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A⁺

SUPPORT FOR MARGINALIZED INDIVIDUALS FOR LIVELIHOOD & ENTERPRISE

NATIONAL PORTAL FOR
TRANSGENDER PERSONS

DEPARTMENT OF SOCIAL JUSTICE AND
EMPOWERMENT

(/APPLICANT/HOMEN)



(<https://socialjustice.gov.in>)

FREQUENTLY ASKED QUESTIONS (FAQS)

1. What is the name of Transgender Persons Act?

The Transgender Persons (Protection of Rights) Act, 2019.

2. When did The Transgender Persons (Protection of Rights) Act come into force?

On 10.01.2020

3. Where is The Transgender Persons (Protection of Rights) Act available?

The Act has been notified in the Gazette of India. Act is also available on the official website of Ministry (socialjustice.nic.in (<https://socialjustice.gov.in/>)) , National Portal of Transgender Persons (transgender.dosje.gov.in (<https://transgender.dosje.gov.in/Applicant/Registration/Downloads>))

4. What is the name of Rules framed under the Act?

The Transgender Persons (Protection of Rights) Rules, 2020

5. When did The Transgender Persons (Protection of Rights) Rules, 2020 come into force?

On 29.09.2020

6. Where are The Transgender Persons (Protection of Rights) Rules, 2020 rules available?

The Rules have been notified in the Gazette of India. Rules are also available on the official website of Ministry (socialjustice.nic.in (<https://socialjustice.gov.in/>)) , National Portal of Transgender Persons (transgender.dosje.gov.in (<https://transgender.dosje.gov.in/Applicant/Registration/Downloads>))

7. What is the name of National Portal?

National Portal for Transgender Persons

8. When was Portal launched?

On 25.11.2020



9. What is the web-address of Portal?

<https://transgender.dosje.gov.in/> (<https://transgender.dosje.gov.in/>)

10. What are the details of National Portal for Transgender Person?

The National Portal for Transgender Person assists in applying for a Certificate and Identity card digitally from anywhere in the country. The most important benefit is that it helps the transgender person to get the Certificate of Identity without any physical interface and without having to visit any office. Through the Portal, they can monitor the status of their application that ensures transparency in the process.

i. Who can apply for Certificate of Identity and Identity Card?

Transgender persons¹ are eligible to apply for certification on the National Portal for Transgender Person.

¹ "transgender person" means a person whose gender does not match with the gender assigned to that person at birth and includes trans-man or trans-woman (whether or not such person has undergone Sex Reassignment Surgery or hormone therapy or laser therapy or such other therapy), person with intersex variations, gender queer and person having such socio-cultural identities as kinner, hijra, aravani and jogta.

ii. While applying on the portal for certificate, should the applicant specify their gender in terms of trans-men or trans-women?

No, the applicant does not have to mention their preferences in terms of trans-men or trans-women, it will be displayed as Transgender person.

iii. Where can the applicant register/apply for the certificate?

Click on this hyperlink: Applicant Registration (<https://transgender.dosje.gov.in/Applicant/Registration/Index>) . It will lead the applicant to the home page with sign in/register here option for new registrants. The applicant after registration can login through the same page for further process.

iv. What are the basic requirements which have to be fulfilled to acquire the certification?

The following documents are required for becoming eligible for the certification:

- Proof of residential address (Any) Refer: Form – 1 [See rules 2(d), 3(1) and 6(1)] Transgender Persons (Protection of Right) Rules, 2020 (<https://transgender.dosje.gov.in/docs/TG%20RULES,%202020.pdf>)
- Photo identification
- Signature and/or thumb impression
- Affidavit format and/or medical certificate. Refer: Form – 2 [See rule 2(b) and 4(1)] Affidavit Form (<https://transgender.dosje.gov.in/docs/Affidavit.pdf>)

**v. If the applicant is unable to produce residential proof, is there an alternative?**

The Applicant may produce an affidavit declaration instead of a residential proof for their certification in case the residential proof is not available.

vi. How to fill the application form?

