

DEPARTMENT OF SOCIAL WELFARE  
GOVT. OF NCT. OF DELHI  
GLNS COMPLEX, DELHI GATE, NEW DELHI -2

Manual –I

Particulars of organization, functions and duties

1. Aims and objectives of the organization:

The department of Social Welfare aims at upliftment and rehabilitation of various socially unprivileged and vulnerable sections of the society such destitute, physically and mentally challenged, beggars, needy, old and infirm persons etc. through implementation of the under mentioned social legislations

- i. The Probation of Offender's Act, 1958
- ii. Rights of Persons with Disabilities Act, 2016
- iii. Delhi RPwD Rules, 2018
- iv. The Maintenance and Welfare of Parents and Senior Citizens Act, 2007
- v. Delhi Grants to Social welfare Institution/Organization Rules 1975, as amended in 1982.

2. Mission /Visions:

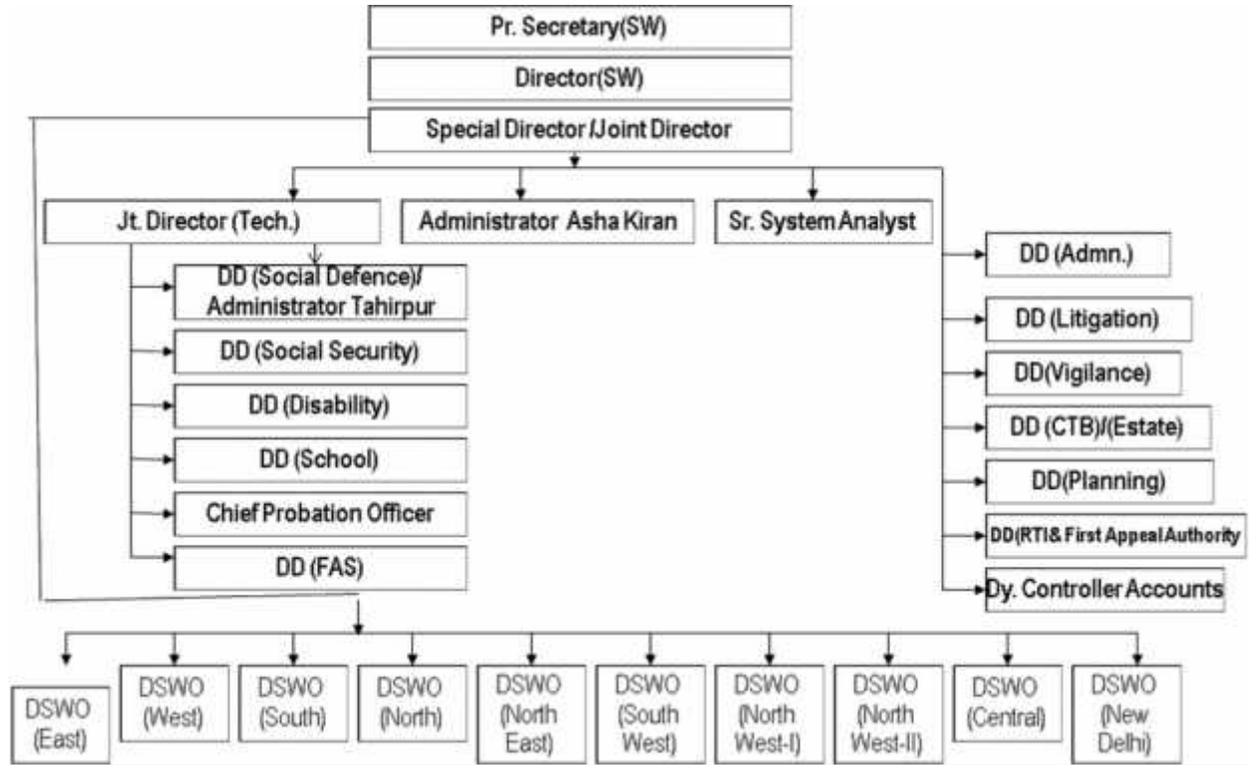
The mission/vision of the social welfare department is Ensuring:

- i. Is to ensure Care , protection and rehabilitation of the neglected, destitute Persons
- ii. Eradication of beggary
- iii. Social Security for the needy senior citizens
- iv. Social Security for disabled persons

3. Brief history and background for its establishment

After independence, the Education Department was providing welfare services which were confined only to four Institutions namely- Children Home, After Care Home for Boys, After Care Home for Women and Lady Noyce School for the Deaf. To organise welfare services in a planned and co-ordinated manner, a separate Department of Social Welfare was setup in the year 1959.

