



No. P-13013/95/2023-UDID/IT/Statistics
Government of India
Ministry of Social Justice & Empowerment
(Department of Empowerment of Persons with Disabilities)

Standard Operating Procedure (SOP) for appeal for re-assessment as per Section 59 of Rights of Persons with Disabilities (RPwD) Act on UDID portal (www.swavlambancard.gov.in)

(Effective from 1st July 2024)

About UDID Project: The objective of the “Unique Disability ID (UDID)” project is to create a National Database for all Persons with Disabilities (PwDs) along with their socio-economic details. The project also facilitates the issuance of a UDID card to all “Divyangjan” through a single online portal across all States/UTs in India.

Purpose: The purpose of this Standard Operating Procedure (SOP) is to articulate the steps involved in providing the mechanism of appellate authority to PwDs as per Section 59 of the Rights of Persons with Disabilities (RPwD) Act on the UDID portal (www.swavlambancard.gov.in). Appeal for reassessment can be filed by an applicant if she/he is aggrieved due to:

- a. In case of application is rejected before assessment due to defective documents or not appearing before Medical Board as the case may be, the PwD need not follow appeal process but can apply afresh on **swavlamban** portal any time after this rejection.
- b. Application rejected after assessment.
- c. UDID received but not satisfied by disability type, percentage, validity date or both.

1. Visit the UDID portal www.swavlambancard.gov.in.

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2. On the home page, login to your dashboard by entering the following details - UDID Number/Enrolment number, Date of Birth, captcha and click on the login button (OTP based).
 3. Upon successful login into dashboard of individual PwD, the user needs to click on the option "**apply for review of decision**" and mention the ground of appeal. Any person aggrieved with the decision of the Certifying authority may appeal against such decision within **90 days** from the date of issue of Card. After that this option will not appear in the dashboard.
 4. On receipt of an appeal, the application will reflect on the dashboard of appellate medical board as decided by state/UTs, as mentioned in para 5 below. Each State/UT is to issue order for notifying appellate authority. The appellate authority shall decide the appeal within such time as may be prescribed by State.
 5. The "appellate authority" for the purpose of online disposal of "appeal request" may be one of the below options:
 - a. *Same notified medical authority (hospital) in which original assessment was done but with different members in the medical Board.*

or

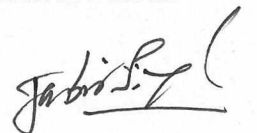
 - b. *A cluster of 4-5 adjacent districts may be created and appeal cases of one district may be forwarded to another district within cluster, as decided by state/UT govts.*
- or
- c. *Appeal hospital may be another hospital of the same district/city which is authorised to issue UDID/disability certificate by respective State/UT government.*

The opinion of the Medical Board which conducted the second assessment would be considered final even if the assessment during appeal is not found favourable to PwD or in



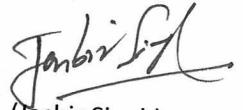
contrast to the original assessment. In this regard, provision shall be made in software to ensure "appeal option" is exercised only once.

6. While filing online appeal request on UDID portal, a confirmation shall be taken from applicant PwD regarding status of receipt of UDID card. An option "whether card is received" would be provided to PwD with answers- (Yes/No)
 - a. If "yes" is chosen by applicant, a message will flash on screen advising applicant that it is compulsory to carry old card at second assessment time. While appearing before Appellate medical Board, PwD will surrender his/her original [generated after 1st assessment] UDID card (if received). Medical authority, on receipt of such card, will cause to destroy the said cards to prevent misuse.
7. Once, application of appeal is processed by Appellate medical Board and revised card issued, in the database, original disability record will be made inactive in the portal automatically.
8. The Superintendent/Chairman, Appellate Medical Authority may co-opt private experts/Specialists whenever required from Government and Private Establishments as provided in the revised disability assessment guidelines of 2024 dated 12.03.2024 published in the Gazette of India on 14.03.2024.
9. After issuance of the online UDID card and disability certificate by appellate authority online, the data will be shared by DEPwD with the printing agency.
10. After receiving data, the Printing Agency will print the UDID card and dispatch it to the address of PwD through speed post. PwD will also be able to track his/her status of UDID cards sent through speed post on his/her dashboard.
11. If during the medical assessment by appellate board, candidate once rejected is again rejected, a detailed diagnosis report stating the reason of rejection shall mandatorily be recorded on Portal by Chairperson of Appellate Board. The details of rejection will reflect on the rejection certificate of the PwD, which he/she may access/download through his/her dashboard.



Note:

- i. Please note that in case of correction in Name, date of birth, photo, address etc. appeal mechanism is not required. The PwD can use online mechanism after login into swavlamban portal and re-assessment is not required.
- ii. This SoP is only for original disability certificate & UDID card related grievances. A separate SoP is being issued for appeal against the decision of medical board in case PwD applies for Higher education and government jobs etc. through the PwD reservation quota.
- iii. All offline practices of appeal in a State/UT shall stop once that State/UT moves to online appeal process.



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Under Secretary to the Government of India
Date 19th June, 2024