

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/ 2002-07

Date:

29 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.

In continuation of this Department's Circular dated 14.09.2026, all DSWOs were directed to ensure expeditious disposal of pending OAP applications and strict adherence to the prescribed 45-day e-SLA timeline.

Despite the above directions, pendency continues to require immediate attention. All DSWOs are, therefore, directed to ensure time-bound disposal of all pending OAP applications within 7 (seven) working days from the date of issue of this Reminder, particularly those approaching or exceeding the prescribed SLA period.

To expedite verification, additional Verifiers have also been deployed in the Districts. The concerned DSWOs shall ensure their effective utilization for clearance of pending applications and undertake daily monitoring of stage-wise pendency.

No application shall remain pending without valid and recorded reasons. Responsibility for delay beyond the prescribed SLA shall be fixed on the concerned officer(s)/official(s) as per applicable rules.

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

This issues with the approval of the competent authority.

Encl: As above

F.41(455)/DSW/FAS/Vacancy/2023-24/ 2002-07

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

[Signature]
29-9-26
Dy. Director (FAS)

Date:

29 SEP 2026

[Signature]
29-9-26
Dy. Director (FAS)

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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

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

GOVERNMENT OF NCT OF DELHI
DEPARTMENT OF SOCIAL WELFARE
(Financial Assistance Section Branch)

7th Floor, MSO Building, LP Estate, New Delhi-110002

F.41(455)/DSW/FAS/Vacancy/2023-24/Pt-I/ 1897-1904.

Date: 16 SEP 2026

Order

In continuation of Office Order No. F.41(455)/DSW/FAS/Vacancy/2023-24/Pt-I/1869-87 dated 14.09.2026, the following Welfare Officers are hereby assigned the additional duty as members of the Quick Response Team (QRT) for verification of Old Age Assistance (OAP) applications on the e-District Portal, in addition to their existing duties:

S. No.	Name of Official	Designation	Present Place of Posting	Phone Number	Designated District
1.	Mr. Amit Kumar	Welfare Officer	Administration Branch	9211687364	North
2.	Mr. Rahul Kumar	Welfare Officer	Litigation Branch	8750044779	North
3.	Mr. Ashwani Kumar	Welfare Officer	VAC Branch	9555762160	North.
4.	Mr. Qasim	Welfare Officer	Estate Branch	9711347799	North
5.	Mr. Binay Kumar Tiwari	Welfare Officer	Social Defence	9971211567	North West-1
6.	Mrs. Sangeeta	Welfare Officer	RTE Branch	9769587408	North West-1

Duties assigned:

1. The QRT members shall undertake expeditious verification of OAP applications pertaining to their designated districts from their existing places of posting, in addition to their regular duties.
2. Each QRT member shall verify at least 50 applications per day to facilitate disposal of applications within 7-day timeline as per the Old Age Assistance Rules, 2009.
3. The QRT shall function on all working days, and its daily district-wise/official-wise progress shall be monitored by FAS Branch/Headquarters and the Higher Authorities.
4. The QRT members shall accord top priority to the assigned work and shall not avail leave without prior permission of Headquarters (FAS Branch) during the period of assignment.
5. The concerned DSWOs shall exercise overall supervision and ensure achievement of the prescribed targets and timely disposal of applications.
6. The Computer Cell shall ensure functional computers and internet connectivity at the existing places of posting of the QRT members.
7. For technical/operational issues, the QRT members may contact the Dy. Director (FAS), Superintendent (FAS) or Assistant Programmer (FAS).
8. The QRT members shall submit the duly filled User ID Creation Form to FAS Branch within one day of issuance of this Office Order.

This issues with the approval of the Competent Authority.

Encl.: User ID Creation Form

To,
All Verifiers
DSWO North
DSWO (North West-1)

16.9.26
Dy. Director (FAS)

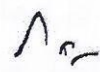
F.41(455)/DSW/FAS/Vacancy/2023-24/ 1869-87

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
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- 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


Dy. Director (FAS & O).

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

FORM FOR THE CREATION OF NEW USER AT DEPARTMENT/CSC LEVEL

(Please fill all details in CAPITAL letters. All fields are mandatory)



User Name in full :-
Designation :-
Date of birth:-
Gender:-
Contact no. :-
E-mail Id :-
Present address:-
Date of joining present office :-
Enter Any IP Address :-
District :-
Digital Signature available :-
For creation of verifier Login ID for e-District portal of all schemes

(Sign and Seal of the DSWO)

Date:-