



केंद्रीय दत्तक-ग्रहण संसाधन प्राधिकरण  
CENTRAL ADOPTION RESOURCE AUTHORITY  
महिला एवं बाल विकास मंत्रालय, भारत सरकार  
MINISTRY OF WOMEN & CHILD DEVELOPMENT,  
GOVERNMENT OF INDIA

# CITIZEN CHARTER



West Block - VIII, Wing - II, 2nd Floor, R.K. Puram, New Delhi - 110066 (India)  
CARA Toll Free / Helpline No. : 1800-11-1311, 011-26760471, 26760472, 26760473 | Available  
between 08:00 a.m. to 08:00 p.m. as per I.S.T. (Monday to Friday) | Website : [cara.wcd.gov.in](http://cara.wcd.gov.in)

FOREWORD

It gives me great pleasure to present the Citizen Charter for general public and our stakeholders. The preparation of this document is our endeavor towards fulfilling the commitment of providing an efficient and transparent adoption process in the country. We shall make all efforts to fulfill the assurances given by us under the framework provided by the Juvenile Justice (Care and Protection of Children) Act, 2015 (as amended in 2021) and the Adoption Regulations, 2022. However, the success will depend greatly on the proactive response from the citizens, associated agencies and authorities.

We look forward to your co-operation for enabling us in ensuring the best interests of the children in the need of care and protection by rehabilitating them through adoption, which conforms to the national policy of ensuring that every child has a right to have a family.

Sd/-  
**(Member Secretary & CEO)**  
Central Adoption Resource Authority

## **Central Adoption Resource Authority**

### **1. Background :**

Central Adoption Resource Agency (CARA) was set up in June 1990 by the Ministry of Welfare, Government of India to regulate, monitor and promote adoption of orphan, abandoned or surrendered children, with the principal mandate of finding loving families for Children in Need of Care and Protection. Pursuant to a decision of the Union Cabinet dated 2nd July 1998, the Ministry of Social Justice & Empowerment conferred autonomous status to CARA on 18th March 1999 by registering it as a Society under the Societies Registration Act, 1860. Adoptions under the Juvenile Justice Act 2000 enabled placement of children in adoption with the involvement of recognised agencies and authorities for ensuring safeguards in adoption placement of institutionalised children. CARA was designated as Central Authority under the Hague Convention on Protection of Children and Co-operation in respect of Inter-country Adoption (1993) in 2003. As per the Section 68 of the Juvenile Justice (Care and Protection of Children) Act, 2015 notified by the Government of India on 15<sup>th</sup> January, 2016 (as amended in 2021), the Central Adoption Resource Agency (CARA) shall be deemed to have been constituted as the Central Adoption Resource Authority (CARA). Now, CARA attained the status of a Statutory Body with the mandate to promote In-country adoptions; facilitate Inter-state adoptions; frame regulations on adoption related matters and regulate Inter-country adoption and function as Central Authority under the Hague Convention for Inter-country adoption through Child Adoption Resource Information & Guidance System (CARINGS). CARA regulates and monitors all In-country and Inter-country adoptions through Child Adoption Resource Information & Guidance System (CARINGS). CARA aspires to place maximum children in non-institutional care with adoptive families. Central Adoption Resource Authority is headed by Member Secretary & CEO and has a sanctioned strength of 37 officers and staff.

**2. Mission :** To expand adoption services to every corner of the country, make efforts for expeditious rehabilitation of children through adoption, ensure standardization in the functioning of adoption agencies, promote ethical practices in adoption and facilitate parents desiring to adopt.

**3. Vision:** To find a loving and caring family for children without parental care, also those who are orphaned, abandoned and surrendered.

**4. Functions [As per Section 68 of the Juvenile Justice (Care and Protection of Children) Act, 2015 (as amended in 2021)] :**

CARA is mandated under Section 68 of the Act (as amended in 2021) to perform the following functions :-

- (a) to promote In-country adoptions and to facilitate Inter-state adoptions in coordination with State Agency;
- (b) to regulate Inter-country adoptions;
- (c) to frame regulations on adoption and related matters from time to time as may be necessary;
- (d) to carry out the functions of the Central Authority under the Hague Convention on protection of Children and Cooperation in respect of Inter-country Adoption;
- (e) any other function as may be prescribed.

**5. Fundamental Principles Governing Adoption (As per Regulation 3 of the Adoption Regulations, 2022) :**

The following fundamental principles shall govern adoptions of children from India, namely :-

- (a) the child's best interests shall be of paramount consideration, while processing any adoption placement;
- (b) preference shall be given to place the child in adoption with Indian citizens with due regard to the principle of placement of the child in their own socio-cultural environment, as far as possible;
- (c) all applications for adoptions shall be registered on the Designated Portal and confidentiality of the same shall be maintained by the Authority.

