



4. E-Governance

4.5 Such other information as may be prescribed under [section 4(i)(b)(xvii)]

(vii) Frequently Asked Questions (FAQs)

1. Can you highlight the role for Speech and Language Pathologist?

Speech and Language Pathologist plays an important role in identifying and rehabilitating different types of speech and language disorders, such as delay in acquisition of speech, errors in pronunciation, difficulty in maintaining fluency in speech, voice problems (such as hoarseness, breathiness), loss of speech after stroke, swallowing problems and poor scholastic performance.

2. What are the common causes of delay in speech and language acquisition?

The few common causes for delay in speech and language acquisition include,

- Not responding to sound in the vicinity.
- Lack of speech and language stimulation
- Poor mental abilities.
- Poor socialization skills.
- Poor motor skills/oro motor abilities.
- Over pampering of the child at home and increased adamant behaviors of the child.
- Poor attention skills, hyperactivity and behavioral issues.
- Exposure to multiple languages.

3. List of disorders treated at AIISH

All communication disorders such as delay in speech & language skills, hearing impairment, intellectual disability, autism spectrum disorders, attention deficit hyperactive disorder, learning disabilities, voice problems, stammering/stuttering, mispronunciation, cleft of the lip and palate, removal/surgery of voice box, cerebral palsy, loss of speech & language after stroke/ accidents and swallowing disorders are treated at AIISH.

4. Are there ways of identifying delay in speech and language acquisition?

Yes, Speech-Language: Speech and language acquisition follows a normal developmental pattern as given,

- By the age of 3-6 months, babies produce strings of sounds (Eg. bababa-papapa-tatata)
- By the age of 9-12 months, the child will be able to produce a few meaningful words (Eg. Amma, Appa)

- By the age of 18-24 months, the child will be able to use simple phrases (Eg. Mummy water, daddy bye)

If there is any delay in the acquisition of the milestones as mentioned above or if you detect any above listed common causes, consult Speech and Language Pathologist immediately.

5. Can you specify the normal developmental stages of motor activities in children?

The normal motor milestone acquisition pattern is as follows,

- Neck control: 3-4 months
- Turning over: 4-6 months
- Sitting: 7-8 months
- Crawling: 8-9 months
- Standing: 9-10 months
- Walking: 10-12 months

If there is any delay observed, immediately consult Paediatrician/ Physiotherapist/ Psychologist/ Speech and Language Pathologist for further guidance.

6. My child is 3 years old and has not started speaking yet and my family members have advised that he will pick up normal speech and language skills at a later age. Should I wait for a few more years?

The answer is definitely, NO. An immediate evaluation has to be taken up without any delay. Maximal development of speech and language skills occurs within first 4 years of life. During this period, intensive speech and language stimulation must be carried out, which the child would be benefitted maximally. Hence there should be no delay in consultation.

7. My 2 years old child is aged is not able to utter speech sounds such as ‘ra’, ‘sa’, ‘sha’ ‘skra’ and his speech is unclear compared to his peer group. What actions should I take?

There is a normal pattern in acquisition of different speech sounds, the sounds mentioned above would be acquired around 3.5-4 years normally. In exceptional cases, few children acquire it at early ages. Do not pressurize the child or do not keep comparing with the peer group. Consult Speech and Language Pathologist at the earliest.

8. Are there any medications to resolve my child’s speech and language problems or improve mental abilities?

So far there are no particular medications which rectify speech and language problems or improve mental abilities. But speech problems can be set right/ improved by attending speech therapy, which is also dependent on cause and severity of the problem.

9. After operation of tongue tie, will my child talk clearly?

Even after tongue tie is released, the child must attend speech therapy sessions to rectify the wrong articulatory patterns the child has learnt already.

10. Once we put the hearing aid, will my child start talking?

Hearing aid is no magic. It just amplifies the sound. Since the child has no exposure to listening to sounds from birth, special training should be given to enhance listening speech and language skills.

11. Can I place my child in normal school in spite of having speech and language problems?

The child can be placed in normal school parallelly rectifying speech and language problems under the guidance of a speech and language pathologist. The child requires special attention by the parents, teachers and other professionals.

