

~~Ministry of Social Justice & Empowerment~~  
Department of Empowerment of Persons with Disabilities

Paryavaran Bhawan, New Delhi  
Dated: 16<sup>th</sup> April, 2015

To

The Principal Secretary,  
Social Welfare Department of States/UTs

**Subject:** Universal ID for Persons with Disabilities – Record note of discussions held on 9<sup>th</sup> April, 2015

Sir/Madam,

As you are aware, the Department is in the process of developing a National Database for the purpose of identification and certification of Persons with Disabilities (UDID System). Accordingly application development is being done through Department of Electronics and Information Technology (DietY). The scope for application development for this purpose has been prepared so as to invite proposals from the empanelled bidders of the DietY (copy enclosed).

2. It is requested that the comments on the draft scope of application development of the above project may be sent to this Department within 7 days i.e. by 24<sup>th</sup> April, 2015 so that the scope could be refined before engaging a suitable agency to undertake the project. The comments may be sent to the undersigned at email id: [jsda-msje@nic.in](mailto:jsda-msje@nic.in).

Yours faithfully,



(Awanish K. Awasthi)

Joint Secretary to the Government of India  
24369056

**Encl:** As above

Copy along with enclosure for similar necessary action to:

- (1) Directors of all NIs/CMD, ALIMCO/CMD, NHFDC/Chairman, RCI/JS&CEO, National Trust
- (2) JS&FA
- (3) Shri S.K. Rungta, National Federation of Blind, New Delhi

Copy along with a copy of the revised scope to:

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1. Shri Avneesh Gupta, GM NICSI with a request to invite bidders
2. Shri Vinay Thakur, Director, comment on the revised scope as well as for the pre-bid meeting to be held on 29.04.2015 (Wrongly mentioned in the minutes of the meeting held in the Department on 09.04.2015 as 29.05.2015)  
Electronics Niketan

## Scope of Work for Application Development

*The Department of Empowerment of Persons with Disabilities has decided to implement Universal ID for Persons with Disabilities under the SIPDA scheme of the department.*

### 1. Objective

To create a National Database for Persons with Disabilities (PwDs) and issue a Universal Disability ID/Card to every Person with Disability on the basis of principles followed in the Census. . A National Database for the Persons with Disability is essential in order to cover each and every person with disability and encourage transparency, efficiency and ease of delivering the government benefits to the persons with disability. The system will also ensure homogeneity and uniformity and stream lines the tracking of physical and financial progress of benefit delivery at all levels of hierarchy of implementation - from Village level, Block level, District level, State level and National level based on Census code for data recovery..

### 2. Current challenges faced by the Department of Empowerment of Persons with Disabilities

- ▶ **Inconvenience faced by PwDs in applying for Disability Certificate:** Lack of Information regarding how to apply for a disability certificate. Moreover, the process of application for disability certificate currently requires minimum 3 visits to the offices of authorities- for registration, Assessment and certificate collection which is a challenging task for the PwD.
- ▶ **Authenticity of the Disability Certificate:** There are instances of duplicate and fraudulent Disability Certificates that are being issued which cause issues in the delivery of benefits
- ▶ **Data:** Decentralised data available- Data is mostly available in manual registers. However, the IT records are available in a few states. This decentralised data is also non-uniform, non-standardized, non-homogeneous and non-interoperable. Moreover, information is missing in the Disability Certificate for availing schemes, which leads to the need for attaching more documents for availing benefits
- ▶ **Tracking:** Presently, there is no system to track the physical and social progress of a disabled person, the number of schemes availed by the PwD or the schemes delivered by the delivery agencies. Absence of an ID based tracking for PwD.

### 3. Scope of Work

Project aims to build a holistic end-to-end integrated system for Issuance of Universal ID for Person with Disabilities with their identification and disability details. It includes -

- ▶ Online availability of data of Person with Disabilities across country through a centralized web application;
- ▶ Online filing and submission of registration application form for disability certificate/ Universal ID card; Offline applications may also be accepted and subsequently digitized by agencies;
- ▶ Quick Assessment process for calculating the percentage of disability by the hospitals/ Medical Board
- ▶ Non-duplication of PwDs data;
- ▶ Online renewal and update of information by Person with Disabilities/ on their behalf.
- ▶ MIS reporting framework;
- ▶ Effective management including interoperability of the benefits / schemes launched by the Central/State Governments and their agencies for PwDs.
- ▶ To care of additional disabilities in future. Number of disabilities at the moment is seven and shall be subject to increase as per the new Act/notification which can be upto 19 or more.