**6. Divisions, Departments and Sections in CARA**

**6.1 Programme Divisions**

<b>In-Country Coordination Section</b>			
<b>S No</b>	<b>Service</b>	<b>Roles and Responsibilities</b>	<b>Nodal Officer(s)</b>
1	In-country Post Adoption Follow-up	<ul style="list-style-type: none"> <li>Dealing with in-country queries &amp; adoption grievances.</li> <li>Authorisation/Renewal/Communication and coordination with stakeholders.</li> </ul>	Smt. Poonam Sharma, Deputy Director
2	Foster Care Leading to Foster Adoption	Implementation of Model Foster Care Guidelines 2024:- <ul style="list-style-type: none"> <li>Foster Care.</li> <li>Foster Care leading to Foster Adoption.</li> <li>Foster Adoption.</li> <li>Dealing with State specific queries of stakeholders (SARA DCPU, SAA).</li> <li>State Visits.</li> <li>Post adoption follow-ups.</li> <li>Adoption order pendency.</li> </ul>	Sh. Abhishek Rajput, Assistant Director
3	In Country Relative/ Step Adoption	<ul style="list-style-type: none"> <li>Issuance of Pre-approval letters in In-country Relative Adoption/ Step Adoption.</li> <li>Addressing pendency in relative adoption/ step adoption.</li> <li>Support letter for relocation at abroad (for passport purpose).</li> <li>Root Search.</li> </ul>	Smt. Poonam Sharma, Deputy Director  Sh. Sam Paul, Assistant Director
4	Disruption & Dissolution	<ul style="list-style-type: none"> <li>Processing of In-country Disruption &amp; Dissolution cases.</li> <li>In-country Adoption Order Pendency (uploading of adoption orders).</li> </ul>	
5	Special Needs Children	<ul style="list-style-type: none"> <li>Analysis of CMO pendency and follow up with stakeholders.</li> <li>Analysis and monitoring of data, delay monitoring at different stages and fast tracking of children having special needs.</li> <li>Make special needs children's live on CARINGS who have been classified by CMO.</li> </ul>	

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<b>Identification Cell</b>			
<b>S No</b>	<b>Service</b>	<b>Roles and Responsibilities</b>	<b>Nodal Officer(s)</b>
1	Identification of children in 5 categories for adoption	<ul style="list-style-type: none"> <li>• Identification, tracking and monitoring of children with the help of 'Mission Vatsalya' Portal and CARINGS Portal, to collect information about children in CCIs, track their status, ensure their well-being and provide placement support.</li> <li>• Ensuring the registration of all children less than 18 years of age in Child Care Institutions (CCIs) under five categories (Orphan Children, Abandoned Children, Surrendered Children, Children having no visitation and Children having unfit parents) on CARINGS.</li> <li>• Regular monitoring &amp; evaluation of the database of all five categories of children in order to identify areas for improvement.</li> <li>• Ensuring linkages between SAAs and CCIs in all districts across the country.</li> <li>• Coordinating with SAAs/ CCIs/ CWCs to determine LFA status of children as per timelines and addressing delays.</li> <li>• Coordinating with DMs as well as providing support &amp; guidance to SARAs DCPUs, SAAs, CCIs and other stakeholders on adoption and other non-institutional care services.</li> <li>• Data cleansing/Data updation on CARINGS portal w.r.t to the following:-               <ul style="list-style-type: none"> <li>a) SAA-CCI linkage.</li> <li>b) Updating status of in-country stakeholders such as:-</li> </ul> <p>*SAAS &amp; CCIs functional with valid recognition / functional with expired recognition/ non-functional / closed.</p> <p>*Duplicate or multiple entries of SAAs, CCIs, DCPUs and children's profile.</p> </li> <li>• Visiting states to physically verify the status of children in CCIs.</li> <li>• Identifying potential cases of relative</li> </ul>	<p>Sh. Nandresh Nigam, Advisor</p> <p>Ms. Himani Nautiyal, Advisor</p>

		<p>adoption of children living in institution.</p> <ul style="list-style-type: none"> <li>• Undertaking regular initiatives for capacity building of SAAs/ CClS/ service providers and the district level child protection staff through training about the benefits of non-institutional care and importance of counselling in the rehabilitation process.</li> <li>• Preparation of IEC materials to generate awareness among Service Delivery Institutions (SDIs), Government agencies/ departments and to strengthen the Support Network available for non- institutional care through Media Section of CARA.</li> </ul>	
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<b>Inter-Country Section</b>			
<b>S No</b>	<b>Service</b>	<b>Roles and Responsibilities</b>	<b>Nodal Officer(s)</b>
1.	Inter-country Scrutiny and Post Adoption Follow-up	<ul style="list-style-type: none"> <li>• Scrutiny of Home Study Reports (HSR) and other supporting documents uploaded by AFAA/ CA/ IDM for NRI/ OCI/ Foreign PAPs.</li> <li>• Scrutiny of HSR and other supporting documents in respect of OCI/ Foreign PAPs living in India.</li> <li>• Follow-up with all concerned stakeholders for completion of documents or correction on profiles of PAPs.</li> <li>• Examination of revalidated HSR and other supporting documents uploaded by AFAA/ CA.</li> <li>• Dealing with inter-country dissolution cases.</li> <li>• Dealing with inter-country queries &amp; grievances.</li> <li>• Authorisation/ Renewal/ Communication and coordination with AFAAs, Central Authorities and IDMs.</li> </ul>	<p>Smt. Vinita Jha, Deputy Director</p> <p>Smt. Rupanshi Pandey, Assistant Director</p>
2.	Inter-country NOC	<ul style="list-style-type: none"> <li>• Inter-country Grievances.</li> <li>• Examination of Inter country Relative adoption cases of NRI/ OCI Foreign PAPs at NOC level i.r.o. Orphan, Abandoned and Surrendered (OAS) Children.</li> <li>• Completion of required documents with the coordination of stakeholders and process the cases for issuance of NOC.</li> <li>• Issuing conformity certificate on receipt of adoption order.</li> <li>• Issuing verification letter as requested by concerned FRRO office.</li> <li>• Issuing intervention letters and coordinate with concerned</li> </ul>	<p>Smt. Vinita Jha, Deputy Director</p> <p>Smt. Vandana, Assistant Director</p>

