

# Claiming Your Rights

**A Manual for Ordinary People**



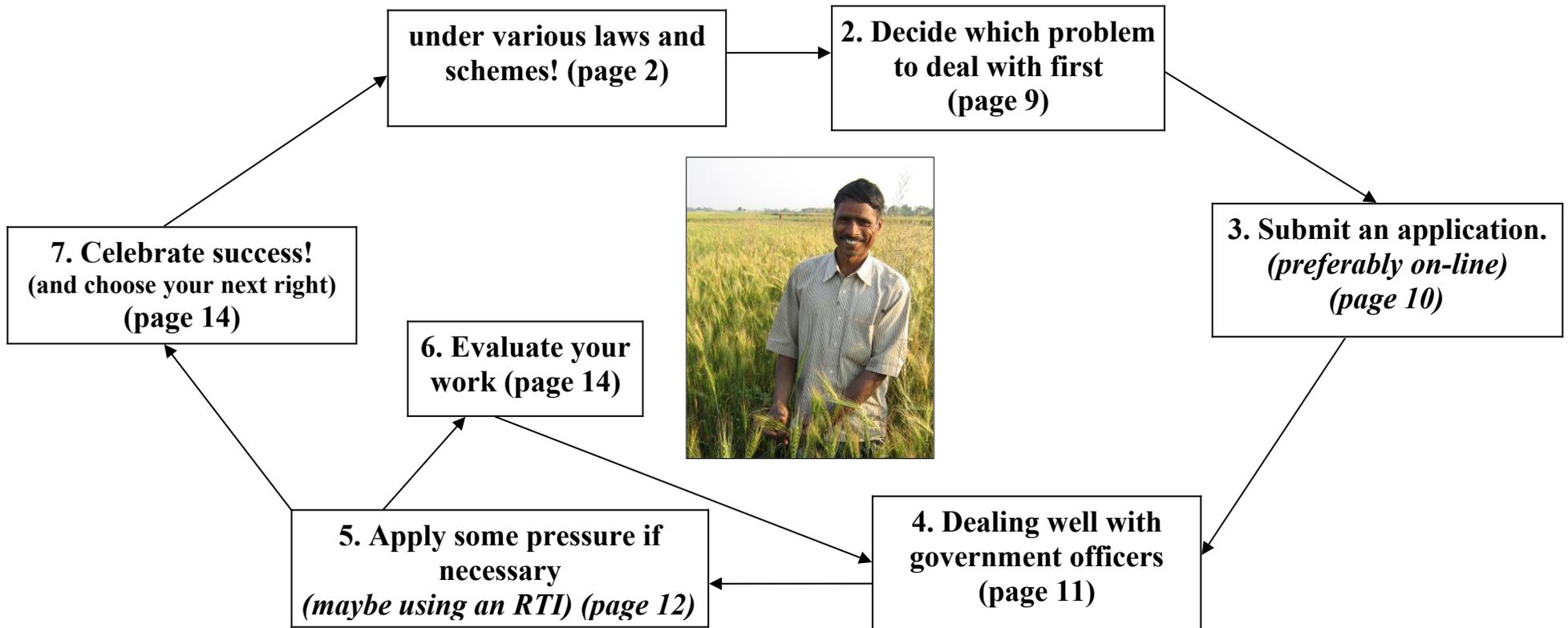
**(Version #9, Oct 2021)**

# 7 Steps to Building a Better Community!

This booklet is designed to help you and your community improve your lives! The government has many schemes & benefits designed to help ordinary people like you, but sadly, many of those benefits don't reach ordinary people because:

- Many people don't **know their rights**;
- Many people don't have sufficient **Identity Documents**;
- Sometimes people don't have the needed **application fee**;
- Some government officers ask for **bribes**; and
- Sometimes people are **too scared** to approach the government officers at all.

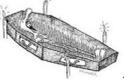
This book takes you through 7 steps to overcome these problems and increase the chances for you and your community getting those benefits! The steps are:-



# 1st Step: Know your rights!

(current as of Oct 2021)

