

The National Trust

Scheme Guidelines



"Empowering Abilities, Creating Trust"

Disha

*Early Intervention and
School Readiness Scheme*



The National Trust

for the welfare of Persons with Autism, Cerebral Palsy,
Mental Retardation and Multiple Disabilities

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

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Prologue

“.....to take india's development journey to newer heights, we seek your support, blessings and active participation.”

Source: www.pmindia.gov.in
Message of Hon'ble PM Sh. Narendra Modi on 26th May 2014



(Prime Minister of India)



Hon'ble Minister of
Social Justice & Empowerment

Generally, it has been observed that parents are not aware about proper upbringing of children in the age group of 0-10 yrs having disabilities catered by the NT. Parents are also not aware about how to take care, train and prepare them for school. Disha scheme shall be very useful in this regard.

- Thaawar Chand Gehlot



Hon'ble Minister of State for
Social Justice & Empowerment

It is a well established fact that a problem detected and intervened early can be contained in a better manner. Disha is on the same principles of detecting and intervening disability at an early stage. It also trains children and their parents on management of disability and school readiness. Children upto 10 years of age are covered under the scheme.

- Krishan Pal Gurjar



Hon'ble Minister of State for
Social Justice & Empowerment

Disabled children find it difficult to get admission in any institution of learning due to various impairment from birth. Hence, need intervention and training to take care of their daily activities and self care. This training is given to them through Disha, as an early intervention & school readiness programme. This early intervention programme is available for the children of age group of 0-10 yrs.

- Vijay Sampla



Secretary, DEPwD
and Chairperson of the Board of the National Trust

For Early Intervention and School Readiness programme a new scheme 'Disha' has been formulated by the National Trust. It will definitely help persons with disability in the 0-10 years age group in improving their condition and preparing them for school. The parents will also be benefitted by getting training in day-to-day management of their child.

- Lov Verma, IAS

The National Trust (NT) has been set up to discharge two basic duties – legal and welfare. Legal duties are discharged through Local Level Committees and providing Legal Guardianships. Welfare duty is discharged through the Schemes. Earlier schemes did not work well as found in the impact evaluation. There was need to revamp old schemes, devise new schemes and also change the financing pattern. Registered Organizations were not keen in taking advantage of our schemes. NT could spend only Rs. 4.31cr. per year (average) on the schemes which was inadequate. Now NT shall be spending approximately Rs. 45.00 cr. every year. These 10 schemes have been developed after conducting 6 regional workshops at Delhi, Kolkata, Guwahati, Mumbai, Bengaluru and Lucknow; getting feedback through questionnaires; visiting scheme centres/ROs; discussing 4 times in the Board and a presentation in AGM. This kind of wide consultation has made these schemes inclusive, viable and pragmatic. The effort of developing online Scheme Management System(SMS) as part of “Digital India” is going to make NT working transparent and accountable. I am thankful to Hon'ble Ministers, the Chairperson, the Board Trustees, NICS, NIC, PricewaterhouseCoopers and all ROs for their valuable inputs and guidance. I hope these schemes will go a long way in improving the quality of life of persons with Autism, Cerebral Palsy, Mental Retardation & Multiple Disabilities.

- C.K. Khaitan, IAS
Joint Secretary & CEO of the National Trust

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Abbreviations

Abbreviation	Description
APL	Above Poverty Line
ADL	Activities of Daily Living
BPL	Below Poverty Line
DD	Demand Draft
DC	District Collector/Deputy Commissioner
DM	District Magistrate
IT Return	Income Tax Return
KPI	Key Performance Indicators
LG	Legal Guardianship
LLC	Local Level Committee
LIG	Low Income Group
Above LIG	People above the Low Income Group Limit
NGO	Non-Government Organisation
OPE	Out of pocket expenses
PwD	Persons with Autism, Cerebral palsy, Mental Retardation and Multiple Disabilities
PwD Act 1995	Persons with Disabilities Act 1995
RO	Registered Organisation
RCI	Rehabilitation Council of India
SE	Special Education
SNAC	State Nodal Agency Centre
NT	The National Trust

Description of Terms

Term	Description
Low Income Group	BPL limit set by the state + additional 50% of BPL Limit of the concerned state/competent authority
Legal Guardian	Guardian appointed by the Local Level Committee as per the "The National Trust Act 1999"
Disabilities covered under the National Trust Act	Autism, Cerebral Palsy, Mental Retardation and Multiple Disabilities
Finance Department	Internal Finance/ Accounts Division of the National Trust

Disclaimer

- The National Trust reserves the right to modify the objective, scheme description and/or any other details specific to the scheme at any point of time without notification.
- It is the responsibility of the RO to achieve the objectives of the scheme via the support of the National Trust and by their own resources.
- RO can avail multiple schemes from the National Trust and can also open up multiple centres for running different schemes.
- ROs are expected to strictly adhere to all the timelines mentioned in each step of the process. However, in case of any failure in doing so, the National Trust reserves the right to reconsider the further action to be taken, provided the RO submits a reasonable explanation for the delay.
- The National Trust reserves the right to evaluate the scheme once in every 3 years
- The National Trust reserves the right to discontinue, postpone or withhold sanction of the scheme considering the availability of finances.
- The scheme shall be governed and construed in accordance with the laws of India and shall be subject to the exclusive jurisdiction of the courts of New Delhi only.
- The system of registration by any organisation of persons with disabilities, any organisation of parents of persons with disabilities or a voluntary organisation has been defined in the National Trust. It is mandatory for the organisations of persons with disabilities, organisations of parents of persons with disabilities and voluntary organisations to register with the National Trust for availing scheme/funding from the National Trust. However, it has been decided that the registration of organisation of persons with disabilities, organisations of parents of persons with disabilities and voluntary organisations with National Trust will remain valid till six months of the last date of their registration under the PwD Act, 1995. After this particular date, the registration will stand cancelled. However, it has been decided to continue the scheme/funding for the whole current financial year in the interest of the persons with disabilities. No funding will be extended/renewed/given after the end of financial year, if the organisation of persons with disabilities, organisation of parents of persons with disabilities and voluntary organisations do not get certificate under the PwD Act, 1995.
- If scheme benefits/funding has been obtained from the National Trust on the basis of forged/false documents, the concerned R.O. shall be blacklisted for three years after giving an opportunity of being heard.

