

# **SOCIAL WELFARE DEPARTMENT**

## **HUMAN RIGHTS DOCUMENT**

Emblem

**Information & Public Relations Department  
Government of Kerala**

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**Information & Public Relations Department  
Government of Kerala**

**Social Welfare Department  
Human Rights Document**

**Information & Public Relations Department  
Government of Kerala**

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## **PREFACE**

As part of making democratic process more powerful and worthy, different Government Departments are publishing Human Rights documents. The Services which are available from each departments are deemed the rights of the citizen and secured through this effort. The services available from each departments. The officer from which these services one available. The method of submitting applications, provisions, fees. The maximum period within which services one available etc. are laid down in the Human Rights documents as Citizens right.

This is the Human Rights documents published by the Social Welfare Department. It is hoped that this document will enable the public to avail these services more profitably from the Department.

*Sheela Thomas I.A.S.*  
Director  
Information & Public Relation Department

# **SOCIAL WELFARE DEPARTMENT**

## **Human Rights Documents**

### **Introduction**

The Social Service Department was formed in 1975 to help those who are suffering due to poverty, ignorance and social inequality. The probation services under the jail department, Nutrition programmes under special nutrition programme special officer, started integrated programmes. Different types of welfare activities of the Central Government has been implemented through Social Welfare Department . Children before the age of 6, mothers pregnant females, aged people, handicapped, ex-convicts etc. to the tune of 10 lakh receive direct assistance from Social Service Department.

### **Administration**

The Administrative hierarchy consists of Social Welfare directorate, 3 Zonal Assistant Director's Offices, 14 District Social Welfare Offices, 163 Intergrated child development Project Office at the block levels, 1153 supervisions at the Panchayat levels and 25393 Anganvadies at the word levels. In addition, there are 47 Welfare institution, working all over the districts such as old age homes, working Women Hostel Home for the handicapped etc.,.

### **1. Mission**

The Mission of Social Welfare Department is to ensure Social justice through Consistent and fruitful implementation of programmes for the overall mental, physical and social development and rehabilitation of the layman and their posterity commitment.

1. The implementation of programmes for children below the age of six, ensuring preschool education, vaccination and supply of nutrition.
2. Availability of vaccination, Supplementary nutrition and nutrition education for breast feeding mothers and pregnant females.
3. Nutrition and self reliance education for teenage girls.
4. Distribution of scholarships into handicapped students.
5. Rehabilitation schemes for one care and safety of needy children through social welfare or other institutions.
6. Noninstitutional, social and mental rehabilitation scheme are available to the following Category of persons
  - (a) Those who have completed life imprisonment.
  - (b) Those who are released by the courts on fidelity.
  - (c) Persons who are discharged from social welfare institutions.
7. Supervision of Central Government Schemes for the adoption, empowerment and rehabilitation of women, children and drug addicts.
8. Protection is afforded to the following Category of Persons through suitable Welfare institutions. Children, Women, discharged mental patients, physically handicapped, Mentally troubled Senior Citizens, who are incapable of rehabilitation in their family or society.
9. Introduction of programmes meant for the Welfare of Children, adolescents, women handicapped and senior citizens.
10. Co-operation among other Welfare institutions, under Government Secretariat Local Bodies and Non-Governmental organizations.

### **Redressal of Grievance**

Whether there is any Complaint regarding Welfare Work, Complaints can be submitted as specified below. Action taken thereon will be informed to the complainant within 15 days.

<b>Serial No.</b>	<b>Source of Complaint</b>	<b>Submitted to</b>	<b>Appeal</b>
1.	Anganwadies	D.D.P.O.	District Social Welfare Officer
2.	Welfare Institutions	District Social Welfare Officer	Zonal Assistant Director
3.	I.C.D.S. Office	District Social Welfare Officer	Zonal Assistant Director
4.	District Probation Office	Zonal Assistant Director	Director, Social Welfare
5.	District Social Welfare Office	Zonal Assistant Director	Director, Social Welfare
6.	Zonal Assistant Director's Office	Director, Social Welfare	Secretary, Social Welfare

### **Participation of General Public**

Public participation is inevitable for the smooth running of welfare activities. For this intention Welfare committees are formed with social workers and Officials of other Government Departments. These type of Welfare Committees are prevalent in areas on Anganwadi levels and welfare institutions level. These welfare Committees take the lead to ensure public participation.

