



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



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between 8:00 AM to 8:00 PM (Monday-Friday) | Website: 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 our endeavor towards fulfilling the 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 (as 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 to 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

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 orphan, 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 Juvenile Justice Act 2000 enabled placement of children in adoption with the involvement of recognised agencies and authorities for ensuring safeguards in adoption placement of institutionalised children. As per the Section 68 of the Juvenile Justice (Care and Protection of Children) Act, 2015 notified by the Government of India on 15th January, 2016 (as amended in 2021), the Central Adoption Resource Agency (CARA) shall be deemed to have been constituted as the Central Adoption Resource Authority (CARA). Now, 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 Inter-country 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 Juvenile Justice (Care and Protection of Children) Act, 2015 (as amended in 2021)] :

CARA is mandated under **Section 68** of the Act (as amended in 2021) to perform the following functions :-

- (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 Inter-country 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. Divisions, Departments and Sections in CARA

S No	Department	Task assigned	Officers
1	In-country	<ul style="list-style-type: none"> In-country OAS Adoption In-country relative/step adoption Foster Care leading to Foster Adoption Post adoption follow-up Disruption & Dissolution 	<p>Smt. Poonam Sharma, Deputy Director</p> <p>Sh. Abhishek Rajput, Assistant Director</p> <p>Sh. M. Sam Paul, Assistant Director</p>
2	Identification Cell	<ul style="list-style-type: none"> Identification of children in 5 categories for adoption Data cleansing/Data updation on CARINGS portal 	<p>Sh. Nandresh Nigam, Advisor</p> <p>Ms. Himani Nautiyal, Advisor</p>
3.	Inter-country	<ul style="list-style-type: none"> Inter-country Scrutiny and Post Adoption Follow-up Inter-country NOC Inter-Country Relative 	<p>Ms. Vinita Jha, Deputy Director</p> <p>Ms. Vandana, Assistant Director</p> <p>Ms. Rupanshi Pandey, Assistant Director</p>
4.	Hindu Adoption & Maintenance Act (HAMA) Adoptions	All adoption cases under the HAMA by NRI or OCI card holder Prospective Adoptive Parents residing outside the country.	<p>Ms. Vinita Jha, Deputy Director</p> <p>Mr. G. Ravi, Assistant Director</p>
5.	Grievance & Helpdesk	<ul style="list-style-type: none"> Adoption of Special Needs children. Redressal of all types of grievances. Queries/ grievances/ Direct Receipts from Secretariat/ PMOPGS President's received on CPGRAMS portal. VIP references related to adoption process. Face-to-face counselling with PAPs Queries of stakeholders related to adoption process. 	<p>Ms. Vinita Jha, Deputy Director</p>
6.	RTI Cell	All matters come through RTI.	<p>Ms. Richa Ojha, Deputy Director</p> <p>Ms. Rupanshi Pandey, Assistant Director</p>
7.	Coordination Section	<ul style="list-style-type: none"> Policy and Coordination with Ministry Training & Media Legal matters 	<p>Mr. Richa Ojha, Deputy Director</p> <p>Mr. OP Yadav, Assistant Director</p>

8.	Administration	<ul style="list-style-type: none"> Personnel Management/ Establishment Matters General Administration Rajbhasha (Official Language) 	<p>Mr. Pramod Pushkar, Deputy Director</p> <p>Mr. Vinit Kumar Upadhaya, Assistant Director</p> <p>Mr. Ravinder Singh Rawat, Assistant Director</p>
9.	Finance and Accounts	Finance and Accounts	Mr. Ram Saran, Integrated Finance Officer
10.	IT Cell	<ul style="list-style-type: none"> Management of CARINGS portal Queries related to technical issue 	Ms. Ritu Chawla, Data Analyst

5. Stakeholder and its functions :

S. No.	Stakeholder	Established	Functions
1.	Specialised Adoption Agency (SAA) and Child Care Institution (CCI)	Specialised Adoption Agencies (SAAs) and Child Care Institutions (CCIs) set up under the Section 65 and Section 41 of the JJ Act, 2015 (as amended in 2021) respectively	The Specialised Adoption Agencies (SAAs) shall perform their functions as defined under the Regulation 30 of Adoption Regulations, 2022.
2.	Child Welfare Committee (CWC)	Child Welfare Committees (CWCs) set up under the Section 27 of the JJ Act, 2015 (as amended in 2021)	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 Model Rules 2016 amended in 2022.
3.	District Child Protection Unit (DCPU) List of DCPUs	District Child Protection Units (DCPUs) set up under the Section 106 of the JJ Act, 2015 (as amended in 2021) and Integrated Child Protection Scheme (ICPS)	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 (as amended in 2021) and the Juvenile Justice Model Rules 2016 amended in 2022.
4.	State Adoption Resource Agency (SARA)	State Governments/ UTs shall set up State Adoption Resource Agencies (SARAs) under Section	State Adoption Resource Agencies (SARAs) undertake their functions as defined under the