1

Disha

Early Intervention and School Readiness Scheme

1.1 Objective

This is an **early intervention and school readiness scheme** for children in the age group of 0-10 years with the four disabilities covered under the National Trust Act that aims at providing training (specifically school readiness) and counselling to both children and parents.

1.2 Scheme Description

This scheme aims at setting up Disha Centres for early intervention for Person with Disability (PwD) in 0-10 years of age covered under the National Trust Act, through therapies, trainings and providing support to family members. Registered Organization (RO) should provide following minimum facilities in their Disha Centre:

I. Day Care

RO should provide day-care facilities to PwD for at least 4 hours in a day (between 8 am to 6 pm) along with age specific activities. Day care should be open for at least 21 days in a month. The minimum attendance required for a PwD in the Disha centre is 15 days per month for the National Trust to fund the PwD.

Batch size of a Disha centre is 20 PwDs with a maximum number of PwDs allowed is 30% extra of batch size i.e. 26 for Disha Centres. On reaching the maximum limit of 26 PwDs, Disha centre shall not allow anymore PwDs to enrol in the centre. ROs are encouraged to apply again if they have sufficient number of PwDs for the new Disha Centre.

RO should maintain a ratio of 1:1 for LIG (including BPL) and above LIG PwDs (which will be paid seats for RO). Payment for the above LIG seats could be received by RO from parents, guardians, family members, RO or any other institute/ individual directly as per mutual agreed terms and conditions between RO and the other party involved (parents, guardians, family members, RO or any other institute/ individual)

The ROs should also get in touch with paediatricians or experts in similar field to seek help in getting more PwD enrolled in the Disha centre.

II. Staffing

There should be a provision of a Special Educator or Early Intervention Therapist, Physiotherapist or Occupational Therapist and Counsellor for PwD along with Caregiver and Ayas in the centre. Availability of a Physical trainer and speech therapist in these centres is also desirable.

The frequency or schedule of the staff is to be followed as below:

S. No.	Category	Number of staff	Frequency or Minimum number of visits required per month
I.	Special Educator / Early Intervention Therapist	1	Everyday
II.	Physiotherapist or Occupational Therapist	1	3 times a week
III.	Counsellor	1	3 times a week
IV.	Caregiver	1	Everyday
V.	Aya	1	Everyday

III. Infrastructure facilities

Disha centre must have one Medical/ Assessment room (with therapeutical aides and appliances), one activity room and one recreation room (all rooms to be of reasonable size) for PwD.

Disha centre should also have provision for a personal computer, scanner and net connection for the office purpose, for sending fund request, submitting reports etc. to the National Trust.

IV. Assessment and Evaluation

PwD should be assessed and evaluated by experts in the related field on a regular basis to understand their individual needs and also to monitor the progress of the PwD. The Disha centre should maintain a record of the growth and development charts of the PwD on a regular basis (with the help of experts).

V. Counselling

Counselling and guidance especially for Activities for Daily Living (ADL) must be provided to parents or guardians of PwD with regular follow ups by RO to ensure that parents or guardians attend a minimum number of counselling sessions.

RO should provide assistance to PwD for further admissions in mainstream schools.

VI. Transport Facilities

RO can also provide transportation facilities to PwD in case it is mutually suitable for both. The National Trust will provide additional but limited transport allowance to RO only for PwD who are availing transport facilities provided by RO.

1.3 Funding Pattern

The National Trust will provide funding to the Disha Centre under following three heads:

I. Setup Cost

This is a non-recurring one-time cost that would be provided to RO initially to set up Disha Centre. In addition to the grant from National Trust, RO is free to arrange grant from other sources to improve the infrastructure. It shall be the prerogative of the RO to buy the necessary product & Item for set up from the places of their choice.

II. Sustenance Cost

Sustenance Cost shall be provided by the National Trust to Disha Centre for maximum 3 months after the set up period. This has been provisioned considering the fact that the RO would find it difficult to enrol 20 PwDs in the first month. Sustenance cost shall be given in order to ensure that all staff and facilities are available and functional from the first day of operation of the Centre, irrespective of the number of PwD enrolled. The advantage of providing sustenance cost is that the RO would be able to run the centre without any difficulty and also we believe that it would be able to become stable within the sustenance period.

Qualification criteria for sustenance

The National Trust shall provide sustenance cost to the centre only if the minimum number of PwDs in a Disha centre in initial 3 months is at least 20% of the expected batch size in each month (in this case 4). The centre can be made operational only when minimum 4 PwDs are enrolled.

Calculation of sustenance

Sustenance Cost shall be calculated on pro-rata basis based on difference in total expected PwD and number of actual PwD in the centre during the 3 months.

For example, If RO has 4 PwDs in the first month of its operation, then sustenance cost will be paid for $20-4 = 16$ PwD. However, for the 4 PwDs already enrolled, monthly recurring cost shall be paid as per the scheme.