4. Organizational Chart





5. Allocation of Business

According to Transaction of Business Rule, 1993 the following are the allocations

1. Social Welfare.
2. Institutional and non-institutional for socially disadvantaged persons
3. Relief for the disabled & unemployed.
4. Social security Matters : employment & un- employment
5. Financial Assistance Scheme for Old and Disabled Persons & National Family Benefit Scheme
6. Rehabilitation of physically & mentally handicapped persons
7. Research, evaluation and training in welfare programmes
8. Drugs de-addiction programme.
9. Promotion of voluntary sectors in welfare programme.
10. Rehabilitation services.
11. Financial Assistance Scheme for leprosy affected Persons

6. Duties to be performed to achieve the mission

To achieve the mission the department has to effectively manage the institutional and non-institutional programmes, which include statutory as well as non- statutory functions. Planning the schemes to achieve physical and financial targets and timely completion of commitments.

## 7. Details of Services Rendered

The Department is running the following Institutional and non-institutional services in different fields of welfare.

- ❖ i. Department of Social Welfare runs various homes and institutions for the welfare of the persons with disabilities as under-
  - Six Homes for Mentally Challenged -1214 residents,559 (Staff)
  - Three Half way/Long Stay Home- 88 residents, 82 (Staff)
  - One Hostel for College Going Blind Boys -70 residents,31 (Staff)
  - One School for Blind Boys -155 students,45 (Staff)
  - Five Schools for Hearing Impaired-1385 students, 109 (Staff)
  - One School for Mentally Challenged-69 students, 8 (Staff)
  - 3 Old Age Homes-81 residents, 39 (Staff)
  - 1 Beggar Homes-205 residents,37 (Staff)
- ii. Homes for Intellectually Challenged Persons

| Sl. No. | Name of the institutions                                                                                          | Place                               | Sanctioned Strength | No. of Inmates | Staff |
|---------|-------------------------------------------------------------------------------------------------------------------|-------------------------------------|---------------------|----------------|-------|
| 1.      | Home for Mentally Retarded Persons (Male Adult)                                                                   | Asha Kiran Complex, Avantika, Delhi | 110                 | 331            | 113   |
| 2.      | Vikasini Home for Mentally Retarded Persons (Male Children)                                                       | Asha Kiran Complex, Avantika, Delhi | 145                 | 169            | 127   |
| 3.      | Pragati Institution for Severely & Profoundly Mentally Challenged Persons (ISPMR)(Female-both children and adult) | Asha Kiran Complex, Avantika, Delhi | 140                 | 266            | 130   |
| 4.      | Sukhanchal School and Home for Mentally Retarded (SHMR)-Female-both children and adult                            | Asha Kiran Complex, Avantika        | 115                 | 214            | 81    |

|    |                                                                   |                                  |     |     |    |
|----|-------------------------------------------------------------------|----------------------------------|-----|-----|----|
| 5. | Asha Deep, Home for Mentally Challenged Persons for Male Adult    | Narela, Delhi                    | 100 | 115 | 50 |
| 6. | Asha Jyoti, Home for Mentally Challenged Persons for Female Adult | Nirmal Chaya Complex, Hari Nagar | 120 | 119 | 58 |

iii. Half way/ Long Stay Homes for treated mentally ill

| Sl. No. | Name of the institution  | Place                  | Sanctioned Strength | No. of Inmates                                                                                                                                                               |
|---------|--------------------------|------------------------|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.      | Nav Kiran I for females  | Rohini Sector 3 Delhi  | 40                  | 36                                                                                                                                                                           |
| 2.      | Nav Kiran II for females | Rohini Sector 3 Delhi  | 40                  | 39                                                                                                                                                                           |
| 3.      | Nav Chetna for males     | Rohini Sector 22 Delhi | 25                  | 13                                                                                                                                                                           |
| 4.      | Nav Rachna for females   | Dwarka Sector3         | 50                  | To be operationalised. Requirement of staff and infrastructure given to administration and estate branch for necessary action. Also electrical works from DSIIDC is pending. |

