

# Advocating with the Poor

## **A Manual for Chhattisgarh** (Version # 3, March 2016)



### **What's new in this Version**

- Food Security Act (page 8)
- Life Insurance for the poor (page 19)
- Prevention of Bonded Labour (page 44)
- Prevention of Sex Trafficking (page 45)

## Advocacy Works - Some real stories!

### **Kareen gets a widows Pension**

Kareen moved to the city from her village as a young married woman. She, her husband and 4 children lived in a makeshift 'jhuggi' (hut) in an unauthorised colony in the city's outskirts. In 2008 Kareen's 11 month old baby girl died- probably to diarrhoea. A couple of months later Kareen lost her husband. This time it was probably to TB. Kareen (pictured right) was now left with 3 children, no income, living in a tiny hut and incredibly vulnerable.



The state government has a widows pension of Rs1,000 a month but Kareen wasn't getting it. Some simple enquiries and found that it was the Department of Social Welfare that administers pensions (see page 12 of this manual). The department said that Kareen wasn't eligible for a pension because she didn't have a bank account. Kareen had never had a bank account, so some community worker friends went to the local bank to find out about getting one. "No," the manager informed them, "we need some identity documentation to open an account" (See page 50 of this manual). Kareen had no such documentation, so next stop was the Electoral Commission. The community workers asked the Commission to issue an Electoral Identity Card (I Card) for Kareen. After several days the officials visited her at her hut. They shook their heads and said; "No, sorry, because she lives in a slum hut, we won't give her an I card." They protested & cited the rule that all Indian residents are eligible for I cards whether they live in a palace or a slum hut (see page 46 of this Manual). After a little more hand wringing, they finally agreed.

A week or so later, armed with the I Card, the community workers went back to the bank, which thankfully opened the account. Next they went back to Social Welfare Department, confident they'd succeed. "No!" came the answer. "Even with the Bank account, she still needs some official government document proving she's been resident in here for 5 years!" Exasperated, they wrote a letter of appeal to the head of the Social Welfare Department (see guidelines for letters on page 55), which finally acceded to their request. So after 6 months of doing battle with the bureaucracy, Kareen finally got her pension, back-paid for 5 months, so now she had Rs5,000 in her own bank account! She beamed ! It wasn't much, but the regular amount might be enough for Kareen and her children to survive.

### **Women get MGNREGA jobs**

The women in Jagir village didn't know whether women were eligible to work under the MGREGA scheme or not (see page 11 of this manual). Their husbands had a 'Job Card' under the scheme, but they didn't know if they were eligible. A local NGO's project staff informed them that indeed they, as women, were entitled to work in the scheme. Knowing this, the women went to the Gram Pradhan to ask for work. They eventually got manual work (and income) in road construction under MGNREGA.

### **Guddan gets a Gas Connection**

Guddan had been trying for two years to get a 'pakka' (legal) gas connection. The staff at the gas office always gave some excuse for not being 'able' to give her the connection. Then Guddan attended an advocacy workshop during which she learned about her rights to a gas connection (page 32 of this manual) and ways to advocate should the application be stalled - especially on using the Right To Information Act. Having that teaching in my mind Guddan went back to the gas office. Again the officer gave some excuses, but this time Guddan threatened to complain to his superior officer in the state capital, if she didn't get her connection quickly. The officer was shocked. That simple threat of action was enough and Guddan got her gas connection within weeks!

# A) Introduction

## 1. About this Manual



Chhattisgarh has a surprising number of government services available to its residents. Many of those services should, by rights, be available to the poor residents of villages & urban slums. Unfortunately however, many poor residents are not able to avail of these services due either to the corruption of some officials, or ignorance or lack of confidence in residents themselves.

Often when NGO's find these government services not functioning, they attempt to provide those services themselves, opening schools, clinics, vocational training programmes etc. Such service provision has the advantage that it may endear the NGO to people and may see results quite quickly. However, the NGO can't provide these services forever. Sooner or later they need to help residents to access these services which, in the long run, only the government can provide.

The information in this manual is only a part of a bigger strategy to empower Chhattisgarh's poor residents. Empowerment involves not only giving the poor the **knowledge** of services available (pages 7-51 of this manual), but also the **skills** in writing & presenting applications (pages 55-60). Perhaps most important aspect to empowerment however, is the **heart** to *want* to act selflessly for the benefit of the whole community. Appendix 1 on page 52 provides a comprehensive 10 step strategy to **empowerment** of residents with this knowledge, skills & heart. Be warned - it is costly and takes years!

For each of the services listed in the **Table of Contents**, we give:-

1. The relevant Central & State **government department** which delivers this service (with website);
2. The **entitlement/right** to residents as per that department's policy. We also give the 'Best Source' website where those entitlements can be clearly seen. Many entitlements can be found at the Central Governments Citizens' website [here](#). A summary of services available, which is available to Above & Below Poverty Line residents and the scheme/legislation name is in Appendix 2 (page 54).
3. An **application procedure** to apply for that entitlement; Many application procedures & forms can be found [here](#) & [here](#). Some hard copies of forms can be found in Section K on page 62. We give hints on writing effective applications & a sample application letter in Appendix 3 (page 55). We all know however, that for many reasons, the application may not initially succeed. The officer might:-
  - Be away on leave, on 'election duty'; or
  - Claim that you've come to the wrong office; or
  - Say he has no authority to deal with your application & the officer with authority is on leave or sick;
  - Claim that he has no 'budget' this year; or
  - Claim that he doesn't have sufficient staff available; or
  - Ask for some 'chai pani' (bribe). Appendix 5 (page 57) has suggestions for dealing with corruption.)

Appendix 4 (page 56) gives some useful tips for how to deal with government officers when presenting an application.

4. **Advocacy** steps, should that application not be successful initially; including (in order of difficulty):-
  - Complaining once more to the original officer;
  - Using the Government's on-line grievance redressal mechanism <http://pgportal.gov.in/>
  - Lodging a **Right To Information (RTI)** Act application to the department where you applied. Notes on the effective use of the RTI with an example are given in Appendix 6 (page 58) to help you with this;
  - Contacting Justice Ventures lawyers at the Delhi Justice Resource Centre. Phone 011-4050170 or email [delhi@justiceventures.org](mailto:delhi@justiceventures.org)
  - Conducting a 'dharna' (protest); then
  - Contacting the media. (Appendix 7 page 60 gives some tips on media.)
5. A **success story** (when available) showing where all this has actually worked in real Chhattisgarh situations.

If you find this manual useful in your advocacy, as we hope you will, please feel free to **share it** with any other genuine NGO's/individuals who are working with the poor in Chhattisgarh. It is deliberately not copyrighted. If you're reading this as a hard copy, you can find a soft copy in English (and Hindi) at EHA's website:- <http://www.eha-health.org> under 'Downloads/Advocacy Manuals'. We've also created similar Advocacy Manuals for most other north Indians states including; Delhi, Uttar Pradesh, W.Bengal, MP, Jharkhand, Bihar, Harayana, Manipur, Uttarkhand, Assam, Maharashtra, Rajasthan & Odisha (most in English & Hindi), together with specialised manuals for Women's Rights and People With Disabilities all of which are available at the JVI or EHA websites for free. We'll attempt to revise these manuals every year so they stay up to date.

Finally, entitlements and grievance procedures are **constantly changing**, so if you find any errors/ inaccuracies in this manual, or have any suggestions for additions, kindly write to us & we'll make the alterations.

#### **Justice Ventures International**

[www.justiceventures.org](http://www.justiceventures.org)  
[info@justiceventures.org](mailto:info@justiceventures.org)

#### **Emmanuel Hospital Association**

[www.eha-health.org](http://www.eha-health.org)

## 2. A first Step - Identifying your area's government offices

Initially it will be useful to identify where your village falls in various levels of the central & state government structure. As you identify your area's information, fill it into the table below.

- Chhattisgarh is divided into 11 **Lok Sabha** Constituencies. Each constituency has an elected Member of Parliament (MP) responsible to an electorate of about 25 lakh people. To find your MP's name & details, click [here](#), click on Chhattisgarh, then find your constituency to see your MP's name.
- Chhattisgarh **State Government** is divided into 90 Assembly Constituencies (ACs). Each AC has an elected Member of the Legislative Assembly (MLA)(*Vidhayak*) responsible to an electorate of about 2.8 lakh people. To identify your MLA & her/his contact details, click [here](#) and click on your constituency to find the name of the MLA. For your Constituency, local polling booth and voters list [here](#).
- Chhattisgarh **local government** is divided into Gram Panchayats. On average a gram panchayat is home to 2,500 people and has 2 villages. Each Gram Panchayat has an elected Pradhan.
- For administrative purposes, Chhattisgarh is divided into 5 **Divisions**. Click [here](#) for a map and scroll down for list of each division.
- Each division is further divided into several **Districts (Jilas)** totalling 27 districts in all in Chhattisgarh. Click [here](#) (and scroll down) for map, headquarters and population of all 27 districts. Each District is overseen by a District Collector. A list of DC's is [here](#).
- Each district is further sub divided into several **sub-districts (taluk/tehsils)**. Each sub district is under the authority of a Sub Divisional Magistrate (SDM). Each district is further subdivided into Development Blocks & Town Areas. To find names of Sub-Districts, Development Blocks & Town Areas go to <http://districts.nic.in/> & click on your district to go to your district's website.
- To identify other officers such as Chief Medical Officers etc, the websites are given on the relevant page of this manual. As you find that information, insert it in the table.

<b>Division/Service</b>	<b>Page #</b>	<b>Area name</b>	<b>Officer's Name/Address/Phone no.</b>
<b><u>Political divisions</u></b>			
National Lok Sabha	4		Member Parliament (MP)
Assembly Constituencies	4,46		Member Legislative Assembly (MLA)
Panchayat	33		Pradhan
<b><u>Administrative Divisions</u></b>			
Division	4		
District (Jila)	48,49		District Collector DC
Development Block	35		Block Development Officer (BDO)
<b><u>Specific services in this Manual</u></b>			
Chief Medical Officer	20		Chief Medical Officer (CMO)
Nearest District Hospital	20		
Nearest CHC/PHC	20		
Gas Agency	32		
Local police Station	41,42		Station House Officer (SHO)
Police Headquarters	41,42		Superintendent of Police (SP)

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# A) Food and Water

## 1. Food & Water - Drinking Water

*Drinking water is fundamental to human life and health. The Indian government through the scheme below is committed to getting clean drinking water to every Indian.*



### 1. Relevant department

#### Central Government

- Ministry of Drinking Water & Sanitation (Web <http://www.mdws.gov.in/>).

