



सत्यमेव जयते

CITIZENS CHARTER 2023-24

**Government of India
Ministry of Social Justice and Empowerment
Department of Empowerment of Persons with Disabilities (Divyangjan)
5th Floor, Pt.Deendayal Antyodaya Bhawan,
CGO Complex, New Delhi-110 003
<http://depwd.gov.in>**

1. Introduction

The Department of Empowerment of Persons with Disabilities was carved out of the Ministry of Social Justice and Empowerment on 12.05.2012 as the Department of Disability Affairs to ensure greater focus on policy matters to effectively address disability issues. The Department was renamed as Department of Empowerment of Persons with Disabilities on December 8, 2014. The Department acts as a nodal agency for matters pertaining to disability and persons with disabilities including effecting closer coordination among different stakeholders: related Central Ministries, State/UT Governments, NGOs etc.

2. Vision & Mission

Vision: To build an inclusive society in which equal opportunities are provided for the growth and development of persons with disabilities so that they can lead productive, safe and dignified lives.

Mission: To empower Persons with Disabilities, through its various Acts/ Policies/ Institutions/Organizations/Programmes/Schemes for rehabilitation and to create a conducive and accessible environment that enables such persons to avail equal opportunities, enjoy their rights equally with others and participate as independent and productive members of Society

Strategies to realize vision and achieve mission:

- Rehabilitation Measures including Physical, Educational, Economic & Social empowerment;
- Developing rehabilitation professionals/personnel;
- Improving Internal Efficiency /Responsiveness/Service Delivery; and
- Advocating empowerment of Persons with Disabilities at various levels. Services/Transaction

3. Main Services/Transaction

All the Schemes/Programmes of the Department are implemented as per the guidelines through the following agencies:

S. No.	Agency to whom Ministry's funds are released for implementation of its Schemes/Programmes
1.	State Governments/UTs/State Channelizing Agencies
2.	Central autonomous institutions of the Department (e.g. National Institutes, National Divyangjan Finance and Development Corporation, Artificial Limbs Manufacturing Corporation of India etc)
3.	Other Agencies such as University Grants Commission (UGC), Directorate of Advertising & Visual Publicity (DAVP), Universities, Institutions of Excellence in Education, etc.
4.	Non Government Organizations

4. Service/Transaction

4.1 Assistance to Disabled Persons for Purchase/Fitting of Aids and Appliances (ADIP) cheme:

The ADIP Scheme has been in operation since 1981. The main objective of the Scheme is to assist the needy persons with disabilities in procuring durable, sophisticated and scientifically manufactured, modern, standard aids and appliances for their physical, social, educational, economic and psychological empowerment. Grant-in-aid is released through various implementing agencies. Please refer scheme guideline on the department's website depwd.gov.in for applying process for GIA and detail of required documents.

4.2 Deendayal Divyangjan Rehabilitation Scheme (DDRS):

DDRS (Deendayal Divyangjan Rehabilitation Scheme) is a central sector scheme of the Department to provide grant-in-aid to non-governmental organizations (NGOs) for projects relating to rehabilitation of persons with disabilities aimed at enabling persons with disabilities to reach and maintain their optimal, physical, sensory, intellectual, psychiatric or socio-functional levels. The Scheme is being implemented since 1999 with the objective of ensuring effective implementation of the Right of Persons with Disabilities Act, 2016 (erstwhile PwD Act, 1995). The Grant-in-aid is provided to Implementing agencies (IAs) which are register with NGO-Darpan and have obtained unique ID of NITI Aayog. Please refer scheme guideline on the department's website depwd.gov.in for more information regarding for GIA and required documents.