iv. INSTITUTIONS FOR VISUALLY CHALLENGED PERSONS

|   | Name of Institution                                     | Place         | Sanctioned Strength | Present Strength | Staff |
|---|---------------------------------------------------------|---------------|---------------------|------------------|-------|
| ❖ | Hostel for College Going Blind Students                 | Kingsway Camp | 100                 | 70               | 31    |
| ❖ | Government Sr. Secondary School for Blind Boys + Hostel | Kingsway Camp | 100                 | 155              | 28    |

v.SCHOOLS FOR HEARING IMPAIRED/Mentally Challenged

|   | Name of the Institution                                      | Place              | Present Strength | Staff |
|---|--------------------------------------------------------------|--------------------|------------------|-------|
| ❖ | Government Lady Noyce Sr. Secondary School for Deaf + Hostel | Delhi Gate, Delhi  | 583              | 71    |
| ❖ | Nursery Primary School for Deaf                              | Nehru Vihar, Delhi | 149              |       |
| ❖ | Government Secondary School for Deaf                         | Kalkaji, Delhi     | 349              | 14    |
| ❖ | Government Middle School for Deaf                            | Rohini, Delhi      | 236              | 15    |
| ❖ | Nursery Primary School for Deaf                              | Mayur Vihar, Delhi | 68               | 9     |
| ❖ | School for Mentally Retarded Children                        | Mayur Vihar, Delhi | 69               | 8     |

The Deptt. of Social Welfare is running three Old Age Homes, at Bindapur and Wazirpur other one at Lampur on PPP mode. The following services are provided at these Old Age Homes which are as under:  
 Free boarding/lodging at the state run Old Age Homes for free seats.  
 Medical care & Counseling.  
 Recreational facilities and Rehabilitation programme.  
 Old Age Home

| Sl. No. | Place Name of Old Age Home | Capacity of Home | No. of Inmates | Staff | Remarks |
|---------|----------------------------|------------------|----------------|-------|---------|
|---------|----------------------------|------------------|----------------|-------|---------|

|    |          |    |    |    |                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|----|----------|----|----|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. | Bindapur | 50 | 60 | 20 | Run by the Department of Social Welfare                                                                                                                                                                                                                                                                                                                                                                                                   |
| 2. | Wazirpur | 35 | 05 | 15 | Run by the Department of Social Welfare                                                                                                                                                                                                                                                                                                                                                                                                   |
| 3. | Lampur   | 25 | 16 | 11 | This Home is being run by the Government in collaboration with NGO namely, Delhi Brotherhood Society. The Government has signed an Agreement with the NGO in September, 2009. As per the Agreement, 50% of the seats will be from the Government nominees and 50% paid seats. The Government is providing grants to NGO towards recurring and non-recurring expenditure in respect of persons recommended by the Government (free seats). |

- ▶ The Department of Social Welfare has taken possession of land at Chitranjan Park, Rohini, Kanti Nagar, Paschim Vihar, Geeta Colony, Chatterpur., Janakpuri, Sarita Vihar and Vasant Kunj.
- ▶ Construction work of Old Age Home at Kanti Nagar is about to complete.

v. Citizen Interaction

The Govt. of Delhi is moving forward in the direction of bringing greater transparency and accountability in administration and working towards improving the quality, efficiency and delivery of public services. Hon'ble Chief Minister of Delhi laid down the theme of citizen partnership foundation in the year January 2000 for good, modern and humane governance. The Department of Social Welfare is moving forward in this direction and involving participation of citizens, NGOs and public representatives of Delhi in their programmes and activities.

vi. Postal Address of the Main Office, Attached/Subordinate Office/Field etc.