#### Chhattisgarh Government

- Chhattisgarh Public Health Engineering Dept ([here](#))

#### Local Authorities

- *In city areas the city Nagar Nigam is responsible for water supply*

### 2. Entitlement (*Best Source: E-book on Rural Sanitation & Drinking Water 2014 [here](#)*)

Under National Rural Drinking Water Programme the goal is to:-

1. Provide 55 litres of potable water per person per day. (Drinking 3L, Cooking 5L, Bathing 15L, Washing utensils 10L, Toileting 10L, washing clothes 12L) (See page 29 of Rural Sanitation & Drinking Water E-book [here](#))
2. Provide that source at a distance of not more than 500 meters/30 minutes (See p7 of 2010) NRDWP document [here](#).)
3. Provide by 2022 90% of all rural households with access to piped water and 80% with a household connection. (See page 27 of Rural Sanitation & Drinking Water E-book [here](#))

### 3. Application Procedure

- a) Look to see if the government information on water supply in your village is accurate at the Central government website [here](#) (search for a particular village) ;
- b) At central government website [here](#) find if the government has tested water sources in your block;
- c) If quantity or quality of water source is unsatisfactory, according to entitlement above, make an application for testing or new source to the Executive Engineer of the Public Health Engineering Dept in your district (contacts [here](#)).

### 4. Advocacy (if application doesn't succeed)

- i. Complain to the office where you applied once again; then
- ii. RTI to Chhattisgarh Public Health Engineering Dept (contacts [here](#)); then
- iii. Contact the Indian Sanitation Portal [here](#); then
- iv. Using the Government's on-line grievance redressal mechanism [here](#) .

### 5. Success Story

Put yours here!



## 2. Food & Water - Ration Cards

Formally known as the Targeted Public Distribution System, the 'ration card' system, aims to provide basic food stuffs at a subsidised (lower than market) price for every family. The central government has recently enshrined the right to food security in law in the National Food Security Act 2013 which guarantees 5kg of foodgrains at subsidised rates for 75% of rural households and 50% of urban.



### 1. Relevant Department

#### Central Government:

- National Food Security Act (NFSA) Sct 3 ([here](#)).
- Ministry of Consumer Affairs, Food & Public Distribution - Dept of Food & Public Distribution ([here](#))
- Ministry of Women and Child Development [Nutrition Resource Platform www.poshan.nic.in](http://www.poshan.nic.in)

#### Chhattisgarh State

- Dept of Food & Civil Supplies (Website [here](#))

### 2. Entitlement (Best Sources: National Food Security Act 2013 [here](#) Right To Food campaign [here](#) & [here](#) & Supreme Court Commissioners 2011 [here](#))

- i) Poor residents** Every person in 'priority household' (whose name figures in priority list produced by every state govt), to receive 5 kg of food grain at a subsidised price. (National Food Security Act Sct 3(1).
- ii) Destitute Residents** (such as disabled or widowed) with no means of support can be issued with an Antyodaya Anna Yojana (AAY) Ration Card whether or not they are on BPL list, and entitled to 35kg foodgrains at subsidised rate. (See (National Food Security Act Sct 3(1) & Supreme Court order [here](#)).
- iii) Rates & Monthly Quantities** of Rations: See Right to Food [here](#) or National Food Security Act Schedule 1 ([here](#)).

	Wheat	Rice	Iodised Salt
Antyodya (35kg per household)	Rs 2 /kg	Rs 3 /kg	2kg free
'Eligible Households' (5kg/person)	Rs 2 /kg	Rs 3 /kg	
'Eligible Households' (15kg / household)	Rs 7.5 /kg	Rs 9.5 /kg	

### 3. Application Procedure

#### **i) BPL/Eligible application procedure**

Each state government must publish a list of eligible families (NFSA Sct 10 & display that list prominently Sct 11). Basis for inclusion and exclusion from the list is [here](#). Check if you are on the 'Eligible' list. Households whose name figures on the list can apply for a Ration/NFSA card by Lodging Form (download [here](#) or hard copy on page 62 ) at your Circle Office with:-Rs25; Proof of residence (copy of electricity Bill etc or Witness of 2 neighbours); Two passport photos, 1 attested by MLA. After necessary verification, the ration Card is issued.

#### **ii) Antyodaya Anna Yojana application procedure**

As above, but with a self declaration in the Form itself of being destitute.

### 4. Advocacy (if application doesn't succeed)

- Complain directly to the Panchayat or circle office where you applied; then;
- Try the Toll free help line: 1800-233-3663; then
- RTI to Dept of Food & Civil Supplies [here](#); then
- Contact the Chhattisgarh advisor to the Supreme Court Commissioner (contact [here](#)). Mr. Sameer Garg, Adivasi Adhikar Samiti c/o sangram X-Rays, CHM Road, Manendiagarh, District Koriya, Chhattisgarh, Tel: 07771-244105, Mob: 09425583395, email: [koriya@gmail.com](mailto:koriya@gmail.com) or [Gangabhai at chaupal\\_cg@rediffmail.com](mailto:Gangabhai at chaupal_cg@rediffmail.com)

### 3. Food & Water - Anganwadis

Millions of children in India are malnourished. The Anganwadi scheme aims to give all young children 6 months-6 years (before they go to school) a nutritious meal, basic immunisations & vitamins. Once they are at school, the children are eligible for the midday meal scheme (see Food – Mid Day Meal on page 10). The central government has recently enshrined the right to food security for children in law in the National Food Security Act 2013 which guarantees Anganwadi meals.



#### 1. Relevant Department

##### Central Government

- National Food Security Act (NFSA) Sct 5(1)a ([here](#)).
- Ministry of Women & Child Development (For website click [here](#).)

##### Chhattisgarh Government

- Dept of Women & Children (For website click [here](#)).

#### 2. Entitlement (Best Source:Supreme Court Commissioners [here](#) & National Food Security Act 2013 [here](#) & Right to Food [here](#))

Under National Food Security Act (NFSA) Sct 5(a) Every child from 6 months to 6 years has the right to a cooked meal at the Anganwadi each day.

- There should be one Angan Wadi Centre (AWC) for every 40 children under the age of 6. (Supreme Court Order [here](#) page 3 point 2).
- Children receive a 500 calorie nutritious snack of like daliya, channa etc); (NFSA Sched II)
- Malnourished children receive a 800 calorie take home snack; (NFSA Sched II)
- For pregnant and nursing mothers a 600 calorie take home snack. (NFSA Sched II)
- Children to have supervised educational play with educational toys; (WCD [here](#))
- Children to receive basic immunisaations, medicines (eg worm tabs), vitamins (eg Iron); & undergo weight/height monitoring which is recorded on their chart. (See Right to Food Brochure [here](#)).

#### 3. Application Procedure

- a) Get list of 40, 3-6 yr olds in your village including:-Name, Address, Gender, DOB & Parents' acceptance. (Supreme Court Order [here](#) (see point 9) or [here](#) (page 3 point 2) for this 'Anganwadi on Demand'.
- b) Submit the list to the ICDS office at Women & children head office in Raipur.

#### 4. Advocacy (if application doesn't succeed)

- i. Written complaint to the ICDS office where you applied; then
- ii. **RTI** to Dept of Women & Children (For website click [here](#)); then
- iii. Contact the Chhattisgarh advisor to the Supreme Court Commissioner (contact [here](#)).Mr. Sameer Garg, Adivasi Adhikar Samiti c/o sangram X-Rays, CHM Road, Manendiagarh, District Koriya, Chhatisgarh, Tel: 07771-244105, Mob: 09425583395, email: [koriya@gmail.com](mailto:koriya@gmail.com) or Gangabhai at [chaupal\\_cg@rediffmail.com](mailto:chaupal_cg@rediffmail.com) ; then
- iv. Contact the **Right To Food Campaign** (website is [here](#)).
- v. Using the Central Government's on-line grievance redressal mechanism [here](#)

#### 5. Success Story

Put yours here!

## 4. Food & Water- Mid Day Meal Scheme

*The Mid Day Meal Scheme (MDMS) aims to give all school going children up to standard 8, one nutritious meal a day. Serving over 100 million children, it is the biggest nutrition programme in world ! The central government has recently enshrined the right to food security for school children in law in the National Food Security Act 2013 which guarantees Mid Day meals.*



### 1. Relevant Department

#### Central Govt

- National Food Security Act (NFSA) Sct 5(1)b ([here](#)).
- Ministry of Human Resource Development, Dept of School Education & Literacy (Website [here](#))

#### Chhattisgarh Government

- Mid Day Meal Authority (Website (in Hindi) [here](#).)

### 2. Entitlement (*Best Source:Supreme Court Commissioners here & National Food Security Act 2013 [here](#) & Right to Food [here](#)*)

As per National Food Security Act (NFSA) Sct 5(1)b:-

- Every child up to class 8 or between ages of 6-14 is entitled to a free Mid Day Meal
- On every school day.
- Meal should be of at least 450 calories for Classes 1-5 & 750 for Classes 6-8 (NFSA Sched II).

As per the (Supreme Court Order [here](#):-

- In drought affected areas meal should be served during summer holidays as well.

For more information see Right to Food Website [here](#).

### 3. Application Procedure

- All Government schools Classes (1-8) should have a midday meal scheme already.
- If they don't, parents of children can apply directly to the school concerned.

### 4. Advocacy (if application doesn't succeed)

2 parents per day have a right to inspect the food. If there is a problem in the quantity or quality of the food then:-

- i. Complain directly to **the school**; then
- ii. RTI to **the Mid Day Meal Authority**; then
- iii. Contact the Chhattisgarh advisor to the Supreme Court Commissioner (contact [here](#)).Mr. Sameer Garg, Adivasi Adhikar Samiti c/o sangram X-Rays, CHM Road, Manendiagarh, District Koriya, Chhatisgarh, Tel: 07771-244105, Mob: 09425583395, email: [koriya@gmail.com](mailto:koriya@gmail.com) or Gangabhai at [chaupal\\_cg@rediffmail.com](mailto:chaupal_cg@rediffmail.com)
- iv. Contact the **Right To Food Campaign** (website [here](#))
- v. Using the Central Government's on-line grievance redressal mechanism [here](#)

### 5. Success Story

*Put yours here!*

## B)Income

### 1. Income – Rural Employment

*The Mahatma Gandhi National Rural Employment Guarantee Act is possibly the biggest government employment scheme in the history of the world. Hundreds of millions of people benefit from the scheme. It allows all rural families, BPL or not, to be employed in a government works programme (roads, irrigation etc) 100 days a year. The hope is that this income, as well as the improved infrastructure built under the scheme, will be enough to help families stay in rural areas, rather than migrating to the city.*



### 1. Relevant Department

#### Central Government

- Ministry of Rural Development (For website click <http://rural.nic.in/>.)

