



सत्यमेव जयते

# **CITIZENS CHARTER 2023-24**

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

S.N o.	Services/Transaction	Process	Documents Required
1.	<p><b>Assistance to Disabled Persons for Purchase/Fitting of Aids and Appliances (ADIP) Scheme:</b> Release of grant-in-aid through various implementing agencies.</p>	<p>1. Communication regarding seeking proposals from States/UTs.</p> <p><b>Ongoing Cases</b></p> <p>2. Release of grants with the approval of competent authority on receipt of complete proposals from State Governments along with their recommendations.</p> <p><b>New Cases</b></p> <p>3. Consideration of the recommendation of the State Government/UTs Administration by the Screening Committee of the Ministry.</p> <p>4. Release of grants with the approval of Competent Authority.</p>	<p>i.) Application in the prescribed format</p> <p>ii.) On line submission of application of Non Governmental Organizations NGOs/ Voluntary Organizations (VOs) VOs through e-Anudaan Portal.</p> <p>iii.) Recommendation of State Government in the case of Voluntary Organizations (VOs) / Non Governmental Organizations (NGOs) / State Government Organizations.</p> <p>iv.) Copy of Registration under Rights of Persons with Disabilities Act, 2016 (RPWD Act), Memorandum of Association etc.</p> <p>v.) List of members of Managing Committee along- with duration, PAN Number and Aadhar Number.</p> <p>vi.) Copy of Annual Report, Balance Sheet, Utilization Certificate (UCs), Audited accounts.</p> <p>vii.) List of Staff, infrastructure facilities, activities etc.</p> <p>viii.) List of beneficiaries for previous year along with the certificate of uploading the same on the website of the organization/ARJUN Portal.</p> <p>ix.) In case of second installment, Utilization Certificate (UCs) of first installment, list of beneficiaries covered and proof of assistive aids purchased and distributed.</p> <p>x.) List of test check of beneficiaries (Test Check Report) for the previous grant.</p> <p>xi.) Bond and Bank details with clear IFSC code, Agency details PAN/TAN/TIN No.</p> <p>xii.) A certificate from the organization that an undertaking has been obtained from the beneficiary that he/she has not obtained such aid from any other agency/ source during the last three years and that he/ she will keep it for his/ her bonafide use. Utilisation of grants-in aid through as per CNA (Central Nodal Agency) guidelines of the Public Financial Management System (PFMS).</p>

2.	<p>Deendayal Divyangjan Rehabilitation Scheme (DDRS): Grant-in-aid is provided to Non-Governmental Organizations (NGOs) and Implementing Agencies under Deendayal Divyangjan Rehabilitation Scheme and District Disability Rehabilitation Centres (DDRC) for their 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 social functional levels.</p>	<p>Ongoing Cases</p> <ol style="list-style-type: none"> <li>1. Release of grants with the approval of competent authority on receipt of complete proposals from State Governments along with their recommendations</li> </ol> <p>New Cases</p> <ol style="list-style-type: none"> <li>2. Consideration of the recommendation of the State Govt. /UT Administration by the Screening Committee of the Ministry</li> <li>3. Release of grants with the approval of Competent Authority</li> </ol>	<ol style="list-style-type: none"> <li>i.) Recommendation from State Government</li> <li>ii.) Inspection Report</li> <li>iii.) RPwD Certificate</li> <li>iv.) Rent agreement (if rented premises)</li> <li>v.) List of beneficiaries</li> <li>vi.) List of Staff</li> <li>vii.) MoU</li> <li>viii.) Annual Report/ Budget/ Accounts</li> <li>ix.) Management committee</li> <li>x.) Authorization Letter</li> <li>xi.) Registration of NGO and Resolution</li> <li>xii.) Indemnity Bond</li> <li>xiii.) NGO Darpan ID of Niti Aayog</li> </ol>
3.	<p><b>Scheme for Implementation of Persons with Disabilities Act (SIPDA):</b> Barrier free Environment and Accessible India Campaign. Release of Grant-in-aid to various bodies set up by the Central and State Governments to support implementation of the provisions of the Rights of the Persons with Disabilities Act, 2016, relating provision of barrier-free accessibility</p>	<p><b>Release of grants on:</b></p> <ol style="list-style-type: none"> <li>1. Receipt of proposals from States/UTs, complete in all respects</li> <li>2. Screening Committee recommends proposals if they are found suitable for release as per guideline of scheme.</li> <li>3. Obtaining IFD concurrence</li> <li>4. Seeking approval of competent authority</li> </ol>	<ol style="list-style-type: none"> <li>i.) Utilization Certificates (UCs) of the grants released earlier</li> <li>ii.) Complete proposal from the State Governments; etc.</li> <li>iii.) Cost Estimates for the construction work duly prepared by an officer not less than the Executive Engineer of Central Public Works Department (CPWD)/ Public Works Department (PWD).</li> <li>iv.) Recommendation of the State Government to the proposal sent by the State Government or by other organizations Universities, etc under the State Government.</li> <li>v.) Physical, financial progress of the project for 2<sup>nd</sup> installments.</li> </ol>
4.	<p>Release of grants to <b>Nine National Institutes (NIs)</b> (autonomous bodies under the Ministry) and <b>Composite Regional Centre (CRCs)</b> functioning as extension/<b>Outreach Centres</b> 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</p>	<p>Release of grants on:</p> <ol style="list-style-type: none"> <li>1. Receipt of proposals from NIs, complete in all respects, indicating budget requirement</li> <li>2. Obtaining IFD concurrence</li> <li>3. Seeking approval of competent authority</li> </ol>	<p>Utilization Certificates (UCs) of the grants released earlier along with audited accounts of the previous year</p>

