



केंद्रीय दत्तक-ग्रहण संसाधन प्राधिकरण
CENTRAL ADOPTION RESOURCE AUTHORITY
महिला एवं बाल विकास मंत्रालय, भारत सरकार
MINISTRY OF WOMEN & CHILD DEVELOPMENT,
GOVERNMENT OF INDIA

CITIZEN CHARTER



West Block-8, Wing-2, 2nd Floor, R.K.Puram, New Delhi-110066 (India)
CARA Helpline No: 1800-11-1311 (Available between 8:00 AM to 8:00 PM (Mon-Fri)); Tollfree No: 011-26760471,
26760472, 26760473 | Website: www.cara.wcd.gov.in

FOREWORD

It gives me great pleasure to present the Citizen Charter for general public and our stakeholders. The preparation of this document is an endeavour by us towards fulfilling our commitment of providing an efficient and transparent adoption process in the country. We shall make all efforts to fulfill the assurances given by us under the framework provided by the Juvenile Justice (Care and Protection of Children) Act, 2015 (amended in 2021) and the Adoption Regulations, 2022. However, the success will depend greatly on the proactive response from the citizens, associated agencies and authorities.

We look forward for your co-operation for enabling us in ensuring the best interests of the children in the need of care and protection by rehabilitating them through adoption, which conforms to the national policy of ensuring that every child has a right to have a family.

Sd/-
(Member Secretary & CEO)
Central Adoption Resource Authority

1. Background :

Central Adoption Resource Agency (CARA) was set up in June 1990 by the Ministry of Welfare, Government of India to regulate, monitor and promote adoption of orphaned, abandoned or surrendered children, with the principal mandate of finding loving families for children in Need of Care and Protection. Pursuant to a decision of the Union Cabinet dated 2nd July 1998, the Ministry of Social Justice & Empowerment conferred autonomous status to CARA on 18th March 1999 by registering it as a Society under the Societies Registration Act, 1860. Adoptions under the JJ Act 2000 enabled placement of children in adoption with involvement of recognised agencies and authorities for ensuring safeguards in adoption placement of institutionalised children. Through Section 68 of the JJ Act 2015 notified by the Government of India on January 15, 2016, CARA attained the status of a Statutory Body with the mandate to promote In-country adoptions; facilitate Inter-state adoptions; frame regulations on adoption related matters and regulate Inter-country adoption and function as Central Authority under the Hague Convention for Inter-country adoption through Child Adoption Resource Information & Guidance System (CARINGS). CARA regulates and monitors all In-country and Intercountry adoptions through Child Adoption Resource Information & Guidance System (CARINGS). CARA aspires to place maximum children in non-institutional care with adoptive families. CARA was designated as Central Authority under the Hague Convention on Protection of Children and Co-operation in respect of Inter-country Adoption (1993) in 2003. Central Adoption Resource Authority is headed by Member Secretary & CEO and has a sanctioned strength of 37 officers and staff.

2. Functions [As per Section 68 of the JJ Act, 2015 (amended in 2021)] :

The Central Adoption Resource Agency existing before the commencement of this Act, shall be deemed to have been constituted as the Central Adoption Resource Authority under this Act to perform the following functions, namely :-

- (a) to promote In-country adoptions and to facilitate Inter-state adoptions in coordination with State Agency;
- (b) to regulate Inter-country adoptions;
- (c) to frame regulations on adoption and related matters from time to time as may be necessary;
- (d) to carry out the functions of the Central Authority under the Hague Convention on protection of Children and Cooperation in respect of Intercountry Adoption;

- (e) any other function as may be prescribed.

3. Fundamental Principles Governing Adoption (As per Regulation 3 of the Adoption Regulations, 2022) :

The following fundamental principles shall govern adoptions of children from India, namely :-

- (a) the child's best interests shall be of paramount consideration, while processing any adoption placement;
- (b) preference shall be given to place the child in adoption with Indian citizens with due regard to the principle of placement of the child in their own socio-cultural environment, as far as possible;
- (c) all applications for adoptions shall be registered on the Designated Portal and confidentiality of the same shall be maintained by the Authority.

