



# Social Protection Delivery Platform (SPDP) for Persons With Disabilities

A case study on a unified, beneficiary-centric platform integrating all One Stop Social Care Centre (OSC) services for Differently Abled Persons (DAPs) into a single, automated, and data-driven delivery framework.

CSM Technologies

Government of Tamil Nadu



**Developed by the Department of Social Welfare and Women Empowerment, Government of Tamil Nadu, with CSM Technologies, SPDP streamlines registration, certification, service delivery, and monitoring through a central Social Registry Engine and modular workflows.**



# Introduction

Globally, over 1.3 billion people live with some form of disability, representing 16% of the world's population (WHO, 2023). Yet, the UN Department of Economic and Social Affairs reports that less than one-third receive consistent government assistance. In India, the 2011 Census recorded 2.68 crore persons with disabilities, but many remain excluded from welfare schemes due to fragmented systems, duplication, and lack of outreach.

In Tamil Nadu, One Stop Social Care Centres (OSCs) are the primary channels through which Differently Abled Persons (DAPs) access services — from disability certification to therapy, assistive devices, and financial benefits. However, fragmented record systems and repetitive eligibility checks slowed down service delivery, while the application-driven approach meant that many eligible citizens remained outside the welfare net.

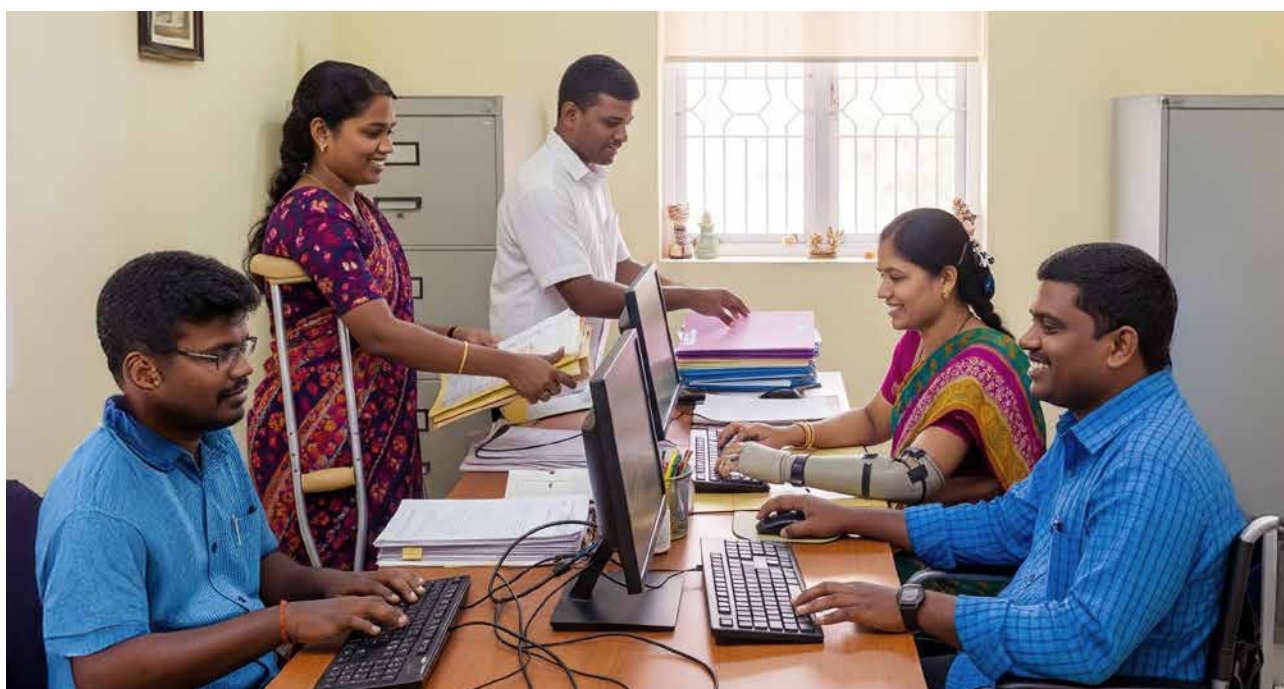
To overcome these barriers, the Department of Social Welfare and Women Empowerment, with the Tamil Nadu e-Governance Agency (TNeGA) as the implementing agency and CSM Technologies as the technology partner, introduced the Social Protection Delivery Platform (SPDP) — a single, integrated platform designed specifically for Differently Abled Persons. The system is aligned with the Rights of Persons with Disabilities Act, 2016 and state welfare mandates, ensuring compliance with legal, policy, and service delivery standards.



