



"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
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: 22.07.2022

Complainant : Mrs. Laxmi Venkatesan.
Respondent : The Director,
Dte.of Women & Child Development,
Govt.of NCT of Delhi.
Through Ms. Savita Malik,
District Officer (South West).
Sh. Ravinder, Welfare Officer (FAS)
– Present.
Grievance No. : PGC/2022/A.II/WCD/05

1. Brief facts of the case

1.1 Mrs. Laxmi Venkatesan filed a grievance petition before Public Grievances Commission regarding starting of Widow Pension by the Deptt.of Women & Child Development, GNCT of Delhi. She further submitted that her husband Mr. M.G. Venkatesan passed away on 29th April, 2021 due to serious illness related to Covid-19. After the death of her husband, she is not able to bear the expenses and therefore, she has requested the Deptt.of Women & Child Development, GNCT of Delhi for starting of Widow Pension.

2. Facts emerged during the proceedings.

2.1 An action taken report dated 25.05.2022 has been filed on behalf of District Officer (South West) of the respondent department. It is stated in the report that:-

"Mrs. Laxmi's online application for Delhi Pension Scheme to Woman in Distress vide application no. 26050000148118 dated 12.04.2022 has already been sanctioned on 25.05.2022.

In this regard, a written reply has already been submitted vide letter dated 25.05.2022 to the PGC. Further, Mrs. Laxmi Venkatesan's FAS ID has been created by the FAS branch HQ, DWCD and also informed the complainant to get map her Aadhar No. with the NPCI mapper from the concerned branch of

her bank as soon as possible, as it is mandatory for availing financial assistance benefit under Delhi Pension Scheme to Woman in Distress as the payment disbursement is Aadhar based.

Further, she also contacted on given mobile no. 9810822376 by the concerned District Officer for the same so the department may disburse pension into her account. In this regard, it is informed by her son Mr. Dhanpati Venkatesan on 11.07.2022 that her Aadhar seeded account mapped with NPCI mapper. Accordingly, Delhi Pension Scheme to Woman in Distress pension will be disbursed into her account by the department on next disbursement of pension from FAS branch. "

2.2 An action taken report has been filed on behalf of Dy. Director (FAS) of the respondent department. It is stated in the report that:-

"Aadhar number of beneficiary is not linked with any bank through NPCI portal. Hence, PFMS code could not be generated.

In this connection, the prescribed NPCI form has been sent to the beneficiary through speed post vide letter dated 20.06.2022 for linkage of her Aadhar number with her bank account through the concerned bank."

2.3 The complainant was not present in the hearing.

3. Directions

3.1 Keeping in view the submissions made by the departmental representative, the case stands disposed of in the Commission.

3.2 The Commission appreciates the efforts put in by the respondent department for redressal of the grievances of the complainant.

Mrs. Madhusharan

(MADHU SHARAN)
MEMBER(PGC)

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

5473-476

Dated: *25/07/22*

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 (South West), Department of Women & Child Development, District Women & Child Development Officer (South West), Govt. of NCT of Delhi, C-22-23, Udhog Sadan, Qutub Institutional Area, New Delhi - 110016.
4. Mrs. Laxmi Venkatesan, House No. C-165, Street No. 6A, Dashrath Puri, Palam Dabri Road, New Delhi - 110045.
Mobile No. 9810822376, e-mail ID: venkatesan.ganpathy@gmail.com