

### **Note # 1**

As decided, in the 31st Steering Committee Meeting, the proposal related to engagement of Professional Staff and running of Help Desk as per directions of Honourable Delhi High Court was circulated to all members of the Steering Committee on 20th April, 2022. We have received some feedback from the IFD and accordingly, Drafts have been revised.

2. If Approved, Another meeting of the Steering Committee may be held with a short notice. Draft agenda items are placed at **DFA/DFA/132098**

**Agenda No 1. Recruitment of professionals and contractual staff for efficient functioning of CARA**

**Agenda No 2. Staff for running CARA Help Desk**

**25/04/2022 12:28 PM**

**Jagannath Pati  
JOINT DIRECTOR**

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### **Note # 2**

PI modify as discussed

**25/04/2022 03:00 PM**

**त्रिप्ति गुरहा|Tripti Gurha  
संयुक्त सचिव|JOINT SECRETARY**

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### **Note # 3**

#### **Agenda Note**

CARA is currently functioning with a small regular staff (19 against 37 sanctioned regular staff) and has been unable to accomplish its purpose. As decided in the 31<sup>st</sup> meeting of the Steering Committee held on 18th April 2022, the proposal was forwarded to all members of the Steering Committee on 20<sup>th</sup> April 2022 seeking feedback and comments. In this regard, the proposal with marginal changes as suggested by IFD is put up for perusal of the Steering Committee.

A budget provision for Rs.2.04 crore has been provisioned in the head of Programme Support Staff(Consultant and other contractual staff) for the financial year 2022-23 and therefore no additional funds are required. The total expenditure against the professional staff, support staff and staff against CARA HELP Desk will not exceed the budget on the following grounds:

Budget provision for the year 2022-23:**Rs.2.04 crore**

Proposed budget for Professionals and support staff for strengthening of CARA: **Rs. 1,73,52,000 for 12 months**  
[pg/18/corr](#)

Proposed budget for Help Desk:**48,60,000/ for 12 months.** [pg/30/corr](#)

Because the actual joining of the personnel following recruitment can take up to two months, the budget for this fiscal year may only be necessary for ten months.

In view of the above, the agenda note may be approved and if decided a meeting of the Steering Committee may kindly be held with short notice.

**26/04/2022 11:49 AM**

**Jagannath Pati  
JOINT DIRECTOR**

**Note # 4**

For kind consideration if agenda notes to be circulated for approval or a meeting of the Steering Committee may be held with short notice.

**26/04/2022 01:58 PM**

**तृप्ति गुरहा|Tripti Gurha  
संयुक्त सचिव|JOINT SECRETARY**

**Note # 5**

May be circulated.

**27/04/2022 08:39 PM**

**इन्दीवर पान्डेय|Indevar Pandey  
सचिव|Secretary**

**Note # 6**

**28/04/2022 12:19 PM**

**तृप्ति गुरहा|Tripti Gurha  
संयुक्त सचिव|JOINT SECRETARY**

**Note # 7**

As decided by Secretary WCD, the revised draft proposals were forwarded to all members of the Steering Committee on 02nd May, 2022 requesting them to give their feedback on the same by 06th May, 2022. Accordingly, CARA has received feedback in support of the proposals from the following except one member (Prof. Poonam Saxena, Vice Chancellor, National Law University, Jodhpur) -

Mr. Bimal Kumar Tyagi, Sewa Bharti Madhya Bharat, Matruchhaya  
(Shishu Kalyan Kendra)  
Ms. Sangeeta Bangiwar  
Ms. Shirali Radhakrishan Tyabji

Mr. Thingnam Roshan Singh  
Government of Odisha

May kindly see reference [page 35-37/c](#)

The file may please be forwarded to IFD.

09/05/2022 04:35 PM

Jagannath Pati  
JOINT DIRECTOR

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**Note # 8**

For kind consideration of the proposal on the agenda note.

10/05/2022 10:45 AM

त्रिप्ति गुरहा | Tripti Gurha  
संयुक्त सचिव | JOINT SECRETARY

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**Note # 9**

10/05/2022 10:52 AM

Sukriti Likhi  
AS & FA

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**Note # 10**

10/05/2022 12:36 PM

ALEXANDAR P THOMAS  
DS

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**Note # 11**

Ministry of Women and Child Development  
(Integrated Finance Division)

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Ref. Notes above.

2. As per the above Notes in the file, the agenda notes have been circulated for aproval of Steering Committee of CARA. The agenda is related to the recruitment of professionals and contractual staff for the efficient functioning of CARA.

3. The agendas as per the draft (DFA/ 132098) are as under:

- i. **Recruitment of professionals and contractual staff for the efficient functioning of CARA:** The details of the professionals to be recruited, job description in each case, requisite qualifications

and experience required are as under:

Position	Job Description	Qualification/Experience/Remuneration
<b>Sr. Professionals(4)</b> (Inter-Country Adoption)	<ul style="list-style-type: none"> <li>• Processing cases of intercountry adoptions as stipulated under the Adoption Regulations.</li> <li>• Addressing queries/grievances raised by stakeholders and service providers.</li> </ul>	<ul style="list-style-type: none"> <li>• Master's Degree in Social Work, Psychology, Human Development, Childhood/ Family studies, Sociology and related discipline.</li> <li>• 7 years' experience in issues related to children.</li> <li>• Age limit at entry level: 50 years</li> <li>• Work Location: New Delhi</li> <li>• Remuneration: 90,000/-</li> </ul>
Sr. Professional (1) (Legal)	<ul style="list-style-type: none"> <li>• Handling the court cases and legal matters in the Authority which will include cases pertaining to implementation of the JJ Act and the Adoption Regulations,</li> <li>• Examination of petitions, drafting of counter affidavits,</li> <li>• Regular follow-up of court cases across the country,</li> <li>• Dealing with legal matters relating to the Authority</li> </ul>	<ul style="list-style-type: none"> <li>• LLB</li> <li>• 7 years' experience in issues related to children.</li> <li>• Age limit at entry level: 50 years</li> <li>• Work Location: New Delhi</li> <li>• Remuneration: 90,000/-</li> </ul>
<b>Jr. Professional (9)</b> (Co-ordination, Training & Awareness, Relative & Step Adoption Programme Policy, Inter-country Relative Adoption Inter-country adoptions under HAMA)	<ul style="list-style-type: none"> <li>• Execution and implementation of the Adoption Regulations</li> <li>• Coordination with States/UTs on issues related to adoption which includes State Adoption Resource Agencies District Child Protection Units, Child Welfare Committees, Specialised Adoption Agencies and Child Care Institutions.</li> <li>• Monitoring at the level of pre-adoption, adoption and post- adoption and connecting with DCPUs,</li> </ul>	<ul style="list-style-type: none"> <li>• Master's Degree in Social Work, Psychology, Human Development, Childhood/ Family studies, Sociology and related discipline.</li> <li>• 2year' experience in the relevant field</li> <li>• Age limit at entry level: 50 years</li> <li>• Work Location: New Delhi</li> <li>• Remuneration: 60,000/-</li> </ul>

	<p>SARAs and the State Govts/Uts.</p> <ul style="list-style-type: none"> <li>• Implementation of the Adoption Regulations and the designated IT portal to ensure timeline and expeditious rehabilitation of orphan and destitute children in Specialised Adoption Agencies and the Child Care Institutions in the country.</li> <li>• Analysis and monitoring of data, delay monitoring at different stages and fast tracking of children having special needs.</li> <li>• Grievance redressal of the prospective adoptive parents, Specialised Adoption Agencies, and other stakeholders.</li> <li>• Processing of adoption cases as per the JJ Act and the HAMA as stipulated under the Adoption Regulations</li> </ul>	
Executive Asst(4)	<p>Providing secretarial assistance to the level of officers of Dy Director and above</p>	<ul style="list-style-type: none"> <li>• Graduation Degree in any field</li> <li>• 03 years' experience in administration/ accounts/ stenography</li> <li>• Age limit at entry level: 40 years</li> <li>• Work Location: New Delhi</li> <li>• Remuneration: 40,000/-</li> </ul>

The annual estimated budget proposed for the recruitment of professionals and contractual staff is [Rs. 1,73,52,000/-](#) for which no additional Budget is required. **The outsourced staff (8 DEOs and 6 MTS) in addition to the above will be engaged through GeM.** It has been [stated](#) that final appointments will be made with the approval of the Member Secretary and CEO, CARA as per delegated power at S.No. 61 of Schedule in the Rules & Regulations of CARA, 2018.

ii. **Staff for running CARA Help Desk:** The requisite details of the staff to be recruited are as under:

SI No.	Name & No. Of the post	Qualification and Experience	Remunerati on (per month)	Engagement
1	Counsellor - 02	Postgraduate degree in Social Science with two years' experience in relevant field.	50,000/-	GEM
2	Operational Manager (Technical) - 01	B. Tech/ B.E (Electronics /IT/ Computer Science)/ M.Sc (Com. Sc.)/ MCA with two years experience in relevant field.	45000/-	GEM
3	Tele Executive-08 (2 shifts)	Fresh Graduates	30,000/-	GEM
4	MTS -01	10 <sup>th</sup> Class	As per minimum wages prescribed by GNCT of Delhi	GEM

The estimated annual Budget for CARA Help Desk is Rs 73,60,000/- (including furniture, fixtures, construction/repair, etc; 48,60,000/- for staff remuneration). The same is proposed to be done in view of the Hon'ble High Court's directive to strengthen CARA's Help Desk with a 24 Hour online Help-Desk. **The engagement of the staff would be through an agency selected through GeM.**

4. The Division has stated that a budget provision for Rs. 2.04 crore has been provisioned in the head of Programme Support Staff (Consultant and other contractual staff) for the financial year 2022-23 and no additional funds are required. The total expenditure against the professional staff, support staff, and staff against CARA HELP Desk will not exceed the budget as the actual joining of the personnel following recruitment can take up to two months, and the budget for this fiscal

year may only be necessary for ten months.

5. The proposal for engagement of 46 personnel on a contractual/outsourced basis was previously seen in IFD (in file no e-50837) and the Division was advised to place matters relating to engagement of contractual/outsourced personnel in CARA before its Steering Committee who is competent to take appropriate decision in the matter.

6. In view of the above, the agenda proposal for engagement of staff for the efficient functioning of CARA and for the CARA Help Desk is submitted for consideration of AS & FA in her capacity as Member, Steering Committee of CARA.

**12/05/2022 05:39 PM**

रवीन्द्र कुमार|**RAVINDER KUMAR**  
सहायक अनुभाग अधिकारी|**ASO**

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**Note # 12**

**12/05/2022 05:41 PM**

रजनीश कुमार झा|**RAJANISH KUMAR JHA**  
अवर सचिव|**UNDER SECRETARY**

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**Note # 13**

**12/05/2022 05:42 PM**

**ALEXANDAR P THOMAS**  
**DS**

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**Note # 14**

For approval of Secretary as Chair of Steering Committee of CARA.