<b>Topic</b>	<b>Your Rights</b> <b>Laws</b> (the strongest rights) are in red . <b>Schemes</b> (not as strong as laws, but still good) in black Web information in blue * Details of your rights	<b>Application</b> (Where to Apply, Cost, Documents)	<b>Difficulty</b> (Easy/ Moderate/ Difficult) + Approx time to process)	<b>Where to Complain</b>
<b>Food</b>				
<b>1. Food Security</b> 	<p><b>Law: National Food Security Act 2013</b>                      Web info <a href="#">here</a> (See Sec 3(1) and Schedule 1)                      * 5kg of grain per person in 'Priority households'                      * Rs1/kg Coarse, Rs2/kg wheat, Rs3/kg rice                      * 35kg of grain for very poor families  <b>Scheme: One Nation One Ration Card</b>                      Web info <a href="#">here</a>.</p>	<p><b>Where:</b> Local Government Ration Shop or some <a href="#">CSCs</a>  <b>Cost:</b> Rs5-45  <b>Documents:</b> (<a href="#">here</a>) Aadhaar (or other Proof of Identity &amp; address), Income Certificate (for BPL), photo.</p>	Moderate 1 month	State head office of Food & Civil Supplies Dept
<b>2. Anganwadi</b> 	<p><b>Law: National Food Security Act 2013</b>                      Web info <a href="#">here</a> (See Sec 5(1)a)                      * Anganwadi with for nutritious food for children under the age of 6.</p>	<p><b>Where:</b> Local office of Dept of Women &amp; Children  <b>Cost:</b> Nil  <b>Documents:</b> A list of 40 children under 6.</p>	Difficult 6 months	State head Office of Department Women & Children
<b>3. Mid Day Meal</b> 	<p><b>Law: National Food Security Act 2013</b>                      Web info <a href="#">here</a> (See Sec 5(1)b)                      * Nutritious meal at school up to 8<sup>th</sup> standard</p>	<p><b>Where:</b> Local School Principal  <b>Cost:</b> Nil  <b>Documents:</b> Nil</p>	Moderate 1 month	State head office of Mid Day Meal Authority

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<b>Income</b>				
<b>1.</b>  <b>NREGA</b>	<b>Law: National Rural Employment Guarantee Act 2005</b> <a href="#">Web info here</a> (See Sec 3(1)) * 100 days work per rural family * Paid minimum wage (at least Rs190 per day) <a href="#">here</a>	<b>Where:</b> Local Gram Panchayat <b>Cost:</b> Nil <b>Documents:</b> Aadhaar card	Moderate 2 months	State head office of Rural Development Dept
<b>2.</b>  <b>Pensions</b>	<b>Scheme: National Social Assistance Program</b> <a href="#">Web info here</a> (See Page 6) *At least Rs200 Old Age Pension for BPL people over 60 *At least Rs300 Widow's pension for BPL widows 40-79 * Most states is Rs500 or more	<b>Where:</b> In some states, On-line or <a href="#">CSC</a> In person at Local Office of Dept of Social Welfare at Tehsil. <b>Cost:</b> Free <b>Documents:</b> Form <a href="#">here</a> , Aadhaar, Bank a/c, BPL card or Income certificate:	Moderate 3 months	State head office of Department of Social Welfare
<b>3. Payment for girl child</b> 	<b>Scheme: Balika Samridhi Yojana</b> <a href="#">Web info here</a> * Gov't deposit Rs500 for family on birth of (up to 2) girls * More deposits for various stages of education * Can be withdrawn once girl reaches 18 & unmarried.	<b>Where:</b> Anganwadi Centre <b>Cost:</b> Nil <b>Documents:</b> Aadhaar, Bank account, Birth cert, BPL ration/ Income cert, photo.	Moderate 1 month	State head office of Department Women & Children
<b>4. Life Insurance</b> 	<b>Scheme: National Family Benefit Scheme</b> <a href="#">Web info here</a> (See Page 6) *Rs 20,000 lump sum on death of breadwinner	<b>Where:</b> Local office of Department of Social Welfare <b>Cost:</b> Nil <b>Documents:</b> Form <a href="#">here</a> , Aadhaar, Bank a/c, Income certificate, Death cert of breadwinner	Difficult 3 months	State head office of Department of Social Welfare
<b>5. Micro Enterprise</b> 	<b>Scheme: MUDRA</b> <a href="#">Web info here</a> *Loans for small business up to Rs50,000	<b>Where:</b> Online <a href="#">here</a> ; (go to 'new Login') or In person at Local Bank <b>Cost:</b> Nil <b>Documents:</b> Form <a href="#">here</a> Aadhaar (or other Proof Identity & address) Quotes for machines intend to buy.	Moderate 3 months	The state head office of the bank where you applied