12. My child is more than 15 years old with poor mental abilities. What can I do for him/her now?

Try taking help of Speech-Language Pathologist to teach language skills for the child, you can also enroll the child to vocational training institute. The child can learn few vocational skills to support himself/herself without depending on anyone. Vocational skill includes candle making, simple hand jobs etc.

13. My child is not socializing with other children and prefers to be aloof. I referred to the internet and features are matching with diagnosis of Autism. Is my child autistic?

From the description the child seems to have autism. However, the diagnosis can be confirmed only after detailed evaluations. Kindly consult Speech Language Pathologist at the earliest. Early identification and rehabilitation is the key for better communication skills.

14. When my child attempts to stand/sit/pick up any objects he becomes stiff and is not able to communicate like other children of his age. Is such a condition treated at your institute?

Yes, you can bring your child for detailed evaluations for issues with mobility, Speech-Language skills and mental abilities. Based on the deficits, identified guidelines on further management will be provided.

15. From birth my child is having cleft (hole) in the lip and palate. When he speaks, it sounds as if he is speaking through nose and when he drinks/ eats food comes out through nose. What can be done for the same?

Cleft in the lip and palate can be repaired by a plastic surgeon and speech clarity can be improved through speech therapy. Consult Speech and Language Pathologist immediately without any further delay.

16. My child is excellent in all the activities except in reading and writing and does not show interest towards academic activities. Could you please suggest on this?

From the description the child seems to have learning disability. However, the diagnosis can be confirmed from our specialized facilities to evaluate and manage the condition.

17. Provide the details on working days and timings of AIISH

Working days: Monday to Friday

Working hours: 9.00 am to 5.30pm

Institute remains closed on all central government holidays.

18. Who are the consultants available at AIISH?

Speech-Language Pathologists, Audiologists, ENT Specialists, Clinical Psychologists, Physiotherapists and Occupational therapists on a regular basis and Paediatrician, Dietician, Plastic surgeon, Phonosurgeon and Orthodontist are available weekly once/twice. However, only clients with speech, language and hearing disorders will be registered.

19. What are the accommodation facilities available for patients from other places?

Kuteera/ Dharmashala are available with minimum facilities for patients from other places. Rooms will be allotted for maximum of 15 days and can be booked through DD/cash but only after registration process. Allotment is subject to availability. Catering facilities are not available.

Sl. No	Type of Room	Rent per day
1	Single room (Kuteera)	Rs 50 / bed
2	Dormitory (Dharmashala)	Rs 25 / bed

20. What are the certificates/ forms issued from AIISH?

Certificates for Hearing Impairment, Learning Disability and other forms like School Admission, Therapy Attendance, Language Exemption (Where Applicable) and Preferential Transfer are issued.

21. What is the duration of treatment in AIISH?

We provide either **Demonstration therapy** which can be of,10 or 15 sessions or **Regular Therapy** which would continue for 2/3 months (weekly 2/3 sessions)

22. Are prior appointments available for therapy?

No, as the therapy can be provided only after detailed speech-language evaluation.

23. When can I start the treatment for my child?

Bring the child for treatment as early as possible. As soon as the evaluation is complete, treatment can be initiated. The earlier it is identified, better is the progress.

24. Will my child become normal after treatment?

We treat children with the goal of strengthening the residual abilities and minimising the limitations of the child. Few children, especially those with lesser severity of problem, tend to catch up with their peers and improve a lot, provided the parents provide good home training. Others have to undergo continuous and intense home stimulation for communicating their basic needs.

25. How much should I pay for treatment?

Registration charges	Rs 30/-
OPD charges	Rs 30/- to Rs 180/-
Therapy charges/unit/month	Rs 30/- to Rs 380/-

26. What are the different types of therapies available at AIISH?

Speech-language therapy, listening training for children with hearing impairment, physiotherapy, occupational therapy, reading and writing remediation program for persons with learning disability and dysphagia treatment.

