

Director (WCD)  
 22 OCT 2020  
 Diary No. 1996

92. Apart from the activities proposed in para 89, both the Department's WCD & SW during the "Vigilance Awareness Week" should endeavour to start 'a Grievance Redressal Desk and a Helpline' at the HQ level. The helpline will assist complainants in their problems related to unnecessary work in the department due to the demand for undue favours or bribe by public servants. Moreover, to improve the mechanism of public interaction and grievance redressal at the district level, the district monitoring committee needs to be strengthened further ahead with redefining of its terms of reference. Both the departments -WCD/SW will put up the file on the above points within the next 2 days so that implementation is expedited.

93. The ICT cell of the WCD department is also directed to prepare IEC material on the theme for both the Department's to be disseminated ahead through various channels.

DIRECTOR SOCIAL WELFARE  
 22 OCT 2020  
 DY. NO. 6928

*R Singh*  
 23/10/20  
 Dr. Rashmi Singh  
 Director-WCD/SW

Spl. Director (SW)

*22/10*  
*26/10*

SPL. DIRECTOR SOCIAL WELFARE  
 23 OCT 2020  
 Dy. No. 1575

Copy to:-

1. Jt. Director (Vig.), WCD
2. Jt. Director (FAS), WCD

*Sr. SA*

*654/A02*  
*26/10/2020*

*[Signature]*  
*27/10/20*  
*Shahina*