PONCARE

CITIZENS / CLIENTS CHARTER

( A SOCIETY PROMOTED BY THE GOVERNMENT OF PUDUCHERRY )
PONCARE
CITIZENS / CLIENT’S CHARTER

VISION:

To ensure safe and secure environment, within the legal framework and from the financial assistance from the State Government, for the betterment in respect of Physical, Mental, and Financial sustenance of the Senior citizens in the Union Territory of Puducherry.

MISSION

- TO PROVIDE DAY - CARE - CUM RECREATION CENTRE.
- TO PROVIDE HOME FOR THE AGED.
- TO CONDUCT PERIODICAL MONTHLY MEDICAL CAMPS TO THE MEMBERS.
- TO ARRANGE FOR ANNUAL TOURS
- TO CONDUCT ANNUAL SPORTS FOR SENIOR CITIZENS AND GIVE PRIZES.
- TO MONITOR AND IMPLEMENT THE RELATED SCHEMES FOR THE BENEFIT OF THE SENIOR CITIZENS AS ENVISAGED IN THE NATIONAL POLICY FOR SENIOR CITIZENS”
- TO ENSURE THE IMPLEMENTATION OF THE "SENIOR CITIZENS ACT 2007"
- TO INCULCATE SECURED LIFE TO THE SENIOR CITIZENS IN THE UNION TERRITORY OF PUDUCHERRY.
REDRESSAL OF GRIEVANCE:

In case of non compliance of the Service standards, the service recipients/ state holders can contact the following Public Grievance officer for redressal of their grievances.

Shri. S. Sridarane,
Secretary,
No.26, 4th Cross Street,
Brindavanam,
Puducherry - 605 013.
e. mail : poncare2012@gmail.com
Tel. No. 0413 - 2245317.

ESCALATION OF GRIEVANCE

In case the grievance is not redressed finally, the same can be taken up at higher level to the following nodal authority.

Shri. Mihir Vardhan I.A.S.
Secretary to Govt. (Welfare) cum Chairman,
Goubert Avenue,
Chief Secretariat,
PUDUCHERRY - 605 001.
e. mail: poncare2012@gmail.com
Tel. No. 0413 - 2334144.

LIST OF STATE HOLDERS.

<table>
<thead>
<tr>
<th>Sl.No.</th>
<th>Stake Holders</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>All Senior Citizens who have crossed the age limit of 60 years.</td>
</tr>
<tr>
<td>2.</td>
<td>All NGO’s dealing with welfare of Senior Citizens.</td>
</tr>
<tr>
<td>3.</td>
<td>All organization involved in the service of senior citizens.</td>
</tr>
</tbody>
</table>
LIST OF RESPONSIBILITY CENTRES /ATTACHED/ SUB - ORDINATE ORGANIZATION:

<table>
<thead>
<tr>
<th>Sl.No.</th>
<th>Name of the organization</th>
<th>Address</th>
<th>Landline No.</th>
<th>e.mail.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Day care cum recreation center, Puducherry</td>
<td>No.26, IV Cross, Brindavanam, Puducherry - 605 013.</td>
<td>0413-2245317, 0413-2246318</td>
<td><a href="mailto:poncare2012@gmail.com">poncare2012@gmail.com</a></td>
</tr>
<tr>
<td>2.</td>
<td>Home for the aged</td>
<td>No.9, Thamarai St., Mullai Nagar Extn., Puducherry - 605 005.</td>
<td>0413-2201014</td>
<td><a href="mailto:poncare2012@gmail.com">poncare2012@gmail.com</a></td>
</tr>
<tr>
<td>3.</td>
<td>Day care cum recreation center, Karaikal.</td>
<td>No.20, Second Cross, Murugaram Nagar, Karaikal - 609 602.</td>
<td></td>
<td><a href="mailto:poncare2012@gmail.com">poncare2012@gmail.com</a></td>
</tr>
<tr>
<td>4.</td>
<td>Day care cum recreation center, Ariyankuppam. (in association</td>
<td>No.20, Chinnasami Mudaliar Nagar, Ariyankuppam, Puducherry - 605 007.</td>
<td></td>
<td><a href="mailto:poncare2012@gmail.com">poncare2012@gmail.com</a></td>
</tr>
</tbody>
</table>
COMPOSITION OF BOARD OF MANAGEMENT

The composition of Board of Management of the Society shall be as follows:

(1) Chairperson of the Society nominated by the State Government … Chairperson

(2) Vice-Chairperson to be nominated by the State Government … Vice-Chairperson

(3) Secretary to Government (Finance) Pondicherry … Member

(4) Secretary to Government (Welfare) Puducherry … Member

(5) Secretary to Government (Health) Puducherry … Member

(6) Secretary to Government (Education) Puducherry … Member

(7) Director of Social Welfare, Puducherry … Member

(8) Not more than 2 members having experience in public administration, social welfare or health care or education, to be nominated by the State Government … Members

(9) Secretary of the Society … Member Secretary
COMPOSITION OF GENERAL BODY

(1) A Chairperson to be nominated by the State Government .....Chairperson

(2) A Vice-Chairperson to be nominated by the State Government .....Vice - Chairperson

(3) Secretary to Government (Finance) Pondicherry .....Member

(4) Secretary to Government (Welfare) Pondicherry .....Member

(5) Secretary to Government (Health) Pondicherry .....Member

(6) Director of Health & Family Welfare services, Pondicherry .....Member

(7) Director of Social Welfare, Pondicherry .....Member

(8) Not more than 5 members having experience in public administration, Social welfare or health care or education, to be nominated by the State Government. .....Members

(9) Secretary of the Society .....Member Secretary
<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Services</th>
<th>Service Performance standards</th>
<th>Contact Details of the Responsible officer</th>
<th>Weight age</th>
<th>Process</th>
<th>Documents Required</th>
</tr>
</thead>
</table>
| 1.     | Membership enrollment in the Society  | 30 days                       | Thiru. S. Ganesan, U.D.C Tel No. 0413 - 2246318 | 20          | 1. Receipt of Application  
2. Approval from Secretary  
3. Printing of ID card  
4. Issue of ID card and enroll in register | 1. Application form  
2. 1 Passport size Photo  
3. Residence Proof  
4. I D proof for Date of Birth  
5. Blood group.  
6. Aadhar Card. |
| 2.     | Admission to The Home for the Aged    | 3 days                        | The. Warden Tel. No.0413 - 2201014        | 20          | 1. Receipt of Application  
2. Processing & Approval from the Secretary.  
3. Receipt of caution Deposit.  
4. Admission. | 1. Application form  
2. 2 Passport Photo  
3. Residence Proof.  
4. Declaration of guardians. |
| 3.     | Day - Care-Center Routine redressal of grievances. | 30days.                      | Thiru. S. Sridarane, Secretary Tel No. 0413 - 2245317 | 60          | 1. RTI Application  
2.Grievences  
3. Approval from Board/ Government. | 1. Necessary documents to substantiate the grievances. |