

# Citizen's Charter



**Central Adoption Resource Authority**  
Ministry of Women and Child Development  
(Government of India)

**Address:** West Block -VIII, Wing -II, 1<sup>st</sup> & 2<sup>nd</sup> Floor,  
R.K.Puram, New Delhi - 110066  
**Tel No:** 011-26760300 / 26760200 / Toll free- 1800111311  
**Fax No:** 011-26180198  
**Email Id:** carahdesk.wcd@nic.in  
**Website:** www.cara.nic.in

**Date of Issue:** 24<sup>th</sup> February, 2021  
**Date of next review:** 23<sup>rd</sup> February, 2022

## 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 and the Adoption Regulations, 2017. 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.

Manoj Kumar Singh  
Member Secretary & CEO (CARA)

मनोज कुमार सिंह / Manoj Kumar Singh  
सी.ई.ओ., कारा / CEO, CARA  
महिला एवं बाल विकास मंत्रालय  
Ministry of Women & Child Development  
भारत सरकार / Government of India  
पश्चिमी खण्ड-8, विंग-4, प्रथम तल, आर. के. पुराना  
West Block-8, Wing-4, 1st Floor, R. K. Purana  
नई दिल्ली / New Delhi-110066

## **1. Introduction**

The Citizen's Charter is declaration of CARA's vision, mission and service standards to achieve excellence in regulating and monitoring the adoption process. The Charter doesn't by itself create legal rights but surely facilitates in improving the existing services. We invite citizen/stakeholders to use this charter to ensure better standards of service.

## **2. Vision and Mission**

The vision of CARA to find a loving and caring family for children without parental care, including those who are orphaned, abandoned and surrendered. Its mission is to expand adoption services to every corner of the country and make efforts for expeditious rehabilitation of the children through adoption.

## **3. Fundamental Principles Governing Adoption**

3.1 The child's best interests shall be of paramount consideration, while processing any adoption placement.

3.2 Preference shall be given to place the child in adoption with Indian citizens and with due regard to the principle of placement of the child in his own socio-cultural environment, as far as possible.

3.3 All adoptions shall be registered on Child Adoption Resource Information and Guidance System (CARINGS) and governed by Adoption Regulations, 2017.

3.4 Due confidentiality shall be maintained by the Authority and its associated Agencies.

## **4. Objectives**

4.1 Facilitate and promote adoption of orphan, abandoned and surrendered Children.

4.2 Regulate Inter-Country Adoptions, Relative Adoptions and adoptions of step children.

4.3 Streamline adoption procedure and delivery system.

## **5. Functions**

### **5.1 As specified under Section 68 of the JJ Act, 2015:-**

5.1.1 Promote In-Country Adoptions and to facilitate Inter-State Adoptions in co-ordination with State Agency.

5.1.2 Regulate Inter-Country Adoptions.

5.1.3 Frame regulations on adoption and related matters from time to time as may be necessary.

5.1.4 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, 1993.

5.1.5 Any other function as may be prescribed.

## **5.2 As specified under Regulation 37 of the Adoption Regulations, 2017:-**

5.2.1 Monitor and regulate the procedure for In-Country Adoption.

5.2.2 To receive applications of Non-Resident Indian or Overseas Citizens of India or a foreigner living abroad through authorised Adoption Agency or Central Authority or the Government department or the Indian Diplomatic Mission concerned and process the same in terms of Sec 59 (5) of the JJ Act, 2015.

5.2.3 To receive and process applications received from a foreigner or an Overseas Citizen of India residing in India for one year or more, and who is interested in adopting a child from India in terms of Sec 59 (12) of the JJ Act, 2015.

5.2.4 Issue No Objection Certificate in all cases of Inter-Country Adoptions.

5.2.5 Issue Conformity Certificate in the Inter-Country Adoption cases under Article 23 of Hague Adoption Convention in respect of Inter-Country Adoption.

5.2.6 Intimate the immigration authorities of India and the receiving country of the child about the Inter-Country Adoption cases.

5.2.7 Provide support and guidance to State Adoption Resource Agencies, District Child Protection Units, Specialised Adoption Agencies and other stakeholders of adoption in related matters, through trainings, workshops, exposure visits, consultations, conferences, seminars and other capacity building programmes.

5.2.8 Coordinate with State Governments or the State Adoption Resource Agencies and advise them in adoption related matters.

5.2.9 Establish uniform standards and indicators, relating to:-

A) Adoption procedure related to orphan, abandoned and surrendered children and also related to relative adoptions.

B) Quality of child care standards in Specialised Adoption Agency and Child Care Institution.

