

DEPARTMENT OF WOMEN AND CHILD DEVELOPMENT,
GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI,
1 CANNING LANE, K.G. MARG, NEW DELHI-110001

1276/03 CDB
22/12/14

No.F. 6(19)/DWCD/Admn/ Circular/2011/34721-840 Dated 22 DEC 2014
December, 2014

Sub.- Effective service delivery.

For bringing about a radical change in the quality of service delivery to citizens, introducing a time and cost effective delivery mechanism etc., the Chief Secretary, Govt. of NCT of Delhi vide circular No.SO/CS/2014/8706-8707 dated 04.12.2014 has advised all the Department to take following steps in time bound manner:-

- All services being provided to citizens, business and government servants shall be listed forthwith without any exception,
- Documents required for each service shall be reexamined and final list shall be published on respective websites.
- Steps required to be taken internally for each service and the time required for each stage shall be mentioned in respect of each service.
- Pain areas for the stakeholders shall be identified in respect of each service
- A nodal officer shall be identified for change management for each service. One officer may be involved in change management in respect of one or more services.

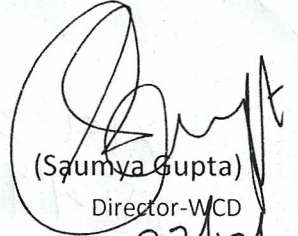
In compliance of the instructions, Additional Director (Admn.) WCD is declared as overall Nodal Officer to overview the progress in this regard and following Deputy Directors are nominated as Nodal Officer in respect of service delivery of their respective branches as per table below:-

S.No.	Name of Nodal Officer	Branch related to service delivery
01	Smt. Pushpa Pathak, DD-FAS	Financial Assistance Branch
02	Smt. Suchi Sehgal, DD-CPU	CPU- Homes/Institutions
03	Smt. Shrmistha Sharma, DD-VAC	Voluntary Action Section & Licensing
04	Smt. Lata Negi, DD (ICDS)	I.C.D.S.
05	Smt. Madhu Bhatia, DD(WEC)	Women Empowerment Section
06	Sh. S.K.Srivastava, DD-ICPS	ICPS
07	Sh. G.C.Lohani, DD(Admn.)	Admn. Branch
08	Sh. P.V.Gangadharan, A.O.	Accounts Branch

Report on action taken on steps to be taken for revamp the system is to be submitted to the Office of the Chief Secretary by 24.12.2014. The outcome of the exercise shall be suitable

incorporated in the APAR. All concerns are to note for strict compliances and submit the report in prescribed formats Annexure A & B (copies enclosed).

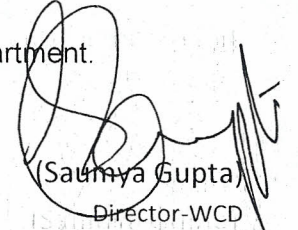
This issues with the approval of the Secretary.


(Saumya Gupta)
Director-WCD
22/12/14

No.F. 6(19)/DWCD/Admn/ Circular/2011/ 34721-840 Dated 22 DEC 2014 December, 2014

Copy to:-

1. OSD to the Chief Secretary, Govt. of NCT of Delhi
2. Secretary, Deptt. of Social Welfare/Women & Child Dev., GNCT Delhi, Delhi
2. P.A. to the Director, Deptt. of Women & Child Development, GNCT Delhi, Delhi
3. Additional Director (ICDS), Deptt. of Women & Child Dev.,
4. All Deputy Directors, Deptt. of Women & Child Dev., GNCTD, New Delhi
5. All District Officers of Deptt. of Social Welfare and Women & Child Development
6. All Superintendents, Children/Women Homes, Deptt. of Women & Child Dev.,
7. All CDPOs, ICDS Projects, Deptt. of Women & Child Dev.,
8. Assistant Programmer, DWCD for uploading the order on web site of Department.
9. Guard File.


(Saumya Gupta)
Director-WCD

ANNEXURE - I

1. Name of the Department / Agency :

2. List of Services :

(A) Government to Citizen:

a.

b.

c.

d.

(B) Government to Business:

a.

b.

c.

d.

(C) Government to Government:

a.

b.

c.

d.

(D) Government to Employee:

a.

b.

c.

d.

DD CTB

ANNEXURE - II

1. Name of the Service : _____
2. Category : _____ (G to C / G to B / G to G / G to E)
3. Documents / fees required for the above service

- a.
- b.
- c.
- d.

4.

Steps performed internally for the service	Time for each step/task
a.	
b.	
c.	
d.	
e.	
Total service delivery time	

5. Pain areas / difficulties experienced by stakeholders for the above service:

6. Details of the Nodal Officer who shall lead the change agenda for the above service :

Name : _____ email id: _____
Designation: _____ Mob.No. _____

Signature : _____

Name & Designation of HOD : _____

A. P. Adhikari

DO (H)