

# National Trust Scheme Guidelines



## *Gharaunda* Group Home for Adults



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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 Gharaunda

## Group Home for Adults

### 1.1 Objective

The objective of Gharaunda scheme is to provide an assured home and minimum quality of care services throughout the life of the person with Autism, Cerebral Palsy, Mental Retardation and Multiple Disabilities and ensure the following for them:

- Facilitate establishment of requisite infrastructure for the assured care system throughout the country
- Encourage assisted living with independence and dignity
- Provide care services on a sustainable basis

### 1.2 Scheme Description

This scheme aims at setting up Gharaunda Centres for life long shelter and care of Persons with Disability (PwD) covered under the National Trust Act. Gharaunda Centre should provide at a minimum following facilities:

#### I. Group Home

RO should provide lifelong group home facility for all Adult PwDs covered under The National Trust Act with adequate and quality care service with acceptable living standards including provision of basic medical care from professional doctors.

Batch size of a Gharaunda centre is 20 PwDs with a maximum number of PwDs allowed is 30% extra of batch size i.e. 26 for Gharaunda Centres. On reaching the maximum limit of 26 PwDs, Gharaunda 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 Gharaunda 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)

#### II. Vocational Activities

Gharaunda Centre should provide vocational activities, pre-vocational activities and assistance for further training.

#### III. Staffing

There should be a provision of at least two Special Educators who would also provide vocational training, one Physiotherapist or Occupational Therapist, three Caregivers, Ayas and Cook(s) in the centre.

Availability of a Physical Trainer and Speech Therapist in these centres are 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**

Gharaunda 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.

In Addition, there should also be a provision for a kitchen and office supplies including a personal computer for the office purpose and for sending fund request, communicating with National Trust and submitting reports and other documents as and when required under the scheme.

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 Gharaunda centre should maintain a record of the growth and development charts of the PwDs on a regular basis (with the help of experts).

#### **VI. Linkage with Samarth**

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

### **1.3 Funding Pattern**

National Trust will provide funding to the Gharaunda 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 Gharaunda 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. Monthly Recurring Cost**

National Trust shall pay monthly recurring cost for all PwDs at Gharaunda Centre which are eligible to be funded by National Trust starting from first month of operation. National Trust shall fund the

Centre only if the minimum number of PwD in a Gharaunda centre in the months is 30% of the expected batch size (i.e. in this case 6)

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

- a. National Trust shall fund PwDs in a Gharaunda 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 in GharaundaCentre as per the scheme irrespective of ratio, but same is not true for LIG

#### **Example for funding by National Trust**

<b>Total Strength</b>	<b>No. of LIG (including BPL)</b>	<b>No. of Above LIG</b>	<b>No. of PwD funded by National Trust</b>
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

#### **III. Crisis Fund**

National Trust will maintain a crisis fund for each Gharaunda Centre which may be utilized in case of any emergency. Crisis fund may be utilized by RO via multiple requests within the total limit set for crisis fund. Once used, crisis fund shall not be replenished. At the time of crisis, the RO will need to obtain an approval from the State Government for the use of crisis fund. Upon submitting the proof of this approval and/or receiving a directive from the State Government, National Trust will release the required funds.

#### **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 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 for work centre shall be taken back from that RO by National Trust.

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

<b>S. No.</b>	<b>Funding Head</b>	<b>Amount (in INR)</b>	<b>Frequency of funds disbursement</b>
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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.	Monthly Recurring Cost	10,000/- reimbursement per PwD per month	Monthly
III.	Crisis Fund	10,00,000/-	On a need basis
IV.	Setup Cost for Work centre (if availed by the RO)	Rs. 25,000 to Rs. 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 1<sup>st</sup> and 2<sup>nd</sup> July 2015.*

## 1.4 Eligibility Criteria

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

### I. Eligibility criteria for PwD

Following are the eligibility criteria for enrolment of beneficiary under Gharaunda 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 be more than 18 years of age

### II. Eligibility criteria for RO

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

S. No.	Eligibility Criteria	Required Documents
1.	Requesting Organization should be registered with National Trust	National Trust Registration proof or certificate
2.	Requesting organization should have a valid registration under the PwD Act 1995, at the time of enrolment	Registration Proof or certificate