	in disabilities.		
5.	<p><b>Scholarship for Students with Disabilities (SwDs):</b></p> <p><b>1) Pre-Matric for SwDs</b> (For IX &amp; X class students)</p> <p><b>2) Post Matric for SwDs</b> (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)</p> <p><b>3) Top Class Education for SwDs</b> (For Graduate and Post-graduate Degree/Diploma in institutes notified by DEPwD)</p>	<p>i) Inviting application of Scholarships of Pre-matric, Post Matric, and Top Class Education on National Scholarship Portal.</p> <p>ii) Verification of the applications</p> <p>iii) Merit List generation, if required</p> <p>iv) Obtaining IFD concurrence for release of scholarship amount.</p> <p>v) Obtaining Administrative approval of competent authority.</p> <p>vi) Issue of sanction for release of scholarship amount</p> <p>vii) Release of scholarship amount to students through DBT mode through PFMS portal.</p>	<p><b>Documents required for 1) Pre-Matric and Post Matric SwDs</b></p> <ol style="list-style-type: none"> <li>1. Student Photograph</li> <li>2. Self attested previous academic year marksheet</li> <li>3. Scanned copy of passbook of the student</li> <li>4. UDID Number or UDID Enrolment number with Disability certificate</li> <li>5. Scanned copy of parental income certificate.</li> </ol> <p><b>Documents required for Top Class Education SwDs</b></p> <ol style="list-style-type: none"> <li>1. Student Photograph</li> <li>2. Self attested previous academic year marksheet</li> <li>3. Scanned copy of passbook of the student</li> <li>4. Receipts of purchase of Aids and Assistive Devices</li> <li>5. UDID Number or UDID Enrolment number with Disability certificate</li> <li>6. Scanned copy of parental income certificate</li> <li>7. Fee receipt of current course year</li> <li>8. Bonafide student of institute</li> <li>9. Computer purchase receipts (if applicable)</li> </ol>
	<p><b>4) National Overseas Scholarship for SwDs</b> (For Master Degree and PhD in foreign universities/ institutes)</p>	<p>1. At present, applications are received offline throughout the year. A portal is being developed for implementation of NOS scheme. Once it is developed, applications will be received online.</p> <p>2. Applications received are examined by Screening Committee and approved by the Selection Committee constituted for the purpose.</p> <p>3. Candidates recommended by the Selection Committee are</p>	<ol style="list-style-type: none"> <li>1. Certificate of Proof of Date of Birth (Birth Certificate or Certificate of Passing X standard)</li> <li>2. UDID Number or UDID Enrolment number with Disability certificate</li> <li>3. Aadhaar Card</li> <li>4. Proof of residence, if the address mentioned in the application is different from the address mentioned in the Voter ID/Aadhaar Card.</li> <li>5. Copy of Certificates and marksheets in support of Educational qualifications</li> <li>6. Income Certificate issued by Revenue Department of the</li> </ol>

