

Citizens Charter

(2025-26)



National Trust

**for the Welfare of Persons with Autism, Cerebral Palsy,
Intellectual Disability and Multiple Disabilities**

Department of Empowerment of Persons with Disabilities,
Ministry of Social Justice and Empowerment, Govt. of India

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1. Introduction

The National Trust is a Statutory Body constituted by an Act of Parliament, namely, The National Trust for the Welfare of Persons with Autism, Cerebral Palsy, Mental Retardation and Multiple Disabilities Act, 1999.

As per Section 10, the objectives of the National Trust are as follows: -

- i. To enable and empower Persons with Disability (Divyangjan) to live as independently and as fully as possible within and as close to the community to which they belong;
- ii. To strengthen facilities to provide support to Persons with Disabilities to live within their own families;
- iii. To extend support to registered organizations to provide need based services during period of crisis in the family of Persons with Disability (Divyangjan);
- iv. To deal with Persons with Disability (Divyangjan) who do not have family support;
- v. To promote measures for the care and protection of Persons with Disability (Divyangjan) in the event of death of their parent or guardian;
- vi. To evolve procedures for the appointment of guardians and members for Persons with Disability (Divyangjan) requiring such protection;
- vii. To facilitate the realization of equal opportunities, protection of rights and full participation of Persons with Disability (Divyangjan); and
- viii. To do any other act which is incidental to the aforesaid objects.

The National Trust has been set up to discharge two basic duties – Legal and Welfare. Legal duties are discharged through Local Level Committees (LLCs) and by providing Legal Guardianship. Welfare duty is discharged through the Schemes implemented by the Registered Organisations (ROs). The activities of the National Trust inter-alia include training, awareness and capacity building programmes and shelter, care giving and empowerment. The National Trust is committed to facilitate equal opportunities, protection of rights and full participation of Persons with Disability (Divyangjan), covered under the Act.

2. Vision & Mission

Vision: An Inclusive Society which values human diversity and enables and empowers full participation of Persons with Disability (Divyangjan) to live independently with dignity, equal rights and opportunities.

Mission: National Trust works towards providing opportunities for capacity building of Persons with Disability (Divyangjan) and their families, fulfilling their rights, facilitating and promoting the creation of an enabling environment and an inclusive society.

3. Main Services/Transaction

All the schemes / programmes of the Trust are implemented, as per scheme guidelines, through its ROs and LLCs constituted under section 13 of the NT Act, 1999 throughout the Country.

4. Services / Transaction

Sl. No.	Services / Transaction	Process	Documents Required
1	Registration / Renewal of Registration of NGOs	<p>(I) Registration / Renewal of registration of NGOs</p> <p>(a) Eligibility Criteria for Registration –</p> <ul style="list-style-type: none">NGOs of the following three categories - Voluntary Organization / Association of Parents of Person with Disability / Association of Person with Disability, already working in the field of Autism, Cerebral Palsy, Mental Retardation and Multiple Disability - can applyNGO should be registered under Societies Registration	<p>(I) Registration / Renewal of registration of NGOs</p> <p>(a) Form-E (to be generated through online system, while filling up the online registration form) for registration under Rule 27(3) of the National Trust.</p> <p>(b) All pages should be duly signed and stamped by authorized signatory. Resolution & Authorization of the Organization to file application for registration with the National Trust to be uploaded in the online form along with the MOA / Trust Deed etc.</p> <p>(c) Audited Annual Accounts of the last two financial years.</p> <p>(d) Annual Report of Activities for the last year, focusing more on National Trust disabilities related activities.</p> <p>(e) Memorandum of Association (MOA) /</p>

		<p>Act of 1860 or Section 25 of Companies Act 1956 or as a Public Charitable Trust;</p> <ul style="list-style-type: none"> • NGO should also be registered under Act Rights of Persons with Disabilities (RPwD) Act, 2016; • Further, should also be registered on NGO-Darpan portal of Niti Aayog; • Registration Fees is Rs. 2000/- for urban & Rs. 1000/- for rural areas NGOs. The fee is to be deposited electronically while filling up online registration form <p>(b) Selecting the Correct Category of the organization, while filling up the online registration form (for New Registration as well as for Renewal of Registration) – While filling up the online registration form, the NGO should appropriately select one of the following three categories of registration with the National Trust</p> <ul style="list-style-type: none"> • ‘Association of Persons 	<p>Trust Deed along with the latest certificate issued by the Competent Authority, i.e. Registrar of Societies etc. regarding details of Governing Body Members / Board Trustees / Management Committee Members (To be uploaded after merging in one pdf file).</p> <p>(f) Certificate of Registration under Rights of Persons with Disabilities (RPwD) Act, 2016.</p> <p>(g) Certificate of Registration/ Incorporation under any relevant Act like Societies Registration Act.</p> <p>(h) Proof of Registration on NGO-Darpan Portal of Niti Aayog.</p> <p>(i) Undertaking by the Head of the NGO regarding blacklisting.</p> <p>(j) Whether located on its own/rented building (necessary evidence to be attached)</p> <p>(k) Organization Pan card.</p> <p>(l) UDID Cards of 20 beneficiaries</p>
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		<p>with Disabilities’ - If more than 50% Governing Body Members / Board Trustees / Managing Committee Members of the NGO are Persons with Disabilities;</p> <ul style="list-style-type: none"> • ‘Association of Parents of Persons with Disabilities’ <ul style="list-style-type: none"> - If more than 50% Governing Body Members / Board Trustees / Managing Committee Members of the NGO are Parents of Persons with Disabilities related to the National Trust; • ‘Voluntary Organization’ <ul style="list-style-type: none"> - Remaining NGOs should select this category. 	
2	Local Level Committee & Legal Guardianship	<p>(I) Local Level Committee</p> <p>(a) As per Section 13 (1) of the National Trust Act 1999, the Board shall constitute a Local Level Committee for such area as may be specified from time to time.</p> <p>As per section 13(2) a local level committee shall consist of -</p> <p>(i) An Officer of the Civil Service of the Union or of the State, not below the rank of a District Magistrate or a District Commissioner of a district</p> <p>(ii) A Representative of a</p>	Recommendation letter from DC/DM

