

CITIZEN CHARTER

Name of the Office	Directorate of Welfare of Disabled and Senior Citizens
Address	Ground Floor, Podium Block, V.V.Tower, Dr.Ambedkar Veedhi, Bangalore-560001.
Name and Address and Phone No. of Key Official Head	<ol style="list-style-type: none"> 1. Director, 080-22866066 dir-dwdsc@kar.nic.in 2. Assistant Director 080-22866046
Procedure to avail service provided	Any persons with disabilities having 40% and above disability may avail services and persons more than 65 years of age may avail services
Information on costs of service provided	This is Govt. office and the service is provided free of cost.
Standard of services time limit	No time limit
Grievances redress mechanism with names, addresses, phone numbers and email of officials in charge of redress system	Assistant Director, 22866046 E-mail: dir-dwdsc@kar.nic.in
Details of business transacted or general services provided	<ol style="list-style-type: none"> 1. Redressal of the grievances of persons with disabilities 2. Recommendation for grant for Special Schools and Old Age Homes and other rehabilitation services and Monitoring the utilization of funds distributed by the State and Central Govt. 3. To safeguard the rights and facilities made available to persons with disabilities and Senior Citizens. 4. Implementation of the Persons with Disabilities Act 1995 through Act office
Duties of the citizens	Provide Equal Opportunities and

	Protection of Rights and Full Participation (disabled) and protection of Rights of Senior Citizens.
--	---

At the District level Disabled Welfare Officers of all districts are also working for this purpose.

Director

The Office of
the Commissioner
for Disabilities,
Karnataka

- Having regard to the Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, passed by the Parliament in 1995,
- Having regard to its position as the implementer of the provisions of the said Act,
- Considering that the State must strengthen the protection of rights and interests of citizens with disabilities,
- Having regard to the fact that the State must respect the rights of citizens with disabilities,
- Having regard to the tenets of the Constitution of India, as laid down under Articles 14,16 and 21
- Having regard to the numerous initiatives taken by the Government of India to safeguard the rights of citizens with disabilities;

has drawn up a Charter of Rights of Disabled citizens.

Nothing contained in this Charter shall affect any remedy otherwise available to people with disabilities, and shall not be in contravention to any other law already in force. These rights shall be in addition to the rights conferred on citizens with disabilities by legislation.

For the purposes of this Charter, the meaning of the word “disability” shall be the same as the definition of “disability” under the Persons with Disabilities Act, 1995.

Part I Basic Premises

- All people with disabilities shall have the right to respect for their human dignity, and have the same fundamental rights as their fellow citizens of the same age.
- Rights granted to citizens with disabilities shall not be affected by factors of sex, race, language, wealth, birth or any other prejudicial factors.
- Citizens with disabilities have the right to avail of qualified legal aid. If proceedings are instituted against them, the legal procedure applied shall take their physical and mental condition fully in to account.
- All citizens with disabilities have a right against exploitation, abuse and degrading treatment.
- All citizens with disabilities have the right to demand redressal of grievances.
- All citizens with disabilities have a right to corruption- free services.
- All citizens with disabilities have a right to information and are entitled to access information regarding their rights and remedies.

Part II Equalization of Opportunity

- Legislation: The State must endeavor to eliminate all discriminatory provisions in legislation, if any, with respect to disability.

- Creation of Barrier –Free Environment: Citizens have a right to demand a barrier-free environment in all public places
- Equal Educational Opportunities: Rules regarding age, promotion, and where necessary, examination procedure, should be more flexible in favour of citizens with disabilities.
- Employment: The State is to adopt a policy and supporting structure of services to ensure that the disabled in rural and urban areas have equal opportunities for productive employment in the market.
- Recreation: Citizens with disabilities are entitled to the same recreational opportunities that are available to others. This involves the possibility of using restaurants, theatres, libraries etc. Efforts are to be taken to remove all obstacles that reduce the accessibility of the buildings.

For further information, please contact:
Office of the Commissioner for Disabilities,
40, Thambuchetty Road, Cox Town, Bangalore-560 005.
E mail:discom@vsnl.net Tel. No.25482639 / 25482641

