



No. P-13013/95/2023-UDID/IT/Statistics
Government of India
Ministry of Social Justice & Empowerment
(Department of Empowerment of Persons with Disabilities)

Standard Operating Procedure (SOP) for handling rejected applications through UDID portal (www.swavlambancard.gov.in) (Reference Rule 18(5) of RPwD (Amendment) Rules 2024)

(Effective from 29.10.2024)

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

1.2. Purpose: The purpose of this Standard Operating Procedure (SOP) is to articulate the steps involved in providing the mechanism of handling rejected applications through UDID portal (www.swavlambancard.gov.in).

1.3. Cases of rejected applications:

The application for disability certificate and UDID card is rejected at following two stages:

- (i) Initial stage by Medical authority without medical board recommendation or assessment:
- (ii) After applicant is assessed and medical board rejected his application.

1.4. Steps for handling rejected applications:

- (i) **Application rejected at Initial stage by Medical authority without medical board recommendation or assessment:** Aggrieved with the decision of the medical authority/hospital.

The applicant can either use the appellate mechanism within prescribed time under section 59 of RPwD Act. The appellate authority designated by State/UT Govt. to decide the disposal of the appeal of the applicant so submitted in such case as per the SoP No. P-13013/95/2023-UDID/IT/Statistics dated 1st July, 2024.

or

The concerned applicant or guardian has the option to approach to the medical authority/hospital where he has applied for the disability certificate and UDID card. The medical authority/hospital can reset the rejected application using the applicable tab under his login for further processing.

(ii) Application is rejected by Medical board after undertaking the disability assessment: In such case, aggrieved with the decision of the medical authority/hospital.

The applicant can either use the appellate mechanism within prescribed time under section 59 of RPwD Act. The appellate authority designated by State/UT Govt. to decide the disposal of the appeal of the applicant so submitted in such case as per the SoP No. P-13013/95/2023-UDID/IT/Statistics dated 1st July, 2024.

Or

In case he has not adopted appellate mechanism under section 59 of RPwD Act within prescribed time, he can reapply afresh after expiry of the appeal period of such rejection by providing details of enrollment/application number of rejected application. The portal will auto validate the enrollment/application number of rejected application along with other prescribed details and auto remove such rejected application from the system enabling person to reapply on UDID portal.

Or

In case appellate mechanism under section 59 of RPwD Act has been used under stage (i) and (ii) above and no action has been taken by appellate authority within three months of appeal, the person can reapply afresh by providing details of enrollment/application number of rejected application. The portal will auto validate the enrollment/application number of rejected application along with other prescribed details and auto remove such rejected application from the system enabling person to reapply on UDID portal.



(Anand)

Section Officer

Department of Empowerment of Persons with Disabilities (Divyangjan)

29/10/2024