

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: 15.01.2020

Complainant : Sh. Dinesh Jha.

Respondent : The Director,
Deptt.of Social Welfare,
Govt.of NCT of Delhi.
Through Sh.P Ananda Rao
DSWO(North) – Present.

Grievance No. : PGC/2019/A.II/DSW/06

1. Brief facts of the case

1.1 Sh. Dinesh Jha has filed a grievance petition before Public Grievances Commission, aggrieved by non-release of his Old Age Pension by the Department of Social Welfare, GNCTD. He has requested for Commission's intervention for direction to the respondent department for taking prompt needful action.

2. Facts emerged during the proceedings.

2.1 Shri P Ananda Rao, DSWO(North) of the respondent department filed a report which has been taken on record. It states that "*The application for Old Age Pension to Shri Dinesh Jha vide application No.26010000126906 was rejected from District North on the ground that his residential area falls under District West with the approval of the Department of Social Welfare. However, he can apply for Old Age Pension from District West from where he is residing when the Old Age Pension cases are opened by the department.*"

2.2 The complainant is not present.

3. Directions

3.1 The Director, Social Welfare, GNCTD, is advised to ensure expeditious release of Old Age Pension as per rules as and when complainant applies for the same.

3.2 The complainant is advised to apply for his Old Age Pension in the concerned District/Zone of the respondent department to enable them to take prompt action in releasing the same as per rules. Further, he may contact Shri P. Ananda Rao, DSWO(North) for getting any kind of assistance and guidance in regard to his release of Old Age Pension.

3.3 Shri P. Ananda Rao, DSWO(North) is advised to extend cooperation and guidance to the complainant in getting his Old Age Pension from the concerned District/Zone.

3.4 With the above directions, the case stands disposed in the Commission.

(MRS. MADHU SHARAN)
MEMBER(PGC)

No. PGC/2019/A.II/DSW/06

Dated:

Copy to:

1. The Director, Dte. of Social Welfare, Govt. of NCT of Delhi, GLNS Building, Behind Delhi Gate, New Delhi-110001.
2. Sh P. Ananda Rao, District Social Welfare Officer(North), Department of Social Welfare, GNCT of Delhi, 20-21, Shopping Complex, S Gulabi Bagh, Delhi-110007.
Email: dswnorth@gmail.com
3. Sh. Dinesh Jha.