

National Trust Scheme Guidelines



Samarth Respite Care

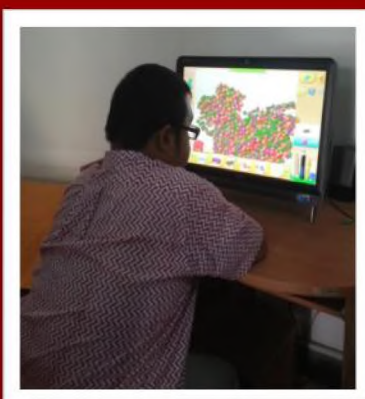


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Abbreviations

Abbreviation	Description
APL	Above Poverty Line
ADL	Activities for Daily Living
BPL	Below Poverty Line Limit set by respective state government
DD	Demand Draft
DC	District Collector
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 LIG limit
NGO	Non-Government Organisation
OPE	Out of pocket expenses
PwD	Person with Autism, Cerebral palsy, Mental Retardation and Multiple Disabilities
PwD Act 1995	Person with Disability Act 1995
RO	Registered Organisation
RCI	Rehabilitation Council of India
SE	Special Education
SNAC	State Nodal Agency Centre
NT or National Trust	The National Trust

Description of Terms

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

Disclaimer:

- *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 National Trust and by their own resources.*
- *RO can avail multiple schemes from 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 processes. However, in case of any of any failure in doing so, National Trust reserves the right to reconsider the further action to be taken, provided the RO submits a reasonable explanation for the delay.*
- *National Trust reserves the right to evaluate the scheme once in every 3 years*
- *National Trust reserves the right to discontinue, postpone or withheld sanction of the scheme considering the availability of finances*
- *This 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.*

1 Samarth

Respite Care

1.1 Objective

The objective of Samarth scheme is to provide respite home for orphans or abandoned, families in crisis and also for Persons with Disabilities (PwD) from BPL & LIG families including destitutes with atleast one of the four disabilities covered under the National Trust Act. It also aims at creating opportunities for family members to get respite time in order to fulfil other responsibilities.

It would be the responsibility of the RO to bring in PwDs who are either Non-LIGs or who are not covered in the above mentioned category, to ensure sustainability.

1.2 Scheme Description

This scheme aims at setting up Samarth Centres for providing respite and residential care of the specified categories of Persons with Disability (PwD). Samarth Centre should provide at a minimum following facilities:

I. Group Home

RO should provide group home facility for all age groups with adequate and quality care service with acceptable living standards including provision of basic medical care from professional doctors. Capacity of a Samarth Centres is 30 including non LIG and non BPL.

Batch size of a Samarth centre is 30 PwDs with a maximum number of PwDs allowed is 30% extra of batch size i.e. 39 for Samarth Centres. On reaching the maximum limit of 39 PwDs, Samarth 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 Samarth 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)

As stated earlier in the document, it is to be noted that RO should bring in more PwDs to the Samarth centre who are either Non-LIGs or who are not covered in the above mentioned category, to ensure sustainability.

II. Vocational Activities

Samarth Centre should provide age specific vocational activities, pre-vocational activities and assistance for training or schooling as applicable on case to case basis.

III. Staffing

There should be a provision of at least two Special Educators (+Vocational Trainers), one Physiotherapist or Occupational Therapist, three Caregivers, two Ayas and a Cook in the samarth centre.

Provision 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 (+vocational trainer)	2	Everyday
II.	Physiotherapist or Occupational Therapist	1	5 times a week
III.	Caregiver	3	Every day, 2 shifts
IV.	Aya	2	Everyday
V.	Cook	1	Everyday

IV. **Infrastructure facilities**

Samarth Centre must have at least one Medical or Assessment room (with therapeutical aides and appliances), at least one Activity room or Vocational room, at least one recreation room, (all rooms to be of reasonable size) hygienic lodging and other facilities for the PwDs.

The Samarth Centre should also have provision for a kitchen and office supplies including a personal computer for the office purpose and for sending fund request, submitting reports etc. to the National Trust.

