

File No. P-13013/36/2025-UDID/IT
Government of India
Ministry of Social Justice & Empowerment
Department of Empowerment of Persons with Disabilities (Divyangjan)

Dated: 20th August 2025

SOP for utilising bulk messaging facility to UDID beneficiaries using UDID portal

1. Applicant organisation/individual/NGO will submit an email request to UDID section, DEPwD at Email ID: anand.51@gov.in, manish.mishra13@nic.in with following details for sending bulk messages through UDID portal.
 - a. Text of message: (Max 160 characters in English or 70 characters in Hindi/other languages with at least 2 variable fields like date, name etc per message) :
 - b. Names of districts/ states where message to PwD will be sent:
 - c. Age range of PwD receivers:
 - d. Disability type(s) of receivers:
 - e. Disability percent range of PwD receivers:
 - f. Any specific gender only message: (pl mention)
 - g. Message to UDID generated cases only or include pending cases also:
 - h. Send to Aadhaar E-KYC done applicant only or to all:
 - i. Requesting organisation/individual name, Phone no, email ID:
2. UDID cell, DEPwD will examine the count of such beneficiaries with phone numbers available in database (*UDID cell does not verify authenticity of mobile numbers declared by applicant*) and intimate cost to applicant organisation by email to make payment through BHARATKOSH portal to Consolidated Fund of India (CFI).
3. Applicant organisation/individual/NGO will MAKE PAYMENT ON Bharatkosh portal by :
 - (i) Login to Bharatkosh portal as unregistered user
 - (ii) Choose ministry name: Social Justice and empowerment
 - (iii) PRESS search BOTTON
 - (iv) Choose purpose –“ DEPOSIT OF UNSPENT GIA BALANCE PERTAINING TO CURRENT FINANCIAL YEAR (SIPDA-GIA-GENERAL)”
 - (v) Make payment and download receipt and email to DEPwD



4. UDID section will cause to send bulk sms duly taking DLT approval. It may take 2 days time.
5. A line of confirmation will be sent to applicant organisation after sending bulk message with following details:
 - a. Date of sending bulk SMS:
 - b. Number of beneficiaries whom SMS delivered:
 - c. Number of beneficiaries whom bulk message failed due to any reason
6. No refund shall be claimed by applicant organisation for failed messages due to wrong phone number given in database although some checks have been placed in portal to prevent entry of invalid phone numbers.



(Manish Kumar Mishra)
Under Secretary to Government of India