

*"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](mailto: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: 16.02.2021

Complainant : Smt. Indrawati.  
Sh.Ashwani Sharma, on behalf of  
Complainant.

Respondent : The Director,  
Dte.of Social Welfare,  
Govt.of NCT of Delhi.  
Through Sh.R.K. Sharma  
Supdt. Distt.Office(SW) – Present.

Grievance No. : PGC/2020/A.II/DSW/16

**1. Brief facts of the case**

1.1 Smt. Indrawati filed a grievance petition before Public Grievances Commission, aggrieved by non-receiving of her Old Age Pension after 28.03.2018 from Social Welfare Department, GNCT of Delhi.

**2. Facts emerged during the proceedings.**

2.1 An action taken report has been filed on behalf of Sh.P. Ananda Rao, DSWO(South West). It is stated in the report that "*Smt. Indrawati has not applied the form on e-district portal in 2017. As per Aadhar Card, it was found that only registration was done by Smt. Indrawati on 16.10.2020. During registration, i.e. in October, 2020, new application form for old age pension was not being accepted by the Department of Social Welfare.*

*By mistake due to wrong entry of Aadhar/mapping, Smt. Indrawati received the old age assistance against the name of Smt. Azad Kaur (FAS ID:120356) as per data as pension amount is being released by FAS Branch, Deptt.of Social Welfare (HQ)*

*As per direction of FAS Branch, offline record(MCD) was also checked but details of Smt. Indrawati was not found.*

*As per PFMS report, Smt. Azad Kaur is getting pension on FAS ID:120356. However, Smt. Azad Kaur is not traceable in Bakkerwala despite personal visit to her given address by two officials of the District.*

*Neither Smt. Indrawati applied for old age pension on e-district portal nor found any details offline(MCD). Only registration details was found which is not sufficient for release of old age pension.*

2.2 The complainant is not present. However, Shri Ashwani Sharma, appearing on behalf of the complainant was made aware of the facts as mentioned in the action taken report and submissions made by representative of the respondent department. He expressed his satisfaction.

### **3. Directions**

3.1 In view of the submissions made by DSWO(South West) of the respondent department in his action taken report, the case of the complainant is disposed of in PGC. She is advised to approach DSWO(South West) for further guidance and necessary action for availing financial assistnace under Old Age Pension Scheme.

3.2 DSWO(South-West), Deptt.of Social Welfare is directed to suitably guide the complainant and extend assistance in completing formalities etc.

(MRS. MADHU SHARAN )  
MEMBER(PGC)

No. PGC/2020/A.II/DSW/16

Dated:

1. The 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. DSWO(South West), Department of Social Welfare, GNCT of Delhi, SDM Office Complex, Tuda Mandi, Najafgarh, New Delhi.
4. Smt. Indrawati.