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<b>Health</b>				
<b>1. Hospitals</b> 	<b>Scheme: Pradhan Mantri Jan Arogya Yojana (Ayushman Bharat)</b> <b>Web info here</b> * Rs 5,00,000 of medical treatment for poor families. <b>Scheme: National Health Mission (Web info here)</b> 4 doctors for each community health centre. 4 for a PHC.	<b>For PM JAY</b> <b>Where:</b> Check eligibility ( <a href="#">here</a> page 23). If eligible go to any government hospital. <b>Cost:</b> Nil <b>Documents:</b> Aadhaar, Ration card	Moderate 1 month	Ministry of Health and Family Welfare <a href="#">here</a>
<b>2. Pregnancy &amp; Delivery</b> 	<b>Law: National Food Security Act 2013</b> <b>Web info here</b> (See Sec 4(a)& 4(b) & <a href="#">here</a> (Sec 2,pp2&3) * Every pregnant woman gets Anganwadi meals * Payment of Rs5,000 for first child.	<b>Where:</b> Local Anganwadi, ASHA or PHC <b>Cost:</b> Nil <b>Documents:</b> Nil	Moderate 1 month	Chief Medical Officer of District Hospital
<b>3. Immunisations</b> 	<b>Scheme: Universal Immunisation Program</b> <b>Web info here</b> * Free immunisations for TB, Polio, Hep B, Diphtheria, Pertussis, Tetanus, Measles, (and Brain Fever in some districts)	<b>Where:</b> Local Anganwadi, ASHA or PHC <b>Cost:</b> Nil <b>Documents:</b> Nil	Easy 1 week	Chief Medical Officer of District Hospital
<b>4. TB Treatment</b>	<b>Scheme: DOTS</b> <b>Web info here</b> * Free testing and treatment for people with TB *Rs500 per month for nutrition while being treated.	<b>Where:</b> Local DOTS Centre <b>Cost:</b> Nil <b>Documents:</b> Aadhaar Card. Bank account	Easy 1 week	State TB Officer <a href="#">here</a>
<b>5. Disability</b> 	<b>Law: The Rights of Persons with Disabilities Act 2016</b> <b>Web info here</b> (See Sec 2(r) * Pension at least Rs300/mth if 40%, BPL & over 18 <a href="#">here</a> <b>Scheme: Unique Disability ID</b> <b>Web info here</b> * Identity card for anyone with a disability	<b>Pension Where:</b> In some states on-line or <a href="#">CSC</a> or in-person at Local Tehsil Office <b>Documents:</b> UDID, Aadhaar, Income certificate (under Rs 56,000) <b>UDID Where:</b> Online <a href="#">here</a> or form <a href="#">here</a> <b>Docs:</b> Aadhaar, photo, Disability Certificate	Moderate 3 months	State head office of Dept of Social Welfare
<b>6. Mental Health</b> 	<b>Law: Mental Health Act 2017</b> <b>Web info here</b> * Right to quality, affordable treatment at government (or funded) mental health facilities	<b>Where:</b> Nearest Government (or Government funded) Mental Health Facility <b>Cost:</b> Nil <b>Documents:</b> Nil	Moderate 1 month	State head office of Dept of Health and Family Welfare

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<b>Education</b>				
<b>1. Schools</b> 	<b>Law: Right to Education Act 2009</b> <b>Web info here</b> (See Sec 3, 12(b) & 25) * Free schooling up to 8 <sup>th</sup> (14yrs) (Sec 3) * Maximum 35 children in a class (Sec 25) * Private schools (which are Government aided) must give 25% seats free to the poor (Sec 12(b))	<b>Regular admission</b> <b>Where:</b> Local government school <b>Cost:</b> Nil, <b>Documents:</b> Birth Certificate <b>For EWS entry to private school</b> <b>Where:</b> Local private school (Gov't aided) <b>Cost:</b> Nil <b>Documents:</b> Birth Cert, Inc Cert	Moderate 1 month	State head office of Dept of Education
<b>2. Uniforms and books</b> 	<b>Law: Right To Education Rules</b> <b>Web info here and here</b> * For free uniform & textbooks for all children at primary & upper primary level	<b>Where:</b> On-line <a href="#">here</a> or at Local govt school <b>Cost:</b> Nil <b>Documents:</b> Listed on the website	Moderate 2 months	State head office of Dept of Education
<b>3. Open school</b> 	<b>Scheme: National Institute of Open Schooling</b> <b>Web info here</b> * Inexpensive (less than Rs1,700) distance education for anyone up to 12 <sup>th</sup> standard	<b>Where:</b> On-Line <a href="#">here</a> or Local NIOS Centre <b>Cost:</b> <a href="#">here</a> Up to Rs2,000 (excluding any private tuition) <b>Documents:</b> Aadhaar, Photo, Marks sheet	Easy 1 month	State head office of NIOS
<b>Power &amp; Gas</b>				
<b>1. Electricity</b> 	<b>Saubhagya (may be discontinued)</b> <b>Web info here</b> All unelectrified households eligible for connection	<b>Where:</b> State DISCOM <b>Cost:</b> varies state to state <b>Documents:</b> varies state to state	Moderate 3 months	State head office of the Power Corporation to whom you applied
<b>2. Gas connections</b> 	<b>Scheme: Ujjwala 2.0</b> <b>Web info here</b> * Every household in which there's separate cooking area and a 'pakka' stove is entitled to one gas connection. * Any poor adult female eligible for subsidised connection	<b>Where:</b> Local Indane or Bharat Gas <b>Cost:</b> Approx Rs1,600 <b>Documents:</b> Form <a href="#">here</a> , Ration card, Aadhaar for all member on ration card, KYC form <a href="#">here</a> , Bank account details	Moderate 15-20 days	State head office of Indane/ Bharat Gas (whichever you applied)

