

CITIZENS' CHARTER
OF
NATIONAL INSTITUTE FOR THE EMPOWERMENT OF
PERSONS WITH VISUAL DISABILITIES (DIVYANGJAN)
(Under DEPwD, Ministry of Social Justice and Empowerment, Govt. of India)
116, Rajpur Road, Dehradun-248001 (Uttarakhand)
Website: www.niepvd.nic.in/

Vision:

To create an environment in which persons with visual disabilities can participate in all aspects of life without facing any discrimination, disadvantage or hurdles.

Mission:

The mission of the institute is to empower the persons with visually disabilities by making a provision of qualified service providers, appropriate technologies and model services.

Objectives:

- i. To conduct and sponsor programmes for training of teachers, O&M instructors and to undertake capacity building of field functionaries and service providers of mainstream institutions of the society.
- ii. To conduct, sponsor, coordinate and/or subsidize research into various dimensions of the education and rehabilitation of the visually impaired persons and for effective evaluation of special appliances or for the development of new special appliances/instruments.
- iii. To distribute, promote, or subsidize the manufacturing of prototypes and to manage distribution of any or all devices designed to promote any aspect of the education, rehabilitation or employment of the visually impaired persons.
- iv. To design and develop models of education, vocational training and other rehabilitation services to ensure minimum standards and wide coverage.
- v. Services we provide:

The Institute is committed to promote rights and dignity of persons with visual disability. It contributes special education teachers and mobility instructors. Capacity building programmes for field functionaries and service providers are also conducted by the Institute. It also undertakes research and developmental activities ensuring emergence of disability inclusive policies, programmes and practices. Its R&D activities have contributed a number of useful tools and enabling technologies for equal participation of the persons with visual disability in different walks of life. The Institute is the largest producer and distributor of Braille, audio and large print teaching learning material and aids and appliances in the country.

The Quality of Service Benchmarks:

NIEPVD is committed to maintain requisite standard in HRD, R&D and programmes for the rehabilitation of the persons with visual disability. This is ensured by complying to the norms and standards prescribed by the Rehabilitation Council of India, Central Board of Secondary Education, National Council of Vocational Training, Ministry of Skill Development and Entrepreneurship, Sri Dev Suman University (Uttarakhand), Tamil Nadu Teachers Education University, Executive Council and General Council of the Institute, Braille Council of India, Academic Council and the Research Advisory Committee of the Institute.

1. Department of Special Education & Research						
Services/ transaction	Contact details of the responsible officer	Process	Service/ Performance standards	Documents required	Required Conditions	Remarks
Admission in Teacher Education Programmes (Visual Impairment)	<ul style="list-style-type: none"> • Dr. Vinod Kumar Kain, Assistant Professor in Special Education(V.I.) – M.Ed. Programmes Mobile No. 9756829498 Email Id: kainvinod@yahoo.com • Sh. Sunil Kumar Shirpurkar, Assistant Professor in Special Education (V.I.) – B.Ed. Programmes Mobile No. 9410770815 Email Id: avss18@gmail.com • Smt. Veena Dhakla, Consultant Lecturer (Spl. Edu.) – D.Ed. Programme Mobile No.- 9759983999 Email Id: veena.dhakla@gmail.com 	1. Preparation of prospectus and advertisement	10 days	• Prospectus-Cum-Application form and admission notice	<ul style="list-style-type: none"> • Affiliation with the concerned University • Recognition by the RCI • Approval of the Director 	
		• Receipts of duly filled in application forms from the candidates	25 days	• Filled in application form with requisite fee	• Filled in application form complete in all respects	
		• Scrutiny of applications received.	One week	• Filled in application forms	• -Formation of scrutiny committee by the Head of the Institute	
		• Conduct of entrance test	One month after publication of admission notice	• Result of entrance examination	• Subject to approval by the competent authority	

		<ul style="list-style-type: none"> • Declaration of result of entrance examination 	5 days	<ul style="list-style-type: none"> • Result of entrance examination 	<ul style="list-style-type: none"> • Subject to receipt of result/merit list from the evaluator 	
		<ul style="list-style-type: none"> • Admission and Commencement of Session 	One week	<ul style="list-style-type: none"> • Original documents of the selected candidates • Time table 	<ul style="list-style-type: none"> • Subject to submission of original certificates by the candidates and availability of time table from the Coordinator. 	
Issue of I-Card to the candidates	<ul style="list-style-type: none"> • Dr. Vinod Kumar Kain, Assistant Professor in Special Education(V.I.) – M.Ed. Programmes Mobile No. 9756829498 Email Id: kainvinod@yahoo.com 	<ul style="list-style-type: none"> • To issue I card to the students admitted 	Within one month of admission	<ul style="list-style-type: none"> • List of selected candidates with complete student's details 	<ul style="list-style-type: none"> • Subject to availability of I card by the Central Braille Press and Purchase 	
Issue of Character certificate/ Authentication Certificate	<ul style="list-style-type: none"> • Sh. Sunil Kumar Shirpurkar, Assistant Professor in Special Education (V.I.) – B.Ed. Programmes Mobile No. 9410770815 Email Id: avss18@gmail.com • Smt. Veena Dhakla, Consultant Lecturer (Spl. Edu.) – D.Ed. Programme Mobile No.- 9759983999 Email Id: veena.dhakla@gmail.com 	<ul style="list-style-type: none"> • Request letter or application from the students 	Within 02 days	<ul style="list-style-type: none"> • Application from the student 	<ul style="list-style-type: none"> • Subject to submission of request by the candidate -Successful completion of the programme 	

Reader Allowance for students with visual impairment		<ul style="list-style-type: none"> To provide readers allowance on submission of reader allowance form 	Ten days	<ul style="list-style-type: none"> Submission of readers details by the student 	<ul style="list-style-type: none"> Subject to approval by the competent authority and payment by the Accounts Section 	
Conduct of Examinations by the University		<ul style="list-style-type: none"> To conduct annual examinations as per University directions 	As per Affiliating University and RCI Norms and Schedule	<ul style="list-style-type: none"> Subject to receipt of date sheet from the University 	<ul style="list-style-type: none"> As per directions from the University 	
Declaration of result and award of mark sheet and degree		<ul style="list-style-type: none"> -Declaration of Result and award of mark sheet and degree 	As per University Schedule	<ul style="list-style-type: none"> Result and mark sheets and degree from the University 	<ul style="list-style-type: none"> Subject to receipt of result, mark sheets and degree from the University 	

2.Department of Clinical & Rehabilitation Psychology and Research						
Services/ transaction	Contact details of the responsible officer	Process	Service/ Performance standards	Documents required	Required Conditions	Remarks
<ul style="list-style-type: none"> • Admission in Education Programmes • M.Phil. in Rehabilitation Psychology • Post Graduate Diploma in Rehabilitation Psychology 	<ul style="list-style-type: none"> • Dr. S.K. Dhalwal, Assistant Professor (Clinical Psychology) Head of the Department Phone No. 0135-2734016 Email Id: dhalwalsk@gmail.com 	• Preparation of prospectus and advertisement	10 days	Prospectus-Cum-Application form and admission notice	<ul style="list-style-type: none"> • Affiliation with the concerned University -Recognition by the RCI • Approval of the Director 	
		• Receipts of duly filled in application forms from the candidates	25 days	• Filled in application form with requisite fee	• Filled in application form complete in all respects	
		• Scrutiny of applications received.	One week	• Filled in application forms	• Formation of scrutiny committee by the Head of the Department	
		• Conduct of entrance test	One month after publication of admission notice	• Entrance test paper	• Subject to approval by the competent authority	
		• Declaration of result of entrance examination	3 days	• Result of entrance examination	• Subject to receipt of result/merit list from the evaluator	
		• Admission and Commencement of Session	15 days	<ul style="list-style-type: none"> • Original documents of the selected candidates • Time table 	• Subject to submission of original certificates by the candidates and availability of time table from the Head.	

Issue of I-Card to the candidates	<ul style="list-style-type: none"> • Dr. S.K. Dhalwal, Assistant Professor (Clinical Psychology) Head of the Department Phone No. 0135-2734016 Email Id: dhalwalsk@gmail.com 	<ul style="list-style-type: none"> • To issue I card to the students admitted 	<ul style="list-style-type: none"> • Within one month of admission 	List of selected candidates with complete student's details	<ul style="list-style-type: none"> • Subject to availability of I card by the Central Braille Press and Purchase 	
Issue of Character certificate/ Authentication Certificate		<ul style="list-style-type: none"> • Request letter or application from the students 	<ul style="list-style-type: none"> • Within 02 days 	Application from the student	<ul style="list-style-type: none"> • Subject to submission of request by the candidate • Successful completion of the programme 	
Conduct of Examinations by the University		<ul style="list-style-type: none"> • To conduct annual examinations as per University directions 	<ul style="list-style-type: none"> • As per Affiliating University and RCI Norms and Schedule 	Subject to receipt of date sheet from the University	<ul style="list-style-type: none"> • As per directions from the University 	
Declaration of result and award of mark sheet and degree		<ul style="list-style-type: none"> • Declaration of Result and award of mark sheet and degree 	<ul style="list-style-type: none"> • As per University Schedule 	Result and mark sheets and degree from the University	<ul style="list-style-type: none"> • Subject to receipt of result, mark sheets and degree from the University 	

