

GOVERNMENT OF INDIA
MINISTRY OF SOCIAL JUSTICE AND EMPOWERMENT
DEPARTMENT OF EMPOWERMENT OF PERSONS WITH DISABILITIES

LOK SABHA

UNSTARRED QUESTION NO.1222
TO BE ANSWERED ON 30.07.2024

SWAVALAMBAN PORTAL

1222. Ms. PRANITI SUSHILKUMAR SHINDE:

Will the Minister of SOCIAL JUSTICE AND EMPOWERMENT सामाजिक न्याय और अधिकारिता मंत्री be pleased to state:

- (a) the steps taken to address and resolve the technical issues on the Swavlamban Portal, reported by the CMOs of different sub-districts of Maharashtra, as this affects the timely issuance of disability certificates;
- (b) whether there is any timeline for when these issues will be resolved;
- (c) if so, the manner in which the Ministry plan to enhance the flexibility of the Portal to accommodate changes in personnel such as the appointment of new CMOs without disrupting the functionality and hierarchy of the medical boards;
- (d) whether there are any plans for regular updates to ensure the portal remains updated to such changes and if so, the details thereof;
- (e) the mechanisms in place for CMOs and hospital staff to manage technical issues on the Swavlamban Portal; and
- (f) whether there is a provision for training or a dedicated support team to assist CMOs in creating or updating specialist profiles, adding or deleting medical boards and resolving any other technical challenges they face and if so, the details thereof?

ANSWER

MINISTER OF STATE FOR SOCIAL JUSTICE AND EMPOWERMENT
(SHRI B.L.VERMA)

(a) to (f): The swavalamban portal has been revamped recently to facilitate the persons with Disabilities with various new features to ease process of generation of Disability Certificate / UDID Card. During the revamping stage of swavalamban portal, some technical issues were reported from Maharashtra Government. These issues were resolved from time to time by the Department. Issues are resolved on priority as and when they are reported. The changes on Swavalamban portal relating to adding of new Chief Medical Officers have been made and now state social welfare departments have been authorised to change personal information in cases of appointment of new CMOs. The updation on the swavalamban portal is also made based on the suggestions received from the persons with disabilities and various stakeholders. Any technical issues reported by Chief Medical Officers and hospital staffs are resolved by the Department at the earliest. Multiple training sessions have been organised by the Department for medical authorities/Chief Medical Officers from various States/UTs to assist them in working on swavalamban portal and responding to their queries. The special training sessions for Chief Medical Officer and medical specialists are also provided by the Department on revamped swavalamban portal as per the request from the State Governments.