#### Chhattisgarh Government:

- Dept of Panchayat and Rural Development (For website click [here](#))
- District Rural Development Agencies for each district

### 2. Entitlement (Sources: Supreme Court Commissioners [here](#) & Right to Food [here](#))

#### i) The National Rural Employment Guarantee Act (MGNREGA) [here](#)

For overview see Right to Food Site [here](#) & MGREGA site [here](#) & 2012 guidelines & [here](#).

- 100 days employment per year per rural family (for any adult over 18yrs).
- Should get work within 15 days of applying.
- Work should be within the same block where the applicant works and if more than 5km from home then travel allowance paid.
- Paid at minimum wage as set, but at least Rs 157 per day into bank or post office account or cash only where there is no local bank or Post Office. (See government document [here](#));
- Should be paid within 14 days of work.
- If no work, should receive unemployment allowance within 15 days. 33% for 30 days & 50% after.
- Worksite facilities of clean drinking water, emergency health care, child care and shade for rest should be provided.
- Suitable work is to be given to differently-abled people and senior citizens.
- MGNREGA workers are covered under :
  - Janashree Bima Yojana which provides life coverage and disability benefits to rural people.
  - Rashtriya Swasthya Bima Yojana for all MNREGA workers/beneficiaries who have worked for more than 15 days in the preceding financial year.

### 3. Application Procedure

- Apply for a Job Card at your local Panchayat; then
- Apply for work at the panchayat; then
- Get work within 15 days. Get paid within 15 days.

### 4. Advocacy

- Call the number for your district [here](#); then
- Complain directly to **MGREGA grievance redressal** mechanism [here](#); then
- Contact the Chhattisgarh advisor to the Supreme Court Commissioner (contact [here](#)). Mr. Sameer Garg, Adivasi Adhikar Samiti c/o sangram X-Rays, CHM Road, Manendiagarh, District Koriya, Chhattisgarh, Tel: 07771-244105, Mob: 09425583395, email: [koriya@gmail.com](mailto:koriya@gmail.com) or Gangabhai at [chaupal\\_cg@rediffmail.com](mailto:chaupal_cg@rediffmail.com)
- Contact the **Right To Food Campaign**(website [here](#)).

## 2. Income – Pensions

**Pensions are cash payments by the government to BPL people when they can, through no fault of their own, no longer earn a regular income from employment.**



### 1. Relevant Department

#### Central Government

- Ministry of Rural Development (For website click <http://rural.nic.in/>.)

#### Chhattisgarh Government

- **Dept of Social Welfare** (For website (in Hindi) click [here](#)).
- Chhattisgarh Public Relations Department (website [here](#))

### 2. Entitlement (Best Source: **Right to Food** [here](#) & NSAP 2014 Guidelines [here](#) ).

- Indira Gandhi National Old Age Pension Scheme** for BPL elderly residents aged 60-79, Rs. 200 per month. Aged 80 years or more, Rs 500 per month .
- Indira Gandhi National Widows Pension Scheme\*** for BPL widows aged 40-79, Rs. 300 per month. 80 years or more, Rs 500 / month. (also state based scheme Sukhad Sahara).
- Disability Pension\***: for BPL individuals aged 18-79 with >80% disability, Rs. 400 per month. Aged 80 years or more, Rs 500 per month (para 2.3). Also see Disability Section on page 24.
- National Family Benefit Scheme** gives Rs 20,000 (Rs10k from Central & Rs10K from state) assistance for BPL families whose **primary breadwinner (aged 18-65) dies**. Rs20,000 for accidental or epidemic caused death or Rs5,000? for natural death. (See Supr Court Order [here](#)).

NB. Pension schemes marked \* have a set yearly budget, so satisfying the qualifying criteria doesn't necessarily mean you will succeed in the current financial year.

Minimum pension rates are given [here](#) (para 2.3) as Rs 300/month or above 80 yrs Rs500/month. States are encouraged to contribute a similar amount (para 2.4.1) so taking the pension higher in some states.

### 3. Application Procedure

For all pensions, the applicant must not be receiving any other pension.

For all schemes follow this procedure:-

- Submit documents (listed below) to the Panchayat or to the Public Relations Department.
- Panchayat will do enquiry, then submit documents to Social Welfare Dept.
- The Social Welfare Dept will (hopefully) approve the application.
- Pension should be deposited in PO/Bank account and back paid to the approval date.

#### Documents for each scheme

##### i) Old age pension Pension

- Form (download [here](#) or see hard copy on page 63)
- BPL Certificate;
- Proof of age;
- 5 years of residential proof. (Voters ID, Ration Card or 2 neighbours' witness);
- Numbers of the Bank Account (9 digit MICR # and 7 digit IFCS #);
- 3 passport sized photos; &
- Affidavit stating: Name; Address, Age: BPL; Not receiving any other pension.

## **ii) Widows Pension**

- Form (download [here](#) or see hard copy on page 63)
- BPL Certificate;
- Proof of age;
- 5 yrs of residential proof. (Voters ID; R Card; or Witness of neighbour, MLA, local shopkeeper on photocopy of their Card;
- Numbers of the Bank Account (9 digit MICR # and 7 digit IFCS #);
- 3 passport sized photos;
- Death certificate of Husband; &
- Affidavit stating: Name; Address; BPL; All family members in household; & Not receiving any other pension; Not been married since husband's death; and Promise to notify government if re-marry.

## **iii) Disability pension**

- Form (download [here](#) or see hard copy on page 63)
- BPL Certificate;
- Proof of age;
- 5 years of residential proof. (Voters ID, Ration Card or 2 neighbours' witness);
- Numbers of the Bank Account (9 digit MICR # and 7 digit IFCS #);
- 3 passport sized photos;
- Handicap Certificate of >80%; &
- Affidavit stating Name, address, Not receiving any other pension.

## **iv) Death of Breadwinner (NFBS)**

- Form (download [here](#) or see hardcopy on page 66 )
- BPL Certificate;
- Proof of age;
- Surviving adult 18-64 yrs at time of death.
- 5 yrs of residential proof. (Voters ID; R Card; or Witness of neighbour, MLA, local shopkeeper on photocopy of their own I Card;
- Numbers of the Bank Account (9 digit MICR # and 7 digit IFCS #);
- 3 passport sized photos;
- Death certificate of Breadwinner; &
- Affidavit stating Name, Address, Age, Not receiving any other pension.

## **4. Advocacy (if application doesn't succeed)**

- i. Check with Panchayat; then
- ii. Appeal to the District Probation Officer who has some power in pensions matters; then
- iii. Contact the Chhattisgarh advisor to the Supreme Court Commissioner (contact [here](#)).Mr. Sameer Garg, Adivasi Adhikar Samiti c/o sangram X-Rays, CHM Road, Manendiagarh, District Koriya, Chhatisgarh, Tel: 07771-244105, Mob: 09425583395, email: [koriya@gmail.com](mailto:koriya@gmail.com) or Gangabhai at [chaupal\\_cg@rediffmail.com](mailto:chaupal_cg@rediffmail.com)
- iv. **RTI** to Dept Social Welfare (For contact see website (in Hindi) [here](#)); then
- v. Contact the **Right To Food Campaign** (website here); then
- vi. Using the Central Government's on-line grievance redressal mechanism [here](#).

## **5. Success story**

Put yours here!

### 3. Income – Financial Incentive for having a Girl child

*India has one of the worst gender ratios in the world. Thousands of girls are aborted every year. Various schemes, by depositing money for girls as they are born, immunized and progressively complete higher levels of schooling, aims to help Indian families value girls and their education.*



#### 1. Relevant Department

##### Central

- Ministry of Women & Children (For website click <http://wcd.nic.in/>.)

##### Chhattisgarh Government

- Dept of Women & Children (For website click [here](#)).

#### 2. Entitlement (Best Source: UNFPA [here](#))

##### a) Balika Samridhi Yojana

is a central project under Ministry of Women & Child Development.

The scheme provides for cash transfer of Rs500 to mother for all girl children and further payments for various stages of education: Class 1-3 Rs300 per year, Class 4 Rs500, Class 5, Rs600, Class 6 & 7 Rs 700 each, Class 8 Rs800, Class 9 & 10 Rs1,000 each. See childline site [here](#)

##### b) Dhana laxmi

is only being trialled in certain blocks. In Chhattisgarh it is in Bastar (Jagladpur block) and Bijapur (Bhopapatnam block)(See page 10 of booklet [here](#)

The scheme provides for cash transfer of Rs5,000 for all girl children born after 19 November, 2008 and registered the further payments as follows:-

**Immunisations:** 6 weeks Rs200, 14 weeks Rs200, 9 months Rs200, 16 months Rs200, 24 months Rs200, On completion of full immunisation Rs250

**Education:** On enrolment to Primary School Rs1,000, In class 1 + attendance Rs500, In class 2 + attendance Rs500, In class 3 + attendance Rs500, In class 4 + attendance Rs500, In class 5 + attendance Rs500, On enrolment to Secondary School Rs1,500, In class 6+attendance Rs750, In class 7+attendance Rs750, In class 8+attend Rs750

#### 3. Application Procedure

a) Balika Samridhi Yojana: Apply To Children Development Project Officer using the form [here](#)

b) Dhanalaxmi See page 12 of booklet [here](#) Check whether your block is one of those covered by Dhanalaxmi. If so, Register the girl's birth at Panchayat, Mother opens zero balance bank account at Post office, Get immunisations recorded by Anganwadi worker, Get enrolment recorded by Headmaster

#### 4. Advocacy (if application doesn't succeed)

- i. Check with Panchayat; then
- ii. Dept of Women & Children (For website click [here](#)); then
- iii. Using the Central Government's on-line grievance redressal [here](#) .

#### 5. Success story

Put yours here!