27. What is the registration process?

Persons with communication disorders (only speech-language and hearing disorders) have to register at registration counter (Room No. 1) in the Department of Clinical Services, All India Institute of Speech and Hearing (AIISH) upon arrival. After registration, necessary evaluations will be carried out with appropriate referrals/recommendations.

28. Whom should I contact for clinical service details further?

Dept. of Clinical Services, AIISH, Mysore

Phone: 0821-2502503/ 2555/ 2518 , email: clinicalservices@aiishmysore.in

29. What are the services provided in the Department of Material Development?

The following are the services provided in the Department

- a. Printing and Scanning
- b. Photography & Videography
- c. Graphic Designing
- d. Copy writing
- e. Technical Writing

30. How can I submit a work order request?

To request the services of the department, you must fill out a Work Order Request. You can locate those forms on the AIISH website, under Department of Material Development. Or you can use the following link. Please be sure to fill out the form completely, with your name, telephone number, department and a description of the work you need for your area. Please review before submitting your request.

Link for Work order formats: <https://aiishmysore.in/en/material-development>

31. Are the forms available in e-mode?

As of now, only physical formats are available in the website. E-formats will be available in coming days.

32. What should I do for an urgent work request?

First come, first serve is our policy. We do follow a priority system for work requests. If any work needs to be done very urgently, request through proper channel will facilitate completion of the work on priority. Depending on the nature, time and other responsibilities priority will be given.

33. Are separate work order formats available for each service? Or we have to indent in the single format for all services?

Exclusive work order formats are available for each work.

34. Whom should I contact after indenting the work? And what is the extension number?

After indenting the work, you should contact the concerned staff. For eg: If you have requested for designing work, you can contact the Graphic Designer in the Department directly. 0821-2502556/166 are the extension numbers to contact the

staff of the Department.

35. How to become a member of the Library and Information Centre (LIC)?

The LIC provides two types of memberships, **Regular Membership** for the staff and students of AIISH and **Temporary Membership** for those who are working /studying in other organizations.

36. What are the procedures to take a Library Regular Membership?

The eligible persons have to submit an application in prescribed form made available on the web portal of the section at www.aiish.ac.in

37. Can the application form for regular Library membership be submitted directly?

In case of Diploma/UG/PG students the filled-in forms can be submitted directly to the LIC whereas in case of staff and research scholars, recommendation has to be obtained from the respective head of the department/section/unit.

38. Are the contract staffs at AIISH eligible for regular Library memberships?

Yes, they are. However, they have to remit a caution deposit of Rs.4000/- in the Institute account and this has to be duly certified by the Accounts Officer in the application form.

39. How long are the regular Library memberships valid?

The regular memberships are valid till the end of the course in case of students, expiry of the term of contract in case of contract staff and service retirement in case of permanent staff.

40. Who are eligible for Temporary Library Membership?

Ans: The students, educators and practitioners in the field of communication disorders studying/working in other organizations.

41 What are the procedures for taking temporary Library membership?

The eligible persons have to submit an application in prescribed form made available on the web portal of the section at www.aiish.ac.in and get the approval of the Director, AIISH.

41. Is there any usage fee for availing the library facilities and services?

Ans: The facilities and services are free for the regular members. However, for temporary members have to make prescribed fee in the Institute account as given below for availing the facilities. The student temporary members have to produce valid proof of their identity.

	One day	One Month	One Year
Students	25/-	100/-	500/-
Employees	25/-	100/-	1000/-

42. . Will all the users be issued library card?

Ans: All the regular members and the temporary members with membership duration of 6 months and above will be issued the card.

43. Is there provision for issuing duplicate library card in case the original is lost?

Ans: Yes. The duplicate card will be issued upon paying a fine of Rs.100/- at the cash section of the Institute and producing the receipt to the LIC.

44. Should I carry the library card during every visit to the Section?

Yes. Without library card you are not entitled to enter the section.

45. What is automatic gate register?

The automatic gate register is the barcode enabled computer system for recording the entry and exit of the users arranged at the entrance of library. All the users must record their entry and exit using their bar-coded card at the barcode scanner made available.