		<p>Registered Organization;</p> <p>(iii) A Person with disability as defined in Clause (t) of Section 2 of the Persons with Disabilities (Equal Opportunities, Protection of Right & Full Participation) Act, 1995 (1 of 1996).</p> <p>(b) Co-opted additional Members</p> <p>(i) LLCs have been advised to include following as co-opted members in addition to the statutory members to assist them in their functioning</p> <p>District Social Justice Officer/District Welfare Officer/District Rehabilitation Officer</p> <p>Civil Surgeon or Chief Medical Officer</p> <p>(ii) A Psychiatrist of the District Hospital and a Reputed Lawyer in the district.</p> <p>Apart from above, LLC could involve any other Govt. Officer or Disability Experts for rendering justice to the case and effective functioning of the LLC.</p> <p>(c) Bank Account of LLCs</p>	<p>Recommendation letter from DC/DM</p>
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	<p>(i) A separate bank account in the name of “Local Level Committee - name of the district, name of the state” has to be opened in which the first signatory shall be the District Collector/Magistrate or his representative, second signatory will be the NGO member and the 3rd signatory will be the PwD member of the LLC.</p> <p>(ii) The account can be operated by first signatory and any one of the 2nd /3rd signatory.</p> <p>(iii) Custodian of cheque book/pass book and account detail shall be the NGO member of the LLC</p> <p>(iv) The NGO Member of the LLC shall also be the convener of the LLC.</p> <p>(II) Legal Guardianship</p> <p>(a) Appointment of Guardian:</p> <p>As per section 14(1) of National Trust Act “a parent of a person with disability or his relative may make an application to the Local Level Committee for appointment of any person of his choice to act as a legal guardian of the Person with Disability (Divyangjan)”.</p> <p>A legal guardian is a person who is appointed to look after another</p>	<p>(II) Legal Guardianship</p> <p>(a) Birth Certificate of the person with disability as may be issued by the Municipal Authorities/ Registrar of Births/ School Authorities/ Educational Board.</p> <p>(b) Address Proof. If the address has been changed effective proof of the same must be furnished to the Committee.</p> <p>(c) UDID Card issued by DEPwD, Ministry of SJ&E, Government of India.</p> <p>(d) In the case of a voluntary organization or institution to be appointed as guardian, the</p>
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		<p>person or his property. He or she assumes the care and protection of the person for whom he/she is appointed the guardian. The guardian takes all legal decisions on behalf of the person and for the property of the ward.</p>	<p>consent of the parents has to be taken on the reverse of the Application Form.</p> <p>(e) It is not necessary for the Applicant to submit original documents of proof. Self-Attested Photocopies can be submitted and whenever necessary the Committee can ask for production of the originals for verification.</p> <p>(f) It is also necessary for the Applicant to state reasons for submitting application singly (only for parents). This may be stated in the Application Form or additional sheets may be used for the purpose. Where it is necessary for the Applicant to give details of the extent and nature of personal care and maintenance to be provided and the details of movable and immovable property which have to be managed and taken care of by the guardian, the same may be stated in additional sheets of paper together with proof of the existence of such properties.</p> <p>(g) Where an Application is submitted for appointment of a guardian for a female ward by a male applicant, his spouse will have to be appointed as co-guardian. For such applicants therefore, it will be necessary to submit particulars of his spouse. If he has no spouse, the application will be of no avail.</p>
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		<p>(b) Removal of Guardian:</p> <p>As per Section 17(1) of National Trust Act “whenever a parent or a relative of a person with disability or a registered organisations finds that the guardian is –</p> <p>(i) Abusing or neglecting a person with disability</p> <p>(ii) Misappropriating or neglecting the property.</p> <p>It may in accordance with the prescribed procedure to apply to the committee for the removal of such guardian.</p>	
3	Niramaya (Health Insurance Scheme)	<p>(I) About Scheme</p> <p>Niramaya Health Insurance Scheme for persons with Autism, Cerebral Palsy, Intellectual Disabilities and Multiple Disabilities. Under the Scheme, there is an insurance cover of Rs.1 lakh, which covers OPD, Diagnostic Test, Therapies, Corrective Surgeries, Alternative Medicine (AYUSH) and Transportation. There is no age bar for enrolment under the scheme and the treatment can be taken from any authorized medical practitioner/health care center. It is on reimbursement basis. The</p>	<p>(I) Processing of Application for Fresh/ Renewal</p> <p>The fresh enrolment/renewal can be done online through Registered Organisations of National Trust, National Institutes under DEPwD and Composite Regional Centers (CRCs) under National Institutes and by Individual Beneficiaries and their Caretakers, after providing the UDID Card no. or UDID Enrollment no. (with Disability certificate issued by competent authority).</p> <p>Note- Linking of beneficiaries of Niramaya Health Insurance Scheme, Day Care and Residential Care schemes with the Unique Disability Identification (UDID) card/Enrollment No. under UDID (with</p>

	<p>scheme is operational in the entire country.</p> <p>(a) Enrolment of Divyangjan:</p> <p>(i) All Divyangjan who have at least one of the disabilities under the National Trust Act, 1999 with UDID Card or UDID enrolment No. (with Disability certificate) are eligible to apply for the enrolment in the scheme.</p> <p>(ii) Fresh enrolment of the Divyangjan may be done throughout the year either through National Trust Registered Organizations, National Institutes (NIs) under DEPwD and Composite Regional Centers (CRCs) under National Institutes and directly by parents/family members on National Trust website.</p> <p>(b) Renewal of Divyangjans:</p> <p>All Divyangjans who have already been enrolled, they can apply for the renewal in every year before the expiry of their policy by the help of the ROs/NIs/CRCs or directly from the website portal of the National Trust, in case of cover of policy from 1st April-31st March.</p>	<p>PwD Certificate) is mandatory.</p> <p>(a) Enrolment of Divyangjans:</p> <p>Online application form duly completed in all respect with all requisite enclosures:</p> <p>(i) UDID Card/UDID enrolment No. (with Disability certificate)</p> <p>(ii) BPL Card</p> <p>(iii) Address Proof</p> <p>(iv) Mobile Number of PwD's or Parents/ Guardian/ Caregivers</p> <p>(v) Email ID of the Parents</p> <p>(vi) Legal Guardianship Certificate (in case of PwD with Legal Guardian) other than Natural parents and</p> <p>(vii) Bank Account Details of the PwD's</p> <p>(b) Renewal of Divyangjans:</p> <p>(i) RO or NIs/CRCs to verify the validity of documents, if renewal is done through anyone of them</p> <p>(ii) Pay the application fees online</p> <p>(iii) Health ID Card of last year</p> <p>(iv) Required documents if any changes</p>
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	<p>However, if applied later, the insurance cover will be from date of issuance of Health Card to 31st March of the year.</p> <p>Note- Kindly check your application ID in the list put on NT website for coverage from 1st April.</p> <p>(c) Validity of Insurance Cover Beneficiaries getting new enrolment or renewal of their policy, the validity of insurance will be from the Date of Issuance of Health Card by the Insurance Company to 31st March of the year.</p>	
	<p>(II) Application Fees The enrolment / renewal fee is for one year i.e. upto 31st March of next year. This means, every year the renewal of policy has to be done and the fee has to be paid as per the applicable rate either online or in the bank accounts through system generated bank challan, as detailed below:</p> <p>(a) For New Application (i) Below Poverty Line(BPL) - Rs.250/- P.A. (ii) Non BPL – Rs.500/- P.A. (iii) PwD with Legal Guardian</p>	<p>(II) Application Fees In case of payment through Challan in National Trust Bank account, the challan number should be mentioned in the bank pay-in-slip while depositing enrollment/renewal fees.</p>