Manuals in text and video form have been provided on the Portal for the applicants to guide through the procedure of registration. A hyperlink has been provided of the manual for easy access: Manual (<https://transgender.dosje.gov.in/docs/Manual.pdf>). For any technical query, kindly contact on the phone number: +91-7923268279.

vii. Is it mandatory for the applicant to apply from their home state (state where they were born) or can they apply for the certification from any other states (presently residing)?

It is not mandatory for the applicant to apply from their home state. However, the Applicant must reside for at least 12 months/ 1 year in other state before applying for the certification.

viii. Is the format for affidavit available on the portal?

Yes, the Affidavit format (English version) is available on the “Download” tab of the home page of National Portal for Transgender person. A hyperlink is provided of the Affidavit format for easy access: Affidavit Form (<https://transgender.dosje.gov.in/docs/Affidavit.pdf>)

xi. What to do if an applicant is unable to fill the form by themselves?

The applicant may visit the nearest office of the Social Welfare Department for further information and assistance for filling the application form.

x. Does the applicant have to pay fee for registration form?

No. The application process is free of cost.

xi. How much time will it take for the certification process?

The time taken for processing the application depends on the verification process followed by district up to a maximum of 30 Days.

xii. Is there any helpdesk for the application procedure?

There are two help desks available for assistance.

Administrative query	14427	mahimanisd@gmail.com (mailto: mahimanisd@gmail.com)
Technical query	91-7923268279	tghelp@mail.inflibnet.ac.in (mailto: tghelp@mail.inflibnet.ac.in)



xiii. Are there any awareness programmes which will be conducted in the near future?

Online/offline workshops shall be conducted in the future based on requirement. Recent updates on seminars/workshops can be found on the social media handles and website of Ministry of Social Justice and Empowerment (<http://socialjustice.nic.in> (<http://socialjustice.nic.in>)), National Portal for Transgender persons (<https://transgender.dosje.gov.in> (<https://transgender.dosje.gov.in>)) and National Institute of Social Defence (<http://www.nisd.gov.in> (<http://www.nisd.gov.in>))

Social Media Platform	Ministry of Social Justice & Empowerment (MoSJ&E)	National Ins (NISD)
Twitter	https://twitter.com/msjegoi?lang=en (https://twitter.com/msjegoi?lang=en)	https://twitter.com/msjegoi?lang=en (https://twitter.com/msjegoi?lang=en)
Facebook	https://www.facebook.com/MOSJANDE (https://www.facebook.com/MOSJANDE)	https://www.facebook.com/MOSJANDE (https://www.facebook.com/MOSJANDE)
Instagram	https://www.instagram.com/msjegoi/ (https://www.instagram.com/msjegoi/)	

xiv. Is the National Portal for Transgender persons multilingual?

The portal is under process to accommodate multiple languages for a better user experience while filling the application. Currently Portal is available in English, Hindi, Malayalam, Gujarati and Bengali languages.

xv. How much time will it take to receive the certificate of Identity?

The certification takes a maximum of 30 days to process. The Applicant can raise a query on the grievance tab through their registered ID on the portal for follow-up.

xvi. When is a medical certificate required?

If a transgender person undergoes medical intervention towards a gender affirming procedure, either as a male or female, such person may apply in the Form – 1, along with a certificate issued to that effect by the Medical Superintendent or Chief Medical Officer of the medical institution in which that person has undergone the said medical intervention, to the District Magistrate for the issue of a revised certificate of identity.

xvii. Who will issue the Certificate of Identity and Identity Card?

District Collectors/Magistrate

**xviii. Do I have to visit District Collectors/Magistrate's office?**

No, process is completely online.

xix. How will I receive the certificate?

Once the Certificate of Identity and Identity card are issued, the applicant can download and print it from the Portal itself.

xx. Do I need to apply separately for Certificate of Identity and Identity Card?

No, on single application for Certificate of Identity and Identity Card would also be issued

xxi. What are the benefits of acquiring a Certification/ Transgender person identity card?