<p><b>5) National Fellowship for SwDs</b> (For M.Phil/Ph.D in Indian Universities)</p>	<p>1. From the year 2022-23 onwards, students satisfying the following criteria are selected on the basis of UGC-NET and joint CSIR-UGC-NET examinations conducted by National Testing Agency (NTA):</p> <p>(i) candidate applied for both NET and JRF; and (ii) candidate qualified for NET only.</p> <p>2. Selected candidates are issued offer letters for award of NFPwD fellowship.</p> <p>3. Upon submission of willingness and UDID Number or UDID Enrolment number with Disability certificate, they are issued Award letters.</p> <p>4. NFPwD awardees are required to submit documents to the Nodal Officer of their respective universities/ institutes, who will verify and upload the documents/confirm payments on Canara Bank's Scholarship and Fellowship Management Portal (SFMP).</p> <p>5. After obtaining IFD's concurrence and Administrative approval, Payment files of the candidates are digitally signed by the authorized signatory of the Department on PFMS and fellowship amount are transferred to the respective bank accounts of the scholars through DBT mode.</p>	<p>There is no separate application process for NFPwD scheme.</p> <p>UDID Number or UDID Enrolment number with Disability certificate is mandatory for availing benefits under the scheme.</p>
<p><b>6) Free Coaching for SwDs.</b> (For Preparation of competitive examinations for government jobs and admission to various professional and technical courses)</p>	<p>Scheme is not operational at present. Scheme guidelines are being framed/revised.</p>	<p>Yet to be decided.</p>

6.	<p><b>Skill Development for PwDs under National Action Plan (NAP)</b></p>	<p><b>1. Empanelment:</b>          Consideration of the proposal of applicant organizations by the Screening Committee of the Ministry for empanelment</p>	<p>i.) Application in prescribed format (EOI)</p> <p>ii.) Additional indicative list of supporting documents for information provided in EOI application (available on website of DEPwD) , which may include but not limited to the following:</p> <ul style="list-style-type: none"> <li>(a) Work Orders from Central/State Govt. /NSDC etc. for Skill Training to show experience and affiliation of Organization in skill training.</li> <li>(b) NGO Darpan Id (in case of NGOs)</li> <li>(c) Registration Certificate of the Organization.</li> <li>(d) List of Staff along with their resumes</li> <li>(e) List of candidates trained and placed by organization</li> <li>(f) MOUs/LoIs with placement consultancies/organizations</li> <li>(g) Last 3 years Audited Account report of Organization</li> <li>(h) On-Line Post Placement Tracking Mechanism</li> <li>(i) Docs for Job Outreach activities</li> <li>(j) Details of the previous skill training projects</li> </ul>
		<p><b>2. Project Specific Proposals from empanelled training partners</b></p>	<p>i.) Application in prescribed format (PSP)</p> <p>ii.) Additional indicative list of supporting documents for information provided in PSP application, which may include but not limited to the following:</p> <ul style="list-style-type: none"> <li>(a) Infrastructure detail of proposed training centers</li> <li>(b) Self-declaration from the organization about its non-blacklisted Report</li> <li>(c) Utilization Certificate for GIA received by the Organization from the Department during previous years, if any.</li> <li>(d) Rent/Lease Agreement</li> <li>(e) NEFT mandate form for SAs</li> <li>(f) Self attested CVs of trainers</li> <li>(g) Certificate that the VTC shall stopped if working under DDRS Scheme after Sanction of the Project under NAP</li> <li>(h) Certificate that ETP shall not outsource the training</li> <li>(i) Certificate that ETP is not taking GIA for same trainees from any other source.</li> </ul>

