

“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: 27.01.2021

Complainant : Smt. Parvati.
Respondent : The Director,
Dte.of Social Welfare,
Govt.of NCT of Delhi.
Through Ms.A. Madhavi
Dy.Director(FAS),
Sh.Raj Kumar,
P.A. O/o.Suptd. North West(I&II) – Present.
Grievance No. : PGC/2020/A.II/DSW/09

1. Brief facts of the case

1.1 Smt.Parvati filed a grievance petition before Public Grievances Commission, aggrieved by non-receiving of Old Age Pension from Social Welfare Department, GNCT of Delhi.

2. Facts emerged during the proceedings.

2.1 The representative appearing on behalf of Superintendent, District North West (I&II) of the respondent department filed an action taken report. It is stated in the report that *“Applicant was called in the Office of District NW-II and her proper counseling was done by the Welfare Officer. Her son is already getting handicapped pension from the Department of Social Welfare and she has been informed to apply online Old Age Pension when it is opened for public.*

Further, a letter has also been sent to District Office NW-II, Department of WCD for any financial help/pension which can be given to the applicant as per rules.”

2.2 Dy.Director(FAS) stated that at present vacancies with regard to old age pension is closed and the competent authority is seized of the matter. As soon as a decision is taken at the appropriate level, vacancies will be opened for giving benefits to the eligible applicants under the said scheme.

2.3 The complainant is not present.

2.4 The Commission is of the opinion that the Secretary(Social Welfare)/Director(Social Welfare), GNCT of Delhi should take up the matter for commencement of the scheme/opening of vacancies with the appropriate authorities as numerous applications are reported to be pending in the Department for availing benefit under the said scheme.

3. Directions

3.1 In view of the above observations, the case of the complainant stands disposed of in the Commission. The complainant shall be suitably advised by the respondent department.

(MRS. MADHU SHARAN)
MEMBER(PGC)

PGC/2020/A.II/DSW/09

Dated:

1. Secretary, Deptt.of Social Welfare, Govt.of NCT of Delhi, GLNS Building, Behind Delhi Gate, New Delhi-110002.
2. The Director, Deptt.of Social Welfare, Govt.of NCT of Delhi, GLNS Building, Behind Delhi Gate, New Delhi-110002.
3. Dy.Director(FAS), Department of Social Welfare, GNCT of Delhi (Financial Assistance Section), GLNS Complex, Behind Delhi Gate, New Delhi-110002.
3. Superintendent, District North West (I&II), Deptt.of Social Welfare, Govt.of NCT of Delhi, NPS Bldg. Sec-IV, Rohini, New Delhi-110085.
5. Smt. Parvati.