# **GOVERNMENT OF KERALA**

## **Summary**

Social Welfare Department issues the order approving the Human Rights Document of State Social Welfare Department

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## **Social Welfare (C) Department**

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S.O. (M.S.) No. 30/2006 S.W.D. Thiruvananthapuram dated 29.8.2006 Ref. Letter of Social Welfare Director, dated 29/6/2006, No. F1/19928/2005.

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## **ORDER**

With regard to the aforesaid letter, the Social Welfare Department Director has prepared the Human Right Document of the Social Welfare Department : and has send to the Government. After examining the document and approving it the Government issues order herewith. Human right Document is included as an appendix.

By the order of the Governor

Sd/-  
Baby Raman  
Additional Secretary

Social Welfare Director, Thiruvananthapuram,  
Accountant General, Audit A&E Kerala, Thiruvananthapuram  
To the Private Secretary, Chief Minister  
To the P.S., Minister, Social Welfare Department  
P & A R D Department  
Reserve File, Office Copy

By the Order

Section Officer

### I Service Available - Under Zonal Assistant Director

Serial No.	Service Available	Mode of submitting Application	Conditions	Fees	Maximum Period	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1.	Giving permanent residence in old age homes, women shelter, to those who are staying temporary	Application to the Concerned Superintendent	Must have completed the age of 55 for old age homes and 18 for women shelter	No	within 60 days	
2.	Released prisoners who are on fidelity bail, subjected to Criminal activities, can avail rehabilitation Grant of Rs. 10,000/-	Application to the concerned probation officer in the prescribed form	Those who are under the supervision of District probation officer or subjected to criminal activities	No	Result will be informed within 60 days after conducting enquiries Grant on the availability of Fund.	
3.	Discharging the inmates of welfare institutions	Through the superintendent of the concerned institution	Permenant inmate	No	Settle the matter within 30 days subject to enquiry	
4.	Verification for Grants : Deenadayal Rehabilitation scheme for physically handicapped. Distribution of tools instruments, construction of poor homes, De-addiction Centre etc.	Applications are received upto Sept. 30 each year	Registered Non-governmental organisations	No	Receipt of the application will be issued within 7 days. The report of the enquiry will be completed in 30 days.	
5.	Distribution of Application forms for the schemes Social Welfare Departments	In white paper	Beneficiaries	No	One day	
6.	Complaints regarding Welfare activities	In white paper	Beneficiaries	No	Proper actions will be taken within 30 days on enquiry. Duly informed the complainants.	



## II District Social Welfare Office

Serial No.	Service Available	Mode of submitting Application	Conditions	Fees	Maximum Period	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1.	Grant from Relief Fund for physically handicapped subject to a maximum of Rs. 5000/-	Application to District Social Welfare Officer in the Prescribed Form	Physically handicapped	No	Report on enquiry will be submitted to the Government within 30 days. The amount allowed will be disbursed in 7 days.	
2.	Grant to inter-caste Couple (Rs 5000/-)	Application to District Social Welfare Officer in the Prescribed form	Should be intercaste Couple, below the annual income of Rs. 24000/-	No	Report will be submitted to the concerned local bodies within 60 day, after enquiry.	
3.	Annual Scholarship to handicapped student, (Ist std to 10th Std)	Application to District Social Welfare Officer through the Head of the institution before June 30th	Handicapped Students	No	Report with recommendation will be submitted to District Panchayat within 30 days.	
4.	Applications for Maintenance grant Orphanages, old age homes foundling homes, a homes for the destitutes etc.applications	In the prescribed form before Sept 30	Non.Govt. Organisations	No	Report will be submitted to Local bodies within 60 days of application after enquiry	
5.	Application for welfare schemes	In white paper	General public	No	One day	