Validity of sustenance

The provision of sustenance cost is conditional upon the timely start of operation of the Disha Centre. The Disha Centre is expected to start operations within 1 month from the release of set up cost. In case the start of operations exceeds this deadline by more than a month (that means operations have not started even within 2 months from release of setup cost), the overall period for which sustenance cost would be provided would be reduced by the duration of delay.

For example, if the Disha centre starts the operation three months after the set up cost has been provided, sustenance cost shall only be provided for 2 months. Similarly, if the Disha centre starts the operation four months after the set up cost has been provided, sustenance cost shall only be provided for 1 month.

In case Disha centre is closed down within one year of start of operations, sustenance amount that was given to concerned RO for the Disha Centre shall be taken back from the RO by the National Trust

III. Monthly Recurring Cost

The National Trust shall pay monthly recurring cost for all PwD at Disha Centre which are eligible to be funded by the National Trust starting from first month of operations. The National Trust shall fund the Centre only if the minimum number of PwD in a Disha centre in the months is 30% of the expected batch size (i.e. in this case 6)

The National Trust shall fund the PwD as per the following conditions:

- a. The National Trust shall fund PwDs in a Disha Centre in 1:1 ratio provided there are equal numbers of LIG (including BPL) and above LIG PwDs. LIG shall be defined as follows:
LIG = BPL limit set by the state + additional 50% of BPL Limit of that state
- b. If number of LIG (including BPL) PwDs is more than number of above LIG PwDs, funds shall be provided for only those LIG for which 1:1 ratio is maintained (LIG including BPL : Above LIG category). In this scenario, BPLs shall be given preference for funding.
- c. If number of LIG (including BPL) PwDs is less than number of Above LIG PwDs, the National Trust shall fund total number of LIG (including BPL).
- d. Apart from this, the National Trust will fund 100% BPL in Disha Centre as per the scheme irrespective of ratio, but same is not true for LIG.
- e. Transport Allowance (optional) shall be given to RO only in case the PwD has availed transport facility from RO after submitting required document proofs from the parents/ guardians of PwD.

Example for funding by the National Trust

Total Strength	No. of LIG (including BPL)	No. of Above LIG	No. of PwD funded by the National Trust
20	10	10	10
20	15	5	5
20	6	14	6
20	14 (12 BPL and 2 LIG)	6	12
20	14 (4 BPL and 10 LIG)	6	6

Funds allocated under each of the above mentioned head is as follows:

S. No.	Funding Head	Amount (in INR)	Frequency of funds disbursement
I.	Setup Cost(setup of activity room, recreation room, medical room, computer, furniture, Scanner and internet connection)	1,55,000/-	One time
II.	Sustenance Cost	4,500/- reimbursement per Differential PwD [#] per month <i># Differential PwD = Maximum expected PwD in Disha Centre (20) – Actual PwDs in Disha Center for that month. It is clarified that the minimum PwDs enrolled by RO in initial months shall not be less than 4.</i>	Monthly for initial 3 months
III.	Monthly Recurring Cost	4,500/- per PwD per month (+ 1,000 per PwD per month for transport allowance, if availed)	Monthly

1.4 Eligibility Criteria

This section specifies the eligibility criteria for RO to apply for opening a Disha Centre and also for PwD in the age group of 0-10 years of age to be enrolled in a Disha Centre.

I. Eligibility criteria for PwD

Following are the eligibility criteria that a PwD should have to be enrolled under Disha Centre (whether funded by the National Trust or not):

- a. PwD should be in the age group of 0-10 years
- b. PwD should have one of the disabilities covered under the National Trust Act, 1999, which are Autism, Cerebral Palsy, Mental Retardation and Multiple Disabilities
- c. PwD should not be registered under Samarth scheme

II. Eligibility criteria for RO

RO should fulfil the following eligibility criteria to enrol for Disha scheme:

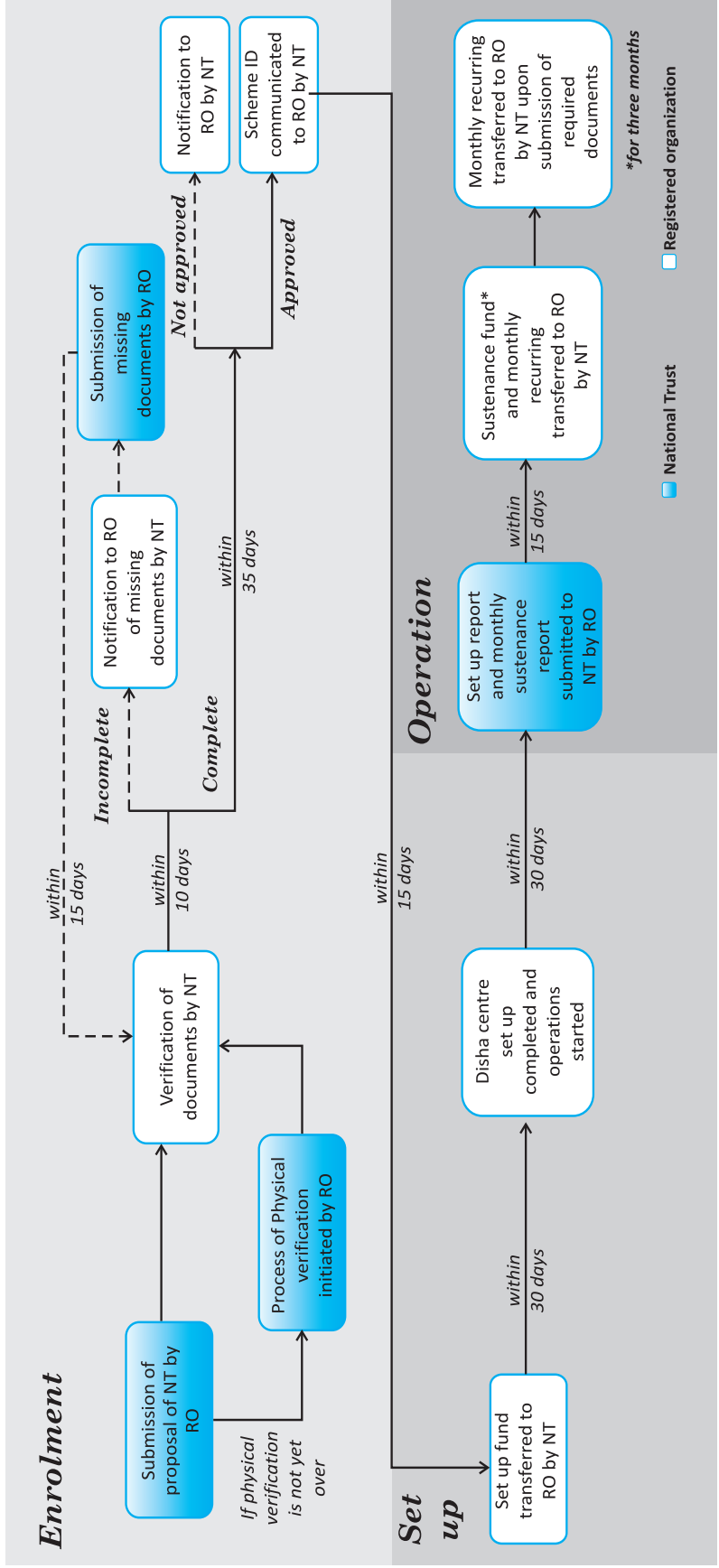
S. No.	Eligibility Criteria	Required Documents
1.	Applicant should be registered with the National Trust	Valid registration certificate under the National Trust Act
2.	Applicant should have a valid registration under the PwD Act 1995 at the time of enrolment	Registration Proof/certificate
3.	RO should have minimum 2 years of experience of working with Person with Disability (PwD) with at least one year in one of the four disabilities under the National Trust Act	Declaration by the RO detailing the work
4.	Applicant should not have been blacklisted at the time of enrolment by the National Trust/any other government organization	Declaration by the RO

1.5 Process

This section describes the processes that should be followed for the following purposes with respect to Disha scheme:

1. RO enrolling for the Disha scheme
2. Enrolment of PwD at Disha Centre
3. Fund disbursement for all three cost categories (Set up cost, sustenance cost and monthly recurring cost)
4. Reporting and monitoring of Disha Centre by the National Trust

Following figure depicts the complete process flow for Disha scheme:



Note that the ROs are expected to strictly adhere to all the timelines mentioned in each step of the process. However, in case of any failure in doing so, the National Trust reserves the right to reconsider the further action to be taken, provided the RO submits a reasonable explanation for the delay.

1.5.1 RO Enrolment (first approval) process

RO enrolment process defines the steps to be followed while enrolling for Disha Centre for the first time. It also details out the required information and documents at each step and timelines for various activity wherever applicable.

STEP 1. The NGO registered with the National Trust logs in to the National Trust website

STEP 2. The application form is available online on the National Trust website and has to be submitted online only. Application fees for enrolment in Disha scheme is INR 1000/-

Steps for submitting online application form

- Fill up the Disha application form online and upload the scanned documents as required*
- Submit the duly filled in form on the National Trust portal
- Pay the application fees of Rs.1000 online
- Send the print out of the filled form along with the supporting documents to the National Trust within 7 days, so that it reaches to the National Trust office within 15 days.

Note: Documents received without application fees shall not be entertained

***Following documents and information have to be submitted or uploaded by RO for enrolment purpose:**

1. Documents fulfilling the eligibility criteria
2. Address Proof: Title deed or Ownership certificate or lease deed or Rent agreement of the RO
3. Bank details specifying the Bank account no., Name of the Account Holder, Name of the Bank, Name of the Branch and IFSC code etc.
4. Date of issue and Date of Expiry of Registration of the NGO under PwD Act 1995
5. Declaration by RO regarding current setup listing out the following:
 - a. Existing facilities and infrastructure
 - b. Current set of activities being undertaken
 - c. Staffing including qualification and experience
6. Scheme proposal including
 - a. Details of proposed resources or staffing (from recognized institutes) at the end of set up period (1 month) – Special Educator(s) or Early Intervention therapist(s) or Early childhood mental health consultant(s), Counsellor(s), Physiotherapist(s) or Occupational Therapist(s), Caregiver(s), Aya(s) and other staff.
 - b. Details of proposed infrastructure to be completed by the end of set up period (1 month) i.e. Activity room(s), recreation room(s), Medical room(s) and office supplies.
 - c. Details of available or proposed Disability friendly provisions (accessible premises, accessible toilets, furniture and fixtures etc).
 - d. Physical Verification form of RO and the proposed Disha Centre site verified by any one of DC, DM, Social Welfare Officer, Tahsildar or the NT officials.

STEP 3. After the National Trust receives the application form and the documents, these are verified and then physical verification is initiated. However, if there is more information required from the RO, the RO is given 15 days' time to submit the same.

Note that the documents related to physical verification of the RO and proposed Disha centre can be submitted either at the time of enrolment for the scheme at the National Trust website or even after the online application form has been submitted. In case the RO fails to submit the same on time, the RO would be given 15 days' time to submit the same after the RO receives the notification from the National Trust

STEP 4. The final decision on the application or proposal is taken after completing all necessary formalities and processes. Based on the Physical verification report, if the RO meets scheme criteria and requirements, the application is approved. In case there is any discrepancy, RO is accordingly informed.