4. Stakeholders :

- (a) Specialised Adoption agencies (SAAs) and Child Care Institutions (CCIs) set up under the Section 65 and 41 of the JJ Act, 2015 (amended in 2021) respectively.
- (b) Child Welfare Committees (CWCs) set up under the Section 27 of the JJ Act, 2015 (amended in 2021).
- (c) District Child Protection Units (DCPUs) set up under the Section 106 of the JJ Act, 2015 (amended in 2021) and Integrated Child Protection Scheme (ICPS).
- (d) State Governments/ UTs shall set up State Adoption Resource Agencies (SARAs) under Section 67 of the JJ Act, 2015 (amended in 2021) and Regulation 35 of Adoption Regulations 2022.
- (e) Authorized Foreign Adoption Agencies (AFAAs) and Central Authorities (CAs) in the receiving country (Regulation 31 of Adoption Regulations 2022).
- (f) Central Government Ministries/ Departments/ Attached.
- (g) District Magistrates.
- (h) Chief Medical Officers and

- (i) Indian Diplomatic Missions abroad.

(More information is available at <https://cara.wcd.gov.in/Stakeholders> and <https://cara.wcd.gov.in/Protocols>)

5. Functions of Stakeholders :

- (a) The Specialised Adoption Agencies (SAAs) shall perform their functions as defined under the Regulation 30 of Adoption Regulations, 2022.
- (b) Authorized Foreign Adoption Agencies (AFAAs) and Central Authorities (CAs) perform their functions as per the Regulation 31 of Adoption Regulations 2022.
- (c) State Adoption Resource Agencies (SARAs) undertake their functions as defined under the Regulation 35 of Adoption Regulations 2022.
- (d) District Magistrates (DMs) perform their functions as defined under the Regulation 36 of Adoption Regulations 2022 read with relevant provisions of the Juvenile Justice Act, 2015(amended in 2021) and the Juvenile Justice Rules 2016 amended in 2022..
- (e) Chief Medical Officers (CMOs) perform their functions as per the Regulation 37 of Adoption Regulations 2022.
- (f) District Child Protection Units (DCPUs) undertake their functions as defined under the Regulation 38 of Adoption Regulations 2022 read with relevant provisions of the Juvenile Justice Act, 2015(amended in 2021) and the Juvenile Justice Rules 2016 amended in 2022.
- (g) Child Welfare Committees (CWCs) perform their activities as defined under the Regulation 39 of Adoption Regulations 2022 read with relevant provisions of the Juvenile Justice Act, 2015(amended in 2021) and the Juvenile Justice Rules 2016 amended in 2022.
- (h) Birth Certificate Issuing Authority undertakes its functions as defined under the Regulation 40 of Adoption Regulations 2022.
- (i) Regional Passport officer performs its functions as defined under the Regulation 42 of Adoption Regulations 2022.
- (j) Indian Diplomatic Missions abroad perform their functions as per the Regulation 43 of Adoption Regulations 2022.

6. Duties and Responsibilities of Officers and Availability of Information from Officers :

S. No.	Name of the Officer	Designation	Phone & Email
1.	Ms. Tripti Gurha	Member Secretary & CEO	ceo-cara@gov.in
2.	Dr. Jagannath Pati	Director (Programme)	j.pati@nic.in 011-26760402
3.	Sh. Nandresh Nigam	Deputy Director (Inter-country NOC) IT & CARINGS	nandreshnigam.cswb@gov.in 011-26760451
4.	Ms. Vinita Jha	Deputy Director (Helpdesk & Grievance)	Jha.vinita@nic.in 011-26760302
5.	Sh. Ram Saran	Integrated Finance Officer (Finance & Accounts)	ram.ifo@gov.in 011-26760500
6.	Ms. Poonam Sharma	Deputy Director (In-country State Coordination, In-country Relative/ Step Adoptions, Foster Adoptions)	poonamsharma.nipccd@gov.in 011-26760475
7.	Ms. Durgesh Nandini	Deputy Director (Coordination, Parliament, Policy, Training, Media , Legal & HAMA)	durgesh.nandini49@gov.in 011-26760501
8.	Ms. Richa Ojha	Assistant Director (Coordination, Parliament, Policy, Training, Media & Legal)	richojha-cara@gov.in 011-26760401
9.	Sh. G. Ravi Kumar	Assistant Director (HAMA)	geddam.ravi.cara@gov.in 011-26760442
10.	Sh. Vinit Kumar Upadhyay	Assistant Director (Establishment & General Administration, Rajbhasha)	vinitupadhaya-cwc@gov.in 011-26760330
11.	Sh. Anshul Khairwa	Content Manager (IT & CARINGS)	anshul.cara@gov.in 011-26760352
12.	Ms. Rupanshi Pandey	Assistant Director (Inter-Country)	rupanshi.pandey@nic.in 011-26760485