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<b>Village</b>				
<b>1. Toilets</b> 	<b>Scheme: Nirmal Bharat Abhiyan (rural)</b> Rural: <a href="#">Web info here</a> (See 6.4.6 on page 23)) Cash subsidy of Rs12,000 for building a toilet <b>Scheme: Swachh Bharat Mission (urban)</b> Urban: <a href="#">Web info here</a> (see 4.4 on page 13)) * Cash subsidy of Rs4,000 for building a toilet	<b>Where:</b> On-line <a href="#">here</a> or at your local <b>CSC</b> Otherwise at Local Gram Panchayat <b>Cost:</b> Nil <b>Documents:</b> Aadhaar, Bank a/c, photo	Moderate 3 months	Rural: Ministry of Drinking Water Sanitation <a href="#">here</a> Urban: Ministry of Housing and Urban Affairs <a href="#">here</a>
<b>2. Paving and drains</b> 	<b>Scheme: Village Health, Sanitation &amp; Nutrition Committee</b> <a href="#">Web info here</a> (See 3.2 on page 17)) * VHSNC gets Rs10,000 annually for use for sanitation, including paved alleys & drains	<b>Where:</b> Village, Health, Sanitation & Nutrition Committee <b>Cost:</b> Nil <b>Documents:</b> ?	Difficult 6 months	State head office of Dept Public Health Engineering (PHED)
<b>3. Housing</b> 	<b>Scheme (rural): Pradhan Mantri Awaas Yojana</b> <a href="#">Web info here</a> (See page viii (#5) & pg 27 (5.1.1)) * Rs1,20,000 for house for poor rural families <b>Scheme (urban): Beneficiary led Construction (BLC)</b> <a href="#">Web info here</a> (See page 10, #7)) *BLC: If you have land, can get up to Rs 1,50,000 to build	<b>Rural: PMAY</b> <b>Where: re:</b> On-line <a href="#">here</a> , or at <b>CSC</b> , Panchayat, BDO or DDO <b>Cost:</b> Nil <b>Urban: Beneficiary led Construction (BLC)</b> <b>Where:</b> On-line <a href="#">here</a> (see Citizen Assessmt) <b>Cost:</b> Nil <b>Documents:</b> Income, caste & residence certificate, land registry, affidavit.	Difficult 1 year+	Rural: Ministry of Rural Development ( <a href="#">here</a> ) Urban: Ministry of Housing and Urban Affairs ( <a href="#">here</a> )
<b>4. Land for Landless</b> 	<b>Scheme (urban): Affordable Housing in Partnership (AHP)</b> <a href="#">Web info here</a> * Government flat with large subsidy. * Usually decided by lottery.	<b>Affordable Housing in Partnership (AHP)</b> <b>Where:</b> On-line <a href="#">here</a> (see Citizen Assessmnt then 'Apply On-line' then AHP) or at your local <b>Common Service Centre</b> <b>Cost:</b> ? <b>Documents:</b> Aadhaar, Bank account	Highly unlikely 1 year+	Rural: Ministry of Rural Development ( <a href="#">here</a> ) Urban: Ministry of Housing and Urban Affairs ( <a href="#">here</a> )
<b>5. Roads</b> 	<b>Scheme: Pradhan Mantri Gram Sadak Yojana</b> <a href="#">Web info here</a> (See page 1 Sec 1.2) * Sealed road for every village with population of over 500 (or over 250 in hilly areas)	<b>Where:</b> Local office of Public Works Dept <b>Cost:</b> Nil <b>Documents:</b> Various	Difficult 1 year	Ministry of Rural Development ( <a href="#">here</a> )

