

**Department of Social Welfare
Government of NCT of Delhi
GLNS Complex, Delhi Gate
New Delhi- 110 002**

F.41(228)/DSW/FAS/e-District/16-17 (pt-1)/- 464-471 Dated: 11-10-19


Office Order

In the meeting taken by the Hon'ble Committee on Welfare of Scheduled Castes and Scheduled Tribes at Vidhan Sabha premises on 20.09.2019 with the Officers of the Department of Social Welfare, the issue about alleged harassment and non redressal of public grievances related to delay in grant of Financial Assistance to Senior Citizens, Persons with Special Needs and under NFBS was raised. Concern was also expressed by the Hon'ble Members that the members of public are not treated properly by those managing the windows at the District Office.

In view of the concerns of the Hon'ble Committee, following directions are issued:

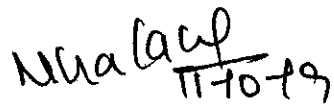
1. All the District Officers will attend the complaints of applicants/beneficiaries from 11.00 am to 12.00 Noon in their offices daily on all working days without fail.
2. For the proper record, they will maintain a register of public hearing and action taken on the same.
3. Any kind of written communication with the applicants regarding deficiencies in the application form must be on record.
4. All the office staff manning the desks for handling the public grievances in the District Offices will be properly sensitized about the courtesy to be shown to the public and guide them with proper information so that they do not run from pillar to post.

The above must be complied without fail.


(S. B. Shashank) 10-10-2019
Director, SW

Copy to:

1. Hon'ble Chairman, Committee on Welfare of SC & ST, Delhi Vidhan Sabha.
2. OSD to Hon'ble Minister (Social Welfare), GNCTD.
3. OSD to Chief Secretary, GNCTD.
4. PS to Secretary, DSW, GLNS Complex, Delhi Gate, Delhi - 02
5. All the concerned DSWOs, Department of Social Welfare, GNCTD.
6. System Analyst, Computer Cell, Department of Social Welfare, Delhi Gate, New Delhi 110002 for uploading on the department website.
7. Guard File


(Neelam Venkatachalam)
Dy. Director, FAS