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**Chandigarh Right to Service Commission**  
(Chandigarh Administration)  
Nagar Yojana Bhavan, C- Wing, Sector 18-A, Madhya Marg, Chandigarh -  
160018 Phone No. 0172-2700018, email – [chd.rtsc@chd.nic.in](mailto:chd.rtsc@chd.nic.in) website:  
[rtsc.chd.gov.in](http://rtsc.chd.gov.in)

No. PS/CRTSC/2025/147-151

Dated: - 10/07/2025

Petition No. 18 of 2025-2026

Ms. Anju

Vs.

Superintendent, Department of Social Welfare Women & Child Development-  
cum-Designated Officer (under the Right to Service Act), UT, Chandigarh.

**ORDER**

Whereas, a complaint/application dated 22.05.2025 has been received on the official e-mail of the Chandigarh Right to Service Commission, from Ms. Anju, in which she has stated as under:-

*"I have applied for a Widow Pension offline on the September 2023 through e sampark Sector 17 for submission to the Social Welfare, Woman and Child Development, Chandigarh. After reaching sampark center 17, I came to know that My Aadhar card was not updated as it was old. Earlier, no information was provided for submission of the new Aadhar Card.*

*I have immediately provided the new Aadhar card in July 2024 and submitted all documents to commence the widows pension in Sep 2023.*

*I humbly request you to check the lapses for applying a Widow pension to needy people. This would be a big help for me for social welfare from the Chandigarh Administration but there should be a clear timeline for commencement of pension"*

2. As per Sr. No. 280 of the list of Public Services, 'Pension to Widows/destitute women' was required to be provided to the applicant within a period of 30 working days from the date of submission of application. The applicant had submitted application in the year 2023 and completed all the required documents, but the Designated Officer (under the Right to Service Act) failed to provide the service to the applicant till the date of submission of application in the Commission i.e. on 22.05.2025, as alleged by her.



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3. Therefore, the undersigned being Chief Commissioner of the Chandigarh Right to Service Commission, by taking suo moto action under Section 17 (1) (b) of the Punjab Right to Service Act 2011, called upon the Designated Officer to Show Cause as to why penal action should not be taken against her under Section 2(h) of the Punjab Right to Service (Amendment) Act 2014, as extended to the Union Territory of Chandigarh vide Suo Moto Notice bearing No. PS/CRTSC/2025/95-98, dated 27.05.2025. She was also directed to appear in person before the undersigned on 4<sup>th</sup> June, 2025 alongwith complete record of the case as well as reply to the notice. The applicant, Ms. Anju was also directed to be present in person in the Chandigarh Right to Service Commission on the above said date.

4. The case was heard on 04.06.2025. Ms. Anju, the applicant and Ms. Sushma Grover, Superintendent-cum-Designated Officer, Social Welfare Women and Child Development Department were present. The Designated Officer submitted a written reply to the Show Cause Notice which was taken on record.

5. The Designated Officer stated that the regular pension w.e.f. 01.08.2024 has been credited in applicant's Aadhar seeded PNB Account, which is not being operated by the applicant at present due to her personal reasons. The applicant stated that the said bank account is closed and she will now get the same operational. The Designated Officer could not give the satisfactory reply with regard to keeping the case with her from September, 2023 to July, 2024. Accordingly she was directed to submit her reply on the basis of the office record on the next date of hearing. The case was fixed for further hearing on 11.06.2025.

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6. On 11.06.2025, the case was again heard. The Designated Officer further stated that, in case of objection raised by the department, the provision of an auto generated message is available in the portal. Therefore, the applicant must have received the auto generated message and was duty bound to complete the required documents to remove the objection. The applicant contradicted the version of the Designated Officer stating that no message was received by her with regard to any objection raised by the department. To ascertain the correct position, the undersigned called the Incharge of the SPIC to intimate as to whether any auto



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generated message was delivered to the applicant or not who submitted his reply as under:-

- (i) Application for widow pension in the name of Anju Bala was submitted on 24.05.2023. at Sampark Centre, DC Office, Chandigarh. Vide application no AUTWIDPDSW/2023/351.
- (ii) As confirmed by Social Welfare Department telephonically the department had raised an objection on 26.05.2023 regarding issue date of Aadhaar card was not mentioned on the document provided.
- (iii) The applicant cleared the objection on 13.06.2024 after which the file was processed.
- (iv) Sanction order was issued on 11.07.2024 vide sanction order no DSW/SWPENWID/352 dated 11.07.2024
- (v) Sanction was accorded to the grant of Pension to Widow and Destitute Women to the beneficiary @ Rs. 1000/- P.M. wef 01.08.2024.
- (vi) As confirmed by NIC, the record of sms sent regarding submission/objection/certificate generation is not available.
- (vii) The application status of pension submitted at Sampark can also be checked online at chdservices.gov.in.

