



सत्यमेव जयते

# Citizen's Charter

## (2016-17)



**National Institute of Social Defence**

Ministry of Social Justice and Empowerment

West Block-1, Wing-7, Gr. Floor, R. K. Puram, New Delhi-110066

Website: [www.nisd.gov.in](http://www.nisd.gov.in)

Date of issue: August, 2016

Next Review: January, 2017

## **VISION**

Fostering public sensitivity to issues related to marginalized sections including old age and victims of substance abuse, and in pursuit of strengthening effective service delivery.

## **MISSION**

Enhance capacities of service providers, and wider dissemination of information in the field of old age care, victims of substance abuse and other social defence issues through training, research and documentation.

## **MAIN AREAS OF CONCERN**

- ❖ Substance Abuse Prevention
- ❖ Care of Older Persons, and
- ❖ Other Social Defence Issues including Beggary Prevention, Transgenders, etc.

## **TARGET GROUP**

- ❖ Functionaries of concerned departments of the Central and State Governments.
- ❖ Service providers/ care givers working in the area of Social Defence both in Voluntary sector and Govt.
- ❖ Academicians and professionals of Schools of Social Work & concerned academic Institutions.

# MAIN SERVICES/TRANSACTION

The Institute has three distinct divisions viz. Drug Abuse Prevention, Old Age Care and Other Social Defence Issues. All the programmes of the Institute are organized in collaboration with different RRTC's/Govt. Departments and NGO's. The Institute organizes its programmes through Grant -in-Aid received from Ministry of Social Justice and Empowerment.

Sl. No.	Services/Transaction	Weight %	Contact Person Details			Process	Documents Required
			Name & Designation	E-mail	Phone No.		
1	2	3	4	5	6	7	8
<b>DRUG ABUSE PREVENTION DIVISION</b>							
1.	Three Months Certificate Course on "De-addiction Counselling and Rehabilitation	20	Shri ManojHatoj Research Officer DAP Division	nisdmanoj@yahoo.com	9250904822	1. Schemes should be listed in the Annual Action Plan (AAP) for the year. 2. Necessary budget provisions made. 3. Approval of competent authority obtained for conducting specific programmes. 4. Sanction order issued to Collaborating agencies and 80% of the Sanctioned amount released. 5. On completion of the programme and submission of detailed accounts balance 20% is released.	N. A.
	Skill Development Vocational Training Course for Recovering Addicts.	30					
	One-Month Certificate Course on "Drug Counselling Skill	10					
	Thematic Skill Building Programmes	10					
	One day sensitization programme on Drug abuse Prevention to collage and school going students.	30					
<b>OLD AGE CARE DIVISION</b>							
2	One Year PG Diploma Course in Integrated Geriatric Care	30	Shri. H. C Ranga Reddy Dy. Director (OAC)	Hcscreddy@gmail.com	9886884889	Same procedure as above	N. A.
	Six Month certificate course on Geriatric Care in collaboration with RRTC's under Old Age	20					
	Three month Certificate courses in Geriatric Care for bedside assistance.	30					
	One day sensitization programme on	20					

	Intergenerational bounding among elderly and school students.						
<b>OTHER SOCIAL DEFENCE ISSUES</b>							
3	One day Sensitization Programme on Drug abuse Prevention among School and Collage students.	10	Dr. R Giriraj Dy. Director OSD	ddewnisd@gmail.com	9818310578	Same procedure as above	N. A.
	Three day state level Training Programme on Children Effected by Drug Abuse for state Government functionaries.	30					
	Three Day state level training Programme on Social Defence Issues for Police functionaries.	30					
	One Month skill development programme for Transgender	30					
<b>LIST OF STAKE HOLDERS /CLIENTS</b>							
<b>RRTC's/Govt. Department and NGO's</b>							
<b>RESPONSIBILITY CENTERS AND SUBORDINATE ORGANIZATIONS</b>							
Sl No.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address		
Not Applicable							
<b>INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS</b>							
<ul style="list-style-type: none"> <li>• Creating awareness among the target group.</li> <li>• Dissemination of Information through training programmes.</li> <li>• Making society more responsive to deal with specific issues.</li> </ul>							