## 4. Income - Vocational Training

*Jan Shiksha Sansthan has training centres throughout the country which gives reasonable quality vocational skills and technical knowledge at very low cost without insisting on prior education qualifications. It is designed for people from slums and remote rural areas.*



### 1. Relevant Department

#### Central Government:

- Jan Sikshan Sansthan ([here](#)) National Literacy Mission Authority, Dept. of School Education & Literacy, Ministry of Human Resource Devt
- Ministry of Skill Development and Entrepreneurship Directorate General of Training (DGET) , [here](#)
- Skill Development Initiative Scheme, [here](#)

### 2. Entitlement (Best source: Jan Sikshan Sansthan [here](#))

#### a) Jan Shiksha Sansthan

- JSS offers quality vocational skills and technical knowledge at very low cost without insisting on prior education qualifications.
- It is designed for people from slums and remote rural areas.
- The Jan Shikshan Sansthan offers varieties of vocational courses (approx 371) from candle making and sewing to computer courses.
- There are 7 JSS's in Chattisgarh including; Bastar, Bilaspur, Korba, Korea, Raipur, Rajnandgaon & Surguja (for their locations click <http://jss.nic.in/initJssUnitPortal.do> )

#### b) Director General of Training

- Skill Development Initiative Scheme Modular employable skills, (details [here](#)) gives priority to children over 14 who have completed 5<sup>th</sup> class, but then been have child labourers and now want to enter the workforce.
- Craftsmen Training Scheme : (details [here](#)) Training is in Govt. Industrial Training Institutes at a nominal fee. 127 trades. Duration 6-12months. Education: class 8<sup>th</sup> and above.
- Vocational training for women- (details [here](#)) courses like dress making , computer operation, hair-skin care. Duration 1 year to 2 years. Min qualification 10<sup>th</sup> standard.

### 3. Application Procedure

#### a) Jan Sikshan Sansthan

- Admission opens in April and October for 6 months course each. Fee is Rs. 100.
- For direct Admission contact training centre (click [here](#) and then click on your region)
- Documents required for admission are: Ration Card, 2 Identification Certificates, 4-5 passport –size photographs.

#### b) Director General of Training

Apply directly to DGET at DGET, Shram Shakti Bhawan, Rafi marg, New Delhi. **Phone:** 011 23708071

### 4. Advocacy ( if application doesn't succeed)

- RTI to the JSS concerned (Contact details [here](#))
- Using the Central Government's on-line grievance redressal mechanism [here](#)

### 5. Success story

Put yours here!



## 5. Income - Drivers Licences

Driving can be a good income for someone without much education. He/she only needs a driver's licence. The license is issued by the Transport Department which is said to be highly corrupted, requiring a bribe from most people to issue a licence.



### 1. Relevant Department

#### Chhattisgarh Government

- Chhattisgarh Transport Department (website [here](#))

### 2. Entitlement (Best source: Advocate khoj [here](#) )

Procedure [here](#):-

- Can get a licence at 16 yrs for two wheelers/vehicle up to 50cc and without gears
- Anyone 18 years of age, who has learned to drive is eligible for a licence for non commercial.
- Need to be 20 years for a commercial vehicle licence.

### 3. Application Procedure

- Apply for Learners' Permit (Form 2 [here](#)) or [here](#) under 'Downloads' or on page 68 from your nearest local Road Transport Office (offices [here](#) and click on 'District Wise RTOs'.)
- You will need to pass a test ([here](#) on page 5) about:-
  - the traffic signs, traffic signals and the rules of the road regulations made under section-118;
  - the duties of a driver when his vehicle is involved in an accident resulting in the death or bodily injury to a person or damage to property of a third party;
  - the precautions to be taken while passing an unmanned railway crossing; and
  - the documents he should carry with him while driving a motor vehicle.
- Learn to drive!
- Apply for full licence. Submit application (Form 4 [here](#)) to the RTO together with:-
  - Driving test passing;
  - Learners licence;
  - Medical certificate (Form 1A [here](#));
  - 3 Passport- sized photographs;
  - fee;
  - proof of age;
  - proof of address; and
  - parental consent if under 18.

### 4. Advocacy

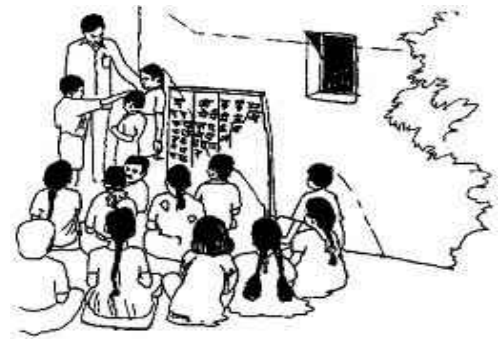
- Contact local Road Transport Office ([here](#) and click on 'District Wise RTOs'.); then
- Complain to Transport Commissioner; Bus Stand Rd, Pandri, Raipur, Phone: 76978 88870; then
- RTI to the Transport Dept: Bus Stand Rd, Pandri, Raipur, Chhattisgarh 492001; then
- Using the Central Government's on-line grievance redressal mechanism [here](#).

### 5. Success story

Put yours here!

## 6. Income – Self Help Groups

The District Rural Development Agency aims to form people into Saving groups which can then access funds to start small businesses.



### 1. Relevant Department

#### Central Government

- Ministry of Rural Development (For website click [here.](#))

#### Chhattisgarh Government

- Dept of Panchayat and Rural Development (website [here](#))
- District Rural Development Agency for each district.

### 2. Entitlement (Best Source: [here](#) )

The National Rural Livelihood Mission (formerly known as the Swarnjayanti Gram Swarozgar Yojana (SGSY). For overview click [here](#) & 2011 guidelines [here](#).

- Families (often BPL) in each block invited to form Self Help Groups of 10-20 people
- After saving for sometime group is eligible for loan from banks or government.
- Group then begins a business.

### 3. Application Procedure (Chance of success 50%. Time frame 6 months)

- To District Rural Development Agency

### 4. Advocacy

- RTI to where ever you applied:- District Rural Development Agency or Block Development Office
- Using the Central Government's on-line grievance redressal mechanism [here](#)

### 5. Success Story

In Khairo village, Chhatarpur district, a Self Help Group been formed. Under the Swarn Jayanti Rozagar Scheme, the group got a loan from a Rural bank of Rs 1,00,000 from which they purchased 48 female and 2 male goats. Now they have 103 goats which they can sell for Rs2,000 each. The women are very happy.

## 7. Income – Finance for Micro enterprises

The new Indian government is attempting to help the million of informal enterprises be able to access loans to improve their business.



### 1. Relevant Department

#### Central Government:

- Micro Units Development & Refinance Agency MUDRA [www.mudra.org.in](http://www.mudra.org.in)

### 2. Entitlement (Best source MUDRA: [here](#) )

- Loans for small business enterprises of up to Rs50,000 for small units (Shishu) and Loans of Rs50,000 – 5 Lakh for medium units (Kishor)
- No collateral
- No processing fees
- Repayments over 5 years.

### 3. Application Procedure

Apply at any bank. The following documents will be needed:-

- Filled up form ([here](#) for Central Bank or generic hard copy on page 70)
- Proof of identity
- Proof of residence
- 2 photos
- Quotations of machines etc to be purchased with the loan.
- Name of supplier of machinery etc
- Proof of identity /residence of the business enterprise
- Proof of applicants category (SC/ST/minority etc)

### 4. Advocacy

- Complain to the manager of the bank where you applied
- E-mail [help@mudra.org.in](mailto:help@mudra.org.in)
- RTI to MSME Development Centre,  
C-11 G Block  
Bandra Kurla Complex  
Bandra E, Mumbai 400 051.

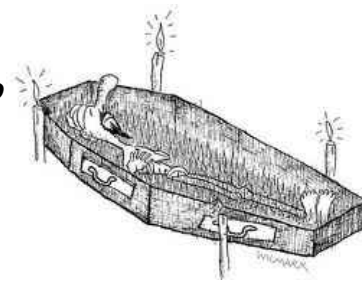
Using the Central Government's on-line grievance redressal mechanism [here](#)

### 5. Success story

Put yours here!

## 8. Income – Life Insurance

*When the income earner of a household dies it can send the family into poverty. Life insurance is meant to ease the economic strain of the death a little.*



### 1. Relevant Department

#### Central Government's

- Life Insurance Corporation of India (web [here](#))

#### State Government

- Department of Social Welfare, Women and Child Development (see website [here](#)).

### 2. Entitlement (Best Source: Life Insurance Company of India [here](#) )

#### Aam Adminmi Bima Yojana (see information [here](#))

- Family should be rural landless household.
- The applicant should be aged between 18 to 59 years,
- The Applicant should be the head of the family or one earning member in the family
- On death of the insured person up to 2 children in the household get scholarship to study from grade 9-12.
- Premium of Rs200 / month paid 50% by state and 50% by Central.

### 3. Application Procedure

- Family should be rural landless household.
- The applicant should be aged between 18 to 59 years,
- The Applicant should be the head of the family or one earning member in the family
- In the event of death of that person up to 2 children in the household get scholarship to study from grade 9-12.
- Premium of Rs200 / month paid 50% by state and 50% by Central.
- Apply directly to LIC.

### 4. Advocacy (if application doesn't succeed)

- i. Complaining to the LIC office (Aam aadmi) ; then
- ii. RTI to LIC office (Aam aadmi); then
- iii. Using the Central Government's on-line grievance redressal mechanism [here](#).

### 5. Success story

Put yours here.

# C)Health



## 1. Health - Government Hospitals

*Government hospitals should provide consultations, treatment, investigations and medicines for all, for free. Unfortunately, the public hospital system is very poorly funded, leading to a lack of hospitals, doctors & medicines. Hence, hospitals are very crowded, so most of the middle class go to private hospitals. The government has recently tried to help BPL families access medical care through private hospitals in the RSBY scheme.*

### 1. Relevant Department

#### Central Govt

- Ministry of Health & Family Welfare (For web click [here](#)).
- Rastriya Swasth Bima Yojana (RSBY) Health Insurance for Poor (Website [here](#) & FAQ's [here](#))

#### Chhattisgarh Government

- Health & Family Welfare Department (For web link click [here](#))
- Chhattisgarh RSBY (For web click [here](#)).

### 2. Entitlement (Best Source: National Health Mission [here](#))

**i) High quality affordable treatment** for all residents at Government Health facilities:-

- **District hospital** (1 per dist, Pop'n 20 lakh, multiple doctors and investigations); For list health facilities click [here](#); then on your state then on 'Health Infrastructure'
- **Community Health Centres** (CHC's=1per sub-district, pop'n 1 lakh, staffed by 4 Doctors); (detailed p6 [here](#))
- **Primary Health Centres** (PHC's=1per block pop'l 30,000, staffed by 1 doctor); &
- **Sub Centres** (1 per 5,000, staffed by 1 ANM).

