

National Trust Scheme Guidelines



Disha

Early Intervention and School Readiness Scheme



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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 Disha

Early Intervention and School Readiness Scheme

1.1 Objective

This is an **early intervention and school readiness scheme** for children in the age group of 0-10 years with the four disabilities covered under the National Trust Act that aims at providing training (specifically school readiness) and counselling to both children and parents.

1.2 Scheme Description

This scheme aims at setting up Disha Centres for early intervention for Person with Disability (PwD) in 0-10 years of age covered under the National Trust Act, through therapies, trainings and providing support to family members. Registered Organization (RO) should provide following minimum facilities in their Disha Centre:

I. Day Care

RO should provide day-care facilities to PwD for at least 4 hours in a day (between 8 am to 6 pm) along with age specific activities. Day care should be open for at least 21 days in a month. The minimum attendance required for a PwD in the Disha centre is 15 days per month for National Trust to fund the PwD.

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

The ROs should also get in touch with paediatricians or experts in similar field to seek help in getting more PwD enrolled in the Disha centre.

II. Staffing

There should be a provision of a Special Educator or Early Intervention Therapist, Physiotherapist or Occupational Therapist and Counsellor for PwD along with Caregiver and Aayas in the centre. Availability 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 / Early	1	Everyday

S. No.	Category	Number of staff	Frequency or Minimum number of visits required per month
	Intervention Therapist		
II.	Physiotherapist or Occupational Therapist	1	3 times a week
III.	Counsellor	1	3 times a week
IV.	Caregiver	1	Everyday
V.	Aya	1	Everyday

III. *Infrastructure facilities*

Disha centre must have one Medical/ Assessment room (with therapeutical aides and appliances), one activity room and one recreation room (all rooms to be of reasonable size) for PwD.

Disha centre should also have provision for a personal computer, scanner and net connection for the office purpose and for sending fund request, submitting reports etc. to National Trust.

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

V. *Counselling*

Counselling and guidance especially for Activities for Daily Living(ADL) must be provided to parents or guardians of PwD with regular follow ups by RO to ensure that parents or guardians attend a minimum number of counselling sessions.

RO should provide assistance to PwD for further admissions in mainstream schools.

VI. *Transport Facilities*

RO can also provide transportation facilities to PwD in case it is mutually suitable for both. National Trust will provide additional but limited transport allowance to RO only for PwD who are availing transport facilities provided by RO.

1.3 *Funding Pattern*

National Trust will provide funding to the Disha 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 Disha 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 Disha 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 20 PwD 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 PwD 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 Dishacentre in initial 3 months is atleast 20% of the expected batch size in each month (in this case 4). The centre can be made operational only when minimum 4 PwDs are enrolled.

Calculation of sustenance

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

For example, If RO has 4PwD in the first month of its operation, then sustenance cost will be paid for 20-4 = 16PwD. However, for the 4PwD 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 Disha Centre. The DishaCentre 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 Disha 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 Disha 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 Disha centre is closed down within one year of start of operations, sustenance amount that was given to concerned RO for the Disha Centre shall be taken back from the RO by National Trust

III. Monthly Recurring Cost

National Trust shall pay monthly recurring cost for all PwD at Disha 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 Disha 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 Disha 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 Disha Centre as per the scheme irrespective of ratio, but same is not true for LIG.
- e. Transport Allowance (optional) shall be given to RO only in case the PwD has availed transport facility from RO after submitting required document proofs from the parents/ guardians of PwD.

Example for funding by National Trust

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

Funds allocated under each of the above mentioned head 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)	1,55,000/-	One time
II.	Sustenance Cost	4,500/- reimbursement per Differential PwD# per month # Differential PwD = Maximum expected PwD in Disha Centre (20) – Actual PwDs in DishaCenter for that month	Monthly for initial 3 months

S. No.	Funding Head	Amount (in INR)	Frequency of funds disbursement
		It is clarified that the minimum PwDs enrolled by RO in initial months shall not be less than 4.	
III.	Monthly Recurring Cost	4,500/- per PwD per month (+ 1,000 per PwD per month for transport allowance, if availed)	Monthly

1.4 Eligibility Criteria

This section specifies the eligibility criteria for RO to apply for opening a Disha Centre and also for PwD in the age group of 0-10 years of age to be enrolled in a Disha Centre.

I. Eligibility criteria for PwD

Following are the eligibility criteria that a PwD should have to be enrolled under Disha Centre (whether funded by National Trust or not):

- PwD should be in the age group of 0-10 years
- 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 registered under Samarth scheme

II. Eligibility criteria for RO

RO should fulfil the following eligibility criteria to enrol for Disha scheme:

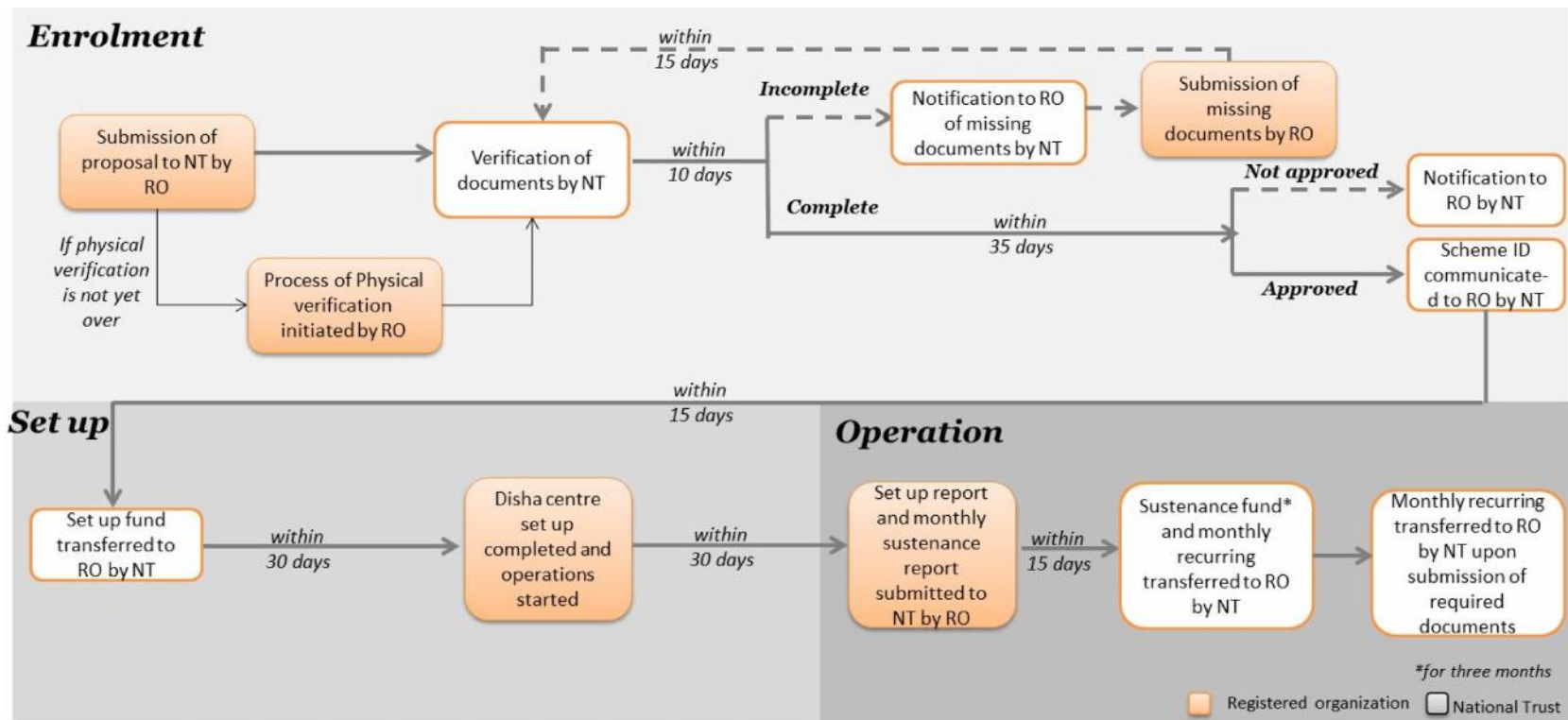
S. No.	Eligibility Criteria	Required Documents
1.	Requesting Organization should be registered with National Trust	National Trust Registration proof/certificate
2.	Requesting organization should have a valid registration under the PwD Act 1995 at the time of enrolment	Registration Proof/certificate
3.	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 work
4.	NGO should not be blacklisted at the time of enrolment by National Trust/any other government organization	Declaration by the RO

1.5 Processes

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

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

Following figure depicts the complete process flow for Disha 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 Disha 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 or enrolment in Disha scheme is INR 1000/-

Steps for submitted online application form

- Fill up the Disha 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. 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 (1 month) – Special Educator(s) or Early Intervention therapist(s) or Early childhood mental health consultant(s), Counsellor(s), Physiotherapist(s) or Occupational Therapist(s), Caregiver(s), Aya(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), recreation room(s), Medical room(s) and office supplies.
 - 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 Disha 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 more information required from the RO, the RO is given 15 days' time to submit the same.

Note that the documents related to physical verification of the RO and proposed Disha 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, 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.** After the 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/Disha handbook containing the complete details of the Disha 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 National Trust should proactively reach out to the NGOs or ROs who had earlier approached for Aspiration scheme. The process for registration of Disha scheme remains the same as explained above.

1.5.2 Enrolment of PwD at the Disha Centre

- STEP 1.** PwD comes to the centre with the required proofs
- STEP 2.** The Disha centre conducts a PwD Assessment Test with the help of a Therapist or Counsellor
- In case the PwD is fit to attend school, the parents are provided guidance and counselling in terms of general care, details of special schools or regular schools and other schemes of National Trust that can be availed for the PwD. In case the parents are interested in sending the children to regular school or special school and not to Disha Centre and exit from the process
 - In case the parents want to send the PwD to Disha centre (either along with going to school, or not) even if he is fit to attend school, or in cases where the child is not fit to attend regular classes as per the Assessment Test, proceed to next step.
- STEP 3.** In case of enrolling PwD in the Disha centre, a check is made by the concerned RO 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 4.** Parents or guardian are required to bring the Enrolment Form along with the originals and photocopies of the below mentioned documents. The documents and records for each PwD are to be maintained in separate files by RO.