**12/05/2022 05:46 PM**

**Sukriti Likhi**  
**AS & FA**

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**Note # 15**

**12/05/2022 05:49 PM**

इन्दीवर पान्डेय|**Indevar Pandey**  
सचिव|**Secretary**

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**Note # 16**

12/05/2022 05:53 PM

Sukriti Likhi  
AS & FA

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**Note # 17**

12/05/2022 05:56 PM

ALEXANDAR P THOMAS  
DS

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**Note # 18**

12/05/2022 06:00 PM

रजनीश कुमार झा|RAJANISH KUMAR JHA  
अवर सचिव|UNDER SECRETARY

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**Note # 19**

12/05/2022 06:06 PM

Jagannath Pati  
JOINT DIRECTOR

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**Note # 20**

12/05/2022 06:14 PM

तृप्ति गुरहा|Tripti Gurha  
संयुक्त सचिव|JOINT SECRETARY

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**Note # 21**

Pl note for further necessary action.

13/05/2022 08:54 AM

Jagannath Pati  
JOINT DIRECTOR

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**Central Adoption Resource Authority**  
Ministry of Women and Child Development  
R.K.Puram, New Delhi

**Agenda Items for 32<sup>nd</sup> Meeting Steering Committee**

**Agenda No 1. Recruitment of professionals and contractual staff for efficient functioning of CARA**

CARA is currently functioning with a small regular staff (19 against 37 sanctioned regular staff) and has been unable to accomplish its purpose. As decided in the 31<sup>st</sup> meeting of the Steering Committee held on 18th April 2022, the proposal was forwarded to all members of the Steering Committee on 20<sup>th</sup> April 2022 seeking feedback and comments. In this regard, the proposal with marginal changes as suggested by IFD is put up for perusal of the Steering Committee. The proposal also contains one guideline for the professionals. CARA has already provisioned budget on the head and no additional budget would be required for the purpose.

**Agenda No 2. Staff for running CARA Help Desk**

This is in accordance with the Hon'ble Delhi High Court's directive to strengthen CARA's Help Desk with a 24-hour online help desk. In the case of Jaswinder Kaur vs CARA, W.P (C) No. 279 OF 2019, the Hon'ble Court directed CARA to set up a 24-hour help centre to assist parents with questions about the adoption process. CARA, on the other hand, has submitted an Affidavit stating that it will start with the 12 Hours Helpline. The proposal was forwarded to all members of the Steering Committee on April 20, 2022 for input and suggestions, as decided at the Steering Committee's 31st meeting on April 18, 2022. The Steering Committee may review the HELP Desk plan and there will be no additional budget required in this regard.

**Any other agenda item with the permission of the Chair.**

## PROPOSAL 1:

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# RECRUITMENT OF PROFESSIONALS AND CONTRACTUAL STAFF FOR EFFICIENT FUNCTIONING OF CARA

**CENTRAL ADOPTION RESOURCE AUTHORITY**  
**MINISTRY OF WOMEN AND CHILD DEVELOPMENT**

## **PROPOSAL 1: RECRUITMENT OF PROFESSIONALS AND CONTRACTUAL STAFF FOR EFFICIENT FUNCTIONING OF CARA**

### **Executive Summary:**

**Staff proposed: 14 (Professionals)+4(Executive Assts)+ (08 DEO & 06 MTS)**

**Annual estimated budget: Rs. 1,73,52,000 (Rupees One crore seventy three lakhs fifty two thousand). No additional funds are required.**

### **Background**

Central Adoption Resource Authority (CARA) is a statutory body of Ministry of Women & Child Development, Government of India. It functions as the nodal body for adoption of Indian children in the country. As per Section 68 of the Juvenile Justice Act, 2015 (amended in 2021), the Central Adoption Resource Authority is mandated (a) to promote in-country adoptions and to facilitate inter-State adoptions in co-ordination 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 Inter-country Adoption; and (e) any other function as may be prescribed.

2. CARA has volume of work to accomplish including the following in the days to come:

- ❖ Implementation of the Adoption Regulations 2022
- ❖ Need of having a robust complaint management system
- ❖ Numerous training and capacity-building requirements
- ❖ Working with a vast range of stakeholders, including states and UTs
- ❖ Collaboration with all of the country's DMs
- ❖ Collaboration with all of the country's CMOs
- ❖ Implementation of HAMA notification dtd 17.9.2021
- ❖ Proposal to send adoptable children to foster care for rehabilitation.
- ❖ Reaching large number of children without parental care through the State/UTs and their functionaries etc.

3. The tenure of the contractual staff (Professionals) has not been renewed after June 2021 and CARA is working with its limited staff and is unable to deliver the required outcome. Since there is acute need of professional/dedicated manpower for the autonomous body, the file is moved for perusal of Secretary WCD.

4. Without qualified professional staff having qualifications in the discipline of social work, psychology, child protection and related disciplines, it is just difficult to give desired results. We need a team of professionals to work both head and heart keeping in view the larger interest of the orphan and destitute children in the country. The need for appropriately trained staff in CARA is something very important and also the importance of ensuring a reasonable level of continuity in their engagement as adoption is a specialized job and CARA has to deal with stakeholders, particularly agencies who have long been working in the field.

5. The professionals once recruited to the autonomous body can function effectively, develop expertise, maintain standards, gain additional experience in the field and foster good relations with national and international agencies and authorities. There have been reviews of the autonomous body from time to time.