STEP 5. Communication to RO by the National Trust shall be done within 15 days from point of receipt. In case of online form, point of receipt is date and time of submission of online form along with all the required documents. However, if there is any missing information, the National Trust has to communicate to RO within 10 days from receipt of online submission.

STEP 6. In case, hardcopy of form and other documents is not received within 15 days of online point of receipt, the National Trust has to send a communication back to RO within 10 days of the prescribed deadline (which is within 25 days from point of receipt).

STEP 7. After the Enrolment is completed a scheme ID is created for the RO, and the confirmation for the same is communicated to RO.

STEP 8. A starter kit/Disha handbook containing the complete details of the Disha scheme is also handed over to the RO by the National Trust.

STEP 9. The National Trust to begin the fund disbursement process for providing set up cost to the ROs.

The National Trust should proactively reach out to the NGOs or ROs who had earlier approached for Aspiration scheme. The process for registration of Disha scheme remains the same as explained above.

1.5.2 Enrolment of PwD at the Disha Centre

STEP 1. PwD comes to the centre with the required proof

STEP 2. The Disha centre conducts a PwD Assessment Test with the help of a Therapist or Counsellor

- a) In case the PwD is fit to attend school, the parents are provided guidance and counselling in terms of general care, details of special schools or regular schools and other schemes of the National Trust that can be availed for the PwD. In case the parents are interested in sending the children to regular school or special school and not to Disha Centre and exit from the process
- b) In case the parents want to send the PwD to Disha centre (either along with going to school, or not) even if he is fit to attend school, or in cases where the child is not fit to attend regular classes as per the Assessment Test, proceed to next step.

STEP 3. In case of enrolling PwD in the Disha centre, a check is made by the concerned RO on whether the PwD is applicable for the LIG or BPL funding by the National Trust. The National Trust shall generally fund on the basis of information by RO. However, the National Trust reserves the right to get it verified by other sources, if required.

STEP 4. Parents or guardian are required to bring the Enrolment Form along with the originals and photocopies of the below mentioned documents. The documents and records for each PwD are to be maintained in separate files by RO.

Documents required to be brought by Parents or guardian for enrolment in a Disha Centre are:

- a) Enrolment form
- b) Birth Certificate or Date of Birth proof of the PwD
- c) Disability Certificate
- d) BPL certificate or Income certificate of Parent or Guardian issued by competent authority as authorized by the concerned State/ Union Territory (for LIG or BPL family)
- e) ID proof of parent or guardian
- f) Residence (Local) proof (Mandatory in case of LIG parent or guardian or for parents of PwD availing transport facility)

STEP 5. After successful verification of all the above furnished documents, the PwD is enrolled at the Disha centre – a confirmation Enrolment ID card/receipt is handed over to the parents or guardians, along with a starter kit. Details about the schedule of the centre, starting date, rules and regulations etc. should be explained to parents or guardian by the Disha representatives

STEP 6. Parents and guardians of PwD should be given a detailed insight on the Niramaya health insurance scheme by the Disha Representatives, in case the former has not yet availed the same. Disha representative can help with the registration of the PwD under the Niramaya scheme, in case parents or guardians are interested in the same.

1.5.3 Fund disbursement process

Fund disbursement for Disha Centre shall take place for all three categories of cost as mentioned before. In this section, fund disbursement for all three cost categories have been listed down.

Please note that each RO should maintain a separate account of funds received from the National Trust under Disha scheme in appropriate ledgers, clearly mentioning the amounts received, amount spent and balance at hand.

1.5.3.1 Fund disbursement of Initial Setup Cost

Initial set up cost shall be disbursed after approval of RO application for opening a Disha Centre. This process is initiated by the National Trust after enrolment of RO. Funds should be transferred within 15 days of approval of the application by the National Trust.

STEP 1. Once the National Trust has approved the application for the Disha centre, initial set up amount shall be disbursed.

STEP 2. The National Trust scheme in-charge to send instructions to its internal Finance department

STEP 3. Internal Finance department of the National Trust will transfer funds to RO via NEFT or RTGS preferably. Cash disbursements are not allowed.

STEP 4. Transaction confirmation will be sent to the scheme in-charge

STEP 5. Transaction confirmation to be sent to the concerned RO by scheme in-charge.

STEP 6. Record of the details of funds transfer to be maintained by internal Finance department of the National Trust

STEP 7. If the funds are not disbursed within the stipulated time period, RO can escalate the issue as per Escalation matrix either through website or calling the concerned officer on his/her office number.

1.5.3.2 Fund disbursement of Sustenance Cost

This process defines process for fund disbursement for Sustenance cost during initial 3 months from the start of operations.

STEP 1. RO shall provide required set of documents to the National Trust on a monthly basis prior to release of sustenance cost. Documents for sustenance cost has to be uploaded on website of the National Trust:

Documents and Information to be provided by RO after 1st month of start of operation:

- a) Set up completion report including start date of operation
- b) Set up completion certificate to be provided by any one of SNAC, LLC, NT officials, Govt. officials (Social welfare officials), DC, DM office after physical verification.

