CITIZENS’ CHARTER

INSTITUTE OF PUBLIC ASSISTANCE
(PROVEDORIA)
(An Institution established under Legislative Diploma
No. 1984 dated 14-4-1980 of Govt. of Goa)
MALA, PANAJII - GOA - 403 001
Phone No. 0832-2223356, 2223357, 2221934, 2426667
Fax No. 0832-2223357 Email: provedoria1984@gmail.com
CITIZEN CHARTER
INSTITUTE OF PUBLIC ASSISTANCE (PROVEDORIA),
MALA, PANAJI-GOAA
Ph. No. 2223356
2223357-Fax
Email-provedoria1984@gmail.com

INTRODUCTION

"Provedoria da Assistencia Publica" commonly known as "Institute of Public Assistance (Provedoria)" created by Legislative Diploma No. 1.200 dated 7/8/1947 is an autonomous body with juridical personality, enjoying administrative and financial autonomy under Legislative Diploma 1984 dated 14/4/1960.

The Institute caters to the welfare of the underprivileged and the down trodden and provides immediate help and assistance to mitigate the suffering of the people of the State.

There are Offices at Panaji in the North Goa District and one at Margao, South Goa District, where the benefit of the schemes implemented can be availed by applying in the prescribed form, available free of cost at Head Office, Mala, Panaji-Goa and the Branch Office, Opposite Hospicio Hospital, Margao, Salcette. The form is to be duly filled in and completed in all respect supported by documents, as required under the rules in force and submitted at the respective office.

The Schemes implemented by Provedoria are:

A. Old Age Homes

There are 9 Old Age Homes at different places in Goa.

(a) North Goa District

<table>
<thead>
<tr>
<th>Location</th>
<th>Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Panaji (Altinho)</td>
<td>25</td>
</tr>
<tr>
<td>Chimbel</td>
<td>80</td>
</tr>
<tr>
<td>Mapusa</td>
<td>40</td>
</tr>
<tr>
<td>Candolim</td>
<td>40</td>
</tr>
<tr>
<td>(b) South Goa District</td>
<td></td>
</tr>
<tr>
<td>Majorda</td>
<td>40</td>
</tr>
<tr>
<td>Loutrum</td>
<td>40</td>
</tr>
<tr>
<td>Chinchinim</td>
<td>30</td>
</tr>
<tr>
<td>Margao</td>
<td>70</td>
</tr>
<tr>
<td>Cuncolim</td>
<td>40</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>405</strong></td>
</tr>
</tbody>
</table>

Male and female inmates above the age of 55+ years are provided shelter in these homes.

Documents required to avail the Benefits

1) Application in prescribed form
2) Affidavit in Form I
3) 2 Passport size photographs
4) Proof of age
5) Medical certificate
6) Income Certificate
7) Residence Certificate
8) In case of abandonment report from the Competent authority to the effect that the Senior citizen is abandoned

Inquiry of the case is conducted through field staff before admission and admission is confirmed within 10 days from the date of application.
Admission in Old Age Home is free of charge, in case of abandoned persons and helpless aged persons in indigent condition living alone unable to manage on their own.

In case of applicants whose family members are away from Goa owing to which they have nobody to care for them, the Director may make an order requiring the applicant/his/her children or relatives to contribute for her/his maintenance according to the financial position of the family.

Food, clothing, medication is borne by Provedoria.

(b) Receiving Centre cum Certified Institution for Beggars, at Chimbel

The Old Aged Home at Chimbel also functions as a Receiving Centre cum certified institution for beggars and is regulated by the Goa, Daman and Diu Prevention of Begging Act 1972 and the Goa Daman and Diu Prevention of Begging Rules 1975. The orders remanding and convicting the beggars to the receiving centre are issued by the Judicial Magistrate and are assisted by the Goa Police in the operation of arrests of beggars.

(c) Shelter for Protection of Women from Domestic Violence

The Recolhimento de Serra, Atinhos, Panaji Goa and Asylum of Majorda also function as authorized shelter homes under the Protection of Women from Domestic Violence Act, 2005 and the Rules 2006. The application for protection orders are to be made by the Protection Officers notified by the Directorate of Women and Child Development.

(d) Night Shelter for Homeless

The Recolhimento de Serra at Atinhos has been declared as Night Shelter for the whole of Goa.

B. Centres for Boys and Girls:

(a) There are two Centres run as shelter homes, one for boys at Candolim and other for girls at Goa Velha.

The capacity of the Centre is 40 each.

Shelter, service and care is provided to orphans, destitute and deserving non-orphans children of the age group of 5 to 18 years. The following categories of children are eligible for admission.

(1) Orphans and abandoned children without parents having no near relation to look after them.

(2) Children of single parents families such as where the husband has died or children have to be looked after by the mother due to long imprisonment of husband or vice-versa.

(3) Children whose parents are unable to take care of them due to Leprosy or other serious disease.

(4) A child having both parents but where the family atmosphere is not conducive to the proper development of the child due to divorce, desertion, drunkenness or extreme poverty of the parents.