		<p>stakeholders for issuance Adoption Orders by DM and Passport by RPO.</p> <ul style="list-style-type: none"> <li>• Dealing with time extension requests received from AFAA.</li> <li>• Dealing with inter-country queries &amp; grievances,</li> <li>• Unmatch/ release of child(ren) from PAPs profile, management of referral/ seniority of PAPs, etc.</li> <li>• Examination &amp; processing of inter-country disruption cases</li> <li>• Examination of inter-country Post-Adoption Follow-up Reports.</li> <li>• Dealing with inter-country root search cases.</li> <li>• Examination of cases of authorisation or renewal of authorisation of AFAAs.</li> <li>• Communication and coordination with AFAAs, Central Authorities and IDMs.</li> <li>• Monthly Performance Report.</li> </ul>	
3.	Inter-Country Relative	<ul style="list-style-type: none"> <li>• Examination of Inter country Relative adoption cases of NRI/ OCI PAPs.</li> <li>• Completion of required documents with the coordination of stakeholders and process the cases for issuance of Pre-Approval Letter (PAL) &amp; NOC.</li> <li>• Issuing Conformity Certificate on receipt of Adoption Order.</li> <li>• Issuing Verification Letter as requested by concerned FRRO office.</li> <li>• Issuing Intervention Letters and coordinate with concerned stakeholders for issuance of Adoption Orders by DM and Passport by RPO.</li> <li>• Communication and coordination wth AFAAs,</li> </ul>	<p>Smt. Vinita Jha, Deputy Director</p> <p>Smt. Rupanshi Pandey, Assistant Director</p>

		<p>Central Authorities and IDMs.</p> <ul style="list-style-type: none"> <li>• Monthly Performance Report.</li> <li>• Authorisation or renewal of authorisation of AFAAs.</li> </ul>	
4.	Hindu Adoption & Maintenance Act (HAMA) Adoptions	<ul style="list-style-type: none"> <li>• All adoption cases under the HAMA by NRI or OCI card holder Prospective Adoptive Parents residing outside the country.</li> <li>• Examination of all relevant documents for Issuance of NOC or Support Letter as required from time to time.</li> <li>• Submission of monthly report.</li> </ul>	<p>Smt. Vinita Jha, Deputy Director</p> <p>Sh. G. Ravi Kumar, Assistant Director</p>
5.	Grievance	<ul style="list-style-type: none"> <li>• Redressal of all types of grievances including medical issues of special needs, 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 matters of In-country adoption.</li> <li>• Disposal of queries/ grievances/ Direct Receipts from Secretariat/ PMOPGS/ President's 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 and Helpdesk section.</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</li> </ul>	<p>Smt. Vinita Jha, Deputy Director</p>

		<p>Authority.</p> <ul style="list-style-type: none"> <li>• Referral calls to PAPs and handling queries of PAPs.</li> <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>• Issuing Show Cause Notices/ Warning letters/ Advisory.</li> <li>• Coordinate and compilation of Monthly Performance Report for onward submission to CEO CARA.</li> <li>• Keep track and evaluate PAPs feedback on the website and CARINGS.</li> <li>• Time extension to PAPs.</li> </ul>	
6.	Helpdesk	<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             <ul style="list-style-type: none"> <li>- Registration (documents, fees, login issues)</li> <li>- Procedure (HSR process, waiting period, seniority)</li> <li>- Referral (referred child related query, adoption committee meeting, MER related grievances).</li> </ul> </li> <li>• Counselling of PAPs for Hard-to-</li> </ul>	<p>Smt. Vinita Jha, Deputy Director</p> <p>Helpdesk Staff Members.</p> <p>Contact: <a href="mailto:carahdesk.wcd@nic.in">carahdesk.wcd@nic.in</a></p>

