

**NEW DELHI MUNICIPAL COUNCIL
WELFARE DEPARTMENT**

Manual 1
Particulars of organization, functions and duties
[Section 4(1)(b)(i)]

1. Aims and objectives of the organization

WELFARE Department: - This department had been established with a view to manage the Welfare institutions like Community Centres/halls and Barat Ghars and to promote Welfare activities to meet the needs of residents of NDMC area such as financial assistance to physically and mentally challenged, old aged, widows and infirm, Night shelter for Homeless booking of Barat Ghars & parks, issue of licenses to Dhobies and maintenance of Dhobi Ghats, to promote schemes related to Social Welfare.

In addition to this, the Welfare department implements various schemes related to Labour/employees Welfare like Hitkari Nidhi Yojana, Liberalised Medical Health Scheme, Compensation under Workmen Compensation Act, Adventure Trekking Tours, Annual Sports meet & Tournaments for the employees and Holiday Homes etc.

1. Mission/Vision

To discharge Welfare obligations and responsibilities in a targeted, effective and humane manner.

3. Brief history and background for its establishment

In order to give special thrust to Welfare needs of the resident of NDMC area, under privileged sections of the society and groups with special needs and Welfare activities for the employees, a new department of Welfare was created.

4. & 5. Organization Charts & Allocation of business

1.	Chairperson	Chairperson shall be the principal Executive Head of the Welfare who shall preside over the meeting of New Delhi Municipal Council and if the Chairperson is not present, then Vice-Chairperson and in absence of both a person elected by the Members of the New Delhi Municipal Council in writing shall preside over the meeting. The Chairperson of the New Delhi Municipal Council has the powers for general supervision and control over all Welfare institutions as also other powers and duties as may be assigned and delegated to him by the New Delhi Municipal Council in accordance with the aims and objectives of the Welfare and is the overall Executive Head of the Welfare Department who can further delegate his functions and powers.
2.	Secretary	The Secretary shall be nominated by the Chairperson of the New Delhi Municipal Council shall be the Secretary of the General Body and the New Delhi Municipal Council. The Secretary is to be responsible for the secretarial work of the Welfare Department and in other work entrusted by the Chairperson and shall also be the in-charge of the correspondence and communication of the Welfare Department. The Secretary shall prepare the Agenda for the meeting of the General Body and issue notices of such meetings.
3.	Director (Welfare)	Administrative work and overall supervision of the Welfare Department.
4.	Jt.Director (Welfare)	Administrative work and overall supervision of the Welfare Department.
5.	LabourWelfare Supervisor- I	RTI, Parliament/Assembly questions, Retirement functions, Armed Forces Flag Day, Holidays/Notifications, Meritorious Awards, All works pertaining to Dhobi Ghats in NDMC area, All Work Pertaining to Medical Health Scheme & Financial Assistances to the old age, widow and handicapped etc.
6.	LabourWelfare Supervisor -II	Hitkari Nidhi Yojana.All works pertaining to Union, Associations Meetings Grievances redressal. Industrial Tour of Mpl. Employees. Sports Materials to RWA in the Community Halls/Centres situated in Municipal Housing Complexes.Annual Sports Meet to the NDMC employees.All works pertaining to NGOs of NDMC area.
7.	Labour Welfare Supervisor -III	Supervision of Barat Ghars, Community Halls/Centres including booking.Booking of Parks in NDMC area.All works pertaining to Holiday Homes. Ex-gratia payments, compensation. Adventure Trekking Tour Programmes. Notifications revision of rates of daily wages employees of NDMC
8.	Manager (CS)	Work related to Community Halls.
9.	Dy. Manager (CS)	Work related to supervision & maintenance of Barat Ghars/Community Centres.To process the applications for refund of Security deposit of Barat Ghars.

6. &7 Duties to be performed to achieve the mission/Details of services rendered

- (a) Providing old age pension
- (b) Financial Assistance to physically and mentally challenged
- (c) Providing pension to widows
- (d) Maintenance and issuance to licenses for dhobi ghats
- (e) Maintenance/Booking of Barat Ghars/Community centres in the area
- (f) Booking of parks for social functions
- (g) Night Shelters for destitute

8. **Citizens/Public can interact with the officials in the Head Office i.e. Palika Kendra, Parliament Street, New Delhi or at the Facilitation Centers built up for convenience of general public.**

9. **Postal address of the main office, attached/subordinate office/field units etc.**

Director (Welfare) New Delhi Municipal Council Room No.8007, Palika Kendra, New Delhi.	Jt. Director (Welfare) Room No. 1211, Palika Kendra, New Delhi
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11. **Working hours both for office and public**

Office Hours : - 9.00 a m to 5.30 p.m

Public Hours: - 9.00 a.m to 2.00 p.m

13. **Grievance redressal mechanism**

- (a) Through representation/applications
- (b) Through personal meeting with H.O.D.
- (c) Through R.T.I.