# Challenges

While OSC infrastructure provided a strong foundation for supporting Differently Abled Persons, the absence of integrated databases and automated workflows limited its full potential. Consolidating case histories, eligibility records, service plans, and asset inventories across departments offered an opportunity to enhance coordination, enable timely service delivery, and shift from a reactive to a proactive welfare approach.

- **Fragmented beneficiary data & eligibility checks** – DAP identity, disability status, household context, and entitlements sat in siloed systems, making it hard to identify who needs what, when.
- **Manual, time-intensive service journeys** – From screening and certification to entitlements and follow-ups, processes were largely paper/Excel-driven across field, OSC, and district layers.
- **Limited proactive outreach** – Without an integrated registry and rules engine, the State could not automatically surface eligible DAPs or schedule services.
- **Operational opacity** – Field actions, case progress, and centre performance were not visible in one place for timely decisions.
- **Lack of asset and inventory control** – The absence of a centralised asset tracking system led to delays in device availability and maintenance scheduling.





## Solution & Objectives

The Social Protection Delivery Platform (SPDP) is a state-wide, integrated platform that consolidates all OSC operations for Differently Abled Persons into a unified, automated service delivery framework. Anchored by a central Social Registry Engine, it manages registration, need assessment, medical certification, therapy, assistive device allocation, financial disbursement, grievance handling, and monitoring, while ensuring de-duplicated beneficiary and household records across all services.

SPDP incorporates a Rules Engine and Auto Triggering Platform (ATP) to initiate eligible services without repeated applications. It enables interoperability with Aadhaar, DigiLocker, SFDB, Health MIS, Education MIS, CMCHIS, PDS, and e-Sevai, and supports secure data migration from existing systems such as SRE, Thiran, PDS, and e-Sevai. The platform also includes appointment management, advanced field tour planning, and comprehensive monitoring and evaluation reporting.

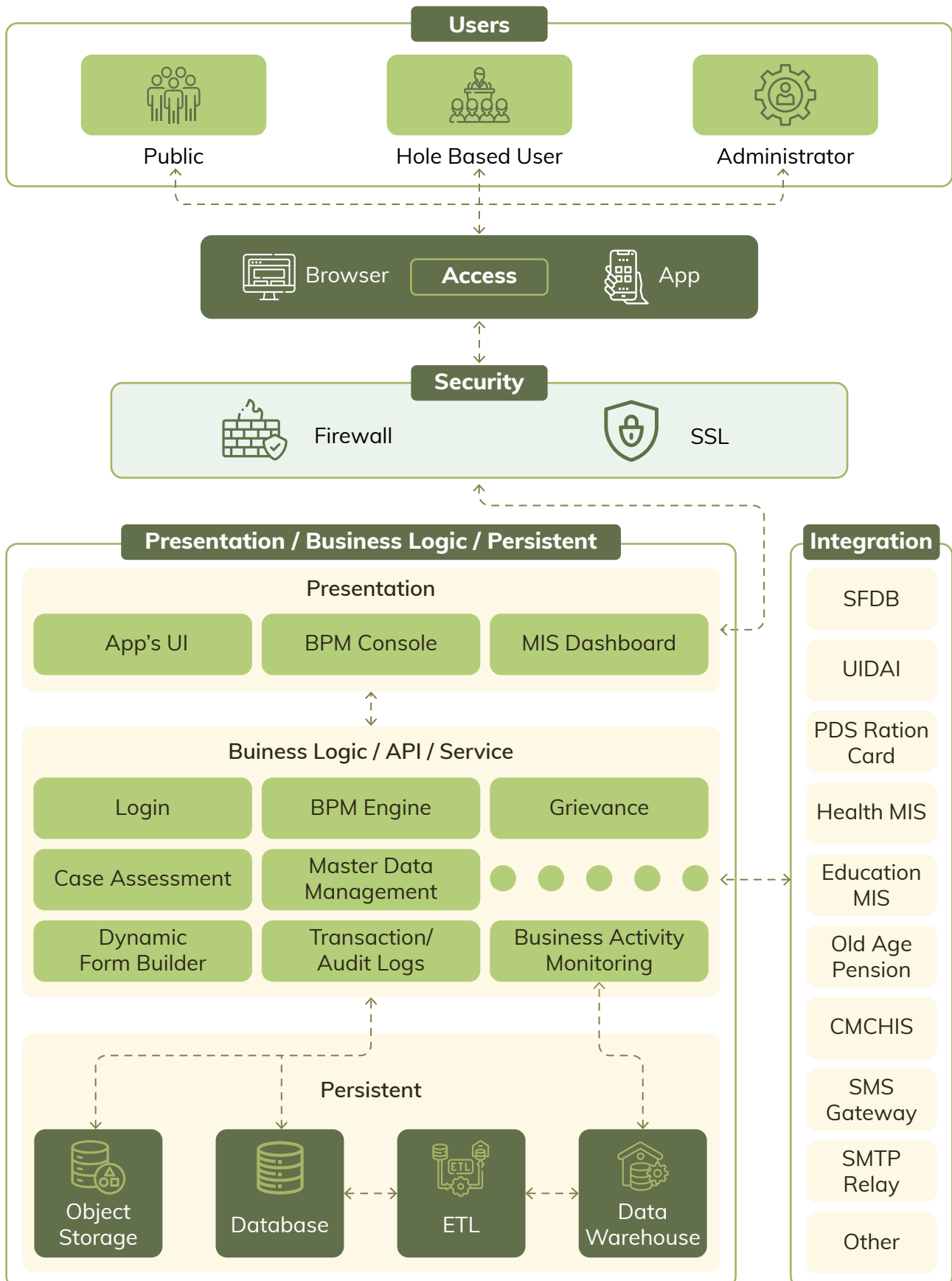
SPDP is designed to:

- Create a unified Social Registry with de-duplicated beneficiary and household records for all OSC services.
- Establish structured case management covering the complete service lifecycle from registration to benefit delivery.
- Automate eligibility determination and service initiation through the Rules Engine and Auto Triggering Platform.

- Provide real-time decision support using integrated MIS dashboards and monitoring reports.
- Enable secure, interoperable data exchange with departmental systems and national identity/document platforms.
- Strengthen asset and inventory management for assistive devices and OSC equipment.
- Support self-registration, field verification, and seamless DAP migration between OSCs.
- Enhance operational efficiency through appointment scheduling, field tour planning, and SLA-bound grievance redressal.
- Equip all stakeholders with training to ensure effective adoption and utilisation of the system.

By integrating these capabilities, SPDP transforms welfare delivery for Differently Abled Persons into a proactive, transparent, and accountable model. It reduces delays, prevents duplication, and ensures that entitlements reach all eligible citizens, aligning with the State's social protection goals.

# Solution Architecture



# Key Features

- **Common Application Form (CAF)** – Single form for multiple schemes; auto-fills from SRE, supports extra fields, rejection reasons, and status tracking, enabling faster, error-free enrolment.
- **Auto Triggering Platform (ATP)** – Initiates therapy, rehabilitation, financial aid, device allocation, and follow-up scheduling after verification, reducing delays and improving service coverage.
- **Role-Based Access & Security Controls** – Multi-factor authentication, audit trails, and defined roles ensure secure access and accountability across all user levels.
- **Real-time MIS Dashboards** – Displays service coverage, pendency, grievances, escalations, officer performance, and beneficiary feedback analytics, supporting data-driven decisions.
- **Interdepartmental Integrations** – Aadhaar, DigiLocker, SFDB, Health MIS, Education MIS, CMCHIS, PDS, and e-Sevai enable instant eligibility checks and reduce manual verification time.
- **Mobile & Communication Tools** – Beneficiary app for self-service; field app for verification, delivery, therapy scheduling, and attendance logging; automated SMS/email alerts for updates and grievances.
- **Audit & Compliance Monitoring** – SLA alerts, compliance reports, and policy adherence checks maintain service quality and governance standards.



# Key Modules & Functional Architecture



## Beneficiary Registration & Profiling

Captures socio-economic and disability data with Aadhaar verification; supports self-registration, CRW enrolment, and DAP migration, ensuring accurate, non-duplicate records for service delivery.



## Need Assessment & Service Planning

Evaluates medical, therapy, device, and scheme needs to design personalised packages, ensuring beneficiaries receive exactly what they require.



## Medical Assessment & Certification

Schedules evaluations, records disability data, and issues e-certificates with e-Sevai/UDID verification, providing authentic, verifiable certification.



## Case Management & Service Tracking

Monitors the full-service lifecycle for each beneficiary, enabling coordinated delivery, timely follow-ups, and improved service continuity.



## Therapy & Rehabilitation Management

Automates therapy scheduling, reminders, mobile therapy units, and tour planning to boost attendance and improve rehabilitation outcomes.



## Assistive Device & Asset Management

Manages procurement, allocation, delivery, and maintenance of devices, ensuring beneficiaries receive required aids without delay.



## Financial Assistance Disbursement

Tracks and ensures timely release of pensions, subsidies, and benefits, improving transparency and beneficiary satisfaction.



## Referral & Outreach Services

Manages referrals, training linkages, and outreach campaigns to connect beneficiaries with relevant opportunities and services.



## Grievance Redressal Management

SLA-bound tracking with escalation metrics, officer ratings, and satisfaction scoring to ensure prompt, accountable complaint resolution.



