

PUBLIC GRIEVANCES COMMISSION
(Govt. of NCT of Delhi)
M-Block, Vikas Bhawan, IP Estate, New Delhi – 110110
Tel. No. 011-23379900, 23379901, 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 25.9.1997

Date of hearing: 19th October, 2026

Complainant : Shri Anup Singh

Respondent : The Director,
Dte. of Social Welfare
Govt. of NCT of Delhi,
Through :
Shri Praveen Mann, Senior Assistant.

Grievance No. : PGC/2025/A-II/Services & DSW/234

1. Brief Facts of the Case

The complainant has filed a grievance in the Commission stating that the Commission had ordered dated 13.1.2026 regarding his 2nd ACP and 3rd MACP was passed in which the PGC had given a time frame of one month, and had given extra time for resolution of the grievance. However, the DSW Department is not taking any action. The complainant has requested the Commission to re-open the case and intervene to get his 2nd ACP and 3rd MACP cleared.

2. Facts emerged during the hearing

2.1 The complainant is present.

2.2 Shri Praveen Mann, Senior Assistant from Social Welfare Deptment is present.

3. Directions of PGC

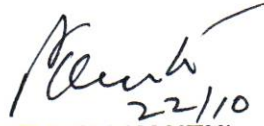
3.1 The complainant informed the Commission that his grievance has been resolved by the Social Welfare Deptment.

3.2 The Commission appreciates the good work done by Shri Praveen Mann, Senior Assistant to resolve the grievance of the complainant to his satisfaction.

PRATYUSH KANTH
MEMBER
Public Grievances Commission
Govt. of NCT of Delhi
M-Block, Vikas Bhawan,
New Delhi-110002

3.3 Thus, with the intervention of the Commission, the grievance of the complainant has been resolved by Social Welfare Department, therefore, the Commission has decided to close the case in PGC.

PRATYUSH KANTH
MEMBER
Public Grievances Commission
Govt. of NCT of Delhi
M-Block, Vikas Bhawan,
New Delhi-110002


(PRATYUSH KANTH)
MEMBER(PGC)

F.No. PGC/2025/A-II/DSW-39/ 11447-450

Dated : 27/10/26

1. Director , Directorate of Social Welfare, Govt. of NCT of Delhi, MSO Building, 7th Floor, IP Estate, New Delhi-110002
2. The Deputy Secretary(III), ACP Cell, Services Department, Govt. of NCT of Delhi, Delhi Secretariat, I.P. Estate, New Delhi.
3. The Superintendent/HOO, HOIB, Department of Social Welfare, GNCTD, Sewa Sadan Complex, Lampur, Delhi.
4. The complainant Shri Anup Singh R/o VPO-Tihara Khurd, District Sonipat (Haryana).