		<p>3. Release of 1<sup>st</sup> installment of grants on receipt of acceptance letter and other documents from ETP prerequisite for 1<sup>st</sup> installment</p>	<p>i.) Request for release of 1<sup>st</sup> installment</p> <p>ii.) Additional indicative list of documents for information for release of 1<sup>st</sup> installment, which may include but not limited to the following:</p> <ul style="list-style-type: none"> <li>(a) Recommendation Certificate of Inspection Team/SCPwD</li> <li>(b) list of training centre locations with capacity</li> <li>(c) list of Infrastructure Facilities available</li> <li>(d) Certified trainer (from domain SSC/SCPwD)</li> <li>(e) List of Beneficiaries batch-wise and trade-wise in prescribed proforma.</li> <li>(f) Three days biometric attendance report of all the candidate</li> <li>(g) Bank details of trainees in the prescribed proforma for DBT.</li> </ul>
		<p>4. Release of 2<sup>nd</sup> installment of grants on completion of training &amp; assessment, certification of trainees and fulfillment of documentary requirement.</p>	<p>i.) Application for release of 2<sup>nd</sup> installment</p> <p>ii.) All the supporting documents for information for release of 2<sup>nd</sup> installment, which may include but not limited to the following:</p> <ul style="list-style-type: none"> <li>(a) Batch details in prescribed proforma</li> <li>(b) Disability certificate/UDID Card of each PwD</li> <li>(c) Assessment result by SCPwD</li> <li>(d) Biometric attendance sheet of all trainees</li> <li>(e) Attendance sheet of each candidate in prescribed proforma</li> <li>(f) Disability wise trainees in prescribed format</li> <li>(g) Bank statement from the date of disbursement of 1<sup>st</sup> installment</li> <li>(h) GFR 12 A format including Audited Statement - Balance Sheet, Income &amp; Expenditure, and Payment &amp; Receipt Statement (Year wise and item wise) with supporting bank statement</li> <li>(i) Job Outreach details in the Prescribed Format</li> <li>(j) Head-wise expense Statement in the Prescribed Format</li> </ul>



			duly approved by CA.
		5. Release of 3 <sup>rd</sup> installment of grants on placement as well as post placement follow up of trainees as per guidelines	<ul style="list-style-type: none"> <li>i.) Application for release of 3<sup>rd</sup> installment</li> <li>ii.) All the supporting documents for information for release of 3<sup>rd</sup> installment, which may include but not limited to the following: <ul style="list-style-type: none"> <li>(a) Job Offer letter to PwD trainees (in case of wage employment)</li> <li>(b) Documentary proof relating to self-employment (in case of self-employment)</li> <li>(c) GFR 12 A format including Audited Statement - Balance Sheet, Income &amp; Expenditure, and Payment &amp; Receipt Statement (Year wise and item wise) with supporting bank statement.</li> </ul> </li> </ul>
7.	Project On Financial Support To Braille Presses (Braille Press Project)	<p>1. For Sanction of New Braille Presses/Capacity Augmentation/Modernization of existing Braille presses:</p> <ul style="list-style-type: none"> <li>i) Non Governmental Organizations will forward the complete proposal through District Social Welfare Officer/Disability Officer/ State Govt.</li> <li>ii) The proposal will be scrutinized by the Nodal Agency i.e. NIEPVD according to the eligibility criteria and on submission of complete proposal with requisite details.</li> <li>iii) The Nodal Agency will constitute a team of expert committee to inspect the organization. The inspection team will submit its inspection report along with their recommendation to Nodal Agency which will be forwarded to DEPwD.</li> <li>iv) The inspection report along with the project details will be placed before the screening committee for consideration and approval of the project.</li> <li>v) The Non-Recurring GIA will be released to the organization by the nodal agency after approval of the project and sanction of the grant by DEPwD.</li> </ul> <p>2. For release of Recurring grant to 'functional and approved</p>	<ul style="list-style-type: none"> <li>i.) Proposal in the prescribed format;</li> <li>ii.) Recommendation letter from the Department of Social Welfare of the concern state government (in case of NGO)</li> <li>iii.) Recommended by the head of the institution in case of Universities;</li> <li>iv.) Registration of Private NGOs under Registrar of Societies of the State;</li> <li>v.) Registration of the Private NGOs on the NGO Portal of the NITI Aayog;</li> <li>vi.) Recommendation of the State Government in case of Private NGOs;</li> <li>vii.) Recurring grants are released based on the information and details submitted in the prescribed format.</li> <li>viii.) Audited Accounts of the organisation for the last two years. The accounts shall comprise of (i) Income &amp; Expenditure Statement (ii) Receipt and Payment Statement (iii) Balance Sheet (iv) Auditors Report.</li> <li>ix.) List of staff/employees engaged in the production of Braille pages</li> <li>x.) List of beneficiaries of last two years as per the prescribed format</li> <li>xi.) Registration as per provisions under the Rights of Persons with Disabilities Act, 2016</li> </ul>