		<p>Place and Special Need Children to the PAPs having two or more children.</p> <ul style="list-style-type: none"> <li>• Counselling of Debarred PAPs</li> <li>• Help Desk &amp; Helpline (Analysis and Monitoring of calls of Tele-Counsellors being recorded and putting up the weekly report).</li> <li>• Resolving technical queries related to CARINGS with the help of technical team.</li> <li>• Any other task assigned by Deputy Director and Director (Programme).</li> </ul>	
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## 6.2 Administration Divisions

<b>Training, Media, Legal, Policy &amp; Parliament Coordination</b>			
<b>S No</b>	<b>Section</b>	<b>Roles and Responsibilities</b>	<b>Nodal Officer(s)</b>
1.	Training	<ul style="list-style-type: none"> <li>• All matters pertaining to Training and Awareness programmes.</li> <li>• Settlement of all sanctioned amount with compilation of reports relating to various training programmes.</li> <li>• Training and capacity building activities for stakeholders across the country on adoption related issues.</li> <li>• Holding Webinar VCs as well as physical Seminars and Workshops on related matters.</li> <li>• Sanction Orders and UC's</li> </ul>	<p>Smt. Richa Ojha, Deputy Director</p> <p>Sh. O.P. Yadav, Assistant Director</p>
2.	Media	<ul style="list-style-type: none"> <li>• Promoting legal adoption in the country including adoption of special needs and older children.</li> <li>• Publicity and advocacy activities through Social Media, Electronic and Print media, Outdoor Media, etc. in Hindi, English and other Indian languages.</li> <li>• All Media &amp; Advocacy tasks related to creation &amp; dissemination of contents.</li> <li>• Settlement of advances.</li> <li>• Preparation and designing of Annual Report of CARA including CARA Portion/ Chapter for Annual Report of MWCD.</li> <li>• Handling of social networking platforms, sensitization and advocacy through social media and mainstream media</li> <li>• Website Updation: Time to time website updation including Glimpses, Virtual and Physical Trainings of CARA, Adoption Statistics, etc.</li> </ul>	<p>Smt. Richa Ojha, Deputy Director</p> <p>Sh. O.P. Yadav, Assistant Director</p>

		<ul style="list-style-type: none"> <li>• Content for Social Media: Content Creation, Designing and Posting of Infographics, Success Stories &amp; GIFs.</li> <li>• Recreating and Designing citizen charter, Information Brochures, Protocols, Manuals and Presentations.</li> <li>• Maintain day-to-day social media query sheet</li> <li>• Planning &amp; implementation of Events &amp; Activities</li> </ul>	
3.	Legal	<ul style="list-style-type: none"> <li>• All Legal matters - para-wise comments, Para-wise reply (Draft &amp; Vetting-Approval).</li> <li>• CAT Matters and LIMBS Portal.</li> <li>• Forwarding the approved para wise reply to the CGSC, Vetting-Approval of Draft Counter Affidavit, ensuring the filing of Counter Affidavit.</li> <li>• Attestation/ Notarization of Approved Counter Affidavit, Forwarding the same to the CGSC</li> <li>• Reply to rejoinder, Additional Affidavit, Short Affidavit, Compliance affidavit.</li> <li>• Seeking legal opinion from MOLI.</li> <li>• Liaising with CGSC. Monitoring of dates (NDOH).</li> <li>• Follow-up emails, Reminder emails.</li> <li>• Orientation to interns and all related work.</li> <li>• Inputs on Ministry's correspondences.</li> <li>• Legal Fee Bills.</li> <li>• Updating of List of Legal cases</li> <li>• Updating all Counsel information.</li> <li>• Research &amp; Special Committees.</li> <li>• SOPs and Standards.</li> <li>• Monthly Progress Report.</li> </ul>	Smt. Richa Ojha, Deputy Director

<p>4.</p>	<p>Policy, Parliament and Coordination</p>	<ul style="list-style-type: none"> <li>• All matters related to Policy (Programme and Admin related).</li> <li>• Overall works related to Rajya Sabha &amp; Lok Sabha Parliament Questions pertaining to CARA &amp; other Parliamentary matters.</li> <li>• Laying of Annual Report of CARA in the both houses of Parliament.</li> <li>• Overall works related to the Steering Committee of CARA.</li> <li>• Coordination with Ministry of Women &amp; Child Development &amp; other Government Departments.</li> <li>• Annual action plan, Outcome Budget, Output Outcome Monitoring Framework (OOMF) in respect of CARA and other related issues.</li> </ul>	<p>Smt. Richa Ojha, Deputy Director</p> <p>Sh. O.P. Yadav, Assistant Director</p>
<p>5.</p>	<p>Nodal Officer of CARA under RTI Act, 2005</p>	<ul style="list-style-type: none"> <li>• Overall work of Nodal Officer of CARA – Transmission of RTI applications (online &amp; offline) to the concerned CPIOs of CARA, transmission of first appeals (online &amp; offline) to the concerned FAAs of CARA, creation of accounts, reset of account passwords, updation of information of CPIOs and FAAs on the online portal of DoPT, updation the information of Manuals and other major information of CARA covered under Suo-Moto disclosures under the RTI Act on CARA website, online submission of Self Appraisal Report of CARA for Third Party Transparency Audit on CIC designated portal on yearly basis, maintain records of RTI applications and first appeals received, transferred &amp; disposed and other related issues.</li> </ul>	<p>Smt. Richa Ojha, Deputy Director</p>

