



GOVERNMENT OF THE PUNJAB
DIRECTORATE GENERAL OF SOCIAL WELFARE
& BAIT-UL-MALL PUNJAB,
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Dated, the

March, 2023

NOTIFICATION.

No. DGSW-PCRD-P-D.C SOP/2022-

In pursuance of the meeting decision of the Provincial Council for the Rehabilitation of Disabled Persons (PCRD) held on 24th November, 2022 Standard Operating Procedure (SOPs) for issuance of Disability Certificate through Disabled Persons Management Information System (DPMIS) are hereby notified for adherence by the District / Tehsil Assessment Boards working across Punjab.

2. Under the Punjab Government Rules of Business, 2011, Social Welfare & Bait-ul-Maal Department, Punjab is mandated for Registration, Assessment, Training, Employment, and Rehabilitation of Disabled Persons, as provided in the Disabled Persons (Employment & Rehabilitation) Ordinance, 1981. The Provincial Council for the Rehabilitation of the Disabled Persons (PCRD) is constituted under Section (5) of the Ordinance *ibid*. The Council under Section (6) read with Section 12(2), is authorized to make assessment of Persons with Disabilities (PWDs), register them and determine their type, nature and functional extent of disability, through its District Assessment Boards (DABs), hereinafter referred as the board. Earlier, Boards were working at district level, now the said facility has been extended upto Tehsil level in Punjab.

3. In order to provide better service delivery through easy and effective means, the Department has innovated the conventional / manual system for issuance of Disability Certificate, by switching to online mode via "**Disabled Persons Management Information System (DPMIS)**" under the following Standard Operating Procedures (SOPs) :-

1. Holding of Board Meetings:-

- The board meeting shall be, preferably, held fortnightly.
- Date for the board meeting shall be decided in advance in DPMIS; it will be the responsibility of the Secretary of the Board/ Deputy Director, Social Welfare & Bait-ul-Maal, concerned.
- Each board shall accommodate upto **50 no.** of applications in one board meeting; in case of more than 50 applications, first 50 applications, as per serial order, shall be processed and remaining to be processed in forthcoming meeting of the board.
- Closing date for submission of application will be **03 Working Days** before the board meeting.
- System will be locked according to specified date, prior to the board meeting, either by PITB, in case board meeting dates has already been decided in advance, or by Secretary of the Board/ Deputy Director, Social Welfare & Bait ul Maal Concerned, as in Sr. # 1.iv of SOPs.

2. Submission of online Application:-

- Only PWDs domiciled in Punjab are eligible to apply for Disability Certificate.
- If any candidate out of Province applies online, the concerned Deputy Director/Secretary of the DAB will not process the application in any case.

Approved by the Provincial Council for the Rehabilitation of Disabled Persons (PCRD) in its meeting held on 24th

- iii. Each application shall be submitted online by the candidate, through the registered login, on the DPMIS, who will be informed through a customized SMS on given mobile number about the date, time and venue of the board meeting.
- iv. If any candidate approaches Medical Social Services Unit (MSSU) and is unable to apply himself / herself, he / she shall be assisted by the Focal Person / Junior Clerk notified by Directorate General, Social Welfare & Bait-ul-Maal, Punjab, to assist the applicants.
- v. It will be the responsibility of the applicant to ensure his/ her presence before the board on the given date, time and venue.
- vi. If applicant does not appear before the board on given date, time and venue, his/her application will be postponed, and will be considered in next board meeting, whenever held. For which intimation will be made on given mobile number through customized text message.
- vii. Any applicant who is temporary resident of the any district of the Punjab, can apply from that district, provided that CNIC bear temporary address.
- viii. If an applicant does not bear temporary address on CNIC or B-Form, he/ she has to apply to district of his/her permanent residence.

3. Application request and documents:-

- I. Following documents will be mandatory: -
 - I.1. Submission of online application form available on DPMIS.
 - I.2. Photograph, to be loaded on DPMIS.
 - I.3. CNIC, in case applicant is 18 years old or above.
 - I.4. Computerized B- Form duly issued by NADRA, if applicant is below 18 years of age.
 - I.5. Other documents as required in the system.
- II. No application shall be processed which does not bear any of the above mentioned identity documents.

4. Scrutiny of Documents:-

- i. Medical Social Officer (MSO) concerned will scrutinize the applications as per documents mentioned in Sr#3 of the SOPs.
- ii. If applications complete in all respects, it will be processed further for presentation before the board meeting and applicant will be informed through a customized SMS on given mobile number about the date, time and venue of board meeting at least **2 days** before the board meeting.
- iii. If any discrepancy found during scrutiny process, MSO will inform the applicant for removal of discrepancies **3 days** before the board meeting, through online system i.e. text message will be sent on given mobile number of the applicant.
- iv. If discrepancies removed, application will be presented in the board meeting, otherwise declined.

5. Processing of Applications/ Assessing of Applicants :-

- i. The Board meeting will be held according to scheduled date, time and venue as in Sr # 1.2 of the SOPs.
- ii. Consultant / Medical Specialist concerned (Medical Team) shall assess the candidate on scheduled date, time and venue, and make recommendations on Assessment Form.
- iii. If assessment of the applicant does not need any further investigation for assessment, it shall be submitted online at earliest.
- iv. If further assessment is required, such as in cases of eye, Neuro and psychiatry, time frame required shall be mentioned in the given column on the online Assessment Form.
- v. After Medical Assessment, Assessment Form will be visible to the other members of the board i.e TEVTA and Labour Department. They shall submit their

recommendations, from among the list provided through drop menu, against each applicant, on DPMIS using their login.