Braille Presses’:

i) The implementing organizations of functional and approved Braille press will submit the proposal seeking recurring financial assistance along with details of visually impaired school going children who have benefited under this project during particular financial year in the prescribed format

ii) Recurring grant at the approved rate for number of Braille pages printed and provided free of cost to the visually impaired school going children of class I to XII during a financial year will be paid to the concerned organization which includes cost of paper, proof reading, editing, formatting, printing, binding and dispatch cost. Separate record of Braille pages printed and provided free of cost to visually impaired school going children should be kept by the concerned organization.

iii) Recurring financial assistance will generally be in the form of reimbursement for previous year based on the actual figure of number of pages printed and provided free of cost to visually impaired school going children of class I to XII. However, if the concerned organization submits the concrete proposal for recurring financial assistance along with definite number of beneficiaries i.e. visually impaired school going children of class I to XII who are to be provided free of cost text books and other course material, the financial assistance may be considered during the current year also in installments.

3. Proposals for Grant-in-Aid (both Recurring and Non-recurring) will be considered by the Screening Committee with following composition:

a)	Joint Secretary/Deputy Director General (DDG) dealing with this project in the DEPwD	Chairman
b)	Director, NIEPVD	Member
c)	Deputy Secretary/Director (Finance), DEPwD	Member

		d)	One expert to be nominated by the Chairman	Member	
		e)	Deputy Secretary/Director, DEPwD handling this Project	Member Secretary	
8.	<p><b>Bilateral Agreements with Government of India Germany, Sweden, Switzerland, U.K., U.S.A** for receiving duty free Foreign Gifts/ Goods.</b></p> <p><b>** The process to terminate bilateral agreement with Government of USA has been initiated.</b></p>	1.	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.		<p>i.) Memorandum of Association</p> <p>ii.) Registration Certificate duly attested by Gazetted officer</p> <p>iii.) Audited income and expenditure account statement for the last three years.</p> <p>iv.) Details of activities of the organization duly certified by the concerned State Government/ Administrative Ministry</p> <p>v.) Donor's letter and relationship with Donor</p> <p>vi.) Details of goods proposed to be received by and their likely use in terms of area and the clientele</p> <p>vii.) The position of the Governing Body of the organization along with details of the members.</p> <p>viii.) A note on the aims and objectives of the organization along with details of field activities.</p> <p>ix.) The organizational set up along with details like names, address, telephone number, etc of the functionaries' upto the field level delivery.</p>
		2.	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.		
		3.	ALIMCO is the implementing agency for ensuring the same. The recipient organization shall give an undertaking to the Assistant commissioner of Customs stating that it would furnish from the State Govt. concerned or from person or institution specified by the Central Board of Excise and Customs within six months from the date of imposition of the said goods or the extended period as allowed by the Commissioner, a certificate stating that the said goods have been distributed to the poor and needy, free of cost without any discrimination.		