C & RP-OPD services	<ul style="list-style-type: none"> Ms. Sunanda Rana, Assistant Professor (Clinical Psychology) Consultant Mobile No.: 7579001798 Email Id: sr4387339@gmail.com 	<ul style="list-style-type: none"> Tuesday – 10.00 am to 4.00 pm Wednesday – 10.00 am to 4.00 pm Clients are seen on a first-come, first serve basis. However, out-of-turn consultation may be provided in case of emergency or to senior citizens. 	<ul style="list-style-type: none"> Investigations: After OPD consultation, the treating Clinical/ Rehabilitation Psychologist will fill up the requisition forms for various psychological assessments. Testing Timings are:- 10:00 a.m. to 4:00 p.m. The report normally is ready to deliver on the next OPD day (Tuesday/ Wednesday). Certain investigations are done free of charge, while others are charged as per the prevailing norms fixed by Government. Therefore, patients should Deposit the money only at the designated Cash Counters and obtain the proper receipt. Medical fitness / Medical examination and other such certificates are issued after paying the requisite fees. For this purpose, contact the OPD registration counter. 	Prescription (if any)	<ul style="list-style-type: none"> Clients with Intellectual Disabilities, Specific Learning Disabilities, Autism Spectrum Disorders, Behavioural problems, mental health, and psychological rehabilitation related issues. In addition, the department provides psychological assessments, disability certification, counseling, and psychotherapy to the clients. 	
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3. Research & Development					
Domain	Contact details of the responsible officer	Researches	Procedures	Documents required	Remarks
<ul style="list-style-type: none"> Design and development of prototypes of assistive devices Development of Tests and tools for assessment and to help PwDs. Development of manuals and SOPs for delivering rehabilitation services. Publishing books on topics related to rehabilitation and empowerment of PwDs. Publishing Research Articles related to rehabilitation and Empowerment of PwDs. 	<ul style="list-style-type: none"> Dr. S.K. Dhalwal, Assistant Professor (Clinical Psychology) Head of the Department Phone No. 0135-2734016 Email Id: dhalwalsk@gmail.com 	<ul style="list-style-type: none"> Faculty of the NIEPVD and affiliated CRCs and RCs Students/ Scholars of NIEPVD and affiliated CRCs and RCs Students of other University/ College/ Institute. (After proper MOU) 	<ul style="list-style-type: none"> The researcher has to submit the research proposal in prescribed format addressing to the director, NIEPVD. Within 24 hours (working days), the director's office will forward the proposal to the Research Committee. Chairperson Research Committee will acknowledge the receipt of the proposal to the researcher immediately (within 24 hours of receipt from the director's office) via e-mail. Every 15th working day of the Month is fixed for the Meeting of the Research Committee of the Institute. The researcher has to present their proposal in front of the RC. The Institute's research committee will approve/ disapprove and display its decision to the notice board and intimate the decision to the researcher within 2 hours of the meeting. After approval of the RC, the proposal has to be presented to the Institute's ethical committee. The ethical committee also meets on the same day, just after the Institute's research committee meeting. The decision of the ethical committee will be displayed on the notice board and will be intimated to the researcher within two hours of the meeting 	Research Proposal in prescribed format	

4. Model School for the Visually Handicapped (MSVH)						
Services/ transaction	Contact details of the responsible officer	Process	Service/ Performance standards	Documents required	Required Conditions	Remarks
<ul style="list-style-type: none"> To provide education to 236 visually impaired students from Pre-school to Class XII 	<ul style="list-style-type: none"> Sh. Amit Kumar Sharma, Incharge, Principal Phone : 0135-2738060 Email Id: akbhardwaj754@gmail.com 	<ul style="list-style-type: none"> Admission forms put up on the website of the institute for admission to Class Pre-school to Class IX subject to availability of seats. 	<ul style="list-style-type: none"> Second week of February 	<ul style="list-style-type: none"> Application form Date of Birth Certificate Disability Certificate Certificate belonging to reserved categories (SC/ST/OBC) Income certificate of father/mother 	<ul style="list-style-type: none"> Subject to timely technological support by the IT Department 	
		<ul style="list-style-type: none"> Submission of forms by the parents 	<ul style="list-style-type: none"> Second week of April 	-	<ul style="list-style-type: none"> Subject to receipt of duly filled in application form along with the required documents. 	
		<ul style="list-style-type: none"> Scrutiny of forms 	<ul style="list-style-type: none"> Within one month after receipt of the admission forms 	<ul style="list-style-type: none"> Duly filled in admission forms completed in all respects 	<ul style="list-style-type: none"> Subject to finalization by the Principal/ Vice Principal 	

		<ul style="list-style-type: none"> • Dispatch of letter to the parents so as to appear with their wards for completing admission formalities 	<ul style="list-style-type: none"> • Second week of June 	<ul style="list-style-type: none"> • Original certificates of the copies attached with the admission form 	<ul style="list-style-type: none"> • To report within the specified date and time 	
		<ul style="list-style-type: none"> • Completion of admission process 	<ul style="list-style-type: none"> • Second week of June 	<ul style="list-style-type: none"> • Fitness certificate issued by the medical officer of the Institute 	<ul style="list-style-type: none"> • Subject to submission of fitness certificate issued by the medical officer of the Institute 	
		<ul style="list-style-type: none"> • Beginning of new session 	<ul style="list-style-type: none"> • 1st April (I to XII) • 1st July (Pre-School) 	<ul style="list-style-type: none"> • Class wise list of students passing out the previous class 	-	
<ul style="list-style-type: none"> • To provide Braille/ Large Print Books and stationery to the School students 	Sh. Amit Kumar Sharma, Vice Principal, Incharge, Principal Phone : 0135-2738060 Email Id: akbhardwaj754@gmail.com	<ul style="list-style-type: none"> • Submission of demand for providing Braille/Large Print Books by the Principal to the Central Braille Press 	<ul style="list-style-type: none"> • Immediately after commencement of new session/ admission 	<ul style="list-style-type: none"> • List of books 	<ul style="list-style-type: none"> • Subject to availability of books from Braille Press and Large Print Unit 	

		<ul style="list-style-type: none"> • Submission of demand for providing stationery by the Principal to the Purchase Section 	<ul style="list-style-type: none"> • Immediately after commencement of new session/ admission and as and when required 	<ul style="list-style-type: none"> • List of stationery items to be provided to the Purchase Section 	<ul style="list-style-type: none"> • Subject to availability of stationery from the Purchase Section 	<ul style="list-style-type: none"> • Subject to approval by the competent authority
<ul style="list-style-type: none"> • Ensuring all round personality development of the students including curricular/ co-curricular/ sports activities 	Sh. Amit Kumar Sharma, Vice Principal, Incharge, Principal Phone : 0135-2738060 Email Id: akbhardwaj754@gmail.com	<ul style="list-style-type: none"> • Preparation of time table for the curricular/ co-curricular/ sports activities 	<ul style="list-style-type: none"> • Academic year 	<ul style="list-style-type: none"> • Copy of time table 		
<ul style="list-style-type: none"> • Conducting periodic tests and exams 	<ul style="list-style-type: none"> • Sh. Harish Panwar, TGT Mob no.- 9411751752 	<ul style="list-style-type: none"> • Timely submission of question papers by the concerned teacher 	<ul style="list-style-type: none"> • In accordance with the schedule/ guidelines issued by the CBSE 	<ul style="list-style-type: none"> • Question Papers 	<ul style="list-style-type: none"> • Subject to transcription of questions papers in Braille/Large Print by the Central Braille Press 	<ul style="list-style-type: none"> • Subject to approval by the head of the institute
<ul style="list-style-type: none"> • Period Declaration of results as per the guidelines of the CBSE 	<ul style="list-style-type: none"> • Class Teachers 	<ul style="list-style-type: none"> • Timely submission of corrected answer sheets and mark-list 	<ul style="list-style-type: none"> • In accordance with the schedule/ guidelines issued by the CBSE 	<ul style="list-style-type: none"> • Corrected answer sheets and mark lists 	<ul style="list-style-type: none"> • -Subject to timely availability of printed mark sheets from the Central Braille Press 	<ul style="list-style-type: none"> • Subject to approval by the head of the institute

<ul style="list-style-type: none"> To provide hostel facilities, aids and appliances and uniform to the trainees 	<ul style="list-style-type: none"> Sh. Gopi Chand Hostel Warden (Boys) Mobile No. +91-8279710545 Smt. Pooja Bijalwan Lady Supervisor Mobile No. +91-9456114760 Section Officer (Purchase) Ph. No. 0135-2736680 Email Id : purchasesection07@gmail.com 	<ul style="list-style-type: none"> Providing hostel facilities to the students 	<ul style="list-style-type: none"> Immediately after commencement of session 	<ul style="list-style-type: none"> List of students from Model School 	<ul style="list-style-type: none"> Subject to receipt of list of students 	
		<ul style="list-style-type: none"> Submission of proposal for providing aids and appliances to the students 	<ul style="list-style-type: none"> One week after commencement of session 	<ul style="list-style-type: none"> List of students 	<ul style="list-style-type: none"> Submission of list by the Model School 	Subject to receipt of list from Model School
		<ul style="list-style-type: none"> Submission of demand for providing uniform to the Purchase Section 	<ul style="list-style-type: none"> Two weeks after commencement of the session 	<ul style="list-style-type: none"> Measurement of the students 	<ul style="list-style-type: none"> Availability of students for measurement 	
		<ul style="list-style-type: none"> Ensuring availability of uniform to the students 	<ul style="list-style-type: none"> One and half month after commencement of the session 	<ul style="list-style-type: none"> Order placed to the supplier by the Purchase Section 	<ul style="list-style-type: none"> Completion of tender formalities by the Purchase Section 	Subject to clearance of administrative and financial approval by the competent authority
<ul style="list-style-type: none"> To provide mess facilities to the students 	<ul style="list-style-type: none"> Shri Ankit Pradhan Asstt. Catering Officer Mobile No. 9410733510 Email id: iamankit25@gmail.com 	<ul style="list-style-type: none"> Submission of proposal for providing mess facilities to the students by the Model School 	<ul style="list-style-type: none"> Immediately after admission of students 	<ul style="list-style-type: none"> List of students from the Model School 	<ul style="list-style-type: none"> Receipt of list of students from the Model School 	Subject to receipt of the list of students by the Mess from Model

