

147/K

**DEPARTMENT OF WOMEN AND CHILD DEVELOPMENT
(GOVERNMENT OF NCT OF DELHI)
IST Floor Maharana Pratap ISBT Building, Kashmere Gate, Delhi**

F.No. 40(02)/DWCD/FAS/VIP/Part-II/2020-21/24369-78 Dated:

21 JAN 2022

ORDER

The Department of Women and Child Development, Govt. of NCT of Delhi is pleased to constitute 'District Facilitation Cum Grievance Redressal Committee' in each District to facilitate and deal with grievances and other related issues with regard to effective implementation of Financial Assistance Schemes. The composition of each District Committee as approved by Hon'ble Minister, WCD is as under:-

- | | |
|---|--------------------------------|
| 1. District officer, DWCD/DSW – | Conveners (By Rotation) |
| 2. Nominee, Hon'ble Minister (WCD/SW) - | Member |
| 3. Nominee, Hon'ble MLA of the area - | Member |
| 4. Welfare Officer, DWCD HQ– | Member |
| 5. Welfare Officer/District Grievance Redressal Officer from concerned District Office– | Member Secretary |

Accordingly, following is the District wise list of Committee Members along with contact details:

Sr. No.	District	Name	Contact No.	Category
1	North East	1. Sh. Pankaj Kumar Verma, District Officer (DSW)	9868258705	Convener
		2. Sh. S.M. Ali, District Officer (WCD)	9811963878	Convener
		3. Ms. Geetanjali Bhusan, Welfare Officer (DSW)	9871911533	Member Secretary from DSW
		4. 23. Ms. Ritika Kardam, Welfare Officer (WCD)	8800834340	Member Secretary from WCD
		5. Ms. Rashmi, Welfare Officer (FAS), WCD-HQ.	8130661237	Member
		6. Sh. Navreen, Welfare Officer (FAS), DSW-HQ	9899770334	Member
		7. Sh. Raj Kumar	9871560151	Member
		8. Sh. William Jacob	9891129446	Member

9. The members shall facilitate in getting required supporting documents as per the eligibility criteria for speedy Redressal of the grievances.
10. Minutes register of the meeting shall be maintained at the District Office level. If any Policy issue arises, the same shall be brought to the notice of the Competent Authority.
11. The Meeting will be organised on the basis of the roster dully finalized and will be held once in the District Office of DSW, GNCTD and once in the District Office of WCD GNCTD.

This issues with the prior approval of the Hon'ble Minister (SW/WCD).



(Dr.Rashmi Singh)
Spl. Secretary cum Director

To,

1. All DDs/Branch In-Charge, DWCD, GNCTD.
2. All DDs/Branch In-Charge, DSW, GNCTD, GLNS Complex, Delhi Gate, Delhi.
3. All District Officers of DWCD & DSW, GNCTD to ensure that all nominated members of the committee are invited in the said monthly meetings (contact details like address, email, etc are obtained) and minutes are shared with HQ.
4. All Nominated Welfare Officers of HQ, WCD, GNCTD.
5. All Nominated Welfare Officers of HQ, DSW, GNCTD(through FAS Branch, DSW).
6. System Analyst. DWCD for uploading the order on website.
7. Guard file.

Copy for Information to:

1. PS to Secretary, DWCD, GNCTD.
2. PS to Secretary, DSW, Delhi Gate, Delhi.
3. PS to Director, DWCD, GNCTD.
4. PS to Director, DSW, GNCTD, Delhi Gate, Delhi.



(S.C. Vats)
Joint Director (FAS)

		9. Sh. Shahid Ansari	9311088594	Member
		10. Ms. Anno Bi	8810279498	Member
		11. Ms. Uzma	8860110018	Member
		12. Mr. Rakesh Dewal	9213185842	Member
		13. Sh. Harish Sharma	9868121067	Member
		14. Mr. Harbeer S. Chouhan	8368412865	Member
		15. Sh. Pradeep Sagar	8851834994	Member
		16. Sh. Roshan Lal Sagar	9312289277	Member
		17. Sh. Haji Yamin	9871954971	Member
		18. Sh. Lalit Sharma	9990748982	Member
		19. Sh. Hira S. Bhandari	9871513007	Member
		20. Sh. Suresh Chander Ruhela	9716039978	Member
		21. Sh. Arun Sharma	9873986061	Member
		22. Ms. Mala	8178250070	Member
		23. Ms. Kusum Tiwari	9971133425	Member
2	East	1. Sh. Pankaj Kumar Verma, District Officer (DSW)	9868258705	Convenor
		2. Sh. Shailesh K. Srivastava, District officer (WCD)	8178072030	Convenor
		3. Sh. Ahsan Zafar, Welfare Officer, DSW	9990367756	Member Secretary from DSW
		4. Sh. Rajnish Maan, Welfare Officer, WCD	8076449360	Member Secretary from WCD
		5. Ms. Sukanya, Welfare	8447705937	Member

