



NATIONAL INSTITUTE FOR EMPOWERMENT OF PERSONS WITH MULTIPLE DISABILITIES (NIEPMD)

(Dept.of Empowerment of Persons with Disabilities (Divyangjan),

Ministry of Social Justice & Empowerment, Govt.of India)

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**CITIZEN CHARTER**

S.NO	DEPARTMENT	SERVICES PROVIDED/ACTIVITIES-ASSESEMENT & INTERVENTION	TIME FRAME (1 sitting = 45 mins)
1.	Department of Speech Hearing and communication  <b>Beneficiaries:</b> Children and adults who have difficulty in hearing or speaking / communication or literacy	Speech and Language Assessment  Hearing Evaluation (PTA/ Play audiometry)  Electrophysiological Testing <ul style="list-style-type: none"><li>Auditory Brainstem Response Testing (ABR)</li> <li>Oto acoustic emissions testing ( OAE)</li></ul>	1-3 sittings  1 sitting for adult 1-2 sitting for children (provided the child being cooperative)  1 sitting if sedated  If not sedated may require 2 sittings  1 sitting ( 45-60 seconds)

		<p>Hearing Aid Trial</p> <p>Issue of Hearing AIDS</p> <p>Speech and Language Therapy</p> <p>Literacy Stimulation</p> <p>Counselling</p>	<p>1 sitting for adult 2-3 sittings for child ( 1 sitting = 45 minutes)</p> <p>1 Sitting if necessary documents are submitted</p> <p>1-2 sitting per day ( 1-sitting=30-45 minutes)</p> <p>1-3 sittings per week</p> <p>Total period of rehabilitation ranges from 3 months onwards depending upon the client's necessity</p> <p>2 sittings per week</p> <p>1-4 sittings depending on the client</p>
2.	<p>Department of Adult Independent Living( DAIL)</p> <p><b><u>Beneficiaries:</u></b> Adults with uni/ multiple disabilities who are in need of support to lead an independent life (Job, Social adjustment )</p>	<p>Assessment (Vocational and Programming systems)</p> <p>Skill Training Program and Vocational Program</p>	<p>1-2 sittings ( 1 sitting=1-2 hours)</p> <p>Every day or weekly 2-3 sittings ( 1 sitting=1 hour)</p> <p>Total Period of Rehabilitation ranges from 2-4 years</p>
3.	<p>Department of Clinical Psychology</p> <p><b><u>Beneficiaries:</u></b></p>	<p>Assessment will be carried out for the following aspects</p> <ul style="list-style-type: none"> <li>• Cognitive (problem in understanding)</li> <li>• Conative</li> <li>• Affective (Emotional Problem)</li> </ul>	<p>2-3 sittings ( 1 sitting)</p>

	Children and adults with intellectual disabilities and adults who suffer mental illness either due to an organic or non-organic cause	Behavioural Modification Cognitive Rehabilitation Counselling	2-3 sittings per week (1-sitting)  Total period of rehabilitation ranges from 2 weeks to client's necessity
4.	<p>Department of Physical Medical Rehabilitation</p> <p><b><u>Beneficiaries:</u></b> all children and adults who are in need of medical and rehabilitative care The clients are assessed and diagnosed of their medical condition</p> <p>1.Department of Physiotherapy</p> <p><b><u>Beneficiaries:</u></b> Children with disabilities such as cerebral palsy, Developmental Delay and adults with orthotic disorders who require rehabilitation for restoration of musculoskeletal functions</p>	<p>Detailed Case history following a detailed medical evaluation</p> <p>Assessment will be carried out for the following aspects</p> <ul style="list-style-type: none"> <li>• Tone</li> <li>• Posture</li> <li>• Range of motion</li> <li>• Activities and limitation</li> </ul> <p>Neuro-Developmental Therapy Gait Training</p>	<p>1 sitting = 1 hour</p> <p>1 sitting (1 sitting=30 minutes)</p> <p>2-3 sittings per week</p> <p>Total period of rehabilitation ranges from 3 months to depending upon the client's necessity</p>

	<p>II. Department of Occupational Therapy</p> <p><b><u>Beneficiaries:</u></b> Children and adults with disabilities such as cerebral palsy, developmental disabilities who require rehabilitation to improve gross and fine motor skills</p>	<p>Assessment will be carried out for the following aspects</p> <ul style="list-style-type: none"> <li>• Activities of Daily Living</li> <li>• Work( according to age)</li> <li>• Leisure</li> <li>• Sensory motor functions</li> <li>• Cognitive and Perceptual functions</li> </ul> <p>Training for Sensory stimulation, sensory integration, tactile, proprioceptive and vestibular.</p>	<p>1-sitting</p> <p>2 sittings per week</p> <p>Total Period of rehabilitation ranges from 3 months to depending upon the client's necessity.</p>
	<p>III. Department of Early Intervention</p> <p><b><u>Beneficiaries:</u></b> Children at risk for developmental delay and children with developmental delay from birth to three years of age</p>	<p>Assessment will be carried out for the following aspects</p> <ul style="list-style-type: none"> <li>• Sensory skills</li> <li>• Motor skills</li> <li>• Intelligence</li> <li>• Emotional Development</li> <li>• Socialization</li> </ul> <p>SMILES training</p>	<p>1-2 sittings</p> <p>3 sittings per week ( 1-sitting=45 minutes)</p> <p>Total period of rehabilitation ranges from 3 months to depending upon the client's necessity</p>
	<p>IV. Department of Prosthetics and Orthotics Material Development</p> <p><b><u>Beneficiaries:</u></b> Adults and children with disabilities who will be benefitted by a prosthesis</p>	<p>Measurement for material development according to doctor's prescription</p> <p>Trial</p> <p>Issue of the developed material</p>	<p>1-day-orthotics 3 days-prosthetics</p> <p>1 week</p> <p>Orthotics-same day Prosthetics-after one day</p>