46. Do all the members are eligible for borrowing books from the library ?

No. Only the regular members are eligible for borrowing books. The temporary members are entitled to use the LIC for reference purpose only and no books will be issued to them.

47. Will there be any fine for delayed return of borrowed books?

Yes. Fine will be collected from all the categories of members for delayed return of books.

48. What are the procedures for borrowing books from library?

The books are issued using the barcoded library card. Without card the books will not be issued. The books will be issued only for a specific period of period.

49. Can the books get issued/returned throughout the working hours of the library?

Ans: No. The book issue/return is restricted to the time as given below.

Issue timing

Monday to Friday 8.45am to 7.00pm

Saturday 9.00am to 4.00pm

Return timing

Monday to Friday 8.45am to 5.00pm

Saturday 9.00am to 1.00pm

50. Is there any restriction in the no. of books issued to a member?

Yes. The borrowing privileges for different user categories are as given below

Students (UG/PG)	-	2 Books
Students (Intern/PGD/Diploma)	-	1 Book
Research Scholar (Regular)	-	4 Books
Faculty	-	8 Books
Staff (Technical/Administrative etc.)	-	4 Books
Contract Staff	-	2 Books

51. What are the various e-resources/ services/facilities available in the library and how can use?

The various e-resources/ services/facilities provided on the web portal of the LIC are the following:

- a. AIISH digital repository: A repository of AIISH research reports
- b. E-Journals: AIISH subscribed / Free/ERMED/N-LIST e-journals
- c. E-Books: AIISH purchased/ N-LIST e-books
- d. Bibliographic databases: AIISH subscribed / Free bibliographic databases
- e. Digitized question papers: University Question papers pertaining to the academic programmes conducted by AIISH
- f. Digitized syllabus: University syllabus pertaining to the academic programmes conducted by AIISH
- g. Remote access information service: Facility for accessing subscribed resources from outside the campus
- h. Plagiarism detection service: Service for detecting plagiarism in research papers/reports
- i. Writing support service: Service is helping the customers to detect grammatical errors, spelling mistakes, punctuation errors, plagiarism and style mistakes in writing.
- j. Online newspaper clipping service: Service which facilitates searching and downloading of digitized newspaper cuttings on Institute events/activities
- k. CD-ROM service: Service which facilitates searching and downloading of the contents of the CD-ROMs received along with the books purchased
- l. ERMED Service: An e-journal service offered by the Ministry of Health & Family Welfare, Govt. of India
- m. NLIST: National Library and Information Services Infrastructure for Scholarly Contents, a service offered by the INFLIBNET, UGC for accessing e-journals, e-books and databases pertaining to different fields of knowledge using username and password.

52. Is Panchavati campus a part of Campus Network/Intranet?

Ans: Yes. All the computers connected to the Internet from the panchavati campus are part of Intranet.

53. What is the difference between Speech-Language Pathology and Speech- Language Sciences?

The term speech-language pathology refers to disorders of speech and language while -sciencesø refers to the typical process of communication and is not related to -disordersø

54. How is the speech-language pathology department different from other departments of AIISH?

The department of speech-language pathology is the core department from which other services (now independent departments) emerged. The research and clinical activities of the department focuses on effective rehabilitation of persons with speech, language and swallowing disorders.

55. How can one avail services of this department?

Please contact the office (0821-2502261) or the head, department of speech-language pathology for procedures to avail services of the department.

56. Whom should I contact regarding the research collaborations with Department of Speech-Language Sciences?

You can contact The Director, AIISH or HOD, Speech-Language Sciences.

57. Can I come for a Speech & Language assessment directly to the department?

No, you have to register and get basic evaluation done from Department of Clinical Services. If there is a requirement of further assessment, they will refer to the concerned department/ clinic.

58. Can I enrol for short term training on specific equipment/topic?

Yes you can enrol. Please send a request to the Director, AIISH.

59. I am a masters/Ph.D student from a different institution. Can I do my masters project work/thesis in your lab?

You can do it if you are under the guideship of a faculty from this Institute. Please contact the concerned Department for more details.

60. Can I visit the departments in regards to research activity?

You can do it with prior permission from concerned HOD / The Director, AIISH.