- vi. In case of non-availability of nature and cause of disability in drop down menu, the case will be referred online to concerned PAC member for addition along with complete details of the case, who will give his/her input within **2 days**.

6. Authentication / Approval by Chairmen of the Board:-

- i. The Medical Superintendent/ Chairman of the Board concerned shall, preferably, submit his / her recommendations / approval on DPMIS within **7 Working Days**, after the board meeting, and all board members have given their input.

7. Issuance of Disability Certificate:

- i. The Deputy Director, Social Welfare & BM /Secretary Disability Assessment Board shall make sure all legal / codal / procedural formalities have been fulfilled.
- ii. The Deputy Director, Social Welfare & BM /Secretary Disability Assessment Board ensure issuance of online Disability Certificate, **within 7 working days**, after uploading of recommendations / conclusion/ approval of the Medical Superintendent / Chairman of the Board, concerned.
- iii. The applicant will be informed through a customized SMS, containing link of the certificate, on given mobile number.
- iv. In case, an applicant is declared as Not Disabled, He / She will be intimated accordingly through the system.

8. Verification of Disability Certificate

- a) Online issued Disability Certificate can be verified using PCRDP Reg. No., CNIC or through QR Code mentioned on the certificate.

9. Reassessment of the Applicant

- i. If any applicant is aggrieved and desirous of being assessed again due to wrong declaration of disability, he/ she shall make a written request to Secretary of the board/ Deputy Director SW&BM, concerned.
- ii. Secretary of the board, after due diligence will make decision of its presentation before the Board and inform the applicant in writing.
- iii. If any applicant is grieved of decision of the Secretary of the board, he/ she may appeal against the decision before the Provincial Assessment Committee, within 15 days of the decision, through Director Provincial Council for Rehabilitation of the Disabled Persons (PCRDP), Directorate General, Social Welfare & Bait-ul-Maal, Punjab, Lahore.
- iv. If any applicant is desirous of cancellation of the certificate, the procedure mentioned at Sr# 9(i-iv) of SOPs shall apply mutatis mutandis.
- v. In case cancellation of the certificate, as applied vide sr# 9(iv) of the SOPs, is dully approved by the board, it shall be strike out in the DPMIS and Manual Register as well as. An online system generated intimation letter shall be issued and the applicant may be informed through a customized SMS containing link of the letter.

10. Expert Opinion from Provincial Assessing Committee

- i. If the Board, in case, face any difficulty in determining the type, nature, cause and extent of disability of any candidate, the case will be referred to Provincial Assessing Committee (PAC) for expert opinion through login and correspondence in hard form as well as.
- ii. The PCRDP after receiving the case make contact with the concerned member of the PAC and get suitable time.
- iii. The applicant will be informed by Deputy Director (T&R) PCRDP, about the date, time and venue of presentation before the PAC member concerned for expert opinion.
- iv. The PAC member will endorse opinion online back to the concerned board.

- v. The concerned Board, after receiving the expert opinion, will take decision accordingly.
- vi. Remaining process will be carried out in accordance with Sr#7 of the SOPs.

11. Technical Correction/Changes in Disability Certificate

- i. If any applicant raises claim of technical/ medical clarification or wrong entry on Disability Certificate, he/ she shall submit a written request to Deputy Director, Social Welfare & BM /Secretary Disability Assessment Board along with supporting documents.
- ii. The Secretary of the Board after due diligence will make decision regarding acceptance or rejection of the claim.
- iii. If claim of the applicant found genuine, the request along with supporting documents and recommendations will be forwarded, using online login on DPMIS, to Medical Superintendent/ Chairman of the DAB concerned who will make necessary editing and return the case to Deputy Director, Social Welfare & BM /Secretary Disability Assessment Board for necessary action, otherwise be rejected in writing.

12. General correction/changes in profile of the applicant

- i. If any applicant raises claims of clarification or wrong entry of clerical mistake/ bio data etc., he/ she shall submit a written request to the Deputy Director, Social Welfare & BM /Secretary Disability Assessment Board, along with supporting documents.
- ii. The Deputy Director, Social Welfare & BM /Secretary Disability Assessment Board concerned, after due diligence will make decision regarding acceptance or rejection of the claim.
- iii. If claim of the applicant found genuine, Deputy Director, Social Welfare & BM /Secretary Disability Assessment Board will incorporate necessary correction accordingly, and will upload supporting documents, if any.


06/03/2023

(MUHAMMAD IRFAN GONDAL)
DIRECTOR (PCRD)
PROVINCIAL COUNCIL FOR REHABILITATION
OF THE DISABLED PERSONS (PCRD)

4624-61
Endst. No. DGSW-PCRD-D.C SOP/2022-

dated 09/03/23 Lahore

1. All the Divisional Directors, Social Welfare & Bait-ul-Maal, Punjab.
2. All the Deputy Directors, Social Welfare & Bait-ul-Maal, Punjab.
3. PS to Secretary, Social Welfare & Bait-ul-Maal, Punjab, Lahore.
4. PSO to Director General, Social Welfare & Bait-ul-Maal, Punjab, Lahore.


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(MUHAMMAD IRFAN GONDAL)
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PROVINCIAL COUNCIL FOR REHABILITATION
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