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<b>H. Rights</b>				
<b>1. Domestic violence</b> 	<b>Law: Protection of Women from Domestic Violence Act 2005</b> Web info <a href="#">here</a> (See Sec 3) * No domestic violence (including physical, sexual, verbal, emotional or economic abuse, dowry demands or denying food/shelter).	<b>Where:</b> Local Police Station <b>Cost:</b> Nil <b>Documents:</b> Nil	Moderate 2 weeks	State Women's Commission <a href="#">here</a>
<b>2. Child Labour</b> 	<b>Law: Child Labour (Proh'n &amp; Reg'n) Act 1986</b> Web info <a href="#">here</a> (See Sec 3, Sec 7 and Schedule <a href="#">here</a> ) * No child under 14 employed in dangerous work including dhabas, domestic help & cracker factories. * No more than 6 hours a day. Not 7pm-8am.	<b>Where:</b> By Phone to Child Line 1098 <b>Cost:</b> Nil <b>Documents:</b> Nil	Difficult 2 weeks	National Human Rights Commission <a href="#">here</a>
<b>3. Child Marriage</b> 	<b>Law: Prohibition of Child Marriage Act 2006</b> Web info <a href="#">here</a> (See Sec 2 & 11)) * No girl under 18, or boy under 21, can be married (S 2). * Punishment for anyone assisting Child Marriage (S 11).	<b>Where:</b> By Phone to Child Line 1098 <b>Cost:</b> Nil <b>Documents:</b> Nil	Difficult 2 weeks	National Human Rights Commission <a href="#">here</a>
<b>4. Sex Trafficking</b> 	<b>Law: Immoral Traffic (Prevention) Act 1956</b> Web info <a href="#">here</a> (See Sec 5 & 17)) * Traffickers can be punished up to life in prison. (Sec 5) * Trafficked minor girl can be put under care of Child Welfare Committee (Sec 17).	<b>Where:</b> Nearest Police Station <b>Cost:</b> Nil <b>Documents:</b> Nil	Difficult 6 months	National Human Rights Commission <a href="#">here</a>
<b>5. Bonded Labour</b> 	<b>Law: Bonded Labour System (Abolition) Act 1976</b> Web info <a href="#">here</a> (See Sec 4) and <a href="#">here</a> * Bonded labour prohibited. * Freed of any debt, and can be given compensation * Can can be repatriated & help rejoining mainstream	<b>Where:</b> District Vigilance Committee <b>Cost:</b> Nil <b>Documents:</b> Nil	Difficult 6 months	National Human Rights Commission <a href="#">here</a>

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<b>I.D. Docs</b>				
<b>1. Aadhaar Card</b>	<p align="center"><b>Scheme: Aadhaar Card</b></p> <p align="center"><a href="#">Web info here</a></p> <p>* Main identity card for any Indian resident.  * Includes biometrics (updated at 5 years and 15 years)</p>	<p><b>Where:</b> At local Enrolment Centre, <a href="#">CSC</a> or at local Jan Seva Kendra (<a href="#">JSK</a>)  <b>Cost:</b> Enrol 0, Update details Rs50, biometrics Rs100  <b>Documents:</b> Form <a href="#">here</a>. Need proof of ID, address &amp; age. If lack docs, need 'introducer'</p>	<p align="center">Easy 1 month</p>	<p align="center">Regional office of Unique Identification Authority of India (see <a href="#">here</a> and scroll down to regional office).</p>
<b>2. PAN Card</b>	<p align="center"><b>Scheme: PAN Card</b></p> <p align="center"><a href="#">Web info here</a></p> <p>* Compulsory if paying Income tax.  * Available to non tax payers as well.</p>	<p><b>Where: On Line:</b> <a href="#">here</a>  or at your local <a href="#">CSC</a> or <a href="#">JSK</a>  <b>Cost:</b> Rs107  <b>Documents:</b> Aadhaar, 2 photos</p>	<p align="center">Easy 1 month</p>	<p align="center">State Head office of Income Tax Department</p>
<b>3. Election Identity Card</b>	<p align="center"><b>Scheme: Election Identity Card</b></p> <p align="center"><a href="#">Web info here</a></p> <p>* Any Indian citizen over 18 yrs can have name put on Electoral Role &amp; get Election ID Card.</p>	<p><b>Where: On-line:</b> <a href="#">here</a>  or at your local <a href="#">CSC</a> or <a href="#">JSK</a>  <b>Cost:</b> Nil  <b>Documents:</b> <a href="#">Form 6</a>, 1 proof of ID, address (bill/ bank account/ DL) &amp; age (if under 21yrs)</p>	<p align="center">Moderate 1 month</p>	<p align="center">State Chief Electoral Officer</p>
<b>4. Bank Account</b>	<p align="center"><b>Scheme: PM Jan Dhan Yojana</b></p> <p align="center"><a href="#">Web info here</a></p> <p>* Anyone over 10 years can open a bank account.</p>	<p><b>Where:</b> Any bank  <b>Cost:</b> PM JDY Rs0. Otherwise Rs500-1K  <b>Docs <a href="#">here</a>:</b> Aadhaar, 2 photos</p>	<p align="center">Moderate 15 days</p>	<p align="center">State Head office of bank to which you applied</p>
<b>5. Birth/Death Certificate</b>	<p><b>Law: <a href="#">Registration of Births and Deaths Act 1969</a></b>  <a href="#">Web info here</a> (See Sec 8 &amp; Sec 12))  * Birth certificate for any child born in India  * Death certificate for anyone who dies in India</p>	<p><b>Where:</b> If birth registered, go to Municipal Corporation. If not registered, go to SDM.  <b>Cost:</b> Nil (if birth at Gov't hosp). Rs100 (if private)  <b>Docs:</b> <u>Birth:</u> if private: Aadhaar &amp; discharge slip  <u>Death:</u> Burial/cremation slip</p>	<p align="center">Moderate 1 month</p>	<p align="center">District Magistrate</p>
<b>6. OBC certificate</b>	<p align="center"><b>Scheme: Reservation</b></p> <p align="center"><a href="#">Web info here</a></p> <p>* Caste certificate for any SC, ST or OBC citizen</p>	<p><b>Where:</b> go to in person at Sub-Di Magistrate  <b>Cost:</b> Rs300 at <a href="#">JSK</a>  <b>Documents:</b> Aadhaar, Affidavit on caste</p>	<p align="center">Moderate 3 months</p>	<p align="center">District Magistrate</p>
<b>7. Labour Card</b>	<p><b>Law: <a href="#">Building Other Construction Workers Act 1996</a></b>  <a href="#">Web info here</a> (See Sec 12))  * Anyone in construction industry, 18-60 years old and has actually worked for more than 90 days in previous 12 months eligible for a card.</p>	<p><b>Where:</b> On-line in some states  <b>Cost:</b> ?  <b>Documents:</b> (Listed <a href="#">here</a>) Proof of Identity, Age and employment</p>	<p align="center">Moderate 1 month</p>	<p align="center">State head office of Dept of Labour</p>

