

**Department of Women & Child Development**  
**Government of NCT of Delhi**  
**1<sup>st</sup> Floor, Maharana ISBT, Kashmiri Gate**  
**Delhi- 110 006**

F.No. PS/DWCD/MISC/2021 / 7413-17

Dated:

28 JUL 2021

**ORDER**

With reference to the meeting convened under the Chairmanship of Hon. Minister for WCD on 27.07.2021, following directions are being issued for immediate compliance by the District Officers in respect of all Financial Assistance Schemes .

1. In case of objection cases as soon as a query is raised, automated SMS is sent to applicant's registered mobile number. (This should be in Hindi)
2. After 8 days of raising such query, in case of no response from the applicant, phone call to be made to the applicant from District Office to submit/ upload required documents within 5 days.
3. After 5 days from the call, in case of no response, a letter in Hindi is to be sent to the applicant clearly stating the nature of query, documents to be submitted and number of days within which the response is to be submitted in District Office or through e-District Portal.
4. In case no response is received even after 15 days of sending the letter, the application can be disposed off with a speaking order giving grounds for rejection.
5. Record of all communications made to the applicant is to be maintained, including date and time of the phone call and the number to which such call was made, as also whether the call was answered or not. If answered, name of the person spoken to and relationship with applicant is also to be recorded.
6. In cases where applicants visit the district office for resolution of the query, an acknowledgment receipt is to be given to the applicant, specifying the query and the documents received. One copy of the receipt to be retained in District Office and one to be given to the applicant as evidence that he/she had submitted the said documents.
7. Further, all District Officers shall submit a weekly report every Friday by 3:00 PM to the HOD/Nodal Officer (FAS) giving status of applications processed during the week and position regarding all pending applications till date with reasons for pendency if any.

18/7/21  
28/7/21

8. JD (FAS) shall serve as the Nodal Officer to ensure that the files received from Districts are collated & sent further for information of Hon'ble Minister(SW/WCD) through Secretary (WCD) on the same day i.e by Friday evening.

9. Any non-compliance of instruction in this regard and non-seriousness on part of D.O to deal with FAS schemes will be reflected adversely in the APARs as decided in the meeting held on 27.07.2021

*R Singh*

(Dr. Rashmi Singh)  
Director(WCD)

To

All DOs, Deptt. of WCD through email

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Copy to:

1. Secretary to Minister WCD, GNCT of Delhi. Delhi Sectt, Delhi- 110002
2. P.S. to Secretary, WCD, GNCT of Delhi
3. JD (FAS) to ensure necessary action
4. System Analyst, Computer Cell, Department of WCD for uploading on the department website.
5. Guard File

*R Singh*

(Dr. Rashmi Singh)  
Director(WCD)