4.3 Scheme for Implementation of Persons with Disabilities Act (SIPDA):

Under the Scheme, assistance is provided to State Governments/UTs and to autonomous organizations/Institutions under the Central or State Governments, for various activities relating to the Act, particularly for creation of barrier free environment for persons with disabilities. Non-recurring grant-in-aid is mainly provided for construction of lifts, ramps, modification of toilets, tactile flooring, hand rails, etc. in the existing Government buildings, so as to make them barrier free for the PwDs. Grant-in-aid is also released for making the websites of the Central/State/District level offices accessible to PwDs. On receipt of complete proposals, the same are placed before the Screening Committee of the SIPDA Scheme upon whose recommendations, the proposals are processed further. Please refer scheme guideline on the department's website depwd.gov.in for more information regarding for GIA and required documents.

4.4 National Institutes and CRCs:

Release of grants to Nine National Institutes (NIs) (autonomous bodies under the Ministry) and Composite Regional Centre (CRCs) functioning as extension/ Outreach Centres of respective NIs for developing human resource development in different types of disabilities, rendering rehabilitation services to persons with disabilities and undertaking research and development in disabilities.

4.5 Scholarship for Students with Disabilities (SwDs):

The Department of Empowerment of Persons with Disabilities (DEPwD) is implementing an umbrella scheme 'Scholarships for Students with Disabilities (Divyang)' with the following six components to empower students with disabilities to pursue education from school level to doctorate level so as to enable them to earn their livelihood and find a dignified place in the society,

(i) **Pre-Matric for SwDs** (For IX & X class students)

(ii) **Post Matric for SwDs** (For XI, XII, Post-matriculation Diploma/ Certificates, Bachelor's Degree or Diploma in India, Master's Degree/ Diploma from any University recognized by UGC/AICTE)

(iii) **Top Class Education for SwDs** (For Graduate and Post-graduate Degree/ Diploma in institutes notified by DEPwD)

(iv) **National Overseas Scholarship for SwDs** (For Master Degree and PhD in foreign universities/ institutes)

(v) **National fellowship for SwDs** (for M.Phil/Ph.D in Indian Universities)

(vi) **Free Coaching for SwDs.** (for Preparation of competitive examinations for government jobs admission to various professional and technical courses)

4.6 **Skill Development for PwDs under National Action Plan (NAP)**

“National Action Plan (NAP) for Skill Development of Persons with Disabilities” launched in March, 2015. NAP is implemented under the umbrella scheme – “Scheme for Implementation of Rights of Persons with Disabilities Act (SIPDA)”. Under NAP, skill training is provided to Persons with Disabilities (PwDs) through a network of Government (GOs) and Non-Government Organizations (NGOs) empanelled with the Department as training partners (ETPs).

4.7 **Project On Financial Support To Braille Presses (Braille Press Project)**

In pursuance of the provisions under Article 41 of the Constitution, the Central Sector Scheme of "Support for Establishment/ Modernization/Capacity Augmentation of Braille Presses" was started in the year 2014-15 to provide the free of cost Braille text books and course material to the visually impaired school going children of class I to XIII in India.

Objectives of the Scheme: To establish new Braille Presses in the state where strong organization are already present; to establish small scaled Braille printing presses in UTs and to modernize old Braille presses using traditional and low speed printing.

4.8 **Bilateral Agreements with Government of India Germany, Sweden, Switzerland, U.K., U.S.A** for receiving duty free Foreign Gifts/ Goods.**

The Bilateral Agreements provides that the goods received should be for the agricultural development, rehabilitation, health purposes (including those for Divyangjan, for educational and vocational training, general relief materials, donated through non-profit voluntary agencies like Red Cross and social welfare agencies.

Ministry of Social Justice and Empowerment is the Nodal Ministry for registration of voluntary organizations to enable them to avail exemption of duty on the goods imported for distribution to poor and needy persons without any distinction on the basis of religion, caste, creed, color, race or gender. ALIMCO is the implementing agency for ensuring the same.

4.9 **Unique Disability Identification (UDID)**

The Department of Empowerment of Persons with Disabilities is implementing the Unique Disability Identification UDID Project with a view to create a national data base for Persons with Disabilities (PwDs) and also to issue unique ID cards to them. Software for this project has already been developed and hosted on NIC cloud since May 2016.