a. Head Office

DEPARTMENT OF SOCIAL WELFARE  
GOVT. OF NCT. OF DELHI  
GLNS COMPLEX, DELHI GATE, NEW DELHI-2  
Ph No. - 011- 23324059 email: dsw@nic.in Fax: 23314819

b. District Offices and their sub-ordinate Offices

District North West – I

| Police Stations                                                                                                  | Institutions                         | Probation Units | Other Welfare Schemes                                                                                                                 | Constituency Assembly No.  |
|------------------------------------------------------------------------------------------------------------------|--------------------------------------|-----------------|---------------------------------------------------------------------------------------------------------------------------------------|----------------------------|
| Ashok Vihar, Keshavpuram, Kanjhawala, Sultanpuri, Prashant Vihar, Shalimar Bagh, Bawana, Saraswati Vihar, Rohini | Asha Kiran (04) Institutions, Rohini | Rohini Court    | Medical Care Unit, Asha Kiran Complex, Rohini. Welfare Centre for Denotified Tribes, Nangloi.<br><br>All Financial Assistance Schemes | 06,08,09,10,12,13,14,15,16 |

District North West - II

| Police Stations                                                                                             | Institutions                                                                                                                                 | Probation Units                                                    | Other Welfare Schemes                              | Constituency Assembly No. |
|-------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|----------------------------------------------------|---------------------------|
| Jahangirpuri, Nare Narela Industrial Area, Alipur, Samaipu Badli, Model Town, Mukherjee Nagar, Adarsh Nagar | Beggars                                                                                                                                      | Chief Probation Office, Sewa Kutir Campurs Kingsway Camp           | Welfare Centre for Denotified Tribes, Jahangirpuri | 01,02,04,05,07,18         |
|                                                                                                             | 1. Home for Male beggars (Diseased) Sewa Kutir, Kingsway Camp                                                                                |                                                                    |                                                    |                           |
|                                                                                                             | 2. Home for Male Beggars (Able & Disabled) Lampur                                                                                            | District Probation Office Sewa Kutir Campurs Kingsway Camp         | All Financial Assistance Schemes                   |                           |
|                                                                                                             | 3. Home for Old & Infirm Beggars, Lampur                                                                                                     | Probation Unit, Beggars Court, Sewa Kutir Campus, Kingsway Camp    |                                                    |                           |
|                                                                                                             | 4. Beggar Home-I (Male), Lampur                                                                                                              | Probation Unit, Probation Office, Sewa Kutir Campus, Kingsway Camp |                                                    |                           |
|                                                                                                             | 5. Beggar Home-II (Male), Lampur                                                                                                             |                                                                    |                                                    |                           |
|                                                                                                             | 6. Poor House, Sewa Kutir, Kingsway Camp                                                                                                     |                                                                    |                                                    |                           |
|                                                                                                             | 7. Reception-cum - Classification Centre, Sewa Kuti, Kingsway                                                                                |                                                                    |                                                    |                           |
| 8. Home for Able & Disabled Beggars, Sewa Kendra, Lampur                                                    |                                                                                                                                              |                                                                    |                                                    |                           |
|                                                                                                             | Handicapped Welfare                                                                                                                          |                                                                    |                                                    |                           |
|                                                                                                             | 1. Hostel for College going Blind Students Sewa Kutir, Kingsway Camp, Delhi-9.<br>2. Deaf and Dumb School Sewa Kutir Kingsway Camp, Delhi-9. |                                                                    |                                                    |                           |

West

| Police Stations                                                                                                                                                     | Institutions                                                                             | Probation Units                                 | Other Welfare Schemes                                                                    | Constituency Assembly No.      |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|-------------------------------------------------|------------------------------------------------------------------------------------------|--------------------------------|
| Tilak Nagar, Hari Nagar, Patel Nagar, Anand Parvat, Moti Nagar, Punjabi Bagh, Paschim Vihar, Nangloi, Kirti Nagar, Rajouri Garden Janakpuri, Vikaspuri, Uttam Nagar | Old Age Persons Welfare<br><br>1. Home for Aged & Infirm Persons, Tilak Vihar, New Delhi | Welfare Services in Prison, Central Jail, Tihar | Medical Care Unit, Nirmal Chhaya Complex, Jail Road.<br><br>Financial Assistance Schemes | 11, 26, 27, 28, 29, 30, 31, 38 |