The benefits of having a certification/ transgender person identity card are as follows:

- It helps in identification of the Transgender Person
- By issuance of these documents, a transgender person is entitled to change name & gender in all official documents.
- For availing benefits under the Central government schemes and programmes

11. Which documents are required to apply for a TG Certificate and ID card under section 5 of the Transgender Persons (Protection of Rights) Act, 2019?

An Affidavit in the format as given under Form-2 of the said Act along with the filled application.

12. Is proof of residency mandatory?

For determination of the place of residence, the applicant shall have to reside in the area under the jurisdiction of the District Magistrate as on the date of application and an affidavit to this effect shall be submitted in Form-2.

13. Is the Psychological Report of the applicant mandatory?

No

14. Is there any format for a Medical Certificate for a revised Certificate?

There is no specific format for a medical certificate which has to be obtained from the hospital after the gender affirmation surgery. As per the rules it is stated that the district authorities may verify if required but it is not mandatory. Doctor's notes in the case of international applicants can also be considered.

15. Having a TG Certificate is necessary while applying for the revised certificate under Section 7 of TG Rules 2020?

Having a TG certificate is not mandatory to issue the revised certificate under Section 7 of TG Rules 2020.



16. Is physical verification to confirm the identity of the applicant as a transgender person from the neighbourhood necessary?

Physical verification to confirm the identity of the applicant as transgender person from the neighbourhood is not necessary, it is a violation of the TG Act, 2019 and should not be practised to issue the certificate & and identity card.

17. What is a Medical Institution?

As per Section 1 (h) of the said Act, "medical institution" means any medical institution whether hospital or clinic, private or public, in rural areas or urban or overseas.

18. What is medical intervention?

As per Section 1(i) of the said Act, "medical intervention" includes any gender-affirming medical intervention undertaken by an individual to facilitate the transition to their self-identified gender, including but not limited to counselling, hormonal therapy, and surgical intervention, if any.

19. What is the remote Area?

Remote areas means tribal areas, villages and other places where no internet or computer facilities are available.

20. What are the disadvantage conditions?

Disadvantaged conditions include illiterate TG person, mentally ill, handicapped, distressed and other TG persons deem fit.

21. Who is a minor or a Child?

A person below the age of 18 years is considered a Child as prescribed under the Juvenile Justice (Care and Protection of Children) Act, 2015.

22. What is Garima Greh Project?

The Shelter homes for Transgender Persons to be supported by ministry are named as Garima Greh.

23. How many Garima Greh are available at moment in the country?

The ministry has initiated 12 pilot shelter homes namely "Garima Greh" for Transgender Persons. The MoSJ&E provides financial assistance to Community based Organizations (CBOs) for setting up & maintenance of the shelter homes for Transgender Persons.


24. Where are these Garima Greh?

Garima Greh are in the states of Maharashtra, Delhi, West Bengal, Rajasthan, Bihar, Chhattisgarh, Tamil Nadu and Odisha.

25. What is the objective of Garima Greh?

Main aim of Garima Greh is to provide safe and secure shelter to Transgender persons in need.

26. What activities are being conducted in Garima Greh?

Garima Greh provides basic amenities like food, medical care, recreational facilities and also conducts capacity-building/skill development programme for Transgender Persons. 

27. Is there any Covid Advisory issued by the Ministry?

Yes. Ministry has issue an advisory to Transgender Persons regarding Covid appropriate behavior.

28. Where is Covid Advisory available?

Covid Advisory issued by the Ministry is available on the National Portal for Transgender Persons(<https://transgender.dosje.gov.in/> (<https://transgender.dosje.gov.in/>))

29. Is there any Helpline for Transgender Persons? If so, what is the number?

Yes, 8882133897

30. What is the objective of this helpline?

To provide psychological support and mental health care to Transgender Persons during Covid lockdown period. The advice on the helpline is provided by professional Psychologists.

Total Visitors 4815293

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10:00 AM to 17:00 PM
Monday to Friday



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