

No. 32/05/2024- Welfare
Government of India
Ministry of Personnel, Public Grievances & Pensions
Department of Personnel & Training

Lok Nayak Bhawan, New Delhi,
Dated 04, August, 2025

OFFICE MEMORANDUM

Subject: Promoting Harmonious Coordination and Effective Resolution of Issues in CGERWAs

It has come to the notice of the Department of Personnel & Training (DoPT) that certain residents of CGERWAs have been directly approaching the Department with individual grievances. Residents are reminded that issues concerning the community must first be addressed through the respective CGERWA Managing Committees, which have been duly elected by the residents themselves.

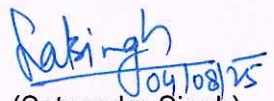
2. In cases where residents are dissatisfied with the conduct or functioning of the office bearers of the Managing Committee, they are advised to follow the appropriate procedures laid out in the Model Constitution, including provisions for the removal or replacement of office bearers or members, as applicable. The Managing Committee is entrusted with the responsibility of addressing the concerns of residents in a timely and fair manner.

3. The Area Welfare Officer (AWO) is also expected to function strictly within the scope of their designated roles and responsibilities and as defined in the Model Constitution. AWOs must coordinate appropriately with agencies such as the Municipal Corporation of Delhi (MCD), Central Public Works Department (CPWD), and other relevant authorities, where necessary.

4. It has been observed that undue focus on disputes has at times overshadowed the collective aim of fostering harmonious community living. To this end, all stakeholders — including residents, the RWA, and the AWO — are urged to

- a. Prioritize open and constructive dialogue for grievance redressal
- b. Promote mutual respect, transparency, and fairness in interactions.
- c. Abide strictly by the Model Constitution and its governance framework.
- d. Collaborate in planning and executing community activities by involving elected representatives.

5. All parties are encouraged to set aside personal differences and work cooperatively toward a shared goal of a cohesive, peaceful, and well-functioning residential environment. The success of community governance depends greatly on collective responsibility, participation, and adherence to established guidelines.


(Satyendra Singh)
Under Secretary (RWA)
Tel: 24646961

To
The Area Welfare Officers, The President/Secretary, Central Government Residents Welfare Associations, Delhi/ New Delhi/Outside Delhi.