C) Monitoring and supervision of service providers.

D) Standardization of documents in cases of adoptions.

E) Safeguards and ethical practices including online applications for facilitating hassle-free adoptions.

5.3 Conduct research, documentation and publication on adoption and related matters.

5.3.1 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 (CARINGS).

5.3.2 Maintain a confidential centralised database relating to children placed in adoption and adoptive parents in the Child Adoption Resource Information and Guidance System (CARINGS).

5.3.3 To carry out advocacy, awareness and information, education and communication activities for promoting adoption and other non-institutional child care services either by itself or through its associated bodies.

5.3.4 Enter into bilateral agreements with foreign Central Authorities as prescribed under Hague Adoption Convention, wherever necessary.

5.3.5 Authorize Foreign Adoption Agencies to sponsor applications of Non-Resident Indian (NRI) or Overseas Citizen of India or foreign prospective adoptive parents for inter-country adoption of Indian children.

5.3.6 Set-up counselling Centre in its Headquarters and support State Adoption Resource Agencies for setting-up of Counselling Centre at State and District level for:-

- a. Counselling of the prospective adoptive parents.
- b. Counselling of older children, wherever required.
- c. Preparing post-adoption follow-up report, wherever required.
- d. Post adoption counselling of adopted children and adoptive parents
- e. Assisting and counselling of older adoptees in root search.

## **6. Our Strategy:-**

For achieving our Mission our strategy shall comprise the following:

- a. Enhancing the use of Information technology for making the adoption process transparent and hassle-free.
- b. Developing Professionalism through capacity building.
- c. Improving the service delivery standards
- d. Developing common standards for service providers and other stakeholders.

## **7. Recipient of Our Services**

7.1 Orphan, Abandoned & Surrendered children.

7.2 All Prospective Adoptive Parents (PAPs).

## **8. Other Stakeholders in Service Delivery**

8.1 Specialised Adoption agencies (SAAs) and Child Care Institutions (CCIs) set up under Sec 65 of the JJ Act 2015, respectively.

8.2 Child Welfare Committees (CWCs) set up under Sec 27 of the JJ Act, 2015.

8.3 District Child Protection Units (DCPUs) set up under Sec 106 of the JJ Act, 2015 and Integrated Child Protection Scheme (ICPS).

8.4 Departments concerned of State Governments/ UTs and SARA set up under Sec 67 of the JJ Act, 2015 & Reg. 33(2) of Adoption Regulations 2017.

8.5 Authorized Foreign Adoption Agencies (AFAA) and Central Authorities (CAs) in the receiving country (Reg. 31 of Adoption Regulations 2017).

8.6 Central Government Ministries/Departments/Attached and Subordinate offices Concerned as well as Concerned Autonomous bodies.

8.7 Foreign Diplomatic Missions in India.

8.8 Indian Diplomatic Missions abroad. (Regulation 40 of Adoption Regulations, 2017).

## **9. Role of Stakeholders**

9.1 Specialized **Adoption Agencies** shall perform the functions towards children, biological parents, prospective adoptive parents etc., as specified in para 30 (1), (2), (3) of Adoption Guidelines, 2015.

### **9.2 Prospective Adoptive Parents (PAPs)**

9.2.1 PAPs are expected to register themselves only through the Child Adoption Resource Information and Guidance System (CARINGS) and follow the procedure provided in the Adoption Regulations, 2017 (Chapter III of Adoption Regulations 2017).

9.2.2 The PAPs residing abroad should register with Authorized Foreign Adoption Agency (AFAA) or with CA or IDM (Central Authority or Indian Diplomatic Mission) as the case may be. (Chapter IV of Adoption Regulations 2017).

9.3 **The State Government and State Adoption Resource Agency** have the following role (Regulation 33(2) of Adoption Regulation 2017):-

9.3.1 Promote, monitor and regulate adoption program in the State.

9.3.2 Register all children's homes as Child Care Institutions under the Act.

9.3.3 Recognize one or more of these Child Care Institutions as Specialized Adoption Agencies in each district.

9.3.4 Publish the contact details of adoption agencies in the State at least once in a year.

9.3.5 Renew the registration of such Specialized Adoption Agency every five years subject to satisfactory performance.

9.3.6 Identify child care institutions which are not recognized as Specialized Adoption Agencies, and link them to Specialized Adoption Agencies, to facilitate adoption of eligible children in such institutions.

9.3.7 Monitor adoption programme and activities of all Specialized Adoption Agencies within its jurisdiction.

9.3.8 Enforce standards and measures for orphan, abandoned and surrendered children as envisaged under the Act and the rules made thereunder.