Currently, the situation in India for the PwDs is such that majority of the processes are manual. Till date, there are only 10.53 million (10,530,640) PwDs that have already been issued the Disability Certificates. Moreover, there are still 16.2 million (16,279,917) PwDs that have still not applied for issuance of Disability Certificates. Among those who already have Disability Certificates, some have duplicates from various states, while some have outdated/invalid certificates.

In view of this situation, in order to build a UDID database, it is imperative to consider the following types of applicants for defining the future state of processes:

- ▶ PwDs who already have a Disability Certificate
- ▶ PwDs who don't have any Disability certificate
- ▶ PwDs who have applied for Disability Certificates and their certificates are under process
- ▶ PwDs whose application was rejected / want to re-apply for Disability Certificate

The PwDs may apply for the UDID number either online or offline. In case applications are filed offline, the same is to be digitized by the agencies. The card generation shall be online or through medical camps in case of obvious disabilities. In case of other disabilities, the medical board is to be constituted for certification of disability either in the camp or otherwise for facilitating online generation of UDID. It needs to be ensured that the camps are attended by authority not less than CMO as well as respective specialist for each category of disability. The camps are to be held with the knowledge/permission of the concerned district collector. The process for online generation is described in detail in the DPR. However, there are areas in the country, where the online facility may not be available. States or districts may hold these medical camps for the PwDs in order to collect/verify information where the PwDs do not have access to online facilities. For those areas, it is proposed to conduct medical camps on periodic basis to collect the necessary and required information for both: new registrations and validation of people with existing disability certificates.

The back end process for data verification shall remain the same in both the cases. The data will be collected/validated at the medical camps. The medical authorities will screen the eligible candidates and conduct the medical assessment for determining the disability percentage. The enrolment agencies will be responsible for collecting all data at the medical camps in the local databases and then syncing it with the central database.

Candidates that don't have an Aadhar ID will be encouraged to apply for the same through the enrolment agencies in the medical camps. The Aadhar receipt number will be accepted for UDID processing in such a case.

Following are the detailed sub-Processes of the end to end process for issue of UDID cards. These sub-processes are discussed in detail in the annexure below:

1. Log-In Process
2. New Registration Process/offline package
3. Validation Process
4. Process for Information Processing
5. Assessment of Disability
6. UDID Number/ Card Issuance Process
7. Renewal of Card
8. Loss of Card

*Therefore, the Implementation Agency is to develop a system to meet the requirements by capturing the disability related information and generating a Unique ID for each disabled person. The system will*

*have provisions for integrating all entitlements of the PwD. For further details, please refer the Detailed Project Report.*

