

**Standard Operating Procedure(SOP) in respect of services provided by the State
Commissioner for the Persons with Disabilities under the West Bengal Right to Public Services
Act, 2013.**

In terms of **Notification No.-4210-SW/7283-SPO dated 31/07/2015** of Department of Women & Child Development and Social Welfare, the services - Economic rehabilitation Grant and Issuance of Identity Cards for the Persons with Disabilities have come under the West Bengal Right to Public Services Act, 2013.

In terms of Rule 19(iii) of WBRTPS Rule, the Standard Operating Procedure (SOP) specifying the steps and documents required for providing services as mentioned above is as follows:

Any person with disability as defined in section 2(i) of the Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995, who intends to have an identity card for the Persons with Disabilities should follow the following steps:-

A. He / She (in case of resident of any block / municipal areas of any district other than Kolkata) shall submit an application in plain paper asking for identity cards for the persons with disabilities to the Child Development Project of that Block /Municipality along with the documents mentioned in the check list.

B. Persons with Disabilities residing in Kolkata Municipal areas shall submit their application for identity cards for the Persons with Disabilities to Prosthetist & Orthotist attached to the office of the State Commissioner for the Persons with Disabilities along with the documents mentioned in the checklist below. If the Persons with Disabilities fulfils all the provisions of the Act and rules made there under, Identity Card for the Persons with Disabilities will be issued in his/ her favour.

Checklist for Issuance of Identity Card for the Persons with Disabilities.

1. Original Disability Certificate issued by competent medical authority.
2. Two photocopies of the Disability Certificate.
3. Two passport size photograph of the Persons with Disabilities.
4. Residential Proof- (Any one of the following)
 - a. Ration Card
 - b. Voter Identity Card
 - c. Driving License
 - d. Bank Passbook
 - e. Passport
 - f. Telephone, Electricity, Water or any other utility bill indicating the Address of the applicant.
 - g. A certificate of residence issued by a Panchayet, Municipality, Cantonment Board or any other Gazetted Officer or Head Master of a Govt. School.
 - h. In case of an inmate of a residential institution for Persons with Disabilities, destitute, mentally ill etc. a certificate of residence from the Head of such institution.
5. In case of loss of identity card, general diary from the police station in original.

Economic Rehabilitation Grant for the Adult Persons with Disabilities.

(As per notification no.-799-SW/ (D) IG-03/11 dated 22.02.2012 of Department of Women & Child Development and Social Welfare), any adult person with disability, as defined in Section 2(i) of the Persons with Disabilities (Equal opportunities, Protection of Rights and Full

Role of Applicant

1. Know about Kanyashree Prakalpa & Eligibility Criteria

Kanyashree Prakalpa

Kanyashree Prakalpa was launched by the Government of West Bengal on October 1, 2013. The Scheme's Conditional Cash Transfer benefits, combined with its communication strategy work towards the empowerment of girls through the following objectives: a) Reduction of child marriage b) Increased retention of adolescent girls in the education matrix c) Financial inclusion d) Positive changes in attitudes, perceptions and behavior families and other key influences towards adolescent girls, and a shift in perception in the way adolescent girls view themselves. The CCT components are: Annual Scholarships (K1)-which is yearly benefit of Rs. 750/- after reaching 13 years of age and One-Time Grant (K2) –which is a one-time benefit of Rs.25,000/-after reaching 18 years.

Eligibility Criteria

- You have to be a bonafide and regular student of any Govt./Govt. aided/vocational/ Govt affiliated institution of West Bengal.
- Enquire with your Head of the Institution (hereinafter referred to as HOI) whether your institution is enrolled in the Kanyashree Portal.
- At a glance:

	K1 (Annual Scholarship)	K2 (One Time Grant)
Age	13 yrs – 18 yrs	18 yrs-19yrs
Institution	School/College/Vocational /ITI	School/College/Vocational /ITI/ Sports
Nature of institution	Govt/ Govt Aided/ Private	Govt/ Govt Aided/ Private
Marital Status	Unmarried	Unmarried
Ceiling of Family Income	Rs. 1,20,000 pa	Rs. 1,20,000 pa

SPECIAL CONSIDERATIONS:

Income criteria is waived for girls

- with more than 40% disability
- staying at homes registered under JJ Act
- Both parents deceased.