## 2<sup>nd</sup> Step: Decide which problem to work on first

Individual problems, like not getting a pension or a ration card, tend to be easier to resolve. If you face one of these problems, you can work through steps 3-7 in this booklet to resolve it yourself.

If you succeed, then help someone else to solve their similar problem – but DON'T take a fee !

Community problems like the lack of electricity or lack of drinking water in the whole village or colony affects everyone. These problems are often harder to resolve and need a unified community effort. If your village has community problems like these, then hold a community meeting to decide which problem to focus on first. In the meeting, remember :-

- Everyone is important and should be heard, so invite lots of different people, not just 'big people'. Try to encourage 'little people' like women, children, older people and, people with disabilities, to attend.
- Beforehand, choose someone who's fair and respected by everyone, to facilitate the meeting.
- Listen to everyone's opinion. Summarise what people say to check you've understood them. Praise each person for what they say, so they are likely to say more later.
- Don't let anyone, especially the 'big people', dominate the meeting.
- Seek agreement on which problem to try to solve first. Don't just do what the 'big people' say, but talk about it until everyone agrees on which problem to solve first.

For the first problem you take on, choose the one which:-

- Other people in your Block or District have **succeeded** in solving this type of problem before.
- Won't take too much **money** to solve.
- Won't take too much **time** to solve.
- Won't create **enemies** (eg trying to stop alcohol or gambling may create enemies).
- Is fairly **urgent** (eg you may decide to deal with a serious medical problem before a new road)
- Affects **many people** in the village, not just a few.
- People have plenty of **passion** to deal with the problem.



## 3rd Step: Submit an application

If possible, do your application **on-line** to avoid bribes. Many villages have a Common Service Centre ([here](#)), where you can apply on-line for some identity documents & other schemes. In Bihar, Rajasthan, UP & MP you may be able to use the local [Jan Seva Kendra](#) [here](#). Some applications require a particular form, available from the government office. Otherwise, write your application on blank paper. Be sure to include:

- 1) **A clear statement of your problem**: For example, there is no anganwadi in your village. A photo of the problem (eg. many children in your village) makes the application even better.
- 2) **The right you have to the benefit**, with the relevant law or scheme name: (see green 'Your Rights' column in table). For example; under the National Food Security Act Sec 2013 5(1)(a), [here](#) the government should provide an Anganwadi to all children between the ages of 6 months and 6 years. (*Even better, give the website showing that scheme or law*).
- 3) **Your request that is specific and clear**: What do you want, by when. For example; You want an Anganwadi established in your village by 30<sup>th</sup> June 2021. (*See blue 'Difficulty' column in table for a reasonable time*).
- 4) **Pressure**: If you don't get what you've asked for, state clearly what you will do next. Eg; If the anganwadi hasn't been begun by 1<sup>st</sup> July 2021, you'll lodge an RTI.

NB Copy your application to the higher government officer (see pink 'Where to Complain' column in table), responsible for this scheme, so the local officer is more likely to respond. After writing the application, post it to the relevant office (see yellow 'Application' column in table). If you do that, send it registered post and keep the receipt, so you have proof of having applied.