Click [here](#) for map of all PHC's in Chhattisgarh & [here](#) (click on Chhattisgarh then district) for map/distance of each village to PHC/Sub Centre.

**ii) Treatment for Smart Card (BPL) holders & their families** (under RSBY) up to Rs30,000 in registered hospitals (To check on which hospital are registered see [here](#), click on Chhattisgarh and then your district).

### 3. Application Procedure

i. For **regular residents**: Go to any government hospital or CHC and wait in queue ([here](#) for map).

My nearest District hospital is \_\_\_\_\_ & CHC is \_\_\_\_\_ enter on table on page 4).

ii. For **SMART Card (RSBY) holders**:- For the whole process click [here](#).

- BPL list prepared and given to Insurer. Insurer posts list and gives notice of enrolment dates.
- On those dates BPL families come have photo and fingerprint taken and card issued (for 5 family members) within 10 minutes. Cost Rs30. Can claim Rs30,000 of treatment per year.
- Holders are given a list of hospital where they can go. For list of hospitals click [here](#).
- When sick, holder goes to the hospital on the list and to the RSBY help desk, where his card is verified. If he/she **needs admission**, set fee deducted from Rs30,000 and Rs100 transport paid.
- For procedures that are covered and not covered see [here](#).

### 4. Advocacy (if application doesn't succeed)

- Written complaint to the **Medical Superintendent** of the hospital in question; then
- Complain to **Chief Medical & Health Officer (CMHO)** of the district where the hospital is ([here](#));
- RTI** to the Chhattisgarh Dept of Medical Health & Family Welfare (for PIO's click [here](#)); then
- RTI to Chhattisgarh National Health Mission ([here](#)), scroll down & click on 'List & addresses of State Officials'; then
- For RSBY Complain to State Nodal Officer details [here](#) then scroll down).

## 2. Health – Immunisations

India still has a high Infant Mortality Rate. A significant factor in this is the lack of immunisation coverage leading to thousands of children dying every year of preventable diseases. The schemes below aim to increase the immunisation coverage.



### 1. Relevant Department

#### Central Govt

- Ministry of Health & Family Welfare (For web click <http://mohfw.nic.in/>).
- National Health Mission (Website <http://nrhm.gov.in/> )

#### Chhattisgarh Government

- Health & Family Welfare Department (For web link click [here](#))

### 2. Entitlement (Best Source: Central Govt schedule [here](#))

Chhattisgarh Govt aims to give universal immunisations as per the (Central Government schedule [here](#):-

Age	Immunisation
Within 48 hrs of birth	OPV (Polio 1 <sup>st</sup> ), Hepatitis B (1 <sup>st</sup> )
Birth (up to 1 year if not earlier)	BCG (TB)
1.5 months (6 weeks)	DPT 1st, OPV (Polio 2nd), Hepatitis B (2 <sup>nd</sup> )
2.5 months (10 weeks)	DPT 2nd, OPV (Polio 3rd), Hepatitis B (3 <sup>rd</sup> )
3.5 months (14 weeks)	DPT 3rd, OPV (Polio 4th), Hepatitis B (4 <sup>th</sup> )
9-12 months	Measles (1 <sup>st</sup> )
16-24 months	DPT 1st booster, OPV (Polio booster), Measles (2 <sup>nd</sup> )
5 years	DPT (2nd Booster)
10 years	TT (Tetanus toxoid) 1 <sup>st</sup> )
16 years	TT (Tetanus toxoid) 2 <sup>nd</sup> )

Immunisations happen at either:-

- ASHA's & ANM at Village Health Days; or
- Sub Centre; or
- Primary Health Centres PHCs (Click [here](#) for map of all PHC's in Chhattisgarh and [here](#) (Enter state/district) for map / distance of each village to PHC/Sub Centre; or
- Community Health Centres (CHCs).

My nearest CHC is \_\_\_\_\_, and PHC is \_\_\_\_\_, & Sub Centre is \_\_\_\_\_ enter on table on page 4).

### 3. Application Procedure

Simply take the child to the:-

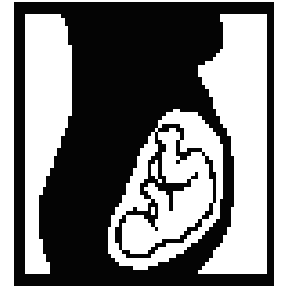
- Village Health Day; or
- Sub Centre; or
- Primary Health Centre PHCs; or
- CHC.

### 4. Advocacy (if application doesn't succeed)

- Written complaint to **Medical Officer In Charge (MOIC) of Sub Centre/PHC/CHC**; then
- Complain to **Chief Medical & Health Officer (CMHO)** of the district where the hospital is ([here](#));
- RTI** to the Chhattisgarh Dept of Medical Health & Family Welfare (for PIO's click [here](#)); then
- RTI to Chhattisgarh National Health Mission ([here](#)), scroll down & click on 'List & addresses of State Officials'.

### 3. Health - Pregnancy and Delivery JSY/ASHAs

India still has a high Maternal Mortality Rate. The JSY, ASHA and other schemes are designed to encourage women to have checkups regularly during pregnancy & deliver in a CHC or a hospital.



#### 1. Relevant Department:

- Central Government: Ministry of Health & Family Welfare (Web [here](#)).
- National Health Mission [here](#).
- Under National Food Security Act (Sct 4) ([here](#)).

#### Chhattisgarh Government

- Health & Family Welfare Department (For web link click [here](#))

#### 2. Entitlements: ( Best source: *National Health Mission* [here](#) )

##### i) ASHA's (Accredited Social Health Activist)

ASHA's are local women selected at a village level who interface between pregnant women and the government health institutions. For an overview of ASHA's see [here](#) with full guidelines [here](#).

**ii) Under National Food Security Act ([here](#)).** Every pregnant woman entitled to Anganwadi meal and payment of Rs6,000 in instalments (NFSA sct 4)

##### iii) Janani–Shishu Suraksha Karyakram: ([here](#) under 'The New Initiative)

For every pregnant woman the free entitlements under JSSK include:

- Free and cashless delivery and C-Section;
- Free drugs and consumables and tests;
- Free food during stay in hospital/CHC (up to 3 days for normal delivery & 7 days for C-Section);
- Free blood if needed; &
- Free transport to, from and between government hospitals/CHC's.

Free entitlements for sick newborns till 30 days after birth (now expanded to cover sick infants)

- Free treatment; Free drugs, consumables & tests;
- Free provision of blood; &
- Free transport to, from and between government hospitals/CHC's

##### iv) Payment for delivery in a hospital Under Janani Suraksha Yojana (JSY) (Website [here](#) )

Payments are for all births of all women in the 10 Low Performing States (LPS's) listed [here](#) where institutional deliveries are <25%. (Those 10 include Bihar, Jharkhand, Madhya Pradesh, Chhattisgarh, Rajasthan, Orissa, Uttar Pradesh, Uttarakhand, Assam and J&K). Payments were at the rates below (seen [here](#) on page 1 & 2) but are now at discretion of states.)

State	Rural		Urban	
	Mother	Asha	Mother	Asha
LPS	1,400	600	1,000	200

##### v) Indira Gandhi Matritva Sahyog Yojana (see details [here](#) & [here](#)) (now under NFSA [here](#))

The first transfer of Rs.1,500 (at the end of second birth / pregnancy trimester) made if:

- Registration of pregnancy at the anganwadi centre (AWC) within four months of conceiving,
- Attending at least one pre-natal care session and taking IFA tablets and TT (tetanus injection), and
- Attending at least one counselling session at the AWC or healthcare centre.

The second transfer of Rs.1,500 (three months after delivery) will be made if:

- The birth of the child is registered,
- The child has received OPV and BCG immunisation at birth, at six weeks and is 10 weeks old, and
- The mother has attended at least two growth monitoring sessions within three months of delivery.

The third transfer of Rs. 1,000 (six months after delivery) made if;

- Exclusive breastfeeding for six months and complementary feeding as certified by the mother,
- The child receiving OPV and the third dose of DPT immunisation,
- The mother attending at least two counselling sessions on growth monitoring and infant and child nutrition and feeding between the third and sixth months after delivery

### **3. Application Procedure**

- Click [here](#) & then on your state and district to find your nearest government health facility.
- For free delivery, simply go with the ASHA to the PHC/CHC/Hospital for delivery.
- At time of discharge receive JSY payment according to the schedule above.
- For Indira Gandhi Matritva Sahyog Yojana contact your nearest ASHA or Anganwadi

### **4. Advocacy**

- Written complaint to the Medical Officer In Charge of the PHC/CHC; then
- Complain to **Chief Medical & Health Officer (CMHO)** of the district where the PHC/CHC is ([here](#));
- **RTI** to the Chhattisgarh Dept of Medical Health & Family Welfare (for PIO's click [here](#)); then
- RTI to Chhattisgarh National Health Mission ([here](#)), scroll down & click on 'List & addresses of State Officials').

### **5. Success Story**

*Put yours here!*



## 4. Health – Services for People with Disabilities

People With Disabilities are still regarded as 2<sup>nd</sup> class citizens in our country. The schemes below are designed to ease the burden of the disability. EHA has now produced a whole manual on accessing schemes for People with Disabilities. See the EHA website [www.eha-health.org](http://www.eha-health.org) under 'Downloads/Advocacy Manuals' 'All India' 'Advocating with the Disabled'.



### 1. Relevant Department

#### Central Government

- Ministry of Rural Development (Website <http://rural.nic.in/>.)
- Ministry of Social Justice and Empowerment (Website [here](#)).
- Office of the Commissioner for Persons with Disabilities (website [here](#)).

#### Chhattisgarh Government

- Health & Family Welfare Department (For web link click [here](#))
- Chhattisgarh Office of the Commissioner for Persons with Disabilities (Website [here](#))

### 2. Entitlements (Best Source: Punarbhava [here](#))

#### i) Disability Certificate (For guidelines see [here](#) click on #1 and go to page 11)

- Need to be greater than 40% disabled as assessed by government doctors.
- Disability Certificate is necessary for most other benefits including Pension & travel concession.

#### ii) Disability Pension (Indira Gandhi National Disability Pension Scheme (IGNDPS))

For details of the IGNDPS see see pensions on page 12 [here](#) (click on #1 and see page 6).

