

**DEPARTMENT OF WOMEN & CHILD DEVELOPMENT  
GOVT. OF NCT OF DELHI  
MAHARANA PRATAP ISBT BUILDING, KSHMERE GATE, DELHI – 110 006**

F.32(77)/Weekly Samvaad/DWCD/2020/ 8413-22

Dated  
**28 SEP 2020**

**Minutes of the meeting held with HQ and District Officers  
at 03.00 PM on 10.09.2020**

The first meeting of Weekly Samvaad was held on at 03.00 PM on 10.09.2020 in the conference Hall at HQ of the Department under the chairpersonship of the Director. Meeting was attended by the Joint Director Ms. Ira Singhal, Joint Director (prohibition), Consultant, Deputy Directors, DCA, District Officers, Assistant Directors, Section Officers, Accounts Personnel, and Officials from Branches at HQ. Director, WCD briefed that efforts should be to use such meetings as a common platform for the Officers to present developments including sharing of good practices, achievements and challenges with intent to resolve issues amicably

The Director in her opening remarks urged all concerned to join the meeting on time and come prepared for presentation of their working.

Weekly Samvaad began with presentations by the the following districts: -

1. Sh. Nafees Ahmad, District Officer (CDC), District South-West,
2. Ms Nisha Agrawal, District Officer, Central & New Delhi, and
3. Sh. Shailesh Srivastava, District Officer, North-West-I

The presentations made by the District Offices primarily highlighted the schemes being implemented by the District Offices which includes the following: -

1. Delhi Pension Scheme to Women in Distress
2. Financial Assistance to Poor Widows for Marriage of their Daughters and Orphan Girls
3. Delhi Ladli Scheme, 2008

Besides above, it was noted that District Officers represented as Members of various Committees at District Level such as Internal Complaint committee at DM office & Local



Complaint Committee, District Task Force (Child labour). They are declared as Dowry Prohibition Officers of district concerned. Duties of the District Officers also demands their involvement to Liaison with DM offices, CDMOs, Education Department, Health Department, MCD Offices, PWD, DSWB, all MLAs, MPs and all Counsellors for redressal of grievances of all beneficiaries of their respective areas.

District Offices deal with processing and disposal of PGMS, CP-GRAMs, LG- Listening Posts, RTIs and all VIP references. District Officers are delegated as DDO/HOO of the District concerned as well as CWCs, PIOs for the CWCs and PWDV Act.

It was also apprised by the Officers that District Offices conduct regular inspections of ICDS projects i.e. AWCs, monitor PMMVY Scheme and Poshan Abhiyan, undertake physical inspection of IRCAs under the scheme of National Action Plan for Drug Demand Reduction and inspection of NGOs' services and facilities for Grant-in-Aid under ICPS, Delhi Grant Scheme, and for assistance under Delhi Kalyan Samiti as the case may be.

As the other District Officers could not make their presentations due to paucity of time, Director asked them to flag any other issues and information relevant to functioning of the District Offices which had not been covered. Accordingly, following issues were flagged by the District Officers: -

1. District Offices function without any sanction posts and the staff posted are not adequate;
2. Lack of clarity in the hierarchy and accountability at the level of Branches at HQ to District Offices which affects compliances/ obedience;
3. Cases reported of payment of pension being credited to other's accounts than of actual beneficiaries, incorrect entries of Aadhar numbers, software error etc.;
4. Pending GeM registration, procurement difficulties;
5. Inadequate infrastructure and office IT equipments;
6. Functional difficulties in the implementation of schemes.

**Observations made:** The Director informed that a dedicated Help Desk service would be started at HQ to attend to the queries of visitors/ applicants/ beneficiaries so that



It was desired that a Committee at HQ level be formed under the supervision of Sh. H. P. Sharma, Consultant and guidance of Caretaking Branch for getting condemnation of unserviceable items lying in the district offices and taken to a logical conclusion.

Action: Consultant, WCD

It was apprised that new/ revised guidelines have been issued whereby the District Officers will be registered as Primary Users for GeM based procurements and the DDOs to be registered as secondary Users. However, as the District Officers are delegated the power of DDO and HoO both in the district offices, need for further clarification was voiced by Officers present. It was hence decided that a separate meeting be called to resolve the anomaly.

