



न्यायालय मुख्य आयुक्त दिव्यांगजन

COURT OF CHIEF COMMISSIONER FOR PERSONS WITH DISABILITIES (DIVYANGJAN)
 दिव्यांगजन सशक्तिकरण विभाग/Department of Empowerment of Persons with Disabilities (Divyangjan)
 सामाजिक न्याय और अधिकारिता मंत्रालय/Ministry of Social Justice & Empowerment
 भारत सरकार/Government of India
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Case No. 14084/1141/2023

In the matter of-

Dr. Subhash Raghuath Apte

...Complainant

Versus

The Chief Executive Officer,

National Trust

M/o Social Justice & Empowerment

New Delhi

...Respondent

Hearing (I):

An online hearing in the above matter was conducted in hybrid mode (online/offline) on 13.02.2025. The following parties/representatives were present during the hearing:

Sl. No.	Name of the parties /Representatives	Parties	Mode
1.	Dr. Subhash Raghuath Apte	Complainant	Online
2.	Rajesh Sachdeva, Deputy Director,	Respondent	Online
3.	Navneet Kumar, Program Officer,	Respondent	Online

RECORD OF PROCEEDINGS

At the outset, the Complainant raised issues related to the Niramaya Insurance Card and another issue related to the UDID Card. The UDID Card was issued for *Locomotor Disability*, but the actual diagnosis is *Cerebral Palsy*, which is not accepted under the Niramaya scheme. Due to this issue, the affected PwDs have been deprived of benefits under the Niramaya Card for the past two years.

2. The Respondent submitted that Niramaya is a health insurance scheme for PwDs, providing coverage up to ₹1,00,000. Since 2023, a new portal has been created, where the process continues after uploading the UDID. The portal currently accepts only four kinds of

disabilities; applications proceed further only if the disability falls under one of these four categories.

3. However, after making appropriate changes in the portal, it is now accepting more types of disabilities, as the respondent is adding them upon receiving related issues. Regarding this case, the respondent has communicated with the Complainant and requested for the UDID card details of the affected PwDs to resolve the issue.

4. In response, the Complainant submitted that he has forwarded the documents of some affected PwDs to the Respondent, but they still have not received benefits under the Niramaya policy.

5. After hearing parties, this Court addressed that the issue appears to be a communication gap either the documents were not sent, or they were sent but not received. In either case, the concerned authorities may resend the communication so that the matter can be resolved.

6. This Court recommended that if the issue lies with the authorities responsible for issuing the UDID cards, then it may be necessary to involve the Department of Empowerment of Persons with Disabilities (DEPwD) as well as the concerned hospital. If the hospital involved is a central government hospital, then that will need to be factored in. It must also be clarified whether the hospital acknowledges having sent the required communication. If they claim to have sent it, they should resend it promptly.

7. The respondent undertook that they will comply and communicate as requested by the complainant. Upon receipt of the relevant documents, the Complainant may furnish his acknowledgement to this Court, based on which, the Case shall be disposed of with appropriate recommendations, without further hearing.

8. This is issued with the approval of the Commissioner for persons with disabilities.

(Praveen Prakash Ambashta)
Dy.Chief Commissioner