Review by HMWCD on 19.10.2020  
 Review by HMWCD on 19.8.2021  
 Review by Secretary WCD on 22.10.2021  
 Review by HMWCD on 5th Oct 2021 and 20th Jan 2022  
 Meeting of the Steering Committee held on 18.4.2022

## 6. Staff required for the following Operational Desks

- ❖ In-country Coordination Desk (With SAA/DCPU/ CWC/SARA and other stakeholders)
- ❖ Grievances Desk
- ❖ Media/ Training/ Monitoring Desk
- ❖ In-country Relative Adoption Desk
- ❖ Inter-country Scrutiny/Post-adoption/ Authorisation Desk
- ❖ NOC-Conformity Desk
- ❖ Inter-country Relative Adoption Desk
- ❖ HAMA Desk
- ❖ Policy Desk
- ❖ Legal Desk

Each section is to be headed by a Asst Director level officer and the officer is to be assisted by one DEO as mentioned below:

Desk	Job description
<p><b>In-country Coordination Desk</b> (With SAA/DCPU/CWC/SARA and others)</p> <p>Professional(s): 4</p> <p>DEO:2(To assist the sectional head)</p>	<ol style="list-style-type: none"> <li>1. Managing Referral related issues/queries and grievances for all OAS children in the country</li> <li>2. Post-adoption issues including follow-up in cases of in-country adoption</li> <li>3. Issues related to special needs children and older children, delay monitoring, profile checking etc. team.</li> <li>4. Issues related to NE: Issues related to NE region are peculiar and there is a greater need to strengthen programme in the region.</li> </ol>
<p><b>Grievances Desk</b></p> <p><b>Required staff:</b></p> <p>(To be assisted by Help Desk personnel)</p>	<p>Addressing all grievances from the PAPs and the stakeholders in a time bound manner.</p>
<p><b>Media/Training/ Monitoring Desk</b></p> <p><b>Required staff:</b></p> <p>Professional(s): 1</p> <p>DEO:1 to assist the sectional head</p>	<p>Training all over the country on adoption related issues. There will be new Regulations soon based on the JJ Amendment Act 2021.We need lot of training for DM/ADM in the States. Sensitization and advocacy are an on-going activity of CARA which include social media and mainstream media. After COVID-19, we need lot of inspections to be conducted which improve the functioning of the agencies. More outreach activities with agencies, DCPUs and SARAs would help improve the system.</p>

<p><b>In-country Relative Adoption Desk</b></p> <p><b>Required staff:</b></p> <p>Professional(s): 1</p> <p>DEO: 1 to assist the sectional head</p>	<p>The number of relative adoptions under the JJ Act 2015 is growing and it requires lot of coordination work.</p>
<p><b>Inter-country Scrutiny/ Post-adoption/ Authorisation Desk</b></p> <p><b>Required contractual staff:</b></p> <p>Professional(s): 2</p> <p>DEO:1 (To assist the sectional head)</p>	<p>1. European Countries, Australia and Canada 2. USA, Middle- East and Misc. Countries</p> <p>At CARA, we have been working seamlessly having two desk systems. For scrutiny of adoption dossier, we need at least two level of assessment (first professional followed by Asst Director) which is in practice for several years. The professionals shall also be doing post-adoption follow-up for their countries and also look into authorization of AFFAs.</p>
<p><b>NOC/ Conformity Desk</b></p> <p><b>Required contractual staff:</b></p> <p>Professional(s): 3</p> <p>DEO: 1</p>	<p>1. European Countries, Australia and Canada(OAS children) 2. USA, Middle- East and Misc. Countries(OAS children) 3. Inter-country relative adoption cases done under the JJ Act.</p> <p>This is an important section of inter-country adoption. It needs lot of coordination work including addressing grievances related to delays, distress calls at each level.</p> <p>Processing for Issue of NOC of all applications received for Inter-Country Adoption, monitoring &amp; follow-up of grievances received during and after issuance of NOC. Issue of conformity certificates and letter for FRRO.</p> <p>Inter-country relative adoption cases done under the JJ Act are processed separately.</p>
<p><b>HAMA Desk Required contractual staff:</b></p> <p>Professional(s): 1</p> <p>DEO: 1</p>	<p>With Ministry directing CARA to process HAMA cases, there is need to have a separate desk to maintain database and streamline processing such cases as inter-country adoptions done under HAMA initially may have many issues</p>
<p><b>Policy Desk</b></p> <p>Sectional Head: Asst Director(AD)</p>	<p>One professional is required to deal with meetings of the Steering Committee of CARA, Parliament Questions, Policy related issues and Ministry coordination etc.</p>

<b>Required contractual staff:</b> Professional(s): 1	
<b>Legal Desk</b> Sectional Head: Asst Director(AD) <b>Required contractual staff:</b> Professional(s): 1 DEO: 1	There are large numbers of court cases pending in different courts in the country and their figures are increasing day by day. It requires lot of follow-up actions. As far as taking up cases in the courts, CARA follows the normal procedure with the help of govt counsel.

**7. In addition to the above, 4 positions of Executive Assts need to be recruited to assist Dy. Director and above level officers.**

### **8. Staff requirement**

<b>Category wise</b>	<b>Previously Sanctioned</b>	<b>Proposed positions</b>	<b>Remarks if any</b>
<b>Professionals</b>			
Sr. Professional	4	05	It is proposed to keep one third of the total professionals at senior level for better human resource utilisation and efficiency. We need senior level professionals in programme section particularly dealing with cases of inter-country adoptions as well as in legal section. <b>(Please see draft guidelines attached)</b>
Jr. Professional	12	09	This is bare minimum requirement which may be considered to address issues in a time bound manner. Most of the professionals will be engaged for state coordination and processing of inter-country adoption cases. <b>(Please see draft guidelines attached)</b>
Young Professional	20	-	No proposal to recruit Young Professionals
	<b>36</b>	<b>14</b>	
<b>Support Staff</b>			

Sr. Executive Asst.	1	-	No proposal to recruit Sr. Executive Asstt.
Executive Asst.	4	4	As there is no steno level staff to assist DD level officer and above, supporting staff proposed against Director-Programme, Joint Director (Admn), Dy Director-4.  One regular staff (Private Secretary) is attached to Director Programme at present, who is supposed to report to CEO-CARA.  <b>(Please see draft guidelines attached)</b>
DEO	4	08	Through outsourcing
MTS	6	06	Through outsourcing
<b>Total</b>	<b>15</b>	<b>18</b>	
<b>Grand Total</b>	<b>51</b>	<b>32</b>	