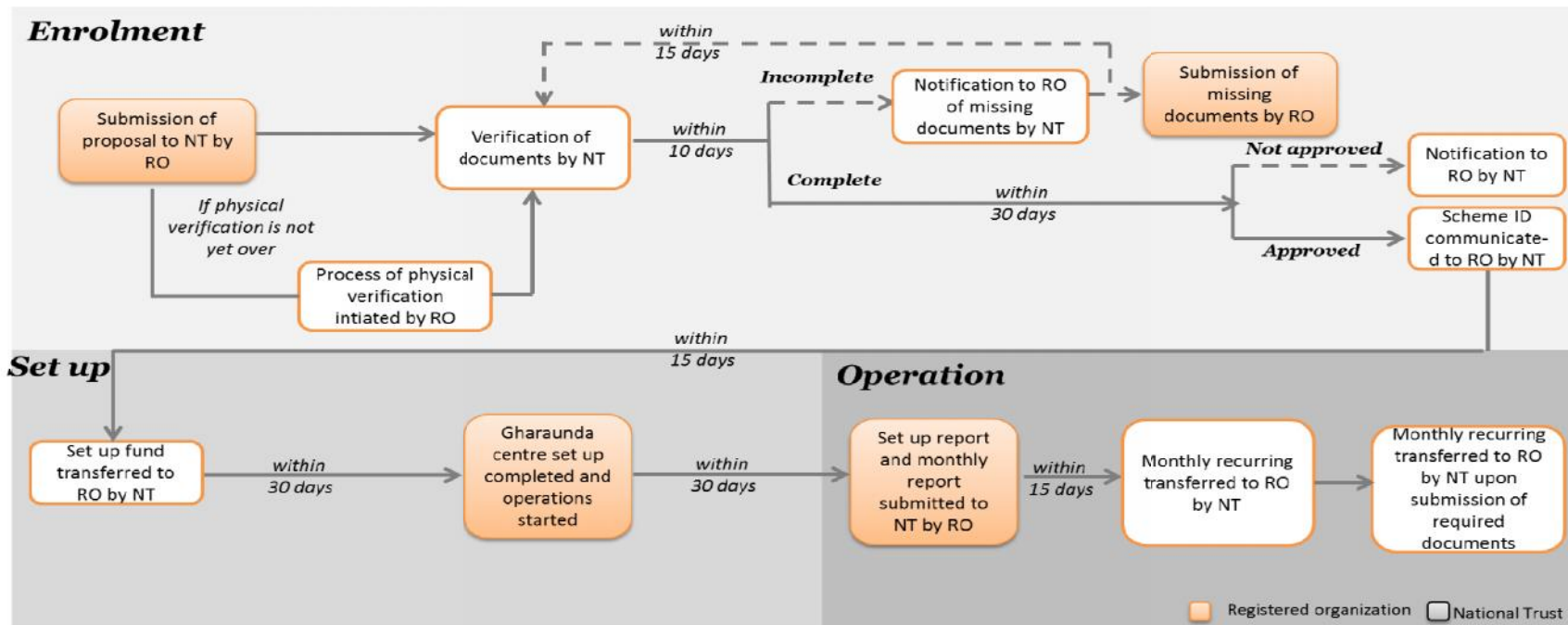
S. No.	Eligibility Criteria	Required Documents
3.	The group home land should either be owned by RO or should have lease of at least 10 years with provision of renewal	Address Proof: Ownership Documents or Lease deed
4.	RO should have minimum 2 years of experience of working with Person with Disability (PwD) with at least one of the four disabilities under National Trust Act	Undertaking by the RO detailing the experience
5.	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 Gharaunda scheme:

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

Following figure depicts the complete process flow for Gharaunda 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 Gharaunda 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 National Trust 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 for enrolment in Gharaunda scheme is INR 1000/-

#### **Process to submit online application form**

- Fill up the Gharaunda 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 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/Ownership certificate/lease deed
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(from recognized institutes) at the end of set up period (2 months) – 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 Gharaunda Centre site verified by any one of office of DC, DM, Social Welfare Officer, Tahsildar, National Trust officials.

- STEP 3.** After National Trust receives the application form and the documents, these are verified. If there is any missing information or wrongly submitted information which needs to be submitted again, the RO is given 15 days' timeto submit it again.

*Note that the documents related to physical verification of the RO and proposed Gharaunda 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 document, National Trust 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 40 days of online point of receipt, National Trust has to send a communication back to RO within 10 days of the prescribed deadline (which is within 50 days from point of receipt).
- 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/Gharaunda handbook containing the complete details of the Gharaunda 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 Gharaunda 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 Gharaunda scheme remains the same as explained above.

### **1.5.2 Enrolment of PwD at the Gharaunda Centre**

- STEP 1.** PwD comes or is brought to the Centre.
- STEP 2.** The Gharaunda 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 Gharaunda Centre. Also, the PwD is automatically included in the BPL category. The PwD is enrolled for Niramaya along with registration for Gharaunda.
- 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. The National Trust shall generally fund on the basis of information by RO. However, National Trust reserves the right to get it verified by other sources, if required.

- STEP 5.** The parents or guardian are required to fill the Enrolment Form (along with the application fee, if any) and present the originals and photocopies of the following 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 Gharaunda 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) LG certificate in case parents are not the guardians

OR

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

- STEP 6.** In case of successful verification of all the above furnished documents, the PwD is enrolled at the Gharaunda centre – a confirmation Enrolment ID card or receipt is handed over to the beneficiary 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 Gharaunda representatives.
- STEP 7.** Parents and guardians of the beneficiary are given a detailed insight on the Niramaya health insurance scheme by the Gharaunda representatives, in case the beneficiary has not yet availed it already. The Gharaunda Centre mandatorily registers beneficiary under the Niramaya scheme, in agreement with the parents or guardian by form of a Certification by the parents or guardian.