Assistance for setting up work centres (only the set up cost), will be provided by National Trust depending upon the viability of the proposal.

V. **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 Samarth centre should maintain a record of the growth and development charts of the PwD on a regular basis (with the help of experts).

VI. **Linkage with Gharaunda**

The Samarth Centre should facilitate shifting the PwD who is above 18 years of age and has spent more than 5 years in the Samarth Centre to Gharaunda centre.

1.3 Funding Pattern

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

I. **Setup Cost**

This is a non-recurring one-time cost that would be provided to RO initially to setup the Samarth 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 prerogative of RO to buy the quality and quantity of set up from the places of their choice.

II. ***Sustenance Cost***

Sustenance Cost shall be provided by National Trust to Samarth 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 30 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 PwDs 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

National Trust shall provide sustenance cost to the centre only if the minimum number of PwDs in a Samarth centre in initial 3 months is at least 20% of the expected batch size in each month (in this case 6). The centre can be made operational only when minimum 6 PwDs are enrolled.

Calculation of sustenance

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

For example, If RO has 6 PwDs in the first month of its operation, then sustenance cost will be paid for $30 - 6 = 24$ PwDs. However, for the 6 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 Samarth centre. The Samarth 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 Samarth 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 Samarth 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 Samarth centre is closed down within one year of start of operations, sustenance amount that is given to concerned RO for the Samarth Centre shall be taken back from that RO.

III. ***Monthly Recurring Cost***

National Trust shall pay monthly recurring cost for all PwDs at Samarth Centre which are eligible to be funded by National Trust starting from first month of operations. National Trust shall fund the Centre only if the minimum number of PwD in a Samarth centre in the months is 30% of the expected batch size (i.e. in this case 9)

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

- a. National Trust shall fund PwDs in a Samarth 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, National Trust shall fund total number of LIG (including BPL).
- d. Apart from this, the National Trust will fund 100% BPL PwDs in Samarth Centre as per the scheme irrespective of ratio, but same is not true for LIGs

Example for funding by National Trust

Total Strength	No. of LIG (including BPL)	No. of Above LIG	No. of PwD funded by National Trust
30	15	15	15
30	20	10	10
30	10	20	10
30	20 (16 BPL and 4 LIG)	10	16
30	20 (8 BPL and 12 LIG)	10	10

IV. Setup Cost for Work centre (if availed by the RO)

National Trust shall also consider funding the setup cost for Work Centres opened by existing ROs after validating the viability of the proposal. Existing RO should have minimum 10 trained PwDs covered under National Trust Act to work in these work centres to avail the set up cost.

In case the work centre is closed down within one year of start of operations, set up cost of work centre shall be taken back from that RO by National Trust.

Funds allocated under each of the above mentioned heads 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)	2,90,000/-	One time
II.	Sustenance Cost	7,000/- reimbursement per Differential	Monthly for initial 3

S. No.	Funding Head	Amount (in INR)	Frequency of funds disbursement
		PwD#per month <i># Differential PwD = Maximum expected PwD in Samarth Centre (30) – Actual PwDs in Samarth Centre for that month</i> It is clarified that the minimum PwDs enrolled by RO in initial months shall not be less than 6.	months
III.	Monthly Recurring Cost	7,000/- per PwD per month	Monthly
IV.	Setup Cost for Work centre (if availed by the RO)	In the range of 25,000/- to 1,00,000/--	Case to case basis

**Note that the set up cost has been increased from Rs. 1,95,000 to Rs.2,90,000 based on the discussion in the Conference of State Welfare Secretaries held in Delhi on 1st and 2nd July 2015.*

1.4 Eligibility Criteria

This section specifies the eligibility criteria for RO to apply for opening a Samarth Centre and also for PwD to be enrolled in a Samarth Centre.

I. Eligibility criteria for PwD

Following are the eligibility criteria that a PwD should have to be enrolled under Samarth Centre irrespective of whether the PwD is being funded by National Trust or not:

- PwD should have one of the disabilities under the National Trust Act, 1999, which are Autism, Cerebral Palsy, Mental Retardation and Multiple Disorder
- PwD should not be enrolled under Disha, Vikaas scheme or Gharaunda Scheme.

