

**Minutes of the 23rd Annual General Meeting of
National Trust held on 4th November, 2023**

Venue: NISD, Building, Dwarka, New Delhi

The 23rd Annual General Meeting (AGM) of the National Trust was held on 4th November, 2023 in Hybrid mode. It was chaired by Shri Rajesh Aggarwal, Secretary, DEPwD and Chairperson, National Trust.

2. The meeting was attended by the Board Members and 285 Registered Organizations. Representatives of the Oriental Insurance Company and Raksha TPA, namely, Shri Mukesh Goel, Sr. Divisional Manager, Oriental Insurance Company (OIC) and Shri Ashok Narwat, Manager, Raksha TPA also attended on invitation.

3. Shri K. R. Vaidheeswaran, JS&CEO, National Trust welcomed the Chairperson, the Board Members, Registered Organizations (ROs) and the Stakeholders, who were present in person as well as virtual mode. He mentioned that under the dynamic guidance of Chairperson, a number of initiatives were being undertaken by DEPwD and its organizations for welfare and empowerment of Divyangjans.

4. In his address, the Chairperson shared his experiences in handling issues of Divyangjans in his previous postings. He suggested to the ROs to move beyond the services provided by the National Trust and help divyangjan in availing services available through other schemes of the DEPwD and its allied organizations. He stressed upon the fact that Local Level Committee work should be taken up by the Registered Organizations to have a grass root impact. He then concluded his address seeking suggestions for improvement of services at National Trust as well as DEPwD.



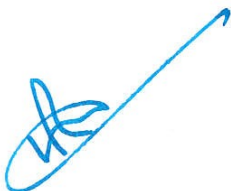
5. JS&CEO gave a detailed presentation on the activities undertaken by the National Trust during the year 2022-23 as well as funds disbursement made under various schemes and projects. These would form part of the Annual Report 2022-23.

6. The suggestions / views received from the Board Members and other participants and the response of NT are given below:

i. Shri D. Jacob from Manovikas, Kerala informed that the Local Level Committees were very active in his State. Monthly meetings are being conducted for the purpose and there are dedicated staff to deal with the subject. On his inquiry regarding helpline for Niramaya Scheme, it was informed that it would be functional shortly. As regards the appointment of SNACs, NT informed him that the guidelines were being revised for the same. He suggested creation of provisions to upload forms C & D related to legal guardianship in the website of National Trust.

ii. Shri Pankaj Maru from SNEH, Nagda, Madhya Pradesh, suggested for preparation of standard guidelines on Niramaya to resolve various issues, and for providing information on vacancies in scheme centres for the general public on the website of the National Trust so that they can avail the services. He flagged the need for more Gharaunda centres. He also stated that TPA was demanding prescriptions from MD level doctors for physiotherapy to settle bills. NT informed him that the information on vacancies were being compiled for display in the website.

iii. Attention of the OIC /TPA was drawn to a recent incident in which an email was sent to a claimant indicating that he was ineligible due to the medical condition shown as ID and not MR. It was requested that such incidents should not be repeated. NT informed that OIC / TPA had already been informed that the term MR is replaced by ID.



iv. Representatives of ROs from Bihar, Kerala and certain other areas informed that it was very difficult to check the status of claims from OIC and Raksha TPA and their responses over phone were not very helpful. They requested OIC / TPA to rectify this problem.

v. While discussing the entry/exit of beneficiaries in the day care and residential care projects of National Trust, the participants requested for preparation of guidelines by the National Trust which they can follow.

7. Thereafter, in his concluding remarks, the Chairperson mentioned the following points:

i. The deficiencies in the services to Niramaya beneficiaries need quick redressing. Sufficient time should be given to the claimants to provide details after which claims should be processed quickly. While fake / ineligible claims should be curbed, genuine claims should be settled with ease. The communication sent to the claimants by Raksha TPA should be in English and Hindi.

ii. Insurance Health cards for those who have paid the premium, should be generated on priority.

iii. Bank details should not be asked by Insurance Company from the beneficiaries every year, if there is no change.

iv. OIC / TPA should immediately withdraw the e mail sent to the beneficiary {case mentioned in para 6 (iii)} and ensure that this mistake is not repeated. The concerned person may be suitably counselled / admonished.

v. The ROs may involve / associate themselves with greater enthusiasm in the work of NT as well as DEPwD to enhance the quality of services to Divyangjans.



8. The meeting ended with a Vote of Thanks to the Chairperson by Shri Navnit Kumar, Programme Officer, National Trust.



(K.R. Vaidheeswaran)
JS&CEO &
Member-Secretary,
NationalTrust



(Rajesh Aggarwal)
Secretary, DEPwD &
Chairperson, National Trust