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

Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated 25.09.1997

Date Of Hearing : 27.10.2026

Complainant	:	Sahiba (Dairy No.4040/9/26)
Respondent	:	The Director, Department of Women & Child Development, Govt. of N.C.T. of Delhi, Maharani Pratap, ISBT Complex, Kashmere Gate, New Delhi – 110006.
Grievance No.	:	PGC/2026/A-II/WCD/659

1. Brief facts of the complaint

The complainant has filed this grievance stating that she is a permanent resident of Delhi and was enrolled in the first grade in the recognized Ramjas Girls Senior Secondary School Darya Mani Delhi -20 and has consecutively studied as a regular student and successfully passed 12th class in the year 2024. It is further stated that every year, according to the rules of the Ladli scheme, the girl child needs to be given a renewal form and registration and the complete responsibility of forwarding the application is with the school administration and the negligence of the concerned school her renewal record has not been updated even though she have completed her studies from the school. When she went to the District Office at the Kashmere Gate Headquarters of the Women and Child Development Department (WCD) office to claim her full maturity amount of Rs 1,00,000/-, the officials there did not listen to her and refused to give her the full amount citing the data being deleted from the computer in 2026 and the April deadline being over. She states that the concerned officer is forcing her to accept only the amount up to the first grade, which is Rs. 14,000/- whereas she claims the full amount of Rs.1,00,000/- for successfully completing her class 12 exams under the Ladli Scheme of the Govt. of NCT of Delhi.

2. Proceedings in the Public Grievance Commission

The PGC has convened the 1st hearing in the matter on 27.10.2026.

3. Facts emerged during the proceedings

The complainant, accompanied by her father, was present at the hearing. Shri Rajnish Mann, Welfare Officer and Ms. Madhu, Welfare Officer, DWCD were also present. Ms. Sonia Sharma, TGT Social Science represented the respondent School, and Shri Jaipal, Ministerial Staff from DDE 27 Zone also attended the hearing. It emerged during the hearing that the complainant was registered under the Delhi Ladli Scheme in Class I, but her registration was not renewed in Classes VI, IX, XI and XII. Consequently, the corresponding deposits were never made under the Scheme and no interest accrued thereon. The representative of the school stated that attempts to renew the complainant's registration were unsuccessful as the online Ladli system repeatedly indicated that the registration was invalid. She maintained that the complainant had been orally informed of this difficulty. However, the complainant and her father dispute this assertion and state that neither the complainant nor her parents were informed about the non-renewal. The Complainant's father states that he became aware of the non-renewal only recently, when he enquired about the maturity amount under the Scheme, approximately two years after the Complainant completed Class XII in 2024.

The representatives of DWCD clarified that since the complainant's registration had not been renewed at the necessary stages, the corresponding financial benefits had not been sanctioned and deposited. They clarify that under the scheme it is not possible to release these instalments retrospectively. However, the deposit made pursuant to her registration in Class I remains available, and the department would facilitate its release in accordance with the applicable procedure.

4. Observations of the Commission

The Commission has heard all the parties at length. There is a dispute between the complainant and the school regarding whether or not the difficulties encountered in renewing her registration were communicated to Complainant or her parents. However, what is undisputed is that the complainant's registration under the Ladli Scheme was not renewed in Classes VI, IX, XI and XII and that the corresponding deposits were resultantly not made. The representatives of DWCD have categorically stated that the omitted benefits cannot be released retrospectively under the Scheme. This position has been explained to the

complainant and her father during the hearing. In these circumstances, no further effective intervention by the Commission is possible. However, the complainant remains entitled to receive the amount available in respect of her original registration in Class I, which the officer from DWCD states will be processed.

5. Directions

In view of the above, the Commission directs DWCD to facilitate the release of the amount accruing against the complainant's Class I registration under the Ladli Scheme, as admissible under the Scheme. The non-availability of the subsequent instalments that were missed due to non-renewal has been explained to the complainant and her father. As no further intervention by the Commission is warranted in the matter, the grievance stands disposed of.

(Ms. Shefali Sewak)
Part-Time MEMBER (PGC)

No.F.PGC/2026/A.II/WCD/659 11850 **Dated:** 3/11/26

To,

1. The Director, Department of Women & Child Development, Govt. of N.C.T of Delhi, ISBT, Kashmere Gate, Delhi – 110006.
2. The Technical Officer (PGC) to upload this order on the website of the PGC.

Copy for information to:

3. Ms. Sahiba, 870, ali Kinare wali Chandi Mahal, Darya Ganj, Delhi-110002. M. no. 8076176598, 9599133170

(Ms. Shefali Sewak)
Part-Time MEMBER (PGC)