



## 2 Budget and Programme

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### 2.3 Manner of execution of subsidy programme [Section 4(i)(b)(xii)]

- (i) Name of the programme of activity
- (ii) Objective of the programme
- (iii) Procedure to avail benefits
- (iv) Duration of the programme/scheme
- (v) Physical and financial targets of the programme
- (vi) Nature/scale of subsidy /amount allotted
- (vii) Eligibility criteria for grant of subsidy
- (viii) Details of beneficiaries of subsidy programme (number, profile etc)

- 1) Name of the programme or activity  
Hearing Device Dispensing Unit (HDDU)
- 2) Objectives of the programme  
The objectives are
  - (a) To provide amplification devices or hearing devices at a discounted rate to clients, who are evaluated at the Institute.
  - (b) To help the clients avail hearing devices at discounted rates under one roof.
- 3) Procedure to avail benefits

#### Procedure for Clients to Avail Benefits at AIISH:

- i. Registration: Clients with hearing impairment are required to register at the institute to access the benefits by approaching the designated registration department.
- ii. Hearing Evaluation: Once registered, clients undergo a detailed hearing evaluation conducted by the institute's Audiology department. This evaluation helps determine the extent of their hearing loss and their specific listening needs.
- iii. Hearing Aid Trial: After the hearing evaluation, clients have the opportunity to undergo a hearing aid trial. They are provided with suitable hearing aids to test their effectiveness in improving their hearing ability and overall comfort.
- iv. Prescription and Selection: Based on the evaluation results and the trial experience, the audiologists at AIISH prescribe suitable hearing aids for the clients. Factors such as the clients' affordability and personal preferences in terms of hearing aid style are taken into consideration during this process.

- v. **Payment:** Clients are required to make a payment for the prescribed hearing aids. If the cost of the hearing aids exceeds Rs. 20,000/-, online payment is accepted. The institute provides a secure online payment portal for this purpose.
- vi. **Delivery of Hearing Aids:** After the payment is successfully made, clients can obtain their prescribed hearing aids. The institute typically requires a two-week period to process the order and prepare the hearing aids for delivery. Clients can collect their hearing aids from the designated department or opt for home delivery if available

#### Procedure at AIISH for Procuring and Dispensing Hearing Devices:

- vii. **MOU with Hearing Aid Manufacturers:** AIISH has entered into Memorandum of Understanding (MOU) agreements with various hearing aid manufacturers. These agreements allow the institute to procure hearing aids at dealer's prices, with an addition of 5% of administrative charges ensuring cost-effective options for clients.
- viii. **Pricing Structure:** The pricing structure for hearing aids is established in collaboration with the hearing aid manufacturers and approved by the institute's Director. Clients receive a significant discount, ranging from 40-50%, and occasionally up to 60%, depending on the specific hearing aid company.
- ix. **Departmental Involvement:** Various departments and sections at AIISH play a role in the procurement and dispensing of hearing devices.
  - a. **Audiology Department:** After the hearing aids are prescribed, the Audiology department fills in the initial part of the HDDU (Hearing Device Distribution Unit) challan, which serves as a record for the hearing aid procurement process.
  - b. **Cash Section:** Clients make the payment for the hearing aids at the cash section, which then issues a receipt as proof of payment.
  - c. **Purchase Section:** The purchase section is responsible for placing the purchase order with the hearing aid companies based on the prescribed hearing aids. The section ensures timely communication and coordination with the suppliers.
  - d. **Electronics Department:** Upon delivery of the hearing devices, the electronics department receives and verifies the received items. They are responsible for issuing the hearing aids to the clients, ensuring proper fit and functionality.
  - e. **Electronics and Audiology Departments:** Both departments jointly certify the invoices sent by the hearing aid companies. These certified invoices are then forwarded to the purchase section for further processing.
  - f. **Accounts Section:** The purchase section submits the certified invoices to the accounts section. The accounts section verifies the invoices and initiates the payment process to the hearing aid companies.

By following this comprehensive procedure, AIISH ensures that clients with hearing impairment can avail themselves of suitable hearing aids at affordable prices, supported by efficient procurement and dispensing processes.

#### 4) Duration of the programme/scheme

HDDU was launched in the department of Audiology in the year 2006. This is an ongoing activity of the Department of Audiology at the Institute.

#### 5) Physical and financial targets of the programme

On an average approximately 150 to 200 clients make payment to procure 250 to 300 hearing aids in a month.

6) Nature/scale of subsidy/amount allotted

AIISH has established Memorandums of Understanding (MOUs) with multiple hearing aid manufacturers. According to one of the agreements, these manufacturers supply hearing aids to the institute at the dealer's price. The institute then dispenses these hearing aids to clients at the same dealer's price, with an additional 5% administrative charge. The Director approves the price list for these hearing aids. This arrangement benefits the clients greatly, as they receive substantial discounts ranging from 40-50%, and sometimes even up to 60%, depending on the specific hearing aid company.

7) Eligibility criteria for grant of subsidy.

Patients are eligible for the subsidy on hearing aids offered by AIISH without any defined requirements. The institute aims to provide accessibility and affordability to individuals in need of hearing aids, irrespective of their financial or demographic background, AIISH promotes equal access to hearing aids and supports a wider range of individuals in their journey towards better hearing.

8) Details of beneficiaries of subsidy program :

Annexure-1