Both the Centres have a residential facility.

Admission is granted free of charge for orphans, abandoned children and in case of poverty of the parents.

In case of children other than orphans, Director may make an Order requiring the parent or the guardian of the child to contribute for his maintenance according to the financial position of the parent/guardian.

Expenses on food, clothing, health care and medical facilities are met by Provedoria.

The children admitted are imparted education in the nearby Schools. The entire expenditure on education and health care is met by Provedoria.

1) Application in the prescribed form to the Director.

2) Poverty/Income Certificate from the Sarpanch of Village Panchayat or by Mamladadar. Income Certificate from Village Panchayat should be countersigned by the B.D.G.

3) Residential Certificate issued by Mamladadar/Municipality/Village Panchayat.

4) A medical Certificate issued by Health Centre/Primary Health Centre/Govt. Hospital certifying that the child is physically and mentally healthy and does not suffer from contagious diseases.

5) 2 Passport size photographs.

6) Birth Certificate.

7) School Leaving Certificate in case of children who were attending the School after issue of admission order by Provedoria.

8) Certificate from Village Panchayat or Mamladadar certifying the circumstances of the case for e.g. the family atmosphere is not conducive to the proper development of the child due to divorce or desertion or drunkenness of the parents in the case of single parent or if the parents are suffering from Leprosy or other serious disease.

Admission is granted after inquiry of the case conducted through field staff before admission.
C. THE GOA SCHEME FOR IMMEDIATE RELIEF

I. Immediate Relief to a person or family left in helpless conditions due to sudden death, illness, physical or mental incapacity, unemployment, desertion or imprisonment of the earning member.

Assistance is granted up to Rs. 2,000/-

II. Free supply of Medicine

Under this scheme the actual cost of medicine up to Rs. 10,000/-, Rs. 15,000/- and Rs. 30,000/- is provided depending upon the type of illness.

1) Application in prescribed form
2) Income certificate issued by Mamlatdar/Municipality/Village Panchayat. Income Certificate from Village Panchayat should be countersigned by the B.D.O.

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2) Income certificate issued by Mamlatdar/Municipality/Village Panchayat. Income Certificate from Village Panchayat should be countersigned by the B.D.O.

III. Assistance for Marriage of a girl child

Under this scheme assistance of Rs. 1,000/- is granted.

1) Application in prescribed form
2) Income certificate issued by Mamlatdar/Municipality/Village Panchayat. Income Certificate from Village Panchayat should be countersigned by the B.D.O

IV. Supply of free Spectacles

Under this scheme actual cost of spectacles or Rs. 500/- whichever is less

1) Application in prescribed form
2) Income certificate issued by Mamlatdar/Municipality/Village Panchayat. Income Certificate from Village Panchayat should be countersigned by the B.D.O.

3) Residential Certificate issued by Mamlatdar/Municipality/Village Panchayat
4) Certificate from Govt. Medical Practitioner certifying the name of disease suffering from and the medicines required for treatment.

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4) Certificate from Govt. Medical Practitioner certifying the name of disease suffering from and the medicines required for treatment.

5) Prescription issued by Govt. Hospital/Doctor Certifying reverse of prescription that the prescribed medicines are not available in the Pharmacy of the concerned Hospital.

5) Undertaking that he/she has not availed any other financial assistance from any other Government/Semi Government organization for the same purpose.

6) Undertaking that he/she has not availed any other financial assistance from any other Government/Semi Government organization for the same purpose.

7) Certificate from Authorized Medical Officer of Government Hospital indicating that the name of the disease the period of medication and that discontinuation of medication shall endanger the life of the patient.

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Requisition for supply of Medicine is issued on the spot by IPA and medicines are to be collected from Pharmacy to whom the requisition is addressed.

1) Application in prescribed form

1) Application in prescribed form

2) Income certificate issued by Mamlatdar/Municipality/Village Panchayat. Income Certificate from Village Panchayat should be countersigned by the B.D.O

V. Assistance for Burial/Cremation of near relatives

Under this scheme assistance up to Rs. 1,000/- is granted

1) Application in prescribed form
2) Income certificate issued by Mamlatdar/Municipality/Village Panchayat. Income Certificate from Village Panchayat should be countersigned by the B.D.O.

3) Death certificate of the relative
4) Certificate indicating relationship of the applicant with the deceased.

VI. Assistance for Stranded Visitor

A tourist/visitor to this State, whose belongings are lost/robbed or who has no means for transport due to which he is unable to proceed to his/her destination.

1) Application in prescribed form
2) Brief case on Plain paper
3) F.I.R. filed in the Police Station
4) Proof of person/native place.
Under this scheme actual cost of the bus tickets or land class rail way ticket plus incidental expenses of Rs. 20/- per day per person for maximum 10 days.

VII. Discretionary Grants of Chief Minister of Goa and Minister for Praedoria.

The Praedoria in its budget makes a provision for Discretionary Grants for the Chief Minister and for the Minister in charge of Praedoria from which he/she may sanction financial assistance in deserving cases for social welfare purpose.