- 18-79yrs old.
- Need severe or multiple Disabilities (need Disability Certificate - need to be more than 80% disabled).
- BPL families only (see #1 page 5)
- Personal Income is less than Rs2,400/mth.
- Pension is Rs300 (over 80 years old Rs500) month.

#### iii) Travel concession on bus & train

- Bus: 100% discount on gov't buses for disabled person (by showing their original PWD certificate). (Website [here](#)) Person having disability more than 80% gets free bus travel concession for escort/helper
- Train Orthopaedically & Blind & mental retardation: 75% for all classes except 50% in 2AC & 1AC and 25% in Rajdhani/Shatabdi)(Rules [here](#))
  - Auditory and speech impaired: 50% only for the disabled and carer.

#### iv) Assistance to Disabled Persons for Purchase/Fitting of Aids and Appliances (ADIP)

- (For details click [here](#))

#### v) Various other schemes under the Ministry of Social Justice and Empowerment

- See details of the various schemes including various aids like wheelchairs [here](#)

### 3. Application Procedure

#### i) Disability Certificate

- See procedure [here](#)
- Fill out forms available at Govt. Hospital
- 2 passport size photos; &
- Address proof, (Ration or I Card).
- If 40% and more disability verified by Govt. Doctors then disability certificate issued on the same day. (page 11 [here](#))

## **ii) Disability Pension**

- Form (download [here](#) or see hard copy on page 63)
- Disability Certificate of >80%; &
- 5 years of residential proof. (Voters ID, Ration Card or 2 neighbours' witness);
- Numbers of the Bank Account (9 digit MICR # and 7 digit IFCS #);
- Copy of age proof (Voter ID Card, academic certificate, Adhaar card etc.).
- 1 photo;
- Affidavit stating Name, address, Not receiving any other pension.
- Completely filled forms verified by Sabhasad/Parshad. Verified form submitted to Tehsil.(for further process).

## **iii) Travel concessions (Need certificate)**

- For forms see web [here](#) or hard copy for orthopaedic on page 71; *or*
- One passport size photograph plus Disability Certificate
- Submit form it to the concerned govt. hospital, there verified by doctor and railway concession form is issued.
- Attach a Xerox copy of disability certificate to the railway concession form.

## **iv) Aids and Appliances (ADIP)**

- (For details click [here](#))

## **v) Other schemes under Ministry of Social Justice & Empowerment**

As per the various schemes [here](#)

## **4. Advocacy (if application doesn't succeed)**

- (For Disability Certificate); Appeal/RTI to CMOH of the District in which you applied (list [here](#)); then
- Complaint to Chief Commissioner for Persons with Disabilities each State and UT (listed [here](#)).  
For Chhattisgarh; Shri M.L. Pandey, Jila Panchayat Bhawan, Durg - 491001, Chattisgarh, 0788-2325470(O); then
- Appeal/RTI to **Ministry of Social Justice and Empowerment** (for contacts click [here](#)); then
- Using the Central Government's on-line grievance redressal mechanism [here](#).

## **5. Success Story**

*Put yours here!*

## 5. Health - Drug Rehabilitation

*In desperation or without hope, many of the poor turn to drugs or alcohol. Drug addiction ruins not only the lives of many addicts, but also makes life very difficult for their families and neighbours. The government attempts to provide free rehabilitation services for those addicted to drugs or alcohol.*



### 1. Relevant Department

#### Central Government

- Ministry of Social Justice and empowerment (for web click [here](#)).

#### Chhattisgarh Government

- Health & Family Welfare Department (For web link click [here](#))

### 2. Entitlement (Best Source: UN Office on Drugs & Crime [here](#).)

- Free de-addiction treatment at government hospitals. For list of hospitals in Chhattisgarh with contact details click [here](#).
- A number of NGO's carry out de-addiction programmes in cooperation with the government. For a list of 1 de-addiction centre in Chhattisgarh see page 10 in this document [here](#).
- Free 24 hour Mental Health Help Line 1800 266 2345

### 3. Application Procedure

Go to the hospital or NGO with the best reputation for success on it's OPD days.

### 4. Advocacy (if application doesn't succeed)

- i. Complain to Chief Medical Officer(CMHO) of the hospital in which the facility is located [here](#); then
- ii. RTI to the CMHO of the district in which facility is located. (see list [here](#)); then
- iii. **RTI** to the Chhattisgarh Dept of Medical Health & Family Welfare (for PIO's click [here](#)); then
- iv. Using the Central Government's on-line grievance redressal mechanism [here](#).

### 5. Success Story

Put yours here!

## 6. Health - HIV

*People with HIV are some of the most marginalised in our community. The government is now trying to set up systems to care for and protect 'positive' people.*



### 1. Relevant Department:

#### Central Government:

- Ministry of Health & Family Welfare – National Aids Control Organisation ( NACO )  
Website <http://www.naco.gov.in>

#### Chhattisgarh Government

- Health & Family Welfare Department (For web link click [here](#))

### 2. Entitlements: *(Best Source: National Aids Control Organisation [here](#) )*

1. **HIV testing:** Confidential, free of cost testing done at Integrated Counselling and Testing Centres (ICTC)'s. See web [here](#).
2. **Treatment:** A person diagnosed to have HIV can receive free treatment at ART centres. For list of ART centres is [here](#).
3. **Care and support:** This is provided for people living with HIV AIDS at Community Care Centres. Details [here](#).
4. **Protection of rights:** to informed consent, confidentiality & no discrimination. (Web [here](#) ).
  - Adults and children have a right to access medical care and education at Government institutions without any discrimination.
  - A government/ public sector employer cannot deny employment or terminate the service of an HIV-positive employee solely because of their HIV-positive status, and any act of discrimination towards an employee on the basis of their HIV-positive status is a violation of Fundamental Rights.

### 3. Application procedure:

Testing, treatment or care and support services can be accessed by visiting:-

- Any ICTC centre; or
- Any of 5 ART Centres in Chhattisgarh Raipur, Durg, Bilaspur, Jagadalpur and Sarguja (for details click [here](#)); or
- Any Community Care Centre.

Documents required before registration in ART centre:

- A positive HIV test result from an ICTC
- A photo id card.

### 4. Advocacy suggestions:

- i. Complain to Chief Medical Officer(CMHO) of the hospital in which the facility is located [here](#); then
- ii. **RTI** to the CMHO of the district in which facility is located.([here](#)); then
- iii. **RTI** to the Chhattisgarh Dept of Medical Health & Family Welfare (for PIO's click [here](#)); then
- iv. Contact Lawyers Collective HIV/AIDS Unit. website: [www.lawyerscollective.org](http://www.lawyerscollective.org),  
Tel: 011-24377101/2, Email: [aidslaw1@lawyerscollective.org](mailto:aidslaw1@lawyerscollective.org); then
- v. Can register a complaint with the National Human Rights Commission Website [here](#).

### 5. Success Story

A young child who had a fracture was refused surgery in a Government hospital in Delhi because he was HIV positive. The child's family approached an NGO with their problem. They advocated for the right of the child to health care and the child was finally operated in the hospital.

## D) Education

### 1. Education - Government Schools

*The schooling system is one of the main ways that the gap between the rich and the poor continues to grow in India. The poor can generally only access government schools which are Hindi medium, overcrowded and under-resourced.*

*The middle class can send their children to English-medium private schools, where the class sizes are smaller and teaching is better. From there, those students often go to college, whereas few government-school educated students do so. The measures below aim to improve the quality of education for the poor.*



### 1. Relevant Department

#### Central Government

- Ministry Human Resource Devpt. Dept of School Education & Literacy. (Website [here](#))
- Sarv Shiksha Abhyan [here](#).
- Right of Children to Free & Compulsory Education Act 2009 click [here](#)).

#### Chhattisgarh Government

- Department of School Education, (For website click [here](#))
- Department of Tribal Development. (For website click [here](#))

### 2. Entitlement (*Best Source: Right to Education (website [here](#))*)

#### Under Right to Education Act

**All Children** (includes disabled) have right to Free elementary (up to 8<sup>th</sup>) education at a local school from the age of 6-14. (Sct 3) **All parents/guardians** must admit their child in a local school. (Sct 10)

#### **All schools (government & private) must:-**

- Not make a child repeat class, be expelled, or pass board exam until completion of Class 8. (Sct16)
- Not do any physical punishment or mental harassment (Sct 17)
- Meet **minimum infrastructure** requirements (All-weather building, separate classrooms for each teacher, playground, library, separate boys'/girls' toilets, drinking water, play/sports equipment. (See Sct 19 & Schedule to Act).
- Have all teachers attend school regularly & punctually & complete the curriculum on time. (Sct 24)
- Have Teacher-student ratio of 1:30 at primary (Class 1-5) & 1:35 for Class 6-8. (Sct 25 & Schedule)
- NB No teachers can do private tuitions (Sct 28)

**All private schools must reserve 25%** seats in Class 1 for children from 'disadvantaged groups' (SC, ST, EWS). (Sct 12(1)(b) See website specifically on this topic [here](#)).

### 3. Application Procedure for Admission

#### a) Admission in Government Schools

- Try for admission by taking child to a nearby school b/f 31st August.
- Normally, you only need the child's Birth Certificate or if don't have the birth certificate then an affidavit, but under the RTE Act, no child shall be denied admission for any reason such as not having birth certificate/transfer certificate/proof of age/seeking admission late during school year.
- If child is more than 7 years old, then he/she should be put in an age appropriate grade and given special classes to get him/her up to standard of the others. (Sct 4 of the Act).

#### b) Admission in Private schools

- If member of a disadvantaged (SC, ST, EWS < 1 lakh) and resident in Delhi for 5 years.
- Apply directly to the school in which admission is desired quoting RTE Sct 12(1)b.

### 4. Advocacy (if application doesn't succeed)

- Initially approach the **principal** of the school; then
- Complain to the Basic Shiksha Adhikari (responsible for primary schools in that district); then
- Report your grievance to Right To Education at the website [here](#); then
- Lodge RTI to District Education Officer of your district, (contacts [here](#)).

## 2. Education – Scholarships & benefits

*In order to encourage poor children to enrol in and attend school, the Chhattisgarh Government has initiated many scholarships & benefits.*



### 1. Relevant Department

#### Central Government

- Ministry of Human Resource Development.  
Dept of Schools Education and Literacy. (Website [here](#))
- Right of Children to Free & Compulsory Education Act 2009 click [here](#)).
- Sarv Shiksha Abhyan [here](#).