	<p>(Other than natural parents) – Free</p> <p>(iv) For beneficiaries of North-eastern states- Free</p> <p>They should generate offline challan but don't pay fees, however inform NT the details of challan.</p> <p>(b) For Renewal</p> <p>(i) Below Poverty Line(BPL) - Rs.50/- P.A.</p> <p>(ii) Non BPL – Rs.250/- P.A.</p> <p>(iii) PwD with Legal Guardian - Free</p>	
	<p>(III) Issuance of New / Renewed Health ID Number / Printing of E-Card- The E-card is available on the website of the National Trust under Niramaya Card area.</p> <p>Health e-card can be downloaded from the NT portal/website.</p>	<p>(III) Issuance of New / Renewed Health ID Number / Printing of E-Card</p> <p>Niramaya Application ID/ Beneficiary ID</p>
	<p>(IV) Settlement of Insurance of Claims</p> <p>(a) Hard copies submitted by claimant to Mediassist</p> <p>(Any change in the Insurance Company or Claim Processing TPA will be intimated in the website under Scheme details)</p> <p>(b) Claim will transfer to the dispatch department for scanning and then claim number will generate.</p>	<p>(IV) Settlement of Insurance of Claims</p> <p>For Claim documents required by Claimant –</p> <p>(a) Claim form with claim amount</p> <p>(b) Original Discharge summary</p> <p>(c) Original investigation reports</p> <p>(d) Original medical bills cash memo receipts</p> <p>(e) Doctor's prescription supporting bills</p> <p>(f) UDID Card No. or UDID Enrolment No. with Disability Certificate</p> <p>(g) Health ID card</p>

		<p>(c) Then, it is transferred to the relevant doctor team to examine the case and process accordingly.</p> <p>(V) Honorarium to Registered Organizations (ROs)</p> <p>(a) Based on New / Renewal Applications data received on-line from ROs, due amount is worked out and paid electronically.</p> <p>(b) No new document is Required. Payment is released based on online renewal/ new data directly to the account of ROs as recorded in the office.</p>	
		<p>(V) Honorarium to Registered Organizations (ROs)</p> <p>Bank Detail of ROs</p>	
4	<p>*Disha (Early Intervention and School Readiness Scheme for 0 to 10 year)</p> <p>*Presently, no new project is being sanctioned under the Scheme. Hence no application is entertained.</p>	<p>(I) For Enrollment: Eligibility criteria to enroll for Disha scheme:</p> <ol style="list-style-type: none"> RO should be registered with the National Trust PwD Act 1995/RPwD Act, 2016 Registration Proof/Certificate RO should have minimum 2 years of experience of working with PwD with at least one-year experience in one of the four disabilities under the National Trust Act The building should either be owned by RO or should have been leased/ rented. RO should not be blacklisted by the National Trust/any other government organization, at the time of enrolment for the scheme Latest physical verification report of the scheme center 	<p>(I) Following documents required for Enrollment:</p> <ol style="list-style-type: none"> Valid Registration Certificate under the National Trust Act Valid Registration Certificate under PwD Act 1995 / RPwD Act, 2016 Declaration to be submitted by the RO for having minimum 2 years of experience Address Proof: Ownership Documents or Lease deed Declaration to be submitted by the RO Physical verification report to be submitted by the RO

		<p>by Social Welfare Officer / Govt. Officers / DC / DM</p> <p>vii. Details of Existing Facilities and Infrastructure</p> <p>viii. Current Set of Activities Being Undertaken</p> <p>ix. Staffing Including Qualification and Experience</p>	<p>vii. Declaration to be submitted by the RO</p> <p>viii. Declaration to be submitted by the RO</p> <p>ix. Declaration to be submitted by the RO</p>
		<p>(II) For Setup Cost:</p> <p>A non-recurring one-time cost of Rs. 1.55 lakh would be provided to RO initially to setup the Disha Centre.</p>	<p>(II) For releasing Setup Cost:</p> <p>i. Bank details of RO required for releasing setup cost</p> <p>ii. RO should be registered under Public Financial Management System (PFMS).</p>
		<p>(III) For Sustenance Cost:</p> <p>Sustenance Cost shall be provided by the National Trust to Disha Centre for maximum 3 months after the set up period equivalent to monthly fund, i.e. Rs. 4500/- per beneficiary. Transport charges @ Rs. 1000 per beneficiary will also be paid if the transport service has been utilized by the beneficiary.</p>	<p>(III) For Sustenance Cost:</p> <p>i. Sustenance Fund request form submitted by the RO</p> <p>ii. Set up completion report including start date of operation</p> <p>iii. Set up completion certificate to be provided by any one of LLC, NT officials, Govt. officials (Social welfare officials), DC, DM office after physical verification.</p> <p>For the Divyangjan being enrolled with the National Trust for the first time for receiving funds, the following documents are to be provided by the RO:</p> <p>i. Divyangjan should be in the age group of 0-10 years.</p> <p>ii. UDID Card/UDID enrolment No. (with Disability certificate)</p> <p>iii. Proof that the Divyangjan is a beneficiary of Niramaya</p>
		<p>(IV) For Monthly Recurring Cost:</p> <p>The National Trust shall pay monthly recurring cost of Rs. 4500 + Rs. 1000 transport allowance (in case the transport services have been availed by the beneficiaries) for all eligible PwDs at Disha Centre to be funded by the National Trust starting from first month of operations. Only</p>	<p>(IV) For Monthly Recurring Cost:</p> <p>(a) RO should submit Monthly Recurring request form</p> <p>(b) For the Divyangjan being enrolled with the National Trust for the first time for receiving funds, the following documents are to be provided by the RO:</p> <ul style="list-style-type: none"> • Age proof (0-10 years) • UDID Card/UDID enrolment No.

