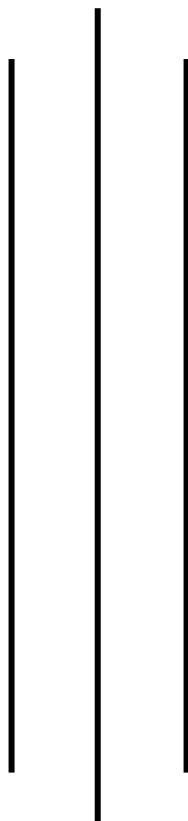


**Guideline to implement disability helpdesk at local level, 2079**

**Approved date: 2079/09/05**



**Provincial Government**

**Ministry of Social Development**

**Province no. 1, Biratnagar, Nepal**

## **Guideline to implement disability helpdesk at local level, 2079**

Under the disability prevention and rehabilitation program, the provincial government, the relevant local level, and the partner organizations have a tripartite cost-sharing program to ensure the rights of persons with disabilities and it is necessary to establish a disability help desk at the local level to operate the program from the allocated budget so,

The provincial government has approved this guideline by using the rights given by article 3 of the Administrative Procedure (Regulation) Act, 2075.

### **1. Short title and commencement:**

- 1) The guideline name will be Guideline to implement disability helpdesk at local level, 2079.
- 2) This guideline will start immediately.

### **2. Definition:** In this guideline, the subject or context doesn't mean otherwise: -

- a) The "program" means the disability prevention and rehabilitation program implemented with a tripartite cost sharing approach from provincial government, relevant local level and the partner organization.
- b) The "provincial government" means the government of province number 1.
- c) "Ministry" means provincial government and ministry of social development.
- d) "Facilitator" means the Disability Support Facilitators as per the article 4.
- e) "Help desk" means the disability help desk at local level as per the article 3.
- f) "Recommendation Committee" means Facilitator selection and recommendation committee as per the article 9.

### **3. Help desk at local level:**

- 1) There will be one disability help desk at all local levels of province to achieve the following objectives: -
  - a) To support and facilitate in increasing the access of services and facilities provided by government for persons with disabilities among the target groups,
  - b) To support and facilitate in management of data of persons with disability and to update the information management system,
  - c) To co-ordinate, facilitate and advocate with organization of person with disability, provincial government and local level government regarding persons with disability.

**4. Recruitment of the facilitator:**

- 1) The relevant local level should recruit one Disability Support Facilitator (DSF) for the implementation of help desk as per the recommendation made by recommendation committee as per the article 9.
- 2) The monthly remuneration of the recruit facilitator should be managed from the program's allocated budget by the relevant local level as per the sub-article 1.
- 3) Regardless of what is stated in sub-article 2, the monthly remuneration of the facilitator appointed as per sub-article 1 should be managed by the provincial government and the relevant local level after the program exits according to the agreement with the provincial government, the partner organization of the program.

**5. Qualification of the facilitator:** The qualifications of the facilitator to be recruited as per article 4 shall be as follows: -

- a) Nepali citizen
- b) Person with disability
- c) +2 or equivalent from a recognized educational institution
- d) Never found guilty on a criminal accusation of immoral conduct by the court

**6. Selection process of the Facilitator:**

- 1) The facilitator will be selected based on the evaluation of direct verbal interview or other different aspects.
- 2) The weightage of selection process of facilitator shall be as follows: -
  - a) From direct verbal interview 10 points
  - b) From evaluation of other aspects 20 points
- 3) According to part b of sub-article 2, while evaluating the various aspects, the evaluation should be done by the weightage of following points: -
  - a) For local resident Maximum of 5 points
    1. If the local resident is person with disability (Male) 3 points
    2. If the local resident is person with disability (Female) 5 points
  - b) Work experience related to disability Maximum of 5 points
    1. 6 months to 1 year of experience 2 points
    2. 1 year to 3 years of experience 4 points
    3. More than 3 years of experience 5 points

c) Work experience as an interpreter or received sign language training

Maximum of 5 points

1. 3 months basic training of sign language 3 points
2. 3 months basic training of sign language and work experience as an interpreter for atleast 6 months 5 points
3. Basic training of computer 5 points

**7. Conducting Direct Verbal Interview:**

- 1) Points for direct verbal interview shall be between minimum 40% and maximum 70% of the total points allotted for the interview. If more or less marks are given, the reasons for justification should be mentioned.
- 2) The average of the marks each candidate received in the direct verbal interview is determined by dividing the total number of interviewers' marks (as determined by sub-article 1) by the sum of the marks each candidate received from each interviewer.
- 3) If the total points obtained by the candidate during direct verbal interview and according to sub-article 3 of article 6 are equal, the candidate should be selected according to the following order of priority: -
  - a) Female,
  - b) Minimum educational qualification score of candidates,
  - c) Score for educational qualification one level below the candidate's minimum educational qualification,
  - d) Duration of work experience of the candidate in the field of disability

**8. Publishing the final result of examination:**

- 1) The office should publish the result in the order of merit according to the source and specify the name and address of the candidates who were successful in the examination based on the recommendation of the recommendation committee.
- 2) According to sub-article 1, when publishing the result, the list of alternate candidates with twice the number of posts should be published along with the list of successful candidates.  
However, publishing the names of the selected candidates won't be hampered in the case where fewer applications are received or if there are more candidates than required.

