

GOVERNMENT OF NCT OF DELHI
DEPARTMENT OF SOCIAL WELFARE
(Financial Assistance Section Branch)
7th Floor, MSO Building, I.P Estate, New Delhi-110002

F.41(455)/DSW/FAS/Vacancy/2023-24/Pt-I/1869-87

Date: 14 SEP 2026

CIRCULAR

Subject: Expeditious disposal of pending Old Age Pension (OAP) applications and strict adherence to the prescribed 45-day timeline under e-SLA.

Please find enclosed the Office letter No. Min./SW/2026/5052 dated 10.09.2026 in reference to the Displeasure Note received with regards to the delay in sanction/disposal of pending Old Age Pension (OAP) applications within the prescribed 45-day timeline and fixing of responsibility on erring officials, received from the Hon'ble Minister, Social Welfare.

As per the status report dated 08.09.2026, more than 50% of OAP applications have not been sanctioned/disposed within the prescribed 45-day period. The delay is a matter of serious concern, particularly as the scheme is intended to provide timely financial assistance to elderly and vulnerable persons.

Despite earlier directions, the prescribed timeline is not being adhered to by the concerned District Offices/officials. The matter has, therefore, been viewed seriously by the competent authority.

Accordingly, all District Social Welfare Officers (DSWOs) are hereby directed to ensure that:

- i. All OAP applications pending as on the date of issue of this Circular shall be scrutinized, processed and finally disposed of within 7 (seven working) days from the date of issue of this Circular.
- ii. The 7-day deadline is a special time-bound direction for clearance of existing pendency and shall not be construed as modification of the prescribed 45-day timeline, which shall continue to apply to all fresh applications.
- iii. The prescribed e-SLA timelines under the Delhi (Right of Citizen to Time Bound Delivery of Services) Act, 2011 shall be strictly adhered to. The concerned DSWOs shall ensure proper monitoring of OAP applications at each stage and timely disposal within the prescribed SLA period.
- iv. Pendency at each stage shall be monitored daily by the concerned DSWO, and no application shall be kept pending without valid and recorded reasons. Any delay beyond the prescribed e-SLA timeline shall be specifically reviewed and reported.
- v. In cases of delay beyond the prescribed timeline, responsibility shall be fixed on the officer(s)/official(s) concerned, and appropriate administrative/disciplinary action shall be initiated as per applicable rules.

The above directions shall be complied with in letter and spirit. **The matter shall be accorded Top Priority.**

This issues with the approval of the competent authority.

Encl: As above

N₂
Dy. Director (FAS)/L.O.

Dy. Director (FAS)
Department of Social Welfare
GNCTD, 7th Floor Building
I.P. Estate, ITO, New Delhi-110002

263/CC
14/09/2026

F.41(455)/DSW/FAS/Vacancy/2023-24/ 1869-87

Date:

14 SEP 2026

Copy to:

- 1) OSD to Hon'ble Minister (Social Welfare), Govt. of NCT of Delhi.
- 2) P.P.S. to Secretary, DSW, 7th Floor, MSO Building, I.P Estate, New Delhi-110002
- 3) P.A. to Director, DSW, 7th Floor, MSO Building, I.P Estate, New Delhi-110002
- 4) All District Social Welfare Officers, Department of Social Welfare, GNCTD,
- ✓ 5) Sr. System Analyst (SW) to upload the circular on the website of the department.
- 6) Guard File

Ar

Dy. Director (FAS) (E.O.)
Dy. Director (FAS)

Department of Social Welfare
GNCTD, 7th Floor Building
I.P. Estate, ITO, New Delhi-110002



OFFICE OF THE MINISTER
(SOCIAL WELFARE, WELFARE FOR SC/ST, COOPERATIVE & ELECTION)
GNCTD, C-WING, 7TH LEVEL, DELHI SECRETARIAT, IP ESTATE, NEW DELHI

Date: 10th September, 2026

No. Min./SW/2026/5052

Subject: Displeasure regarding delay in sanction of Old Age Pension (OAP) cases beyond the stipulated period of 45 days and fixing of responsibility on erring officials.

