

# National Trust Scheme Guidelines



## *Sambhav* Aids and Assistive Devices



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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
CwD	Children with Autism, Cerebral palsy, Mental Retardation and Multiple Disabilities
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"
CwD	Child with disabilities covered under National Trust below the age of 10
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 Sambhav

## *Aids and Assistive Devices*

### **1.1 Objective**

This is a scheme to setup additional resource centres, one each in each city of the country (apart from Delhi where there is currently a Sambhav centre) with population greater than 5 million (As per 2011 census), to collate and collect the Aids, software and other form of assistive devices developed with a provision of display and demonstration of the devices. The scheme also includes maintaining information, pertaining to aids and assistive devices present at Sambhav centre, on National Trust website.

### **1.2 Scheme Description**

This scheme aims at setting up of one Sambhav Centre in each city of India with population greater than 5 million (As per 2011 census). The Registered Organization (RO) should provide the minimum facilities in each Sambhav Centre as mentioned below:

#### **I. Sambhav Resource Centre**

These centres aim to provide information and easy access to devices, appliances, aids, software etc. for betterment and empowerment of PwDs of National Trust disabilities. There shall also be provision of display and demonstration of the devices to the concerned stakeholders. The centre should construct a bedroom, kitchen, bathroom set up which is disabled friendly and uses the assistive devices which are useful and improve the quality of life of the people.

A page on National Trust website for Sambhav will also be developed which will showcase and provide information about the aids and assistive devices. Research shall be encouraged at these centres. For example, research related to use and utilities of the assistive devices for Persons with Disabilities, research related to development of new assistive devices etc.

#### **II. Aids and assistive devices**

Each of the Sambhav centres will showcase aids and assistive devices for the PwDs (Persons with Disabilities) under National Trust Act. A reference list of aids and assistive devices, including the cost shall be displayed in the centre. The list of assistive devices should also include learning kits, aids related to mobility and communication etc. The cost of any new aids or assistive devices added to the centre (even if it has been imported) will be reimbursed to the centre as per the financial limit determined by The National Trust.

#### **III. Staffing**

One resource person (Manager Coordination) at a managerial level is to be appointed by the RO who will report to National Trust on a daily basis and whose salary will also be paid by The National Trust as part of monthly recurring cost. In addition, RO shall appoint at least 2 staff members – one for daily operations and maintenance and one for demonstration of the devices and organize visits.

The resource person (Manager Coordination) appointed at the Sambhav centre along with operating and maintaining the Sambhav centre, shall be involved in coordinating with research agencies and educational institutes working in the area of the four disabilities covered under The National Trust. It is

the responsibility of the staff members and Manager Coordination of Sambhav Centre to perform following activities among others:

- Organize visits of research and educational institutes and other ROs to the centre
- Ensure increase in the number of visitors at the Sambhav Centre
- Help the PwDs, ROs and PwD families to procure the devices displayed in the centre
- Proactively reach out to PwDs, ROs and PwDs families in the area to inform about the Centre and also invite them to visit the Centre.

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.	Manager Coordination	1	All working days
II.	Staff Members	2	All working days

#### **IV. Infrastructure facilities**

The centre should be disabled friendly and should have the basic office equipment such as a personal computer, stationary, scanner etc. to easily interact with The National Trust and carry on other required office work.

## **1.3 Funding Pattern**

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

### **I. Setup Cost**

This is a non-recurring one-time cost that would be provided to RO initially to setup the Sambhav Centre. A two month period will be provided to the RO for setting up the Sambhav Centre. The funds will be disbursed in stages as mentioned below:

- A. **STAGE I.** Initially, The National Trust will provide 50% of the funds for the office set-up, exhibition, furniture and procurement of the devices. RO shall also demonstrate disabled friendly bedroom, bathroom and kitchen etc. at the Centre.
- B. **STAGE II.** At the end of the second month of setup, RO is to provide the set up completion report after which a physical verification of the centre will be done by official of SNAC (State Nodal Agency Centre) / LLC (Local level committee) / The National Trust / Government official / Social welfare / DC ( District Collector) / DM (District Magistrate) officials. Proof of purchase of all the devices procured in STAGE I and STAGE II will be provided by the RO to The National Trust. After due verification, the rest of the 50% of the funds shall be provided.

**\*Please note that the total amount provided (for STAGE I and II combined) for setting up each SambhavCentreshall not be greater than INR 10,00,000/-.**

## **II. Monthly Recurring Cost**

The National Trust shall pay monthly recurring cost to run and conduct activities at the SambhavCentre. This also includes salary to be paid to the Manager Coordination of Sambhav Centre.