### 8. Budget

S.No	Name of the Post	No. of the post	Remuneration	Total (Monthly)
1	Sr. Professional	5	90,000/-	90000 x 5 = 4,50,000
2	Jr. Professional	9	60,000/-	60000 x9 = 5,40,000
3	Executive Asst.	4	40,000/-	40000x 4 = 1,60,000
4	DEO	8	22,000/-	22000x 8 = 1,76,000
5	MTS	6	20,000/-	20000x 6 = 1,20,000
Grand Total (Monthly)				Rs. 14,46,000 (Rupees Fourteen lakhs forty six thousand)
Grand Total (per annum)				Rs. 1,73,52,000 (Rupees One crore seventy three lakhs fifty two thousand)

**CENTRAL ADOPTION RESOURCE AUTHORITY**  
**Ministry of Women and Child Development**

**Draft Guidelines for engagement of Professional and Support Staff-2022**

Central Adoption Resource Authority (CARA) is a statutory body of Ministry of Women & Child Development, Government of India. It functions as the nodal body for adoption of Indian children in the country. As per Section 68 of the Juvenile Justice Act, 2015 (amended in 2021), the Central Adoption Resource Authority is mandated (a) to promote in-country adoptions and to facilitate inter-State adoptions in co-ordination 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 Inter-country Adoption; and (e) any other function as may be prescribed.

2. Central Adoption Resource Authority (CARA) is seeking applications from qualified professionals and support staff as mentioned below:

**Professionals/Support Staffs required at CARA**

3. Out of 14 professionals, five would be at the level of Senior Professional and nine would be at the level of Junior Professional

**Senior Professionals(Five)**

- Senior Professional (Two): For scrutiny of adoption applications received from abroad, post adoption issues including follow-up reports, authorization and renewal of authorization of foreign agencies from CARA etc.
- Senior Professional (Two): Two Senior Professionals for handling NOC and Conformity related issues and their related queries from the prospective adoptive parents and their service providers from all Hague ratified countries in case of foreign/OCI/NCRI PAPs and Non-Hague countries for NRI and OCI PAPs. In addition, one Junior Professional is required to deal with all inter-country relative adoption cases.
- Senior professional (One): Handling the court cases and legal matters in the Authority

**Junior Professionals(Nine)**

- Junior Professional (Four): For In-country Coordination Desk related to managing Referral related issues/queries and grievances for all OAS children in the country,
- post-adoption issues including follow-up in cases of in-country



adoption, issues related to special needs children and older children, delay monitoring, profile checking etc. and issues related to North East.

- Junior Professional (One): Training and development activities all over the country on adoption related issues, sensitization and advocacy through social media and mainstream media, planning visits and inspections etc.
- Junior Professional (One): Relative and steps adoption cases under the JJ Act.
- Junior Professional (One): Assisting the Policy desk to deal with all Steering Committee meeting issues, preparing minutes and ATR etc.
- Junior Professional (One): Processing the cases of inter-country relative adoptions done under the JJ Act.
- Junior Professional (One): Processing cases as inter-country adoptions done under HAMA

### **Executive Asst(Four)**

- Providing secretarial assistance to the level of Dy Director and above.

### **Job Description and Criteria for Selection**

4. Following are the details about the position to be recruited, job description in each case, requisite qualifications and experience required.

Position	Job Description	Qualification/ Experience/ Remuneration
<b>Sr. Professionals (4)</b> (Inter-Country Adoption)	<ul style="list-style-type: none"> <li>• Processing cases of inter-country adoptions as stipulated under the Adoption Regulations,</li> <li>• Addressing queries/grievances raised by stakeholders and service providers.</li> </ul>	<ul style="list-style-type: none"> <li>• Master's Degree in Social Work, Psychology, Human Development, Childhood/Family studies, Sociology and related discipline.</li> <li>• 7 years' experience in issues related to children.</li> <li>• Age limit at entry level : 50 years</li> <li>• Work Location: New Delhi</li> <li>• Remuneration: 90,000/-</li> </ul>
Sr. Professional (1) (Legal)	<ul style="list-style-type: none"> <li>• Handling the court cases and legal matters in the Authority which will include cases pertaining to implementation of the JJ Act and the Adoption Regulations,</li> <li>• Examination of petitions, drafting of counter affidavits,</li> </ul>	<ul style="list-style-type: none"> <li>• LLB</li> <li>• 7 years' experience in issues related to children.</li> <li>• Age limit at entry level : 50 years</li> <li>• Work Location: New Delhi</li> <li>• Remuneration: 90,000/-</li> </ul>

	<ul style="list-style-type: none"> <li>• Regular follow-up of court cases across the country,</li> <li>• Dealing with legal matters relating to the Authority</li> </ul>	
<p><b>Jr. Professional (9)</b> (Co-ordination, Training &amp; Awareness, Relative &amp; Step Adoption Programme Policy, Inter-country Relative Adoption, Inter-country adoptions under HAMA)</p>	<ul style="list-style-type: none"> <li>• Execution and implementation of the Adoption Regulations</li> <li>• Coordination with States/UTs on issues related to adoption which includes State Adoption Resource Agencies, District Child Protection Units, Child Welfare Committees, Specialised Adoption Agencies and Child Care Institutions.</li> <li>• Monitoring at the level of pre-adoption, adoption and post-adoption and connecting with DCPUs, SARAs and the State Govts/UTs.</li> <li>• Implementation of the Adoption Regulations and the designated IT portal to ensure timeline and expeditious rehabilitation of orphan and destitute children in Specialised Adoption Agencies and the Child Care Institutions in the country.</li> <li>• Analysis and monitoring of data, delay monitoring at different stages and fast tracking of children having special needs.</li> <li>• Grievance redressal of the prospective adoptive parents, Specialised Adoption Agencies and other stakeholders.</li> <li>• Processing of adoption cases as per the JJ Act and the HAMA as stipulated under the Adoption Regulations</li> </ul>	<ul style="list-style-type: none"> <li>• Master's Degree in Social Work, Psychology, Human Development, Childhood/Family studies, Sociology and related discipline.</li> <li>• 2 years' experience in the relevant field</li> <li>• Age limit at entry level : 50 years</li> <li>• Work Location: New Delhi</li> <li>• Remuneration: 60,000/-</li> </ul>