Reference: This office letter No. Min./SW/2026/3733 dated 03.07.2026 regarding immediate processing of pending Old Age Pension (OAP) cases and submission of compliance report.

I have perused the report dated 08.09.2026 regarding the status of Old Age Pension (OAP) applications.

It is a matter of serious concern and displeasure that, as per the report, more than 50% of the OAP cases have not been sanctioned within the stipulated period of 45 days. Such delay is unacceptable, particularly in view of the fact that Old Age Pension is intended to provide timely financial assistance to elderly and vulnerable beneficiaries.

Despite the directions conveyed vide this office letter referred to above, requiring immediate processing of pending OAP applications and submission of regular compliance reports, the position reflected in the report indicates that the prescribed timeline is not being adhered to by the concerned officers/officials.

It is, therefore, directed to fix responsibility for the inordinate delay and initiate appropriate disciplinary action against the officials found responsible, in accordance with the applicable rules. Further, all pending OAP cases shall be processed and disposed of within 7 days from the date of issue of this note, without any further delay.

A detailed compliance report indicating the responsibility fixed, disciplinary action initiated/taken against the erring officials, and the present status of all pending OAP cases may be furnished to this office within 10 days.

The matter may be accorded Top Priority.

(Ravinder Indraj Singh)
Minister (SW)

Director (SW)

Copy to : Addl. Chief Secretary (SW)

E-mail: minsWSCST.delhi@gmail.com
Ph: 23392386, 23392369, 23392348



OFFICE OF THE MINISTER
(SOCIAL WELFARE, WELFARE FOR SC/ST, COOPERATIVE & ELECTION)
GNCTD, C-WING, 7TH LEVEL, DELHI SECRETARIAT, IP ESTATE, NEW DELHI
minsWSCST.delhi@gmail.com

Date: 3rd July 2026

No. Min./SW/2026/ 3733

Subject: Immediate Processing of Pending Old Age Pension (OAP) Applications Under the Hon'ble Minister's Discretionary Quota and Submission of Weekly Compliance Reports

Reference (enclosed) :

1. earlier directives issued via **Note No. 83** in **e-File No. 268786**

Kind attention is invited to the directions of the Hon'ble Minister, instructing the Department to expeditiously process all Old Age Pension (OAP) applications forwarded under the Hon'ble Minister's discretionary quota. The explicit objective was to ensure that no eligible application remains pending without valid, formally recorded justifications.

It has been observed with serious concern that these applications have remained unresolved for an extended duration. Furthermore, the required compliance reports regarding these directives have not yet been submitted.

Consequently, the Department is instructed to execute the following actions immediately:

- **Expedite Clearance:** Ensure the immediate processing and resolution of all outstanding OAP applications under the discretionary quota.
- **Weekly Reporting:** Formulate and submit a comprehensive compliance report on a weekly basis, detailing the individual status of each pending application without further delay.
- **Extended Operations:** If necessary to clear the existing backlog, District Social Welfare Offices should remain functional on all days, including public holidays, until all pending cases are fully processed or sanctioned.

This matter must be accorded **Top Priority**.


Ankur Prakash Meshram
Secretary to Hon'ble Minister

Addl. Chief Secretary (DSW)

ADDITIONAL CHIEF SECRETARY|SOCIAL
WELFARE DEPARTMENT

Note # 83

This has reference to my directions issued on 06.03.2026 vide Note #47 for keeping vacancies under the Old Age Pension (OAP) scheme at the disposal of the Minister-in-Charge till a final decision on their release is taken. The matter was again categorically reiterated vide Note #61 dated 06.04.2026. Despite unequivocal directions, the Department has failed to take timely action and allowed the matter to remain pending without any justifiable reason.