## **III. Reimbursement for new devices added to the centre each year**

After completing the first year of operations, the cost of any new aids and devices added to the centre will be reimbursed to the centre as per the actual value with a maximum financial limit as mentioned in the table below.

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	10,00,000/- to be disbursed in 2 stages:  <b>STAGE I:</b> Total amount to be disbursed is INR 5,00,000/-.  <b>STAGE II:</b> Reimbursement of funds against the actual cost incurred for purchase of devices  <i>Please Note: Maximum amount paid in Stage I and II combined will not be more than INR 10,00,000.</i>	One time  STAGE I – On approval of Sambhav application  STAGE II – On completion of setup period, 60 days (2 months) from start of setup period
II.	Monthly Recurring Cost	40,000/- per month*  <i>*This includes INR 20,000 for the remuneration of Manager Coordination. Rest of the amount shall include rent, electricity, water charges, office expenses etc.</i>	To be paid bi-annually
III.	Reimbursement for new devices added to the centre each year	On actuals with a maximum limit of INR 3,20,000/- per annum	Annually

## **1.4 Eligibility Criteria**

This section specifies the eligibility criteria for RO to apply for opening a Sambhav Centre

### **I. Eligibility criteria for RO**

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



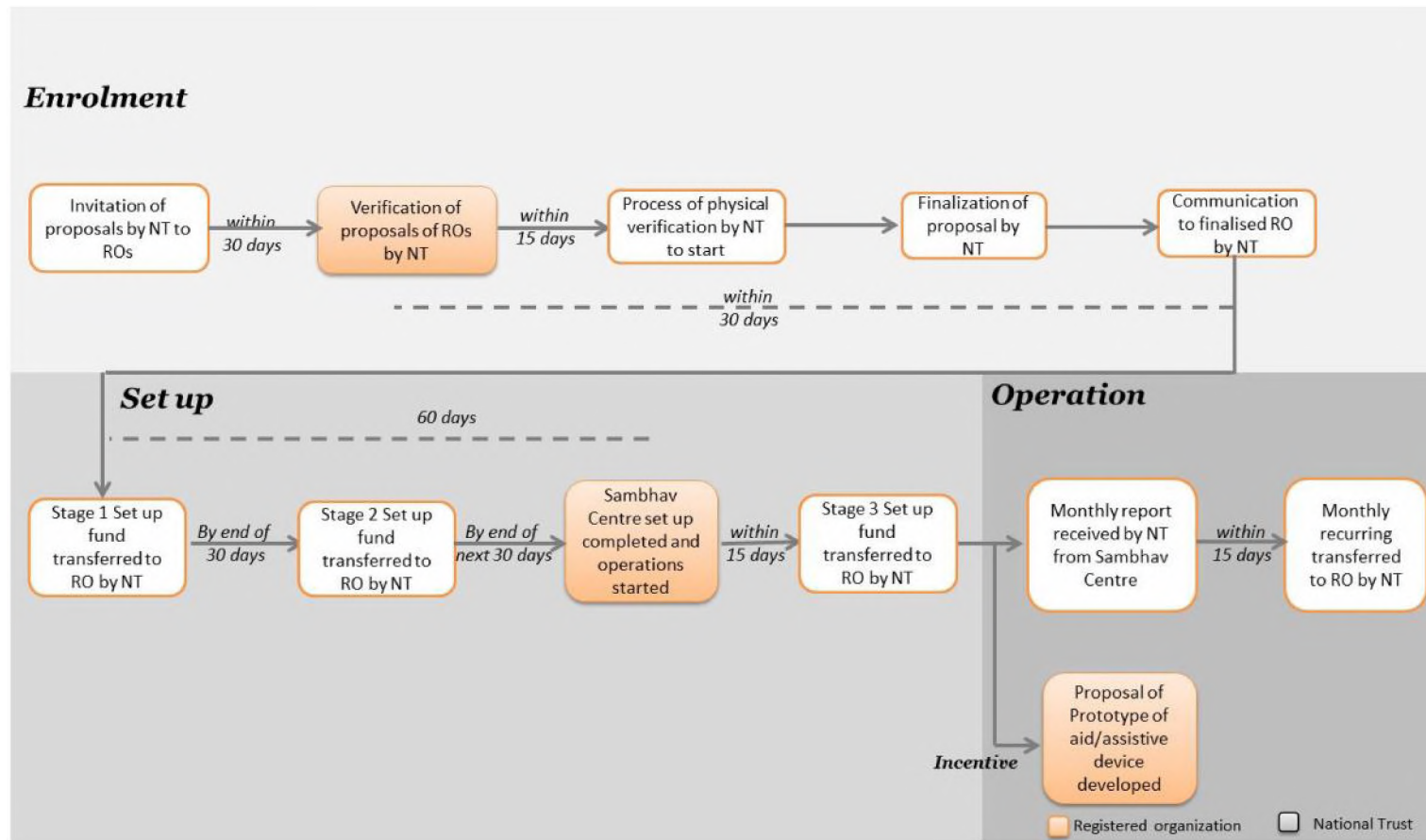
S. No.	Eligibility Criteria	Required Documents
1.	Requesting Organization should be registered with National Trust	National Trust Registration proof/certificate
2.	Proposed location for the Sambhav Centre should be in a city/area with population greater than 5 million (As per 2011 census)	Address Proof of the proposed location
3.	RO should be registered under the PwD Act on the date of submission of scheme enrolment form	Registration proof/certificate
4.	At least 2 of the 3 proposed personnel to be deployed in the Sambhav Centre i.e. Manager and 2 staff members should have minimum 2 years of experience of working with PwDs under National Trust Act	Undertaking by the RO detailing the work
5.	Proposed location to have a minimum area of at least 800 sq.ft available solely for the setup and use of the Sambhav Centre	Undertaking by the RO detailing the area along with the location.
6.	NGO should not be blacklisted by National Trust/any other government organization on the date of submission of scheme enrolment form	Declaration by the RO