II. Eligibility criteria for RO

RO should fulfil all of the following eligibility criteria to enrol for Samarth scheme:

S. No.	Eligibility Criteria	Required Documents
1.	Requesting Organization should be registered with National Trust	National Trust Registration proof or certificate
2.	The group home land should either be owned by RO or should have lease of at least 5 years with provision of renewal	Address Proof: Ownership Documents or Lease deed
3.		Undertaking by the RO detailing the experience

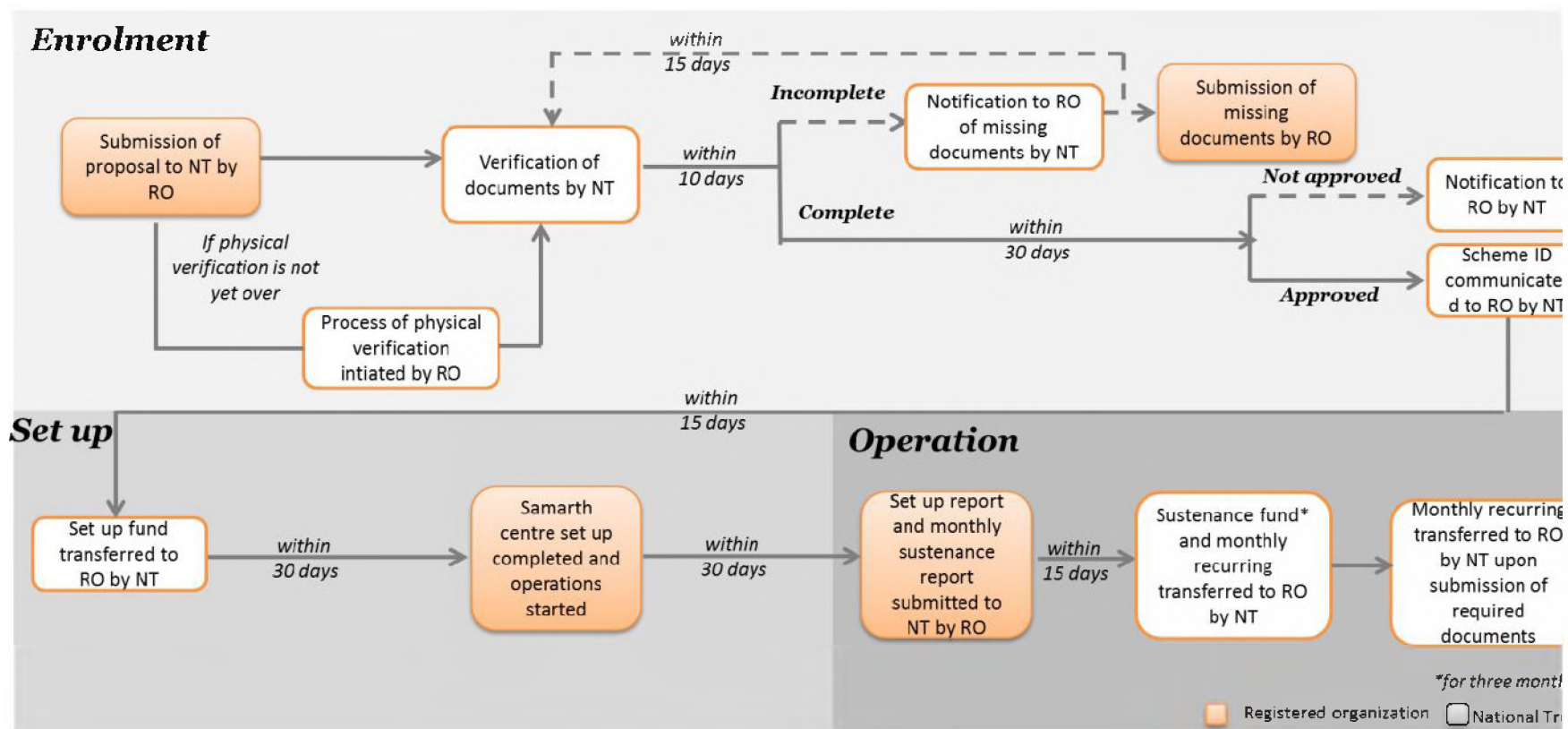
S. No.	Eligibility Criteria	Required Documents
4.	NGO should not be blacklisted by National Trust/any other government organization, at the time of enrolment for the scheme	Declaration by the RO