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<b>Administration Section</b>			
<b>S No</b>	<b>Section</b>	<b>Roles and Responsibilities</b>	<b>Nodal Officer(s)</b>
1.	Personnel Management/ Establishment Matters	<ul style="list-style-type: none"> <li>Personnel Management/ Establishment Matters</li> <li>Recruitment and engagement of staff (regular, deputation, contractual, outsourced)</li> <li>Annual Service books, Personal files, Performance Appraisal (APAR) Report</li> <li>Departmental Promotion Committee (DPC). Modified Assured Career Progression Scheme (MACP)</li> <li>Vigilance clearance acquired from the Ministry</li> <li>Fixation of pay, annual increments.</li> <li>Leave, LTC, attendance, discipline, punctuality</li> <li>RTI matters.</li> <li>Central dak &amp; diary dispatch.</li> </ul>	<p>Dr. Shashi Bala, Joint Director</p> <p>Sh. Pramod Pushkar, Deputy Director</p> <p>Sh. Vinit Kumar Upadhyay, Assistant Director</p>
2.	General Administration	<ul style="list-style-type: none"> <li>Maintenance of office premises, AMCs.</li> <li>Procurement of consumable and non-consumable items.</li> <li>Record Management.</li> <li>Medical Claims.</li> <li>Preparation of ID Cards.</li> <li>All types of work related to General Administration.</li> </ul>	<p>Dr. Shashi Bala, Joint Director</p> <p>Sh. Pramod Pushkar, Deputy Director</p> <p>Sh. Ravinder Singh Rawat Assistant Director</p>
3.	Rajbhasha (Official Language)	<ul style="list-style-type: none"> <li>Implementation and promotion of official language policy of Bharat Sarkar (Govt. of India)</li> <li>Office Orders/ Office Memorandum/ Office Circulars, Letter Heads, Identity Cards, Rubber Stamps, Name Plates, Banners, Posters, Website etc. should mandatorily be bilingual i.e. in Hindi &amp; English.</li> </ul>	<p>Dr. Shashi Bala, Joint Director</p> <p>Sh. Pramod Pushkar, Deputy Director</p> <p>Sh. Vinit Kumar Upadhyay, Assistant Director</p>

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### 6.3 Finance and Accounts Division

<b>Finance &amp; Accounts Section</b>			
<b>S No</b>	<b>Section</b>	<b>Roles and Responsibilities</b>	<b>Nodal Officer(s)</b>
1.	Finance & Accounts	<ul style="list-style-type: none"> <li>• Preparing Budget Estimate (BE), Revised Estimate (RE) and Expenditure.</li> <li>• Tallying books of accounts like cash book, ledgers, etc. in computer.</li> <li>• Financial concurrence.</li> <li>• Disbursement of pay and allowances, TA, LTC bill, etc.</li> <li>• Income Tax, Corporate Tax, Tax Deducted at Source (TDS), etc.</li> <li>• Internal Audit, Statutory audit and preparation of Annual accounts.</li> <li>• Coordination with ministry on Financial matters.</li> </ul>	Sh. Ram Saran, Integrated Finance Officer

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**6.4 IT & CARINGS Section**

<b>Section: IT and CARINGS</b>			
<b>S No</b>	<b>Section</b>	<b>Roles and Responsibilities</b>	<b>Nodal Officer(s)</b>
1.	IT and CARINGS Matters	<ul style="list-style-type: none"> <li>• Maintaining the centralized database for in-country and inter-country adoption.</li> <li>• Providing data as and when required for Parliament questions and other purposes.</li> <li>• Preparation of Software Requirement Specifications (SRS) for updation/upgradation required in CARINGS portal.</li> <li>• Analysing the CARINGS data of PAPs, children in SAAs including the special needs children.</li> <li>• Updating and maintaining CARA website.</li> <li>• Timely redressal of technical grievances/ glitches pertaining to CARINGS.</li> <li>• Dealing with tasks related to opening and mapping of e-office IDs.</li> </ul>	Smt. Ritu Chawla Data Analyst

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## 7. Grievance/ Complaint Redressal Mechanism

Public Grievance will receive instant attention. CARA shall acknowledge all complaints within 10 days and dispose within 60 days. The grievance can be addressed to : **Central Public Grievance Officer, Central Adoption Resource Authority (CARA), Ministry of Women and Child Development, West Block - VIII, Wing - II, 2nd Floor, R.K. Puram, New Delhi - 110066, Toll Free No : 1800-11-1311, Email ID : carahdesk.wcd@nic.in.**

