

DEPARTMENT OF WOMEN AND CHILD DEVELOPMENT  
Government of NCT of Delhi  
1, Pt. Ravi Shankar Shukla Lane, Kasturba Gandhi Marg  
New Delhi - 110001

F.No. 40(2)/FAS/DWCD/Ord. & Cir. /18-19/ 35288-300

Dated: 20 DEC 2018

**OFFICE INSTRUCTIONS**

Several instances have come to notice that beneficiaries of various Financial Assistance Schemes of Women and Child Department who are desirous of pursuing their cases have been asked by District Officers to visit the Headquarter for pursuing their matter.

All officials shall kindly take note that this kind of redirection of beneficiaries 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 beneficiaries run from pillar to post.

These instructions shall be adhered to without fail.

*Uman*  
DIRECTOR (WCD)

**All District Officers of DWCD**

F.No. 40(2)/FAS/DWCD/Ord. & Cir. /18-19/ 35288-300

Dated: 20 DEC 2018

Copy for information to :

1. OSD to The Hon'ble Minister (WCD).
2. PS to Secretary (Department of Women and Child Development), GLNS Complex, Delhi Gate, New Delhi -110001
3. OSD to Director, WCD.
4. Assistant Programmer - B for uploading.