9.3.9 Identify Specialized Adoption Agencies or Child Care Institutions which have the capacity to provide quality care and treatment on a long term basis to special need children including children affected or infected by HIV/AIDS and mentally or physically challenged children, and facilitate transfer of such children to these agencies.

9.3.10 Expedite de-institutionalisation of children through adoption and other non- institutional alternatives.

9.3.11 Take measures that are required for expansion of the adoption programme in the State, such as strengthening the knowledge base, research and documentation, strengthening child tracking system, training

and development activities, advocacy and communication, monitoring and evaluation.

9.3.12 Instruct all Child Welfare Committees in the State to furnish data relating to the orphan, abandoned and surrendered children declared legally free for adoption and children awaiting such declaration on monthly basis in prescribed formats to District Child Protection Unit or State Adoption Resource Agency.

9.3.13 Adoption data shall be furnished or validated online in the Child Adoption Resource Information and Guidance System (CARINGS) in the format and the periodicity as prescribed therein.

9.3.14 Maintain a state-specific database of adoptable children, Prospective Adoptive Parents, Specialized Adoption Agencies, Child Welfare Committees and District Child Protection Units in Child Adoption Resource Information and Guidance System.

9.3.15 Take appropriate legal action against persons and institutions, including nursing homes and hospitals, involved in illegal adoption.

(a) Ensure that all adoptions and placements of children are done in accordance with the provisions of these guidelines.

(b) Maintain a panel of professionally qualified or trained social workers for the counselling and preparation of the home study report of the prospective adoptive parents, as well as for conducting post placement follow-up reports. (To be considered for empanelment of social workers, a person must have a post graduate degree from a recognized university in social work or psychology or sociology or child development or home science).

(c) Conduct meetings of Specialized Adoption Agencies on quarterly basis for addressing issues related to adoption.

#### **9.4 Central Authority (CA) of Receiving Countries**

9.4.1 Central Authority of the countries that have ratified the Hague Convention on Inter-country Adoption, 1993 discharges all obligations as per the provisions of the Convention.

9.4.2 The address/contact details of the CA of Receiving Countries may be accessed from:

<https://www.hcch.net/en/instruments/conventions/authorities1/?cid=69>

#### **9.5 Authorized Foreign Adoption Agencies (AFAA)**

9.5.1 Register the Prospective Adoptive Parents interested to adopt children from India and to complete their home study report expeditiously.

9.5.2 Post attested copies of the adoption application of the prospective adoptive parents in the Child Adoption Resource Information and Guidance System (**CARINGS**) and forward the original of the same to the allotted Specialized Adoption Agencies.

9.5.3 Follow up with Specialized Adoption Agency for ensuring early adoption after receipt of no objection certificate for the adoption from Central Adoption Resource Authority.

9.5.4 To give orientation to the prospective adoptive parents on culture or language or food of the place to which the adopted child belongs.

9.5.5 Ensure the submission of post-adoption follow up of the progress of adopted children and to address the cases of disruption, as mentioned in paragraph 20.

9.5.6 To arrange get-togethers of children of Indian origin and their adoptive families from time to time with the involvement of the concerned Indian diplomatic Mission.

9.5.7 Facilitate root search by older adoptees.

9.5.8 Fulfill the legal requirements of the host country as well as the terms and condition of the authorization given by Central Adoption Resource Authority.

## 10. Key Services –

CARA imposes standards as stipulated in the Adoption Regulations, 2017, through online system, Child Adoption Resource Information & Guidance System (CARINGS).

### 10.1 AFAA Registration:-

Any foreign adoption agency may be given authorization for a maximum period of 5 years on the basis of mandatory documents mentioned in Regulation 31 of Adoption Regulations, 2017.

### 10.2 Registration for the following types of adoption:-

10.2.1 In-country Adoption of OAS Children

10.2.2 In-country Relative Adoption

10.2.3 Adoption by Step Parents'

10.2.4 Inter-country Adoptions of OAS Children

10.2.5 Inter-country Relative Adoption

## 11. Duties and Responsibilities of Officers and Availability of Information from Officers

S No.	Organisation	Main Responsibility	Responsible Officer and Designation	Contact Details
11.1	Steering Committee	Chairperson of the Steering Committee of CARA	Shri Ram Mohan Mishra Secretary, MWCD	Tele No : 011-23383586, 011-23386731 Email :secy.wcd@nic.in