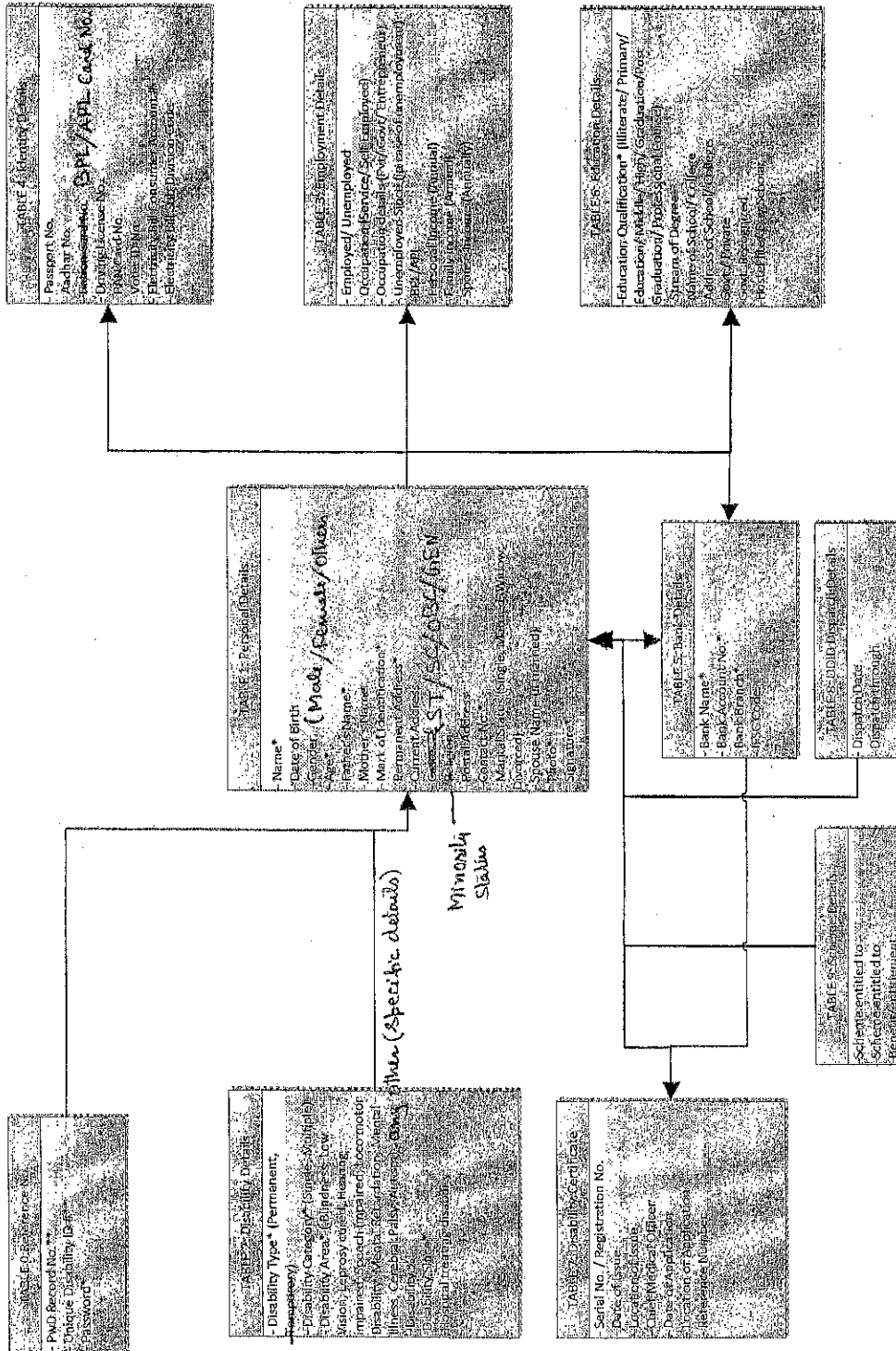
**4. Data captured by Unique Disability ID**

The UDID database will include the following information for each person with disability:

- 1) Personal details/ Identity details (Including Aadhar
- 2) Bank details (as per the Jan DhanYojana)
- 3) Disability details
- 4) Disability certificate (manually issued in past) details
- 5) Education details
- 6) Employment details
- 7) Scheme related details (Central government/State Governments/agencies of the Govt.)
- 8) UDID number
- 9) UDID dispatch details

On the basis of the database, a UDID number and a card will be created for each of the persons with disabilities (PwDs).

Figure 1: Data within the UDID database



## 5. Technical Architecture

### Application Architecture:

- ▶ The proposed application is centralized web based responsive application which will be accessed by all the users (internal, external) across the state. Internal users can access portal and application modules through an enterprise wide secured interface/portal. However, External user can access portal through internet. The system will be connected to other databases using API/Web-services.
- ▶ Mobile based interface including Mobile App to capture data, pictures and other details and providing delivery of services through all available modes
- ▶ Dashboard and Analytics for decisions support for Ministries/States/UTs
- ▶ The Application shall have n-Tier architecture comprising of presentation layer delivery through web portal, SMS Gateway. Middleware will facilitate communication between user interfaces and application layer through pre defined business rules of application modules. All applications shall be secured through a role based user access. The database layer shall enable the application to access data base for the purpose of push or pull data in the database tables, through in-built queries of application. And it shall have the capability for integration with UIDAI's Aadhaar number (as and when available) through external connectors for verification process.
- ▶ Availability of Real Time Information to both external (Person with Disabilities, Scheme Implementing Agencies, NGOs', Central and State Government bodies, etc.) and internal stakeholders (Department of Empowerment of Persons with Disabilities, National Trust for Welfare of PwDs, Chief Commissioner of PwDs, National/ Apex Institutes, etc.) through various channels of delivery such as Internet gateway, Mobile Gateway, SMS gateway and Email Gateway.