North

| Police Stations                                                                                                                                             | Probation Units          | Other Welfare Schemes                                                                                                                                                                             | Constituency Assembly No. |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| Lohari Gate, Chandni Chowk, Sadar Bazar, Bara Hindu Rao, Roop Nagar, Civil Lines, Timarpur, Moris Nagar, Subzi Mandi, Sarai Rohilla, Pratap Nagar, Kotwali. | Tis Hazari Courts, Delhi | Welfare Centre for Denotified Tribes, (Central Office), 10693, Gali No. 9, Pratap Nagar, Delhi.<br><br>Welfare Centre for Denotified Tribes, Andha Mugal.<br><br>All Financial Assistance Schemes | 03, 19, 20, 17,25         |

South

| Police Stations                                                                                                                                                                                                                                           | Institutions                                                                                                                                                                         | Probation Units | Other Welfare Schemes            | Constituency Assembly No.              |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|----------------------------------|----------------------------------------|
| Hauz Khas, Kalkaji, Mehrauli, Lajpat Nagar, Okhla, Badarpur, Kotla Mubarakpur, Malviya Nagar, Chitranjan Park, Ambedkar Nagar, Lodhi Colony, Sri Niwasपुरी, Nizammuddin, New Friends Colony, Sarita Vihar, Sangam Vihar, Greater Kailash, Defence Colony. | <p>Old Age Persons Welfare</p> <p>1. Old Age Home, Lampur. Run by D.B.S (NGO)</p> <p>Handicapped Welfare</p> <p>1. Nursery &amp; Primary School for Deaf, PWD Barracks, Kalkaji.</p> |                 | All financial Assistance Schemes | 43, 46, 47, 48, 49, 50, 51, 52, 53, 54 |

Central

| Police Stations                                                                                                                                                        | Institutions                                                            | Other Welfare Schemes                                                                                                                                                  | Constituency Assembly No. |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| Darya Ganj, Jama Masjid, Chandni Mahal, Kamla Market, Houzkhazi, Paharganj, Nabi Karim, Karol Bagh, Rajendra Nagar, Prasad Nagar, I.P. Estate, Desh Bandhu, Gupta Road | 1. Deaf and Dumb School (Govt. Lady Noyce School) Delhi Gate, New Delhi | <p>Medical Care Unit, GLNS Complex, Feroz Shah Kotla.</p> <p>Welfare Centre for Denotified Tribes, R.N. Nagar, Karol Bagh.</p> <p>All Financial Assistance Schemes</p> | 21,22,23,24,39            |

North East

| Police Stations                                                                                                                                                                         | Institutions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Probation Units | Other Welfare Schemes                   | Constituency Assembly No.               |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------------------------------|-----------------------------------------|
| <p>Seelampu,<br/>Usmanpur,<br/>Bhajanpura,<br/>Khajoori Khas,<br/>Gokulpuri,<br/>Shahdara,<br/>Welcome,<br/>Mansarover<br/>Park, Nand<br/>Nagari,<br/>Seemapur, Dils<br/>had Garden</p> | <p>Beggars (Leprosy)</p> <ol style="list-style-type: none"> <li>1. Home for Leprosy &amp; T.B. Affected Beggars, Tahirpur, Delhi - 93</li> <li>2. Home for Leprosy Affected Beggars Tahirpur, Delhi – 93</li> </ol> <p>Handicapped Welfare</p> <ol style="list-style-type: none"> <li>1. Training-cum-Production Centre for the Physically Handicapped (Male), Nand Nagari Extn., 1-Block, Delhi</li> <li>2. Training-cum-Production Centre for Leprosy Affected Persons, Tahirpur, Shahdara.</li> <li>3. Rehabilitation Centre for Leprosy Patients, Tahirpur, Shahdara.</li> <li>4. Sheltered Workshop for Leprosy Affected Persons, Tahirpur, Shahdara</li> </ol> |                 | <p>All Financial Assistance Schemes</p> | <p>62,63, 64, 65, 66, 67, 68, 69,70</p> |