S. No.	Name of Public Grievance Officer	Helpline Number	Email	Address
1	Smt. Vinita Jha, Deputy Director	1800-11-1311	<a href="mailto:dd.intc-cara@gov.in">dd.intc-cara@gov.in</a>	Central Public Grievance Officer, Central Adoption Resource Authority (CARA), Ministry of Women and Child Development, West Block - VIII, Wing - II, 2nd Floor, R.K. Puram, New Delhi - 110066

In case, the grievance is not addressed, the same can be taken up with **the Member Secretary & CEO, Central Adoption Resource Authority (CARA), Ministry of Women and Child Development, West Block – VIII, Wing - II, 2nd Floor, R.K. Puram, New Delhi – 110066, Email : ceo-cara@gov.in.**

## 8. Stakeholders :

- (a) Specialised Adoption Agencies (SAAs) and Child Care Institutions (CCIs) set up under the Section 65 and Section 41 of the JJ Act, 2015 (as amended in 2021) respectively;
- (b) Child Welfare Committees (CWCs) set up under the Section 27 of the JJ Act, 2015 (as amended in 2021)
- (c) District Child Protection Units (DCPUs) set up under the Section 106 of the JJ Act, 2015 (as amended in 2021) and Integrated Child Protection Scheme (ICPS);

[List of DCPUs](#)

- (d) State Governments/ UTs shall set up State Adoption Resource Agencies (SARAs) under Section 67 of the JJ Act, 2015 (as amended in 2021) and Regulation 35 of Adoption Regulations 2022;

[List of SARAs](#)

- (e) Authorized Foreign Adoption Agencies (AFAAs) and Central Authorities (CAs) in the receiving country (Regulation 31 of Adoption Regulations 2022);

[List of AFAAs and CAs](#)

- (f) Central Government Ministries/ Departments Attached;
- (g) District Magistrates;
- (h) Chief Medical Officers; and
- (i) Indian Diplomatic Missions abroad.

(More information is available at [https://cara.wcd.gov.in/Stakeholders/India\\_map.html](https://cara.wcd.gov.in/Stakeholders/India_map.html) and <https://cara.wcd.gov.in/> (at 'Protocols' Menu).

## **9. Functions of Stakeholders :**

- (a) The Specialised Adoption Agencies (SAAs) shall perform their functions as defined under the Regulation 30 of Adoption Regulations, 2022.
- (b) Authorized Foreign Adoption Agencies (AFAAs) and Central Authorities (CAs) perform their functions as per the Regulation 31 of Adoption Regulations 2022.
- (c) State Adoption Resource Agencies (SARAs) undertake their functions as defined under the Regulation 35 of Adoption Regulations 2022.
- (d) District Magistrates (DMs) perform their functions as defined under the Regulation 36 of Adoption Regulations 2022 read with relevant provisions of the Juvenile Justice Act, 2015 (as amended in 2021) and the Juvenile Justice Rules 2016 (as amended in 2022).
- (e) Chief Medical Officers (CMOs) perform their functions as per the Regulation 37 of Adoption Regulations 2022.
- (f) District Child Protection Units (DCPUs) undertake their functions as defined under the Regulation 38 of Adoption Regulations 2022 read with relevant provisions of the Juvenile Justice Act, 2015 (as amended in 2021) and the Juvenile Justice Model Rules 2016 (as amended in 2022).
- (g) Child Welfare Committees (CWCs) perform their activities as defined

under the Regulation 39 of Adoption Regulations 2022 read with relevant provisions of the Juvenile Justice Act, 2015 (amended in 2021) and the Juvenile Justice Model Rules 2016 (as amended in 2022).

- (h) Birth Certificate Issuing Authority undertakes its functions as defined under the Regulation 40 of Adoption Regulations 2022.
- (i) Regional Passport officer performs its functions as defined under the Regulation 42 of Adoption Regulations 2022.
- (j) Indian Diplomatic Missions abroad perform their functions as per the Regulation 43 of Adoption Regulations 2022.

**10. Contact Details of Officers of CARA :**

<b>S.No.</b>	<b>Name of the Officer</b>	<b>Designation</b>	<b>Phone &amp; Email</b>
1.	Ms. Bhavna Saxena	Member Secretary & CEO	ceo-cara@gov.in 011-26760301
2.	---	Director (Programme)	
3.	Ms. Shashi Bala	Joint Director	jd-cara@gov.in 011-26760402
4.	Sh. Ram Saran	Integrated Finance Officer (Finance & Accounts)	ifo-cara@gov.in 011-26760527
5.	Ms. Vinita Jha	Deputy Director (Inter-country NOC, Inter-country Scrutiny, Inter-country Relative Adoptions, HAMA Adoptions, Inter-country Post Adoption Follow-up, Grievance and Helpdesk)	dd.intc-cara@gov.in 011-26760302
6.	Ms. Richa Ojha	Deputy Director (Legal, Policy, Parliament, Coordination, Training, Media & Promotional activities)	dd.policy-cara@gov.in 011-26760401
7.	Ms. Poonam Sharma	Deputy Director (Foster Care & Foster Adoptions, In-country Relative/ Step Adoptions, In-country Post Adoption Follow-up, Disruption & Dissolution)	dd.inc-cara@gov.in 011-26760475
8.	Sh. Pramod Pushkar	Deputy Director (Personnel Management/ Establishment, General Administration, Rajbhasha)	dd.admin-cara@gov.in 011-26760540

