & Child Development.  
Sh. Mandeep, Welfare Officer  
Office of District Officer (North West-I)  
Deptt. of Women & Child Development  
- Present.

Grievance No. : PGC/2022/A.II/DSW/07

**1. Brief facts of the case**

1.1 Smt. Saroj filed a grievance petition before Public Grievances Commission, aggrieved by non-receipt of widow pension from Department of Women & Child Development, Govt.of NCT of Delhi, w.e.f. February 2021 to February 2022.

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

2.1 An action taken report dated 16.08.2022 has been filed on behalf of Dy. Director, FAS of the respondent department. It is stated in the report that:-

*"On the recommendation of the District Office (North West-I), the arrear of widow pension in r/o Ms. Saroj has been remitted on 28.07.2022 in her Aadhar linked bank account PNB Account No. xxxxxxx0944. The latest payment status is enclosed for kind reference."*

2.2 An action taken report dated 16.08.2022 has been filed on behalf of District Officer (North West-I) of the respondent department. It is stated in the report that:-

"Smt. Saroj, W/o late Raju, R/o: X-648, Mangolpuri, Delhi – 110083 has been regularly taking pension under the "Delhi Pension Scheme to Woman in Distress". Further, the arrear amount of Rs.15000/- has been credited to the beneficiary account on 29.07.2022 and the applicant is regularly getting her widow pension."

2.3 Sh. Mandeep, Welfare Officer, Office of District Officer (North West-I) submitted that all the pending payments, except six month's arrear, have been released by the department. Further, there are extant rules/guidelines of the department which stipulates that if an applicant does not contact/approach the department within a period of six months of de-linking of his Aadhar Card with his concerned bank account, then the arrears of the said six month period will not be paid to him.

Sh. Mandeep, Welfare Officer, Office of District Officer (North West-I) also furnished a copy of the said rule/guideline in the Commission.


2.4 The complainant was not present in the hearing.

### 3. Directions

3.1 The departmental representative submitted during the hearing that if an applicant does not approach the department within a period of six months of de-linking of his Aadhar Card with his concerned bank account, then the arrears of the said period will not be paid to him. He also filed a copy of the aforesaid rule before the Commission.

3.2 The complainant's all pending arrears have been released except arrears for six months period in consonance with guidelines/instructions issued in this regard. The Commission is satisfied with the rule position submitted by the department.

3.3 In view of the above observations, the case is closed in the Commission.

  
(SUDHIR YADAV)  
MEMBER

No. PGC/2022/A.II/DSW/07 6361-6364

Dated: 22/8/22

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. Saroj, R/o: X-648, Mangolpuri, Delhi – 110083.