11.2	Head of the Statutory Body	Member Secretary of the Steering Committee & Chief Executive Officer.	Shri Manoj Kumar Singh, Member Secretary & CEO	Tel. No.: 011-26106725, 26760302.  Email:mksingh.ofb@nic.in Address: West Block – VIII, Wing-II, 1st Floor, R.K Puram, New Delhi
11.3	Programme Division	In Country Department		
	Headed by :-  Shri Sanjay Barshilia Director (Programme)  Tel. No.: 011-26760402 Email: cooltiger.18@gov.in	State Co-ordination Section  All matters related to In-country Adoption	Smt Vinita Jha, Assistant Director	Tel No: 011-26760400  E-mail :jha.vinita@nic.in  Address :- West Block –VIII, Wing-2, 2nd Floor, R.K Puram, New Delhi-110066
		(a) Inspection Monitoring and Training Section	Shri Samuel Vargheese P, Assistant Director	Tel No : 011-26760485  E-mail :samual.capart@nic.in  Address: West Block – VIII, Wing-IV, 2nd Floor, R.K Puram, New Delhi-110066
		(b) Media and Advocacy Section		
		(a) Toll Free, Counselling, Relative Adoption Section	Smt Indu Virmani Data Analyst	Tel No: 011-26760511  E-mail :indu_v@tifac.org.in
		(b) IT and CARINGS Section		Address: West Block – VIII, Wing-IV, 1st Floor, R.K Puram, New Delhi-110066
		(c) Content		

		Development Section		
		(d) Data Analyst Section		
		Inter-country Department	Smt Richa Ojha Assistant Director	Tel No: 011-26760500 Email: richojha-cara@gov.in  Address: West Block -VIII, Wing-II, 2nd Floor, R.K Puram, New Delhi-110066
		(a) NOC Scrutiny Section		
		(b) Relative Adoption		
		(a) Scrutiny Section	Shri Ashutosh	Tel No : 011-26760510  E-mail : sttp-ccrt@gov.in  Address: West Block – VIII, Wing-II 2nd Floor, R.K Puram, New Delhi-110066
		(b) Authorisation & Post Adoption Follow up		
		(c) CPIO Programme Division		
11.4	Administration Division  Headed by :-  Dr. Jagannath Pati Joint Director  Tele No : 011-26760310 Email :j.pati@nic.in	(a) Administration Section. (b) Coordination & Record Keeping Section	Shri Kamal Kishor Deputy Director	Tel No : 011-26760401  Email:kamal.1976@gov.in  Address: West Block – VIII, Wing-II, 1st Floor, R.K Puram, New Delhi-110066
		(a) Policy & Parliament Section	Shri Kamal Kishor Deputy Director	Tel No : 011-26760401  Email:kamal.1976@gov.in
		(b) Legal Section	Dr. Jagannath Pati Joint Director	Tele No : 011-26760310 Email :j.pati@nic.in
11.5	Integrated Finance	All matters related to :-	Shri Suresh Kumar NV	Tel No : 011- 26760331

Division Headed by :- Dr Jagannath Pati, Joint Director  Tele No : 011- 26760310 Email :j.pati@ nic.in	(a) Accounts. (b) Audit. (c) Pay and allowances. (d) Budget. (e) Demand for grants, etc.	Accounts Officer	Email:sureshknv@nic.in  Address: West Block –VIII, Wing–II, 1st Floor, R.K Puram, New Delhi- 110066
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## 12. Timeline followed in service delivery as per Adoption Regulations, 2017.

12.1 Timeline for the processes relating to children as per Adoption Regulations, 2017:-

S No	Process	Period	Regulation
12.1.1	Specialised Adoption Agency to produce an abandoned child before the Child Welfare Committee along with a report containing his/her photograph and particulars.	Within 24 hours (excluding journey period).	9(5)
12.1.2	Specialised Adoption Agency to enter the details of the child along with his photograph online in the Child Adoption Resource Information and Guidance System (CARINGS).	Within three working days from the time of receiving the child.	6(5) and 7(10)
12.1.3	District Child Protection Unit to advertise the particulars and photograph of an abandoned child in a state level newspaper having wide circulation and local cable networks, wherever existing.	Within three working days from the time of receiving the child.	6(6)
12.1.4	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/legal guardian of an abandoned child, including the outcome of the particulars	Within 30 days from the date of production of the child before the Child Welfare Committee for the same.	6(9)

	and photograph of the child in the newspapers.		
12.1.5	Specialised Adoption Agency to submit a report to the Child Welfare Committee regarding the efforts made by it to trace the biological parent(s) or legal guardian of the abandoned child.	Immediately after 30 days from the date of production of the child before the Child Welfare Committee.	6(10)
12.1.6	The reconsideration period/ reclaiming of the surrendered child by the biological parent/legal guardian.	60 days of the date of surrender.	7(17)
12.1.7	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.	7(18)
12.1.8	A normal child up to 05 years of age to be available for inter-country adoption	After 60 days from the date the child is declared legally free for adoption by the Child Welfare Committee.	8(a)
12.1.9	An older child above 5 years of age and siblings to be available for inter-country adoption.	After 30 days from the date the child is declared legally free for adoption by the Child Welfare Committee.	8(b)
12.1.10	A mentally and physically challenged child to be available for inter-country adoption.	After 15 days from the date the child is declared legally free for adoption by the Child Welfare Committee.	8(c)

