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Government of India
Ministry of Social Justice & Empowerment
(Department of Empowerment of Persons with Disabilities)

Standard Operating Procedure (SoP) for Deactivating/cancelling a Disability Certificate and UDID Card through Certificate/Card Issuing Authority Login using UDID portal (www.swavlambancard.gov.in)

(Effective from 1st February, 2025)

1. About UDID Project: The objective of the “Unique Disability ID (UDID)” project is to create a National Database for all Persons with Disabilities (PwDs) along with their socio-economic details. The project also facilitates the issuance of a UDID card to all “Divyangjan” through a single online portal across all States/UTs in India.

1.2. Purpose: This document outlines the standardized procedure for deactivating a Disability Certificate and Unique Disability ID (UDID) card using the Certificate and Card issuing authority's login. The procedure includes provisions for cases where an incorrect disability certificate or UDID card has been inadvertently issued and ensures transparency and due process through UDID portal (www.swavlambancard.gov.in).

1.3: Circumstances for deactivating/cancelling the disability certificate and UDID card:
The request for deactivating/cancelling the certificate and UDID card can be considered under the following situations:

(i) When request is made by the disability certificate and UDID card holder or through the parents or legal guardian/representative stating that the existing disability certificate and UDID card is no more required or any other reason (s) which can be deemed to be justified.

(ii) When on examination by Medical Board or Appellate Medical Board Constituted by Government Employers (GEs) or Government Institutions of Higher Education (GIHE)

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and Other Higher Education Institutions aided by Government (OHEI) or any other Government authority or undertaking of Government, it is established that the disability certificate and UDID card holder is not a genuine person with Disability (ies) and the request is made through the competent authority of the said organization.

(iii) On death of disability certificate and UDID card holder and when request is made through the parents or legal guardian/representative along with documentary evidence of death.

(iv) When the disability certificate and UDID card has been issued to Person with disability because of inadvertent error by certificate issuing authority.

1.4. Notice Period: In case disability certificate and UDID card has been issued to Person with disability because of inadvertent error by certificate issuing authority, the certificate issuing authority must have to send a written notice to the Divyang (person with disability) or their parent or legal guardian explaining the error identified in the disability certificate or UDID card with intent to deactivate/cancel the certificate and card. The Divyang must be asked to respond within a specified period of 15 days to provide clarification or raise objections. The notice or communication in this regard may be sent either through post or registered email of the PwD.

In case of situations (i), (ii) and (iii) mention under **clause 1.3**, the request made by disability certificate and UDID card holder or through the parents or legal guardian/representative or competent authority referred shall be sufficient document to deactivate/cancel the certificate and card.

1.5. Response Handling:

If the Divyang responds within the notice period, review the response and supporting documents thoroughly. In case of valid objections, re-evaluate the decision before proceeding with deactivation.

In case no response is received from the PwD within specified time period of 15 days, the decision taken by the certificate issuing authority shall be final and binding.

1.6 Steps to be taken by the certificate issuing authority to deactivate/cancel the disability certificate and UDID card:

(i) Visit the official UDID portal: <https://www.swavlambancard.gov.in>. Log in using credentials.

(ii) Locating the UDID Card to be deactivated/cancelled using the prescribe tab in the login dashboard. Use the search functionality to locate the specific UDID card either by UDID number

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or Enrollment number or by Aadhaar number of the individual. Verify the details to ensure the correct record is selected.

(iii) Upload the specify document using the appropriate option. Fill the remarks.

(iv) Use preview option to validate the details once again.

(v) **Final Submission of Record:** Before final submission of the selected record, a request for generation of OTP would have to be generated. OTP would go on the registered mobile number and email of **certificate and UDID card issuing authority**. On successfully submission of OTP and saving of the record, the selected disability certificate and UDID card would become deactivated/cancelled from the UDID portal.

(vi) **Intimation to Disability certificate and UDID card holder:** As soon as Disability certificate and UDID card would become deactivated/cancelled from the UDID portal, intimation shall be reached to the PwD either through post or at registered email of the PwD.

1.7. Separate tab of MIS: There shall be separate tab on the portal to access the number of disability certificate and UDID card made deactivated/cancelled by certificate issuing authority.



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Section Officer

Department of Empowerment of Persons with Disabilities (DEPwD)

To:

All Concerned for necessary action