S.No.	Service Transaction	Process	Documents Required	Timeline
9. (a) (i)	Unique Disability Identification UDID Project with a view to create a national data base for Persons with Disabilities (PwDs) and also to issue unique.	Steps to Generate Disability Certificate as well as UDID Card: - I. Apply online II. Application Scrutiny (Verify) III. Refer to specialist for assessment IV. Update assessment detail by concerned specialist V. Assign medical board after assessment. VI. Update medical board Recommendation by medical board VII. Approval of disability percentage VIII. Generate disability certificate & UDID Card IX. Transfer UDID Card Data to Print Agency X. UDID Card Dispatch	NIL	State Govt. have been mandated to generate UDID cards after due assessment of % and type of disability.
9. (ii)	After the generation of UDID cards by the concerned medical authorities of States/UTs govt., the Department of Empowerment of Persons with disabilities ensures delivery of UDID cards through speed post.	The UDID card is delivered only after generation by concern notified medical authorities of States/UTs		30 Days

Requirement of Service Standards for the year: 2023-24

S.No.	Service Transaction	Process	Documents Required
9 (b)	<ul style="list-style-type: none"> <li>• Making UDID cards for Persons with Disabilities.</li> <li>• Print and Dispatched UDID card to Persons with Disabilities.</li> </ul>	<ul style="list-style-type: none"> <li>• The District Medical Authorities are required to verify and grant/approve certificate of disability as well as UDID card based on the assessment of disability.</li> <li>• After generation of UDID cards, printing agency print the card and dispatch to the address of PwDs.</li> </ul>	<ul style="list-style-type: none"> <li>I. Photo of PwDs</li> <li>II. Disability Certificate (if available)</li> <li>III. Identity and address proof</li> <li>IV. Signature of PwDs</li> </ul>

**5. Requirements of Service Standards for the year: 2023-24**

S.No.	Service/Transaction	Success indication	Indicative Timeline
1.	ADIP Scheme: Release grant- in- aid to the various implementing agencies (NGOs/VOs) for providing aids and assistive devices to eligible divyangjans.	<b>Ongoing Case:-</b> (i) Time taken to examine the proposal on receipt on e-Anudaan Portal with recommendation of the State Government and issue of deficiency letter if required.	15 days
		(ii) Time taken to release of funds if proposal is completed in all respects.	45 days
		<b><u>New Cases:-</u></b> (i) Time taken to examine the proposal on receipt on e-Anudaan Portal with recommendation of the State Government and issue of deficiency letter if required.	15 days
		(ii) Time required for consideration of the recommendation of the State Govts. by the Screening Committee of the Department if proposal is completed in all respect.	90 days
		(iii) Time taken to release the funds after the approval of the Screening Committee.	45 days
1 (A).	Aids & Assistive devices through ARJUN Portal	Time to be taken by the Implementing agency for providing aids & assistive devices to the Divyangjan after completion of assessment.	30 days

2.	DDRS Release of grant in -aid to NGOs and other implementing agencies for providing education and vocational training and rehabilitation of persons with disabilities	Time taken to process <b>Ongoing Cases</b> on receipt	90 days
		In <b>New Cases</b> , time required for consideration of the recommendation of the State Government by the Screening Committee of the Ministry	90 days
		Time taken to release the funds after the approval of the Screening Committee	45 days
3.	Release of Grant-in-aid to various bodies set up by the Central and State Governments under SIPDA Schemes particularly relating to rehabilitation and provision of barrier-free access	Time taken to release the grant in aid on receipt of proposals from implementing agencies, complete in all respects & after the approval of competent authority	60 days
4.	Release of grants to Nine 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	Generally grants are released to NIs and CRCs on quarterly basis in minimum 04 installments in a year.	30 days from the receipt of proposal
5.	Scholarship for SwD's 1) Pre-Matric Scholarship for SwDs 2) Post-matric Scholarship for SwDs 3) Top class scholarship for SwDs	1. Registration/Enrolment of Students on National Scholarship Portal	60 days
		2. Verification of application by institute/State Nodal Officer	30 days
		3. Generation of Merit list and payment files	14 days
		4. Visibility of payment files in PFMS portal for State Nodal Officer signature	2 days
		5. Digital signing of payment files	14 days
		6. visibility of payment files in PFMS Portal for Programme Division/Ministry	2 days
		7. Obtaining concurrence of IFD for payment of scholarship amount	7 days