#### Chhattisgarh Government

- Department of School Education, (For website click [here](#))
- Department of Tribal Development. (For website click [here](#))
- Mid Day Meal Authority (Website (in Hindi) [here](#).)
- RTE rules for Chhattisgarh [here](#)

### 2. Entitlement (Best Sources: RTE Act 2009 [here](#) & RTE Rules [here](#) )

- Midday meal up till 8<sup>th</sup> (See Mid Day Meal above on page 10)
- For **free uniform & textbooks** for all children at primary & upper primary level. See Section 4,5 or 6 of RTE Rules click [here](#)
- Pre and Post Matric Scholarship schemes for SC, OBC and students with disabilities ([here](#))
- **Girl student Assistance Programme (NASP)** Rs. 3,000/- is deposited in the name of eligible girls as fixed deposit after passing Grade 8 and enrolling in Grade 9. The girls are entitled to withdraw the sum along with interest on reaching 18 years and on passing 10<sup>th</sup> class. For more information click [here](#).
- **Kasturba Gandhi Balika Vidyalaya (KGBV)** residential schools with boarding facilities at elementary level for girls. 75% girls should be from SC, ST, OBC or minority communities and only thereafter, 25% girls from families below poverty line. (See list of KGBV's [here](#)).

### 3. Application Procedure for Benefits

- For free uniform for SCST, application is submitted to the Principals of the schools.
- Pre & Post Matric Scholarship schemes for SC, OBC & students with disabilities (click [here](#))
- For Girl student Assistance Programme Apply to the Principal / Head of the School SC/ST Certificate Birth Certificate
- **Kasturba Gandhi Balika Vidyalaya** residential schools. Apply directly to the school.

### 4. Advocacy (if application doesn't succeed)

- Initially approach the **principal** of the school; then
- Complain to the Basic Shiksha Adhikari (responsible for primary schools in that district); then
- Lodge RTI to District Education Officer of your district, (contacts [here](#)); then
- Report your grievance to Right To Education at the website [here](#); then
- Using the Central Government's on-line grievance redressal mechanism [here](#)

### 5. Success story

*Put yours here*

### 3. Education - Open Schooling



Many people want to study but for a number of reasons can't go to formal school. Perhaps they dropped out of school at an early age, but now, as a young adult they want to study again. They may be working a job or even looking after a family so can't go to 'school'. For lakhs of such people, Indian Open School has played a vital role in allowing them to study from home. It currently has an enrolment of about 1.5 million students at Secondary and Senior Secondary levels which makes it the largest open schooling system in the world.

#### 1. Relevant Department

##### Central Government

- National Institute of Open Schooling (<http://www.nos.org/>)

#### 2. Entitlements (Best Source: NIOS <http://nos.org/about-us/profile.aspx> )

- Open Basic Education (OBE) Programme equiv to classes III, V & VIII of formal school system.
- Secondary Education Course (Class 10)
- Senior Secondary Education Course (Class 12)

#### 3. Application Procedure for Admission

For Class 3,5 or 7;

- Find the Centre nearest you from the website [here](#)
- Go to the centre and process the application.

For Secondary (10th) and Senior Secondary (12th) all applications are now done on-line:-

- Go to the website [here](#) and complete the on-line application yourself; or
- Go to the local Accredited Institution (AI) which will help do the application on-line. For list of AIs click [here](#); or
- Visit the regional Centre which will help you do the on-line application. For list of Regional Centres click [here](#).

Fees [here](#) are:-

Class	Women	Men	SC/ST /Handicapped
Secondary (10 <sup>th</sup> )	1,100	1,350	900
Sr Secondary (12 <sup>th</sup> )	1,250	1,500	975

#### 4. Advocacy (if application doesn't succeed)

- For 3<sup>rd</sup>, 5<sup>th</sup>, 7<sup>th</sup> application, approach the Centre where you applied; then
- For 10<sup>th</sup> & 12<sup>th</sup> check the status of your on-line application [here](#); then
- Complain to the Regional Centre. For list of Regional Centres click [here](#).
- Complain or RTI to the NIOS Head Office in Delhi. For contact details click [here](#).
- Using the Central Government's on-line grievance redressal mechanism [here](#)

#### 5. Success story

In Delhi, Rukhsana was a housewife who had never been to formal school. She did NIOS Senior 10th and after passing completed Senior (12th also through NIOS. She's now considering going to college!

# E) Power & Gas



## 1. Power & Gas – Electricity

*In most states in India electricity supply is now semi privatised to 'Discoms' (distribution companies), with that distribution overseen by a state government regulatory body. Even so, the government is keen, through the various scheme below, to get electricity to all villages in India by 2018.*

### 1. Relevant Department

#### Central Government

- **Ministry of Power** (website [here](#))
- Deendayal Upadhyaya Gram Jyothi Yojana [here](#)
- Rural Electrification Corporation ([here.](#))

#### Chhattisgarh Government

- Regulatory Body: Chhattisgarh State Electricity Regulatory Commission (website [here](#))
- Discoms: Chhattisgarh State Power Distribution Company Ltd.(CSEB) (website [here](#))

### 2. Entitlement (Best Source: Prime Minister Modi's promise [here](#))

- All villages in India to come on to the electricity grid within 1000 days of August 15 2015 (Prime Minister Modi's promise [here](#))

### 3. Application Procedure for Connection

a) For a **new connection** in a town village which is already electrified. (Should get power within 1 mth.)

File application with your local power company. Documents required:-

- Proof of legal occupation of the building (Certificate as Landlord/Tenant of the premises);
- Residential address proof (Driving License/ Bank Passbook/Ration card/Telephone bill/ BPL card/Existing Electricity Bill/Passport/Certificate from Local Competent Authority);
- Test Report cum Agreement Form;
- Affidavit on plain paper for Service connection (not Stamp paper);
- Demand draft for the fee; and
- Passport size photo

b) For getting electricity into a village which **doesn't have any power connection**.

- File an application with your local power company quoting Prime Minister Modi's promise [here](#).

### 4. Advocacy (if application for electrification of a village doesn't succeed)

- Try calling Electricity Complaints Call 1912 (0771-2576010); then
- Complain to Chhattisgarh State Power Distribution Company Ltd (CSEB) (website [here](#)); then
- RTI to Regulatory Body: Chhattisgarh State Electricity Regulatory Commission (website [here](#)); then
- Using the Central Government's on-line grievance redressal mechanism [here](#).

### 5. Success Stories

*Put yours here!*



## 2. Power & Gas – Gas

**Cooking gas is cheaper & cleaner burning than kerosene, wood or dung, so is very useful to all households. Often distributors don't want to issue new connections, but most households have a right to one.**



### 1. Relevant Department

Cooking gas is now semi privatised. Most connections are through:-

- Indian Oil Corporation Ltd (Indane) (the website is [here](#)); or
- Bharat Gas (click [here](#)); or
- Hindustan Petroleum (HP) Gas (click [here](#))

### 2. Entitlement (Best Source: [Indian Oil Corporation here](#)).

- Every household with a separate cooking area is entitled to one Gas connection (FAQ#1 [here](#)).
- 9 gas refills in each 12 month period (See web [here](#)) at a subsidised rate (Rs405-456) [here](#)

### 3. Application Procedure

#### a) For new Indane connection (See FAQ#1 [here](#))

- Fill out the form and submit to nearest distributor. To find local distributor go to Indane website [here](#)  
My nearest local Indane gas supplier is \_\_\_\_\_ (enter on Table on Page 4).
- Submit proof of identity & residence (Either I Card or Ration Card, Electricity bill etc).
- Receive letter through registered post (to check address). Take that to distributor.
- Cost (for see FAQ # 2 [here](#)):-
  - Refundable Security Fees Rs.1450;
  - Gas refill: (Delhi Rs418, Kolkata Rs420, Mumbai Rs456, Chennai Rs406 (See [here](#) under 'Subsidised Prices in Metros)
  - Refundable deposit for Regulator Rs.150;
  - Installation. Rs50;
  - **Total Rs2,100 (without stove) (NB get a receipt)**
  - (NB You can use your own stove & pipe if it has ISI mark & original receipt of purchase and checked by Indane staff for Rs250; Go to [here](#) and see 'Frequently asked Qu #3)

#### b) To get subsidy

Apply [here](#) to have subsidy paid directly to bank a/c. Middle class consumers are encouraged to 'Give up ' their subsidy to enable a BPL consumer to get a gas connection [here](#). Non subsidised price Rs559-593 [here](#))

### 4. Advocacy (if application doesn't succeed)

	<b>Indane (<a href="#">here</a>)</b>	<b>HP</b>	<b>Bharat Gas</b>
1. Toll Free Complaint Number	1552333 1800 2333555 <a href="#">here</a>	155233 or 18002333555	18002333555
2. Online Complaint	<a href="https://iocl.com/VigilanceInquiry.aspx">https://iocl.com/VigilanceInquiry.aspx</a>	<a href="http://myhpgas.in/myHPGas/HPGas/GiveFeedback.aspx">http://myhpgas.in/myHPGas/HPGas/GiveFeedback.aspx</a>	
3. Lodge an RTI	PIO's <a href="#">here</a>	PIO's <a href="#">here</a>	Regional offices <a href="#">here</a>

### 5. Success Stories

Put yours here!

## F) Village Facilities

### 1. Village Facilities – Toilets

The Indian government wants to see every household have its on toilet by 2022. There is resistance to this from many villagers, however, who have toileted outdoors for generations and argue that toilets without running water and proper cleaning tend not to be used.



#### 1. Relevant Department

##### Central Government

- Department of Drinking Water & Sanitation Swachh Bharat Mission) (Web [here](#)).
- Ministry of Rural Development – Total Sanitation Programme [here](#)

##### Chhattisgarh Government:

- Dept of Panchayat and Rural Development (For website click [here](#))
- Chhatisgarh Public Health Engineering Dept ([here](#))
- Panchayati Raj Dept ([here](#))

##### Local

- Panchayat's Village Health & Sanitation Committee.

#### 2. Entitlement (Best Source: E-book on Rural Sanitation & Drinking Water [here](#))

- BPL households, APL households restricted to SC, ST families, small and marginal farmers, landless labourers with homestead physically handicapped and women headed households are to undertake construction of the toilets and receive cash incentive See E-book [here](#) pages 17-19

<b>Incentive / Assistance for each toilet in</b>	<b>Central Govt</b>	<b>State Govt</b>	<b>Household /Community share</b>
<b>Individual households</b>	9,000	3,000	0
<b>Community Sanitary Complex</b>	60%	30%	10%

- Village Health and Sanitation Committees get Rs10,000 (page 3 [here](#)) untied funds annually which can be used to build paved alleys & drains. Committees must have 50% women, 30% NGO's, representatives of every hamlet (including SC/St hamlets) and women's SHG's).