### **1.5.3 Fund disbursement process**

Fund disbursement for Gharaunda 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 three cost categories.

Please note that each RO should maintain a separate account of funds received from the National Trust under Gharaunda 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 Gharaunda 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 Gharaunda 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.** Finance department of National Trust will transfer funds to RO via NEFT or RTGS. (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

- 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 for Monthly Recurring Cost

This process defines process for fund disbursement for monthly recurring cost every month after setup period is over.

- STEP 1.** RO to provide the Monthly reports online indicating the number of PwDs who have stayed at the centre for each month of operation of the Gharaunda 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 Gharaunda 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 or LIG or Non LIG
  - NT funded or not

**c) PwD Docket:**

For the **orphan or abandoned** PwDs being registered 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 registration of PwD

For the **BPL/LIG** PwDs who are registering with National Trust for the first time for receiving funds, the following documents are to be provided by the RO:

- Disability certificate
- 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 the PwDs **shifted from Samarth Centre** to Gharaunda Centre being registered with National Trust for the first time for receiving funds, the following documents are to be provided by the RO:

- Disability certificate
- 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 registration of PwD

For **non-LIG** PwDs who are registered with the centre, the following documents are to be provided by the RO:

- Disability certificate
- Niramaya documents created as a part of registration of PwD

- a) Work Centre:** In case Gharaunda 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 or 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 beneficiaries, the monthly recurring amount shall be disbursed within 15 days of receipt of the documents from RO.
- STEP 3.** NT to send instructions to its internal Finance department
- STEP 4.** Finance department of National Trust to transfer funds to RO via NEFT or RTGS (Cash disbursements are 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.
- 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.

### *1.5.4 Monitoring mechanism*

Monitoring of Gharaunda Centre shall be done twice a year i.e. after every six months, in October and in March. Gharaunda Centre should submit the Gharaunda Action Docket at end of October and March every year.

#### **Gharaunda Action Docket includes following documents:**

- a) Gharaunda 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 (to be submitted once in an year in April-March cycle)
  - 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/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/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 Gharaunda 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 Gharaunda scheme is Key Performance Indicators (KPI) based. Gharaunda Centres are expected to work on the areas mentioned as KPIs along with usual day to day activities. If Gharaunda Centres are not achieving the KPI targets, National Trust can mentor and guide them in the correct direction for betterment of PwDs.

Below are the KPIs and respective targets for Gharaunda scheme:

KPI Name	KPI Weightage	KPI Description	Target	Documents required
1. PwD Strength	10%	Total strength of PwDs present in the Gharaunda Centre as well as the number of National Trust Funded PwD	Total Strength – minimum 20 National Trust Funded – minimum 10	<ul style="list-style-type: none"> <li>• RO wise details of the PwD to be obtained from National Trust dashboard</li> </ul>

KPI Name	KPI Weightage	KPI Description	Target	Documents required
<b>2. LIG: Non LIG ratio</b>	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"> <li>RO wise details of the LIG: Non LIG ratio to be obtained from National Trust dashboard</li> </ul>
<b>3. PwD Registration with Niramaya Scheme</b>	15%	Registration of all PwDs residing at Gharaunda Centre with Niramaya Scheme	100% compliance	<ul style="list-style-type: none"> <li>Niramaya records for PwD to be obtained from National Trust dashboard</li> </ul>
<b>4. PwD Development</b>	25%	Overall development graph of the PwD	33% of PwDs funded by NT to demonstrate growth/positive development	<ul style="list-style-type: none"> <li>Growth chart(for National Trust funded PwDs)</li> <li>Therapist report for all who have demonstrated a positive growths</li> </ul>
<b>5. Inclusion events Organized</b>	15%	Number of events organized by the Gharaunda Centre for community inclusion e.g. taking PwDs for a picnic/excursion to a historic place, painting competition/sports competition(s) open to person with special needs as well as others	Atleast 1 out of the total National Trust funded	<ul style="list-style-type: none"> <li>School admission records</li> </ul>
<b>6. Gainful Employment of PwD</b>	25%	PwDs residing at the Gharaunda centre for more than 6 months should have an opportunity to be gainfully employed	At least 10% of the PwDs residing at the Gharaunda centre for more than 6 months should be gainfully employed	<ul style="list-style-type: none"> <li>Declaration from employer or signed employment letter</li> </ul>

RO enrolled under Gharaunda scheme is expected to achieve atleast 50% of the KPIs on an annual basis. In case of failure by the Gharaunda centre in achieving the same, National Trust reserves the right to reconsider the funding to be provided for the next year, provided the RO submits a reasonable explanation for the same.

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### 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.