Documents required to be submitted by RO for release of sustenance cost for Disha Centre are:

- a) Fund request form containing details about the funds to be disbursed for the month under consideration as per the scheme
- b) **PwD Report:** RO to provide list of PwD enrolled in each month for the first three months of operation of the Disha centre including details like
 - PwD Name , Age , Gender
 - Disability details
 - Income Group – BPL or LIG or Non LIG
 - NT funded or not
 - Number of days attended in each month
 - Availing transport facility or not (if yes, an undertaking by the parents/guardian is to be provided)
- c) **PwD Docket:** For the PwD enrolled in Disha Centre and registering with the National Trust for the first time, the following documents are to be provided by the RO:
 - 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)
- In case transport services are being provided by the RO to the PwD, an undertaking by the Parent or Guardian stating the same is to be provided (for the National Trust funded PwD)

For all new PwD, records shall be created in the National Trust and unique IDs would be assigned to them. PwD ID shall be communicated to ROs and parents or guardians by the National Trust officials

The ROs are required to keep records of all the documents of the PwDs enrolled with them. 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.

STEP 2. Once the National Trust has verified the documents for the new PwD, the National Trust sustenance amount shall be disbursed within 15 days of receipt of the documents from RO.

STEP 3. The National Trust to send instructions to its internal Finance Department

STEP 4. Internal Finance Department of the National Trust to transfer funds to RO via NEFT or RTGS preferably. Cash disbursements are not allowed.

STEP 5. Transaction confirmation to be sent to the concerned official.

STEP 6. Transaction confirmation to be sent to the concerned RO by concerned official.

STEP 7. Record of the details of funds transfer to be maintained by internal Finance department of the National Trust

STEP 8. If the funds are not disbursed within the stipulated time period, RO can escalate the issue as per Escalation matrix either through website or calling the concerned officer on his/her office number

1.5.3.3 Fund disbursement for Monthly recurring cost

This process defines 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)

STEP 1. RO to provide the Monthly Reports online which indicates the number of students who have attended the centre for each month of operation of the Disha centre – LIG or BPL as well as Non LIG.

Documents and Information required to be submitted by RO for release of monthly recurring cost for Disha Centre are:

- a) **Fund request form** containing details about the funds to be disbursed for the month under consideration as per the scheme
- b) **PwD Report:** RO to provide list of PwD enrolled for each respective month of operation of the Disha centre including details like
 - PwD Name , Age , Gender
 - Disability details
 - Income Group – BPL or LIG or Non LIG
 - The National Trust funded or not
 - Number of days attended in each month
 - Availing transport facility or not (if yes, an undertaking by the parents or guardian is to be provided –one time)
- c) **PwD Docket:** For the PwD enrolled in Disha Centre and registering with the National Trust for the first time, the following documents are to be provided by the RO:
 - 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)
 - In case transport services are being provided by the RO to the PwD, an undertaking by the Parent or Guardian stating the same is to be provided (for the National Trust funded PwD)

For all new PwD, records shall be created in the National Trust and unique IDs would be assigned to them. PwD ID shall be communicated to ROs and parents/ guardians by the National Trust officials.

The ROs are required to keep records of all the documents of the PwD enrolled with them. 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.

STEP 2. Once the National Trust has verified the documents for the new PwD, the National Trust sustenance amount shall be disbursed within 15 days of receipt of the documents from RO.

STEP 3. The National Trust to send instructions to its internal Finance Department

STEP 4. Internal Finance Department of the National Trust to transfer funds to RO via NEFT or RTGS preferably. Cash disbursement is not allowed.

STEP 5. Transaction confirmation to be sent to the concerned official.

STEP 6. Transaction confirmation to be sent to the concerned RO by concerned official.

STEP 7. Record of the details of funds transfer to be maintained by internal Finance Department of the National Trust.

STEP 8. If the funds are not disbursed within the stipulated time period, RO can escalate as per Escalation matrix either through website or calling the concerned officer on his/her office number

1.5.4 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 Disha Action Docket at end of October and March every year.

Disha Action Docket includes following documents:

- a) Disha Action Report consists of:
 - Statement of Expenditure
 - Performance Report (based on KPIs) & Supporting Docs
 - Achievements or activities that can be highlighted (if any) specific to each scheme enrolled for
 - Annual Report of RO which is to be submitted yearly
 - Audited account details of the year to be submitted (only once within 6 months of end of financial year)
- b) Proposed Action plan for next 6 months
 - Any upcoming/planned events
 - Additional activities planned
- c) Feedback/Suggestions
 - Both scheme wise and in general

- a) The ROs are expected to provide timely submission of the above mentioned documents to the National Trust. The maximum time limit allowed to send the docket would be between (1st April – 10th May) and (1st Oct-10th Nov) of every year
- b) In case of any failure in the submission of the same, the National Trust would send reminders to ROs on an interval of every 40 days, 20 days and 15 days respectively (a maximum of 3 times)
- c) In such a scenario, further funds would be put on hold till the National Trust receives the documents. In case of failure in the same for 3 consecutive times, matter would be presented to Joint Secretary & Sanction committee on further actions to be taken.
- d) In the case where RO sends the documents to the National Trust before 3 warnings, funds would be disbursed as per periodic cycle, along with funds on hold
- e) After the National Trust receives the Disha Action Docket, the documents are analyzed and verified
- f) The National Trust is also expected to provide support and suggestions on the Proposed Action plan

Key Performance Indicators

Monitoring mechanism of Disha Scheme is Key Performance Indicators (KPI) based. Disha Centres are expected to work on the areas mentioned as KPIs along with usual day to day activities. If Disha Centres are not achieving the KPI targets, the National Trust can mentor and guide them in the correct direction for betterment of PwD.

