

Govt. of NCT of Delhi
Department of Social Welfare
(Financial Assistance Section)
GLNS Complex, Delhi Gate, Delhi- 110 002

A.N.: 41(223)/DSW/FAS/e-district/16-17/1228-32. Dated: 18.07.2018

18 JUL 2018

CIRCULAR

The Hon'ble Minister (Social Welfare) has convened several meetings with area MLAs and general public in the respective District Offices of Social Welfare Department in recent past. The Hon'ble Minister was displeased on number of issues and activities at the level of District Offices. Accordingly, following instructions are being issued for strict compliance by all the functionaries deployed in each district office as well as at the Headquarter level:-

1. Proper notice boards outside the public dealing windows are to be set-up and all relevant information about change of rules, eligibility criterion, and other information relevant to beneficiaries must be displayed so that destitute people visiting the district offices should get clear information.
2. All the MLAs must be periodically contacted, emailed and otherwise apprised of number of vacancies in Old Age application status, change of rules, grounds of rejection of the Old Age application cases other schemes and other related details.
3. The official from District Offices who have been deployed to visit at MLAs offices must strictly visit the MLA Offices as per schedule of visit without fail and resolve all the related objections/ general public queries etc.
4. The staff handling window level queries of general public and visitors in connection with old age cases, disability pension, NFBS etc. must attend the destitute beneficiaries and visitors in a humble and cordial manner and prevent any further public grievances. The approach should be to solve and settle the grievance and not to prolong or turn them away in confusion.
5. Proper arrangements for benches, seating space, lights, fans, coolers, drinking water and toilets should be made at each district office to assist beneficiaries and visitors.
6. The Old Age beneficiaries and other beneficiaries who visit the district office and headquarter must be clearly informed about the grounds of

1/85/CC
18/7/18


18-7-18

2-

rejection of their applications, so that such applicants would not move here and there unnecessarily. In fact, letters should be sent to such applicants about deficiencies in their application forms and other details regarding rejection of their application under copy to respective MLAs.

7. District Officers will ensure installation of CCTVs at such conspicuous places so that maximum public dealing activities at District Offices could be covered and monitored.
8. All the District Officers must ensure installation of proper fire fighting equipments and fire extinguishers in all the homes/institutions in their respective jurisdiction as well as at all District Offices in order to prevent any unpleasant incidents, loss of human life and properties etc.

An action taken report in respect of each of the above instruction is required within a fortnight so that the Hon'ble Minister (SW) could be apprised about the improvement and action taken in this regard.


(Dr. Mahesh Sharma)
Dy. Director (FAS)


18-7-18

F.N.: 41(228)/DSW/FAS/e-district/16-17/14228-326 Dated : 18.07.2018

Copy for information and necessary action forwarded to :

18 JUL 2018

1. PS to Secretary, Social Welfare, GNCTD, Social Welfare Deptt.
2. All Dy. Directors/ Head of Branches, Deptt. of Social Welfare, GNCT of Delhi, GLNS Complex, Delhi Gate, New Delhi.
3. All District Social Welfare Officers
4. OSD to Hon'ble Minister (Social Welfare), Delhi Sachivalaya,
5. All MLAs,
6. Notice board


18-7-18
(Dr. Mahesh Sharma)
Dy. Director (FAS)

MRD/ODR
18/07/2018

System Analyst Reviews
19.07.18

Mr. Kamal