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F.No. 32/3/2004-WELFARE

भारत सरकार  
GOVERNMENT OF INDIA  
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय  
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS  
कार्मिक और प्रशिक्षण विभाग  
DEPARTMENT OF PERSONNEL & TRAINING  
नई दिल्ली  
NEW DELHI

Lok Nayak Bhawan  
Khan Market, New Delhi-3  
Dated: 26.5.2006

**OFFICE MEMORANDUM**

**Subject: Redressal of grievances of residents in Govt. colonies – clarification reg.**

Under the scheme for Central Govt. Residents' Welfare Associations, such of the Residents' Welfare Associations as are registered under the Societies' Registration Act, 1860 and have adopted the model constitution prescribed by the DOPT are recognized by the DOPT and are provided guidance/financial assistance. The objective of prescribing the model constitution is to ensure that the Associations become truly representative bodies. The DOPT has, therefore, provided detailed guidelines regarding constitution of the Managing Committees, conduct of election of office bearers, general body meetings etc. Such of the Associations which do not adhere to these guidelines are denied recognition by DOPT and if they had been recognized in the past, their recognition is revoked.

2. Of late, number of instances have come to the notice of DOPT that the RWAs are not adhering to the guidelines provided by DOPT in the model constitution. Consequently, irregularities in elections have been reported by the Area Welfare Officers and these RWAs have been refused recognition/de-recognized as the case may be. Such Associations which have been denied recognition or de-recognized can of course take corrective measures and approach this Department afresh for recognition. There has been a disturbing trend that many RWAs, which have been denied recognition/de-recognized, have preferred to continue as such without applying afresh for recognition and have continued to claim that they remain representative bodies. Instances have come to the notice of this Dept. where a de-recognized association has fabricated/falsified their status and have printed "Recognised by DOPT" on their letter head.

3. Separately, an issue was raised as to whether civic authorities etc. can refuse to take cognizance of grievances brought to them by such RWAs which are not recognized. Instructions were issued vide No.32/3/2004-Welfare dated September 19, 2005 that the Govt. servants who are members of the Associations not recognized by the Department are also the allottees of the Govt. accommodation and as such their grievances are required to be addressed by the civic authorities etc.

4. The matter has been further considered in this Department. Where as the members of the Associations which are not recognized by DOPT have a legitimate claim to redressal of their individual/collective grievances, distinction needs to be made between grievances of an individual or collection of individuals and grievances of a representative body. The members of the non- recognized Associations are entitled to speak on their individual behalf or collection of individuals but are not entitled to speak on behalf of the residents in general since they are not a representative body. It needs to be emphasized that de-recognition or refusal of recognition mainly arises out of irregularities in elections. In that eventuality, the bodies so constituted on the basis of irregular elections cannot be termed a representative body and they cannot represent the residents in general. The Civic Bodies etc. while entertaining grievances of the non re-cognised RWAs should ensure that the redressal of grievances relate only to particular individuals or collection of individuals and not the area as a whole. Where there is no recognized Association, only the AWO appointed by the DOPT shall be the competent authority to speak on behalf of all the residents of the area to the civic bodies etc.



(M.S. Nagra)

Under Secretary(Welfare)

Tel No.24646961

To

1. Area Welfare Officers (as indicated in the list)
2. Secretaries of all recognized RWAs as per list
3. Commissioner of Police, Delhi Police, New Delhi-2.
4. General Manager, Delhi Milk Scheme, West Patel Nagar, ND.
5. Chief Secretary, Govt. of NCT of Delhi.
6. Commissioner, DTC, I.P.Estate, New Delhi - 2.