7. The case was again heard on 27.06.2025. The applicant, the Designated Officer and Ms. Ritu Bala, Clerk of the office of the Director Social Welfare were present. The contents of above mentioned reply submitted by the SPIC were brought to their notice. The applicant again submitted that she applied for widow pension off-line in September, 2023 through e-Sampark, Sector 17, Chandigarh and no message was received by her. On the other hand, the Designated Officer contradicted the version of the applicant stating that the application was received in the Department on 24.05.2023 and the deficiency found in application was conveyed through online portal on 26.05.2023. During the course of hearing, the Designated Officer stated that at the initial stage, the cases marked by the Sampark Centre to the Social Welfare Department were checked by Ms. Ritu Bala, Clerk working in the Social Welfare Department. She further stated that in the instant case, Ms. Ritu Bala, Clerk raised the objection for providing a copy of new Aadhar Card, and therefore, this fact was not within her notice. Ms. Ritu Bala, Clerk, when asked by the



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Commission to clarify as to whether the objection raised by her was correct as per provisions of the Scheme under which the family pension is granted to the widow ladies or the same was raised only for the sake of objection, could not give any satisfactory reply.

8. After perusal of the documents made available on file particularly, the documents submitted by the SPIC, it is evident that the application was submitted on 24.05.2023. The department raised the objection on 26.05.2023, but the applicant removed the objection on 13.06.2024 i.e. after one year. Thereafter, the department provided the service to the applicant on 11.07.2024 i.e. within the stipulated time-limit, after receiving the required documents. However, it is observed that the objection of submitting of new Aadhar Card was un-wanted, because the applicant had already attached copy of her Aadhar Card, as the same was required only for identification of the applicant. The Designated Officer asserted that the auto generated message with regard to the objection raised must have gone to the applicant on 26.05.2023 but on the other hand, the applicant argued that she had not received any such auto generated message either from the Department of Social Welfare or from the Sampark Centre. As mentioned earlier, this fact could not be established as per the reply given by the SPIC authorities. Though the objection raised by the Department was un-wanted but on submission of the copy of new Aadhar Card by the applicant, the Department has shown quickness in providing the service to the applicant. However, Ms. Sushma Grover, Superintendent-cum-Designated Officer has failed to supervise the work of her subordinate officials working in the department, as unnecessary objection was raised.

9. Based on the facts and circumstances mentioned above, the undersigned has come to the conclusion that though there was delay in providing the service to the applicant by the Designated Officer, but this happened because of delayed submission of documents by the applicant. Therefore, keeping in view the quickness in providing the service to the applicant on submission of a copy of new Aadhar Card, and taking a lenient view, I warn the Designated Officer and Ms. Ritu Bala, Clerk to be careful in future while dealing with the matters pertaining to public in general, and in the cases of widow ladies and old age persons in particular.



10. Accordingly, I issue a recordable warning to Ms. Sushma Grover, Superintendent-cum-Designated Officer and Ms. Ritu Bala, Clerk of the, Social Welfare Women and Child Development Department, UT, Chandigarh.

  
Dr. Mahavir Singh, IAS (Retd)  
Chief Commissioner

To

(1) Ms. Sushma Grover,  
Superintendent, Department of  
Social Welfare Women & Child  
Development-cum-Designated Officer  
(under the Right to Service Act),  
UT, Chandigarh.

(2) Ms. Ritu Bala, Clerk  
Department of Social Welfare  
Women & Child Development  
UT, Chandigarh.

Copy is forwarded for information and necessary action to the:-

1. Secretary Social Welfare, Chandigarh Administration-cum-Second Appellate Authority (under the Right to Service Act);
2. Director Social Welfare, UT, Chandigarh-cum-First Appellate Authority (under the Right to Service Act);
3. Ms. Anju (through e-mail)

Reviewed  
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10/07/25