



Citizen's /Client's Charter

(2018-19)

Government of India
Ministry of Social Justice and Empowerment(Divyangjan)
Department of Empowerment of Persons with Disabilities
Pt. Deendayal Antyodaya Bhawan, CGO Complex, New Delhi.

Vision .

To take steps so that members of the target group of the Department, namely Persons with Disabilities (PwDs), can lead productive, safe and dignified lives, with all their basic needs being fulfilled, and where equal opportunities are ensured for the growth and development for PwDs, and adequate support and opportunities are ensured for them.

Mission.

The Mission of the Department of Empowerment of Persons with Disabilities is to empower its target group, namely, Persons with Disabilities, Through Programmes of educational, economic and social development and rehabilitation as appropriate.

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 Financial 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

Department of Empowerment of Persons with Disabilities

Services/Transaction

S.No .	Services/Transaction	Weight	Contact Person Details			Process	Processing time period	Documents Required
			Name & Designation	E-mail	Phone No.			
1	2	3	4	5	6	7	8	9
1.	ADIP Scheme: Release grant in aid to the various implementing agencies (NGOs/NIs/DDR Cs/ALIMCO State Handicapped Development Corporation/other local bodies) for physical rehabilitation of persons with disabilities through provision of assistive aids and appliances	20	Shri M.L. Meena, Deputy Secretary	dsni-msje@gov.in	24369045	<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 Admns. 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 through e-Anudhan Portal.</p> <p>iii) Recommendation of State Government in the case of NGOs/State Govt. Organizations.</p> <p>iv) Copy of Registration Certificate, Memorandum of Association etc.</p> <p>v) List of members of Managing Committee along with duration, PAN Number and Aadhaar Number.</p> <p>vi) Copy of Annual Report, Balance Sheet, UCs, Audited accounts.</p> <p>vii) List of Staff, infrastructure facilities, activities</p>

							<p>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 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>
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2.	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.	20	Shri Vikash Prasad, Director	Vikas.prasad@gov.in	24364391	Ongoing Cases <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 <ol style="list-style-type: none"> 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.	SIPDA Scheme : 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	20	Shri K.K. Jhell, Deputy Secretary	kkjhell@gmail.com	24369023	Release of grants on: <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.

	Disabilities Act 2016, particularly relating to rehabilitation and provision of barrier-free access.							(iv) Recommendation of 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 seven National Institutes (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.	20	Shri K.K. Jhell, Deputy Secretary	kkjhell@gmail.com	24369023	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: (i) Pre-Matric for SwDs (ii) Post Metric for SwDs (iii) Top Class Education for SwDs (iv) National Fellowship for SwDs	20	Shri Vikash Prasad, Director	Vikas.prasad@gov.in	24364391			

	(v) National Overseas Scholarship for SwDs (vi) Free Coaching for SwDs.							
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Requirements of the Service Standards for the Year : 2018-19

S.No.	Services/Transaction	Service Weight	Success indicators	Service Standards	Unit	Relative Weight	Data Source
1.	ADIP Scheme: Release grant in aid to the 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	20	Time taken to process <u>Ongoing Cases</u> on receipt	60	days	5	Ministry's Records
			Time required in communication of Notional Allocation to the States/UTs on receipt of BE for the year	30	days	5	
			In <u>New Cases</u> , time required for Consideration of the recommendation of the State Govets. by the Screening Committee of the Ministry	90	days	5	
			Time required in communication of release to the States/UTs on receipt of BE for the year	30	days	5	
2.	Deendayal Disabled Rehabilitation Scheme (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	20	Time required in communication of Notional Allocation to the States/UTs on receipt of BE for the year	30	days	5	Ministry's Records
			Time taken to process <u>Ongoing Cases</u> on receipt	90	days	5	
			In <u>New Cases</u> , time required for Consideration of the recommendation of the State Govets. by	60	days	5	

			the Screening Committee of the Ministry				
			Time taken to release the funds after the approval of the Screening Committee	45	days	5	
3.	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, particularly relating to rehabilitation and provision of barrier-free access.	20	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	5	Ministry's Records
4.	Release of grants to seven National Institutes (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.	20	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	20	Ministry's Records
5.	Scholarship for Students with Disabilities : (i) Pre-Matric for SwDs, (ii) Post Metric for SwDs, (iii) Top Class Education for SwDs, (iv) National Fellowship for SwDs. (v) National Overseas Scholarship for SwDs (vi) Free Coaching for SwDs.	20			days	20	

Public Redress Mechanism

(Website url 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	24369057	tc.sivakumar@gov.in	9441229519

List of Stakeholders/ Clients

(2018-19)

S. No.	Order	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 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 the subject areas of the Department

List of Responsibility Centres & Subordinate Organizations for Year: 2018-19

S. No	Responsibility Centre & Subordinate Corporation	Address	Website	Contact Details	
II	Non-Statutory Autonomous Bodies/ Corporations				
1.	Ali Yavar Jung National Institute of Speech and Hearing Disabilities (AYJNISHD), Mumbai	K.C. Marg, Bandra (West), Mumbai-400050.	http://ayjnihh.nic.in	ayjnihhmum@gmail.com	022-26422638
2.	Pt. Deendayal Upadhyaya National Institute for Persons with Physical Disabilities (PDUNIPPD), Delhi	4 Vishnu Digamber Marg, New Delhi-110002	http://www.iphnewdelhi.in	www.iphdelhi.in	011-23239690
3.	National Institute for the Empowerment of Persons with Intellectual Disabilities (NIEPID), Secunderabad	Manovikas Nagar, Secunderabad, Andhra Pradesh-500009	http://www.nimhindia.org	Director.nimh@gmail.com	040-23232403
4.	National Institute for the Empowerment of Persons with Visual Disabilities (NIEPVD), Dehradun	116 Rajpur Road, Dehradun, Uttaranchal-01	http://www.nivh.org.in	anuradhamohit@gmail.com	0135-2744491
5.	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	044-27472113
6.	National Institute for Locomotor Disabilities (NILD, Kolkata)	B.T. Road, Bon-Hoogly, Kolkata 700090	http://www.nioh.in	director@nioh.in / mail@nioh.in	033-25311248 25310789
7.	Swami Vivekanand National Institute of Rehabilitation,	P.O. Bairoi, Distt. Cuttack, Orissa-754010.	http://nirtar.nic.in	nirtar@ori.nic.in	0671-2805552 2805856

	Training & Research (SVNIRTAR)				
8.	Artificial Limbs Manufacturing Corporation of India (ALIMCO)	G.T.Road, Kanpur-208016	http://www.artlimbs.com	cmd alimco@artlimbs.com	0512- 2770614
9.	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

Indicative Expectation from the Service Recipients

S. No.	Order	Indicative Expectation from the Service Recipients
1		Submit duly completed proposals in all respect 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 the 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.