Executive Asst (4)	Providing secretarial assistance to the level of officers of Dy Director and above	<ul style="list-style-type: none"> <li>• Graduation Degree in any field</li> <li>• 03 years' experience in administration/ accounts/stenography</li> <li>• Age limit at entry level : 40 years</li> <li>• Work Location: New Delhi</li> <li>• Remuneration: 40,000/-</li> </ul>
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### Assessment

5. In cases of professionals, assessment will be mostly on the basis of essential qualifications and experiences.

6. In cases of professionals, upon compliance with the age criteria, the candidates shall be shortlisted based on the criteria as stipulated above. The shortlisted candidates shall be called for the evaluation by the Evaluation Committee, which will take a decision on merits.

7. The application for professionals shall be screened and shortlisted by a Screening Committee consisting of the following:

- i. Director/Joint Director(Admn), CARA, MWCD-Chairperson
- ii. Dy. Director(Admn), CARA,MWCD -Member
- iii. Asst Director(Admn/Prog)- Member -Member

8. A list of shortlisted candidates shall thereafter be placed before an Evaluation Committee consisting of the following:

- i. Member Secretary & CEO, CARA - Chairperson
- ii. Director/Deputy Secretary, MWCD - Member
- iii. Subject Matter Specialists(2) – Member

9. In cases of Executive Assts, the Evaluation Commisstee consists of the following:

- i. Director(Child Welfare II) - Chairperson
- ii. Director (Programme)/Joint Director (Admn)- Member
- iii. Dy Director CARA- Member

### Remuneration

10. A fixed monthly amount shall be admissible to the selected candidates as mentioned above with performance based annual increment of 5-10%. The outsourced staff engaged through GEM in the category of DEO/MTS shall be paid remuneration as per minimum wages prescribed by the Govt. of NCT Delhi.

11. The candidates shall not be entitled to any allowance such as HRA, Residential Accommodation, DGHS and Medical Reimbursement.

12. The monthly remuneration and entitlement for reimbursement of expenditure to the professionals when deputed outstation may be regulated at par with the government officials in the Level of 7th CPC Pay Matrix as under: -

Sl No	Name of the post	Monthly Remuneration (Rs.)	Level equaling to the Government Employees only for the purpose of travel, lodging & boarding allowances.
1	Senior Professional	90,000/-	Level-8
2	Junior Professional	60,000/-	Level-6
3	Executive Assistant	40,000/-	Level- 5

### **Conditions and Terms of Engagement**

13. The following conditions would apply:

a. The term of engagement shall be initially for a period of three year and can be renewed based on performance.

b. The Authority may fill up some of the vacancies through outsourcing in cases of support services if required

c. The engagement of Professionals and Support Staff will be purely on contract basis and will not confer any right for regular appointment in the Organisation.

d. The professionals and support staff would be engaged after following due procedure, including calling the applicants through an advertisement followed by interview.

e. All the applications received in response to the vacancies advertised will be scrutinized and shortlisted in accordance with the eligibility and other conditions prescribed and in the light of these Guidelines and wherever required, walk-in interview would be conducted.

f. Final appointments will be made with approval of the Member Secretary and CEO, CARA as per delegated power at Serial No. 61 of Schedule in the Rules & Regulations of CARA, 2018.

g. The Organisation has the right to cancel advertisements issued for engagement of Professionals and Support Staff and not to proceed in the matter for engagement of Professionals and Support Staff, at any stage to accept or reject any or all applications without giving any explanation whatsoever.

h. Paid leave of absence may be allowed at the rate of 1 day for each completed month of service. Accumulation of leave beyond a calendar year will not be allowed.

i. The Professional/Support staff shall be required to observe the normal office timing and may also be called upon to attend the office on Saturday, Sunday or any holiday in case of urgency. However, the staff recruited against Help Desk shall be required to work on shifts as per requirement of the office.

j. The Professionals and Support Staff appointed by the Organisation, shall in no case represent or give an opinion or advice to others in any matter which is adverse to the interest of the organisation nor will they indulge in any activity outside the terms of employment/ contractual assignment.

k. The Professionals and Support Staff engaged from open market shall give a Bond at the time of initial engagement/renewal to the effect that their engagement shall not confer any right/claim for regularization of their service in CARA, Ministry of Women and Child and Development.

l. The Professionals and Support Staff will maintain absolute confidentiality and secrecy of the information handled by them. The secrecy and confidentiality are to be maintained even after the termination of the engagement.

m. The Intellectual Property Rights (IPR) of the data collected as well as deliverables by the Professionals and Support Staff produced for the Departments/organisations shall remain with the Organisation.

n. No Professionals and Support Staff shall utilize or publish or disclose or part with, to a third party, any part of the data or statistics or proceedings or information collected for the purpose of this assignment or during the course of assignment for the Organisation, without the express written consent of the Department/organisation.

### **Termination of Agreement**

14. CARA retains the right to terminate the contract at any time without giving any notice and also without assigning any reason. Some of the situations under which CARA may terminate the contract are:

- a. The Professional/Support Staff is unable to address the assigned work.
- b. Quality of the assigned work is not to the satisfaction of the officer Department.
- c. The Professional/Support Staff is found lacking in honesty and integrity.