### Proposed deployment Architecture:

- ▶ The application will be hosted on NIC's cloud infrastructure. In this scenario, the Implementation Agency would be responsible for procuring or developing the ICT infrastructure such as OS, applications, Commercial off the Shelf (COTS) products and using the services of an already existing government Cloud. In this case, the existing infrastructure and manpower availability can be utilized effectively by Department of Empowerment of Persons with Disabilities.
- ▶ Disaster recovery for the project will take place through NIC's cloud service.

### Proposed Security Architecture:

- ▶ User Level Security: Restricted areas of the application should only be accessible through pre-defined user access rights.
- ▶ Application Level Security: Role based access, encryption of user credentials and storing of user credentials for external and internal users in separate repositories.

## 6. Deliverables

The broad activities for the Implementation Agency during the period of engagement would include (but not limited to): -

- Preparation & submission of SRS
- Development & Deployment of Application including Mobile Interfaces, Dashboard
  - Development of application
  - Testing of Application
  - Integration of application with other applications
- Data Migration of legacy system (where required)

- Training
- Application Go live
- Maintenance of the application

#### 7. Timelines

S. No	Project Activity/ Scope of Work	Milestone	Deliverables (Reports/ Docs/ Infra)	Timelines
1.	Study of application	Perform System Study and Prepare SRS	Solution Requirement Specifications (SRS)	4 Weeks from the date of agreement
2.	Development & deployment of Application Software	Design & development of software application as per guidelines and standards defined by the department	UAT of application	3 months from the date of SRS submission
3.		Development of software application	Final Utilization Certificate*	
4.	Data Migration	Migration of data of all the existing applications to the new system	Data migration activity	0.5 months
5.	Comprehensive Hands on Training	Hands on training to Personnel	Training Manual (Role Based)	0.5 months from UAT
6.	Go- Live	Go-live after successful testing and getting UAT sign-off	<ul style="list-style-type: none"> <li>• User Manual</li> <li>• Source Code of Application software</li> <li>• Project Completion Reports</li> </ul>	0.5 month from UAT acceptance
7.	Operation and Maintenance	O&M after Go-Live	<ul style="list-style-type: none"> <li>• MIS reports (monthly)</li> </ul>	3 Years from Go-Live. May be extended on yearly basis upto 10 years.

\*In case the work/ project is not completed within the stipulated timeframe and further time is sought to complete the same, the organization concerned has to intimate the Ministry and also explain the reason for the delay. If the project is not completed within the timeframe/extended timeframe, the organization concerned has to refund the grant forthwith

#### 8. Evaluation Criteria

The bidders will submit technical bid and financial bid separately.



The technical bid will be evaluated by Technical Evaluation Committee. The Technical Evaluation Committee shall be headed GM, NICS and shall have members from DietY, DEPWD (Director (Shri K.V.S.Rao) and Director (IFD), NIC and one domain expert in disability sector . The technical bids will be evaluated on the basis of marks scored in each of the following components:

SNo	Evaluation Criteria	Marks
1.	Relevant experience of the SI in large Government projects in India/Abroad <b>(too broad, needs to be expended so as to ensure transparency in selection process)</b>	250
2.	Technical Solution proposed & manpower deployment plan	350
3.	Technical Presentation	100
4.	Proposed resources and experience of technical team <b>(essential qualification/experience of the resource person, team leader, technical team etc. to be spelt out for ensuring transparent grading system.</b>	300
5.	<b>Total Marks</b>	<b>1000</b>

The bidder scoring 600 marks and above in technical bid shall be treated as technically qualified and will be invited for opening of their financial bids.

The financial bids of the all technically qualified bidders will be opened in the presence of their representatives. Based on the price quoted by the bidders, L1 will be decided.

