



"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
Website : www.pgc.delhigovt.nic.in 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: 18.08.2022

Complainant : Sh. Devendra Mohan.
Respondent : The Director,
Dte.of Social Welfare,
Govt.of NCT of Delhi.
Through Sh. Sanjay Kumar, Welfare Officer,
Office of District Social Welfare Officer (NW-I&II).
Ms. Neera Yadav, Supdt. (FAS).
- Present.
Grievance No. : PGC/2022/A.II/DSW/08

1. Brief facts of the case

1.1 Sh. Devendra Mohan filed a grievance petition before Public Grievances Commission, aggrieved by non-payment of old age pension for the month of April 2022 by the Department of Social Welfare, GNCT of Delhi.

2. Facts emerged during the proceedings.

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

"Old Age Pension failed to be credited in the account of the beneficiary for the month of June 2022 due to DFBL (provided data by FAS Branch). Pension has already been credited into the concerned bank account till May 2022. Automatically, Old Age Pension for the month of June 2022 will be credited in his account in near future."

2.2 An action taken report dated 17.08.2022 has been filed on behalf of Dy. Director, FAS of the respondent department. It is stated in the report that:-

"As per available record, old age pension in respect of Sh. Devender Mohan have been remitted regularly into his bank account No. xxxx2548. Details are as under:-

1. Rs.2500/- on 05.02.2022 December 2022
2. Rs.5000/- on 14.03.2022 January and February 2022
3. Rs.2500/- on 30.03.2022 March 2022
4. Rs.2500/- on 31.05.2022 April 2022
5. Rs.2500/- on 16.06.2022 May 2022

However, payment for the month of June 2022 remitted on 14.07.2022 which has been failed, failure reason DBFL, due to the technical issues at the bank level.


Now, the matter has been resolved and the payment for the month of June and July 2022 has been released by this office."

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.


(SUDHIR YADAV)
MEMBER

No. PGC/2022/A.II/DSW/08


6484-467

Dated: 22/08/22

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. District Officer (North West-I&II), Office of the District Social Welfare Officer (North West-I&II), Department of Social Welfare, GNCT of Delhi, NPS Building, Vishram Chowk, Sector-IV, Rohini, New Delhi – 110085.
4. Sh. Devendra Mohan, R/o: C-106, G&JU, Pitampura, Delhi – 110034.