13.	Sh. Ravinder Singh Rawat	Assistant Director	ravinder.rawat@gov.in 011-26760322
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7. Timeline for Authorities and Agencies concerned (as per Schedule XIV of the Adoption Regulations, 2022) :-

A. Timeline for the processes relating to children :

S. No.	Regulations	Action	Time
1.	6(2)	Child Care Institution or Specialised Adoption Agency to produce an abandoned child before the Child Welfare Committee along with a report containing their photograph and particulars.	Within twenty four hours (excluding journey period).
2.	6(5) and 7(10)	Specialised Adoption Agency to enter the details of the child along with their photograph online on the Designated Portal.	Within three days from the time of receiving the child.
3.	6(7)	District Child Protection Unit to advertise the particulars and photograph of an abandoned child in a national level newspaper having wide circulation, local cable networks, wherever existing and also ensure entry of data in the Track Child portal or <i>KhoyaPaya</i> .	Within three days from the time of receiving the child.
4.	6(9)	District Child Protection Unit to submit a report to the Child Welfare Committee on the efforts made by it for tracing out the biological parents or legal guardian of an	Within thirty days from the date of production of the child before the Child Welfare Committee for the same.

		abandoned child, including the outcome of the advertisement.	
5.	6(10)	Specialised Adoption Agency or Child Care Institution to submit a report to the Child Welfare Committee about any information revealed by the child during their short term placement and details of persons whosoever approached for claiming the child, if any.	Immediately after thirty days from the date of production of the child before the Child Welfare Committee.
6.	6(13)	Declaring the orphan or abandoned Child legally free for adoption by Child welfare Committee.	Within a period of three days after the expiry of two or four months, from the date of production of the child before the Child Welfare Committee, in case of a child upto two or above two years of age respectively.
7.	6(15), 7(18), 30(1)(e)(f) and 38(2)	Specialised Adoption Agency to upload the Child Study Report and Medical Examination Report along with latest photograph of the child.	Within ten days from the date of declaration of the child as legally free for adoption by Child Welfare Committee.
8.	7(3)	Signing of surrender deed by the biological parents.	On the day of production of the child.
9.	7(10)	Details of the surrendered child or children to be uploaded on the Designated Portal by the Specialised Adoption Agency.	Within three days from the time of receiving the child.
10.	7(11) and 7(16)	The reconsideration period or reclaiming of the surrendered child by the	Sixty days of the date of surrender.

		biological parent or legal guardian.	
11.	30(1)(d)	Specialised Adoption Agency shall upload the certificate, issued by the Child Welfare Committee, declaring the child legally free for adoption on the Designated Portal.	Within forty-eight hours from the receipt of such certificate
12.	36(8)	In cases of children having health issues or suspected special needs conditions, the District Magistrate shall refer the child to the Chief Medical Officer of the District.	Within twenty four hours as soon as information about such children is received from the Specialised Adoption Agency or Child Care Institution with the help of the District Child Protection Unit concerned.
13.	36(9) and 37	The Chief Medical Officer shall examine the health status of the child and assess whether the child is having any ailment or special needs.	Within a period of fifteen days from the date of receiving the case.

B. Timeline for Adoption by resident Indians as well as Overseas Citizens of India Cardholder or Foreigners living in India :

S. No.	Regulations	Action	Time
1.	10 (1)	The prospective adoptive parents should upload documents after their registration.	Within a stipulated period of thirty days.
2.	10(8), 30(3)(d) and 38(14)	Home Study Report of the prospective adoptive parents to be completed by the social worker.	Within sixty days from the date of submission of required documents on the Designated Portal.
3.	10(9)	Uploading of Home study Report on the Designated Portal by the Specialised Adoption Agency.	Within three days from the date of completion of the Home Study Report.

