

**केंद्रीय दत्तक-ग्रहण संसाधन प्राधिकरण**  
**Central Adoption Resource Authority**  
**महिला एवं बाल विकास मंत्रालय, भारत सरकार**  
**Ministry of Women and Child Development, Govt. of India**

File No. 02-12/1/2020 (E-85058) / 724

23  
24/08/2024

**OFFICE ORDER**

This is in continuation to earlier office order related to Grievance and Helpdesk Section. In partial modification of existing work allocation, the officers/officials, professionals and support staff of the section has been assigned as under:

**Divisional Head :- Mrs. Vinita Jha, Deputy Director**

S.no.	Name of official/ Professional/ Support Staff	Duty Assigned / Work Description
1.	Mr. Manish Pati Tripathi, Sr. Professional	<ul style="list-style-type: none"><li>Redressal of all types of grievances including medical issues/ special need, hard to place children received from Prospective Adoptive Parents (PAPs), Specialised Adoption Agencies (SAAs) and other stakeholders.</li><li>Analysis of CMO pendency and follow up with stakeholders.</li><li>Handholding of all stakeholders on matter of In-country adoption.</li><li>Disposal of queries/grievances/Direct Receipts from President's Secretariat/PMOPGs received on CPGRAMS portal.</li><li>Disposal of all VIP references related to adoption process.</li><li>CARINGS operations (retaining the seniority, referral management, revive the application of the PAPs) in cases of Grievance &amp; Helpdesk Section.</li><li>Time extension to PAPs.</li><li>Pre-referral CARINGS operations before execution of referral cycle every day and coordinate with NIC for non-execution of referral cycle on Gazette Holidays with approval of the Competent Authority.</li><li>Referral calls to PAPs and handling</li></ul>
2.	Mr. Sheeraz Shabbir, Senior Professional	
3.	Mr. Mukul Sagar, Tele- Executive	
4.	Mr. Nitin Sindhi, Data Entry Operator	

		<p>queries of PAPs.</p> <ul style="list-style-type: none"> <li>• Examination and forwarding grievances received through Central Grievance System on CARINGS portal to concerned division.</li> <li>• Coordinate and follow-up with all the stakeholders and resolve the technical queries faced by the PAPs on CARINGS portal.</li> <li>• Analysis and monitoring of data, delay monitoring at different stages and fast tracking of children having special needs.</li> <li>• Analysis of blocked children and follow up with stakeholders for unblocking.</li> <li>• Cases deserving relaxations.</li> <li>• Online updation and maintenance of grievances.</li> <li>• Show Causes Notices/ Warning letters/ Advisory.</li> <li>• Coordinate and compilation of Monthly Performance Report for onward submission to CEO CARA.</li> <li>• Any other task assigned by Deputy Director and Director (Programme).</li> <li>• Keep track and evaluate PAPs feedback on the website and CARINGS.</li> </ul>
5.	<ul style="list-style-type: none"> <li>• Helpdesk:-</li> <li>• Ms. Anubha Jain (Counsellor)</li> <li>• Mr. Ravi Maurya (TE)</li> <li>• Ms. Shashi Yadav (TE)</li> <li>• Ms. Anushka (TE)</li> <li>• Ms. Sneha Dhondiyal (TE)</li> <li>• Ms. Vaishnavi (TE)</li> <li>• Ms. Monika Rawat (TE)</li> <li>• Ms. Reena Mishra (DEO)*</li> </ul> <p>*(replacement of Ms. Shashi Yadav, as she is on maternity leave)</p>	<ul style="list-style-type: none"> <li>• Managing CARA helpdesk mail ID that includes forwarding mails to the department concerned.</li> <li>• Face to face counselling with PAPs.</li> <li>• Counselling of PAPs regarding registration (documents, fees, login issues), procedural (HSR process, waiting/ seniority) and referral (referred child related query, adoption committee meeting, MER related grievances).</li> <li>• Counselling of PAPs for Hard-to-Place and Special Need Children to the PAPs having two or more children.</li> <li>• Counselling of Debarred and PAPs having two biological children.</li> <li>• Resolving doubts and queries of PAPs and stakeholders on adoption such as waiting period of adoption, seniority.</li> <li>• Help Desk &amp; Helpline (Analysis and Monitoring of calls of Tele-Counsellors)</li> </ul>

		being recorded and putting up the weekly report). • Resolving technical queries related to CARINGS with the help of technical team.
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2. This issues with the approval of Competent Authority.

*Vinit Kumar*  
*Vinit Kumar*

(विनीत उपाध्याय)  
(Vinit Upadhyay)

सहायक निदेशक (प्रशासन)

Assistant Director (Admn.)

विनीत कुमार उपाध्याय / Vinit Kumar Upadhyay

सहायक निदेशक / Assistant Director, CARA

केन्द्रीय दत्तक-ग्रहण संसाधन प्राधिकरण

Central Adoption Resource Authority

महिला एवं बाल विकास विभाग

Ministry of Women & Child Development

भारत सरकार / Government of India

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West Block-8, Wing-2, 2nd Floor, R.K. Puram

नई दिल्ली / New Delhi-110066

To

सभी संबंधित/All concerned

**Copy for Information to:**

- (i) SPPs to CEO, CARA
- (ii) Director (Prog.)
- (iii) Joint Director
- (iv) IFO
- (v) All DDs and Ads
- (vi) Notice Board
- (vii) Guard File
- (viii) CARINGS – for uploading in website of CARA