

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: 05.10.2026

Complainant : Sh. B.G. Sarkar, (3735/9/2026)

Respondent : The Principal Secretary (H&FW),
Department of Health & Family Welfare,
Govt. of NCT of Delhi,
9th Level, Delhi Secretariat,
I.P. Estate, Delhi – 110002.

Grievance No. : PGC/2026/A-II/H&FW/646

1. Brief facts of the complaint

The complainant, Shri B.G. Sarkar, has filed the instant grievance pertaining to a delay in issuance of the Unique Disability ID (UDID) Card of his wife, Ms. Sulata Sarkar, by the Institute of Human Behaviour and Allied Sciences (IHBAS). The complainant alleges that he was made to visits the hospital repeatedly to ascertain the status of the application and that the lack of timely information and assistance from the concerned staff caused him inconvenience and hardship.

2. Proceedings in the Public Grievance Commission

The PGC has convened the 1st hearing in the matter on 05.10.2026.

3. Facts emerged during the proceedings

The complainant appeared in person. The respondent department was represented by Dr. Shilpa Bhardwaj, OIC, Disability, and Ms. Soni. During the hearing, the complainant confirmed that the UDID Card in respect of his wife had been issued and received by him on 11.09.2026. However, he expressed dissatisfaction with the delay in its issuance and the difficulties allegedly faced by him during the process.

The representatives of the respondent department submitted that the department is presently undertaking the digitisation of its old physical records, and that the records pertaining to the application dated back to 2018. It was explained that the process of locating and digitising these records had taken time. The department further submitted that its staff regularly attends to 200 to 300 persons with disabilities on a daily basis, and endeavours to provide them with appropriate assistance. Ms. Soni clarified that the department had advised the Complainant that he need not make repeated visits to the hospital and that he would be informed once the relevant records were located and the card was ready for issuance.

4. Observations of the Commission

The Commission observes that the UDID Card has been issued and received by the complainant. The Commission has also considered the complainant's concerns regarding the delay and inconvenience faced by him, as well as the explanation furnished by the respondent department regarding the ongoing digitisation of old physical records. In the circumstances, the Commission finds that no further intervention is warranted in the matter.

5. Directions

In view of the foregoing observations, and considering that the UDID Card has already been issued, the Commission finds no reason for further intervention in the matter. Accordingly, the grievance is disposed of.

No.F.PGC/2026/A.II/ H&FW/646

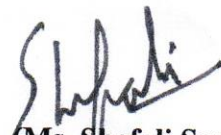
To,

1. The Principal Secretary (H&FW), Department of Health & Family Welfare, Govt. of NCT of Delhi, 9th Level, Delhi Secretariat, I.P. Estate, Delhi – 110002.

2. The Technical Officer (PGC) to upload this order on the website of the PGC.

Copy for information to:

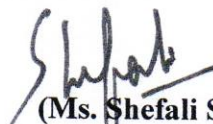
3. Sh. B.G. Sarkar, R/O G-45/III, Nanda Ram Park, Uttam Nagar, New Delhi – 110059. M. No. 8810554732.



(Ms. Shefali Sewak)

Part-Time MEMBER (PGC)

Dated: 9/10/26



(Ms. Shefali Sewak)

Part-Time MEMBER (PGC)