East

| Police Stations                                                                                                                                 | Institutions                                                                                                                   | Probation Units              | Other Welfare Schemes                                                                                                                                | Constituency Assembly No.  |
|-------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|
| Vivek Vihar,<br>Anand Vihar,<br>Krishna Nagar,<br>Geeta Colony,<br>Shakarpur,<br>Preet Vihar,<br>Trilok Puri,<br>Kalyanpuri,<br>Mayur Vihar - I | 1. Nursery & Primary School for Deaf Mayur Vihar Phase-I<br><br>2. School for Mentally Retarded Children , Mayur Vihar Phase-I | Karkardooma courts, Shahdara | Welfare Centre for Denotified Tribes, Kalyanvas<br><br>Welfare Centre for Denotified Tribes, Kasturba Nagar.<br><br>All Financial Assistance Schemes | 55, 56, 57, 58, 59, 60, 61 |

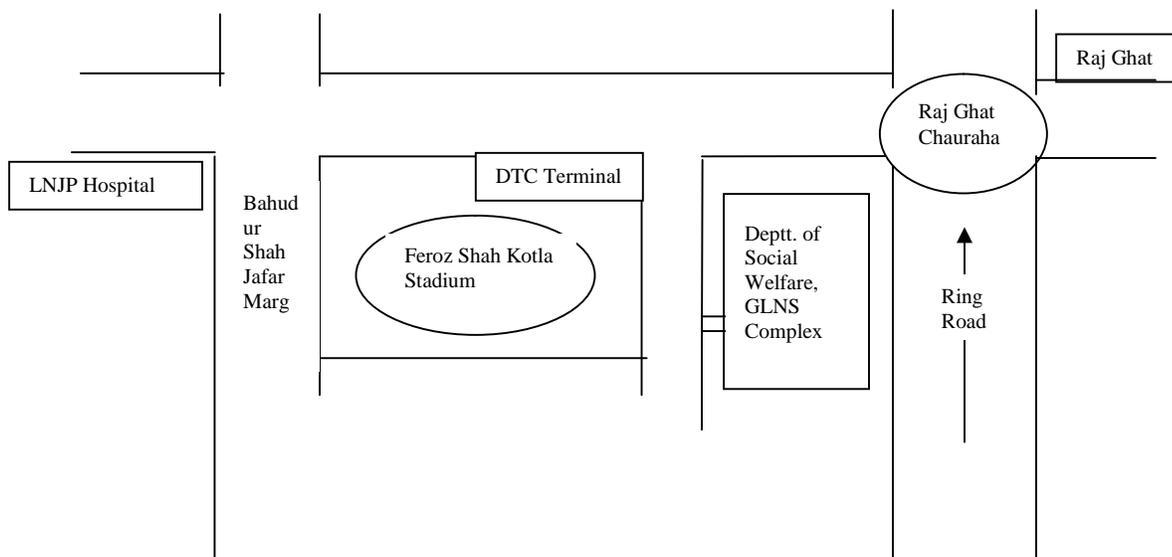
South-West

| Police Stations                                                                                                                                                                     | Institutions | Probation Units        | Other Welfare Schemes            | Constituency Assembly No.      |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|------------------------|----------------------------------|--------------------------------|
| Sarojni Nagar,<br>R.K. Puram,<br>Vasant Kunj,<br>Delhi Cantt.,<br>Outub Enclave,<br>Vasant Vihar,<br>Najaf Garh,<br>Inderpuri,<br>Kapashera,<br>Dwarka, Dabri,<br>Naraina, Jafarpur | NIL          | District Court, Dwarka | All Financial Assistance Schemes | 32, 33, 34, 35, 36, 37, 44, 45 |

New Delhi

| Police Stations                                                                   | Institutions | Probation Units                       | Other Welfare Schemes            | Constituency Assembly No. |
|-----------------------------------------------------------------------------------|--------------|---------------------------------------|----------------------------------|---------------------------|
| Parliament Street, Mandir Marg, Connaught Place, Tilak Marg, Chanakyapuri, Tuglak | NIL          | Probation Unit, Patiala House Courts, | All Financial Assistance Schemes | 40, 41, 42                |

10. Map of Office Location



11. Working Hours both for office and public

Office: - 9.30 am to 6.00 p.m.  
 Public: - 9.30 am to 4.30 p.m.

## 12. Public Interaction

Department provides avenues of self employment to handicapped and creates awareness amongst general public regarding the welfare measures of the Department.

## 13. Grievance Redressal Mechanism

The members of general public are free to meet officers of the Department on all working days between 9:30 AM to 4:30 PM to seek redressal of their grievances.