9.	Sh. G. Ravi Kumar	Assistant Director (HAMA Adoptions)	ad1.hama-cara@gov.in 011-26760442
10.	Sh. Vinit Kumar Upadhyay	Assistant Director (Personnel Management/ Establishment, Rajbhasha)	ad.admin-cara@gov.in 011-26760513
11.	Sh. Ravinder S. Rawat	Assistant Director (Admin/ General Administration)	ad1.admin-cara@gov.in 011-26760523
12.	Sh. M. Sam Paul	Assistant Director (In- country Relative/ Step Adoptions, Disruption & Dissolution)	ad2.inc-cara@gov.in 011-26760508
13.	Sh. O.P. Yadav	Assistant Director [Policy (Admn related), Parliament, Coordination, Training, Media & Promotional activities]	ad.policy-cara@gov.in 011-26760330
14.	Smt. Vandana	Assistant Director (Inter-Country NOC)	ad1.intc-cara@gov.in 011-26760360
15.	Sh. Abhishek Rajput	Assistant Director (Foster Care & Foster Adoptions, In-country Post Adoption Follow- up)	ad1.inc-cara@gov.in 011-26760321
16.	Smt. Ritu Chawla	Data Analyst (IT & CARINGS)	da-cara@gov.in 011-26760352
17.	Smt. Rupanshi Pandey	Assistant Director (Inter-country Scrutiny, Inter-country Relative Adoptions, Inter-country Post Adoption Follow- up)	ad2.intc-cara@gov.in 011-26760485
18.	Sh. Nandresh Nigam	Advisor (Identification Cell)	advisor- cara@govcontractor.in 011-26760535

19.	Ms. Himani Nautiyal	Advisor (Identification Cell)	advisor2-cara@govcontractor.in 011-26760512
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**11. Timeline for Authorities and Agencies concerned (as per Schedule XIV of the Adoption Regulations, 2022) :-**

A. Timeline for the processes relating to children :

<b>S. No.</b>	<b>Regulations</b>	<b>Action</b>	<b>Time</b>
1.	6(2)	Child Care Institution (CCI) or Specialised Adoption Agency (SAA) to produce an abandoned child before the Child Welfare Committee (CWC) along with a report containing their photograph and particulars.	Within twenty four hours (excluding journey period).
2.	6(5) and 7(10)	Specialised Adoption Agency (SAA) to enter the details of the child along with their photograph online on the Designated Portal.	Within three days from the time of receiving the child.
3.	6(7)	District Child Protection Unit (DCPU) to advertise the particulars and photograph of an abandoned child in a national level newspaper having wide circulation, local cable networks wherever existing and also ensure entry of data in the Track Child portal or <i>Khoya-Paya</i> portal.	Within three days from the time of receiving the child.

4.	6(9)	District Child Protection Unit (DCPU) to submit a report to the Child Welfare Committee (CWC) on the efforts made by it for tracing out the biological parents or legal guardian of an abandoned child, including the outcome of the advertisement.	Within thirty days from the date of production of the child before the Child Welfare Committee for the same.
5.	6(10)	Specialised Adoption Agency (SAA) or Child Care Institution (CCI) to submit a report to the Child Welfare Committee (CWC) about any information revealed by the child during their short term placement and details of persons whosoever approached for claiming the child, if any.	Immediately after thirty days from the date of production of the child before the Child Welfare Committee.
6.	6(13)	Declaring the orphan or abandoned Child legally free for adoption by Child welfare Committee (CWC).	Within a period of three days after the expiry of two or four months, from the date of production of the child before the Child Welfare Committee, in case of a child upto two or above two years of age respectively.
7.	6(15), 7(18), 30(1)(e)(f) and 38(2)	Specialised Adoption Agency (SAA) to upload the Child Study Report and Medical Examination Report along with latest photograph of the child.	Within ten days from the date of declaration of the child as legally free for adoption by Child Welfare Committee.
8.	7(3)	Signing of surrender deed by the biological parents.	On the day of production of the child.
9.	7(10)	Details of the surrendered child or children to be uploaded on the Designated Portal by the Specialised Adoption Agency (SAA).	Within three days from the time of receiving the child.

10.	7(11) and 7(16)	The reconsideration period or reclaiming of the surrendered child by the biological parent or legal guardian.	Sixty days of the date of surrender.
11.	30(1)(d)	Specialised Adoption Agency shall upload the certificate, issued by the Child Welfare Committee, declaring the child legally free for adoption on the Designated Portal.	Within forty-eight hours from the receipt of such certificate
12.	36(8)	In cases of children having health issues or suspected special needs conditions, the District Magistrate shall refer the child to the Chief Medical Officer of the District.	Within twenty four hours as soon as information about such children is received from the Specialised Adoption Agency (SAA) or Child Care Institution (CCI) with the help of the District Child Protection Unit (DCPU) concerned.
13.	36(9) and 37	The Chief Medical Officer shall examine the health status of the child and assess whether the child is having any ailment or special needs.	Within a period of fifteen days from the date of receiving the case.

