

(17)

**In the Court of State Commissioner for Persons with Disabilities  
National Capital Territory of Delhi  
25- D, Mata Sundri Road, Near Guru Nanak Eye Centre, New Delhi.  
Phone-011-23216002-04, Telefax: 011-23216005, Email:  
comdis.delhi@nic.in**

[Vested with powers of Civil Court under the  
Rights of Persons with Disabilities Act, 2016]

**Case No.1001/1092/2019/06/ 3665 - 3667**

**Dated: 22/07/2019**

**In the matter of:**

**Ms. Aarti,  
H.No. 430 Mewa Ganj Chhota Bazar,  
Shahdara,  
Delhi-110032.**

**.....Complainant**

**Versus**

**The Director,  
Department of Social Welfare,  
GLNS Complex,  
New Delhi-110002.**

**.....Respondent No. 1**

**The DSWO (East),  
Department of Social Welfare,  
Block 10, Geeta Colony,  
Delhi-110031.**

**.....Respondent No. 2**

**ORDER**

The above named complainant Ms. Aarti, mother of Master Ritik, a person with 50% Intellectual disability vide her complaint received on 25.06.2019 submitted that she submitted an application for disability pension in respect of her son on 28.02.2017 in the office of DSWO (East). She further submitted that even after visiting DSWO (East) Office many times, the application for disability pension was still pending. She requested for help in releasing disability pension for her son.

**Court of Commissioner (Disabilities)  
National Capital Territory of Delhi  
Room No. - 1  
25-D, Mata Sundari Road, New Delhi-02**

2. The complaint was taken up with the respondents vide Show Cause-cum-Hearing Notice dated 01.07.2019 under the Rights of Persons with Disabilities, Act 2016, hereinafter referred to as the Act. The respondents were directed to show cause why the pension should not be released to the complainant and to submit para-wise/point-wise comments on the complaint by 15.07.2019 and if the same was not done by that date, a hearing was proposed on 13.08.2019.

3. DSWO(East) vide his letter dated 15.07.2019 submitted as under:-

*"In the above said matter, the following point wise comments are as under:-*

- 1. The complainant Smt. Aarti had applied Handicapped pension of her son Sh. Ritik in this office on dated 28.02.2017.*
  - 2. The case has already been sanctioned by this office and sent to FAS Branch, Delhi Gate for remittance of payment. As per data available in this office, the pension amount is not being disbursed into the applicant's account due to fifteen digit (short) account number as submitted by the applicant. Sixteen digit account number of applicant is required to be submitted for disbursement of pension through ECS/Adhaar based.*
  - 3. On 12.07.2019 applicant has re-submitted his bank details and same has been updated and send it to FAS Branch for disbursement (Will be sent on 25<sup>th</sup> ).*
4. From the reply of the respondent No.2, it is not clear why did it take two and a half years to inform deficiency in the application. This calls for overhauling the process of sanction and release of the amount of pension to persons with disabilities which should also provide for accountability at each stage and fixing responsibility. Such an exercise be undertaken in right earnest.

Secretary  
Commissioner (Disabilities)  
National Capital Territory of Delhi  
Room No. - 1  
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5. Respondent No. 1 is directed to ensure that the amount of disability pension including the arrears is credited to complainant's account by 15.09.2019. If the amount is not credited to complainant's account by that date, the complainant may intimate this court through e-mail/ telephone.
6. Action taken in the matter be intimated to this court as required under Section 81 of the Act.
7. The complaint is disposed of with the above direction.
8. Given under my hand and the seal of the Court this 22<sup>nd</sup> day of July, 2019.



*(Signature)*  
(T.D. Dhariyal) 22/7/19  
State Commissioner for Persons with Disabilities

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