The UDID Project provides an online platform for issuance of disability certificates. The UDID Project ensures that Disability Certificates would be issued to all PwDs. It will

subsequently help in tracking of physical and financial progress of benefit delivery at all levels of hierarchy of implementation – from Village, Block, District, State level and National level. It will also encourage transparency, efficiency and ease of delivering Government benefits to persons with disabilities.

5. Contact Persons

S.No.	Name & Designation	Email	Phone No.
1.	ADIP Scheme Shri A K Pandey, Deputy Secretary	ak.pandey66@nic.in	011-24369045
2.	DDRS Dr. Honareddy N. (Director)	honnareddy.n@gov.in	011-24365027
3.	SIPDA Scheme Dr. Honareddy N. (Director)	honnareddy.n@gov.in	011-24365027
4.	National Institutes Shri Vineet Singhal, Director. Sh. Anupam Shukla, Under Secy.	vineet.singhal17@gov.in anupam.shukla@nic.in	011-24364391
5.	Scholarship Schemes Shri Pradeep A, Deputy Secretary	pradeep.anirudhan@nic.in	011-26100159
6.	Skill Development for PwDs Shri S.K. Mahto, Deputy Secretary	sk.mahto@nic.in	011-24362127
7.	Establishment, modernization, capacity augmentation of Braille Presses Shri S.K. Mahto, Deputy Secretary	sk.mahto@nic.in	011-24362127
8.	Bilateral agreements on the supplies of foreign gift Goods Shri S.K. Mahto, Deputy Secretary	sk.mahto@nic.in	011-24362127
9.	UDID Project - Shri Vineet Singhal, Director	vineet.singhal17@gov.in	011-24364391
10.	Research and Development Ms. Ipsita Mitra, Deputy Secretary.	mitra.ipsita@nic.in	011-24369066

6. Nodal Officer for Citizen Charter

S. No	Name of the Nodal Officer	Landline Number	E.Mail
1.	Shri S.C. Tamta Deputy Secretary	011-24361379	sc.tamta@nic.in

7. Public Redress Mechanism

(Website to lodge Grievance <http://pgportal.gov.in>)

S. No	Name of the Public Grievance Officer	Landline Number	E Mail
1.	Shri Nithali Ram, Deputy Secretary	011-24365053	nithali.ram@nic.in

8. Nodal Officer for RTI

S. No	Name of the Nodal Officer	Landline Number	E Mail
1.	Shri Arun Kumar Mandal, Under Secretary	011- 24369046	arunkumar.mandal@gov.in

9. For frequently asked questions (FAQs) please refer to:-

disabilityaffairs.gov.in/content/page//faq.php

List of Stakeholders/ Clients

(2023-24)

S. No.	Stakeholders /Client's Description
1	State Governments/UT Administrations
2	Central Government Ministries/Departments working in the areas of common interests
3	Autonomous organizations working in the field of education such as UGC, Institutions of excellence etc
4	Non-Governmental Organizations working in the areas allocated to the Department
5	Academicians working in the subject areas of the Department
6	Association of the target groups of the Department