1.5 Processes

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

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

Following figure depicts the complete process flow for Samarth scheme:



Note that the ROs are expected to strictly adhere to all the timelines mentioned in each step of the processes. However, in case of any of any failure in doing so, 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 Samarth 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 RO logs in to the National Trust website

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

Steps for submitted online application form

- Fill up the Samarth 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 National Trust within 40 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. Self-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 at the end of set up period (1 month) – 2 Special Educators (+Vocational Trainers), Physiotherapist(s) or Occupational Therapist(s), Caregiver(s), Aya(s), Cook(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) or Vocational room(s), Recreation room(s), Medical room(s), hygienic lodging and other facilities, kitchen and office supplies etc.
 - c. Details of available or proposed Disability friendly provisions (accessible premises, accessible toilets, furniture and fixtures)
 - d. Physical Verification form of RO and the proposed Samarth Centre site verified by any one of DC, DM, Social Welfare Officer, Tahsildar, NT officials.

STEP 3. After National Trust receives the application form and the documents, these are verified and then physical verification is initiated. However, if there is any missing information or wrongly

submitted information which needs to be submitted again, the RO is given 15 days' time to submit it again from the date of intimation of missing document by National Trust.

Note that the documents related to physical verification of the RO and proposed Samarth 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 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 National Trust shall be done within 45 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, National Trust has to communicate to RO within 10 days from receipt of online submission.
- STEP 6.** In case the RO has not yet sent the hard copies of the documents, National Trust would send a communication to the RO within 10 days from the prescribed time (i.e. within 50 days from the point of submission of application by the RO)
- STEP 7.** 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/Samarth handbook containing the complete details of the Samarth scheme is also handed over to the RO by National Trust.
- STEP 9.** National Trust to begin the fund disbursement process for providing setup cost to the ROs.

The existing Samarth centres will also need to follow the same procedure as detailed above for enrolling under the new scheme including submission of documents and proposal. The RO will stop to receive benefits under the existing scheme and start receiving funds under the new scheme. The process for enrolment for Samarth scheme remains the same as explained above.

1.5.2 Enrolment of PwD at the Samarth Centre

- STEP 1.** PwD comes or is brought to the centre
- STEP 2.** The Samarth centre conducts an Individual PwD Assessment Test with the help of a Therapist or Counsellor to understand the specific needs of the PwD
- STEP 3.** If PwD is orphan or abandoned or is from a family in crisis, the RO should approach the competent district officials authorised by the State Government to certify the same. Apart from the document for certifying the above, there are no more documents to be produced for enrolling with the Samarth Centre. Also, the PwD is automatically included in the BPL category. The PwD is enrolled for Niramaya along with registration for Samarth.
- STEP 4.** In all other cases, a check is made on whether the PwD is applicable for the LIG or BPL funding by National Trust

- STEP 5.** The parents or guardian are required to fill the Enrolment Form along with the originals and photocopies of the belowmentioned documents. The documents and records for each PwD are to be maintained in separate files.

Documents required to be brought by Parents or guardians for enrolment in a Samarth 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 Parents 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) Declaration proof of the guardianship if PwD <18 years of age and parents are not the guardians

OR

LG certificate, if PwD >18 years of age and parents are not the guardians

Note that a necessary field for the intended duration of stay is also to be filled in the application form by the parents or guardian of the PwD.