Below are the KPIs and respective targets for Disha scheme:

KPI Name	KPI weightage	KPI Description	Target	Documents required
1. PwD Strength	10%	Total strength of PwD present in the Disha centre as well as the number of the National Trust Funded PwD	Total Strength – minimum 20 the National Trust Funded – minimum 10	<ul style="list-style-type: none"> • RO wise details of the PwD to be obtained from the National Trust dashboard
2. LIG: Non LIG ratio	10%	Ratio of PwD from LIG category versus Non LIG category	LIG : Non LIG ratio should be 1:1	<ul style="list-style-type: none"> • RO wise details of the LIG: Non LIG ratio to be obtained from the National Trust dashboard
3. PwD Development	30%	Overall development graph of the PwD	33% of PwD funded by the National Trust to demonstrate growth/positive development	<ul style="list-style-type: none"> • Growth chart (for the National Trust funded PwD) • Therapist report for all who have demonstrated a positive growth
4. PwD Mainstreaming	25%	Helping the PwD to take admission in normal schools	Atleast 1 out of the total beneficiary should be the National Trust funded	<ul style="list-style-type: none"> • School admission records
5. Parent Counselling	25%	Counselling sessions for parents/guardians to take proper care of the PwD	Atleast once a month for the complete duration a PwD is in the Disha centre	<ul style="list-style-type: none"> • Session records • SMS/E-mail to be sent to parents for confirmation on the no. of counselling sessions per PwD

The Disha centre is expected to achieve atleast 50% of the KPIs. In case of failure by the Disha centre in achieving the same, the National Trust reserves the right to reconsider the funding to be provided for the Disha centre, provided the RO submits a reasonable explanation for the same.

Grievance Redressal

In case the RO or the PwD faces any issues with regards to the scheme, the RO or the PwD can either login the issue in the Grievance redressal system in the website or can contact the concerned official or CEO of the National Trust on the office phone number.

Escalation Matrix

If any time limit as mentioned in this document is exceeded by the National Trust, then the RO or the PwD or family or guardian of PwD can escalate it to the CEO of the National Trust. If the matter is not closed within a reasonable amount of time by the CEO of the National Trust, RO or the PwD or family or guardian of PwD can further escalate the matter to the Chairperson of the Board of the National Trust.

BASIC CRITERIA FOR REGISTRATION FOR THE SCHEME

1. Registered Name (at the State/ by the competent authority) of Association of Persons with disabilities OR Association of Parents of persons with Disabilities OR Voluntary Association

2. Date of expiry of registration with The National Trust

3. Date of Expiry of registration of the NGO under PwD Act 1995

4. Registered Address of RO

House No.

Street Name

Landmark

District

State

Pin code

5. Whether the name and registered address is same as the Name and address registered with the bank

Yes

No

6. If No, Name and address registered with the bank

Name

House No.

Street Name

Landmark

District

State

Pin code

7. Whether RO is blacklisted by the National Trust/ any other government organization as on date of submission of application form

Yes No

8. Bank details

Name of the Account Holder

Bank Account No.

Bank Name

Branch and State

Branch Code

IFSC Code

Disha Application Form for Enrolment of ROs

ABOUT REGISTERED ORGANIZATION (RO)

1. Name of RO				
2. Address of RO	House No.			
	Street Name			
	Landmark			
	District and State			
	Pin code			
3. Point of contact at the RO	Name			
	Contact Number (Mobile)			
	Email ID			
	Designation/ Position at RO			
4. Date of registration with the National Trust	Date	<input type="text"/>	Month <input type="text"/>	Year <input type="text"/>
	Have you attached the registration proof?	Yes <input type="text"/>	No <input type="text"/>	
5. Is the RO registered under PwD Act 1995	Yes	<input type="text"/>	No	<input type="text"/>
	Date of Registration of the NGO under PwD Act 1995	Date	<input type="text"/>	Month <input type="text"/>
Date of Expiry of registration of the NGO under PwD Act 1995	Date	<input type="text"/>	Month <input type="text"/>	Year <input type="text"/>
	Have you attached the proof of registration under PwD Act 1995?	Yes <input type="text"/>	No <input type="text"/>	
6. Is the RO blacklisted by the National Trust/any other government organization as on date of submission of application form	Yes	<input type="text"/>	No	<input type="text"/>
	7. Bank details	Name of the Account Holder		
Bank account no.				
Bank Name				
Branch				
IFSC code				
If online payment is done:				
Reference number (URN number)/ Transaction ID _____				
Date of transaction _____				

8. Application Fees payment details _____

If payment is done through-Demand Draft / Green transfer or submitted in the National Trust Account

DD No./Slip No./ Transaction ID _____

DD Date _____

Amount (in INR) _____

9. ABOUT PROPOSED DISHA CENTRE

I. Name of Proposed Disha Centre _____

II. Address of proposed Disha Centre House No. _____

Street Name _____

Landmark _____

District and State _____

Pin code _____

III. Ownership status of the proposed Disha property _____

Owned by RO Leased Rented

IV. Information on Human Resource & Infrastructure

a) Human Resource / Staff

Name	Qualifications	Number of working hours expected per week	Number of years of experience	Designation for which he/she has been considered

b) Infrastructure

Type of infrastructure provisions	Activities to be carried out in each room	Brief description	Number of proposed beneficiaries
Activity Room			
Recreation Room			
Medical Room or Assessment Room (with therapeutical aids and appliances)			
Washroom			
Office			
Other			

c) Disability provisions

Type of provision	Brief description	Number of Provisions
Accessible premises		
Accessible toilets		
Furniture		
Fixtures		
Special Aids and devices		
Special appliances		
Others		

d) Attachments

- i. The National Trust Registration certificate
 - ii. PwD Act 1995 Registration proof/ certificate
 - iii. Address Proof: Ownership Documents, Lease deed or Rent agreement
 - iv. Undertaking by the RO detailing the experience of minimum 2 years with PwDs under The National Trust Act
 - v. Blacklisting Declaration by the RO
 - vi. Self-Declaration by RO regarding current setup listing out the following:
 - Existing facilities and infrastructure
 - Current set of activities being undertaken
 - Staffing including qualification and experience
 - vii. Proof of payment of Application fees
 - viii. Physical Verification certificate of RO and the proposed Disha Centre site verified by any one of the following office of DC/ DM, Social Welfare officer, Tahsildar, the National Trust officials.
-

