

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 Rejection of Applications and Handling Rejected Applications through the UDID Portal (www.swavlambancard.gov.in)

1. About UDID Project

1.1 The Unique Disability ID (UDID) Project is an initiative of the Department of Empowerment of Persons with Disabilities (Divyangjan), Ministry of Social Justice & Empowerment, the Government of India, aimed at creating a National Database of Persons with Disabilities. The project provides a centralized online platform—UDID Portal (www.swavlambancard.gov.in)—where medical authorities notified by State/UT Governments are onboarded for issuing Disability Certificates and UDID Cards. These are issued based on the evaluation of disability type(s) as mandated under Notification No. 1736(E) dated 05.05.2021 and the Rights of Persons with Disabilities (Amendment) Rules, 2024.

1.2 Purpose

The purpose of this Standard Operating Procedure (SOP) is to outline the circumstances under which applications submitted for issuance of Disability Certificates/UDID Cards may be rejected and to provide the procedure for handling such rejected applications through the UDID Portal by authorized hospitals or medical authorities.

1.3 Circumstances under which applications can be rejected

An application for issuance of Disability Certificate/UDID Card may be rejected under the following circumstances:

- (i) Where, after assessment, the certificate issuing authority/Medical Board concludes that no disability has been diagnosed in the applicant.
- (ii) Where the applicant does not appear for assessment despite at least five (5) attempts spread over two (2) months through phone calls made by issuing authority and SMS sent via the UDID Portal or communicated via email.
- (iii) Where the applicant has expired.



1.4 Intimation of Rejection and Procedure for Handling Rejected Applications

(a) In cases covered under circumstance (i) above, where an applicant is found ineligible for issuance of Disability Certificate/UDID Card after assessment, the medical authority shall convey the reasons for rejection in Form-VIII through the UDID online platform. The form will be generated automatically immediately after rejection and will be available on dashboard of applicant for download. No rejection letter shall be issued separately.

In case, not satisfied with the decision, the aggrieved applicant may file an appeal within ninety (90) days of such rejection using the appellate mechanism prescribed under Section 59(1) of the Rights of Persons with Disabilities Act, 2016.

(b) In cases covered under circumstance (ii) above, a formal intimation shall be sent to the applicant on the registered mobile number or email ID through SMS/email. No rejection letter shall be issued in such cases. However, attempts made by the hospital/certificate issuing authority to nudge the applicant to visit the hospital for assessment shall be recorded on portal by card issuing authority and will be visible to the applicant in the PwD login dashboard.

(c) In cases covered under circumstance (iii) (death of the applicant), no rejection letter shall be issued, and only system-level closure shall be undertaken by certificate issuing authority/hospital.

1.4.1 Provision for Re-Application After Appeal

In circumstances (i) above, where the applicant has filed an appeal under Section 59 of the RPwD Act and no action has been taken by the appellate authority within three months from the date of appeal, the applicant may apply afresh by providing the enrollment/application number of the rejected application.

The UDID Portal shall auto-validate the enrollment/application number of the rejected application along with other prescribed details; and automatically remove the rejected application from the system, thereby enabling the applicant to reapply on the UDID Portal.



In circumstance (ii), the applicant may apply afresh by providing the enrollment/application number of the rejected application for system validation.

1.5 Withdrawal of earlier SoP

The earlier Standard Operating Procedure No. P-13013/95/2023-UDID/IT/Statistics dated 29.10.2024 for handling rejected applications stands withdrawn with effect from the date of issuance of this revised SOP i.e., 18.02.2026 .

1.6 MIS Reporting

A separate tab under the MIS section of the UDID Portal shall be made available to access and monitor the number of applications rejected by the certificate-issuing authorities.



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To:

All Concerned for necessary action through UDID portal/website of the Dept.