

No. 32/12/2018-Welfare  
Government of India  
Ministry of Personnel, Public Grievances & Pensions  
Department of Personnel & Training  
(Welfare Division)

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3<sup>rd</sup> Floor, Lok Nayak Bhawan,  
Khan Market, New Delhi.  
Dated the 13<sup>th</sup> August, 2018

**OFFICE MEMORANDUM**

**Subject: Nomination of Area Welfare Officers (AWOs) for the calendar years 2019 and 2020-regarding.**


The Department of Personnel & Training nominate Gazetted Officers as Area Welfare Officers (AWOs) for residential colonies to look after the Welfare of Central Government employees and their families. Area Welfare Officer is only a functional arrangement to provide a link between the Central Government Employees residing in various colonies and the concerned civic and other agencies providing service to them. A list of functions of Area Welfare Officer is enclosed at Annexure-I. Criteria for selection of AWO are enclosed at Annexure-II. The functions of AWOs are official in nature and are performed by them on honorary and voluntary basis. Only those officers who are willing to function as Area Welfare Officer and can spare time for welfare work will be considered for nomination. The Area Welfare Officers serve as a vital link between the Government and residents in various matters relating to the welfare of Government employees residing in various colonies.


2. The tenure of the Area Welfare Officers shall be for a period of two years (w.e.f. 1.01.2019 to 31.12.2020) or till the services are required by the Government whichever is earlier. The Area Welfare Officers are entitled to use office stationery and service postage stamps etc. for discharging their duties as AWO. They are allowed to leave office, with prior permission, for meeting the civic/police authorities for solving the problems of the residents of their localities.

3. The applicant should not be an office bearer of any Central Government Residents Welfare Association or any other Central Government employees Association. Further, officers seeking nomination as AWO should preferably have a residential telephone/mobile number. No facility for re-imburement of expenditure incurred on account of telephone rent/call charges etc. will be admissible to the AWO nominated by DoPT.

4. Applications from those officers, who are willing to work in honorary and voluntary capacity, as Area Welfare Officers, duly recommended by the Department/administrative authority concerned may be forwarded and must reach the undersigned within 45 days from the date of issue of this O.M. A format application is also enclosed at Annexure-III.

Yours faithfully,

  
(Kulbhusan Malhotra)  
Under Secretary (RWA)

 24646961

To,

All Ministries/Departments of Government of India as per standard list (Welfare Officer) with the request to give it wide publicity amongst Gazetted Officers in the Ministry / Department and the offices under it.

Copy to:-

1. Ministry of Health and Family Welfare (Mass Mailing Unit), New Delhi.
2. Director General (Works), CPWD, Nirman Bhawan, New Delhi.
3. Director (Admn.), Office of Director General Health Services, Nirman Bhawan, New Delhi.
4. All Chairmen, General Government Employees Welfare Co-ordination Committee with the request to identify the areas and recommend / forward application for nomination of AWO.
5. Accountant General, Central Revenue, I.P. Estate, New Delhi.
6. Union Public Service Commission, New Delhi.
7. Staff Selection Commission, New Delhi.
8. Chief Medical Officer (HQtrs.), CGHS, New Delhi.
9. PS to JS (VKS).

ANNEXURE-I

FUNCTIONS OF AREA WELFARE OFFICER

1. To function as coordinating officer between the CGHS Dispensary and its beneficiaries regarding complaints from either side.
2. To attend to all emergency hospital work like help in expeditious hospitalisation of serious cases, attending to complaints regarding hospital care, etc.
3. To serve on the CGHS Area Advisory Committee for considering suggestions for the improvement of service and facilities.
4. To act as liaison officer for Community Hall and look to its proper functioning and improvement.
5. To act as liaison officer between the Ministry of Personnel, PG and Pensions and the local Association in all matters and disputes and to mediate in election disputes at the request of the parties.
6. To investigate all cases of neighbourly disputes referred to him by the Department of Personnel and furnish report on the basis of which action can be taken by the Directorate of Estates for shifting the erring party to another locality.
7. To act as liaison officer between the Associations and authorities in all Municipal Corporation regarding civic services, water, electricity, street lighting, drainage, bus service, sanitary service and vaccination and inoculation services.
8. To act as liaison officer with local police authorities regarding any incident in the locality involving law and order.
9. To act as liaison officer with the Education Directorate regarding complaints about school timing, admission etc.
10. To act as liaison officer between the Co-operative consumer store and the beneficiaries in the area.
11. To act as liaison officer between CPWD authorities and the allottees regarding complaints lodged with the CPWD Enquiry Office for their speedy disposal.
12. To keep in touch with all the social and cultural bodies in the area.
13. To act as liaison officer with all activities of Grih Kalyan Kendra in the area including 'Creche'.
14. To act as liaison officer between the colony and the Central Civil Services Cultural and Sports Board (CCSCSB) in all activities of the Board.
15. To mediate in family dispute to bring about harmony in the home life in the Context of Home Ministry circular for maintaining the wife in a reasonable comfort and matter relating to notation of monogranacy.
16. To assist and cooperate in campaigns and measures such as vaccination in Oculation blood donation family planning etc., launched by the Ministry of Health and Family Planning.

Note: The above list is only illustrative and not exhaustive.

**GUIDELINES/CRITERIA FOR SELECTION OF AREA WELFARE OFFICEERS**

1. The tenure of Area Welfare Officers shall be for two years from the date of appointment or till their services are required by the Government whichever is earlier. However, if there is no other candidate for the area, the old AWO, if he has applied afresh, should be allowed to continue for another term.
2. He should be a gazetted officer.
3. The Residents Welfare Association should not be allowed to nominate any name for AWOs.
4. He must be a resident of the area for which he is the applicant and the area (including the adjacent areas) should have at least 300 Govt. Employees residing in that area(s).
5. The officer applying should not be an office bearer of any Central Government Employees Residents Welfare Association or any other Central Government employees association.
6. He should not be retiring within 2 years of his appointment as AWO i.e. he should serve for full term of two years as AWO.
7. He should possess sound health to undertake the job in question.
8. Preference should be given to those, who have telephones at their residences/mobile number.
9. He should not be a controversial person.

**APPLICATION FORM FOR NOMINATION OF AREA WELFARE OFFICER FOR THE  
CALENDAR YEAR 2019 and 2020.**

1. Name and designation with pay-scale
2. (a) Ministry / Department where working  
(b) Whether the post held by him / her is a Gazetted post
3. Residential Address
4. Telephone Number /
  1. Office
  2. Residence
  3. Mobile No.
  4. Email ID
5. Name of the Area / Areas
6. Name and number of the nearest  
CGHS Dispensary
7. Name of the Police Station of the Area
8. Whether the Officer is / or was an office  
bearer of any Residents's Welfare Association.  
If yes, give details about the periods and  
the post held.
9. Date of retirement  
(Officer retiring before 31.12.2020 need  
not apply.
10. Details of all earlier appointments as  
Area Welfare Officer indicating Area and Period.
11. Whether he / she possesses sound health  
to undertake the job in question.

**DECLARATION**

I \_\_\_\_\_ s/o/d/o \_\_\_\_\_  
working as \_\_\_\_\_

in the Ministry / Department give an undertaking that in case of my nomination  
as Area Welfare Officer, I shall not act in nay partisan manner or abet any illegal  
activity in the Area in my jurisdiction and shall be liable for appropriate action  
under the CCS (Conduct) Rules, in case of any such act committed by me.

Name

Date

Signature