- STEP 6.** In case of successful verification of the all the above furnished documents, the PwD is enrolled at the Samarth centre – a confirmation Enrolment ID card/receipt is handed over to the PwDs parents or guardians (if any), along with a starter kit. Further details about the starting date, rules and regulations etc. are to be mentioned by the Samarth representatives.
- STEP 7.** Parents and guardians of the PwDs are given a detailed insight on the Niramaya health insurance scheme by the Samarth representatives, in case the PwD has not yet availed it already. RO representative may assist with the registration of the PwD under the Niramaya scheme, in case the parents or guardian agree for the same. In case of absence of parents or guardian, the Samarth centre needs to mandatorily enrol the PwD for Niramaya.

1.5.3 Fund disbursement process

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

Please note that each RO should maintain a separate account of funds received from the National Trust under Samarth 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 commencing a Samarth Centre. This process is initiated by National Trust after enrolment approval of RO. Funds should be transferred within 15 days of approval of the application by National Trust.

- STEP 1.** Once National Trust has approved the application for the Samarth centre, initial set up amount shall be disbursed
- STEP 2.** National Trust scheme in-charge to send instructions to its internal Finance department
- STEP 3.** Internal Finance department of National Trust will transfer funds to RO via NEFT or RTGS. Cash disbursement is 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 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 by calling the concerned officer on his or 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 National Trust on a monthly basis prior to release of sustenance cost

STEP 2. Documents for sustenance cost has to be uploaded on website of National Trust:

Documents or Information to be provided by RO after one month of start of operation:

- a) Setup completion report including start date of operation
- b) 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.
- c) Filled checklist for providing Minimum Standard of Living (*Checklist to be finalized by National Trust for minimum standards of living*)

Documents required to be submitted by RO for release of sustenance cost for Samarth 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 PwDs enrolled in each month for the first three months of operation of the Samarth centre including details like
 - PwD Name, Age, Gender
 - Disability details
 - Income Group – BPL/LIG/Non LIG
 - NT funded or not
 - Date of enrolment
 - Intended duration of stay

c) PwD Docket:

For the **orphan/abandoned** PwD being enrolled with National Trust for the first time for receiving funds, the following documents are to be provided by the RO:

- Document from the competent district officials authorised by the State Government to certify whether the PwD is an orphan or abandoned or is from a family in crisis
- Disability certificate of the PwD
- Niramaya documents created as a part of enrolment of PwD

For all the PwDs who will be enrolling in Samarth Centres for the first time for receiving funds, 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)
- Niramaya documents created as a part of enrolment of PwD

For all new PwD, records shall be created in 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 PwDs enrolled with them. 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 3. Once National Trust has verified the documents for the new beneficiaries, National Trust sustenance amount shall be disbursed within 15 days of receipt of the documents from RO

STEP 4. NT to send instructions to its internal Finance department

STEP 8. Internal Finance department of National Trust to transfer funds to RO via NEFT or RTGS. Cash disbursement is not allowed.

- STEP 5.** Transaction confirmation to be sent to the requesting official
- STEP 6.** Transaction confirmation to be sent to the concerned RO by requesting official
- STEP 7.** Record of the details of funds transfer to be maintained by internal Finance department of National Trust.
- STEP 9.** If the funds are not disbursed within the stipulated time period, RO can escalate the issue as per Escalation matrix either through website or by calling the concerned officer on his or 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 till 3 months after start of operations) including application for work centre by RO

- STEP 1.** RO to provide the Monthly reports online which indicates the number of PwDs who have stayed at the centre for each month of operation of the Samarth 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 Samarth 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 PwDs enrolled in each month along with the following details
 - PwD Name, Age, Gender
 - Disability details
 - Income Group – BPL/LIG/Non LIG
 - NT funded or not
 - Date of enrolment
 - Intended duration of stay
- c) **PwD Docket:**
For the **orphan/abandoned** PwD being enrolled with National Trust for the first time for receiving funds, the following documents are to be provided by the RO:
 - Document from the competent district officials authorised by the State Government to certify whether the PwD is an orphan or abandoned or is from a family in crisis
 - Disability certificate of the PwD
 - Niramaya documents created as a part of enrolment of PwD

For all the PwDs who are enrolling in Samarth Centres for the first time for receiving funds, 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)
 - Niramaya documents created as a part of enrolment of PwD
- d) **Work Centre:** In case Samarth centre is applying for setting up work centre, the following documents are to be provided by the RO:
 - Proposal 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 set, 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.

