

CHAPTER – V

CITIZEN CHARTER

NIMH values equal opportunities, protection of rights and full participation for the persons with Mental Retardation.

Aims and objectives:

- Human Resources Development
- Research and Development
- Development of models of care and rehabilitation.
- Documentation and dissemination.
- Consultancy services to voluntary organizations
- Community Based Rehabilitation
- Extension and Outreach programmes

OUR CLIENTS/BENEFICIARIES

Individuals with Mental Retardation

Individuals who are at risk to have Mental Retardation,

Individuals with Development delay

with associated conditions viz.,

- Autism
- Cerebral Palsy
- Hearing Impairment
- Visual Impairment
- or any other disability

Parents of persons with mental retardation

Professionals working or wish to work in the field of mental retardation

Activities of NIMH:

➤ Human Resource Development

- Extending direct services for persons with Mental Retardation,
- To develop supervisory professionals,
- To develop trainers of the trainees (TOT)

Courses/Training Programmes	Outcome	Duration
10 long term academic courses <ul style="list-style-type: none"> • 4 Diploma • 1 Graduate • 5 Master Courses (Including 1 M.Phil) 	Prepares Professionals <ul style="list-style-type: none"> • Early Interventionists for children below 3 yrs • Rehabilitation Therapists • Rehabilitation Psychologists • Special Educators- Inclusive /Special Education • Vocational Instructors for adults above 18 yrs 	1 to 2 yrs
*Short term training programmes to in-service candidates	To update latest developments in the field	1 week
*Certificate course programmes for in-service candidates	Intensive training in specific areas	1 month

*** All these programmes are approved by Rehabilitation Council of India as Continuing Rehabilitation Education (CRE) programme.**
Contact Person: Incharge, Academic Section (Ph: 040-27751741-45, Ext/246)

➤ Research and Development

- At a given time 6-8 projects are on-going in a year
- Completed 63 Research Projects
- Research Projects resulted in developing: – Books – 48, Pamphlets/booklets – 24, Awareness poster -16, Software CDs - 12, Screening tools – 11, radio spots – 11, service models -5 and Video films – 3.
- Developed awareness posters, video films, educational folders, multimedia CD's as part of R&D programmes
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All the above are widely used across the country.

Future Plans

- Basic Research in Mental Retardation
- More need based training programmes
- Relevant applied research to reach the unreached
- Development of ecologically available service models

Services of Care & Development

Sl No	UNIT	SERVICE	FUNCTION	DURATION
1.	GENERAL SERVICES			
		Special Education Services		45 min
		Psychological Services		1 hr 15 min
		Medical Services		30 min
		Therapeutic Services : Physiotherapy Occupational Therapy Speech Therapy	Assessment Evaluation	45 min
		Early Intervention Services(EIS) for children below 3 yrs		2 hrs
		Vocational Training & Rehabilitation for adults above 18 yrs		1 hr
		Follow up Services	Behavior Modification ,Educational Guidance, Counseling, speech therapy/audiology, occupational/physiotherapy, medical.	30 min
		Referral Services	Referring to collaborating Institutes for further examinations & educational placements	15 min
		Biochemistry services	To identify metabolic and biochemical disorder.	15 min
		Electroencephalogram -EEG	Diagnosis of epilepsies and related brain disorders	15 min
		Electromyography - EMG	Diagnosis of associated neuromuscular Disorders	15 min
		Nutritional Counselling	Nutritional advice for undernourished	30 min
		Hydrotherapy	Treatment of various physical problems	30 min
2.	Department of Adult Independent Living (DAIL)	Vocational Training for Individuals with Mental Retardation above 18 yrs	Generic skill training Specific skill training Job placement	Regular Classes 10 :00 am-1:00 pm Group Activity 1:30 pm - 3:30 pm
3.	Special Education Centre (SEC)	Educational/Training programme for global development , classes ranging from Early Childhood Special Education (ECSE) to Pre Vocational depending upon the ability levels of children from 3 yrs to 18 yrs	Training in • Personal • Social • Academic • Occupational & • Recreational skills	Regular Classes 10 :00 am-1:00 pm Group Activity 1:30 pm - 3:30 pm
4.	Mobile Services	Home based service.	Rehabilitation of individuals with severe & profound Mental Retardation.	45 min
5.	Family Cottage Services	Accommodation for the family from outstation	Training parents to handle their children	1 week
6.	Respite Care Services	Temporary relief to the parents in case of exigencies (Round the clock service)	Supervision of children by special teacher & care takers	Upto 5 days
7.	Sensory Integration therapy	Resource room for Individuals with sensory impairments	Sensory Integration using adapted materials & methods	45 min
8.	Manoranjanam	Resource room for Individuals with Profound Mental Retardation	Rehabilitation	45 min
9.	NIOS	Resource room for Individuals with Mild Mental Retardation & Slow Learners	Coaching for NIOS examinations.	10:00am - 3:30pm
10.	Autism	Resource room for Individuals with Autism	Individualized Educational Programming	30 min
To avail services Register at General Services Counter : Ph No. 27751741 – 745 , Ext: 225 Produce White ration card or Income Certificate for concessions on service charges Working : Monday to Friday Closed : Weekends & National Holidays				

Contact Person: Incharge, General Services (Ph: 040-27751741-45, Ext/ 225)

➤ Documentation & Dissemination

The Institute has a well equipped resource centre with adequate collection of books & journals in the area of Mental Retardation & allied fields.

✓ Collection of about 12,000 Text books.

✓ Subscription of about 120 professional journals.

96 publications till date - available free as well as on nominal charges

✓ Few translated in other

- Regional languages viz., Hindi , Telugu , Marathi , Malayalam , Oriya, Urdu , Kashmiri
- North eastern languages (AO tribal, Assamese, Bengali , Garo , Khasi, Manipuri , Mizo , Nagamese)

✓ Brings out **bi-monthly** awareness bulletin "Mentard" & **quarterly** "NIMH Newsletter".

Contact Person: Incharge HOD, Department of Library & Information Services (Ph: 040-27751741-45, Ext/ 303)

➤ **Extension & Outreach Programmes :**

SI No.	Programme	Beneficiaries	Outcome	Duration
1	Community Based Rehabilitation	General Public, Teachers, Students & Grass root level workers	<ul style="list-style-type: none"> • Screening & Identification • Prevention & Early Intervention • Orientation on disabilities • To enhance community awareness • Sensitization Training 	1-3 days
2	National Parents Meet	Parents	To discuss concerns & issues related to persons with mental retardation	2 days
3	Special Employees Meet	Special Employees	<ul style="list-style-type: none"> • To create awareness on the capabilities of persons with Mental Retardation • To promote employment opportunities • Developing Self Advocacy • Improving cultural skills & group participation 	2 days
4	Workshops	Professionals	Development of models	3-5 days
5	Seminars & Conferences	Professionals, Students, Parents	<ul style="list-style-type: none"> • Discussing developments • Planning/promoting various strategies & • Addressing issues in the present scenario 	1-2 days
6	Parent Training Programmes (PTP)	Parents	To involve parents in care, management & training of their children	1-4 days
7	Programmes in North East region	North East Citizens	To create awareness about Mental Retardation & facilitating support to strengthen quality service	1 day to- 2 weeks
8	Initiating DDRC (MSJ & E Prog.)	Persons with disabilities	<ul style="list-style-type: none"> • Screening & Identification • Distribution of TLM 	2-5 days

Contact Person: Incharge HOD, Department of Community Rehabilitation & Programme Management, (Ph: 040-27751741-45, Ext/ 239)

Guidance & Help, Public Grievance Redressal Mechanism

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