<ul style="list-style-type: none"> • To provide medical facilities to the trainees 	<ul style="list-style-type: none"> • Medical Officer Email id: nivhdispensary@gmail.com 	<ul style="list-style-type: none"> • Submission of list of students to the Institute's Dispensary by the Model School. 	<ul style="list-style-type: none"> • Immediately after admission 	<ul style="list-style-type: none"> • List of students enrolled in MSVH 	<ul style="list-style-type: none"> • Submission of list of Model School students to the dispensary well in time. • Registration of MSVH students by the Institute's Dispensary for providing medical facilities 	<p>Subject to receipt of the list of MSVH students by the Dispensary</p>
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5. Department of Skill Development and Economic Empowerment						
Services/ transaction	Contact details of the responsible officer	Process	Service/ Performance standards	Documents required	Required Conditions	Remarks
To provide vocational and skill development training to 300 visually impaired persons from rural and urban areas	<ul style="list-style-type: none"> Dr. Pankaj, Asstt. Prof. & Incharge, DSD&EE Email Id: drpankaj.kumar@nivh.gov.in Smt. Laxmi Pokhriyal, Supervisor (Vocational Training) Phone No. 0135-2736651 Email. Id: laxmipokhriyalsvt@gmail.com 	<ul style="list-style-type: none"> To prepare and publish notification for inviting applications from the visually impaired persons 	<ul style="list-style-type: none"> Two weeks 	<ul style="list-style-type: none"> Notification Admission form G:\link for citizen charter\Admission form for vocational training.docx Prospectus G:\TCAB Prospectus.docx Hostel Rules G:\link for citizen charter\HOSTEL RULES 26.8.2020 final.docx 	<ul style="list-style-type: none"> Subject to administrative and financial approval from the Head of the Institute for publication of notification. 	Subject to clearance by the competent authority
		<ul style="list-style-type: none"> Receipt of duly filled in application forms from the candidates. 	<ul style="list-style-type: none"> Two weeks 	<ul style="list-style-type: none"> Application forms completed in all respect. 	<ul style="list-style-type: none"> Subject to administrative approval for constitution of the Scrutiny Committees by the head of the Institute 	-
		<ul style="list-style-type: none"> Submission of proposal for constitution of Scrutiny Committee for various trades 	<ul style="list-style-type: none"> Two days 	<ul style="list-style-type: none"> Duly conceptualized proposal for approval for constitution of the scrutiny committees 	<ul style="list-style-type: none"> Subject to availability of eligibility conditions for various courses 	Subject to approval by the competent authority

		<ul style="list-style-type: none"> Scrutiny of applications received, by the committees constituted for scrutiny 	<ul style="list-style-type: none"> One week 	<ul style="list-style-type: none"> Application dossiers 		-
		<ul style="list-style-type: none"> Submission of proposal for conducting aptitude test/ interviews for various trades 	<ul style="list-style-type: none"> Two days 	<ul style="list-style-type: none"> Scrutiny reports List of shortlisted candidates to be invited for the test/ interviews 	<ul style="list-style-type: none"> Subject to administrative and financial approval for inviting candidates for the aptitude test/interviews for various trades. 	<ul style="list-style-type: none"> Subject to clearance by the competent authority
		<ul style="list-style-type: none"> Conduct of test/ interviews 	<ul style="list-style-type: none"> Four Days per trade 	<ul style="list-style-type: none"> Scrutiny reports and application forms of the candidates Selection guidelines and reservation policy 	<ul style="list-style-type: none"> Subject to administrative and financial approval by the Head of the institute 	
		<ul style="list-style-type: none"> Declaration of results 	<ul style="list-style-type: none"> One week for each trade 	<ul style="list-style-type: none"> Merit lists prepared by the Selection Commission 	<ul style="list-style-type: none"> Subject to approval by the Head of the Institute 	<ul style="list-style-type: none"> Subject to clearance by the competent authority

		<ul style="list-style-type: none"> • Commencement of the Session 	<ul style="list-style-type: none"> • Two weeks after declaration of the result 	<ul style="list-style-type: none"> • Acceptance from the candidate • Original documents of the trainees • Duly filled in undertaking from the candidate/ parents for strictly abiding by the rules and regulations of the institute including hostel rules. • Authority letter from the parents in the case of female trainees for visiting outside the institute during holidays and leave from the training. 	<ul style="list-style-type: none"> • Subject to approval of the Unit Head 	<ul style="list-style-type: none"> • Subject to clearance by the Unit Head
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<ul style="list-style-type: none"> To provide hostel facilities, aids and appliances and uniform to the trainees 	<ul style="list-style-type: none"> Sh. Gopi Chand Hostel Warden (Boys) Mobile No. +91-8279710545 Smt. Pooja Bijalwan Lady Supervisor Mobile No. +91-9456114760 Section Officer (Purchase) Ph. No. 0135-2736680 Email Id : purchasesection07@gmail.com 	<ul style="list-style-type: none"> Submission of proposal for providing hostel facilities to the selected trainees 	<ul style="list-style-type: none"> Immediately after admission of trainees to the course 	<ul style="list-style-type: none"> List of selected trainees from TCAB 	<ul style="list-style-type: none"> Subject to receipt of list of selected trainees from TCAB 	-
		<ul style="list-style-type: none"> Submission of proposal for providing aids and appliances to the trainees 	<ul style="list-style-type: none"> One week after commencement of session 	<ul style="list-style-type: none"> List of trainees selected for various trades from the Vocational Training Department 	<ul style="list-style-type: none"> Subject to receipt of the list by the Vocational Training Department 	<ul style="list-style-type: none"> Subject to availability of aids and appliances by the MBA Department
		<ul style="list-style-type: none"> Submission of demand for providing uniform to the Purchase Section 	<ul style="list-style-type: none"> Two weeks after commencement of the session 	<ul style="list-style-type: none"> Measurement of the trainees. 	<ul style="list-style-type: none"> Subject to presence of all trainees for measurement 	-
		<ul style="list-style-type: none"> Ensuring availability of uniform to the trainees 	<ul style="list-style-type: none"> One and half month after commencement of the session 	<ul style="list-style-type: none"> Order placed to the supplier by the Purchase Section 	<ul style="list-style-type: none"> Subject to completion of tender formalities by the Purchase Section 	<ul style="list-style-type: none"> Subject to administrative and financial approval by the competent authority
<ul style="list-style-type: none"> To provide mess facilities to the trainees 	<ul style="list-style-type: none"> Shri Ankit Pradhan Asstt. Catering Officer Mobile No. 9410733510 Email id: iamankit25@gmail.com 	<ul style="list-style-type: none"> Submission of proposal for providing mess facilities to the selected trainees of TCAB 	<ul style="list-style-type: none"> Immediately after admission of trainees to the courses 	<ul style="list-style-type: none"> List of selected trainees from TCAB 	<ul style="list-style-type: none"> Subject to receipt of list of trainees from TCAB 	<ul style="list-style-type: none"> Subject to receipt of the list of selected trainees by the Mess from TCAB and timely availability of ration by the Purchase Section

<ul style="list-style-type: none"> Processing for enrollment of trainees as members of the National Accessible Library 	<ul style="list-style-type: none"> Sh. Rajender Singh Negi, IT&AT Educator and Incharge, NAL <p>Email Id: rajendernegi2006@gmail.com</p>	<ul style="list-style-type: none"> Submission of list of selected trainees to the National Accessible Library by the Vocational Training Department 	<ul style="list-style-type: none"> Within a week after commencement of session. 	<ul style="list-style-type: none"> List of selected candidates in various courses. 	<ul style="list-style-type: none"> Subject to registration of trainees as members by NAL 	<ul style="list-style-type: none"> Subject to receipt of the list of selected candidates by NAL from the Training Centre
<ul style="list-style-type: none"> Providing medical facilities to the trainees 	<ul style="list-style-type: none"> Medical Officer <p>Email id: nivhdispensary@gmail.com</p>	<ul style="list-style-type: none"> Submission of list of selected trainees to the Institute's Dispensary by the Vocational Training Department 	<ul style="list-style-type: none"> Immediately after admission to the courses. 	<ul style="list-style-type: none"> List of selected candidates in various courses. 	<ul style="list-style-type: none"> Subject to submission of list of selected trainees to the dispensary in time. Registration of trainees by the Institute's Dispensary for providing medical facilities 	<ul style="list-style-type: none"> Subject to receipt of the list of selected trainees by the Dispensary

<ul style="list-style-type: none"> Ensuring availability of reading materials in accessible formats and necessary tools, equipments and machinery 	<ul style="list-style-type: none"> Smt. Laxmi Pokhriyal, Supervisor (Vocational Training) Phone No. 0135-2736651 Email. Id: laxmipokhriyalsvt@gmail.com Section Officer (P) Ph. No. 0135-2736680 Email Id : purchasesection07@gmail.com Dr. Pankaj Kumar, Asstt. Professor & Mobile No. +91-8578956677 Email Id: drpankaj.kumar@nivh.gov.in 	<ul style="list-style-type: none"> Ensuring upkeep and maintenance of existing training infrastructure 	<ul style="list-style-type: none"> Two weeks prior to commencement of the session 	<ul style="list-style-type: none"> Demand from the concerned trade instructors for maintenance 	<ul style="list-style-type: none"> Subject to receipt of demand for maintenance 	<ul style="list-style-type: none"> Subject to clearance of proposal for conversion of materials and procurement of tools, equipments by the Head of the Institute Subject to availability of tools and equipments by the Purchase Section
		<ul style="list-style-type: none"> Submission of proposal for maintenance of the existing training equipments if any to the Purchase Section 	<ul style="list-style-type: none"> Two week prior to commencement of the programme 	<ul style="list-style-type: none"> Demand from the concerned trade instructors 	<ul style="list-style-type: none"> Subject to timely completion of work by the Purchase Section. Subject to administrative and financial approval for maintenance from the competent authority 	
		<ul style="list-style-type: none"> Submission of proposal for the procurement of new devices/ equipments for the training purpose 	<ul style="list-style-type: none"> Two months prior to commencement of the programme 	<ul style="list-style-type: none"> Demand from the concerned trade instructors 	<ul style="list-style-type: none"> Subject to administrative and financial approval for procurement from the competent authority 	

