

DEPARTMENT OF SOCIAL WELFARE  
GOVT. OF NCT OF DELHI  
GLNS COMPLEX, DELHI GATE, NEW DELHI  
(ADMINISTRATION BRANCH)

F.10(333)/Admn-I/2016/DSW/Estt/Pt-I/ 22904 - 22934 Dated:

25 SEP 2018

**Office Instruction No: 01/2018**

All the DDs/DSWOs/Incharges of Department of Social Welfare are hereby directed to instruct the staff handling window level queries of general public and visitors in connection with old age pension cases, disability pensions, NFBS etc. to attend them in a humble & cordial manner.

Efforts should be made to resolve & settle their grievances efficiently and not to prolong or turn them away in confusion.

Any compliant received in this regard shall be viewed seriously.

This issues with the approval of the Competent Authority.

  
Section Officer (Admn-I)

F.10(333)/Admn-I/2016/DSW/Estt/Pt-I/ 22904 - 22934 Dated:

25 SEP 2018


To

1. All DSWOs of Department of Social Welfare, GNCTD, Delhi
2. Sr. System Analyst, DSW for uploading the circular on the Departmental website.
3. Guard file.

**Copy for information to:**

1. PS to Secretary (SW), GLNS Complex, Delhi Gate, Delhi.
2. PA to Director (SW), GLNS Complex, Delhi Gate, Delhi.

  
Section Officer (Admn-I)

*urgent*  
  
25/09/2018  
148/CC  
25/9/18  
5120h  
Sh. Kamal Kumar, A.P.