C/220/2025

Complaint from Citizen of Bramsthan

On 24th July 2025, this Office received an anonymous complaint regarding mismanagement of the Bramsthan Social Welfare Centre (SWC) including unhygienic conditions, smoking and consumption of alcohol and closure of toilets.

Upon enquiry, the Ministry of Gender Equality and Family Welfare reported as follows:-

(i) The Bramsthan SWC, which is an outstation of the Social Welfare Division, operates from 08 00hrs to 22 00hrs during weekdays and from 08 00hrs to noon and 15 00hrs to 22 45hrs on Saturdays. The centre remained closed on Sundays and Public Holidays.

(ii) The management of the SWC is overseen by a team of officers comprising of a Principal Social Welfare Officer (PWSO), a Senior Social Welfare Officer (SSWO) and a Social Welfare Officer (SWO). The day-to-day running of the SWC is supported by a Community Support Assistant (CSA), a General Worker and a Warden/Community Activities Assistant. The CSA is on duty from 08 45hrs to 16 00hrs on weekdays and acts as the 'responsible officer' of the centre in the absence of the management staff. The General Worker's working hours are 08 00hrs to 16 00hrs on weekdays and from 08 00hrs to noon on Saturdays, while the Warden/Community Activities Assistant is present from 16 00hrs to 22 00hrs on weekdays and 15 00hrs to 22 45hrs on Saturdays.

(iii) Following the anonymous complaint, a staff meeting was held on 04th August 2025 under the chairpersonship of the Acting PSWO in the presence of the SSWO, the SWO and the Support Staff at the Centre. The findings and recommendations were as follows:-

(a) Toilet Facilities

Two toilet blocks were available. One inside for use by Customers/Service Users and staff during daytime activities and the other one for use during afternoon activities. These facilities remained accessible whenever the SWC was operational.

(b) <u>Customer Care</u>

Support Staff were instructed to refer any request for use of Centre to the management team for consideration. Emphasis should be laid on improving customer service and public relations at the SWC.

(c) <u>Upkeep and Maintenance</u>

The yard of the centre was cleaned daily, while the green spaces were maintained as and when required.

(d) <u>Smoking, alcohol consumption and illegal activities</u>

Such practices were strictly prohibited at all SWCs. Notices to this effect were displayed and staff have been reminded of their responsibility to ensure compliance. Any cases of non-compliance would be reported to the Police Station of the locality.

(e) <u>Misconduct and Threats</u>

Staff have reported no such incidents. They have, however, been instructed to immediately report any such occurrences to the Police.

2. The management team at the centre was directed to ensure close monitoring and follow up action on the above-mentioned issues.