



CITIZENS CHARTER

2019-20

**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://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 Department of Disability Affairs to ensure greater focus on policy matters to effectively address disability issues and to act as a nodal Department for greater coordination among stakeholders, organizations, State Governments and related Central Ministries. According to the Notification dated 14.05.2016 the Department has been renamed as Department of Empowerment of Persons with Disabilities (DIVYANGJAN) (DEPwD(D)).

2. Vision & Mission

Vision: An inclusive society in which equal opportunities are provided for the growth and development of persons with disabilities to lead productive, safe and dignified lives.

Mission: To empower its target group namely, Persons with Disabilities, through legislation/policies/programmes/schemes for their empowerment and development.

Physical rehabilitation: Services like early detection and intervention, counseling and medical rehabilitation. Research and Development for technological advancement for Persons with Disabilities (PwDs).

Increasing accessibility through supply of aids and assistive devices

Educational Empowerment

Economic empowerment through skill development and financial assistance

Social Empowerment

Development of rehabilitation professionals/personnel

Advocacy and awareness generation.

3. Main Services/Transaction

The Department has no field set-up of its own. Therefore, all the Schemes/Programmes of the Department are implemented, as per the guidelines/standing instructions, through the following agencies:

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

4. Service/Transaction

S.No	Services/Transaction	Process	Documents Required
1.	<p>Assistance to Disabled Persons for Purchase/Fitting of Aids and Appliances (ADIP) Scheme: Release of grant-in-aid through various implementing agencies (NGOs/NIs/DDRCs/ALIMCO/State Handicapped Development Corporation/other local bodies) for physical rehabilitation of persons with disabilities through provision of assistive aids and appliances</p>	<p>1. Communication of Notional Allocation to the States/UTs</p> <p>Ongoing Cases</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>New Cases</p> <p>3. Consideration of the recommendation of the State Govt./UT Adms. 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 NGOs/VOs through e-Anudaan Portal.</p> <p>(iii) Recommendation of State Government in the case of NGOs/VOs/ State Govt. Organizations.</p> <p>(iv) Copy of Registration under PwD/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, 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.</p> <p>(ix) In case of second installment, 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</p>

			<p>the previous grant.</p> <p>(xi) Bond /PSR/ Bank details with clear RTGS /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.</p>
2.	<p>Deendayal Disabled Rehabilitation Scheme (DDRS): Grant-in-aid is provided to Non-Governmental Organizations (NGOs) 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"> 1. Release of grants with the approval of competent authority on receipt of complete proposals from State Governments along with their recommendations New Cases 2. Consideration of the recommendation of the State Govt./UT Admns. by the Screening Committee of the Ministry 3. Release of grants with the approval of Competent Authority 	<ol style="list-style-type: none"> i). Recommendation from State Government ii). Inspection Report iii). PwD Certificate iv). Rent agreement v). List of beneficiaries vi). List of Staff vii). MoU viii). Annual Report/ Budget/ Accounts ix). Management committee x). Authorization Letter xi). Resolution xii). Indemnity Bond
3.	<p>Scheme for Implementation of Persons with Disabilities Act (SIPDA) : Release of Grant-in-aid to various bodies set up by the Central and State Governments to support implementation of</p>	<p>Release of grants on:</p> <ol style="list-style-type: none"> i). Receipt of proposals from States/UTs, complete in all respects ii). Obtaining IFD concurrence iii). Seeking approval of competent authority 	<ol style="list-style-type: none"> i). UCs of the grants released earlier ii). Complete proposal from the State Governments; etc. iii). Cost Estimates for the construction work duly prepared by an officer not less than the Executive Engineer of CPWD/PWD. (iv) Recommendation of