		BPL/LIG beneficiaries are funded under the scheme with a maximum number of 20 beneficiaries.	<p>(with Disability certificate)</p> <ul style="list-style-type: none"> • Proof that the Divyangjan is a beneficiary of Niramaya • BPL certificate or Income certificate of Parent or Guardian issued by competent authority as authorized by the concerned State/ Union Territory (in case of LIG or BPL category). <p><u>Reserve the Rights: The National Trust reserves the right to ask the ROs in case of any requirement or to conduct audits or checks at the RO centre for the same</u></p>
		<p>(V) Monitoring mechanism: Monitoring of Disha Centre shall be done twice a year i.e. after every six months, in October and in March. Disha Centre should submit the Disha Action Docket at end of October and March every year.</p>	<ul style="list-style-type: none"> i. Statement of expenditure of Disha centre ii. Annual Report of RO (to be submitted once in a year in April-March cycle) iii. Audited account details of the year to be submitted (only once after 6 months of receipt of the same). iv. Documents to support performance as per KPI. v. Audited Utilization certificate of previous year vi. Geo-tag photograph of the scheme centre vii. Additional Information i.e. LPC status, activities done during the period etc.
5	<p>*Vikaas (Day Care Scheme for 10+ year)</p> <p>*Presently, no new project is being sanctioned under the Scheme. Hence no application is entertained.</p>	<p>(I) For Enrollment:</p> <p>Eligibility criteria to enroll for Vikaas scheme:</p> <ul style="list-style-type: none"> i. RO should be registered with the National Trust ii. PwD Act 1995 Registration Proof/Certificate iii. RO should have minimum 2 years of experience of working with PwD with at least one-year experience in one of the four disabilities under the National Trust 	<p>Following documents required for Enrollment:</p> <ul style="list-style-type: none"> i. Valid Registration Certificate under the National Trust Act ii. Valid Registration Certificate under PwD Act 1995/RPwD Act, 2016 iii. Declaration to be submitted by the RO for having minimum 2 years of experience

		<p>Act</p> <p>iv. The building should either be owned by RO or should have been leased/ rented.</p> <p>v. RO should not be blacklisted by the National Trust/any other government organization, at the time of enrolment for the scheme</p> <p>vi. Latest physical verification report of the scheme center by Social Welfare Officer / Govt. Officers / DC / DM</p> <p>vii. Existing Facilities and Infrastructure</p> <p>viii. Current Set of Activities Being Undertaken</p> <p>ix. Staffing Including Qualification and Experience</p>	<p>iv. Address Proof: Ownership Documents or Lease deed</p> <p>v. Declaration to be submitted by the RO</p> <p>vi. Physical verification report to be submitted by the RO</p> <p>vii. Declaration to be submitted by the RO</p> <p>viii. Declaration to be submitted by the RO</p> <p>ix. Declaration to be submitted by the RO</p>
		<p>(II) For Setup Cost:</p> <p>A non-recurring one-time cost of Rs. 1.95 lakh would be provided to RO initially to setup the Vikaas Centre.</p>	<p>(II) For releasing Setup Cost:</p> <p>i. Bank detail of RO required for releasing setup cost</p> <p>ii. RO should be registered under Public Financial Management System (PFMS)</p>
		<p>(III) For Sustenance Cost:</p> <p>Sustenance Cost shall be provided by the National Trust to Vikaas Centre for maximum 3 months after the set up period equivalent to monthly fund, i.e. Rs. 3850/- per beneficiary. Transport charges @ Rs. 1000 per beneficiaries will also be paid if the transport service has been utilized by the beneficiary.</p>	<p>(III) For Sustenance Cost:</p> <p>i. Sustenance Fund request form submitted by the RO</p> <p>ii. Set up completion report including start date of operation</p> <p>iii. Set up completion certificate to be provided by any one of LLC, NT officials, Govt. officials (Social welfare officials), DC, DM office after physical verification.</p> <p>For the Divyangjan being enrolled with the National Trust for the first time for receiving funds, the following documents are to be provided by the RO:</p> <p>i. Age proof (10+ years)</p> <p>ii. UDID Card/UDID enrolment No. (with Disability certificate)</p> <p>iii. Proof that the Divyangjan is a beneficiary of Niramaya</p>

		<p>(IV) For Monthly Recurring Cost:</p> <p>The National Trust shall pay monthly recurring cost of Rs. 3850 + Rs. 1000 transport allowance (in case the transport services have been availed by the beneficiaries) for all eligible PwDs at Vikaas Centre to be funded by the National Trust starting from first month of operations. Only BPL/LIG beneficiaries are funded under the scheme with a maximum number of 30 beneficiaries.</p> <p>(V) Monitoring mechanism: Monitoring of Vikaas Centre shall be done twice a year i.e. after every six months, in October and in March. Vikaas Centre should submit the Vikaas Action Docket at end of October and March every year.</p>	<p>(IV) For Monthly Recurring Cost:</p> <ol style="list-style-type: none"> RO should submit Monthly Recurring request form For the Divyangjan being enrolled with the National Trust for the first time for receiving funds, the following documents are to be provided by the RO: <ul style="list-style-type: none"> Divyangjan should be in the age group of 10+ years. UDID Card/UDID enrolment No. (with Disability certificate) Proof that the Divyangjan is a beneficiary of Niramaya BPL certificate or Income certificate of Parent or Guardian issued by competent authority as authorized by the concerned State/ Union Territory (in case of LIG or BPL category) <p><u>Reserve the Rights: The National Trust reserves the right to ask the ROs in case of any requirement or to conduct audits or checks at the RO centre for the same</u></p> <ol style="list-style-type: none"> Statement of expenditure of Disha centre Annual Report of RO (to be submitted once in a year in April-March cycle) Audited account details of the year to be submitted (only once after 6 months of receipt of the same). Documents to support performance as per KPI. Audited Utilization certificate of previous year Geo-tag photograph of the scheme centre <p>Additional Information i.e. LPC status, activities done during the period etc.</p>
6	*Samarth (Respite Care Residential)	<p>(I) For Enrollment: Eligibility criteria to enroll for Samarth</p>	<p>(I) Following documents required for Enrollment:</p>