		<ul style="list-style-type: none"> • Submission of proposal for procurement and conversion of reading materials in the accessible formats by the TCAB 	<ul style="list-style-type: none"> • Two months prior to commencement of the programme 	<ul style="list-style-type: none"> • Demand from the concerned trade instructors through proper channel 	<ul style="list-style-type: none"> • Subject to administrative and financial approval for procurement and conversion of reading materials in the accessible formats 	<ul style="list-style-type: none"> • Subject to availability of reading materials in accessible formats by NAL
<ul style="list-style-type: none"> • Payment of Monthly Pocket Money to the trainees 	<ul style="list-style-type: none"> • Smt. Laxmi Pokhriyal, Supervisor (VT) Phone No. 0135-2736651 Email. Id: laxmipokhriyalsvt@gmail.com 	<ul style="list-style-type: none"> • Preparation and submission of proposal for payment of pocket money to the trainees 	<ul style="list-style-type: none"> • Within first week of every month 	<ul style="list-style-type: none"> • Attendance details of the trainees • Proposal for payment of pocket money from the dealing hand. 	<ul style="list-style-type: none"> • Subject to approval by the competent authority 	
<ul style="list-style-type: none"> • Conduct of examinations 	<ul style="list-style-type: none"> • Dr. Pankaj, Asstt. Prof. & Incharge, DSD&EE Phone No. 0135-2736651 Email Id: drpankaj.kumar@nivh.gov.in • Smt. Laxmi Pokhriyal, Supervisor (Vocational Training) Phone No. 0135-2736651 Email. Id: laxmipokhriyalsvt@gmail.com 	<ul style="list-style-type: none"> • Preparation of Examination Date-sheet for final examinations 	<ul style="list-style-type: none"> • One month prior to completion of the respective course 	<ul style="list-style-type: none"> • Course completion report from the trade instructors 		

• Conduct of examinations	• Dr. Pankaj, Asstt. Prof. & Incharge, DSD&EE Phone No. 0135-2736651 Email Id: drpankaj.kumar@nivh.gov.in	• Submission of proposal for paper setters and examiners	• Fifteen days prior to conduct of examinations	• Panel of paper setters and examiners	• Subject to approval by the competent authority	
		• Conduct of examination	• On the scheduled dates	• List of invigilators	• Subject to approval by the head of the Institute.	
• Declaration of results	• Smt. Laxmi Pokhriyal, Supervisor (Vocational Training) Phone No. 0135-2736651 Email. Id: laxmipokhriyalsvt@gmail.com	• Dispatch of answer scripts to the examiners	• Within one week after conduct of examinations	• Answer Scripts of the trainees • Approval of the examiners for evaluating the answer scripts	• Subject to approval by the competent authority	
		• Receipt of checked answer scripts from the examiners	• Within one week after dispatch of answer scripts	-	• Subject to dispatch of answer scripts by the examiners	
		• Preparation of Result and mark sheets	• Within two weeks after receipt of answer scripts	• Checked answer scripts	• Subject to receipt of answer scripts from the examiners	
		• Printing of certificates	• Within two weeks after submission of demand for printing	• Good working condition of the printing machines at the Large Print Press of the Institute	• Subject to approval by the Head of the Institute.	

6. Placement Cell						
Services/ transaction	Contact details of the responsible officer	Process	Service/ Performance standards	Documents required	Required Conditions	Remarks
<ul style="list-style-type: none"> To maintain Placement Cell for the Persons with Disabilities 	<ul style="list-style-type: none"> Sh. Jagdish Prasad Lakhera Training and Placement Officer Mobile No. : 9412053356 Email Id: jlakhera43@gmail.com 	<ul style="list-style-type: none"> To register unemployed PwDs 	<ul style="list-style-type: none"> Ongoing process 	<ul style="list-style-type: none"> Details of the unemployed PwDs 	<ul style="list-style-type: none"> Subject to registration with the Placement Cell 	
<ul style="list-style-type: none"> To facilitate Special Recruitment Drive for PwDs 		<ul style="list-style-type: none"> To sponsor the applicants against the notified vacancies in organized and unorganized sectors and to fill up online/off line application forms of the applicants 	<ul style="list-style-type: none"> Immediately after publication of notification and before the last date for submission of application 	<ul style="list-style-type: none"> Details of the applicants along with 		
		<ul style="list-style-type: none"> To receive request from the department requesting for conduct of special recruitment drive for PwDs 	<ul style="list-style-type: none"> In accordance with the request of employing agency 	<ul style="list-style-type: none"> Request letter from the employing department to conduct Special Recruitment Drive 	Subject to receipt of request from the employing agency for conducting SRD	
		<ul style="list-style-type: none"> Preparation of question paper for written and skill test 	<ul style="list-style-type: none"> One month after receipt of request 	<ul style="list-style-type: none"> Request letter and guidelines for written and skill test 	Subject to receipt of guidelines for conducting written and skill test	
		<ul style="list-style-type: none"> To provide space and infrastructure for conducting recruitment 	<ul style="list-style-type: none"> Immediately after notification for the test 	<ul style="list-style-type: none"> List of applicants invited for the test 	Subject to receipt of	

		<ul style="list-style-type: none"> Evaluation of answer sheets & preparation and submission of merit list 	<ul style="list-style-type: none"> Immediately after the examination is over 	<ul style="list-style-type: none"> Answer scripts of the applicants appeared at the written and skill test 	Subject to availability of evaluator	
<ul style="list-style-type: none"> To promote placement by conducting job fairs 		<ul style="list-style-type: none"> To invite representatives from corporate sector for selection of PwDs To inform the candidates about the job fair and invite them for interviews To facilitate interviews of PwDs 	<ul style="list-style-type: none"> Two job fairs in a year 	<ul style="list-style-type: none"> Acceptance from the companies for the job fair 	Subject to acceptance received from the companies	
<ul style="list-style-type: none"> Promotion of self employment 		<ul style="list-style-type: none"> Creating awareness amongst PwDs for funding opportunities 	<ul style="list-style-type: none"> April to May 	-	-	
		<ul style="list-style-type: none"> Formation of self groups 	<ul style="list-style-type: none"> June every year 	<ul style="list-style-type: none"> List of PwDs 	Subject to acceptance from PwDs for the group	
		<ul style="list-style-type: none"> Preparation of proposal for setting up small business 	<ul style="list-style-type: none"> July 	<ul style="list-style-type: none"> Complete details and required documents of PwDs 	Subject to submission of documents by the PwDs	
		<ul style="list-style-type: none"> To ensure/facilitate clearance of proposal from the authorities concerned 	<ul style="list-style-type: none"> August 	<ul style="list-style-type: none"> Complete proposal along with all required documents for setting up small business 	-	

7. Department of Accessible Media Development & Research						
Services/ transaction	Contact details of the responsible officer	Process	Service/ Performance standards	Documents required	Required Conditions	Remarks
<ul style="list-style-type: none"> To produce accessible talking books, for persons with visual and other disabilities 	Mrs. Chetna Gola Programme Producer Phone: 0135- 2735673 Email Id: ntblnivh@gmail.com	<ul style="list-style-type: none"> Production of Talking Books on receiving a specific demand along with ink print version of the book/books in a phased manner. 	<ul style="list-style-type: none"> Within three months after receipt of order 	<ul style="list-style-type: none"> Order / request with ink print version of the book/books 	<ul style="list-style-type: none"> Subject to timely availability of Narrators & vacant slots of studios. 	<ul style="list-style-type: none"> Subject to clearance of proposal from the Head of the institution.
<ul style="list-style-type: none"> To Develop Programmes for Community awareness & infotainment for persons with disabilities (Divyangjan) 		<ul style="list-style-type: none"> To broadcast radio programmes within the range of 5 km radius aerial. 		<ul style="list-style-type: none"> Content of the programme 	<ul style="list-style-type: none"> Subject to timely availability of content 	<ul style="list-style-type: none"> Subject to clearance of proposal from the Head of the institution.
		<ul style="list-style-type: none"> To prepare the educational / awareness programmes 		<ul style="list-style-type: none"> Availability of content of programme 	<ul style="list-style-type: none"> Subject to approval by the Authority 	

National Accessible Library						
► Braille Book Section						
Services/ transaction	Contact details of the responsible officer	Process	Service/ Performance standards	Documents required	Required Conditions	Remarks
<ul style="list-style-type: none"> To make available Braille Books to the members with visual impairment by post. 	Mr. Satish Chandra, Library and Information Assistant I/C Braille Book Section Phone: 8643003001 Email Id: braillelib@gmail.com	<ul style="list-style-type: none"> To serve 10000 persons with visual impairment, research scholars in a year 	<ul style="list-style-type: none"> Within two weeks after receipt of demand. 	<ul style="list-style-type: none"> Order for supply of Braille Books 	<ul style="list-style-type: none"> Subject to availability of Braille Books on library stack. 	
► Digital Book Section						
<ul style="list-style-type: none"> To Distribute Talking Books to the Visually Impaired Persons 	Mr. Eshop Nobi, Documentation Assistant I/C Digital Book Section Phone: 9831022947 Email Id: daniepvd@gmail.com	<ul style="list-style-type: none"> To Serve 22,000 visually impaired persons in a year. 	<ul style="list-style-type: none"> Approx. 1800 members per month will be served 	<ul style="list-style-type: none"> -Membership form with complete details (photocopy of Medical Certificate, Adhaar Card, Membership fee) 	<ul style="list-style-type: none"> Subject to availability of recorded materials 	
		<ul style="list-style-type: none"> Dispatch of talking /audio books to the Individual and Institutional members by post. 	<ul style="list-style-type: none"> Within 2-3 days in case of books available. 	<ul style="list-style-type: none"> Recorded Books for dispatch. 	<ul style="list-style-type: none"> Subject to availability of recorded books 	
		<ul style="list-style-type: none"> Provision of talking/ audio books in storage devices to Individual and Institutional members. 	<ul style="list-style-type: none"> Within 2-3 days after receipt of order for talking/audio books. 	<ul style="list-style-type: none"> Recorded books for transfer 	<ul style="list-style-type: none"> Subject to availability of recorded books 	