	the provisions of the Rights of the Persons with Disabilities Act, 2016, particularly relating to rehabilitation and provision of barrier-free access.		the State Government to the proposal sent by the State Government or by other organizations universities, etc under the State Government.
4.	Release of grants to eight National Institutes (NIs) (autonomous bodies under the Ministry) for developing human resource development in different types of disabilities, rendering rehabilitation services to persons with disabilities and undertaking research and development in disabilities.	Release of grants on: i). Receipt of proposals from NIs, complete in all respects, indicating budget requirement ii). Obtaining IFD concurrence iii). Seeking approval of competent authority	UCs of the grants released earlier along with audited accounts of the previous year
5.	Scholarship for Students with Disabilities (SwDs): (i) Pre-Matric for SwDs (ii) Post Matric for SwDs (iii) Top Class Education for SwDs (iv) National Fellowship for SwDs (v) National Overseas Scholarship for SwDs (vi) Free Coaching for SwDs.	i) Inviting application of Scholarships of Pre-matric, Post Matric , Top Class Education on National Scholarship Portal and National Fellowship on UGC Portal. The applications for National Overseas Scholarship and Free Coaching are invited offline ii) Release of scholarship amount to students through DBT mode in respect of all the six scholarships through PFMS portal. iii) Obtaining IFD concurrence for release of scholarship amount iv) Obtaining Administrative approval of competent authority v) Issue of sanction for release of scholarship amount	i) Recommendation for scholarship from School/Institutes/ State Governments, for scholarships being implemented on National Scholarship Portal ii) Selection of candidates by UGC for National Fellowship iii) Screening and Selection Committee for empanelment of agencies for Free Coaching iv) Screening & Selection Committee for selection Committee for selection of SwDs for National Overseas Scholarship

6.	Skill Development for PwDs under National Action Plan (NAP)	<ol style="list-style-type: none"> 1. Consideration of the proposal of applicant organisations by the Screening Committee of the Ministry for empanelment 2. Inviting Project specific proposals from empanelled training partners along with State Govt. recommendation 3. Release of 1st installment of grants with the approval of competent authority on receipt of complete proposals from empanelled training partners along with State Government recommendation and commencement of training 4. Release of 2nd installment of grants with the approval of competent authority on completion of training & assessment & certification of trainees 5. Release of 3rd installment of grants with the approval of competent authority on placement as well as post placement follow up of trainees 	<ol style="list-style-type: none"> i). Recommendation from State Government ii) NGO Darpan Id (in case of NGOs) iii) Registration Certificate iv). Beneficiary list v). PwD Certificate vi). Rent agreement vii). List of Staff along with their resumes viii) List of previously placed trainees ix). MOUs with placement consultancies/organizations x). Annual Report/ Budget/ Accounts xi). Management committee xii). Acceptance Letter xiii). Infrastructure Report xiv). Indemnity Bond xv) Utilization certificates of previously received grants from Ministry xvi) Expenditure Statement
7.	Central Sector Scheme of support for “Establishment, modernization, capacity augmentation of Braille Presses”	<ul style="list-style-type: none"> • Advertisement is released on national daily newspapers inviting proposals from State Governments/ Private NGOs/ Institutions like Universities for establishment of new Braille Press under the Scheme; • National Institute for Empowerment of Persons with Visual Disability (NIEPVD), which is the Nodal Agency of the Scheme, verify the applications received. 	<ul style="list-style-type: none"> • Proposal in the prescribed format; • In case of State Governments, recommended by the Principal Secretary of the Deptt. of Social Welfare; • Recommended by the head of the institution in case of Universities; • Registration of Private NGOs under Registrar of Societies of the State; • Registration of the

		<ul style="list-style-type: none"> • An inspection is carried out by the Inspection Team of NIEPVD on eligible applicants to confirm the following:- <ul style="list-style-type: none"> ○ Availability of prescribed space for installation of Braille Press; ○ Availability of staff for running the Braille Press ○ Audited Accounts of the organization. • Based on the merit of the inspection report and its recommendation, the Screening Committee of the Scheme releases 50% of the Grants in Aid (GIA) as the first instalment of the cost of Braille Press to the applicant through the Nodal Agency. • The second instalment of the GIA is released based on the post-installation inspection report of the Inspection Team. The Scheme also has the provision for reimbursement of cost involved in printing of Braille materials for Sarva Shiksha Abhiyan/Rasthriya Madhyamik Shiksha Abhiyan 	<p>Private NGOs on the NGO Portal of the Niti Aayog;</p> <ul style="list-style-type: none"> • Recommendation of the State Government in case of Private NGOs; <p>Before release of GIA to the Private NGOs, the Private NGO has to submit a bank guarantee equal to the GIA as per GFR Rules, 2017.</p>
8.	Bilateral Agreements of Government of India Germany, Sweden , Switzerland, U.K., U.S.A. on the supplies of Foreign Gift Goods	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	i. Memorandum of Association ii.Registration Certificate duly attested by Gazetted officer iii. Audited income and expenditure account statement for the last three years. iv. Details of activities of the organization duly certified by the