- 3) If, within a year following the successful candidate selected through this selection examination, the position remains unfilled, the alternative candidates will be considered in priority order for a potential replacement.

**9. Recommendation Committee:**

- 1) To select the facilitator and recommend them to the respective local level, there will be a candidate recommendation committee as follows: -
  - a) Chief Administration Officer of relevant local level – Co-ordinator
  - b) Head of relevant local level employee administrative section – Member
  - c) One representative of the partner organization at the local level where the Disability Prevention and Rehabilitation Program is implemented – Member
  - d) One representative designated by the National Disabled Federation of Nepal Province No. 1 – Member
  - e) Head of women and children section – Member-Secretary
- 2) The work, responsibilities and rights of the recommendation committee formed as per the sub-article 1 shall be as follow: -
  - a) Conduct examination to recommend facilitator,
  - b) Make recommendations to the local level regarding the selection of candidates and alternative candidates in accordance with the candidates' merit order determined by their exam scores.
  - c) To perform other tasks related to conduct the examination.

**10. Arrangement related to committee meeting:** Regarding the staff selection and recommendation process, the meeting of the committee can be held as needed and the procedure for conducting such meeting will be as determined by the committee itself.

**11. Duration of the facilitator's contract:** The facilitator's contract has a six-month duration and must be renewed every six months.  
However, there will be no obstacle to cancelling the contract and giving the facilitator another chance if the work is not satisfactory.

**12. Facilities and services of Facilitator:** The facilitator's service facility will be as specified in the terms of the contract.

**13. Facilitators Job Description:** The facilitators job description shall be as follow: -

- a) To facilitate in categorizing disability during the distribution of disability cards at the local level.
- b) To support women and children section for the distribution of identity cards as required.
- c) To collect data of persons with disabilities, make provisions in information management system.
- d) To take initiatives in enrolling the children with disability at school after necessary counselling, if children with disabilities within the local level are not enrolled in school
- e) To record whether the children enrolled in the school have received free education or scholarship as per Government of Nepal and informing the relevant section.
- f) To assist the education section in classifying the scholarships to be distributed to students with disabilities as per the government of Nepal.
- g) To record whether the public physical structures constructed within the local level are disability friendly and submitting reports regularly to the Disability Co-ordination Committee through the Women and Children section.
- h) To provide necessary information about national and international laws to persons with disabilities, concerned bodies and the public.
- i) To maintain records and give the necessary guidance and assistance to those who visit the help desk seeking advice and counselling on disabilities
- j) To record the advice and consulting services provided daily by the help desk and other additional services, prepare quarterly progress reports and submit them to the relevant local levels and ministries.
- k) To support and facilitate the provision and distribution of assistive devices to person with disabilities according to the standards of the World Health Organization.

- l) To provide necessary support through regular coordination and cooperation with OPD working at the local level  
*(Clarification: For the purposes of this section, OPD shall mean organization operated by person with disabilities working in the area of disability called Organization of Persons with Disabilities-OPD).*
- m) To co-ordinate and advocate for the participation of persons with disabilities in various activities at the local level.
- n) To provide necessary support to person with disabilities who come to seek services at the local level in order to provide them with easy access.
- o) To prepare various information, brochures, flex etc. related to disability at the local level and submit them to the women and children section for publication.
- p) To support in the implementation of the program by coordinating and cooperating with community-based rehabilitation facilitators at the local levels where disability prevention and rehabilitation programs are implemented.

**14. Format of Advertisement:** The format of the advertisement for the position of Facilitator will be as per annex 1.

**15. Format of Application form:** The format of the sample application form for the position of Facilitator will be as per annex 2.

**16. Responsibilities of Local Level Government:** The responsibilities of local level government to conduct and manage the help desk shall be as follows: -

- a) Women and children will be under the authority of establishing and continuously operating the help desk.
- b) To manage the help desk in such a way that it is accessible for persons with disabilities.
- c) Coordinating with the Ministry to allocate the budget annually for the operation of the Help Desk.
- d) Completing the process according to this procedure, recruiting and posting the facilitator.
- e) Perform other necessary tasks for the operation of the Help Desk.

17. **Addressing the Obstacles:** If there is any obstacle in the course implementation of this procedure, the local level can remove such obstacle in co-ordination with the Ministry.
18. **Amendment and remove:** As per the need of this procedure, the provincial government has right to amend and remove.