

“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: 23.11.2020

Complainant : Smt. Geeta.
Respondent : The Director,
Dte.of Women & Child Development,
Govt.of NCT of Delhi.

Through Sh. Sanjay Kumar,
Superintendent, Deptt.of Social Welfare,
Sh.Raj Kumar,P.A
Ms.Manju Chandra,
Asstt.Boarding Supdt. – Present.
Grievance No. : PGC/2020/WCD/04

1. Brief facts of the case

1.1 Smt.Geeta has filed a grievance petition before Public Grievances Commission, aggrieved by non-release of her widow pension by the Deptt.of Social Welfare, GNCT of Delhi.

2. Facts emerged during the proceedings.

2.1 Sh. Sanjay Kumar, Superintendent, of the respondent department filed an action taken report. It is stated in the report that *“Delhi Family Benefit Scheme has been approved by District Social Welfare Officer (North West-1) on 22.10.2020 and the amount will be credited in the applicant’s Aadhar Card linked bank account. FAS Branch of Department of Social Welfare has been informed for speedy disbursal of DFBS amount into the account of the applicant. Regarding the applicant’s Widow Pension, the applicant i.e. Mrs. Geeta is getting her Widow Pension in her account.”*

2.2 An action taken report has been filed on behalf of Dy.Director(FAS), Deptt.of Social Welfare stating that *“The case Application No.26060000026491 has been sanctioned/approved on 22.10.2020 by the concerned District Social Welfare*

Officer(North West-I). The sanction has been uploaded on PFMS for validation of NPCI link. Payment shall be released after receiving validation in next slot.”

2.3 The complainant is not present.

3. Directions

3.1 In view of the action taken by the Department of Social Welfare, GNCT of Delhi and the fact that the complainant is not present to pursue her case, the grievance petition stands disposed of in the Commission.

3.2 Dy.Director(FAS), Deptt.of Social Welfare, GNCT of Delhi is directed to personally ensure release of the said amount in respect of the applicant.

(MRS. MADHU SHARAN)
MEMBER(PGC)

No. PGC/2020/WCD/04

Dated:

1. The Director, Department of Women & Child Development,
Govt.of NCT of Delhi, ISBT Complex, Kashmere Gate, Delhi-110006.
2. The Director, Department of Social Welfare, Govt.of NCT of Delhi, GLNS
Complex, Delhi Gate, Delhi-110002.
3. Dy.Director(FAS), Deptt.of Social Welfare, Govt.of NCT of Delhi, GLNS
Complex, Delhi Gate, Delhi-110002.
4. Superintendent, District North West (I&II), Deptt.of Social Welfare,
GNCT of Delhi, NPS Building, Sector-IV, Rohini, New Delhi-110085.
5. Smt.Geeta.