**9. Important dates**

Pre-bid meeting	April 29 <sup>th</sup> 2015
Last date for response on the scope of work	May 7 <sup>th</sup> 2015

## Annexure A : Indicative Functional Requirements

### 1.1 Requirements-Log-In

#### 1.1 Log-In Process

1.1 Log-In Process	
1.	The system should be accessible to the following users: - Registered User: - A PWD user can be a registered user by getting registered himself through available link for "registration of applicant". So that, he can apply for issuance of UDID card. - Admin User/ Central Management Unit:- To carry out administration related activities in verifying the information of PwD as well as issuance of Disability ID Card - Medical Authorities/ Medical Hospital:- To update and route the information regarding appointment of applicant for assessment as well as information related to result of assessment
2.	The system should allow the new user to create a user ID for issuance / renewal of Unique Disability ID card
3.	The system should allow the new user to capture his details such as Full name, Date of Birth, Gender, Email Address, Desired User Id, Contact Number, and his present Location.
4.	The system should check whether the entered user ID is already existing or not - If it exists then the system should pop up the alert message to the user that 'this user id already exists. Please enter another user ID'
5.	Once the user submits the form, the system will generate a unique password which would be used for logging into the system.
6.	The system must prompt the user to change the password on the first login.
7.	After logging, the system should allow the registered user to choose the option for either of the following actions:- New registration for UDID Card, Apply for UDID card in case of existing users, Application for Loss of Card, Application for Renewal of Card, Track/ Check the status of application.

### 1.2 Requirements-New Registration

#### 1.2 New Registration Process

1.2. New Registration Process	
1.	The system should allow the user to fill the application form online for new registration
2.	While Registration, the system should allow the user to capture the details such as personal details, disability information, employment details, identification details, bank details, education details etc.
3.	In personal details, the system should allow the user to capture the details such as Current Address, Father's Name, Identification mark, Location, City, Marital Status, Permanent Address, photograph, signature etc.
4.	The system should provide facility to the user for uploading his photograph and signature.
5.	The system should alert the user if photo and signature of the applicant are not in proper format.

<b>1.2. New Registration Process</b>	
6.	Once the user confirms about the details entered, the system should re-direct the user to the disability information page.
7.	In disability information, the system should allow the user to capture the information related to disability of the applicant like Type of Disability (Permanent or Temporary) , Category of Disability (Single/ Multiple) , Disability Area (Hearing Impaired, Blindness, Low Vision, Speech Impaired, Leprosy Cured, Cerebral Palsy, etc.), Period since applicant is suffering from disability, Hospital from which the applicant is taking treatment for disability etc.
8.	In case of multiple category of disability, the system should allow the user to select and add 'n' number of disability.
9.	After completing the details entered for disability, the system should re-direct the user to employment details page.
10.	In education details, the system should allow the user to capture the information related to employment of the applicant like whether the applicant is employed or not, whether the applicant belongs to APL/ BPL, Annual Income details (family, personal, etc.) etc.
11.	In case if the applicant is unemployed, the system should allow the user to capture the date from since the applicant is unemployed. -In case if the applicant is employed the system should allow the user to capture the details of employment like what type of Occupation (service, self-employed, etc.), Details of occupation (Private, Government, Entrepreneur etc.), etc.
12.	Once the user confirm about the details entered, the system should re-direct the user to the identity details window
13.	In identity details, the system should allow the user to capture the details of residence/ Identity proof of the applicant such as Aachar Number, Ration Card Number, Passport Number, Driving License Number, PAN Card Number, Voter ID Number, Electricity Bill Consumer Account Number, Disability Certificate (if any) etc.
14.	The system should allow the user to upload the document related to residence/ identity proof of the applicant
15.	Once the user confirm about the details entered, the system should re-direct the user to the bank details page.
16.	The system should allow the user to capture the Bank details of the applicant such as Name of Bank, Branch of Bank, Bank Account Number, IFSC Code etc.
17.	Once the user confirm about the details entered, the system should re-direct the user to the education details page
18.	The system should allow the user to capture the education details of the applicant such as education qualification, stream of degree, name of school/ college, whether it is govt. recognized or not, hostilities/ day scholar etc.
19.	The system should allow the user to edit information of the applicant at any point of time before submitting the application form.
20.	The system should auto-check that whether all the mandatory fields have been filled or not. -If not then the system should pop-up the alert message to fill those fields before submitting the details. -If yes then the system should reconfirm from the user, whether the details entered are correct or not?
21.	Once the user confirms the details entered, the system should allow the user to submit the application and the system should display a unique PwD record number to the user which is to be used for future reference. The system then push the application form electronically to the Central Management Unit for further course of action and status of application will be updated as "Submitted to CMU for validation "

1.2. New Registration Process	
22.	The system should allow the user to track and view the progress of application.
23.	The process should be integrated with the information processing process (Please refer to <del>12.1.2 of the DPR</del> ) in order to process the information further and for generation of UDID card

