

DEPARTMENT OF SOCIAL WELFARE  
GOVT. OF NCT OF DELHI  
GLNS COMPLEX, DELHI GATE, N. DELHI-02  
(ADMINISTRATION-I BRANCH)

F.10(259)/A-I/2015/DSW/Estt./311-322

Dated: 14/5/2021

ORDER

The following Staff from Social Welfare Department are deployed to the Office of Divisional Commissioner, Delhi at 5, Sham Nath Marg, Delhi-110054 to support the Helpline No.1077 (run under DDMA) for attending to the distress calls and other queries related with senior citizens impacted during the pandemic.

S.No.	Name of the Officer/Official	Contact No.
1	Sh. G.C.Meena, Section Officer	9868095551
2	Sh. Kumar Gandharva, Sr. Asstt.	9953430900
3	Sh. Kuldeep Saini, Welfare Officer	9466548009
4	Sh. Vijay, Welfare Officer	8800975326

**These Officials will also co-ordinate with HelpAge India, Qutub Institutional Area to utilize the manpower engaged for new elderly helpline for which the Department of Social Welfare has entered into MoU with HelpAge India as a project supported by Ministry of Social Justice and National Institute of Social Defense (NISD) .**

Further, the above said Officers will report in the Office of DC(HQ), 5, Sham Nath Marg, Delhi-110054 with immediate effect.

Non-compliance of the order will be viewed seriously.

This issues with the approval of the Competent Authority.

Encl: List of some of the duties and responsibilities during deployment.

  
Dy. Director(Admn.)

F.10(259)/A-I/2015/DSW/Estt./

Dated:

Copy for information to:

1. OSD to Divisional Commissioner, GNCTD.
2. PPS to Secretary(SW), Department of Social Welfare, GLNS Complex, Delhi Gate, New Delhi-110002.
3. PA to Spl. Secretary Cum Director (SW), Department of Social Welfare, GLNS Complex, Delhi Gate, New Delhi-110002.
4. DC(HQ), Office of the Divisional Commissioner, GNCTD, 5, Sham Nath Marg, Delhi-110054.
5. Helpage India, C-14 Qutab Institutional Area, New Delhi-110016.

Copy for compliance to:

1. Officer/Officials concerned for strict compliance.
2. Sr. System Analyst(SW) to upload the order on the website of the department.
3. DD(Social Defence), Department of Social Welfare, GLNS Complex, Delhi Gate, New Delhi with the direction to organize an Orientation of deployed staff for Senior Citizens Helpline No.1077 with helpage India.
4. Guard File.

  
Dy. Director(Admn.)

The actual and detailed duties to be performed by these Officials during their period of deployments in Divisional Commissioner Office shall be issued by DC(HQ). However, some of the tasks to be attended are listed below:

1. Attend telephonic calls from senior citizens promptly.
2. Provide Guidance with regard to online process in the district portal of applying for senior citizen pension.
3. Answer queries regarding non receipt of pensions.
4. Provide guidance and linkage with DDMA services or NGO services with respect to food distribution, shelter, medicines, making available Covid related items such as masks, sanitizers etc to the senior citizens.
5. Guide and counsel how to take care during the COVID pandemic time.
6. Linking up with Government and NGO resources with respect to education, health.
7. Provide counseling to senior citizens with respect to protecting themselves from the Covid Pandemic.
8. The helpline staff shall at all times be cordial and polite, and handle the queries with patience. They shall follow up each caller to ensure complete resolution of his or her problem/issue.
9. A record of all calls attended and guidance given shall be maintained by the deployed staff.