Meanwhile, 806 applications were forwarded to the Department vide Letter No. 2097 dated 10.04.2026 for consideration under the Minister Quota. However, none of these applications have been processed till date.

The Department has now raised the issue of taking up the matter with NIC for opening vacancies under the Minister Quota, despite the same being well within the competence of the Department.

The Department is hereby directed to process all OAP applications forwarded by my office under the Minister Quota immediately and ensure that no case remains pending without valid reasons.

Sent to ACS, SW on

01/06/2026 05:25 pm

Ravinder Singh Indraj
MINISTER|OFFICE OF MINISTER SOCIAL
WELFARE, WELFARE FOR SC&ST, COOP, ELEC

SW

District Wise Details Old Age Applications form dated 01/01/2026 to 08/09/2026

S. No.	District Name (1)	Application Received MSW (2)	Forwarded to DSW/OS (3)	Sanctioned Approval (4)	Rejected (5)	Pending (6)	Remarks(6)
1	North West-I	2545	22/07/25-158, 06/08/2025-38, 29/08/25-59, 14/09/25-07, 17/09/25-46, 07/11/25-23, 19/11/25-15, 10/01/26-13, 28/01/26-7, 30/01/26-279, 20/03/26-11, 08/06/26-10, 08/06/26-13, 08/06/26-7, 19/06/26- 965, 19/06/26-200, 30/07/26-6, 04/08/26-713, 25/08/26-5 Total - 2545	2168	2	375	
2	North West-II	6140	22/07/25-841, 06/08/2025-362, 29/08/25-589, 14/09/25-93, 17/09/25-54, 08/07/26-100, 07/11/25-464, 19/11/25-1072, 10/01/26-137, 28/01/26-140, 20/03/26-185, 08/06/26-268, 08/06/26-100, 08/06/26-87, 08/06/26-100, 08/06/26-92, 19/06/26-510, 19/06/26-100, 19/06/26-208, 19/06/26-103, 30/07/26-138, 04/08/26-11, 11/08/26-199, 25/08/26-187 Total - 6140	2065	7	4068	
3	West	2414	22/07/25-1, 29/08/25-1, 19/11/25-01, 28/01/26-150, 08/06/26-01, 19/06/26- 1680, 19/06/26-395, 19/06/26-78, 19/06/26-100, 11/08/26-1, 25/08/26-6 Total-2414	739	0	1675	Total vacancy was available 38706 and at present, 16194 have been exhausted, therefore, the number of vacancy still available is 22512 as of date.
4	New Delhi	476	14/09/25-218, 19/11/25-01, 19/06/26-206, 19/06/26-51 Total-476	66	11	399	
5	North East	2010	29/08/25-1, 19/11/25-01, 20/03/26-2, 19/06/26-1223, 19/06/26-359, 19/06/26-200, 11/08/26-223, 25/08/26-1 Total-2010	360	24	1626	
6	East	550	07/11/25-1, 19/11/25-01, 20/03/26-2, 19/06/26-348, 19/06/26-1, 30/07/26- 1, 11/08/26-196, Total-550	250	7	293	
7	North	912	07/11/25-1, 19/11/25-04, 28/01/26-1, 08/06/26-1, 19/06/26-801, 19/06/26- 1, 19/06/26-1, 19/06/26-160, 30/07/26-1, 25/08/26-1, Total-912	15	0	897	
8	South	724	19/06/26-394, 19/06/26-280, 30/07/26-2, 04/08/26-48, Total-724	216	19	489	
9	South West	272	19/11/25-2, 20/03/26-2, 08/06/26-1, 19/06/26-252, 19/06/26-2, 30/07/26-2, 11/08/26-1, 25/08/26-2, (8 Forms transfer from other District) Total-272	230	24	18	
10	Central	151	19/11/25-2, 11/08/26-149, Total-151	41	4	106	
	Total	16194	16194	6150	98	9946	