## 1.5 Processes

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

1. RO enrolling for the Sambhav scheme
2. Fund disbursement for all three cost categories (Set up cost, monthly recurring and addition of new devices)
3. Reporting and monitoring of Sambhav Centre by National Trust

Following figure depicts the complete process flow for Sambhav 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 applying for opening a Sambhav Centre for the first time. It also details out the required information and documents at each step and timelines for various activities wherever applicable.

- STEP 1.** National Trust shall invite applications from ROs to open Sambhav Centre.
- STEP 2.** The NGO registered with National Trust logs in to the National Trust website
- STEP 3.** The application form has to be submitted online along with the application fees of INR 1000. The RO is to submit the application/proposal along with the required documents within **30 days of issue** of the invitation by National Trust.

RO to send the application form and follow the procedure as per steps below:

- Fill up the Sambhav 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 duly filled in application form along with a copy of the supporting documents to National Trust via post/courier.

*Note: Documents received without application fees shall not be entertained*

**\*Following documents have to be submitted by RO for enrolment purpose:**

1. Documents fulfilling the eligibility criteria
2. Address Proof of the proposed property: Title deed/Ownership certificate/lease deed/ Rent agreement of the RO/ Declaration from the owner that they would provide the property for the Sambhav Centre
3. 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
4. Scheme proposal including
  - a. Details of the property
  - b. Proposed aids and appliances
  - c. Details of proposed resources/staffing at the end of set up period (2 months) along with remuneration – At least one Supervisor, two Research Assistants, Aya(s) and other staff.
  - d. Details of available/proposed Disabled friendly provisions (accessible premises, accessible toilets, furniture and fixtures).

*Note: If more than one application is received in one city, the selection of RO will be done on the basis of work experience of the RO, commitment of minimum no of visitors per year, better location of the premises, Schemes that are being run currently by the RO and whether the proposed premises is owned or on lease.*

- STEP 4.** After National Trust receives the application form and the documents, these are verified and then physical verification is initiated.
- STEP 5.** Physical verification of the RO, proposed Sambhav Centre and submitted documents shall be done by official of SNAC/LLC/National Trust /Government/ Social welfare /DC/DM
- STEP 6.** The final decision on the application/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 7.** Selection of the RO and Communication to RO by National Trust shall be done within 60 days of the issue of the invitation by National Trust, i.e. 30 days from the last day of application.
- STEP 8.** A scheme undertaking is signed with the RO selected in each city. A scheme ID is created for the RO and the confirmation for the same is communicated to RO.
- STEP 9.** A starter kit/Sambhav handbook containing the complete details of the Sambhav scheme is also handed over to the RO by National Trust.
- STEP 10.** National Trust to begin the fund disbursement process for providing setup cost to the ROs.

### *1.5.2 Fund disbursement process*

Fund disbursement for Sambhav 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 Sambhav scheme in appropriate ledgers, clearly mentioning the amounts received, amount spent and balance at hand.

#### **1.5.2.1 Fund disbursement of Initial Setup Cost**

This process is initiated by National Trust after enrolment approval of RO. Once National Trust has approved the application for the Sambhav centre, initial set up amount in the three stages as mentioned below shall be disbursed.