Signature and Stamp

Name

Date

Place

Sustenance Fund Request form - Disha

1.	Claim for the month of	Month and Year
2.	Name of RO	
3.	Disha Scheme ID	

ABOUT DISHA CENTRE

1.	Name of Disha Centre
2.	Start date of operation

3. Details of PwDs

a) PwDs enrolled

*RO to provide list of PwDs enrolled in each month for the first three months of operation of the Disha centre
*Type refers to whether the PwD is Orphan/ Abandoned/ BPL/ LIG/ Non LIG
*For all new PwD, records shall be created in the National Trust and unique IDs would be assigned to them. PwD ID shall be communicated to ROs and parents or guardians by the National Trust officials.

PwD ID	Name	Type	Disability	Gender	Income Group – BPL or LIG or Non LIG	Age	Funded by the National Trust or not	Number of days attended in each month	Availing transport facility or not

b) Fund request details

Total number of PwDs in the center	Number of PwDs to be funded by The National Trust	Fund allocated per person	Total Fund requested
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* The National Trust reserves the right to disburse the amount as calculated by its internal records for each scheme

c) Attachments

- i. Setup completion report including start date of operation
 - ii. Setup completion certificate to be provided by any one of SNAC, LLC, NT officials, Govt. officials (Social welfare officials), DC, DM officials after physical verification.
 - iii. A undertaking by the parents/guardian if the PwD is availing the transport facility provided by the RO
 - iv. For the PwDs enrolled in Disha Centre and enrolling with the National Trust for the first time, the following documents are to be provided by the RO:
 - 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)
 - In case transport services are being provided by the RO to the PwD, a undertaking by the Parent or Guardian stating the same is to be provided (for the National Trust funded PwD)
-

*The ROs are required to keep records of all the documents of the PwDs enrolled with them. 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.

Signature with Stamp

Name

Designation

Date

Place

Physical Verification Form - Disha

Name of verifying official

Designation

Department

Verify the details as below :

1. Date of verification	
2. Name of requesting RO	
3. Point of contact at the RO	Name _____ Contact Number _____ Email ID _____ Designation/ Position at RO
4. Registered address of the RO	
5. Name of scheme against which verification is being carried out	
6. Address of proposed center	
7. Status of the proposed center	Leased / Rented / Owned by RO/ Other
8. Period for which the property is available on rent/ lease	
9. Level at which center is located	Ground floor / 1 st floor/ 2 nd floor / Other
10. Availability of lift/ ramp	

11. Number of Halls
12. Number of Rooms
13. Comments

Signature of official

Name

Designation

E-mail

Department

Mobile number

Location (City/District/Block)

Monthly Fund Request form - Disha

1. Claim for the month of Month and Year

2. Name of RO

3. Disha Scheme ID

ABOUT DISHA CENTRE

1. Name of Disha Centre

2. Details of PwDs

a) **PwDs enrolled**

*Type refers to whether the PwD is Orphan/ Abandoned/ BPL/ LIG/ Non LIG
*For all new PwD, records shall be created in the National Trust and unique IDs would be assigned to them. PwD ID shall be communicated to ROs and parents or guardians by the National Trust officials.

PwD ID	Name	Type	Disability	Gender	Income Group – BPL or LIG or Non LIG	Age	Funded by the National Trust or not	Number of days attended in each month	Availing transport facility or not

b) Fund request details

Total number of PwDs in the center	Number of PwDs to be funded by the National Trust	Fund allocated per person	Total Fund requested
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** The National Trust reserves the right to disburse the amount as calculated by its internal records for each scheme

c) Attachments

For the PwD enrolled in Disha Centre and registering with the National Trust for the first time, the following documents are to be provided by the RO:

- Disability certificate of 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)
 - In case transport services are being provided by the RO to the PwD, an undertaking by the Parent or Guardian stating the same is to be provided (for the National Trust funded PwD)
-

*The ROs are required to keep records of all the documents of the PwDs enrolled with them. 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.

Signature with Stamp

Name

Designation

Date

Place

Disha Monitoring Docket

ABOUT REGISTERED ORGANIZATION (RO)

1. Name of RO

2. Name of Disha Centre

3. Address of Disha center House No.

Street Name

Landmark

District and State

Pin code

4. Disha Action Report

a) Details of expenses Total expense incurred

Period

b) Performance

KPI name	Description	RO achievement
i. PwD Strength	Total strength of PwDs present in the Disha Centre as well as the number of the National Trust Funded PwD	
ii. LIG:Non LIG Ratio	Ratio of PwD from LIG category versus Non LIG category	
iii. PwD Development	Overall development graph of the PwD (to be mentioned in percentage)	
iv. PwD Mainstreaming	Number of children who have been admitted in normal schools with the help of RO	
v. Parent Counselling	Number of counselling sessions conducted by RO for parents/guardians in a month	

c) Achievements or activities that can be highlighted (if any) specific to the scheme

5. Proposed Action Plan for next 6 months

a) Upcoming/planned events

b) Additional activities planned

6. Feedback/Suggestions (Both scheme related and in general)

7. Attachments
- i. Statement of expenditure of Disha center
 - ii. Annual Report of RO (to be submitted once in an 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
-

Signature with Stamp

Name

Designation

Date

Place