	<p>V. Special Clinics Beneficiaries: Any child or adult who needs specialized consultation for Neurologist, psycatrist, Ophthalmologist and a dentist.</p>	<p>If necessary clients are referred to the following special clinics by the department of Physical Medical Rehabilitation</p> <ul style="list-style-type: none"> <li>• Neurology</li> <li>• Psychiatry</li> <li>• Ophthalmology</li> <li>• Dental</li> </ul>	
5.	<p>Department of Special Education</p> <p><b><u>Beneficiaries:</u></b></p> <p>Children with multiple disabilities who wish to pursue their education</p>	<p>Assessment will be carried out for the following aspects</p> <ul style="list-style-type: none"> <li>• Personal skills</li> <li>• Academic skills</li> <li>• Social skills</li> <li>• Occupational Skills</li> <li>• Recreation</li> </ul> <p>Children will be segregated in the following units based on their disabilities:</p> <ul style="list-style-type: none"> <li>• Unit for Early Childhood Special education</li> <li>• Unit for cerebral palsy with additional disabilities</li> <li>• Unit for Deaf Blind</li> <li>• Unit for autism with additional disabilities</li> </ul> <p>For whom the following services will be provided accordingly</p> <ul style="list-style-type: none"> <li>• ECSE</li> <li>• Primary</li> <li>• Secondary</li> </ul>	<p>1 sitting (1sitting=45 minutes to 1 hour) If necessary observation may be required for assessment</p> <p>The child is required to attend ECSE till 6 years of age and depending upon the child's progress he/she is promoted to the next stage</p> <p>5 hours per day (10:00AM to 3:30PM)</p>

		<ul style="list-style-type: none"> <li>• Pre vocational</li> <li>• vocational</li> </ul>	
6	<p>Department of Social work and Project management</p> <p><b><u>Beneficiaries:</u></b> All the clients of NIEPMD both children and adults and people with multiple disabilities in unreached areas</p>	<p>Registration of the patients including a detailed case history</p> <p>Guidance and appropriate referrals towards services provided at NIEPMD</p> <p>Counselling</p> <p>Guidance and assistance towards Government Schemes and Policies</p>	<p>30 minutes to 45 minutes</p> <p>As per needed</p> <p>1 sitting (1 sitting= 1 hour)</p> <p>1-2 sitting (1 sitting= 1 hour)</p>
7.	<p>ADIP Scheme</p> <p>Scheme of Assistance to Disabled Persons for purchase/fitting of Aids/Appliances.</p> <p><b><u>Beneficiaries:</u></b> People who need aid and appliance like a hearing aid, a Braille kit, teaching and learning material, try cycle.</p>	<p><b><u>Purpose:</u></b> To provide Rehabilitation</p> <p>To provide aids and appliances to persons with disabilities like</p> <ul style="list-style-type: none"> <li>• Hearing aids (Behind The Ear hearing aids)</li> <li>• Tricycles</li> <li>• Wheel chair</li> <li>• Crutches</li> <li>• Walking sticks</li> <li>• Surgical footwear</li> <li>• DVD player</li> <li>• Dictaphone</li> <li>• Braille short hand machine</li> <li>• Type writers</li> <li>• Speech synthesisers</li> </ul>	<p><b><u>Documents Needed:</u></b></p> <ul style="list-style-type: none"> <li>• Income certificate</li> <li>• 2 passport size photos</li> <li>• Evaluation by an authorized professional</li> </ul>

		<ul style="list-style-type: none"> <li>• Adapted walkers</li> <li>• Teaching and Learning Material</li> </ul>	
8.	<p>Department of Library and Information Science</p> <p><b><u>Beneficiaries:</u></b> People who want to know about persons with disabilities and refer to literatures</p>	<p>Books and Journals of the following fields are available for reference and issue purpose (only employees and students of NIEPMD)</p> <ul style="list-style-type: none"> <li>• Speech and hearing</li> <li>• Psychology</li> <li>• Special Education</li> <li>• Occupational Therapy</li> <li>• Physiotherapy</li> <li>• Prosthetic and orthotic books</li> <li>• General medical books</li> <li>• General Education</li> <li>• Lifestyle</li> <li>• Hindi books</li> <li>• Brochures</li> <li>• International and national journals</li> </ul> <p>No of Books                    4523 Magazine and Journals: 28 Internet services are also available</p>	Books can be issued for a period of 15 days or one month
9.	Right to information act	<p><b><u>Procedure:</u></b></p> <ul style="list-style-type: none"> <li>• A letter addressed to PIO through inland post costing Rs.10 stating the query</li> <li>• The Query should not exceed 500 words</li> <li>• If the information to be delivered is more than 10 pages then an amount of Rs.2 will be charged per page</li> </ul>	The client will receive the information in 30 days from the date on which the concerned centre has received the letter