

Ratna's fight to become financially independent

Poverty is not being without money, but being without hope...

No one could understand this better than *Ratna Lohar*, an aged tribal widow from Kalchini Block, Alipurduar.

Ratna was facing immense difficulties due to dire poverty and absence of an earning member in her family. All she needed was someone to support her, to overcome her diurnal struggles. A constant feeling of helplessness was troubling her since long.

Ratna was not receiving any kind of social welfare assistance from the State Government. She turned to the BDO for a solution, so that she could get some benefit to sustain her family.

She lodged a complaint with the CMO's Grievance Cell regarding unavailability of pension. Soon an enquiry was initiated, to resolve her issue. After receiving the enquiry report from the BDO, her application was sanctioned on 22nd November, 2019 barely within a month's time after she had lodged her complaint.

Currently, *Ratna* is still receiving a pension of Rupees 1000/- every month which has aided her to secure a decent living. She has access to the pension money which has helped her to meet her daily needs.

With a contented look on her face, she mentioned, *"I have benefitted from the Social Welfare Pension scheme, with the constant aid and support of the CMO Grievance Portal."*