An example letter might look like this:-

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*The Manager, ICDS*

*Fatehpur District, Uttar Pradesh*

*1st May, 2021.*

*Re: Anganwadi for Sivarampur under National Food Security Act 2013*

Dear sir,

I live in Sivarampur village in District Fatehpur, Uttar Pradesh. I respectfully state that:-

1. Our village has a population of 2,350, of which 272 are children from 6 months – 6 years old. As yet we have no anganwadi. I have attached a list of the children of this age in our village, together with a photo of them.
2. I note from the National Food Security Act 2013, Sec 5(1)(a) ([here](#)) that every child from 6 months to 6 years has the right to a cooked meal at an Anganwadi each day.
3. I would therefore like to apply for several anganwadis for our village. I would like these anganwadis to begin by 30 June, 2021.
4. If anganwadis are not begun by 30 June 2021, I will lodge an application under RTI Act 2005 to check progress on my application.

Kind regards,

*Ramesh Kumar,*

H. No 6, Gali No7, Sivarampur Village, District Fatehpur, Uttar Pradesh, Tel 9750 478598

Copy UP ICDS

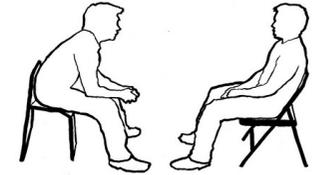


## 4th Step: Dealing well with Government officers

It may necessary to deal in person with a government officer, either to give the application or check on it's progress. If so:

### **Before the meeting, prepare well:**

- Go with someone else from the community (to help each other, and to be witness to any bribe).
- Get an appointment if possible (so you don't waste your time).
- Dress formally (so you appear as a person who is serious about his/her rights).
- Have your diary, paper & pen (so you can write down any future dates or promises).
- Take 2 copies of any letter or document you want to present (give one and get a 'received' copy to keep).
- Take originals and copies of documents you have to submit (see yellow 'Application' column in table) (so you can show, but not give the original).
- Expect many excuses! Be prepared for this, so you don't get angry when you hear the excuses.
- Know your rights (see green 'Your Rights' column in table).
- Know where the office is (see yellow 'Application' column in table) so you get there on time.
- Before you go in the office, decide what pressure you're prepared to apply (see options in 5th step).
- Learn the superior's name (see pink 'Where to Complain' column in table), so you can apply pressure.
- Decide who will speak, so you don't all try to speak at the same time.



### **During the meeting: -**

- Introduce yourself. Check the officer's name & designation, so you don't start talking to his peon by mistake
- Clearly state your purpose for coming. Assure the officer that you don't want to take much of his/her time.
- If you are submitting an application, be sure to get a 'received' stamp on your copy, so that you have proof.
- If the officer gives excuses, stay calm! If there's an argument or raised voices, you will lose !
- Repeat whatever the officer says (whether negative or positive). That's because when the officer hears his unreasonable response repeated, he might soften it.
- Don't accept 'I'll see later', as 'later' tends to mean 'never'. Tie down any future date and put it in your diary.
- Clearly state whatever follow up / pressure you intend to do (see options in 5th step).
- Thank him/her! (It's an unusually nice thing to thank someone, so the officer will appreciate it and may welcome you more the next time you visit).

### **If an officer asks you for a bribe then: -**

- Ask him/her to show you where the fee is written down (to highlight it as illegal); or
- Say you'll happily pay the fee, if he gives you a receipt (also to highlight its illegality); or
- Repeat his request loudly, so that others in the vicinity hear, and he is embarrassed; or
- If he/she persists, note the details of the interaction in a way that the officer knows you're noting it. Note the day, time, place & exact demand. Note the officer's name & designation. If he refuses to give his name, then note any feature that might identify him/her like a name badge, which desk he is at, or any physical features.

### **After the meeting: -**

Record what happened including: -

- Date & time of meeting;
- The name and designation of the officer you met;
- What was said / the result of the meeting;
- Keep the 'received' copy of any application; and
- Any follow up you intend to take (on the appropriate date in your diary).

Then be sure to take any action you said you would take (lodge RTI etc) by the date you said you'd take it.



## **5th Step: Apply pressure if necessary**

Remember that in the application letter, you specified when you wanted the action taken. It takes time to build roads, make Aadhaar cards or start anganwadis. Government officers have many people to satisfy, so wait that reasonable period (see blue 'Difficulty' column in table), before you do anything else. As that time approaches, give the officer a call, to remind him of the time frame and to keep a little pressure on him! If your application is not successful, after waiting the reasonable time, it's good to apply a little pressure on the government officer. Run a community meeting to decide which of the ways to apply pressure (below) is best: -

- If possible, **check the status** of your application on-line ([here](#)).
- Complaining once again to the **original officer** where you applied;
- Using the government grievance redressal system ([here](#));
- Complaining to the **higher officer** (see pink 'Where to Complain' column); or
- Lodging a **Right To Information (RTI)** application to Dep't where you applied [on-line](#) or in writing (example below); or
- Contacting an **NGO** which is active in that field (such as Justice Ventures International); or
- Contacting anyone you know in the **media**, who may write a story on the situation.