**12.2** Timeline for Adoption by Resident Indians as well as Overseas Citizens of India/Foreigner living in India:-

<b>S.No</b>	<b>Process</b>	<b>Period</b>	<b>Regulation</b>
12.2.1	The prospective adoptive parents should upload documents after their registration.	Within a stipulated period of thirty days.	9(5)
12.2.2	Home Study Report of the prospective adoptive parents to be completed by the social worker.	Within 30 days from the date of submission of required documents in Child Adoption Resource Information and Guidance System.	9(10)
12.2.3	Prospective adoptive parents to reserve one child	Within 48 hours from the date and time of referral.	10(3)
12.2.4	Process of matching of the reserved child by the Specialised Adoption Agency and acceptance by prospective adoptive parents	Within 20 days from the date of reserving the child.	10(6) and 10(7)
12.2.5	Specialised Adoption Agency to file application in the Court for obtaining adoption order from the Court	Within ten working days from the date of matching of the child by the prospective adoptive parents.	12(1)
12.2.6	Disposal of the adoption petition by the Court	Within two months from the date of filing of the petition.	12(6)
12.2.7	Specialised Adoption Agency to obtain a certified copy of the adoption order from the Court, to forward the same to the prospective adoptive parents and also to post the same in the Child Adoption Resource Information and Guidance System.	Within ten days from the date of adoption order.	12(8)
12.2.8	Specialised Adoption Agency shall apply and obtain the birth certificate of the child from the issuing authority.	Specialised Adoption Agency shall apply within 3 days from the date of issuance of the	12(10)

		adoption order and it shall be issued by the authority within five days.	
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12.3 Timeline for Adoption from India by Non-Resident Indian/Overseas Citizen of India/Foreign prospective adoptive parents:-

12.4

<b>S.No</b>	<b>Action</b>	<b>Time</b>	<b>Regulation</b>
12.3.1	Reservation of one child by the prospective adoptive parents from Child Adoption Resource Information and Guidance System (CARINGS) through the Authorised Foreign Adoption Agency/ Central Authority/ Government department /Indian Diplomatic Mission	Within 96 hours	15(7)
12.3.2	Acceptance of the child by the prospective adoptive parents	Within 30 days	15(10)
12.3.3	No Objection Certificate by CARA	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 (CA).	16(1)
12.3.4	Specialised Adoption Agency to file adoption petition in the Court	Within ten days from the date of receipt of No Objection Certificate from Central Adoption Resource Authority	12(1) & 17(1)
12.3.5	Disposal of the adoption petition by the Court	Within two months from the date of filing of the petition.	12(6)

12.3.6	Specialised Adoption Agency to obtain a certified copy of the adoption order from the Court, to forward the same to the prospective adoptive parents and also to post the same in the Child Adoption Resource Information and Guidance System (CARINGS).	Within ten days from the date of adoption order.	12(8)
12.3.7	CARA shall issue conformity certificate under Article 23 of the Hague Adoption Convention.	Within three working days from the date of availability of adoption order.	18(1)
12.3.8	Specialised Adoption Agency to submit application to the Regional Passport Officer (RPO) for the passport to the child.	Within three working days from the date of availability of adoption order.	18(3)
12.3.9	Regional Passport Officer to issue the passport to the child	Within ten days from the date of receipt of application for the same.	18(4)
12.3.10	The Specialised Adoption Agency shall approach the birth certificate issuing authority for birth certificate of the adopted child	Within a period of three days of obtaining of the Certified copy of the adoption order.	18(5)

### **13. Grievance / Complaint Redressal Mechanism**

13.1. 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.**

**Tel. No: 26712713, 26106725, Toll Free No. - 180011311**  
**Email ID: carahdesk.wcd@nic.in**

13.2. In case the grievance is not addressed, the same can be taken up with the CEO, Central Adoption Resource Authority, Ministry of Women and Child Development, West Block 8, Wing 2, 1<sup>st</sup> Floor, R.K. Puram, New Delhi-110066.