► Print Book Section						
Services/ transaction	Contact details of the responsible officer	Process	Service/ Performance standards	Documents required	Required Conditions	Remarks
<ul style="list-style-type: none"> To make available print books to students and research scholars 	Mr. Satish Chandra, Library and Information Assistant I/C Print Library Phone: 8643003001 Email Id: niepvdprintlibrary@gmail.com	<ul style="list-style-type: none"> To serve 3500 students and research scholars in a year by issuing books and providing reference services. 	<ul style="list-style-type: none"> Immediate Service as per Library rules subject to having library membership approved by competent authority. 	<ul style="list-style-type: none"> Having Membership & approval by the competent authority. 	<ul style="list-style-type: none"> Subject to availability of Print Books on library stack. 	
► Extension Library Service						
<ul style="list-style-type: none"> To promote library extension services 	Mr. Satish Chandra, Library and Information Assistant I/C Braille Book Section Phone: 8643003001 Email Id: braillelib@gmail.com	<ul style="list-style-type: none"> To serve approximately 5000 members 	<ul style="list-style-type: none"> In a year. 	<ul style="list-style-type: none"> MOU signed between the institute and the concerned Govt. Organizations and NGO 	<ul style="list-style-type: none"> Subject to signing of MOU and approval by the Head of the Institute 	
		<ul style="list-style-type: none"> To dispatch Braille, large print and audio books by post and through transportation. 	<ul style="list-style-type: none"> One month after receipt of the order and as per requirement 	<ul style="list-style-type: none"> Availability of Braille, large print and audio books 	<ul style="list-style-type: none"> Subject to availability of Braille, large print and audio books and approval by the competent authority. 	

8. Dispensary						
Services/ transaction	Contact details of the responsible officer	Process	Service/Performance standards	Documents required	Required Conditions	Remarks
<ul style="list-style-type: none"> • In charge 	Medical Officer Email Id: nivhdispensary@gmail.com	-	<ul style="list-style-type: none"> • OPD • Emergency Management • Indent of Medicines • Health check-ups • Medical camp • Vaccination camp • Referral services 	<ul style="list-style-type: none"> • Medical card if applicable • Health card 	<ul style="list-style-type: none"> • Regular employees working/retired and their dependants. • PwD students/ trainees of the Institute 	

9. Early Intervention Centre						
Services/ transaction	Contact details of the responsible officer	Process	Service/Performance standards	Documents required	Required Conditions	Remarks
• In Charge	Sh. Sunil Kumar Shirpurkar Asstt. Prof. & I/c EIC Contact no.:9410770815 Email Id: avss18@gmail.com	-	<ul style="list-style-type: none"> • Grievance • Complaints • Leave • Maintenance 	• As applicable	-	
• Registration	Mrs. Vrinda Receptionist Email Id: cdeicniepvd@gmail.com	Rs.10/- registration fee	• Registration on deposition of fees	<ul style="list-style-type: none"> • Aadhar card • Birth certificate Photo passport size 	0-6 Yrs	

• Admission	Mrs. Vrinda Receptionist Email Id: cdeicniepvd@gmail.com	Filling up of Admission form	<ul style="list-style-type: none"> General information about health, complaints, past and family history Therapy fee 	<ul style="list-style-type: none"> Investigations documents (if any), Treatment details (if any), Income certificate, Refer documents (if any), EWS certificate if applicable, 	<ul style="list-style-type: none"> Daily one session of 30min in a week- Rs. 125 Daily 2 session of 30 min each, max 3 days per week- Rs. 150/- Daily 3 session- (2 session individual of 30 min each + 1 group session of 1 hr) -Rs. 150 per week(max 2 days a week) OUT OF STATION Beneficiaries (daily 2 individual sessions of 40min +1 hr group session for 5 days per month- Rs. 375/month Per day 4 hours of group sessions max 2 days / week- Rs. 100/ week 	
• Occupational Therapy	Occupational therapist (Consultant) Email Id: cdeicniepvd@gmail.com	Referred after admission as per case	<ul style="list-style-type: none"> Occupational therapy Sensory integration ADL 	<ul style="list-style-type: none"> Admission and case history details 	0-6 years	
• Speech and Language Therapy	Speechtherapist (Consultant) Email Id: cdeicniepvd@gmail.com	• Referred after admission as per case	<ul style="list-style-type: none"> Language stimulation therapy Articulation therapy Oral motor exercises 	<ul style="list-style-type: none"> Admission and case history details 	0-6 years	

<ul style="list-style-type: none"> • Physiotherapy 	Physiotherapist (Consultant) Email Id: cdeicniepvd@gmail.com	<ul style="list-style-type: none"> • Referred after admission as per case 	<ul style="list-style-type: none"> • Gait training • Electrical stimulation • Exercises: strengthening, stretching, balance training 	<ul style="list-style-type: none"> • Admission and case history details 	0-6 years	
<ul style="list-style-type: none"> • Behavior management with counseling and family education 	Clinical Psychologist (Consultant) & Project Coordinator Email Id: cdeicniepvd@gmail.com	<ul style="list-style-type: none"> • Referred after admission as per case 	<ul style="list-style-type: none"> • Behaviour management • Socio-emotional development • Psychometry • Family counselling and training programme 	<ul style="list-style-type: none"> • Admission and history form 	0-6 years	

10. Central Braille Press						
Services/transaction	Contact details of the responsible officer	Process	Service/ Performance standards	Documents required	Required Conditions	Remarks
<ul style="list-style-type: none"> Production, distribution and sale of Braille literature to the visually impaired persons and their organizations 	Shri M.I. Ahmed, In-charge, Central Braille Press, Dehradun Phone : 0135-2736822 Email Id: cbpdehradun@gmail.com	<ul style="list-style-type: none"> To supply Braille books, Large Print Books and magazines to individuals and institutions as many as per the order received 	<ul style="list-style-type: none"> Within one year 	<ul style="list-style-type: none"> Availability of the copies of the ink print books and magazines including e-materials 	<ul style="list-style-type: none"> Subject to receipt of order 	
		<ul style="list-style-type: none"> Receipt of Paper for production 	<ul style="list-style-type: none"> At least two months after receipt of order for production 	<ul style="list-style-type: none"> -Supply order placed with the vendor 	<ul style="list-style-type: none"> Subject to timely supply of paper by the vendor 	
		<ul style="list-style-type: none"> Maintenance of Braille production machines and printers 	<ul style="list-style-type: none"> At least 3 months before production 	<ul style="list-style-type: none"> Report of the Operator for maintenance of the machines 	<ul style="list-style-type: none"> Subject to availability of spare parts and engineer. 	
<ul style="list-style-type: none"> Sale of Braille books, Large Print Books and magazines as per demand 		<ul style="list-style-type: none"> Production of Braille books, large print books and magazines 	<ul style="list-style-type: none"> Immediately after availability of paper and maintenance of machines 	<ul style="list-style-type: none"> Confirmation by the service provider for proper functioning of machines 	<ul style="list-style-type: none"> Subject to availability of paper and proper functioning of machines 	

		<ul style="list-style-type: none"> Receipt of demand from the visually impaired persons, Governmental and Non Governmental Organizations working for them 	-	-	<ul style="list-style-type: none"> Subject to receipt of demand for supply 	
		<ul style="list-style-type: none"> Issue of invoice along with the catalogue of the books and magazines 	<ul style="list-style-type: none"> Within one week after receipt of the order or on the spot visit to the press 	<ul style="list-style-type: none"> Order placed by the Govt. Organizations and NGOs on official letter head duly signed by the authority Order received from individual 	<ul style="list-style-type: none"> Subject to receipt of order 	
		<ul style="list-style-type: none"> Receipt of full 100% payment in case of bulk order received from the Govt. / Non Governmental organizations (demand draft/ RTGS/NEFT) Annual subscription for magazines 	<ul style="list-style-type: none"> At least one month after issue of invoice full payment in case of on-the- spot supply 	<ul style="list-style-type: none"> Invoice issued to the Govt. organizations/ NGOs/Individual 	<ul style="list-style-type: none"> Subject to receipt of 100% payment and signing of MOU (if applicable) 	
		<ul style="list-style-type: none"> Supply of Braille books, large print books and magazines 	<ul style="list-style-type: none"> Within three months after receipt of payment in case of bulk order in a phased mann 	-	<ul style="list-style-type: none"> Subject to receipt of payment/ subscription 	

11. Workshop for Manufacturing of Braille Appliances						
Services/transaction	Contact details of the responsible officer	Process	Service/ Performance standards	Documents required	Required Conditions	Remarks
• Production of 100000 Braille Aids and Appliances	Shri Chand Prakash Thapa, Foreman, MBA and Incharge, Manufacturing of Braille Appliances Workshop Phone : 0135273328 Email Id: mbaniepvd@gmail.com	• Submission of demand for procurement of raw materials for production of aids and appliances	• December to February every year	• List approved by the Institute's EC	• Subject to approval by the institute's Executive Council	
• Sale of Braille Aids and Appliances worth Rs. 100.00 lakhs	Shri Chand Prakash Thapa, Foreman, MBA Phone : 0135273328 Email Id: mbaniepvd@gmail.com	• Receipt of raw materials	• Two months after approval of the EC	• Supply order placed with the vendor	• Subject to timely supply of raw materials by the vendor	
		• Production of aids and appliances	• Immediately after receipt of raw materials	-	• Subject to availability of raw materials	
		• Receipt of demand from the visually impaired persons and GOs/ NGOs working for them	-	-	• Subject to receipt of demand	
		• Issue of invoice	• Within one week after receipt of the order or on the spot visit to the Workshop	• Order placed by the Govt. Organizations/ NGOs/individual	• Subject to receipt of order	