	List of SARAs	67 of the JJ Act, 2015 (as amended in 2021) and Regulation 35 of Adoption Regulations 2022	Regulation 35 of Adoption Regulations 2022.
5.	Authorized Foreign Adoption Agency (AFAA) and Central Authority (CA) List of AFAAs and CAs	Authorized Foreign Adoption Agencies (AFAAs) and Central Authorities (CAs) in the receiving country (Regulation 31 of Adoption Regulations 2022)	Authorized Foreign Adoption Agencies (AFAAs) and Central Authorities (CAs) perform their functions as per the Regulation 31 of Adoption Regulations 2022.
6.	District Magistrates		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 (as amended in 2021) and the Juvenile Justice Rules 2016 amended in 2022.
7.	Chief Medical Officers		Chief Medical Officers (CMOs) perform their functions as per the Regulation 37 of Adoption Regulations 2022.
8.	Indian Diplomatic Missions abroad		Indian Diplomatic Missions abroad perform their functions as per the Regulation 43 of Adoption Regulations 2022.
9.	Central Government Ministries/ Departments Attached		Birth Certificate Issuing Authority undertakes its functions as defined under the Regulation 40 of Adoption Regulations 2022. Regional Passport officer performs its functions as defined under the Regulation 42 of Adoption Regulations 2022.

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

6. Contact Details of Officers of CARA :

S.No.	Name of the Officer	Designation	Phone & Email
1.	Ms. Bhavna Saxena (IPS)	Member Secretary & CEO	ceo-cara@gov.in 011-26760301 011-26760509 (PPS) 011-26760350 (PS)
2.	Dr. Jagannath Pati	Director (Programme)	dir-cara@gov.in 011-26760402
3.	Dr. Shashi Bala	Joint Director (Administration)	jd-cara@gov.in 011-26760515
4.	Sh. Ram Saran	Integrated Finance Officer (Accounts)	ifo-cara@gov.in 011-26760527
5.	Ms. Vinita Jha	Deputy Director (Inter-country, Grievance and Helpdesk, HAMA)	dd.intc-cara@gov.in 011-26760302
6.	Ms. Richa Ojha	Deputy Director (Coordination)	dd.policy-cara@gov.in 011-26760401
7.	Ms. Poonam Sharma	Deputy Director (In-country)	dd.inc-cara@gov.in 011-26760475
8.	Sh. Pramod Pushkar	Deputy Director (Administration)	dd.admin-cara@gov.in 011-26760540
9.	Sh. G. Ravi Kumar	Assistant Director (HAMA)	ad.hama-cara@gov.in 011-26760442
10.	Sh. Vinit Kumar Upadhyay	Assistant Director (Administration)	ad.admin-cara@gov.in 011-26760513
11.	Sh. Ravinder Singh Rawat	Assistant Director (Administration)	ravinder.rawat@gov.in 011-26760523
12.	Sh. M. Sam Paul	Assistant Director (In-country)	ad2.inc-cara@gov.in 011-26760508
13.	Sh. O.P. Yadav	Assistant Director (Coordination)	ad.policy-cara@gov.in 011-26760330
14.	Smt. Vandana	Assistant Director (Inter-country)	ad1.intc-cara@gov.in 011-26760360
15.	Sh. Abhishek Rajput	Assistant Director (In-country)	ad1.inc-cara@gov.in 011-26760321
16.	Ms. Rupanshi Pandey	Assistant Director (Inter-country)	rupanshi.pandey@nic.in 011-26760485
17.	Smt. Ritu Chawla	Data Analyst (IT)	da-cara@gov.in 011-26760352
18.	Sh. Nandresh Nigam	Advisor (Identification Cell)	nandreshnigam.cara@govcontractor.in 011-26760535
19.	Ms. Himani Nautiyal	Advisor (Identification Cell)	advisor2-cara@govcontractor.in 011-26760512

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 (CCI) or Specialised Adoption Agency (SAA) to produce an abandoned child before the Child Welfare Committee (CWC) 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 (SAA) 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 (DCPU) 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>Khoya-Paya</i> portal.	Within three days from the time of receiving the child.
4.	6(9)	District Child Protection Unit (DCPU) to submit a report to the Child Welfare Committee (CWC) on the efforts made by it for tracing out the biological parents or legal guardian of an abandoned child, including the outcome of the advertisement.	Within thirty days from the date of production of the child before the Child Welfare Committee for the same.

5.	6(10)	Specialised Adoption Agency (SAA) or Child Care Institution (CCI) to submit a report to the Child Welfare Committee (CWC) 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 (CWC).	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 (SAA) 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 (SAA).	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 biological parent or legal guardian.	Sixty days of the date of surrender.

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 (SAA) or Child Care Institution (CCI) with the help of the District Child Protection Unit (DCPU) 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 (HSR) 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 (HSR) on the Designated Portal by the Specialised Adoption Agency (SAA).	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 pre-adoption foster care 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 (DCPU) 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 (SAA).	Within ten days from the issuance of the adoption order.
11.	13(9)	Specialised Adoption Agency (SAA) 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 (SAA) or District Child Protection Unit (DCPU) shall prepare post-adoption follow-up report.	Within ten days from the conduction of post-adoption 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	Within 30 days

		parents.	
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 (SAA) 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.

For more information, you may contact on CARA Helpdesk.

