



**GOVERNMENT OF PUDUCHERRY
DEPARTMENT OF SOCIAL WELFARE**

புதுச்சேரி அரசு
சமூக நலத்துறை



CITIZEN'S CHARTER

1. INTRODUCTION

In order to make the public aware of the various welfare schemes being implemented by the Department of Social Welfare and the eligibility conditions for availing of the benefits under the schemes and to make them know the ways and means to get their grievances redressed, this Citizens Charter is released. This will be reviewed every year and brought out updated. Suggestions / Views from the public for improvement of the Charter, are welcome.

2. OBJECTIVES OF THE DEPARTMENT OF SOCIAL WELFARE

To pave way for socio-economic development of the various downtrodden sections of the society; to implement schemes to achieve the goal and ensure social justice for all.

3. BENEFICIARIES

1. Disabled Persons
2. Backward Classes
3. Minorities
4. Street Children
5. Drug Addicts
6. Ages and Infirm Persons
7. Juvenile Delinquents

4. ACTIVITIES

I. WELFARE SCHEMES FOR DISABLED:

(a) For overall development and rehabilitation of the disabled, various welfare schemes are being implemented. Apart from this, special schools and homes are functioning under the control of this Department.

(b) Economic and Educational Development: Puducherry Corporation for Development of Women and Handicapped Persons Ltd., is functioning as the channelising agency of the National Handicapped Finance and Development and Development Corporation in Puducherry, to implement the economic and educational development schemes of the NHFDC in Puducherry.

(c) Other Concessions:

1. 3% reservation for the disabled in matters of education and employment.

2. Relaxation of upper age limit by 10 years in employment.
3. Financial Assistance to physically disabled persons.
4. Grant of Scholarship to Physically disabled students.

(d) State Executive Committee for the Welfare of the Disabled: The State Executive Committee constituted under the Persons with Disabilities Act, 1995 is functioning under the chairmanship of the Secretary to Government (Welfare) who is the ex-officio Commissioner for Persons with Disabilities.

II. WELFARE OF BACKWARD CLASSES

(a) Welfare Schemes: New schemes have been introduced to improve the socio-economic conditions of the Backward Classes and Most Backward Classes and thereby ensure social justice for all. Besides these schemes, Hostels for Backward Class students are also functioning.

(b) Puducherry Backward Classes Commission:- To identify the Backward Classes in the Union Territory of Puducherry, Puducherry Backward Classes Commission is functioning under the Chairmanship of Hon' ble Justice (Retd.) K. Govindarajan.

(c) Puducherry Backward Classes and Minorities Development Corporation Ltd., For ensuring overall development of the Backward Classes, a corporation namely, Puducherry Backward Classes and Minorities Development Corporation is functioning at Zamindar Garden, Puducherry, separately.

III. WELFARE OF MINORITIES

Economic Development:- To promote and ensure the upliftment of minority communities in the Union Territory, the Puducherry Backward Classes and Minorities Development Corporation which has been set up separately is implementing various loan schemes which can directly benefit the minorities of this Union Territory.

“ The Welfare of Minorities Day” is regularly celebrated on 20th November every year in all the regions of the Union Territory, for which a Government function is arranged for the said day as part of the celebration of the National Unity Week.

IV. SOCIAL SECURITY AND SOCIAL DEFENCE:

Home for the Juvenile Delinquents, the aged and infirm and for beggars are being maintained. Further, grants-in-aid are also given to NGOs for the above purpose.

In order to protect the welfare of the Aged, a registered society, namely Puducherry Society for the Care of the Aged has been established separately, which is functioning as a resort for the senior citizens and aged.

5. GUIDANCE AND HELP:

For obtaining more details about the schemes and for applications, the contact addresses are as follows:

a) The Director
Social Welfare Department,
29, Candappa Mudali Street,
Puducherry – 1.
Phone: 0413 – 2336611, 2338525

b) The Assistant Director
Social Welfare Department,
Mini Civic Station,
Karaikal.
Phone: 04368 – 223026

c) The Welfare Officer,
Home for the Aged and Infirm,
Civic Station,
Social Welfare Department,
Mahe – 673310.
Phone: 0490 – 2333235

d) The Welfare Officer,
Mini Civic Station,
Social Welfare Department,
Yanam – 533464.
Phone: 0884 – 2321257

e) The Member Secretary,
Pondicherry Backward Classes Commission,
Venkata Nagar Extension,
Puducherry.
Phone: 0413 - 2212428

6. REDRESSAL OF GRIEVANCES:

For redressal of grievances, complaints and suggestions, the public may contact the Deputy Director (Disability Division) in person, on all working days.

In the outlying regions, the officials in charge of the Department of Social Welfare may be contacted. If necessary, the concerned Regional Administrators may also be approached for complaints.

