

Department of Social Welfare  
(Financial Assistance Section)

Govt. of NCT of Delhi

GLNS Complex, Delhi Gate, Delhi -110002

F.41(278)/DSW/FAS/DD/Misc Policy Matter/2020-21/Pt.1/10289-10303 Date 26 AUG 2021


ORDER

Reference to the Office Order vide F.41(334)/FAS/DSW/Misc/2020-21/17751-17785 dated 24.12.2021. vide this Order all DSWOs were directed to verify all such cases where arrear is pending by visiting their homes and submit the report to FAS Branch so the assistance of these cases started and arrear is remitted in their accounts. DSWOs showed inability in writing to verify by visiting every beneficiary's home to verify the alive status due to shortage of staff in the District Offices.

As the cases are pending from a long time beneficiaries are facing difficulties in day to day life and home based physical verification is not feasible due to shortage of staff in the District Offices. In this regard, all DSWOs are hereby directed that the beneficiaries approached or approaching District offices for life verification, shall be verified by Welfare Officers and report shall be submitted to FAS Branch so that the assistance and arrear can be remitted in their bank accounts at the earliest. In this regard DSWO to ensure that the beneficiary are informed by way of letter/telephone/SMS/ WhatsApp or any other means for verification on window.


**For compliance:**

1. All District Social Welfare Officers

  
(Rahul Aggarwal)  
Dy. Director (FAS)

**Copy to:**

1. PPS to Secretary, SW, GNCTD, GLNS Complex, Delhi Gate, Delhi
2. P.A. to Spl. Secy-Cum-Director, SW, GLNS Complex, Delhi Gate, Delhi
3. P.A. to Joint Director, SW, GLNS Complex, Delhi Gate, Delhi
4. Dy. Director (FAS), GNCTD, GLNS Complex, Delhi Gate, Delhi
5. Sr. System Analyst for uploading on the website of the Department.

  
(Rahul Aggarwal)  
Dy. Director (FAS)

379/cc  
29/8/22

## SOP FOR VERIFICATION OF BENEFICIARIES WHERE ARREAR IS PENDING

With reference to the verification of beneficiaries of Old Age Pension and Disability Pension where arrear is pending, following directions are being issued for immediate compliance by the District Officers.

- Three phone calls to be made on three consecutive days to the beneficiary who's arrear is pending to visit District Office for verification of alive status.
- In case of no contact on phone calls, SMS of the same is sent to applicant's registered mobile number. (This should be in Hindi)
- After 3 days from the SMS, in case of no response, a letter in Hindi is to be sent to the beneficiary clearly stating the purpose of visit, documents to be submitted and number of days within which the visit to be made and documents to be submitted in District Office.
- In case no response or visit of the beneficiary even after 15 days of sending the letter, the assistance of the beneficiary shall be stopped permanently with a speaking order giving grounds for stoppage.
- Record of all communications made to the beneficiary 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 beneficiary is also to be recorded.
- In cases where beneficiary visit the district office for verification, an acknowledgment receipt is to be given to the beneficiary, specifying the alive status and the documents received. One copy of the receipt to be retained in District Office and one to be given to the beneficiary as evidence that he/she had visited the District Office and submitted the said documents.
- Further, all District Officers shall submit a fortnightly report to DD (FAS) giving status of beneficiaries verified during the time and efforts made.