	<p>Scheme</p> <p>*Presently, no new project is being sanctioned under the Scheme. Hence no application is entertained.</p>	<p>scheme:</p> <ul style="list-style-type: none"> i. RO should be registered with the National Trust ii. PwD Act 1995/RPwD Act, 2016 Registration Proof/ Certificate iii. RO should have minimum 2 years of experience of working with PwD with at least one-year experience in one of the four disabilities under the National Trust Act iv. The group home land should either be owned by RO or should have lease of at least 5 years with provision of renewal v. RO should not be blacklisted by the National Trust/any other government organization, at the time of enrolment for the scheme vi. Latest physical verification report of the scheme center by Social Welfare Officer / Govt. Officers / DC / DM vii. Existing Facilities and Infrastructure viii. Current Set of Activities Being Undertaken ix. Staffing Including Qualification and Experience 	<ul style="list-style-type: none"> i. Valid Registration Certificate under the National Trust Act ii. Valid Registration Certificate under PwD Act 1995 /RPwD Act, 2016. iii. Declaration to be submitted by the RO for having minimum 2 years of experience iv. Address Proof: Ownership Documents or Lease deed v. Declaration to be submitted by the RO vi. Physical verification report to be submitted by the RO vii. Declaration to be submitted by the RO viii. Declaration to be submitted by the RO ix. Declaration to be submitted by the RO
		<p>(II) For Setup Cost:</p> <p>A non-recurring one-time cost of Rs. 2.90 lakhs would be provided to RO initially to setup the Samarth Centre.</p>	<p>(II) For releasing Setup Cost:</p> <ul style="list-style-type: none"> i. Bank details of RO required for releasing setup cost ii. RO should be registered under Public Financial Management System (PFMS)
		<p>(III) For Sustenance Cost:</p> <p>Sustenance Cost shall be provided by the National Trust to Samarth Centre for maximum 3 months after the set up period equivalent to monthly fund, i.e. Rs. 7000/- per</p>	<p>(III) For Sustenance Cost:</p> <ul style="list-style-type: none"> i. Sustenance Fund request form submitted by the RO ii. Set up completion report including start date of operation iii. Set up completion certificate to be

		beneficiary.	<p>provided by any one of LLC, NT officials, Govt. officials (Social welfare officials), DC, DM office after physical verification.</p> <p>For the orphan/abandoned PwD being enrolled with the National Trust for the first time for receiving funds, the following documents are to be provided by the RO:</p> <ol style="list-style-type: none"> Document from the competent district officials authorized by the State Government to certify whether the PwD is an orphan or abandoned or is from a family in crisis. UDID Card/UDID enrolment No. (with Disability certificate) Proof that the Divyangjan is a beneficiary of Niramaya.
		<p>(IV) For Monthly Recurring Cost:</p> <p>The National Trust shall pay monthly recurring cost for of Rs. 7000/- per benf. all PwDs at Samarth Centre which are eligible to be funded by the National Trust starting from first month of operations.</p>	<p>(IV) For Monthly Recurring Cost:</p> <ol style="list-style-type: none"> RO should submit Monthly Recurring request form For the orphan/abandoned PwD being enrolled with the National Trust for the first time, for receiving funds, the following documents are to be provided by the RO: <ol style="list-style-type: none"> Document from the competent district officials authorized by the State Government to certify whether the PwD is an orphan or abandoned or is from a family in crisis UDID Card/UDID enrolment No. (with Disability certificate) Proof that the Divyangjan is a beneficiary of Niramaya. For all the PwDs other than orphan/abandoned who are enrolling in Samarth Centres for the first time for receiving funds, the following documents are to be provided by the RO: <ol style="list-style-type: none"> Disability certificate of the PwD BPL certificate or Income certificate of Parent or Guardian issued by competent authority as authorized by the concerned State/ Union Territory (in case of LIG or BPL category) Proof that the Divyangjan is a

			<p>beneficiary of Niramaya.</p> <p><u>Reserve the Rights: The National Trust reserves the right to ask the ROs in case of any requirement or to conduct audits or checks at the RO centre for the same</u></p>
		<p>(V) Work Centre: The National Trust shall also consider funding the setup cost for Work Centres opened by existing ROs after validating the viability of the proposal</p>	<p>Following documents are to be provided by the RO for work center:</p> <ol style="list-style-type: none"> Proposal submitted by the RO for work centre including type of work centre, financial proposal, no. of PwDs employed, location of work centre Details of PwDs (name, age, gender, skill, vocational trainings attended along with training centre) Declaration from RO that above mentioned PwDs would be employed in the work centre and that they have required skill set to work in these work centres.
		<p>(VI) Monitoring mechanism- Monitoring of Samarth Centre shall be done twice a year i.e. after every six months, in October and in March. Samarth Centre should submit the Samarth Action Docket at end of October and March every year.</p>	<ol style="list-style-type: none"> Statement of expenditure of Samarth centre Annual Report of RO (to be submitted once in a year in April-March cycle) Audited account details of the year to be submitted (only once after 6 months of receipt of the same). Documents to support performance as per KPI. Audited Utilization certificate of previous year Geo-tag photograph of the scheme centre Additional Information i.e. LPC status, activities done during the period etc.
7	<p>*Gharaunda (Group Home for Adults) Scheme</p> <p>*Presently, no new project is</p>	<p>(I) For Enrollment: Eligibility criteria to enroll for Gharaunda scheme:</p> <ol style="list-style-type: none"> RO should be registered with the National Trust PwD Act 1995/RPwD Act, 	<p>(I) Following documents required for Enrollment:</p> <ol style="list-style-type: none"> Valid Registration Certificate under the National Trust Act Valid Registration Certificate under