Action: Consultant, WCD

It was proposed to have a common IT pool (like IT mini secretariat) at HQ which will identify the systemic errors and find out systemic solution and also facilitate district offices for strengthening e-district services to prevent remittance of pension in the bank accounts other than of beneficiaries concerned. As an immediate step, a list of all such cases in which pension payment have been remitted to wrong accounts need to be prepared by all the districts and must be corrected in coordination with the FAS section at HQ.

Action: Joint Director (FAS) and System Analyst

Another issue raised was making registration of the marriages compulsory where financial assistances are sanctioned under the 'Financial Assistance to Poor Widows for Marriage of their Daughters and Orphan Girls'. It was suggested that all such cases may be referred to SDM concerned for getting marriages registered.

It was informed by FAS that the 'Financial Assistance to Poor Widows for Marriage of their Daughters and Orphan Girls' has already been under revision and the Cabinet decision to the proposed revision has already been made awaiting notification. Thus further change at this stage may not be feasible. However, it was agreed to develop a SoP enumerating procedures and advisories for improvising the scrutiny procedure of



their grievances could be understood, followed up and resolved in public friendly manner. Sh. Rahul Doon, Welfare Officer has been designated as Grievance readdressal Officer who would be visiting the field offices too for a seamless connect between the HQ help desk and other help desks initiated to be set up in the District Offices.

**Actionable points:**

It was desired from the District Officers to share data of old cases (pension to women in distress) and to complete the verification and integration in time bound manner.

Action: All District WCD Officers

The Director desired for the SoP and FAQ to be developed and to create a more action friendly interface for access to schemes and service delivery at district offices level.

Action: Joint Director (FAS)

It was advised that the interim replies to PGMS/ portal based grievance should follow with the final reply to ensure disposal of the matter that the pendency is reasonably reduced.

Action: Joint Director (FAS) & All District WCD Officers

Resource mobilization i.e. to explore CSR support/ collaborations for augmenting and up-gradation of the functioning of District Offices in terms of software, computerization, and other citizen friendly infrastructural requirements.

Caretaking Branch together with Admin and IT Branch was requested to present the status of all pending requisitions regarding infrastructural and functional difficulties/ demands in tabular format indicating action taken or provision made so far in the next meeting.

CTB was also asked to issue available items to the district offices based on the present requisitions/ requirements so that immediate demands were met..

Action Deputy Director (CTB)



the applicants, sanctioning process and guidance for the applicants/ beneficiaries with aim to prevent manipulation of documents and ensure timely disbursement of the payment.

Action: Joint Director (FAS)

An idea to have message delivery on mobile in Hindi language was appreciated as it will enable the beneficiaries to understand and respond to the messages quickly.

It was also suggested that there should be some provision in the e-district portal itself to transfer the pension cases from one district to another district and provision for online bulk sanctioning. Provision was also requested for auto reject or authorization to District Officers to reject and close the cases within a stipulated timeline. System Analyst will facilitate to organize a meeting with NIC officials and also to develop a SoP in this regard.

Action: System Analyst

Regarding contractual staff, the Director desired to make performance appraisal mandatory while proposal is put up for extension of contract/ term of engagement.

Action: Joint Director (Admn.)

The Director also desired for setting up a Training Unit at HQ and to maintain a calendar for all categories of staff and training as per the assignments being handled by them. Review of performance was also felt important based on which nominations from districts including ICDS projects and CCIs (at least three from each district) may be sent to the Committee to be constituted at HQ level. The Committee will have certain prescribed parameters based on which assessment will be done and appreciation will be issued to the employee as 'Best employee' of the month.

Deputy Director (RTE)

District Officer (Central & New Delhi) suggested for the need of restructuring at different level so as to rationalize the staff strength at HQ in different Branches, District Offices, ICDS Projects, CCIs and other institutions. For this purpose, post identification with proposed strength would be essentially required at the initial stage following which the



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proposal proper justifications need to be placed for approval. It was suggested that the Admn. Branch will draft the Cabinet Note and initiate proposal for seeking approval of the Cabinet. District Officers and others may send their suggestion to the Admn. Branch or Consultant, WCD, Sh. H. P. Sharma.

As there are two Superintendents of DASS Cadre posted in two district offices and are underutilized, they may be withdrawn from the District Offices and posted at HQ.

