



GOVERNMENT OF NCT OF DELHI
DEPARTMENT OF WOMEN AND CHILD DEVELOPMENT
FINANCIAL ASSISTANCE SECTION (FAS)

1st Floor Maharana Pratap ISBT Building, Kashmere Gate, Delhi – 06

F.No.40(13)/DWCD/FAS/MIS.MATTER/2024-25 592-96

Dated:

16 APR 2026

ORDER

Subject: Collection of issues faced by District Offices and users on e-District Portal – reg.

Reference: Letter No. DIT/eDistrict/PA/2026/2634-2658 dated 08.04.2026 reg. meeting on Performance Audit of e-District Portal.

In pursuance of the discussions held during the meeting on the Performance Audit of the e-District Portal, wherein various issues faced by the departments as well as users were deliberated upon, it has been observed that the District Offices are the primary users of the e-District Portal and are responsible for addressing public grievances at the district level.

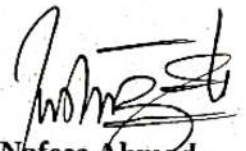
In order to facilitate the ongoing Performance Audit and to assess the efficiency and effectiveness of the e-District Portal, it is hereby directed that all District Offices shall furnish detailed information regarding the issues faced by them as well as those reported by users in the portal.

The information to be provided should include the following:

- Technical issues encountered in the portal
- Service delivery-related challenges
- Delays in processing applications
- Grievances raised by users and their nature
- Suggestions, if any, for improvement of the system

All District Offices are directed to submit the above information to the FAS Branch (ddfes01@gmail.com) within 3 days from the date of issuance of this order.

This issues with the approval of the competent authority.


Nafees Ahmad
Deputy Director (FAS)

To

All the District Officers, DWCD

Copy to :-

1. P.S to Secretary, DWCD
2. O.S.D to Director, DWCD
3. S.O to Special Director, DWCD
- ✓ 4. DD (IT) to upload on website of DWCD
5. Guard file (FAS)