145/c

		Officer (CPU), WCD HQ		
		6. Sh. Mansoor, Welfare Officer (FAS) DSW - HQ.	7897186489	Member
		7. Smt. Sonu Gautam	8700366522	Member
		8. Mr. Bijender Kumar	9810529339	Member
		9. Mr. Sanjeev Miliand	7042881319	Member
		10. Sh. Rahul Kanaujia	7011060577	Member
		11. Sh. Janak Dubey	9873218335	Member
		12. Mr. Vikas Gaur	9313441670	Member
		13. Mrs. Nisha	9717076037	Member
		14. Mr. Jitender Arora	7683055059/ 8586877228	Member
		15. Sh. Deepak Verma	9811665862	Member
		16. Mr. Vikas Bagga	964444535	Member
		17. Mr. Deepak Jain	9136383814	Member
		18. Ms. Vandana Rani	9810562658	Member
		19. Sh. Mashkoor Alam	9870382857	Member
3	North	1. Sh. Dharmender, District Officer, DSW	9818184564	Convenor
		2. Ms. Nisha Aggrawal, District Officer, WCD	9990079562	Convenor
		3. Ms. Meenakshi, Welfare Officer DSW	9716501989	Member Secretary from DSW
		4. Ms. Eva Swantrata, Welfare Officer(WCD)	9871978145	Member Secretary from WCD
		5. Sh. Rahul Doon, Welfare Officer WCD- HQ)	9873264868	Member

		6. Sh. Qasim, Welfare Officer (RTE), DSW – HQ.	9711347799	Member
		7. Sh. Sushil Choudhary	9868145637	Member
		8. Mr. Rajender Sharma	8588833519/ 9958623600	Member
		9. Ms. Parwati Pandey	9811487391	Member
		10. Mr. Vipin Verma	9313649897	Member
		11. Mr. Rakesh Kumar	9899661800	Member
		12. Mr. Surendrer Mohan	9968270898	Member
		13. Sh. Virpal	8376002309	Member
A.	North West I	1. Sh. Krishan Kumar, District Officer (DSW)	9871365932	Convenor
		2. Ms. Inderpreet Pathak District Officer (WCD)	8076027585	Convenor
		3. Ms. Neelam Sharma, Welfare Officer (DSW)	9650704818	Member Secretary from DSW
		4. Ms. Kirti, Welfare Officer (WCD).	7838006424	Member Secretary from WCD
		5. Sh. Ehsan, Welfare Officer (ICDS), WCD-HQ	9354968169	Member
		6. Sh. Shiv Kumar - Welfare Officer (FAS), DSW – HQ.	8750494020	Member
		7. Sh. Rajesh Verma	9582857676	Member
		8. Sh. Maanik Panchal	9818557665	Member
		9. Sh. Guvinder Singh	7289962567	Member
		10. Sh. Birender Kumar	9999149999	Member

		11. Sh. Ravinder Kumar	8802885857	Member
		12. Sh. Gautam Kumar	9534416316	Member
		13. Sh. Nand Kumar	8377966651	Member
		14. Sh. Kuldeep Kumar	9818075039	Member
		15. Sh. Rattan Singh	9250127248	Member
		16. Sh. Dharminder Suri	9811205800	Member
		17. Mrs. Nirmala Chahal	9910322878	Member
		18. Mr. Vipin K. Marwaha	9990990214	Member
		19. Mr. Mithlesh Pathak	9990580650/ 9643329971	Member
		20. Mr. Manoj Kumar	9910610201	Member
5	North West II	1. Sh. Krishan Kumar, District Officer (DSW)	9871365932	Convenor
		2. Ms. Nisha Aggrawal, District Officer (WCD)	9990079562	Convenor
		3. Sh. Ashwani Kumar, Welfare Officer (DSW)	8882223008	Member Secretary from DSW
		4. Sh. Praveen Gond, Welfare Officer (WCD)	9450632789	Member Secretary from WCD
		5. Ms. Shivani, Welfare Officer (Admin), WCD- HQ	9811036928	Member
		6. Ms. Chhaya Rana Welfare Officer (Disability), DSW- HQ.	98101202785	Member
		7. Sh. Ishwar	7827050588	Member
		8. Sh. Omkar	8802364849	Member