The Age vs Class Criteria is relaxed in case of girls who are specially abled.

- As per your eligibility, please ask for forms from your HOI
- Open a no-frill (zero balance) bank account in any bank. Collect the passbook.
- Please remember, the spelling of your name in your Kanyashree application form must be same as that in your bank account for smooth disbursement of the incentive.

2. Apply for Kanyashree

- If you are a fresh applicant then ask for fresh application forms (for K1 light green coloured Form, for K2 light blue coloured Form) from your HOI.
- It is to be noted that only for special cases application in fresh K2 will be allowed and written declaration from institution in format (Annexure I) should be attached.

FRESH K1/K2:

- After collecting Fresh Form (hard copy form having light Green Colour for K1 and light blue colour for K2) fill in all the fields carefully. Please ensure all the information given in the form are correct.
- Please enter correct mobile number to get periodical SMS alerts about the status of your application etc.
- The form must be signed by you and your Parent/Legal Guardian at the appropriate positions of declaration (page 3 of Hard Copy form).
- Submit the form to HOI.
- Do not forget to receive the acknowledgement duly signed by the HOI.

Standard Operating Procedures for Stakeholders In Kanyashree Prakalpa

- Furnish relevant documents for verification of age, family income, certificate of disability (if any), address, first page of bank pass book, copy of Aadhaar Card, legible coloured Passport size Photograph with your form.

K1 RENEWAL:

- If you have received K1 (Rs 750) at least once and are still below 18yrs of age, then your HOI will process your K1 Renewal in the subsequent year provided you remain unmarried and provide the following information for updation of your data:
 - The Class you are currently enrolled
 - Your Caste
 - Your Religion
 - Your Aadhaar Number.

Please enquire whether your renewal is processed by the head of your institution.

UPGRADED K2:

- If you have received K1 (Rs 750/-) at least once and have attained 18 yrs of age but not crossed 19 years, then ask for the K2 Up-Gradation Form from your HOI. This is not a coloured form and has all your information pre-printed on it as you had provided during K1 Application.
- Please complete the certification part, put your and your parent/Guardian's signature in the form, paste your recent legible coloured passport sized photograph and submit the form to your HOI.

IMPORTANT POINTS TO REMEMBER:

- Tally spelling in the bank account as well as in the Kanyashree Application form (K1/K2).
- Please check the bank account number and the IFS Code entered.
- Please check the bank account is active (not dormant or closed). To make it active please do regular transaction(withdrawal and deposit).
- Enter your valid Mobile Number.
- Check whether same form number is there on each page of the form, otherwise your form will be rejected.
- The form must have your as well as your parent/guardian's signature.
- Please enter your Valid Aadhaar Number.
- If at any point of time your HOI asks you to submit another photograph, please submit it as your photo might not be clear and hence illegible. Your application may be rejected for unclear photograph.
- Please collect the Acknowledgement from your HOI.
- Please note and preserve your 20-digit Kanyashree ID for any future queries. Generation of 20 digit code indicates that your application is uploaded in the portal.

3. Application Status Tracking:

- When your application will be submitted in the Kanyashree Online 4.0 portal, you will receive a unique 20 digit application ID in your mobile device.
- You can monitor the status of your application from the “Kanyashree Portal”, “Kanyashree Mobile App” & through SMS as under:

Getstatus <space> Application ID <space>Year and send to 9002481874.

4. Grievance Redressal:

- In case, you have any grievance, you may report it through Kanyashree Online 5.0 portal, Kanyashree Mobile App or using SMS services. The sms syntax is:
Grievance<space> Application ID<space> Year<space>text
And send to 9002481874.

5. Kanyashree Corner:

- You can visit “Kanyashree Corner” in Kanyashree Online 5.0 portal to know more about activities of Kanyashree Girls throughout the State.