### 1.3 Requirements-Validation for Pre-Existing Users

#### 1.3 Validation Process

1.3 Validation Process	
1.	The system should allow the user to place a request for the UDID card
2.	The system should allow the user to capture whether applicant have disability certificate or not -If not then the system should allow the user to capture whether the disability certificate of the applicant is in process? -If not then the system should redirect the user to the "New Registration process"
3.	In case, if the applicant has disability certificate, the system should allow the user to capture the details such as Serial Number/ Registration Number of Certificate, Date of Issuance of Certificate, Chief Medical Officer etc.
4.	In case, the disability certificate of the applicant is in process, the system should allow the user to capture the details such as Date on which application is applied, Reference Number, Location where application is applied, etc.
5.	The system should be able to match the details entered by the applicant with the details already captured in the system. If found correct then display the captured information to the user. -If not then the system should pop-up the alert message to the user that ' the entered details are not correct, Please re-enter the correct details'
6.	The system should allow the user to check and update the information (if required).
7.	The system should allow the user to upload the documents (if required)
8.	The system should auto-check that whether all the mandatory fields have been captured or not. -If not, an alert message will be popped up- "Mandatory fields cannot be left empty. Please fill them before submitting". -If yes then the system should reconfirm from the user, whether the details entered are correct or not?
9.	Once the user confirm about the details entered, the system should allow the user to submit the information and system should display a unique PwD record number to the user which is to be used for future reference.
10.	The system then route the information to the Central Management Unit for further course of action and status of application will be updated accordingly
11.	The system should allow the user to track and view the progress of application
12.	The process should be integrated with the information processing process (Please refer to <del>12.1.2 of the DPR</del> ) in order to process the information further and for generation of UDID card

### 1.4 Requirements-Information Processing

#### 1.4 Information Processing Process

#### 1.4 Information Processing Process

1.	The system should automatically populate all the 'request' information such as request for renewal of UDID card, request for generation of UDID Card etc. to the Central Management Unit.
2.	The system should allow the authorized user to view the entire 'request' information.
3.	The Authorized user then verifies the information with the supporting documents provided by the user manually as well as validate the information by Interfacing with the data of NSAP, Aadhar, SECC etc.
4.	After Verification, The system should allow the authorized user to accept or reject the request for generation / renewal of UDID card. -In case of rejection, the system should allow the authorized user to capture the reason of rejection and the same is updated in the status of application.
5.	In case of new registration or renewal of card, the system should allow the authorized user to search for the hospital on the basis of 'area of disability and location' in order to find the nearest hospital to the locality of the applicant for assessment.
6.	The system should then allow the authorized user to route all the necessary details regarding the applicant to the concerned medical facility / hospital for the assignment of assessment date to the applicant.
7.	The system should allow the authorized user (medical hospital/ facility) to view all the applications forwarded by the Central Management Unit.
8.	The Medical Hospital then manually connects with the concerned medical board to check the availability of dates with them for assessment of the applicant.
9.	After being confirmed from the concerned medical board, The system should allow the authorized user (medical hospital/ facility) to capture the information regarding appointment of applicant for assessment such as date of assessment, name of hospital, full address of hospital, time and location of assessment, concerned medical board and documents to be carried along with during assessment etc. and route it to the Central Management Unit. The same is updated in the status of the application.
10.	The system should be able to send SMS alerts for details of the assessment to the user.
11.	The process should be integrated with the assessment process (Please refer 1.6 of the DPR) In order to generate or update the UDID Card accordingly
12.	In case of pre-existing applicants (who already have disability certificate/ whose application for disability is in process), the system should integrate with the UDID card application process in order to process the application for Generation of UDID card.
13.	The system should allow the user to track the status of the request

#### 1.5 Requirements-Assessment

#### 1.5 Assessment Process

<b>1.5 Assessment Process</b>	
1.	The applicant visits the concerned medical board on the assigned date for the assessment along with necessary documents
2.	The concerned medical board authorities then manually examine the applicant on the basis of various parameters.