		9. Sh. Rahul Kashyap	8527896546	Member
		10. Mr. Sunil Singh	9643801507	Member
		11. Ms. Sangeeta Negi	9868389035	Member
		12.		
		13. Sh. Amit Tyagi	9654792701	Member
		14. Ms. Falak Sharma	9873777661	Member
		15. Mr. Rajeev Kaushal	8368769049	Member
		16. Sh. Ravi Kumar	8882555545	Member
		17. Smt. Kanchan Bala	9891154411	Member
		18. Smt. Vibha Dubey	9560564086	Member
		19. Sh. Shiv Shankar Pandey	8840832821	Member
6	Central	1. Sh. Rajeev Saxena, District Officer (DSW)	9911106164	Convenor
		2. Sh. S.M. Ali, District Officer (WCD)	9811963878	Convenor
		2. Ms. Shubhashree G. Dastidar, Welfare Officer, DSW	9013944966	Member Secretary from DSW
		3. Ms. Prema Tiwari, Welfare officer, WCD.	9005447202	Member Secretary from WCD
		4. Ms. Abhilasha Bandhu, Welfare Officer (RTE), WCD- HQ	7045742530	Member
		5. Mr. Jatin Welfare Officer (Vigilance) DSW – HQ.	9015181478	Member
		6. Smt. Mamta Gautam	8851283097	Member
		7. Sh. Mohamad Iqbal	9899522785	Member
		8. Smt. Kalpana Chawla	8527126606	Member

14112

		9. Sh. Mohammad Rafi	8375016591	Member
		10. Sh. Hari Ram	9210041938	Member
		11. Sh. Simran	9899938071	Member
		12. Smt. Kiran	9899938071	Member
		13. Mr. Kuldeep Singh	9717860064	Member
		14. Mr. R.K. Dubey	9354619317/ 8459450876	Member
		15. Ms. Suman Kant Chopra	9560152652	Member
		16. Ms. Mamta Kochar	8178569269	Member
	New Delhi	1. Sh. Soran Singh, District Officer (DSW)	9891961208	Convenor
		2. Smt. Manju Varshney, District Officer (WCD)	9891550990	Convenor
		3. Sh. Ramashraysingh Yadav, Welfare Officer (DSW)	9336939640	Member Secretary from DSW
		4. Sh. Om Prakash Meena, Welfare Officer (WCD)	7877077018	Member Secretary from WCD
		5. Sh. Rayyan Welfare Officer (Litigation), WCD - HQ	8802135794	Member
		6. Mr. Sohail Welfare Officer (Social Defence), WCD- HQ.	8757043439	Member
		7. Sh. Ravi Dhigan	9999936854	Member
		8. Smt. Padma	9560511262	Member
		9. Mr. Dinesh	9582860270	Member
		10. Mr. Mukesh K. Yadav	8130935272	Member
		11. Mr. Sanjeev Bansal	9810079530	Member

8	South West	12. Mr. Siddharth Baisoya	8860480007	Member
		1. Ms. Saroj Rawat, District Officer (DSW)	9868467277	Convenor
		2. Ms. Savita Malik, District Officer (WCD)	7011766316	Convenor
		3. Sh. Vicky, Welfare Officer (DSW)	8700886363	Member Secretary from DSW
		4. Sh. Kuldeep Kumar Meena, Welfare Officer (WCD)	7217673325	Member Secretary from WCD
		5. Sh. Abhishek, Welfare Officer (FAS), WCD-HQ	9911719001	Member
		6. Sh. Pawan, Welfare Officer (JD Branch), DSW-HQ.	9140295510	Member
		7. Sh. Pawan Kumar	7065110080	Member
		8. Sh. Manoj Kumar	8860234512	Member
		9. Mr. Kuldeep Nagdi	9871409707	Member
		10. Sh. Sunil Kumar	9891550445	Member
		11. Sh. Sanjay Tanwar	8383906106	Member
		12. Mr. Praveen Alias	9210588633	Member
		13. Sh. Joginder	8851747409	Member
		14. Smt. Sunita Kataria	9899807864	Member
		15. Sh. Rajan	9958328642	Member
		16. Smt. Renu Gautam	8700908117	Member
		17. Sh. Munnesh Brahma	9818739265	Member
		18. Sh. H.M. Singh	9910014212	Member
19. Sh. Harish Sharma	9953817486	Member		

