

DEPARTMENT OF SOCIAL WELFARE  
GOVT. OF NCT OF DELHI  
7<sup>TH</sup> Floor, MSO Building., ITO , New Delhi-110002  
(FINANCIAL ASSISTANCE SECTION)

F.N. F41 (521)/DSW/FAS/Circular/2024-2025/548-560

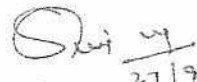
Dated: 27.09.24

Circular

All District Social Welfare Officers are hereby directed to install complaint boxes in their respective district offices at a prominent place. If already installed, ensure they are properly maintained. The complainants/beneficiaries with grievances shall be given all assistance in the disposal of their complaints/ grievances. All the complaints shall be entered in the complaint register to be maintained at the level of DSWOs. DSWOs must submit a compiled ATR in the prescribed format (attached) by the 10th of every month.

Further, all DSWOs are to ensure to attend the general public in visiting hours (10:00 AM to 11:00 AM) and where districts officers have multiple charges, they are directed to attend to the public on scheduled days duly displayed prominently in the respective offices.

Non-compliance with these instructions will be viewed seriously.

  
27/9/24  
Deputy Director (FAS)

F.N. F41 (521)/DSW/FAS/Circular/2024-2025/548-560

Dated:

Copy to:

1. PA to Director, SW, 7<sup>TH</sup> Floor, MSO Building. ITO, New Delhi-110002.
2. All DSWOs, Department of Social Welfare, GNCTD.
- ✓ 3. Sr. System Analyst (SW) to upload the circular on the website of the department.
4. Guard file.

  
27/9/24  
Deputy Director (FAS)

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27/9/2024