		<p>agencies like Red Cross and social welfare agencies.</p> <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.</p> <p>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.</p>	<p>concerned State Govt./ 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>
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5. Requirements of Service Standards for the year : 2019-20

S.No.	Service/Transaction	Success indication	Indicative Timeline
1.	ADIP Scheme: Release grant- in- aid to the various implementing agencies (NGOs/NIs/DDRCs/ALI MCO/State Handicapped Development Corporation/other local bodies) for physical rehabilitation of persons with disabilities through provision of assistive aids and appliances	Time taken to process Ongoing Cases on receipt	60 days
		Time required in communication of Notional Allocation to the States/UTs on receipt of BE for the year	30 days
		In New Cases , time required for consideration of the recommendation of the State Govts. by the Screening Committee of the Ministry	90 days
		Time required in communication of release to the States/UTs on receipt of BE for the year	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 mental disabilities	Time required in communication of Notional Allocation to the States/UTs on receipt of BE for the year	60 days
		Time taken to process Ongoing Cases on receipt	90 days
		In New Cases , time required for consideration of the recommendation of the State Govts. by the Screening Committee of the Ministry	60 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 eight NIs (autonomous bodies under the Ministry) for developing human resource development in different types of disabilities, rendering rehabilitation services to persons with disabilities and undertaking research and development in disabilities	Time taken to release the grants on receipt of proposals from NIs, complete in all respects and after the approval of competent authority	60 days
5.	Scholarship for SwD's (i) Pre-Matric Scholarship for SwDs (ii) Post-matric Scholarship for SwDs (iii) Top class scholarship for SwDs	i)Registration/Enrolment of Students on National Scholarship Portal	120 days
		ii) Verification of application by institute/State Nodal Officer	30 days
		iii) Generation of payment files	7 days
		iv) Visibility of payment files in PFMS portal for State Nodal Officer signature	2 days
		v) Digital signing of payment files	7 days
		vi) visibility of payment files in PFMS Portal for Programme Division/Ministry	1 days
		vii) Obtaining concurrence of IFD for payment of scholarship amount	7 days
		viii) Obtaining of administrative approval and preparation of sanction letters	7 days
		ix) Digital signing of payment files, lodging of bill in P&A Office	7 days
	(iv) National Overseas Scholarship	i) Release of advertisement in national daily newspapers	7 days
		ii)inviting offline applications	Throughout the year
		iii) Screening of applications	7 days
		iv) Constitution of screening and selection committee	7 days
		v) Screening of application for selection committee by	1 day

		Screening Committee	
		vi) Final selection by the Selection Committee	1 day
		vii) Uploading of selected candidates in the website of the Department	1 day
		viii) Verification of original certificates/documents	7 days
		ix) Obtaining concurrence of IFD on the list of selected candidates before issue of provisional award letter to students	7 days
		x) issue of provisional award letter to the students	7 days
	(v) National fellowship for PwDs	i) Inviting applications on UGC portal	60 days
		ii) Scrutiny of application	30 days
		iii) Meeting of selection committee	30 days
		iv) Receipt of list of selected candidates from UGC	5 days
		v) Forwarding of selected candidates to Canara Bank for release of fellowship amount to candidates	15 days
	(vi) Free Coaching for SwDs	i) Empanelment of coaching institutes in case all the required documents are received and found in order	30 days
		ii) Selection of coaching institutes by the screening and selection committee	30 days
		iii) Enrolment of students by institutes	30 days
		iv) Receipt of list of students from coaching institutes for release of coaching fee and stipend to student	30 days
		v) Obtaining concurrence of IFD on financial proposal submitted by the institutes	15 days
		vi) Release of amount to coaching institutes and stipended to students through DBT	15 days