		<ul style="list-style-type: none"> Receipt of full payment or at least 40% of the total amount in case of bulk order from the Govt. organizations (demand draft/ RTGS/NEFT) 	<ul style="list-style-type: none"> At least one month after issue of invoice In case of Govt. organizations, as per the procedure followed by them Full payment in case of on-the-spot supply 	<ul style="list-style-type: none"> Invoice issued to the Govt. organizations/ NGOs/Individual 	<ul style="list-style-type: none"> Subject to receipt of payment 	
		<ul style="list-style-type: none"> Supply of aids and appliances 	<ul style="list-style-type: none"> Within three months on priority basis after receipt of payment in case of bulk order 	<ul style="list-style-type: none"> Payment receipt details 	<ul style="list-style-type: none"> Subject to receipt of payment as prescribed by the organization 	
<ul style="list-style-type: none"> To serve 25000 persons with visual impairment and 150 organizations 		<ul style="list-style-type: none"> To approach the beneficiaries through 40 extension sales counters, other NGOs and organizations 	<ul style="list-style-type: none"> Within the financial year 	<ul style="list-style-type: none"> List of Extension Sales Counters 	<ul style="list-style-type: none"> Subject to availability of stock 	
<ul style="list-style-type: none"> Maintenance of Perkins Brailers and Braille Shorthand Machines 		<ul style="list-style-type: none"> Receipt of demand from individual/ organization 	<ul style="list-style-type: none"> Within the financial year 	<ul style="list-style-type: none"> Demand from the individual/ organization 	<ul style="list-style-type: none"> Subject to approval by the Head of the Institute 	
		<ul style="list-style-type: none"> Repair of Perkins Brailers and Braille Shorthand Machines 	<ul style="list-style-type: none"> Within 5-15 days depending upon the nature of the technical problem 	<ul style="list-style-type: none"> Brailers and Braille Shorthand Machines 	<ul style="list-style-type: none"> Subject to receipt of request for repair 	

12. Administration						
Services/ transaction	Contact details of the responsible officer	Process	Service/ Performance standards	Documents required	Required Conditions	Remarks
<ul style="list-style-type: none"> Recruitment process for appointment to Group 'A' 'B' and 'C' posts 	Incharge Section Officer (Admn.) Phone No. 0135-2744578 Email Id: soa-niepvd@nivh.gov.in	<ul style="list-style-type: none"> Notification for inviting applications from the eligible candidates for the respective posts 	<ul style="list-style-type: none"> 21 days 	<ul style="list-style-type: none"> Copies of Recruitment rules for the respective posts Vacancy details 	<ul style="list-style-type: none"> Subject to approval by the Head/ Executive Council of the Institute 	
		<ul style="list-style-type: none"> Receipt of applications duly filled in 	<ul style="list-style-type: none"> within closing date of application 	<ul style="list-style-type: none"> Duly filled in application with all relevant documents and application fee as mentioned in the notification 	<ul style="list-style-type: none"> Subject to receipt of application forms completed in all respect 	
		<ul style="list-style-type: none"> Constitution of scrutiny committees 	<ul style="list-style-type: none"> Two weeks after receipt of applications 	<ul style="list-style-type: none"> Application forms complete in all respects List of applicants with required details 	<ul style="list-style-type: none"> Subject to formation of committees and approval by the Head of the Institute 	
		<ul style="list-style-type: none"> Conduct of written and skill test 	<ul style="list-style-type: none"> 40 Days after uploading the scrutiny report on the institute's website 	<ul style="list-style-type: none"> Scrutiny report Approval of paper setter and experts for skill test Formation of selection committee for finalizing the recruitment 	<ul style="list-style-type: none"> Subject to approval by the Head of the institute for conduct of written and skill test 	

• Assigning role and responsibilities to the selected applicants		• Preparation and assigning role and responsibilities in consultation with the Head of the institute.	• On joining	• Acceptance letter and joining report along with attestation forms duly filled in with medical certificate	• Subject to receipt of acceptance letter and joining report along with attestation forms along with medical certificate	
• Maintenance of service book and personal file		• Opening of service books and personal files	• On joining	• Details submitted by the concerned employee	• Timely submission of service related documents.	
		• To make entry of requisite details	• On joining	• Details submitted by the concerned employee	-	
		• Inspection of service book by the employee	• Annually	• Completed service book	• Subject to completion of service book	
		• Attestation by the Head of the Admn. Department	• Annually	• Completed service book	• Subject to inspection and signing by the employee concerned	
• Maintenance of leave record of all employees of the Institute		• To open leave record of each employee • Convey approval to the employee	• On joining • On approval of leave by the Competent Authority	• Leave application submitted by the employee	• Subject to timely submission of application and leave in credit	
• Maintenance of roster		• Periodic updation of roster by the administration • Counter Checking of roster by the Liaison Officer	• On periodic interval	• Existing roster • Details of the posts		

• Processing of LTC and leave encashment claims		<ul style="list-style-type: none"> • Verification of service record of the employee • Entitlement of the block year and leave in the employees' credit • Submission of proposal for approval by the competent authority 	<ul style="list-style-type: none"> • Two weeks after receipt of the LTC claim and leave encashment application 	<ul style="list-style-type: none"> • LTC Claim and leave encashment application 	<ul style="list-style-type: none"> • Subject to receipt of LTC claim and leave encashment from the employee • Subject to entitlement • Subject to approval by the competent authority 	
• Superannuation of employees		<ul style="list-style-type: none"> • Preparation of list of employees who are due to retire 	<ul style="list-style-type: none"> • Within 12 to 15 months • 1st Jan, 1st April and 1st Oct each year 	-	<ul style="list-style-type: none"> • As per CCS Pension Rules56(1) 	
		<ul style="list-style-type: none"> • Communication of the list to the Accounts Officer Concerned 	<ul style="list-style-type: none"> • 31st Jan, 30th April, 31st Jul & 31st Oct each year. • In case of Govt. Servant retiring for reasons other than immediately as soon as the fact comes to the notice 	-	<ul style="list-style-type: none"> • As per CCS Pension Rules56(2) 	
			<ul style="list-style-type: none"> • In case of the employee retiring for reasons other than by way of Superannuation, inform Accounts Officer as soon as the fact becomes known to him 	-	<ul style="list-style-type: none"> • As per CCS Pension Rules56(3) 	

		<ul style="list-style-type: none"> • Presentation of papers to the pay and Accounts Office 	<ul style="list-style-type: none"> • 4 months before the retirement 	-	<ul style="list-style-type: none"> • As per CCS Pension Rules 61(4) 	
<ul style="list-style-type: none"> • To resolve service related matters 		<ul style="list-style-type: none"> • Constitution of the inquiry committee if required by the competent authority • Initiation of inquiry proceedings by the constituted committee • Submission of inquiry report • Intimated to the concerned employee 	<ul style="list-style-type: none"> • Immediate • As per the Orders of Appointing/ Disciplinary Authority 	<ul style="list-style-type: none"> • Complaint/ grievance from the employee 	<ul style="list-style-type: none"> • Subject to formation of committee by the competent authority and instructions as the case may be. 	

13. Purchase Department						
Services/ transaction	Contact details of the responsible officer	Process	Service/ Performance standards	Documents required	Required Conditions	Remarks
Procurement of goods	Dr. S.K. Dhalwal Chairman, Purchase Committee & Asstt. Prof. Clinical Psychology Phone No. :9412053116 Email Id: dhalwalsk@gmail.com Section Officer (Purchase) Mobile No. 0135-2736680 Email Id : purchasesection07@gmail.com	<ul style="list-style-type: none"> • Receipt of demand for procurement of goods from the department • Prioritize the demand • Process for procurement as per GFR • Upto Rs. 25,000/- for direct purchase • Above Rs. 25000/- to Rs. 50000 through Government E-Market (GEM) in case of non availability of items on GEM, through market survey by constituting a committee 	- - Within one week Within one week	Demand from the department - Requisition from the department -do-	<ul style="list-style-type: none"> • Subject to receipt of demand • Subject to approval of the Director • Subject to approval by the director on recommendation of the Purchase Committee • Subject to availability of staff and proper functioning of GEM portal 	
		<ul style="list-style-type: none"> • Above Rs. 50000 onwards through Government E-Market (GEM) or by floating tenders in case of non availability of items on GEM, 	Within two months after approval by the E.C.	Approval by the institute's E.C.	<ul style="list-style-type: none"> • Subject to approval by the institute's EC for procurement • Subject to receipts of bids • Clearance by the Technical Committee • Subject to availability of funds 	

Verification of purchased items		<ul style="list-style-type: none"> To obtain verification report from the requisitioning department 	Within one week of receipt of item	<ul style="list-style-type: none"> Item received Challan Bill received from the vendor 	Subject to fulfilment of conditions as per the Supply Order	
Stock entry of the item and payment of bill		<ul style="list-style-type: none"> To make stock entry of the item procured Approval for payment of bill from the competent authority To issue Pay Order to the concerned 	One week after receipt of verification report	<ul style="list-style-type: none"> Verification report Approval for Payment from the Director, NIEPVD Pay order 	<ul style="list-style-type: none"> Subject to receipt of verification report Subject to receipt of approval by the Director for payment of bill Subject to payment by the Accounts Section Subject to availability of funds 	
Condemnation of items		<ul style="list-style-type: none"> Formation of committee for recommending the discard of items Publishing advertisement for auction of items Process of auctioneering Placement of order quoting highest rates 	One months	<ul style="list-style-type: none"> List of items to be discarded Report submitted by the Condemnation Committee 	<ul style="list-style-type: none"> Subject to constitution of committee for condemnation by the Director Subject to approval of the rates quoted by the applicant by the Director, NIEPVD 	

