

DEPARTMENT OF SOCIAL WELFARE  
GOVT. OF NCT OF DELHI  
GLNS COMPLEX, DELHI GATE, NEW DELHI  
(ADMINISTRATION BRANCH)

No.F.10(476)/2020/A-I/DSW/Estt./8797

ORDER

Dated:

As per Minutes of the Review Meeting vide No.F.OSD/DSW/Misc/2020-21/804 dated 14/09/2020 held on 09/09/2020, an IT Special Task Force Committee of the following members is hereby constituted under the Chairmanship of Spl. Director (SW) in respect of preparing Blueprint of the department, IT upgradation, policy revamp its website, online system for all schemes, computerization of all records of the department to be uploaded on the website and advise the IT policy to digitize all the assets and upload on the website with immediate effect.

01	Dr. Philip Thanglienmang, Spl. Director (SW)	Chairperson cum Convenor
02	Ms. Ira Singhal, Jt. Director(SW)	Co-Convenor
03	Sh. Sanjay Sharma, Adhoc DANICS/DD(CTB)	Member Secretary
04	Sh. Harbir Singh, Sr. System Analyst(SW)	Member Secretary
05	Ms. Neelam Venketachalam, Dy. Director(FAS)	Member
06	Dr. Mahesh Sharma, CPO(Kingsway Camp)	Member
07	Smt. Saroj Rawat, DSWO(South-West)	Member
08	Sh. Subhash Chand, DD(Admn.)	Member
09	Ms. Anjali Tiwari, OSD to Director	Member

This issues with the approval of Director (SW).

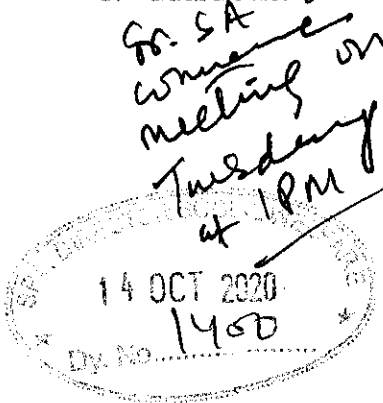
Dy. Director (Admn.)

No.F.10(476)/2020/A-I/DSW/Estt./

Dated:

Copy to:

1. PA to Secretary(SW), Department of Social Welfare, GLNS Complex, Delhi Gate, New Delhi-110002
2. PA to Director(SW), Department of Social Welfare, GLNS Complex, Delhi Gate, New Delhi-110002.
3. PA to Spl. Director(SW), Department of Social Welfare, GLNS Complex, Delhi Gate, New Delhi-110002.
4. PA to Jt. Director(SW), Department of Social Welfare, GLNS Complex, Delhi Gate, New Delhi-110002.
5. All Officers concerned.
6. Sr. System Analyst (SW) to upload the order on the website of the department.
7. The concerned DA (Misc.) Admn. Branch, Department of Social Welfare, GNCT of Delhi, GLNS Complex, Delhi Gate, New Delhi-110002 for further necessary action.
8. Guard File.



PA

Sr. SA

244/CC

15/10/2020

*[Signature]*

Dy. Director (Admn.)

Office of the Director  
Department of Social Welfare  
Govt. of NCT of Delhi  
GLNS Complex, Delhi Gate, New Delhi- 110 002

F. OSD/DSW/Misc/2020-21 804

Dated: 14/09/2020

Minutes of the Review Meeting held on 09 September 2020

Director Social Welfare (DSW) convened a review meeting of all the sections of the Department of Social Welfare including District Social Welfare Offices on 9 September 2020.

At the outset, the meeting started with words of encouragement by the Director about the work being done in Deptt of Social Welfare, the potential of the Department, the commitment of its officers and the hard work and effort being put in by them.

Visit of Director to District Social Welfare Office, South

DSW informed the group present about her visit to Distt South and her observations - a) long queues of persons outside the locked gate of district office with no social distancing, b) difficulty of visitors in grievance redressal as the access to the public dealing counters was restricted, c) visitors having to visit district office multiple times due to non resolution of grievances. On enquiry about the DSWO, the Director was informed about Sh. Krishan Kumar, DSWO South being on medical leave. DSW expressed her displeasure about officers going on leave without prior sanction and asked the Spl Director to issue orders that such leaves will be considered as unauthorized leaves.

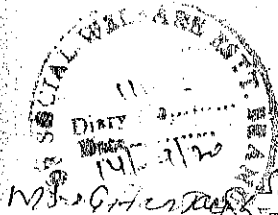
DSW then directed Link Officer (South), Sh. Pankaj Verma to visit the DO South, review the public dealing process there and put in systems for speedy resolution of grievances without entailing multiple visits. She also sought a status report about the grievances of 62 persons whom she met during her visit.

Presentation by Officers

CPO Unit

Dr. Mahesh Sharma, Sr. Superintendent presently in-charge of CPO Unit as Chief Probation Officer briefed about the functioning of CPO, its achievements in recent years and future course of action. Specifically, Dr. Sharma informed that the Delhi Probation Offenders Act had been updated and approved by the Hon. LG. The updated act had been submitted to MHA for concurrence. Dr. Sharma further informed those present that with this update of the Act, District Probation Units would be set up in each district and the scope of work of the unit would expand manifold. Dr. Sharma also shared about the proposed international exchange programme, esp Sweden and Ireland to study their best practices.

Director asked Dr. Sharma to also look at best practices within India too for replication and



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disbursed by the end of the week. DD (FAS) talked about the cap in the Old Age Pension Scheme as well and informed that the vacancy position in the scheme was being worked out.