<p>being sanctioned under the Scheme. Hence no application is entertained.</p>		<p>2016 Registration Proof/Certificate</p> <p>iii. RO should have minimum 2 years of experience of working with PwD with at least one-year experience in one of the four disabilities under the National Trust Act</p> <p>iv. The group home land should either be owned by RO or should have lease of at least 5 years with provision of renewal</p> <p>v. RO should not be blacklisted by the National Trust/any other government organization, at the time of enrolment for the scheme</p> <p>vi. Latest physical verification report of the scheme center by Social Welfare Officer / Govt. Officers / DC / DM</p> <p>vii. Existing Facilities and Infrastructure</p> <p>viii. Current Set of Activities Being Undertaken</p> <p>ix. Staffing Including Qualification and Experience</p>	<p>PwD Act 1995 / RPwD Act, 2016</p> <p>iii. Declaration to be submitted by the RO for having minimum 2 years of experience</p> <p>iv. Address Proof: Ownership Documents or Lease deed</p> <p>v. Declaration to be submitted by the RO</p> <p>vi. Physical verification report to be submitted by the RO</p> <p>vii. Declaration to be submitted by the RO</p> <p>viii. Declaration to be submitted by the RO</p> <p>ix. Declaration to be submitted by the RO</p>
		<p>(II) For Setup Cost:</p> <p>A non-recurring one-time cost of Rs. 2.90 lakhs would be provided to RO initially to setup the Gharaunda Centre.</p>	<p>(II) For releasing Setup Cost:</p> <p>i. Bank detail of RO required for releasing setup cost</p> <p>ii. RO should be registered under Public Financial Management System (PFMS)</p>
		<p>(III) For Monthly Recurring Cost:</p> <p>The National Trust shall pay monthly recurring cost of Rs. 10000/- for all PwDs at Gharaunda Centre which are eligible to be funded by the National Trust starting from first month of operations.</p>	<p>(III) For Monthly Recurring Cost:</p> <p>i. RO should submit Monthly Recurring request form</p> <p>ii. For the orphan/abandoned PwD being enrolled with the National Trust for the first time, for receiving funds, the following documents are to be provided by the RO:</p> <p>a) Document from the competent district officials authorized by the</p>

			<p>State Government to certify whether the PwD is an orphan or abandoned or is from a family in crisis</p> <p>b) UDID Card/UDID enrolment No. (with Disability certificate)</p> <p>c) Proof that the Divyangjan is a beneficiary of Niramaya.</p> <p>iii. For all the PwDs other than orphan/abandoned who are enrolling in Gharaunda Centres for the first time for receiving funds, the following documents are to be provided by the RO:</p> <p>a) UDID Card/UDID enrolment No. (with Disability certificate)</p> <p>b) BPL certificate or Income certificate of Parent or Guardian issued by competent authority as authorized by the concerned State/ Union Territory (in case of LIG or BPL category)</p> <p>c) Proof that the Divyangjan is a beneficiary of Niramaya.</p> <p>iv. For the PwDs shifted from Samarth Centre to Gharaunda Centre being registered with the National Trust for the first time for receiving funds the following document are to be provided by the RO:</p> <p>a) UDID Card/UDID enrolment No. (with Disability certificate)</p> <p>b) BPL certificate or Income certificate of Parent or Guardian issued by competent authority as authorized by the concerned State/ Union Territory (in case of LIG or BPL category)</p> <p>c) Proof that the Divyangjan is a beneficiary of Niramaya.</p> <p>v. For APL PwDs who are registered with the centre, the following document are to be provided by the RO:</p> <p>a) UDID Card/UDID enrolment No. (with Disability certificate)</p> <p>b) Proof that the Divyangjan is a beneficiary of Niramaya.</p> <p><u>Reserve the Rights: The National Trust reserves the right to ask the ROs in case of</u></p>
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			<u>any requirement or to conduct audits or checks at the RO centre for the same</u>
		(IV) Work Centre: The National Trust shall also consider funding the setup cost for Work Centres opened by existing ROs after validating the viability of the proposal	(IV) Following documents are to be provided by the RO for work center: <ol style="list-style-type: none"> Proposal submitted by the RO for work centre including type of work centre, financial proposal, no. of PwDs employed, location of work centre Details of PwDs (name, age, gender, skill, vocational trainings attended along with training centre) Declaration from RO that above mentioned PwDs would be employed in the work centre and that they have required skill set to work in these work centres.
		(V) Monitoring mechanism: Monitoring of Gharaunda Centre shall be done twice a year i.e. after every six months, in October and in March. Samarth Centre should submit the Samarth Action Docket at end of October and March every year.	<ol style="list-style-type: none"> Statement of expenditure of Gharaunda centre Annual Report of RO (to be submitted once in a year in April-March cycle) Audited account details of the year to be submitted (only once after 6 months of receipt of the same). Documents to support performance as per KPI. Audited Utilization certificate of previous year Geo-tag photograph of the scheme centre Additional Information i.e. LPC status, activities done during the period etc.

5. Requirement of Service Standards

S. No.	Service/ Transaction	Success Indicators	Indicative Timeline
1	Registration	(1) Registration / Renewal of registration of NGOs All applications are submitted & processed on-line.	21 working days for approval from the date of receipt of complete on-line Application

		<p>(II) Issue of Registration Certificate</p> <p>On receipt of hard copies of all the enlisted documents, the Certificate can be generated online</p>	Immediately after approval
2	Local Level Committee & Legal Guardianship	<p>(1) Local Level Committee</p> <p>LLCs are constituted at District level under the chairmanship of DC/DM as per letter from National Trust with the approval of competent authority.</p>	<p>(1) It is mandatory as per Section 13(4) for LLCs to meet at least once in every three months or at such intervals as may be necessary. Hence there is no restriction to hold as many meetings as are necessary to decide on the applications for Guardianship in the interest of person with disability.</p> <p>Co-opted additional Members -</p> <p>LLCs have been advised to include following as co-opted members in addition to the statutory members to assist them in their functioning</p> <ul style="list-style-type: none"> i. District Social Justice Officer/District Welfare Officer/District Rehabilitation Officer ii. Civil Surgeon or Chief Medical Officer, iii. A Psychiatrist of the District Hospital iv. A Reputed Lawyer in the district <p>Apart from above LLC could involve any other Govt. Officer or Disability Experts for rendering justice to the case and effective functioning. LLCs are constituted for a</p>

