

DEPARTMENT OF SOCIAL WELFARE
GOVERNMENT OF NCT OF DELHI
GLNS COMPLEX, DELHI GATE,
NEW DELHI – 110 002

F. No. 41(278)/DSW/FASDD/Misc. Policy matters/18-19 Dated: 14/12/2018

Office Instructions

31525-31538


14 DEC 2018

Of late, several instances have come to notice where senior citizen desirous of pursuing their cases regarding Old Age Pension/ Disability Pension have been asked by District Officers to visit the District and also thereafter have been sent to the Head Quarter for pursuing their matter.

All officers and officials shall kindly take note that this kind of redirection of beneficiaries, especially of senior citizens/handicapped persons is an unwarranted harassment of the citizens and will invite appropriate disciplinary action for such harassment.

All District Officers shall take pains to resolve grievances at the District level itself and in case a matter needs to be taken up with Headquarters, it is the duty of the District Officer to do so rather than making the beneficiary/senior citizen/handicapped person run from pillar to post.

These instructions shall be adhered to without fail.


(Rashmi Krishnan), IAS
Secretary (SW & WCD)

All District Officers of DSW through E mail

Copy to:-

1. Secretary to Hon'ble Minister for information of Minister.

2. P.A. To Secy(SW)

✓ 3. Sr. Sy Analyst computer cell with the request to upload the name on official website. (through Email.)


14/12/18

Mr. Kamal

1721/CC
14/12/18