		20. Mr. Puneet Verma	9560369242	Member
		21. Mr. Mohan Aggarwal	8588870311	Member
		22. Mr. Tarun	971711995	Member
		23. Mr. Sunil	9910454994	Member
49	West	1. Sh. P. Anand Rao, District Officer (DSW)	9968303590	Convenor
		2. Ms. DurgeshNandini, District Officer (WCD)	9811610872	Convenor
		3. Sh. Dashrath Meena, Welfare Officer (DSW)	9414847897	Member Secretary from DSW
		4. Sh. Jai Prakash, Welfare Officer (WCD)	9560242484	Member Secretary from WCD
		5. Sh. Vinod Sarswat, Welfare Officer (WCD)	9784375689	Member
		6. Sh. Vikas, Welfare Officer (Social Defence), DSW-HQ.	8210253372	Member
		7. Sh. Kuldeep	8744954992	Member
		8. Mr. Sandeep Saini	9968633975	Member
		9. Sh. Livis Chandela	9625838259	Member
		10. Sh. Mukesh Chander Sharma	N/A	Member
		11. Ms. Alka	9717713146	Member
		12. Sh. Rajiv Behl	9810045629	Member
		13. Ms. Manpreet Kaur	9910093373	Member
		14. Mr. Naresh Arora	9810037236	Member
		15. Sh. Avtar Krishan Handoo	9582061094	Member
		16. Mr. Rajnish	9811884766	Member
		17. Mr. Rakesh Kumar	8750089781	Member

		18. Ms. Rekha Sharma	9650579737	Member
10	South	1. Ms. Neelam Venkatacham District Officer (DSW)	9818283188	Convenor
		2. Sh. M.K. Chandra, District Officer (WCD)	8800811964	Convenor
		3. Ms. Sangeeta, Welfare Officer (DSW)	9769587408	Member Secretary from DSW
		4. Ms. Preeti Bansal, Welfare Officer (WCD)	9990041829	Member Secretary from WCD
		5. Ms. Devika, Welfare Officer (WCD)	9560426344	Member
		6. Sh. Pradeep, Welfare Officer (Social Defence) DSW-HQ	9968064137	Member
		7. Sh. Anand Prakash	9268330540	Member
		8. Sh. Rajesh Kataria	9871585344/ 8700873294	Member
		9. Sh. Sanjay Kumar	9818410965	Member
		10. Sh. Akram Khan	8588833447	Member
		11. Sh. Laxman Kumar	9999929253	Member
		12. Sh. Vijay Kumar	9811099411	Member
		13. Sh. Rahul Koli	9968223096	Member
		14. Sh. Shoaib	9599370399	Member
		15. Sh. Ravi Mahamna	9953141496	Member
		16. Sh. Satinder Pal Singh	9810928967	Member
		17. Mrs. Poonam Tyagi	8527667843	Member
		18. Mr. Gaurav Bhati	9818912121	Member

	19. Sh. Amit Vats	955555563	Member
	20. Sh. Manish Bhatti	9211000077	Member
	21. Mr. Feroz Khan	9210737138	Member
	22. Mr. Tanveer Alam	9717147616	Member

* WCD & DSW District Officers shall be Convenors of the committee in alternate months starting with DSW for which concerned Department's Welfare Officers posted in the District shall be Member Secretary.

The scope of work of the District Facilitation cum Grievance Redressal Committee shall be as under:

1. Identification of bottlenecks in service delivery system of Financial Assistance Schemes.
2. Assistance to applicants in access to schemes.
3. Facilitating and co-ordination with different stakeholders such Banks, local Bodies for getting required certificate etc.
4. Suggesting measures for strengthening the functioning of helpdesk created at the district level.
5. Support in information, Education & Communication (IEC) related with Govt. schemes meant for vulnerable groups.
6. The District Grievance Redressal Cum Facilitation Officer (DGRO)/Welfare officer concerned shall be supported by helpdesk functionaries to identify grievances & give monthly compiled status.

The Norms/ Terms & Condition of the District Facilitation Cum Grievance Redressal Committee shall be as under:

1. The committee shall meet on monthly basis on first working day of every month at 10:30 am.
2. Members will attend regular monthly meetings and share minutes of the meeting with other concerned.
3. Code of conduct and behaviour of the committee members shall be ideal so that credibility and reputation of the department shall not be compromised.
4. No member of the committee create any hindrance in the working of Govt. official while providing the services.
5. Members of the committee for Redressal of the grievances (if any) preferably visit the district Offices from 2PM to 4PM on any working day.
6. The members are expected to extend support in identification of genuine beneficiaries and removing the deficiencies in the applications. At the same time members may also extend support in identifying undeserving cases like death etc.
7. There shall be no financial implication for this committee. No TA/DA shall be Admissible for attending the meeting.
8. The nominated member shall attend the meeting in person and there shall be no further delegation.

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