		<p>(II) Legal Guardianship</p> <p>Legal Guardians are appointed by LLCs after submission of online application and verification of documents and other credentials.</p>	<p>period of 3 years.</p> <p>On the basis of receipt of complete documents and its verification by LLC.</p>
3	Niramaya Health Insurance Scheme	<p>(I) Processing of Application for Fresh/ Renewal</p> <p>(a) Enrolment of ROs:</p> <p>All ROs of the National Trust can activate the scheme registration through the link available in the dashboard.</p> <p>(b) Enrolment and Renewal of PwD's:</p> <p>Enrolment/ Renewal for the policy can be done through Registered Organizations of National Trust, National Institutes under DEPwD and Composite Regional Centers (CRCs) under National Institutes and by Individual Beneficiaries and their Caretakers, after providing the UDID Card no. or UDID Enrollment no. (with Disability certificate issued by competent authority).</p>	<p>Registered Organizations (ROs), National Institutes (NIs) under DEPwD and Composite Regional Centers (CRCs) under National Institutes and Individual Beneficiaries and their Caretakers can enroll and renew the beneficiaries for the Scheme.</p> <p>The Divyangjan or their guardian can fill enrollment/renewal form themselves by clicking on the link provided in Niramaya Card area of the website. If application is complete in all respects along with fee, health card is issued in 15-20 days. The benefit under the scheme can be availed from the date of issuance of Health Card by the Insurance Company till 31st March of the year.</p>

		<p>(II) Issuance of New / Renewed Health ID Number / Printing of E-Card</p> <p>The E-card can be printed from the website of the National Trust under the Heading Niramaya/ Niramaya card of Home page</p>	<p>Health e-card can be downloaded from the National Trust Portal/Website.</p>
		<p>(III) Settlement of Insurance of Claims: Claim Form for settlement, through reimbursement basis only, under Niramaya has to be submitted in the prescribed Claim Form along with relevant vouchers / bills, etc. within 30 days of treatment or discharge from hospital. The claim form can be downloaded from the website and sent to the Third Party Administrator, Authorized by the Insurance Company.</p>	<p>15 working days from the date of submission of complete application for settlement of claims by Insurance Co.</p>
		<p>(IV) Honorarium to Registered Organizations (ROs)</p> <p>Based on New / Renewal Applications data received on-line from ROs, due amount is worked out and paid electronically.</p> <p>However, payment may be delayed as it is clubbed & released with other grants if the due amount is negligible (below - Rs. 500/-)</p>	<p>At the end of Policy Year</p>

4	Disha (Early Intervention Readiness) Scheme	(I) For Enrollment: (a) Time taken to process application for Enrollment of RO (b) Online application received through ROs for enrolment after paying of Rs.1,000/- for Application Scheme Fees	Verification of all required documents of the RO and if all documents are correct, approved scheme within 10 days and provide Scheme ID to RO within 25 days
		(II) Fund Disbursement of Setup Cost: Once the NT has approved the application for the Disha centre, set up Fund shall be disbursed.	Fund will be disbursed within 15 days after enrollment of RO
		(III) Fund Disbursement of Sustenance Cost: Process for fund disbursement for Sustenance cost during initial 3 months from the start of operations	Fund will be disbursed within 15 days after receipt of documents from RO and verification of documents by NT
		(IV) Fund Disbursement of Monthly Recurring Cost: The process for fund disbursement for monthly recurring cost every month after sustenance period is over (sustenance period is maximum 3 months after start of operations)	Fund will be disbursed within 15 days after receipt of documents from RO and verified of documents by NT
5	Vikaas (Day Care) Scheme	(I) For Enrollment: (a) Time taken to process application for Enrolment of RO (b) Online application received through ROs for enrolment after paying of Rs.1,000/- for	Verification of all required documents of the RO and if all documents are correct, approved scheme within 10 days and provide Scheme ID to RO within 25 days

		Application Scheme Fees	
		(II) Fund Disbursement of Setup Cost: Once the NT has approved the application for the Disha centre, set up Fund shall be disbursed.	Fund will be disbursed within 15 days after enrollment of RO
		(III) Fund Disbursement of Sustenance Cost: Process for fund disbursement for Sustenance cost during initial 3 months from the start of operations	Fund will be disbursed within 15 days after receipt of documents from RO and verification of documents by NT
		(IV) Fund Disbursement of Monthly Recurring Cost: The process for fund disbursement for monthly recurring cost every month after sustenance period is over (sustenance period is maximum 3 months after start of operations)	Fund will be disbursed within 15 days after receipt of documents from RO and verified of documents by NT.
6	Samarth (Respite Care) Scheme	(I) For Enrollment: (a) Time taken to process application for Enrollment of RO (b) Online application received through ROs for enrolment after paying of Rs.1,000/- for Application Scheme Fees	Verification of all required documents of the RO and if all documents are correct, approved scheme within 10 days and provide Scheme ID to RO within 25 days
		(II) Fund Disbursement of Setup Cost: Once the NT has approved the application for the Samarth centre, set up Fund shall be disbursed.	Fund will be disbursed within 15 days after enrollment of RO

		<p>(III) Fund Disbursement of Sustenance Cost:</p> <p>Process for fund disbursement for Sustenance cost during initial 3 months from the start of operations</p>	Fund will be disbursed within 15 days after receipt of documents from RO and verified of documents by NT
		<p>(IV) Fund Disbursement of Monthly Recurring Cost:</p> <p>The process for fund disbursement for monthly recurring cost every month after sustenance period is over (sustenance period is maximum 3 months after start of operations)</p>	Fund will be disbursed within 15 days after receipt of documents from RO and verified of documents by NT
7	Gharaunda (Group Homes for Adults) Scheme	<p>(I) For Enrollment:</p> <p>(a) Time taken to process application for Enrollment of RO</p> <p>(b) Online application received through ROs for enrolment after paying of Rs.1,000/- for Application Scheme Fees</p>	Verification of all required documents of the RO and if all documents are correct, approved scheme within 10 days and provide Scheme ID to RO within 25 days
		<p>(II) Fund Disbursement of Setup Cost:</p> <p>Once the NT has approved the application for the Gharaunda centre, set up Fund shall be disbursed.</p>	Fund will be disbursed within 15 days after enrollment of RO
		<p>(III) Fund Disbursement of Monthly Recurring Cost:</p> <p>The process for fund disbursement for monthly recurring cost every month after setup cost</p>	Fund will be disbursed within 15 days after receipt of documents from RO and verified of documents by NT