		8. Obtaining of administrative approval and preparation of sanction letters	7 days
		9. Digital signing of payment files, lodging of bill in P&A Office	7 days
	4) National Overseas Scholarship	1. Registration/application of students on National Overseas online portal	30 days
		2. Scrutiny of applications by Screening Committee and final selection by Selection committee	3 months
		3. Issuance of Award letters after final selection	15 days
	5) National fellowship for PwDs	1. Issuance of Offer letters to selected candidates after receipt of master data from NTA/UGC/CSIR	15 days
		2. Issuance of Award letters to the selected candidates upon receipt of willingness/UDID No. (or UDID enrolment no. along with Disability certificate)	30 days
	6. Free Coaching for SwDs	Scheme is not operational at present. Scheme guidelines are being framed/revised	Yet to be decided.
6.	Skill Development for PwDs under NAP	1. Processing of the Expressions of Interest (EOI and PSP) for empanelment and consideration by the Screening Committee of the Ministry	90 days
		2. Processing concurrence of IFD on 1 <sup>st</sup> installment for Grant-In-Aid	15 days
		3. Issue of in principal approval to commence training after IFD concurrence and administrative approval	3 days
		4. Release of 1 <sup>st</sup> installment of Grant-in-Aid after obtaining 3-day. Attendance records and verifying commencement of training	7 days
		5. Process for concurrence of IFD on 2 <sup>nd</sup> installment for Grant-in-Aid after information for completion of training, assessment & certification post receipt of requisite documents from the ETP	15 days
		6. Release of 2 <sup>nd</sup> installment of Grant-in-Aid after IFD concurrence and approval of competent authority	5 days
		7. Obtaining concurrence of IFD on 3 <sup>rd</sup> installment for Grant-in-Aid after information of placement/post placement follow up and on receipt of requisite documents from the ETP	15 days

		8. Release of 3 <sup>rd</sup> installment of Grant-in-Aid after IFD concurrence and approval of competent authority	5 days
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## 6. Contact Persons

S.No.	Name & Designation	Email	Phone No.
1.	<b>ADIP Scheme</b> Shri S.C. Tamta Deputy Secretary	sc.tamta@nic.in	011-24361379
2.	<b>DDRS</b> Director Dr. Honareddy N.	honnareddy.n@gov.in	011-24365027
3.	<b>SIPDA Scheme</b> Director Dr. Honareddy N.	honnareddy.n@gov.in	011-24365027
4.	<b>National Institutes</b> Shri Vineet Singhal, Director	vineet.singhal17@gov.in	011-24364391
5.	<b>Scholarship Schemes</b> Shri Mrityunjay Jha, Deputy Secretary	mrityunjay.jha@nic.in	011-24369045
6.	<b>Skill Development for PwDs</b> Shri S.K. Mahto, Deputy Secretary	sk.mahto@nic.in	011-24362127
7.	<b>Establishment, modernization, capacity augmentation of Braille Presses</b> Mrs. Meena Kumari Sharma Deputy Secretary	meena.sharma@nic.in	011-24369066
8.	<b>Bilateral agreements on the supplies of foreign gift Goods</b> Shri Anupam Shukla, Under Secretary	anupam.shukla@nic.in	011-24361445
9.	<b>UDID Project</b> Shri Vineet Singhal, Director	vineet.singhal17@gov.in	<b>011-24364391</b>
10.	<b>Research and Development</b> Shri R.K. Yadav, Joint Secretary	jsda-msje@nic.in	011-24369056

## 7. Nodal Officer for Citizen Charter

S. No	Name of the Nodal Officer	Landline Number	E.Mail
1.	Shri Mrityunjay Jha, Deputy Secretary	011- 24369045	mrityunjay.jha@nic.in

## 8. Public Redress Mechanism



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

S. No	Name of the Public Grievance Officer	Landline Number	E Mail	Mobile Number
1.	Mrs. Meena Kumari Sharma, Deputy Secretary	011-24369066	meena.sharma@nic.in	9818398001

### 9. Nodal Officer for RTI

S. No	Name of the Nodal Officer	Landline Number	E Mail	Mobile Number
1.	Shri Arun Kumar Mandal, Under Secretary	011- 24369046	arunkumar.mandal@gov.in	9968294402