For all new PwD, records shall be created in 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 PwDs enrolled with them. 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 National Trust has verified the documents for the new PwD, the monthly recurring amount shall be disbursed within 15 days of receipt of the documents from RO.

- STEP 3.** National Trust to send instructions to its internal Finance department

- STEP 4.** Internal Finance department of National Trust to transfer funds to RO via NEFT or RTGS. Cash disbursement is not allowed.
- STEP 5.** Transaction confirmation to be sent to the requesting official
- STEP 6.** Transaction confirmation to be sent to the concerned RO by requesting official.
- STEP 7.** Record of the details of funds transfer to be maintained by internal Finance department of 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 by calling the concerned officer on his or her office number.

1.5.4 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.

Samarth Action Docket includes following documents:

- a) Samarth Action Report consisting of:
 - Statement of Expenditure
 - Performance Report (based on KPIs) & Supporting Docs
 - Achievements or activities that can be highlighted(if any) specific to the scheme
 - Annual Report of RO which is to be submitted yearly
 - Audited account details of the year to be submitted (only once after 6 months of receipt of the same)
- b) Work centre report consists of :
 - Statement of expenditure and work centre completion report or certificate(only in the period where the funds of National Trust has been availed for setting up the work centre)
 - Details of the work centre (including no. of PwDs employed, kind of work undertaken, sales turnover etc.)
- c) Proposed Action Plan for next 6 months:
 - Any upcoming or planned events
 - Additional activities planned
- d) Feedback/Suggestions
 - Both scheme wise and in general

- a) The ROs are expected to provide timely submission of the above mentioned documents to 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, 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 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 National Trust before 3 warnings, funds would be disbursed as per periodic cycle, along with funds on hold
- e) After National Trust receives the Samarth Action Docket, the documents are analysed and verified
- f) National Trust is also expected to provide support and suggestions on the Proposed Action plan

Key Performance Indicators

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

Below are the KPIs and respective targets for Samarth scheme:

KPI Name	KPI Weightage	KPI Description	Target	Documents required
1. PwD Strength	10%	Total strength of PwDs present in the Samarth Centre as well as the number of National Trust Funded PwD	Total Strength – minimum 30 National Trust Funded – minimum 15	<ul style="list-style-type: none"> RO wise details of the PwD to be obtained from 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 National Trust dashboard
3. PwD Registration with Niramaya Scheme	15%	Registration of all PwDs residing at Samarth Centre with Niramaya Scheme	100% compliance	<ul style="list-style-type: none"> Niramaya records for PwD to be obtained from National Trust dashboard
4. PwD Development	25%	Overall development graph of the PwD	33% of PwDs funded by National Trust to demonstrate growth/positive development	<ul style="list-style-type: none"> Growth chart(for National Trust funded PwDs) Therapist report for all who have demonstrated a positive growth

KPI Name	KPI Weightage	KPI Description	Target	Documents required
5. Inclusion events Organized	15%	Number of events organized by the Samarth centre for community inclusion e.g. taking PwDs for a picnic/excursion to a historic place, painting competition/sports competition(s) open to children with special needs as well as other kids etc.	Atleast 4events per year	<ul style="list-style-type: none"> Undertaking by the RO detailing the event organized or participated Photographs of the event
6. Gainful Employment of PwD	25%	PwDs above 14 years of age and residing at the Samarth centre for more than 6 months should have an opportunity to be gainfully employed.	At least 10% of the PwDs >14 years of age and residing at the Samarth centre for more than 6 months should be gainfully employed	<ul style="list-style-type: none"> Declaration from employer or signed employment letter

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 National Trust on the office phone number.

EscalationMatrix

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