### III District Probation Office

Serial No.	Service Available	Mode of submitting Application	Conditions	Fees	Maximum Period	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1.	Rehabilitation of children who have been given up or who are in need of care & protection	Oral application or in white paper	Directly by children below the age of 18 or by any citizen	No	Procedure to admit in foundling homes or children's homes, within one day	
2.	Rehabilitation help for education, job medicare, housing etc. upto Rs. 10,000/- to those who are on fidelity bail under the Supervision of probation officer, discharges life imprisonment persons, former children home inmates, those who are subjected to criminal activities, Dependents of prisoners	In the prescribed application form available from District probation office	Who are under Supervision, subjected to Criminal actions and dependents of prisoners	No	Recommendation after enquiry will be submitted to the Zonal Assistant director within 30 days. Grant if available will be remitted to the beneficiary within 15 days.	
3.	Particulars regarding probation methods family courts, Adoption, foster care, Sponsorship, Central Government Scheme for Street Children programmes for prohibiting bonded labour and children's justice.	In white paper	Beneficiary	No	Within two days	

### IV Office of the Child Development Scheme

Serial No.	Service Available	Mode of Application	Conditions	Fees	Maximum Period	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1.	Particulars regarding date of births of Anganvady Students	In white paper	Parents of the Concerned Anganvady Students	No	Within 7 days	For the school admission of those students whose date of birth is not registered in - Panchayats
2.	For particulars regarding infant materials protection nutrition, vaccination, pre-school education statistics of women and children and information regarding Welfare Schemes	In white paper	Beneficiary	No	Within 7 days	

## V Anganvady

Serial No.	Service Available	Mode of Application	Conditions	Fees	Maximum Period	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1.	Supplementary Nutrient	Registration in Anganvady	Beneficiary	No	From Pregnancy to six months after delivery. Children upto the age of six	
2.	Vaccinations	Registration in Anganvady	Those who are inhabitants of the same ward	No	From pregnancy same word to six months after delivery. Children up to the age of six	
3.	Pre-School Education	Registration in Anganvady	Should have Completed the age of 3	No	Children between the age of 3-6.	
4.	Health Inspection	Registration in Anganvady	Once in a month	No	From pregnancy to six months after delivery. Children upto the age of 6	
5.	Nutrient & health education	Registration in Anganvady	Once in a month	No	Date will be published in the Anganvady notice board.	
6.	Weighing the children	Registration in Anganvady	Once in a month	No	Notice will be published in the concerned Anganvady	
7.	Nutrient Education and empowerment preservation for the Adolescents	Registration in Anganvady	Once in a week	No	Girls in the age group of 11 - 18	

8.	Balika Samrudhi Yojana (Grant of Rs. 500/- and scholarship from I Std to X Std)	Submit application in the prescribed form to the D.D.P.O. through Anganvady	Two daughters of a mother born after 14.8.1997	No	Report on enquiry will be submitted within 30 days Disbursement will be done within 7 days of getting fund.
9.	Particulars regarding Nutritient, hygiene, Vaccination etc.	In white paper	No Beneficiary	No	Within 2 days

## VI Welfare Institutions

Serial No.	Service Available	Mode of Application	Conditions	Fees	Maximum Period	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1.	Food, Clothing, Medicare, recreation Apprenticeship	Application in white paper to the concerned Superintendent	Admission to particular Institutions are provided to orphans destitutes, women Cured from mental disease, handicapped, Children who need special care and protection	No (Rs. 500 Per and months is charged from persons having annual income above Rs. 20,000 for admission to Asha Bhavan, Old age Homes)	One day	Admission to protective home, special home Rescue home are on the basis of Court order. Others on the basis of R.A.D's order.
2.	Education	Application in white paper to Superintendent of V.T.C.	Should be handicapped	No	Applications to the course is invited through newspaper Advertisement	Vocational Training Centres at Trivandrum, Ernakulam, Kozhikode Provide training in Computer book Binding etc.with a stipend of 200/- per month.

### VII Dowry Probation Zonal Officer

Serial No.	Service Available	Mode of Application	Conditions	Fees	Maximum Period	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1	Primary enquiry on Complaints regarding Dowry Prohibition Act	Applications can be submitted directly, within white paper	Complaints that come under Dowry Prohibition Act	No	Within one month	
2.	Recommendations for further proceedings if necessary		Complaints that come under Dowry Prohibition Act			
3.	Awareness programmes regarding Dowry					