6. Contact Persons

Sl. No.	Name of Scheme	Contact details of Dealing Assistance	Contact details of Escalation Officer
1	Registration of the Organisations	Mr. Tilak Raj (Office Assistant) Tel No.: 011-65216013 Mobile No.: 9899485478 Email ID: tilak@thenationaltrust.in	Sh. Rajesh Sachdeva (Deputy Director) Tel No.: 011-65216003 Mobile No.: 9810388068 Email ID: dd@thenationaltrust.in
2	Local Level Committee & Legal Guardianship	Smt. Shreshtha Sahni (Private Assistant) Tel No.: 011-65216006 Email ID: shreshtha@thenationaltrust.in	Sh. Rajesh Sachdeva (Deputy Director) Tel No.: 011-65216003 Mobile No.: 9810388068 Email ID: dd@thenationaltrust.in
3	Niramaya (Health Insurance) Scheme	Smt. Monika Wadhwa (Assistant) Tel No.: 011-65216007 Email ID: monika@thenationaltrust.in Mr. Gaurav Verma (Office Assistant) Tel no.: 011-65216007 Email ID: gaurav@thenationaltrust.in	Sh. Rajesh Sachdeva (Deputy Director) Tel No.: 011-65216003 Mobile No.: 9810388068 Email ID: dd@thenationaltrust.in
4	Disha (Early Intervention Readiness) Scheme	Mr. Sumit Rawat (Office Assistant) Tel No.: 011-65216015 Mobile No.: 9643669251 Email ID: sumit@thenationaltrust.in	Sh. Navnit Kumar (Programme Officer) Tel No: 011-65216004 Mobile No.: 9868121465 Email ID: po@thenationaltrust.in
5	Vikaas (Day Care) Scheme		
6	Disha-cum-Vikaas(Day Care) Scheme		
7	Samarth (Respite Care) Scheme	Smt. Pushpa Pandey (Office Assistant) Tel No.: 011-65216014 Email ID: pushpa@thenationaltrust.in	Sh. Navnit Kumar (Programme Officer) Tel No: 011-65216004 Mobile No.: 9868121465 Email ID: po@thenationaltrust.in
8	Gharaunda (Group Home of Adults) Scheme		
9	Samarth-cum-Gharaunda (Residential) Scheme		
10	Badhte Kadam (Awareness, Community Interaction and Innovative Project)	Mrs. Muskan Khullar (Programme Associate) Tel No.: 011-65216011 Email ID: muskan@thenationaltrust.in contactus@thenationaltrust.in	Sh. Navnit Kumar (Programme Officer) Tel No: 011-65216004 Mobile No.: 9868121465 Email ID: po@thenationaltrust.in
11	State Nodal Agency Centre (SNAC)		

12	Sahyogi (Caregiver Training Scheme)	Ms. Jyoti Kashyap (Office Assistant) Tel no.: 011-65216008 Email jyoti@thenationaltrust.in ID:	
13	Hindi Translator-cum-Typist	Mr. S.B Tripathi (Hindi Consultant) Email sb.tripathi@thenationaltrust.in ID:	Sh. Amit Kumar Ashutosh (Accounts Officer) Tel No: 011-65216005 Mobile No.: 9773913967 Email ID: ao@thenationaltrust.in
14	Legal Consultant	Mrs. Sakshi Panchal (Legal Consultant) Tel no.: 011-65216016 Email legal@thenationaltrust.in ID:	Sh. Rajesh Sachdeva (Deputy Director) Tel No.: 011-65216003 Mobile No.: 9810388068 Email ID: dd@thenationaltrust.in
15	Technical Support	Mr. Pankaj Shrivastava (IT Consultant) Tel no.: 011-65216009 Email pankaj@thenationaltrust.in ID:	Sh. Rajesh Sachdeva (Deputy Director) Tel No.: 011-65216003 Mobile No.: 9810388068 Email ID: dd@thenationaltrust.in
16	Accounts Section	Mrs. Vandana Chopra (Programme Associate) Tel no.: 011-65216010 Email vandana@thenationaltrust.in ID: Mr. Deepak Rawat (Office Assistant) Tel no.: 011-65216010 Email deepak@thenationaltrust.in ID:	Sh. Amit Kumar Ashutosh (Accounts Officer) Tel No: 011-65216005 Mobile No.: 9773913967 Email ID: ao@thenationaltrust.in

7. Nodal Officer for Citizen Charter

Sl. No.	Name of Nodal Officer	Email id	Phone & mobile no.
1	Sh. Navnit Kumar (Programme Officer)	po@thenationaltrust.in	Tel No: 011-65216004 Mobile No.: 9868121465

8. Public Redressal Mechanism(Website to lodge Grievance <http://pgportal.gov.in>)

(I) PG Portal Grievance Redressal

Sl. No.	Name of Nodal Officer	Email id	Phone & mobile no.
1	Sh. Navnit Kumar (Programme Officer)	po@thenationaltrust.in	Tel No: 011-65216004 Mobile No. : 9868121465

(II) RTI CPIO

Sl. No.	Name of Nodal Officer	Email id	Phone & mobile no.
1	Sh. Navnit Kumar (Programme Officer)	po@thenationaltrust.in	Tel No: 011-65216004 Mobile No. : 9868121465

9. List of Stakeholders

Sl. No.	Stakeholders Description
1	Registered Organisations (ROs)
2	Local Level Committee (LLC)
3	Legal Guardians (LG)

10. Indicate Expectations from Service Recipients

- i. Submit proposals for registration, complete with all required documents.
- ii. Apply for renewal of registration 6 months prior to expiry.
- iii. Submit complete claim form with all enclosures for smooth settlement of claims under Niramaya Scheme.
- iv. Do renewal of Niramaya policy on time.
- v. Read instructions in the website of National Trust regularly.
- vi. Citizens are welcome to meet the officers of National Trust with prior appointment.