Repair and maintenance of tools and equipments		<ul style="list-style-type: none"> • Receipt of demand from the concerned department • Submit the proposal for approval by the Director • Placement of order to the company 	Two weeks after receipt of demand for repair	<ul style="list-style-type: none"> • Demand from the department for repair of tools and equipments • Approval of the Director for repair 	<ul style="list-style-type: none"> • Subject to approval by the Director • Depending upon the nature of technical fault or availability of parts 	
Award of Annual Maintenance Contract		<ul style="list-style-type: none"> • Submit proposal for approval by the Director for award of Annual Maintenance Contract • Place order for Annual Maintenance Contract 	Within a month of the expiry of the contract	Approval of the Director for award of contract	Subject to approval by the Director, NIEPVD	

14. Accounts Department						
Services/ transaction	Contact details of the responsible officer	Process	Service/ Performance standards	Documents required	Required Conditions	Remarks
Submission of proposal for grant-in-aid	Incharge Accounts Officer, Phone : 0135-2736888 Email Id: aconivh@gmail.com	<ul style="list-style-type: none"> Periodic presentation of proposal for release of grant-in-aid to the DEPwD 	<ul style="list-style-type: none"> First proposal after commencement of financial year in the first fortnight, and thereafter as per utilization of funds 	<ul style="list-style-type: none"> Statement of expenditure of the last three years Utilization Certificate of the previous year 	<ul style="list-style-type: none"> Subject to approval by the Head of the Institute 	
		<ul style="list-style-type: none"> Sanction of funds by the DEPwD 	-	-	-	
Payment of salaries to 195 regular employees		<ul style="list-style-type: none"> Preparation of pay bills 	<ul style="list-style-type: none"> By 25th of every month 	<ul style="list-style-type: none"> Deduction details 	<ul style="list-style-type: none"> Subject to receipt of appointment order from the Administration if any 	
		<ul style="list-style-type: none"> Issue of cheque to the concerned bank for disbursement of salary 	<ul style="list-style-type: none"> Two days before the last working day 	<ul style="list-style-type: none"> Pay bills and employees details with their account numbers 	<ul style="list-style-type: none"> Subject to availability of funds 	
Payment of Government Dues		<ul style="list-style-type: none"> Preparation of details of government dues 	<ul style="list-style-type: none"> By 10th of every month 	<ul style="list-style-type: none"> Various Government Dues details 		
		<ul style="list-style-type: none"> Preparation of Bills 	<ul style="list-style-type: none"> 4 to 5 days of every month 	<ul style="list-style-type: none"> Details of Government Dues 		
		<ul style="list-style-type: none"> Payment of dues 	<ul style="list-style-type: none"> Two days 	<ul style="list-style-type: none"> Bills for payment 		

ESI, LIC and Society Remittance		<ul style="list-style-type: none"> Preparation of details for ESI, LIC and Society Remittance 	<ul style="list-style-type: none"> By 10th of every month 	<ul style="list-style-type: none"> ESI, LIC, and Society Remittance details 	<ul style="list-style-type: none"> Subject to availability of staff 	
		<ul style="list-style-type: none"> Preparation of bills 	<ul style="list-style-type: none"> 4 to 5 days of every month 	<ul style="list-style-type: none"> Remittance details 		
		<ul style="list-style-type: none"> Payment of remittance 	<ul style="list-style-type: none"> Two days 	<ul style="list-style-type: none"> Bills for remittance 		
Release of pension of 227 pensioners		Preparation of pensioners list	<ul style="list-style-type: none"> 25th day of every month 	<ul style="list-style-type: none"> List of pensioners 	<ul style="list-style-type: none"> Subject to receipt of pension order in case of fresh pensioners from Admn. 	
		Payment order to the bank for release of pension	<ul style="list-style-type: none"> First day of every month 			
Reimbursement of medical bills, T.A. bills and LTC Claims		<ul style="list-style-type: none"> Scrutiny of bills Preparation of bills Payment of bills 	<ul style="list-style-type: none"> Ongoing process 	<ul style="list-style-type: none"> Medical, T.A. bills and LTC claims of employees 	<ul style="list-style-type: none"> Subject to correct entry of details 	
To remit the NPS contribution		<ul style="list-style-type: none"> To prepare the bills and upload the same on the NSDL Website 	<ul style="list-style-type: none"> By 10th day of every month 	<ul style="list-style-type: none"> NPS contribution details of employees 	<ul style="list-style-type: none"> Subject to submission of details by the Regional Centres and CRCs 	
		<ul style="list-style-type: none"> To issue cheque to the concerned bank for remittance of NPS 				
To remit the GPS contribution		<ul style="list-style-type: none"> To deduct the employees' contribution from the salary 	<ul style="list-style-type: none"> By 10th of every month 	<ul style="list-style-type: none"> Employees' contribution details of the employees 		

Payment of advance/GPF withdrawals		<ul style="list-style-type: none"> • Calculation of amount and preparation of bills for advance/withdrawals • Preparation of payment voucher and cheque • Payment of advance/GPF withdrawals 	<ul style="list-style-type: none"> • Ongoing process 	<ul style="list-style-type: none"> • Request for advance/GPF withdrawals • Details of funds available in the individual's GPF account • Approval for payment of advance 	<ul style="list-style-type: none"> • Subject to submission of request by individual • Subject to funds available in the individual's GPF account • Approval for payment of advance 	
Payment of bills to the vendors and contractors		<ul style="list-style-type: none"> • Scrutiny of bills as per supply order and sanction • Preparation of bills • Counter checking by the Accountant and Accounts Officer • Payment of bills 	<ul style="list-style-type: none"> • Ongoing process 	<ul style="list-style-type: none"> • Bills, supply order and sanction of the competent authority 	<ul style="list-style-type: none"> • Subject to receipt of bills from the concerned department and subject to availability of funds 	
Release of grant to the Regional Centres, and CRCs		<ul style="list-style-type: none"> • Receipt of request for release of grant • Scrutiny of proposal • Submission of proposal for approval of the competent authority for release of grant • Release of grant to the concerned Centres/CRCs 	<ul style="list-style-type: none"> • Subject to availability of funds 	<ul style="list-style-type: none"> • Request for release of grant • Utilisation Certificate against the previous grant 	<ul style="list-style-type: none"> • Subject to receipt of proposal by the Regional Centres/ CRCs • Subject to availability of funds • Subject to approval by the competent authority 	

Note: - Number of Days mentioned for the services covered under the Citizens' Charter may be treated as number of Working Days.

Redress of Grievances

Various committees have been constituted by the Institute to redress the grievances of the service recipients. In case of non-compliance of the service standards or any grievance, the service recipients/stakeholders can contact the respective committees for redressal of their grievances:

Grievance Committee		
Dr. S.K. Dhalwal Asstt. Professor (Clinical Psychology)	Chairman	+91-9412053116
Shri.Amit Sharma, Incharge Principal, MSVH	Member	+91-9045453985
Smt. Manju, Post Graduate Teacher	Member	+91-9760999272
Smt. Pooja Bijalwan, Lady Supervisor	Member	+91-9456114760

Anti Raging Committee		
Dr. Jasmer Singh	Assistant Professor	+91-9812906325
Dr. Kumar Surendra Dhalwal	Assistant Professor	+91-9412053116
Mr. Sunil Kumar Shirpurkar	Assistant Professor	+91-9410770815
Dr. Pankaj Kumar	Representative	+91-8578956677

Disciplinary Committee		
Mr. Sunil Kumar Shirpurkar Assistant Professor	Chairman	+91-9410770815
Dr. Jasmer Singh, Assistant Professor	Member	+91-9812906325
Shri Amit Sharma, Incharge Principal	Member	+91-9045453985
Smt. Laxmi Pokhriyal, Supervisor (Vocational Training)	Member	+91-9639146674

Committee on Sexual Harassment at Workplace		
Medical Officer, NIEPVD	Chairperson	+919650045985
Shri. S.K Dhalwal, Assistant Professor (Clinical Psychology)	Member	+91-9412053116
Shri. Amit Sharma, Incharge Principal	Member	+91-9045453985
Smt. Manju, Post Graduate Teacher	Member	+ 917766871434
Advocate Amrit Pal Kaur, District Court, Dehradun	Member	+918954873521
Smt. Beena Walia, Senior Programme Officer, Mamta Samajik Sanstha, 53- C Rajpur Road, Dehradun	Member	+91 9719400505

MESS COMMITTEE		
Coordinator, DSE&R & Incharge, Mess	Chairman	+91-9811370365
Incharge Principal, MSVH	Member	+91-9045453985
Incharge, Training Centre for the Adult Blind	Member	+91-9412053116
Incharge, Mess	Member	+91-9811370365
Incharge, MED	Member	+91-9756829498
Section Officer (P)	Member	+91-9927920859
Hostel Warden (Boys)	Member	+91-8279710545
Lady Supervisor	Member	+91-9456114760
One boy and one girl from School	Member	
One boy and one girl from TCAB	Member	
One boy and one girl from DSE&R	Member	