The maximum assistance which the Chief Minister can sanction shall not exceed Rs. 25,000/- in case of individual or family and Rs. 5,000/- by Minister in charge of Praedoria in case of individual or family.

Financial assistance exceeding Rs. 25,000/- but up to Rs. 1,00,000/- can be sanctioned by the Chief Minister in Special Circumstances subject to the concurrence of Finance Department

VIII. Contribution to Relief Fund

The Chief Minister may on the recommendation of the Council sanction from his Discretionary fund a lump sum amount of contribution to the duly constituted Relief Fund of the Central Government at any State or Union territory Government to meet any natural calamity or major accident involving loss of life and property.

Please Note: Documents supporting the application to avail the benefits shall be valid only for the relevant financial year.

D. Financial Assistance to the physically Handicapped for purchase of Artificial Aids

Quantum of Assistance shall depend upon the financial conditions of the applicant and his family and shall be subject to a maximum limit as specified below:

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Total income of the applicant and his family</th>
<th>Amount of assistance available</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Upto Rs. 1,50,000/- per annum</td>
<td>100% of the actual cost of artificial aid/appliance but subject to a maximum limit of Rs. 2,00,000/-</td>
</tr>
<tr>
<td>2.</td>
<td>Above Rs. 1,50,000/- per annum</td>
<td>Maximum 50% of the actual cost of artificial aid/appliance but subject to a maximum limit of Rs. 2,00,000/-</td>
</tr>
</tbody>
</table>

1) Application in prescribed form
2) A Residence Certificate and Income Certificate from Mamiatar/Blok Development Officer of the locality where the applicant has been residing for not less than five years before the date of application.

Assistance is provided on the spot by the Director on the basis of information gathered from an interview of the concerned person(s) by an Officer of the Institute.

The application on plain paper addressed to Chief Minister/Praedoria Minister may be made for sanction of assistance

E. Assistance to Poor Household to get Electric connection free of cost

1) Application in prescribed form available in Electricity Department
2) The concerned Electricity Dept. prepares an estimate for electric connection.
3) The estimate is sent to Praedoria for payment.
4) Praedoria makes payment to Electricity Department by way of Demand Draft.
5) Electricity Department releases electric connection.

F. Lotteries

Praedoria runs its weekly Lottery. The draws are held on every Wednesday at 3:00 p.m. in the presence of Committee appointed by the Government. The public are also allowed to attend the draw at Lottery Section, Opposite Salcette Pharmacy, Panaji.

Income generated through lotteries is used for running different Welfare Schemes as detailed above.

Grievances/Redressal

The Director of Praedoria is nominated as Public Grievances Officer to deal with cases at State Level and Asst. Director nominated as Public Grievances Officer for Branch Office of Margao at South Goa District.

The Public Grievances Officer for IPA (Praedoria) shall be available to hear the Public Grievance as follows:-

IPA (Praedoria), Mala, Near Bhandari Hospital, Panaji-Goa

IP A Provedoria, South Goa Branch office, Opp. Hospicio Hospital, Margao.

Joint Director of Accounts
Public Grievances Officer for North Goa will be available on every Tuesday from 10.00 hrs., to 15.00 hrs. at Head Office in the Branch Office, Mala, Panaji.

Tel No. 2423356/57

Asst. Director, Public Grievances Officer for South Goa will be available on every Tuesday from 10.00 hrs. to 13.00 hrs., Margao. Tel. No. 2712730
APPEAL

In terms of Article 6 of the Legislative Diploma 1984 dated 14/4/1960 one of the source of income of the Institute of Public Assistance (Providoria) is Grants given by the Government or any other official or private bodies.

It is our endeavor to reach out every one in distress, but financial constraint is one barrier which we find difficult to reckon with. Although the Government is generous in providing financial assistance in the form of Grants-in-aid, it still leaves a gap between the quantum of funds needed and quantum of funds we generate. Here, those who are fortunate to have enough financial resources at their disposal, can play a vital role. Donation in the form of cash or kind, helps. People kind and caring people do come forward with the help varying from beds & beddings, fans, geyser, T.V. Grinder, Wheel Chairs, Artificial appliances, equipments etc..

Such gesture go a long way in providing improvement and better amenities to Old Age Homes, besides emotional support to our inmates. The helpful gestures carry a message to those housed in Old Age Homes, that “We do care for You”. It gives abundant love and warmth to them.

HELPING PROVODORIAS CITIZENS GENEROUSLY ALSO HELPS BE HELP HEELNESS AND THOSE IN DISTRESS.

For details contact
Vinayak Prabhakar Volvoikar
Director,
Institute of Public Assistance
(Providoria), Mala, Panaji-Goa
Mob.No. 9422058057
Telephone No. 2223356/2223357

OR

Shri. Pramod J. Bandekar
Assistant Director,
Institute of Public Assistance
(Providoria), Mala, Panaji.
Tel. No. 2223356/2223357

Shri. Pramod J. Bandekar
Assistant Director,
Institute of Public Assistance
(Providoria),
South Goa Branch Office
Margao-Goa.
Tel. No. 2712730