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

[disabilityaffairs.gov.in/content/page//faq.php](http://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.	<a href="http://www.rehabcouncil.nic.in">www.rehabcouncil.nic.in</a> <a href="mailto:msrci-msje@nic.in">msrci-msje@nic.in</a> Phone : 26537381
2.	Chief Commissioner for Persons with Disabilities (CCPD)	5 <sup>th</sup> Floor, National Institute of Social Defence (NISD) Building, Plot No. G-2, Sector 10, Dwarka, New Delhi-110075.	<a href="mailto:ccpd@nic.in">ccpd@nic.in</a> Phone; 20892364, 20892275
3	National Trust for the Welfare of Persons with Autism, Cerebral Palsy, Mental Retardation and Multiple	6 <sup>th</sup> Floor, National Institute of Social Defence (NISD) Building, Plot No. G-2, Sector 10, Dwarka, New Delhi-110075.	<a href="http://www.thenationaltrust.gov.in">www.thenationaltrust.gov.in</a> <a href="mailto:contactus@nationaltrust.in">contactus@nationaltrust.in</a> Phone : 20897959

	Disabilities (NT)		
4	Artificial Limbs Manufacturing Corporation of India (ALIMCO)	G.T.Road, Kanpur, Uttar Pradesh-208016	<a href="http://www.artlimbs.com">http://www.artlimbs.com</a> 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.	<a href="http://www.nhfdc.org">http://www.nhfdc.org</a> nhfdc97@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	<a href="http://www.iphnewdelhi.in">http://www.iphnewdelhi.in</a> <a href="http://www.iphdelhi.in">www.iphdelhi.in</a> 011- 23232403
7	Swami Vivekanand National Institute of Rehabilitation, Training & Research (SVNIRTAR)	P.O. Bairoi, Distt. Cuttack, Orissa-754010	<a href="http://nirtar.nic.in">http://nirtar.nic.in</a> , <a href="mailto:nirtar@ori.nic.in">nirtar@ori.nic.in</a> 0671-2805552, 2805856
8	National Institute for Locomotor Disabilities (NILD), Kolkata	B.T. Road, Bon-Hoogly, Kolkata 700090 West Bengal	<a href="http://www.nioh.in">http://www.nioh.in</a> , <a href="mailto:director@nioh.in">director@nioh.in</a> / <a href="mailto:mail@nioh.in">mail@nioh.in</a> 033- 25311248, 25310789
9	National Institute for the Empowerment of Persons with Visual Disabilities (NIEPVD), Dehradun	116 Rajpur Road, Dehradun, Uttaranchal-248001	<a href="http://www.nivh.org.in">http://www.nivh.org.in</a> <a href="mailto:anuradhamohit@gmail.com">anuradhamohit@gmail.com</a> 0135- 2744491
10	Ali Yavar Jung National Institute of Speech and Hearing Disabilities (AYJNISHD), Mumbai	K.C. Marg, Bandra (West), Mumbai-400050 Maharashtra	<a href="http://ayjnihh.nic.in">http://ayjnihh.nic.in</a> , <a href="mailto:ayjnihhmum@gmail.com">ayjnihhmum@gmail.com</a> 022- 26422638
11	National Institute for the Empowerment of Persons with Intellectual Disabilities (NIEPID), Secunderabad	Manovikas Nagar, Secunderabad -500009 Telangana	<a href="http://www.nimhindia.org">http://www.nimhindia.org</a> <a href="mailto:director.nimh@gmail.com">director.nimh@gmail.com</a> 040-27759267
12	National Institute for Empowerment of Persons with Multiple Disabilities (NIEPMD)	East Coast Road, Muttukadu, Kovalam Post, Tamil Nadu-603112	<a href="http://niepmd.in.nic.in">http://niepmd.in.nic.in</a> <a href="mailto:niepmd@gmail.com">niepmd@gmail.com</a> 044- 274721404
13	Indian Sign Language Research and Training Centre (ISLRTC), New Delhi	Module No. 403-405, 4 <sup>th</sup> Floor, NSIC Business Park, Okhla Industrial Estate New Delhi.	<a href="mailto:islrtnewdelhi@gmail.com">islrtnewdelhi@gmail.com</a> 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 <a href="https://nimhr.ac.in">https://nimhr.ac.in</a> 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.

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