**1.5 Assessment Process**

3.	The medical authorities then evaluate the validity of certificate manually on the basis of curability of disability
4.	The medical authorities then issue the disability certificate on the basis of percentage of disability and the evaluation of validity of certificate and route it to the central management unit for further course of action
5.	The system should allow the authorized user (medical hospital/ facility) to capture the information regarding the result of assessment and the validity of ID and route it to the central management unit for further processing.
6.	The system should allow the authorized user (Central Management Unit) to view the information forwarded by the medical hospital/ facility regarding the result of assessment of the applicant
7.	In case of renewal of card, the system should allow the authorized user to modify the validity period etc. details against the existing UDID Card Number. And update the status accordingly
8.	Once the authorized user updates the details, the system should send SMS/ E-mail alerts to the user for the confirmation of renewal of card as well as the new validity period of the UDID card.
9.	The process should be integrated be with UDID application process <del>(Please refer to I.D. file DER)</del> in case of other cases in order to generate a new/ duplicate UDID card
10.	The system should allow the user to track the status of the request

## 1.6 Requirements-UDID Card Application

**1.6 UDID Card Application Process****1.6 UDID Card Application Process**

1.	The system should allow the authorized user to fetch the information of the applicant based on the PwD Record # in order to issue a new / duplicate Unique Disability ID Card
2.	In case of loss of card the system should allow the authorized user to issue a Duplicate Unique Disability ID card including the details of applicant such as Unique Disability ID Number, Name of Applicant, Year of birth, Type of Disability, Photo and Signature of Applicant etc.
3.	In other case, the system will generate a unique disability ID number against of each applicant.
4.	The system should allow the authorized user to capture the information regarding the Unique Disability ID and the expected date of dispatch of UDID card. And update the status of application accordingly
5.	Once the authorized user updates the details, the system should send SMS/ E-mail alerts to the user for the UDID number and the Expected Date of Dispatch of UDID Card.
6.	The system should allow the authorized user to issue a new Unique Disability ID card including the details of applicant such as Unique Disability ID Number, Name of Applicant, Year of birth, Type of Disability, Photo and Signature of Applicant etc.
7.	The system should be able to send SMS/ E-mail alerts for details of the dispatch of UDID Card to the user.
8.	The system should allow the user to track the status of the request

1.7 Requirements-Renewal of Card

**1.7 Renewal of Card Process**

<b>1.7 Renewal Of Card Process</b>	
1.	The system should allow the user to capture whether the disability card of the applicant is permanent or not -In case, card is permanent then the system should pop-up the alert message to the user that "Renewal is not required"
2.	In case, card is not permanent then the system should allow the user to submit the request for renewal of UDID card.
3.	The system then route the request to the Central Management Unit for further course of action and update the status of the application accordingly.
4.	The system should allow the authorized user to view the entire request received for the renewal of card.
5.	The system should be able to check the card validity information and display the result accordingly to the authorized user
6.	The process should be integrated with the information processing process (Please refer to <del>xxx</del> of the DPR) in order to process the information further and for update in the validity of card.
7.	The system should allow the user to track the status of the request

1.8 Requirements-Loss of Card

**1.8 Loss of Card Process**

<b>1.8 Loss of Card Process</b>	
1.	The system should allow the user to place a request for issuing a duplicate UDID card through the UDID application
2.	The system should auto-check that whether all the mandatory fields have been filled or not. -If not then the system should pop-up the alert message to fill those fields before submitting the details. -If yes then the system should reconfirm from the user, whether the details entered are correct or not?
3.	Once the applicant user confirms the details entered, the system should allow the user to submit the request.
4.	The system then route the request to the Central Management Unit for further course of action and update the status of the application accordingly.
5.	The system should allow the authorized user to view all the requests received for issuance of duplicate UDID card
6.	The Authorized user then manually verifies the information with the supporting documents provided by the user
7.	After Verification, The system should allow the authorized user with multiple options to capture the decision on the request Eg: to either accept the request for generation of new card or reject the request -In case of rejection, the system should allow the authorized user to capture the reason of

**1.8 Loss of Card Process**

	rejection and the same is updated in the status of application.
8.	In case of acceptance, the system should allow the authorized user to fetch the information of the applicant based on the PwD Record #/ UDID Number in order to issue the Duplicate Unique Disability ID Card
9.	The system should allow the authorized user to issue a Duplicate Unique Disability ID card including the details of applicant such as Unique Disability ID Number, Name of Applicant, Year of birth, Type of Disability, Photo and Signature of Applicant etc.
10.	The system should be able to send SMS alerts for details of the dispatch to the user.
11.	The system should allow the user to track the status of the request