##### **Funds to be disbursed at STAGE I**

The first stage of funds should be transferred within 15 days of approval of the RO by National Trust. This is a non-recurring one-time cost that would be provided to RO initially to setup the Sambhav Centre. A two month period will be provided to the RO for setting up the Sambhav Centre.

- STEP 1.** National Trust will first provide the funds for the office supplies, set up of disability provisions (bedroom, bathroom, kitchen etc.) and for the initial procurement of the devices as mentioned in funding pattern section
- 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(No cash disbursement is 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 the 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.

## **Funds disbursement at STAGE II**

Stage II fund disbursement shall begin once the setup of Sambhav Centre is completed. RO shall follow the steps mentioned below:

- STEP 1.** RO to initiate the second stage of disbursement of funds by providing the documents as mentioned below at the end of the second month of setup (marked as setup completion)

### **Documents to be submitted for disbursement of funds at STAGE II:**

- a) Setup completion report including start date of operation
- b) Setup completion certificate to be provided by official of SNAC/LLC chairperson/National Trust/State Government / Social welfare /DC/DM officials after physical verification.
- c) Proof of purchase of devices purchased in STAGE I and STAGE II
- d) List of the staff to be employed at the SambhavCentre along with following documents:
  - a. Offer / joining letter
  - b. Identity proof of the staff
  - c. Details of the remuneration of the staff

- STEP 2.** National Trust scheme in-charge to verify documents and then 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 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.

## **1.5.2.2 Fund disbursement for Monthly recurring cost**

This process defines process for fund disbursement for monthly recurring cost every 6 months after the setup period is over (setup period is 2 months).

- STEP 1.** RO to provide the 6 Monthly reports which shall include the details as mentioned below for release of the monthly recurring funds.

**Documents required to be submitted by RO for release of monthly recurring at the Sambhav centre are:**

- a) Fund request form containing details about the funds to be disbursed for the month under consideration as per the scheme
- b) **Sambhav Monthly Report:** RO to provide details of activity like
  - Employee details – name, age , gender
  - Attendance record of the employees
  - Number of days the centre was open
  - List of visitors
  - List of ROs and PwDs contacted
- c) In case there is a change in the employees, employee details to be provided as follows:
  - a. Offer / joining letter
  - b. Identity proof of the staff
  - c. Details of the remuneration of the staff

- STEP 2.** Once National Trust has verified the documents, 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 preferably. 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.

### 1.5.2.3 Reimbursement for new devices added to the centre each year

After completing the first year of operations from the start date, the cost of any new aids and devices added to the centre will be reimbursed to the centre as per the actual value. (Activity can be repeated each year at the end of the year)

- STEP 1.** In case any new aid, device etc. is added to the centre RO is to initiate the process of reimbursement by providing the documents as mentioned below.

**Documents required to be submitted by RO for release of amount for new device are:**

- a) Receipt of purchase
- b) Details of Product including usefulness of the product along with the supporting documents, applicability for the disabilities catered by National Trust and benefits envisaged

- STEP 2.** National Trust to verify the documents and determine value to be reimbursed
- 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 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 Monitoring mechanism*

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

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

- a) Sambhav 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
  - List of visitors
- b) Proposed Action plan for next 6 months
  - Any upcoming/planned events
- c) Feedback/Suggestions
  - Both scheme wise and in general
- d) Minimum 500 word report on how the RO is collecting information regarding new devices, contacting research institutes and innovative methods of disseminating information by the RO besides the demo at the centre

- 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 Sambhav 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

The monitoring mechanism of SambhavCentres is based on some Key Performance Indicators (KPI). Sambhav Centres are expected to work on the areas mentioned as KPIs along with usual day to day activities. If Sambhav Centres are not achieving the KPI targets, National Trust can mentor and guide them in the correct direction.

Below are the KPIs and respective targets for Sambhav scheme:

KPI Name	KPI Weightage	KPI Description	Target	Documents required
<b>1. Increased number of visitors</b>	50%	The total number of visitors of each Sambhav centre each year.	There should be a minimum of 20% increase in the total number of visitors each year.	<ul style="list-style-type: none"> <li>Declaration by RO mentioning the Centre wise list of visitors</li> </ul>
<b>2. Organising visits to the centre</b>	50%	The Sambhav centre should invite local ROs and other educational/medical institutes to visit the Sambhav Centre.	The centre should invite atleast 20 ROs, 20 Educational institutes(schools, colleges, etc.) and 10 Medical institutes(hospitals, clinics etc.) to visit each year	<ul style="list-style-type: none"> <li>Declaration by RO with details of the visits organised</li> </ul>

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

### Grievance redressal system

In case the RO faces any issues with regards to the scheme, the RO 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 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 can further escalate the matter to the Chairperson of the Board of National Trust.