

*"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: 28.10.2021

Complainant : Smt. Jaswinder Kaur – Present.  
Respondent : The Director,  
Department of Social Welfare,  
Govt. of NCT of Delhi  
Through Sh. Manoj Paliwal, DDO,  
Financial Assistance Section,  
Social Welfare Department – Present.  
Grievance No. : PGC/2021/A.II/DSW/01

**1. Brief facts of the complaint**

1.1 Smt. Jaswinder Kaur has filed a grievance petition before Public Grievances Commission aggrieved by Social Welfare department not forwarding the ACP/MACP case of her to the Services Department. She further stated that she has retired on 31.03.2012 and no action was taken till date in the matter by Social Welfare department and Services Department, GNCTD.

**2. Relevant facts emerging during the hearing**

2.1 Sh. Manoj Paliwal, DDO (Financial Assistance Section), Social Welfare Department was present in the hearing and submitted an Action Taken Report dated 27.10.2021 stating therein that:-

*"The file is forwarded to PAO-15 for revision of pension along with Form 7 and Service Book of the official i.e. Smt. Jaswinder Kaur, retd. HC, was sent to FAS branch on 10.09.2021 and the same was submitted in PAO-15 on 14.09.2021 for further necessary action which was resubmitted on 01.10.2021.*

*The pension revision on account of grant of MACP has been done by PAO-15 on 26.10.2021 (copy of letter from PAO regarding revision of pension of Smt. Jaswinder Kaur PPO-702501402120). The following payment has already been made as per details given below:*

1. Revision of Pension in 6<sup>th</sup> CPC due to grant of MACP and revision of pension in 7<sup>th</sup> CPC has also been made (copy enclosed).
2. Arrear bill on account of revision of pay amounting to Rs.1,39,617/- vide bill No.APB-173 has been paid (copy enclosed).
3. Revised leave encashment bill amounting to Rs.29,530/- vide bill no. RLE-206 dated 27.10.2021 has been sent to PAO for necessary action (after getting service book from PAO on 26.10.2021) (copy enclosed)."

2.2 The complainant submitted that payment of Rs.1,39,617/- has been made by the department. Further, she expressed satisfaction with the prompt action taken by the respondent department for redressal of her grievance.

### 3. Directions of the PGC

3.1 The complainant has received payment in respect of arrear accrued on account of revision of pay. The departmental representative submitted that remaining terminal benefits shall also be paid in coordination with the CPAO in due course of time.

3.2 In view of the above facts, **the case is disposed of in the Commission.** However, the complainant is at liberty to approach the Commission again in case the remaining terminal benefits of the complainant is not paid to her by the department within a time bound manner.

*Madhu Sharan*

(MADHU SHARAN)  
MEMBER

No. PGC/2021/A.II/DSW/01

*808-80*

Dated: *02/11/2021*

1. The Director, Department of Social Welfare, Govt. of NCT of Delhi, GLNS Complex, Delhi Gate, New Delhi – 110002.
2. Smt. Jaswinder Kaur, retired Head Clerk, R/o: WZ-94A, Plot No.402, Road No. 05, Guru Nanak Nagar, New Delhi – 110018.