

No.32/04/2024-Welfare
Government of India
Ministry of Personnel, Public Grievances & Pensions
Department of Personnel & Training
(Welfare Division)

Lok Nayak Bhawan, New Delhi.
Dated the 16th September, 2024

CIRCULAR

Subject: Nomination of Area Welfare Officers (AWOs) for the calendar years 2025 and 2026-regarding.

The Department of Personnel & Training nominates Gazetted Officers of Government of India 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 services to them. A list of functions of Area Welfare Officer is enclosed as Annexure-I. Criteria for selection of AWO are enclosed as 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.

2. The tenure of the Area Welfare Officers shall be for a period of two years (w.e.f. 01.01.2025 to 31.12.2026) 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.

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 to the undersigned latest by 15th October, 2024. A format of application is also enclosed as Annexure-III.

**Signed by Sujit Kumar
Mishra**

Date: 16-09-2024 20:05:54

(Sujit Kumar Mishra)

Under Secretary (RWA)

Tel.No. 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 (Hqrs.), CGHS, New Delhi.

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 services 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 Associations 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 Deptt. 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 Municipal authorities in all complaints regarding civic services, water, electricity, street lighting, drainage, bus service, sanitary service, 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 Secretariat Sports Control Board 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 monogamy.

16. To assist and cooperate in campaigns and measures such as vaccination, blood donation, family planning etc., conducted by the Ministry of Health and Family Welfare or other authorities.

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

ANNEXURE- II

GUIDELINES/CRITERIA FOR SELECTION OF AREA WELFARE OFFICERS

1. The tenure of Area Welfare Officers shall be for two years from the date of appointment till their services are required by the Government whichever is earlier. However, if there no other candidate for the area, the old AWO, if he has applied afresh, should be allowed 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. He should not be a controversial person.