1.Department of Special Education (Regional Center Chennai)						
Services/ transaction	Contact details of the responsible officer	Process	Service/Performance standards	Documents required	Required Conditions	Remarks
<ul style="list-style-type: none"> To train 250 teacher educators in the field of visual impairment through Regular mode B.Ed. and D.Ed. Special Education (VI) courses and Study Centre for distance mode B.Ed. Special Education (VI) course of Tamil Nadu Open University 	<p>Dr. Sreepriya. R Officer I/c & Asst. Professor in Education/ Principal I/c Ph: 044 -26274478</p> <p>Email Id: nivhchen. spleducation@ gmail.com</p>	<p>For regular mode courses:</p> <p>B.EdSpl.Edn(VI)</p> <ul style="list-style-type: none"> Advertisement is released in the news papers, and in the website. Scrutiny of forms, rank order preparation and reservation norms of Tamilnadu Teachers Education University. Selection is based purely on merit basis <p>D.EdSpl.Edn (VI)</p> <ul style="list-style-type: none"> Admission is done directly by RCI <p>Distance Mode B.EdSpl. Edn (VI)</p> <ul style="list-style-type: none"> Admission process is at the level of Tamil Nadu open University 	<p>For regular mode courses:</p> <p>B.EdSpl.Edn(VI)</p> <ul style="list-style-type: none"> Admission process in the Month of June- July every year <p>D.EdSpl.Edn (VI)</p> <ul style="list-style-type: none"> Commencement of the Program in the month of August every year <p>3.Distance Mode B.EdSpl.Edn (VI)</p> <ul style="list-style-type: none"> Courses commences in the month of January every year 	<ul style="list-style-type: none"> only for regular mode courses Application form Secondary and higher secondary school leaving certificate UG mark sheets and certificates PG mark sheets and certificated Transfer Certificate Disability Certificate Community Certificate Anti – Ragging Affidavits Medical fitness certificate Parent and students undertaking 	<ul style="list-style-type: none"> only for regular mode courses1. B.EdSpl.Edn(VI) 10 +2+3 stream of education in all school subjects and PG for subjects pertaining to Psychology, sociology Commerce, Economics, Philosophy, logic 2. D.EdSpl.Edn (VI) 10, +2/ intermediate education 	

2. Vocational Training Centre (VTC) (Regional Center Chennai)						
Services/ transaction	Contact details of the responsible officer	Process	Service/Performance standards	Documents required	Required Conditions	Remarks
<ul style="list-style-type: none"> To provide Vocational and Skill Development training to the visually impaired persons from rural and urban areas 	Sh. Hari Krishnan In-Charge Vocational Training, NIEPVD, RC-Chennai. Email Id: nivhchen.establishment@gmail.com	<ul style="list-style-type: none"> Admission forms put up on the website of the institute for admission to all the Vocational Training Courses Website:http://www.nivhrc-chen.org 	<ul style="list-style-type: none"> After completion of the each batch of the Training Courses Website:http://www.nivhrc-chen.org 	<ul style="list-style-type: none"> Duly filled in application accompanied by: Certificates for Educational Qualification, Community Certificate, Income Certificate, Documentary proof about Date of Birth, Disabilities Certificate, Aadhar Card, Passport size photograph – 3nos. 	<ul style="list-style-type: none"> 3 Candidate should appear for the Interview along with parents. Selection will be made subject to the approval of selection committee under the chairmanship of Regional Director I/C 	<ul style="list-style-type: none"> The candidate may strictly adhere to the rules and regulations of the institute during their training programme. Contempt / Violation of rules and regulation would lead to disciplinary action at discrete
		Submission of forms by Person/ Post				
		Scrutiny of forms				

3. ADIP Cell NIEPVD-(Regional Center Chennai)						
Services/ transaction	Contact details of the responsible officer	Process	Service/ Performance standards	Documents required	Required Conditions	Remarks
<ul style="list-style-type: none"> To distribute ADIP materials to Persons with Visual Disabilities in the Southern States of India 	Mr. G. Tagore, In-charge, ADIP Cell, NIEPVD-RC, Chennai. Phone: 044-26274478. Email: adipnivhrc@gmail.com	<ul style="list-style-type: none"> Receiving the applications. Scrutinizing the applications. Dispatching the materials. Distributing the aids & appliances to eligible persons. 	<ul style="list-style-type: none"> Subject to the availability of the Aids and Appliances. 	<ul style="list-style-type: none"> Copy of disability certificate Copy of community certificate (if applicable) Copy of income certificate Copy of ration card Copy of Aadhar card Copy of study certificate Two passport size photos 	<ul style="list-style-type: none"> Subject to the availability of the Aids and Appliances. 	

4. Regional Braille Press (Regional Center Chennai)						
Services/ transaction	Contact details of the responsible officer	Process	Service/ Performance standards	Documents required	Required Conditions	Remarks
<ul style="list-style-type: none"> To provide Braille text books to Children with visual impairment studying in Special institutions 	Dr. Sreepriya R., Officer Incharge Phone : 044-26272505 Email : nivhchen@ tn.ni.cin	<ul style="list-style-type: none"> Circulars to all the Special institutions i.e.; Govt., Govt. Aided schools in T.N and Union territory of Puducherry before starting of the academic year. 	<ul style="list-style-type: none"> End of May 	<ul style="list-style-type: none"> Indent for requirement of books against strength of children studying in class wise authorized by the Head of the Institutions 	<ul style="list-style-type: none"> Subject to finalization by the Officer In-charge 	
		<ul style="list-style-type: none"> Taken up for production – printing & Dispatch of First term for Classes I to VII Std 	<ul style="list-style-type: none"> June to September 	<ul style="list-style-type: none"> Acknowledgement for the receipt of books 	As above-	
		<ul style="list-style-type: none"> Taken up for production – printing & Dispatch of Second term for Classes I to VII Std 	<ul style="list-style-type: none"> October to December 	As above-	As above-	
		<ul style="list-style-type: none"> Taken up for production – printing & Dispatch of Third term for Classes I to VII Std 	<ul style="list-style-type: none"> January to March 	As above-	As above-	
		<ul style="list-style-type: none"> Taken up for production – printing & Dispatch of Braille books for the classes VIII to XII Std 	<ul style="list-style-type: none"> Phased manner in volume wise. June to March 	As above-	As above-	

<ul style="list-style-type: none"> To provide Braille text books to SSA 		<ul style="list-style-type: none"> Submission of information to the organization. for (Three terms) 	As above-	<ul style="list-style-type: none"> Abstract strength of children studying class wise. Remittance of full payment after despatch of books, term wise. 	As above-	
<ul style="list-style-type: none"> To provide Braille text books to Visually Impaired Teachers working in Regular schools 		<ul style="list-style-type: none"> List of Braille books available on the website of the Regional Centre 	<ul style="list-style-type: none"> Within three weeks (only on availability of soft copies) 	<ul style="list-style-type: none"> Letter for requirement of books for teachers conducting classes which are authorized by the Head of the Institutions. Remittance on subsidized rates before availing books. 	As above	
<ul style="list-style-type: none"> To provide materials such as Bi-monthly Magazines, General interest books 		As above-	<ul style="list-style-type: none"> Within three weeks 	As above-	As above-	

5.Large Printing Press (Regional Center Chennai)						
Services/ transaction	Contact details of the responsible officer	Process	Service/Performance standards	Documents required	Required Conditions	Remarks
<ul style="list-style-type: none"> To provide text books in Large print for the children with low visions studying in Special Institutions 	Dr. Sreepriya R., Officer Incharge Phone : 044-26272505 Email: nivhchen@tn.ni.cin	<ul style="list-style-type: none"> Circulars disseminated to all the Special institutions ie; Govt, Govt. Aided schools in T.N and Union territory of Puducherry before starting of the academic year. 	End of May	<ul style="list-style-type: none"> Indent for requirement of books against strength of children studying in class wise authorized by the Head of the Institutions 	<ul style="list-style-type: none"> Subject to finalization by the Officer In-charge 	
		<ul style="list-style-type: none"> Submission of cost of books for advance remittance 		<ul style="list-style-type: none"> Remittance of payment 	As above-	

6. Library and information service (Regional Center Chennai)						
Services/ transaction	Contact details of the responsible officer	Process	Service/Performance standards	Documents required	Required Conditions	Remarks
<ul style="list-style-type: none"> To provide library services to 500 students, trainees and outside scholars undergoing special education studies and researches 	Dr. SreePriya R., Officer I/c & Asst. Professorin Education/ Principal I/c Smt. S.N. Saroja Library & Information Assistant (On contract) Ph: 044 -26274478 Email Id: nivhchen.spleducation@gmail.com	<ul style="list-style-type: none"> service is applicable to students and trainees of Regional centre application/ request letter from the individual/ university/Organization for outside students/ visitors 	<ul style="list-style-type: none"> Ink print books Large print Books Braille books Talking books E- learning materials National and International journals News papers and magazines voice based study materials book catalogues in Braille and large print RPD, Xerox serviceS 	<ul style="list-style-type: none"> As detailed in the process for outside students/ visitors 	<ul style="list-style-type: none"> Timely submission of book materials Lend from the library To meet the services to the target population within a year 	

7. Sales Counter, NIEPVD (Regional Center Chennai)						
Services/transaction	Contact details of the responsible officer	Process	Service/Performance standards	Documents required	Required Conditions	Remarks
• For sale of aids and appliances in the Southern states	Mr. B. Palani, InchargeSales Counter Phone : 04-26267505 Email : nivhchen@tn.nic.in	• Receiving from Hqrs., Dehradun	• Subject to availability of stock	-	• Cash / Money transfer	

STUDENT WELFARE COMMITTEE		
Coordinator, DSE&R	Chairman	+91-9811370365
Incharge Principal, MSVH	Member	+91-9045453985
Asstt. Professor, Clinical Psychology	Member	+91-9412053116
Accounts Officer	Member	+91-9997757999
Section Officer (Purchase)	Member	+91-9927920859
Supervisor (Vocational Training)	Member-Secretary	+91-9639146674
06 Students and trainees (02 representatives each from DSE&R, MSVH and TCAB)	Member	

Escalation of Grievance

In case the grievance is not redressed finally, the same can be taken up at the higher level to the Director, National Institute for the Empowerment of Persons with Disabilities, 116, Rajpur Road, Dehradun -248001 (Uttarakhand).

Phone No. 0135-2744491

Email Id: directorniepvd@gmail.com

director@nivh.org.in