



File 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 submitting request for renewal of Disability certificate/UDID card and handling such request through UDID portal (www.swavlambancard.gov.in)

(Effective from 16.10.2024)

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 socioeconomic 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 submission of renewal request by Persons with Disabilities using his **PwD login** dashboard on UDID portal.

1.3 Steps by PwD

The PwD who are already in the possession of UDID card/disability certificate with a **validity of specified time period** can submit his request for renewal of UDID card and disability certificate 9 months or time specified by the Dept., as the case may be, before expiry of his UDID card and disability certificate. The PwD will have the following options for submitting his renewal request:

Choose same hospital from where UDID card and disability certificate was issued.
Choose other hospital due to change in address of PwD or treatment in connection of disability is being taken in other hospital as the case may be. In this case the PwD shall have to submit his updated residential details along with documentary evidence as required by Department from time to time.

Anand
76/10/21

Below diagram shows the steps to be taken by PwD:

Step1

Login to PwD Dashboard and click on tab Renew Card or applicable option

Step 2

Choose same hospital for assessment or

Other hospital in case treating hospital or residential address has changed,

On successful submission of the request, downloading of acknowledgement receipt advised.

1.4. Action by Hospital/Medical authority:

The Hospitals/medical authorities authorized by the State/UT Government and receiving request of renewal of disability certificate and UDID card shall have either to accept or reject the request of PwD and issue disability certificate and UDID card as per the guidelines issued by Department for assessing the PwDs and as amended from time to time by Department.

In case when the PwD choose hospital other than that issued him earlier UDID card and disability certificate. The name of the Hospital or medical authority and details of residential address as chosen and submitted by PwD will be mentioned on renewed UDID card and Disability certificate.

In case the details submitted by the PwD in his application are not proper or there are any shortcomings in his application. The Medical authority shall have the option to return the application to PwD login dashboard with their returning remarks. The PwD can again login to dashboard and edit and re-submit his returned application.

Below diagram shows the steps taken by Medical authority or Hospital on request:

Step 1

(i) Accept (verify application) or
Return request
Reject request

Step 2

The accepted or verified application shall be assigned specialist and then medical board for disability assessment.

Step 3

In case there are any shortcomings in the application, the medical authority can take the decision to return the application with deficiency remarks. The returned application would come in the PwD dashboard which PwD can resubmit after necessary corrections.

Step 4

The medical authority, when after assessment of person, is of the view that no disability as specified under RPwD Act, 2016 can be given to person, the application for renewal will be liable to be rejected.

A handwritten signature in blue ink that reads "Anand". The signature is stylized with a long vertical stroke on the left and a horizontal stroke at the bottom.

(Anand)
Section officer,
Department of Empowerment of Persons with Disabilities (Divyangjan)