4.	11(3) and 21(3)	Prospective adoptive parents to reserve one child.	Within forty-eight hours from the date and time of referral.
5.	11(9)	Process of matching of the reserved child by the Specialised Adoption Agency and acceptance by prospective adoptive parents.	Within thirty days from the date of reserving the child.
6.	12 (1)	Child to be taken in pre-adoption foster care.	Within ten days from the date of matching after signing the preadoption foster car undertaking.
7.	30(5)(a) and 18(2)	Specialised Adoption Agency to submit application to District Child Protection Unit for scrutiny.	Within five days from the date of matching of the child by the prospective adoptive parents.
8.	18(2), 30(5)(a) and 38(16)	District Child Protection Unit to submit the application along with the requisite documents to District Magistrate after scrutiny.	Within five days of receiving the application from Specialised Adoption Agency.
9.	13(6), 18(1) and 36(2)	Disposal of the adoption application by the District Magistrate.	Within sixty days of receiving the Adoption application.
10.	13(8)	Forwarding the certified copy of adoption order to Prospective adoptive parents obtained by Specialised Adoption Agency.	Within ten days from the issuance of the adoption order.
11.	13(9)	Specialised Adoption Agency shall apply for the birth certificate of the child.	Within five days from the date of issuance of the adoption order.
12.	13(9), 19(5) and 40	Birth certificate issuing Authority shall issue the certificate based on the adoption order and other requisite documents.	Within five days of receiving the application from the concerned Specialised Adoption Agency.
13.	14(1) and 14(3)	Specialised Adoption Agency or District Child Protection Unit shall prepare post-adoption	Within ten days from the conduction of post-adoption follow up report.

		follow-up report.	
14.	62 (2)	Appeal in case of in-country adoption to State Adoption Resource Agency.	Within seven days from the date of opinion or decision.
15.	62(3)	Redressal of the grievance or complaint by State Adoption Resource Agency.	Within fifteen days from the receipt of application.
16.	62(5)	Appeal to Central Adoption Resource Authority in case the aggrieved is unable to get suitable response within the stipulated period of fifteen days from State Adoption Resource Agency.	Within forty-eight hours of receiving the response from the State Adoption Resource Authority.
17.	62(5)	Redressal of the grievance or complaint by Central Adoption Resource Authority.	Within fifteen days from the date of receipt of the application.

C. Timeline for Adoption from India by non-resident Indian or Overseas Citizen of India Cardholder or Foreign prospective adoptive parents not living in India :

S. No.	Regulations	Action	Time
1.	16(7)	Reservation of a child or children by the prospective adoptive parents from the Designated Portal through the Authorised Foreign Adoption Agency or Central Authority or Government department or Indian Mission.	Within ninety-six hours of getting the referral.
2.	16(10)	Acceptance of the child by the prospective adoptive parents.	Within 30 days
3.	17(1) and 58	No Objection Certificate by Central Adoption Resource Authority.	Within ten days from the date of receipt of requisite documents including

			acceptance of the child by the prospective adoptive parents and approval of the Central Authority wherever required.
4.	19(1) and 60	Central Adoption Resource Authority shall issue conformity certificate under Article 23 of the Hague Adoption Convention.	Central Adoption Resource Authority shall issue conformity certificate under Article 23 of the Hague Adoption Convention.
5.	19(3)	To obtain Indian passport for the adopted child, the Specialised Adoption Agency shall submit the application to the Regional Passport Officer.	Within three days from the date of receipt of the adoption order.
6.	19(4) and 42	The Regional Passport office shall issue passport for the adopted child.	Within ten days from the date of receipt of application, in accordance with the circulars regarding issuance of passport to inter-country adopted children, issued by the Ministry of External Affairs of the Central Government from time to time.

8. Grievance / Complaint Redressal Mechanism :-

Public Grievance will receive instant attention. CARA shall acknowledge all complaints within 10 days and dispose within 60 days. The grievance can be addressed to : **Central Public Grievance Officer, Central Adoption Resource Authority (CARA), West Block - VIII, Wing - II, 2nd Floor, R.K. Puram, New Delhi-110066, Toll Free No : 180011311, Email ID : carahdesk.wcd@nic.in.**

In case, the grievance is not addressed, the same can be taken up with **the Member Secretary & CEO, Central Adoption Resource Authority (CARA), Ministry of Women and Child Development, West Block - VIII, Wing - II, 2nd Floor, R.K. Puram, New Delhi - 110066, Email : ceo-cara@gov.in.**