Documents required to be brought by Parents or guardian for enrolment in a Disha Centre is:

- 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) Residence (Local) proof (Mandatory in case of LIG parent or guardian or for parents of PwD availing transport facility)

- STEP 5.** After successful verification of all the above furnished documents, the PwD is enrolled at the Disha centre – a confirmation Enrolment ID card/receipt is handed over to the parents or guardians, along with a starter kit. Details about the schedule of the centre, starting date, rules and regulations etc. should be explained to parents or guardian by the Disha representatives
- STEP 6.** Parents and guardians of PwD should be given a detailed insight on the Niramaya health insurance scheme by the Disha Representatives, in case the former has not yet availed the same. Disha representative can help with the registration of the PwD under the Niramaya scheme, in case parents or guardians are interested in the same.

1.5.3 Fund disbursement process

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

Please note that each RO should maintain a separate account of funds received from the National Trust under Disha 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 opening a Disha 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 Disha 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 preferably. 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 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 calling the concerned officer on his/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. Documents for sustenance cost has to be uploaded on website of National Trust:

Documents and Information to be provided by RO after 1st 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.

Documents required to be submitted by RO for release of sustenance cost for Disha 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 PwD enrolled in each month for the first three months of operation of the Disha centre including details like
 - PwD Name , Age , Gender
 - Disability details
 - Income Group – BPL or LIG or Non LIG
 - NT funded or not
 - Number of days attended in each month
 - Availing transport facility or not(if yes, an undertaking by the parents/guardian is to be provided)
- c) **PwD Docket:** For the PwD enrolled in Disha Centre and registering with National Trust for the first time, 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)
 - In case transport services are being provided by the RO to the PwD, an undertaking by the Parent or Guardian stating the same is to be provided (for National Trust funded 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 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 PwD, National Trust sustenance 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 preferably. 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 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 calling the concerned officer on his/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 maximum 3 months after start of operations)

- STEP 1.** RO to provide the Monthly reports online which indicates the number of students who have attended the centre for each month of operation of the Disha 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 Disha 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 PwD enrolled in each month for the first three months of operation of the Disha centre including details like
 - PwD Name , Age , Gender
 - Disability details
 - Income Group – BPL or LIG or Non LIG
 - National Trust funded or not
 - Number of days attended in each month
 - Availing transport facility or not(if yes, an undertaking by the parents or guardian is to be provided –one time)
- c)** **PwD Docket:** For the PwD enrolled in Disha Centre and registering with National Trust for the first time, 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)
 - In case transport services are being provided by the RO to the PwD, an undertaking by the Parent or Guardian stating the same is to be provided (for National Trust funded 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 PwD 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, National Trust sustenance 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 preferably. 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 of National Trust.
- STEP 9.** If the funds are not disbursed within the stipulated time period, RO can escalate as per Escalation matrix either through website or calling the concerned officer on his/her office number

1.5.4 Monitoring mechanism

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

Disha Action Docket includes following documents:

- a) Disha Action Report consists of:
 - Statement of Expenditure
 - Performance Report (based on KPIs) & Supporting Docs
 - Achievements or activities that can be highlighted(if any) specific to each scheme enrolled for
 - Annual Report of RO which is to be submitted yearly
 - Audited account details of the year to be submitted (only once within 6 months of end of financial year)
 - b) Proposed Action plan for next 6 months
 - Any upcoming/planned events
 - Additional activities planned
 - c) 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 Disha Action Docket, the documents are analyzed and verified
- f) National Trust is also expected to provide support and suggestions on the Proposed Action plan

Key Performance Indicators

Monitoring mechanism of Disha Scheme is Key Performance Indicators (KPI) based. Disha Centres are expected to work on the areas mentioned as KPIs along with usual day to day activities. If Disha 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 Disha scheme:

KPI Name	KPI Weightage	KPI Description	Target	Documents required
1. PwD Strength	10%	Total strength of PwD present in the Disha 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"> 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 Development	30%	Overall development graph of the PwD	33% of PwD funded by National Trust to demonstrate growth/positive development	<ul style="list-style-type: none"> Growth chart (for National Trust funded PwD) Therapist report for all who have demonstrated a positive growth
4. PwD Mainstreaming	25%	Helping the PwD to take admission in normal schools	Atleast 1 out of the total National Trust funded	<ul style="list-style-type: none"> School admission records
5. Parent Counselling	25%	Counselling sessions for parents/guardians to take proper care of the PwD	Atleast once a month for the complete duration a PwD is in the Disha centre	<ul style="list-style-type: none"> Session records SMS/E-mail to be sent to parents for confirmation on the no. of counselling sessions per PwD

The Disha centre is expected to achieve atleast 50% of the KPIs. In case of failure by the Disha centre in achieving the same, National Trust reserves the right to reconsider the funding to be provided for the Disha centre, provided the RO submits a reasonable explanation for the same.

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.