**B. Timeline for Adoption by resident Indians as well as Overseas Citizens of India Cardholder or Foreigners living in India :**

<b>S. No.</b>	<b>Regulations</b>	<b>Action</b>	<b>Time</b>
1.	10 (1)	The prospective adoptive parents should upload documents after their registration.	Within a stipulated period of thirty days.
2.	10(8), 30(3)(d) and 38(14)	Home Study Report (HSR) of the prospective adoptive parents to be completed by the social worker.	Within sixty days from the date of submission of required documents on the Designated Portal.

3.	10(9)	Uploading of Home study Report (HSR) on the Designated Portal by the Specialised Adoption Agency (SAA).	Within three days from the date of completion of the Home Study Report.
4.	11(3) and 21(3)	Prospective adoptive parents to reserve one child.	Within forty-eight hours from the date and time of referral.
5.	11(9)	Process of matching of the reserved child by the Specialised Adoption Agency and acceptance by Prospective Adoptive Parents.	Within thirty days from the date of reserving the child.
6.	12(1)	Child to be taken in pre-adoption foster care.	Within ten days from the date of matching after signing the pre-adoption foster care undertaking.
7.	30(5)(a) and 18(2)	Specialised Adoption Agency to submit application to District Child Protection Unit for scrutiny.	Within five days from the date of matching of the child by the prospective adoptive parents.
8.	18(2), 30(5)(a) and 38(16)	District Child Protection Unit (DCPU) to submit the application along with the requisite documents to District Magistrate after scrutiny.	Within five days of receiving the application from Specialised Adoption Agency.
9.	13(6), 18(1) and 36(2)	Disposal of the adoption application by the District Magistrate.	Within sixty days of receiving the Adoption application.
10.	13(8)	Forwarding the certified copy of adoption order to Prospective adoptive parents obtained by Specialised Adoption Agency (SAA).	Within ten days from the issuance of the adoption order.
11.	13(9)	Specialised Adoption Agency (SAA) shall apply for the birth certificate of the child.	Within five days from the date of issuance of the adoption order.

12.	13(9), 19(5) and 40	Birth certificate issuing Authority shall issue the certificate based on the adoption order and other requisite documents.	Within five days of receiving the application from the concerned Specialised Adoption Agency.
13.	14(1) and 14(3)	Specialised Adoption Agency (SAA) or District Child Protection Unit (DCPU) shall prepare post-adoption follow-up report.	Within ten days from the conduction of post-adoption follow up report.
14.	62 (2)	Appeal in case of in-country adoption to State Adoption Resource Agency.	Within seven days from the date of opinion or decision.
15.	62(3)	Redressal of the grievance or complaint by State Adoption Resource Agency.	Within fifteen days from the receipt of application.
16.	62(5)	Appeal to Central Adoption Resource Authority in case the aggrieved is unable to get suitable response within the stipulated period of fifteen days from State Adoption Resource Agency.	Within forty-eight hours of receiving the response from the State Adoption Resource Authority.
17.	62(5)	Redressal of the grievance or complaint by Central Adoption Resource Authority.	Within fifteen days from the date of receipt of the application.

C. Timeline for Adoption from India by non-resident Indian or Overseas Citizen of India Cardholder or Foreign prospective adoptive parents not living in India :

D.

<b>S. No.</b>	<b>Regulations</b>	<b>Action</b>	<b>Time</b>
1.	16(7)	Reservation of a child or children by the prospective adoptive parents from the Designated Portal through the Authorised Foreign Adoption Agency or	Within ninety-six hours of getting the referral.

		Central Authority or Government department or Indian Mission.	
2.	16(10)	Acceptance of the child by the prospective adoptive parents.	Within 30 days
3.	17(1) and 58	No Objection Certificate by Central Adoption Resource Authority.	Within ten days from the date of receipt of requisite Documents including acceptance of the child by the prospective adoptive parents and approval of the Central Authority wherever required.
4.	19(1) and 60	Central Adoption Resource Authority shall issue conformity certificate under Article 23 of the Hague Adoption Convention.	Central Adoption Resource Authority shall issue conformity certificate under Article 23 of the Hague Adoption Convention.
5.	19(3)	To obtain Indian passport for the adopted child, the Specialised Adoption Agency (SAA) shall submit the application to the Regional Passport Officer.	Within three days from the date of receipt of the adoption order.
6.	19(4) and 42	The Regional Passport office shall issue passport for the adopted child.	Within ten days from the date of receipt of application, in accordance with the circulars regarding issuance of passport to inter-country adopted children, issued by the Ministry of External Affairs of the Central Government from time to time.