### **Interpretation of Clause**

15. The power to interpret any of the guidelines or power to settle any dispute arising out of these guidelines shall lie with CEO, CARA whose decision shall be final and binding on the Professionals and Support Staff. Further, any condition not explicitly covered under these guidelines shall be brought before the CEO, CARA for a decision which shall be final and binding on the Professionals and Support Staff

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## PROPOSAL 2

### CARA HELPDESK

**CENTRAL ADOPTION RESOURCE AUTHORITY  
MINISTRY OF WOMEN AND CHILD DEVELOPMENT**

# Proposal for setting up of Adoption Help Desk of CARA in the campus of CSWB

## Executive Summary:

**Staff proposed: 12**

**Annual estimated budget: Rs. 48,60,000/-(Rupees Forty eight lacs and sixty thousand only)**

## Background

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1. Central Adoption Resource Authority (CARA) is a statutory body of Ministry of Women & Child Development, Government of India. It functions as the nodal body for adoption of Indian children and is mandated to monitor and regulate in-country and inter-country adoptions. CARA is designated as the Central Authority to deal with inter-country adoptions in accordance with the provisions of the Hague Convention on Inter-country Adoption, 1993, ratified by Government of India in 2003. CARA primarily deals with adoption of orphan, abandoned and surrendered children through its associated/recognised adoption agencies.

## Brief Role of CARA

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2. CARA is required to carry out a host of functions as mentioned below:

- a) Monitor and regulate the procedure for in-country adoption;
- b) Issue No Objection Certificate in all cases of inter-country adoptions;
- c) Provide support and guidance to State Adoption Resource Agencies, District Child Protection Units, Specialised Adoption Agencies and other stakeholders of adoption in related matters;
- d) Maintain a comprehensive centralised database relating to children and prospective adoptive parents for the purpose of adoption in Child Adoption Resource Information and Guidance System;
- e) As per Regulation 37 (16) of Adoption Regulations, 2017 CARA shall set up of counselling Centre/CARA Helpdesk in its Head Quarters and support State Adoption Resource Agencies for setting-up of counselling centre at State and District level for:-
  - i. Counselling of the prospective adoptive parents;
  - ii. Counselling of older children, wherever required;
  - iii. Preparing post-adoption follow-up report, wherever required;
  - iv. Post adoption counselling of adopted children and adoptive parents; and
  - v. Assisting and counselling of older adoptees in root search.

## Direction of the Hon'ble Delhi High Court

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3. This is in accordance with the Hon'ble Delhi High Court's directive to strengthen CARA's Help Desk with a 24-hour online help desk. In the case of Jaswinder Kaur vs CARA, W.P (C) No. 279 OF 2019, the Hon'ble Court directed CARA to set up a 24-hour help centre to assist parents with questions about the adoption process. CARA, on the other hand, has submitted an Affidavit stating that it will start with the 12 Hours Helpline. The proposal was forwarded to all members of the Steering Committee on April 20, 2022 for input and suggestions, as decided at the Steering Committee's 31st meeting on April 18, 2022.

## Scope of Work

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4. The team recruited for the process shall be attending the telephone calls, answer queries, counsel and help the aggrieved with their issues and look for expeditious resolution. The steps required in the process would be as follows :

- Providing support, guide and advice PAPs on adoption procedure and forwarding the unresolved grievance to concerned official for an early resolution.
- Registering of the grievance (indicative of the nature of the grievance through a unique number so generated for future reference and record keeping).
- The tele-executives may also raise grievances on behalf of the aggrieved and mark it to the concerned official/counselor.
- The entire system to be supported by IT based digital platform which will be autonomous and will be capable of transmitting the grievances to our stakeholders at grass root level for early resolution.
- The IT platform should be able to generate all reports for monitoring of the grievance/query handling system.

## Deliverable

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5. With the above backdrop, the Adoption Support Desk of CARA shall provide technical guidance and hand holding support to all parties involved and the said initiative will be beneficial in building the protective environment for children and improve the functioning of various authorities/agencies working for the rehabilitation of children in adoption. Beneficiaries can make requests for speedy, remote technical assistance and receive a response within a set timeframe. Individualized assistance will be offered based on the needs of the requester. The Help Desk will have following deliverables:

- f) CARAHELPDESK will provide hassle free one stop shop for all queries, grievances and counseling services to the stakeholders.
- g) CARAHELPDESK will help in expeditious placement of children in adoption as soon as they are declared legally free and will mitigate issues faced by the PAPs during the entire lifecycle of the adoption process.
- h) CARAHELPDESK shall address all delays in the adoption ecosystem to provide seamless transition of child into familial care.
- i) CARAHELPDESK shall address all myths and misconceptions around adoption and disseminate useful and relevant information to stakeholders.
- j) CARAHELPDESK shall facilitate pre-adoption & post-adoption counselling needs of Older Children/PAPs/Adoptive Parents and root search requests.

## Human Resource requirement

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6. The human resource to be recruited has to be outsourced through the GeM. However, CARA should ensure that the quality of manpower recruited for the process is suitable for handling the sensitive subject of adoption and related issues.

SI No.	Name & No. of the post	Qualification and Experience	Remuneration (per month)	Engagement
1	Counsellor - 02	Post graduate degree in Social Science with two years' experience in	50,000/-	GEM



		relevant field.		
2	Operational Manager (Technical) - 01	B.Tech/B.E (Electronics/IT/Computer Science)/M.Sc (Com. Sc.)/MCA with two years experience in relevant field.	45000/-	GEM
3	Tele Executive-08 (2 shifts)	Fresh Graduates	30,000/-	GEM
4	MTS - 01	10 <sup>th</sup> Class	As per minimum wages prescribed by GNCT of Delhi	GEM


7. In view of the above, agency to be hired to provide the above staff (12 nos.) through GEM need to have the following :-
- The agency having minimum five years' experience to provide multiple official manpower in the Govt. Sector/PSU etc.
  - The agency during the last 5 years has not been blacklisted by any organisation.