**Sample RTI – Only bold writing needs to change**

Public Information Officer

**Integrated Child Development Scheme**

**Fatehpur District, Uttar Pradesh**

**1st July, 2021**

Subject: Application under the RTI Act 2005 For information regarding application for **anganwadi in Sivarampur village.**  
Sir,

1. I made an application for an **anganwadi for Sivarampur village to the Manager, Integrated Child Development Scheme, on 1st May, 2021.** A copy of that application is attached. No satisfactory action has been taken on my application so far. Therefore kindly tell me:-
2. According to your department's rules, what is the time within which **an anganwadi** should be started after receipt of an application?
3. Please provide the daily progress made on my application. Please give the names and designations of the officials with whom my application was sitting during this period. Also the periods it was with each official and what action that official took.
4. What actions will be taken against any official who did not perform their duties on time? When will this action be taken?
5. When will **Sivarampur get its anganwadi?**

I am depositing the application fee (Rs10) separately for this RTI.

If you feel that the above requested information does not pertain to your department, then please follow the provisions of section 6(3) of the RTI Act 2005. Also, as per the provisions of the RTI Act, 2005, please provide the name and designation of the officer in your department, where I may file my first appeal, if I am not satisfied with the answers provided.

Thank you.

**Ramesh Kumar,**

**H. No 6, Gali No7, Sivarampur Village,**

**District Fatehpur, Uttar Pradesh,**

**Tel 9750 478598**

Copy to: **UP State ICDS** (see pink 'Where to Complain' column in table)

## 6th Step: Evaluate your work!

If, after applying reasonable pressure, you still haven't succeeded:

- Sit down with your colleagues and discuss what you've done well so far, and what you could have done better.
- Decide whether you can apply a different sort of pressure, or whether you need any extra help.
- Make a new plan for getting the entitlement.
- Work on the new plan. We call this an Action-Reflection Cycle: Plan, Act, Reflect, Plan, Act, Reflect etc

## 7th Step: Celebrate your Success!

Hopefully, after following these simple steps, you will eventually be successful in getting your rights. If you are successful, be sure to:-

- Celebrate the success with everyone who was a part of it! Have some cold drinks!
- Thank the officer who was most helpful in the success. Thanking him/her is a nice thing to do, and he/she may be more likely to help with your next problem.
- Tell people in other villages of your success, so that they're encouraged to try as well. If they're willing to try, then help them out with your expertise. But remember, don't take a fee. Just help out so you can build stronger relationships with the next village. They might help you next time!
- Decide together again with your community, what problem you want to tackle next! You're back to Step 1!



## Advocacy at work – some real success stories!

**Raju gets a Disability Pension:** Raju, 35, lives in a shack by the side of a railway track. A father of 5 children, he struggles to make ends meet working as a recycler. Despite having a substantial physical disability – his left leg is largely paralysed in a bent position – he manages to cycle several kilometres to his work. When our community worker met Raju, he asked him to apply for the disability pension for him. He was the first person the community worker had applied for, so it took some time to learn the system – taking photos of his documents, uploading them through the online portal, and submitting hard copies in the District Disability Welfare Office. After several months' waiting, Raju received his first instalment in November 2020! The Rs 500 (USD \$7) per month is not much, but it's something to help tide the family over. Since Raju's success, numerous other people have come forward asking to apply for various types of pensions (disability, widow and old age).

**Ruby gets a Gas Connection:** Ruby, 24, is a single mum parenting a 3 year-old-daughter in a shack by the side of the railway. She cooked on a wood stove indoors; which was unpleasant and time consuming for her, and also contributed to respiratory issues for her daughter and elderly father. She was very keen to apply for gas, but did not have a PAN card or bank account (prerequisites for a government gas connection) or sufficient money. We helped her apply for both a PAN card and a bank account, and then submitted photocopies of her documents to the local gas distributor, as well as giving a small gift to help her pay the upfront cost. She's now saving time, money, and her lungs by cooking on a cleaner, cheaper and more convenient fuel.



**Savita's life is saved from TB:** Savita, 28, suffered terribly from headaches and nausea for several months. She was diagnosed with TB meningitis just prior to the start of the Covid lockdown in March 2020. Her husband, a mochi, did not know that free TB treatment was available from government DOTS centres, so spent tens of thousands of rupees on private doctors, some of whom prescribed painkillers and cough syrups without the anti tubercular drugs she needed. Despite some difficulty due to the lockdown, community workers helped Savita enrol in the nearby DOTS centre and start receiving free treatment. While on correct medication, her condition continued to deteriorate as she became bedridden and her weight dropped to 21 kg. She was hospitalised for 3 months in a government TB hospital, receiving free treatment and food. Gradually she started recovering, is now mobile again, has regained weight to 38 kg, and is no longer suffering from headaches or nausea.

This manual was produced in collaboration with:

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- EFICOR [www.eficor.org](http://www.eficor.org)

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