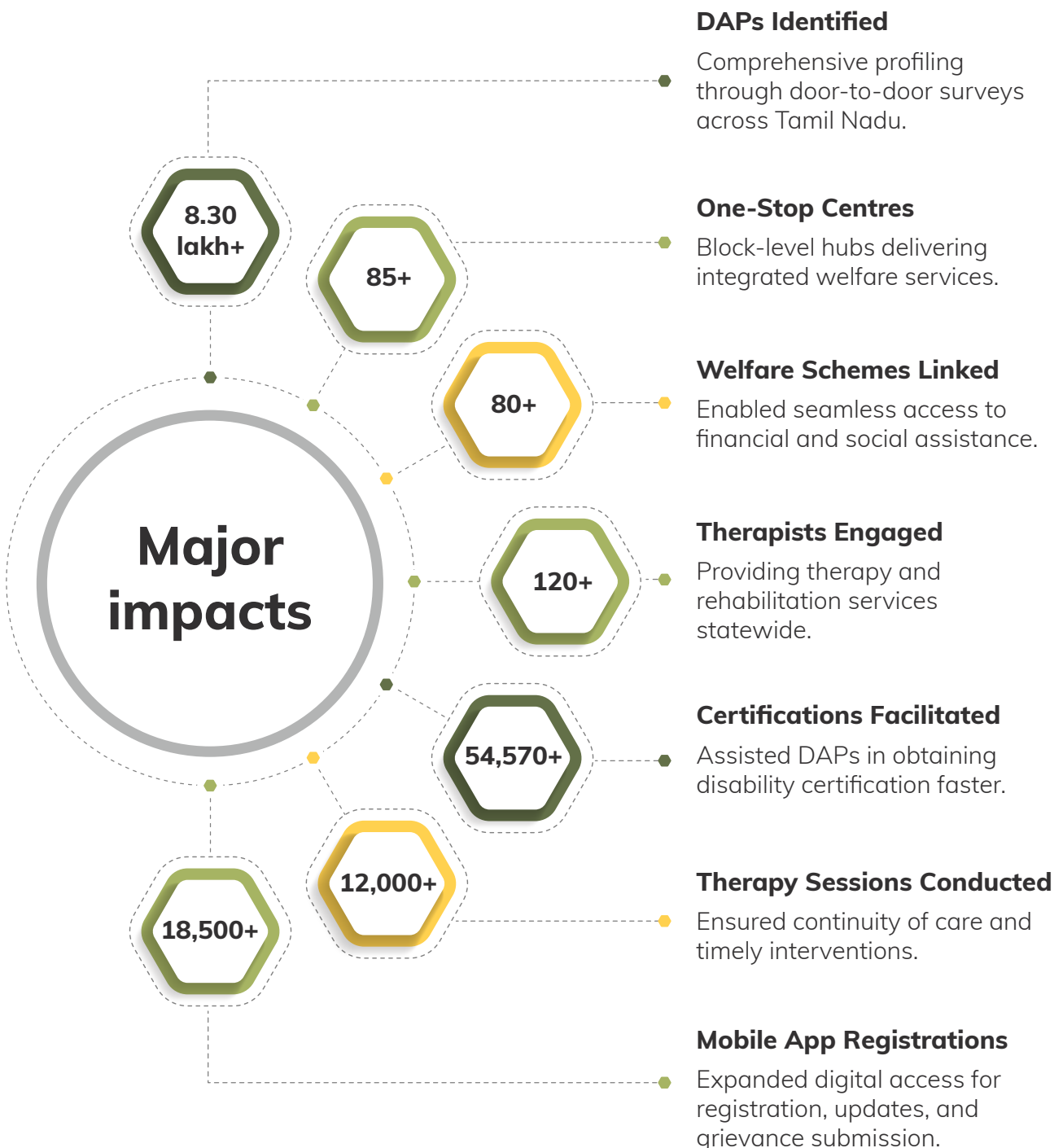
## Monitoring & Evaluation Reports

Generates reports on outreach, certification, therapy, referrals, schemes, and training, enabling evidence-based programme improvements.



# Implementation & Impact

The Social Protection Delivery Platform (SPDP) has strengthened Tamil Nadu's welfare delivery for Differently Abled Persons by creating a verified social registry, operationalising block-level One-Stop Centres, and integrating multiple welfare schemes. This unified platform has expanded the reach of assistance, improved service accuracy, and enabled faster, more transparent delivery across the state. Major impact highlights:



## Conclusion

While OSC infrastructure provided a strong foundation for supporting Differently Abled Persons, the absence of integrated databases and automated workflows limited its full potential. Consolidating case histories, eligibility records, service plans, and asset inventories across departments offered an opportunity to enhance coordination, enable timely service delivery, and shift from a reactive to a proactive welfare approach.





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