6.	Skill Development for PwDs under NAP	i) Time required for consideration of the Expressions of Interest for empanelment by the Screening Committee of the Ministry	90 days
		ii) Time required for consideration of the Project Specific Proposals of empanelled training partners by the Screening Committee of the Ministry	90 days
		iii) Obtaining concurrence of IFD on 1 st installment for Grant-in-Aid	15 days
		iv) Issue of in principal approval to commence training	2 days
		v) Release of 1 st installment of Grant-in-Aid after verifying commencement of training	7 days
		vi) Obtaining concurrence of IFD on 2 nd installment for Grant-in-Aid after information for completion of training, assessment & certification	15 days
		vii) Release of 2 nd installment of Grant-in-Aid after approval of competent authority	5 days
		viii) Obtaining concurrence of IFD on 3 rd installment for Grant-in-Aid after information of placement and post placement follow up	15 days
		ix) Release of 3 rd installment of Grant-in-Aid after approval of competent authority	5 days

6.Contact Persons

S.No.	Name & Designation	E.mail	Phone No.	Mobile Number
1.	ADIP Scheme Shri N.M.Ranganathan, Deputy Secretary			9560241771
2.	DDRS Shri Vikash Prasad, Director	vikash.prasad@gov.in	24364391	7903918757
3.	SIPDA Scheme Shri K.K.Jhell, Deputy Secretary	kk.jhell@nic.com	23233672	9654582113
4.	National Institutes Shri Mrityunjay Jha, Deputy Secretary	mrityunjay.jha@nic.in	24369068	9868516469
5.	Scholarship Schemes N.M.Ranganathan, Deputy Secretary			9560241771
6.	Skill Development for PwDs Shri Sitaram Yadav, Deputy Secretary	yadav.sitaram@nic.in	24369025	9457030397
7.	Establishment, modernization, capacity augmentation of Braille Presses Shri T.C.Sivakumar, Director	tc.sivakumar@gov.in	24369025	9441229519
8.	Bilateral agreements on the supplies of foreign gift Goods Shri T.C.Sivakumar, Director	tc.sivakumar@gov.in	24369025	9441229519

7. Nodal Officer for Citizen Charter

S. No	Name of the Nodal Officer	Landline Number	E Mail	Mobile Number
1.	Shri T.C.Sivakumar, Director	24369025	tc.sivakumar@gov.in	9441229519

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.	Shri T.C.Sivakumar, Director	24369025	tc.sivakumar@gov.in	9441229519

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	24369068	arunkumar.mandal@gov.in	9582147213

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

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

List of Stakeholders/ Clients

(2019-20)

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 such as IITs/IIMs, Universities 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
7	Activists working in the subject areas of the Department

List of Centres & Subordinate Organizations for Year: 2019-20

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-msje@nic.in Phone : 26537381
2.	Chief Commissioner for Persons with Disabilities (CCPD)	Sarojini House, 6 Bhagwan Dass Road, New Delhi-110 001.	ccpd@nic.in Phone; 23383907
3	National Trust for the Welfare of Persons with Autism, Cerebral Palsy, Mental Retardation and Multiple Disabilities (NT)	16B, Old Rajinder Nagar, New Delhi-110060.	www.thenationaltrust.gov.in contactus@nationaltrust.in Phone :43187878
4	Artificial Limbs Manufacturing Corporation of India (ALIMCO)	G.T.Road, Kanpur-208016, Uttar Pradesh	http://www.artlimbs.com cmd alimco@artlimbs.com 0512-2770614
5	National Handicapped Finance and Development Corporation (NHFDC)	PHD House, 3rd Floor, 4/2, Siri Institutional Area, August Krani Marg, New Delhi	http://www.nhfdc.org nhfdc97@gmail.com 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, Uttaranchal-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	A-91, First Floor, Nagpal Business Tower, Okhla Phase-II, New Delhi-110020	islrtnewdelhi@gmail.com 011-26387558

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
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 Ministry, however, they should seek appointment form the officer concerned at least prior to three working days of the meeting