DD (FAS) informed about the social audit of the districts done by the Social Audit Committee. Director desired that a copy of the report should also be submitted for her perusal.

DD (FAS) shared that the pension data was regularly updated on the Department's website and was also shared with MLAs on a monthly basis so that queries of the citizens regarding pension payment can be replied at all levels. DD (FAS) also talked about the initiative of FAS in collection of mobile numbers of the beneficiaries through Anganwadi Workers and real-time updation in the database.

Director enquired about the sanction process and directed that a district-wise status report on the total number of applications received in the last 1 year for all three schemes. She also desired that a list of common reasons for rejection should also be provided.

Director also asked all District Officers to give case studies or FAQs to demonstrate resolution of public grievances regarding the pensions on their part. She told all District Officers that emphasis should be on helping the people within the scheme framework and also invited suggestions from District Officers for rationalization of policy measures.

Director enquired about the number of grievances being received from beneficiaries and gave 7 representations to DD (FAS) to provide a status on each one giving a solution or reason if the grievance cannot be resolved. This should be given within 10 days by respective officers.

#### **Disability Branch**

DD (Disability) gave a brief presentation on the activities of the branch including disability camps, issuance of disability certificates and UDID cards. State Awards for Persons with Disabilities, restoration of 20 persons through Nav Kiran Half-Way Home, Rohini.

Director desired for a note from the Disability Branch detailing a road map on expeditious issuance of disability certificates, esp. those related to Specific Learning Disabilities. She also desired for a note on the issues/ challenges in the Disability Branch, including strengthening of IT systems, creation of separate Deptt/ Dte of Disability Affairs.

#### **Functioning of District Offices**

District Officers apprised the Director about the works at range of District Offices including sanction of applications for pension, inspection of NGOs.

#### **Other Issues**

The main challenges faced in the different branches and District Offices is shortage of staff, poor IT infrastructure and imminent lay-off of staff outsourced from ICSIL. Director was apprised that the Accounts section is seeking to outsource staff from GeM once the contract of the current outsourced staff expires. Since the majority of lower level staff is out-sourced, all officers shared their apprehension that a huge vacuum would be created if trained manpower is let-go.

To conclude the meeting, in addition to the above-mentioned tasks, Director outlined following tasks to be completed/ undertaken-

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- a) Joining of Welfare Officers to be fast tracked.
- b) Admin to resolve staff issues in consultation with programme side officers instead of transferring staff at will.
- c) Move a proposal for exemption from FD regarding continuation of staff hired through ICSIL vis-à-vis recruitment through GeM.
- d) Work out process for annual verification of FAS beneficiaries through banks on the lines of annual life certificate of govt. pensioners.
- e) Ensure that all VIP references are acknowledged and action taken or interim reply is sent within 15 days of receipt of the reference.
- f) Strengthen Cell esp. with regard to FAS. Director desired that a special task force should formulate a blue-print for the same under the guidance of Spl. Director. Dr. Mahesh Sharma, CPO, Smt. Saroj Rawat, DSWO (SW), Smt. Neelam Venkatachalam, DD (FAS), Ms. Anjali Tiwari, Supdt (FAS), and Sh. Santosh Kumar, Asst. Programmer would be part of the task force.
- g) Additionally, the LL cell should also assess the ground level scenario in all Districts for requirement of hardware and other peripherals and identify the bottlenecks and possible solutions and give the report within one week.
- h) Homes/Institutions of the Department should also be connected through IT
- i) Estate Branch should list out all grey areas / properties under encroachment or risk of encroachment and also list out steps undertaken to resolve or present a road map for the same. Action within a week.
- j) Director desired for intra-departmental coordination to address issues of post creation, RRs. Spl Director to hold weekly meetings in this regard with the HQ level officers, fortnightly meetings with District Officers and thereafter organize monthly meetings with Director.
- k) Budget Review meeting to be organized and review of Girl Friendship Schemes, GNCTD Schemes.
- l) Work out a format for visits/ inspections by the Hon. MSW Secretary/ Director/ Spl Director.

The meeting ended with a vote of thanks to the Chair.

This issues with the approval of the Director, Social Welfare

F. OSD/DSW/Mis-2020-21 804

Dated:

*Anjali*  
OSD to Director

1. Spl. Director, Deptt of Social Welfare, GNCTD, GLNS Complex, Delhi Gate, New Delhi- 02
2. DD (Admin), Deptt of Social Welfare, GNCTD, GLNS Complex, New Delhi- 02
3. DD (FAS), Deptt of Social Welfare, GNCTD, GLNS Complex, New Delhi- 02
4. DD (Disability), Deptt of Social Welfare, GNCTD, GLNS Complex, New Delhi- 02
5. DD (Social Defense), Deptt of Social Welfare, GNCTD, GLNS Complex, New Delhi- 02
6. DD (Social Security), Deptt of Social Welfare, GNCTD, GLNS Complex, New Delhi- 02
7. DD (Schools), Deptt of Social Welfare, GNCTD, GLNS Complex, New Delhi- 02
8. DD (Estate), Deptt of Social Welfare, GNCTD, GLNS Complex, New Delhi- 02
9. DD (Litigation), Deptt of Social Welfare, GNCTD, GLNS Complex, New Delhi- 02
10. DD (Vigilance), Deptt of Social Welfare, GNCTD, GLNS Complex, New Delhi- 02
11. CPO, Deptt of Social Welfare, GNCTD
12. All District Officers, Deptt of Social Welfare, GNCTD
13. Sr. System Analyst, Deptt of Social Welfare, GNCTD, GLNS Complex, New Delhi- 02

Copy for information to:

PS to Secretary, Deptt of Social Welfare, GNCTD, GLNS Complex, New Delhi- 02