List of Centres & Subordinate Organizations for Year: 2023-24

S. No	Responsibility Centre & Subordinate Corporation	Address	Website & Contact Details
Statutory Bodies/Corporations /Non-Statutory Autonomous Bodies			
1.	Rehabilitation Council of India (RCI)	B-22, Qutub Institutional Area, New Delhi-110001.	www.rehabcouncil.nic.in msrci-msjc@nic.in Phone : 26537381
2.	Chief Commissioner for Persons with Disabilities (CCPD)	5 th Floor, National Institute of Social Defence (NISD) Building, Plot No. G-2, Sector 10, Dwarka, New Delhi-110075.	ccpd@nic.in Phone; 20892364, 20892275
3	National Trust for the Welfare of Persons with Autism, Cerebral Palsy, Mental Retardation and Multiple Disabilities (NT)	6 th Floor, National Institute of Social Defence (NISD) Building, Plot No. G-2, Sector 10, Dwarka, New Delhi-110075.	www.thenationaltrust.gov.in contactus@nationaltrust.in Phone : 20897959
4	Artificial Limbs Manufacturing Corporation of India (ALIMCO)	G.T.Road, Kanpur, Uttar Pradesh-208016	http://www.artlimbs.com cmdalimco@artlimbs.com 0512-2770614
5	National Handicapped Finance and Development Corporation (NHFDC)	NHFDC, Unit No. 11 & 12, Ground Floor, DLF Prime Tower, Okhla Phase-I, Near Tahkhand Village, New Delhi-110020.	http://www.nhfdc.org nhfde97@gmail.com (011) 45803730, 45088637 45088638
6	Pt. Deendayal Upadhyaya National Institute for Persons with Physical Disabilities (PDUNIPPD), New Delhi	4, Vishnu Digamber Marg, New Delhi-110002	http://www.iphnewdelhi.in www.iphdelhi.in 011- 23232403
7	Swami Vivekanand National Institute of Rehabilitation, Training & Research (SVNIRTAR)	P.O. Bairoi, Distt. Cuttack, Orissa-754010	http://nirtar.nic.in , nirtar@ori.nic.in 0671-2805552, 2805856

8	National Institute for Locomotor Disabilities (NILD), Kolkata	B.T. Road, Bon-Hoogly, Kolkata 700090 West Bengal	http://www.nioh.in , director@nioh.in / mail@nioh.in 033- 25311248, 25310789
9	National Institute for the Empowerment of Persons with Visual Disabilities (NIEPVD), Dehradun	116 Rajpur Road, Dehradun, Uttarakhand-248001	http://www.nivh.org.in anuradhamohit@gmail.com 0135- 2744491
10	Ali Yavar Jung National Institute of Speech and Hearing Disabilities (AYJNISHD), Mumbai	K.C. Marg, Bandra (West), Mumbai-400050 Maharashtra	http://ayjnihh.nic.in , ayjnihhmum@gmail.com 022- 26422638
11	National Institute for the Empowerment of Persons with Intellectual Disabilities (NIEPID), Secunderabad	Manovikas Nagar, Secunderabad -500009 Telangana	http://www.nimhindia.org director.nimh@gmail.com 040-27759267
12	National Institute for Empowerment of Persons with Multiple Disabilities (NIEPMD)	East Coast Road, Muttukadu, Kovalam Post, Tamil Nadu-603112	http://niepmd.in.nic.in niepmd@gmail.com 044- 274721404
13	Indian Sign Language Research and Training Centre (ISLRTC), New Delhi	Module No. 403-405, 4 th Floor, NSIC Business Park, Okhla Industrial Estate New Delhi.	islrtnewdelhi@gmail.com 011-26387558, 011-26387559
14	National Institute of Mental Health Rehabilitation (NIMHR), Sehore, Bhopal	Old District Panchayat Bhawan, Luniya Chauraha, Mandi Road, Sehore, Madhya Pradesh 466001	0756-2223960 https://nimhr.ac.in Email: dv.registrar@nimhr.ac.in

Indicative Expectation from the Service Recipients

S. No.	Indicative Expectation from the Service Recipients
1	Submit duly completed proposals in all respects in the Performa prescribed, if any, within the stipulated time line.
2	State Governments/UT Administrations should utilize the central assistance only for targeted beneficiaries and for the purpose for which the grants have been released
3	State Governments/UT Administrations should not park the central assistance received for longer period and should release to target beneficiaries within reasonable period of time
4	State Governments/UT Administrations should depute sufficiently senior level officers with complete information to attend the conferences/ meetings convened by the Ministry
5	NGOs and other implementing agencies should carefully go through the guidelines of the schemes and enclose all the requisite documents with their application
6	As and when requested by the Ministry, NGOs and other implementing Ministries should participate in the workshop and other capacity building programmes
7	All the implementing agencies including the State Governments should report the outcome of the scheme/ programme being implemented by them within reasonable period of time and/ or as and when requested by the Ministry
8	Citizens/clients are welcome to meet the officers of the Department, preferably with prior appointment.