#### Homework done

8. A visit was made on 20.12.2021 by the Director (P), Joint Director and Dy Director of CARA to the campus of CSWB, Qutab Institutional Area, Mehrauli Road, New Delhi to have a look initially to set up a Call Centre/Help Desk. This was followed by visit of CEO CARA who met the officials of CSWB and the CPWD. During the visit, the officers of CSWB and CARA had a visit all around the building to explore the possibility to set up the CARA Help Desk/Call Centre on urgent basis. The entire building needs major repair and maintenance work pertaining to roof/floor tiles/electric lights/water leakages/cabins/work stations/ and many more for which CPWD has been contacted and it is likely to submit its proposal soon.
9. To setup CARA Help Desk, a room/hall of 20x20 attached with washroom is available at Ground Floor of the building, for which a separate entry is also available to make it easy to reach with the parents/visitors etc. This space is sufficient to make a call centre and there is need to construct cabins/partitions/work stations of 8 nos. for sitting up of the tele-executives with space to sit a MTS and also construct one or two small room/cabin for the counsellors. **Till the CARA Helpdesk is set up in the campus of CSWB , the Helpdesk shall be made operational from its current location.**
10. Now the proposal in question is to set up a dedicated 24 hours (initially 12 hours as prayer has been made to the Court) CARA Help Desk as per the direction of Hon'ble High Court. The present conditions of the building are not suitable for ready use and require construction/repair and maintenance work to make it operational. It also requires infrastructures like furniture & fixtures and computer systems etc. apart from Man power charges. The budget proposed and availability/requirements of funds are as under:-

<b>S. No</b>	<b>Head</b>	<b>Annual Budget</b>	<b>Funds availability/ Requirements</b>
1	Man power Charges Rs. 4,05,000/- per month as detailed above	48,60,000/-	This will be met from the budget allocated for Programme Support staff (Consultant & other Contractual staff) and no additional funds required by CARA.
2	Furniture, fixtures, Computers, printers and other items as proposed above (Nonrecurring)	-	The proposal is for running the help desk from CSWB building. However, the building renovation is a time consuming process and in this regard, a separate proposal is being moved. Till renovation is completed, CARA shall run the Help Desk from the existing campus.
3	Construction/Repair and maintenance work at CSW Office (Nonrecurring) as proposed above	-	No additional budget is required.
4	Misc. (IT Applications, contingency etc.)	-	No additional sanction is required.
	<b>Total</b>	48,60,000/-	

☰ **Regarding proposal on strengthening of CARA and Help Desk**

●  From: [swbharti@yahoo.co.in](mailto:swbharti@yahoo.co.in)  
To: [Jagannath Pati](#)

Thanks for email..


The proposed budget proposal is ok..

Thanks & Regards,

Vimal Kumar tyagi

-----  
**Sewa Bharti (Madhya Bharat)**  
Swami Ramtirth Nagar, Opp. Maida Mill, Hoshangabad Road, Bhopal- 462 011  
Tel- 0755, 2559597, Mob- 09685820286, 9425649346  
[www.sewabhartimadhyabharat.org](http://www.sewabhartimadhyabharat.org)

Mr. Bimal Kumar Tyagi, Sewa  
Bharti Madhya Bharat,  
Matruchhaya (Shishu Kalyan  
Kendra)

●  From: [sangeeta@sroat.org](mailto:sangeeta@sroat.org)  
To: [Jagannath Pati](#)

Dear Mr. Pati

I have gone through the proposal...

I understand the need of more employees at CARA to function it smoothly.


I still wonder how steering committee's decision would be considered as final decision when steering committee has minimal operational knowledge as well as insight on financials...

Warm Regards

Sangeeta Banginwar

Ms. Sangeeta Bangiwar

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 From: shirali tyabji  
To: Jagannath Pati Mr Indevar Pandey ASFA Steel Ms Tripti Gurha Ms Indra Mallo Shri Bhaskar Jyoti Sarma, IAS thingnamroshan2014@gmail.com


Dear Sir ,

Have gone through both of the proposals as well as budgeting for the same. Both look fine. Please go ahead with this.

Warm regards  
Shirali RK Tyabji

Ms. Shirali Radhakrishan Tyabji

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 From: thingnamroshan2014@gmail.com  
To: Jagannath Pati

Sir,

I have gone through both the proposal and the budget and everything looks good. So, please go ahead with the proposal i.e appointment of the staff, etc. for the smooth functioning of CARA .

With regards

Th. Roshan Singh

Manager/Coordinator

SAA Imphal East

Department of Social Welfare

Government of Manipur.

Mr. Thingnam Roshan Singh

SAA Imphal East

Wangkhei Ningthemprukhri Makha  
Leikai

**Government of Odisha**  
**Department of Women & Child Development**  
**Lokseva Bhawan, Sachivalaya Marg, Bhubaneswar, PIN-751001**

\*\*\*\*

No. WCD-CW-MISC-0028-2022 - 7814 / WCD, Dt. 07/05/22

From

Aravind Agrawal, IAS  
Director, ICDS and SW

To

Director (IC)  
Central Adoption Resource Authority  
Ministry of Women & Child Development

Sub: Regarding proposal on strengthening of CARA and Help Desk

Sir,

In inviting a reference to your e-mail dated 02.05.2022 on the subject cited above, I am to intimate you that the two proposals i.e. 1. Recruitment of professionals and contractual staff for efficient functioning of CARA and 2. CARA Helpdesk as submitted therein has been consented by the Deptt.

Yours faithfully,

  
Director, ICDS and SW