61. What are the services provided in Special Education Department? And what is the duration of the programmes?

I. Core Educational Services:

Name of the Service	Nature of service/ objectives	Nature of Services Seekers
Special Educational Assessment Unit (SEA-U)	Comprehensive educational assessment to determine nature and intensity of special educational services to be provided	All individuals seeking special educational services
Guidance for Special Education Services	Information and guidance for educational placement, support services and home training	Caregiver of clients availing or seeking services at Department of Special Education
Parent Infant Programme (PIP)	Early all-round (sensory-motor, cognitive, communication, socio-emotional) stimulation for infants and toddlers with communication disorders for better learning	Children with communication disorders from birth to 2.5 years of age. The duration of the program is one year
Preschool Parent Empowerment Programme (PPEP)	Preparing toddlers with communication disorders and their caregivers for intensive, group training in preschool	Children with communication disorders from 2.5 years to 3 years of age
Preschool Training	Preparation for mainstream schooling through training in self-help, language (including exclusive sessions for story & rhymes), cognitive, pre-academic skills, and co-curricular activities	Children with communication disorders from 3 years to 6 years of age
Preschool Supplementary Services (PSS)	Crash training in language and pre-academic skills at preschool level for late-intervened children	Children with communication disorders from 6 years to 8 years of age

Group Educational Guidance Services (GEGS)	Guided training through caregivers for preschool groups of assorted special needs	Children with communication disorders from 3 years to 6 years of minority linguistic groups with less than necessary children to form homogenous groups
Curricular Support Services ó CSS	Supplementary curricular training to support inclusion of children with communication disorders	School-aged children with communication disorders who are mainstreamed in general schools
Individualized Education Programme ó IEP	Individualised training in functional literacy and numeracy	School-aged children with communication disorders who are out-of school children, or who cannot cope up with academic demands at school
Non Formal Education ó NFE	Curricular training for pursuance of education through open schools and other non-formal means	School-aged children with communication disorders enrolled in national or state open schools
Demonstration Educational Training	Short term curricular training children in school subjects	School-aged children with communication disorders who are unable to avail regular services at the Department of Special Education
Library of Books and Toys ó LiBoToy	Borrowing books and educational toys for home training with guidance	Children receiving preschool training
Educational Technology Lab ó EduTechLab	Designing, developing and/or accumulating digitised teachingólearning materials in curricular subjects at school-level	Children receiving CSS/IDP/NFE/DET services
Special Use of Music for Educational Readiness & Up-building ó SUMERU	Utilising music for holistic development, curricular learning and overcoming adverse effects of disabilities	Children with communication disorders from birth to 15 years of age and their care givers
Unit for Sensory Adaptation for Education ó U-	Augmentative training catering to sensory issues hindering with learning in young children	Children receiving preschool training

SAFE	with communication disorders	
Caregiver Literacy Training Unit ó CLTU	Imparting training in basic literacy to caregivers	Caregivers of children receiving special educational services who are illiterate or from other linguistic backgrounds
Caregiver Computer Training Program ó CCTP	Equipping caregivers in skills for gathering and documenting information, and preparing multimedia material for instructing children with communication disorders	Caregivers of children receiving special educational services
Caregiver Yoga Training Program ó CYTP	CYTP Aims to impart yoga to parents/caregivers of children with special needs to develop physical and psychological wellbeing	Caregivers of children receiving special educational services
Capacity Building in Mainstream Educators	Orienting/ training mainstream educators for classroom management of special educational needs in children	Mainstream school teachers

62. What is the admission Procedure in special school?

Child will be admitted through the basic Screening at Special Education Assessment Unit based on the age and the performance, children will be availed various services at Special Education Department

63. What will be the Medium of instruction in special school?

Special Educational Services are availed in different languages like Kannada, Malayalam, Telugu, Tamil, Hindi and English