Action: Deputy Director (Admn.)/ Consultant, WCD

District Officer (NW-I) suggested for online application system for the applicants under LADLI scheme. A Committee consisting of Joint Director Ms. Ira Singhal, District Officer (NW-I), District Officer (C&ND) and DCA was proposed to work on developing the SoP to streamline the implementation procedure of Ladli scheme.

Action: Joint Director (ICDS) with System Analyst

Presentations by Branches at HQ:

Sh. S. C. Vats made presentation on the functioning of Prohibition/ FAS/ LADLI/ PMMVY/ Planning. It was desired to develop a standard reporting format for the district offices having quantitative target details and explaining all the schemes being implemented through District Offices. This should be in line with Outcome Budget Targets.

Action: Joint Director (FAS)

Deputy Director (ICDS) shared the issues regarding appointment of Anganwadi Workers pending at the level of District Offices. There have been some difficulties due to remapping of the AWCs and vacancies disparity. District Officers were asked to resolve the issues in consultation with the Deputy Director (ICDS) and complete the pending appointment of AWWs. Issues persisting may be sent to Joint Director (ICDS) that the same could be resolved convening a meeting at the earliest.

Action: Joint Director (ICDS)



It was pointed out that due to non-registration of District Officers with GeM, they have not been able to provide the office requirements i.e. stationeries to the Child Welfare Committees. Issues of non-supply/ short-supply of stationeries have been raised in the meetings convened by DCPCR. In view of the exigencies, the Director allowed for one time issue of essential office requirements from the CTB. Requisitions may be collected by the CPU from all the CWCs and coordinate with CTB for issue of the required items.

Action: Joint Director (CTB)

The Director desired that the Poshan Month should be observed in all the CCIs (both Govt. and NGOs) and other Care/ Shelter Homes & Institutions encouraging residents in participating in plantation of nutria gardens and to create awareness among them through workshops and other creative activities. Webinar be organized on the Poshan Abhiyan, must be done in the month of September where presentations could be made by Supervisors, AWWs and NGO partner regarding best practices during Poshan month. Best Workers/ Employees who have contributed significantly to the scheme in September month could be recognized with Certificate of Appreciation.

Action: Joint Director (ICDS)

DCA explained about the ongoing performance and compliance audit at HQ and the status of compliances/ replies submitted by different Branches to the Audit Para. All the Branches were asked to submit the replies without delay with a copy to the DCA.

Action: All Branches at HQ

Sh. Anirudh Soni, System Analyst offered to facilitate a training on the e-working for all the staff posted in district offices so that functional issues related to operating e-district portal can be resolved at their level in a more efficient manner. The District Officers would send a list of employees/ Staff for such training at earliest.

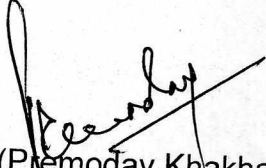
Action: District Officers and System Analyst

A handwritten signature in black ink, appearing to be 'Anirudh Soni', is located at the bottom right of the page. The signature is written in a cursive style with a long, sweeping underline.



All those District Officers who couldn't make presentation will be given opportunity in the next meeting. They were asked to include the progress of work done in quantitative forms in respect of various Schemes.

Meeting ended with a positive note with appeal from Director to all for making their best efforts to serve the community & vulnerable groups.

  
(Premoday Khakha)

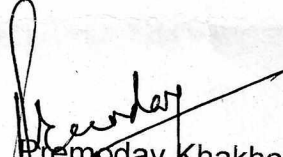
Coordinator – Weekly Samvaad  
Dated

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128 SEP 2020

Copy to:

1. P. A. to Director, DWCD, GNCTD
2. Joint Director (ICDS), DWCD, GNCTD
3. Joint Director (FAS/ CTB), DWCD, GNCTD
4. Joint Director (ICDS), DWCD, GNCTD
5. Joint Director (CPU), DWCD, GNCTD
6. Consultant, DWCD, GNCTD
7. DCA (HQ), DWCD, GNCTD
8. All Deputy Directors at HQ, DWCD, GNCTD
9. All District Officers, DWCD, GNCTD
10. System Analyst (ICT) at HQ, DWCD, GNCTD
11. Guard File

  
(Premoday Khakha)

Coordinator – Weekly Samvaad

(IT-Br)