64. What is the fee structure and other expenses involved in special education?

The services availed in the department are for free of cost

65. Are accommodation facilities available?

Accommodation facilities are not available

66. What is the duration of the in special school programmes?

Parent Infant Program - **1 year**

Preschool Parent Enrichment program ó **6 months**

Preschool Services ó **3 years (T&C)**

Curricular Support Services ó **1 year**

Individualized educational program ó 1 year

Demonstration Education Training - 3 months

67. How does one avail services from TCPD without prior consultation?

A: If you have registered at AIISH, you can visit TCPD in person and enrol for availing tele-services. If you cannot visit TCPD in person, you can avail our services by contacting us directly through email: aiishtelecenter@gmail.com

68. Q: What facilities must one have to avail services at TCPD?

A: The following infrastructure is necessary for availing services at TCPD:

- A desktop computer or laptop.
- Broad band internet connection (>5 Mbps upload download speed).
- Web camera
- Speakers and Headphones
- Dedicated e-mail id

69. Q: What is the procedure to avail services at TCPD?

A: Step 1: Drop a request mail to aiishtelecenter@gmail.com with the following details.

- Name of the patient
- Age/ Gender - Provisional diagnosis/ Previous evaluation report
- Preferred language in which therapy is expected (Please give 3 preferences)
- Preferred days and timings
- Provide your mail id and contact number to which you would like us to correspond information regarding tele-services.

Step 2: Once your request mail reaches us, we will respond to it immediately. If slots on your preferred time, language, days are available you will be assigned to a professional.

Step 3: The professional will send a confirmation mail with details regarding commencement of tele-assessment and tele-intervention services.

70. Q: Can my child with hearing impairment avail services?

A: Yes. Kindly ensure that a recent audiological evaluation is done and the child is using appropriate amplification devices.

71. Q: Does TCPD offer services to adults and older individuals?

A: Yes, we provide services to individuals with any communication disorder, across all age ranges.

72. Q: How early can hearing loss be identified in a child?

A: Hearing loss can be screened as early as the neo-natal stage. Responses to sounds around can be checked both through instruments and without instruments. Thus, hearing

loss can be identified and rehabilitation can be started as soon as the child is born. Better prognosis is expected with the early identification and intervention.

73. Q: How do I know if my child is a late talker?

A: Does your child understand and speak similar to his/her age-matched peers? If you feel that he/she may not be doing so, kindly get your child screened/evaluated for communication disorders.

74. Q: My child seems to be a late talker, does he need speech and language therapy?

A: Yes, better prognosis is expected with the early identification and intervention.

75. Q: My father had a stroke, will his speech return with tele-intervention?

A: Yes, recovery is expected with tele-intervention. However, the speed and extent of recovery is determined by a number of internal and external factors.

76. Q: Do children with special needs always have disabilities?

A: Not necessarily. Even gifted children and children with special talents may at times face difficulties in academic learning, and need special support. However, in most instances it happens to be that children with impairments in sensory, motor, cognitive and/or socio-emotional and behavioural functioning are in need of intensive support.

77. Q: Whom should I contact regarding the advertising about a vacancy in my centre?

You can contact Placement cell Incharge or Director

78. Q: Can I conduct a campus interview for your students?

You can do it with prior approval from director

79. Q: Can I enrol for placement cell database to get job updates?

Yes you can enrol if you are a student of AIISH. This is the facility exclusive for students of AIISH

80. Q: Can students from other institutions have internship postings at AIISH?

You can do it with prior permission from director. Please send a email with all details to director for further proceedings

81. Q: How frequently Hearing Aid cells needs to be changed?

Once in 15 days.

82. Q: What is the warranty period of the Hearing Aid ?

Warranty period is 2 years for all Hearing Aid models.

83. What are the documents required to get free Hearing Aid ?

BPL card/Income certificate

Aadhar card

84. What will be the repair and service cost of BTE Hearing Aid ?

When the Hearing Aid is sent to company for board level repair it the service cost ranges from Rs.200 to Rs.4000 depending on the spares replacement or Hearing Aid condition. Service cost for BTE in AIISH is Rs.125 and for body level Rs.15.

85. How many days will it take to repair the Hearing Aid ?

When the Hearing Aid is sent to company for repair it takes 15 days. If some minor repair is there it will be attended on the same day at AIISH itself.