#### 3. Application Procedure

##### Toilets

- Check Sanitation status of your Gram Panchayat and individual BPL family's toilet [here](#) by clicking on your State/District/Block/Gram Panchayat on the bottom left).
- If your village has not yet been covered or the search above claims it's been covered, but it hasn't and you want latrines, then apply directly to your Panchayat's Village Health & Sanitation Committee.

#### 4. Advocacy (if application doesn't succeed)

- Complain directly to Panchayat's Village Health and Sanitation committee; then
- Complain to Chhattisgarh Public Health Engineering Dept (contacts [here](#)); then
- Lodge an RTI with the Public Health Engineering Department (contacts [here](#)); then
- Using the Ministry of Drinking Water & Sanitation on-line grievance redressal mechanism [here](#); then
- Using the Central Government' on-line grievance redressal mechanism [here](#).

#### 5. Success Stories

Put yours here!

## 2. Village Facilities - Paved alleys and drains

*During monsoon, moving in and around villages is difficult on dirt muddy roads, so paving and drains are very useful. The Village Health, Sanitation & Nutrition Committee has responsibility for this so it depends on the honesty or otherwise of that committee, whether a village gets paving & drains.*



### 1. Relevant Department

#### Central Government's

- Ministry of Health and Family Welfare - National Health Mission [here](#)
- Ministry of Drinking Water and Sanitation [here](#)

#### Chhattisgarh Government:

- Dept of Panchayat and Rural Development (For website click [here](#))
- Chhattisgarh Public Health Engineering Dept ([here](#))
- Panchayati Raj Dept ([here](#))

#### Local

- **Panchayat's** Village Health, Sanitation & Nutrition Committee (VHSNC) [here](#).
- In city areas the city Nagar Nigam is responsible for paving of alleys, drains & sweepers.

### 2. Entitlement (*Village Health, Sanitation & Nutrition Committees* ([here](#)))

- Village Health and Sanitation Committees get Rs10,000 (page 3 [here](#)) untied funds annually which can be used to build paved alleys & drains. Committees must have 50% women, 30% NGO's, representatives of every hamlet (including SC/St hamlets) and women's SHG's).

### 3. Application Procedure

- Directly to the Panchayat's Village Health, Sanitation & Nutrition Committee (VHSNC).

### 4. Advocacy (if application doesn't succeed)

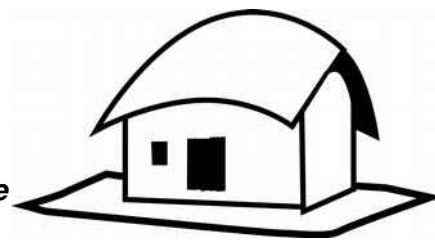
- i. Complain directly to Panchayat's Village Health and Sanitation committee; then
- ii. Complain to Chhattisgarh Public Health Engineering Dept (contacts [here](#)); then
- iii. Lodge an RTI with the Public Health Engineering Department (contacts [here](#)); then
- iv. Using the Ministry of Drinking Water & Sanitation on-line grievance redressal mechanism [here](#); then
- v. Using the Central Government' on-line grievance redressal mechanism [here](#).

### 5. Success Stories

*Put yours here!*

### 3. Village facilities - Housing

*The Indira Awas Scheme aims to give a basic house to Below Poverty Line (BPL) families. Like all schemes aimed at the BPL, it is only as good as the BPL list itself, which sadly is not a good reflection of the genuinely poor, since the powerful often get on the list, while the poor and vulnerable are often left out.*



#### 1. Relevant Department

##### Central Government

- Ministry of Rural Development (For website click <http://rural.nic.in/>.)

##### Chhattisgarh Government:

- Dept of Panchayat and Rural Development (For website click [here](#))
- District Rural Development Agency.

#### 2. Entitlement (*Best Source: Indira Awas Yojana [here](#)*)

- Indira Awaas Yojana** (see pages 5 of 2013 Guidelines [here](#))
  - Housing is available for BPL households with dilapidated & 'kutcha' housing.
  - The house should be 'pacca' and last for at least 30 years and be minimum 20 square metres
  - The house should include a toilet, soak pit, compost pit and smokeless 'chulha'.

IAY assistance allocated in the following priority:- (see pages 5 of 2013 Guidelines [here](#))

- Manual scavengers, including those rehabilitated and
- Rehabilitated bonded labourers.
- Women in difficult circumstances, including widows, those divorced or deserted, women victims of atrocities and those whose husbands are missing for at least three years, and, women headed families.
- Households with a single girl child.
- Mentally & physically challenged persons (with at least 40% disability)
- Transgender persons
- Widows and next-of-kin of members of defence/paramilitary/police forces killed in action (even if not BPL);
- Households where a member is suffering from Leprosy or Cancer.
- People living with HIV (PLHIV)
- Other houseless BPL families

Extent of assistance (see pages 45 of 2013 Guidelines [here](#))

- Rs70,000 (or Rs75,000 in hilly area) for construction of new house
- Rs15,000 for upgradation of kaccha house to pacca house.

#### 3. Application Procedure

- Using participatory process a 5 yr priority list of people who need to be given housing prepared using the Socio-Economic Caste Census SECC baseline data. (See pages 14 & 15 of 2013 Guidelines [here](#));
- The Gram Sabha meets to approve the annual select list (meeting attended by District Collector & videoed);
- List of new inclusions and list of exclusions if any shall be marked as such with reasons;
- The Gram Sabha meetings should be completed by 30<sup>th</sup> November;
- Finalised list sent to the Zilla Parishad before 31<sup>st</sup> December,.

If on the list, or believe you should be, apply to the Panchayat or BDO or District Rural Devel't Agency.

#### 4. Advocacy (if application doesn't succeed)

- Directly to Gram Panchayat; then
- RTI to Dept of Panchayat and Rural Development (contacts [here](#)); then
- RTI to Indira Awas Yojana (contacts [here](#)); then
- Using the Central Government's on-line grievance redressal mechanism <http://pgportal.gov.in/>

## 4. Village facilities – Land for the landless

*Through generations of caste based discrimination, corruption, deceit & debt, many families have become landless. This consigns them to a life of renting accommodation & manual labour on other people's land. The ambitious "Homestead Site" scheme below, under the Indira Awas Yojana, aims to give destitute people some land, even if only enough for a house. As with all other BPL based schemes, it is only as good as the BPL list itself.*



### 1. Relevant Department

#### Central Government

- Ministry of Rural Development (For website click <http://rural.nic.in/>.)
- Indira Awaas Yojana (See website [here](#)).

#### Chhattisgarh Government:

- Dept of Panchayat and Rural Development (For website click [here](#))
- District Rural Development Agency.

### 2. Entitlement (*Best Source: Indira Awas Yojana [http://iay.nic.in/netiay/more\\_home.htm](http://iay.nic.in/netiay/more_home.htm)*)

- Rural BPL households who have neither agricultural land nor a housesite,
- Beneficiaries will be selected only from the Permanent IAY Waitlists as per their priority in the list.
- The State Government will regularise the land as a homestead site if it is presently occupied by a BPL household and if regularisation is permissible as per the existing acts and rules. If this is not the case, State Government will allot suitable Government land as homestead site to the eligible BPL household. The Government land includes community land (gocher etc.), land belonging to panchayats or other local authorities. In case suitable Government land is not available for allotment as homestead sites, private land may be purchased or acquired for this purpose.
- Financial assistance of Rs. 20,000 per beneficiary or actual, whichever is less, will be provided for purchase/acquisition of a homestead site of an area around 10 cents (400 squares metres). The land is required to be either in the name of the woman or jointly owned by the wife and the husband (in that order). See pages 7 & 45 of 2013 Guidelines [here](#)

### 3. Application Procedure

- To Panchayat under IAY.

### 4. Advocacy (if application doesn't succeed)

- Directly to Gram Panchayat; then
- RTI to Dept of Panchayat and Rural Development (For website click [here](#)); then
- RTI to Ministry of Rural Development Rural Housing (find contacts [here](#)); then
- Using the Central Government's on-line grievance redressal mechanism [here](#)

### 5. Success Story

*Put yours here!*

## 5. Village facilities – Roads

**Many of India's villages don't have sealed roads leading to them. This creates problems, especially during the rainy season for bringing goods in and out, children getting to schools & patients getting to hospitals. The Indian government has stated that it wants all villages with a population of 1,000 or more to have a sealed road.**



### 1. Relevant Department

#### Central government

- Ministry of Rural Development's Pradhan Mantri Gram Sarak Yojana [here](#) )

#### Chhattisgarh Government

- Chhattisgarh Rural Road Development Agency (Website [here](#))
- Chhattisgarh Public Works Department (See website [here](#)).

### 2. Entitlement (Best Source: Pradhan Mantri Gram Sarak Yojana [here](#) )

- All villages with population of 500 or more in the plains and 250 or more in hilly areas to have all weather road (website [here](#)).

### 3. Application Procedure

- Apply directly to the Panchayat (at block level ); or
- Apply to the the Zila Panchayat / DRDA at District level.

### 4. Advocacy (if application doesn't succeed)

- Complain directly to Panchayat or Zila Panchayat (where ever you applied) ([here](#)); then
- Complain to Chhattisgarh Rural Road Development Agency (contacts [here](#)); then
- RTI to Chhattisgarh Public Works Department (contacts [here](#)).
- RTI to Pradhan Mantri Gram Sarak Yojana. (Click [here](#) then on 'Right to Information' (top left); then
- Using the Central Government's on-line grievance redressal mechanism [here](#).

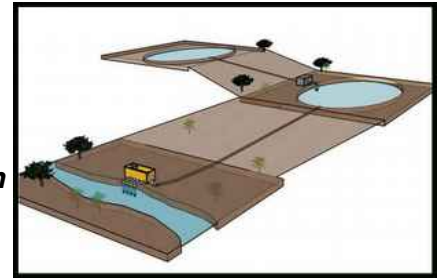
### 5. Success Story

*Put yours here!*

## G) Farming

### 1. Farming – Irrigation

*Much of India's population still rely on farming for a living, for which water is one of the most important commodities. With climate change, rainfall is becoming less predictable, making farming even harder. The schemes below aim to allow farmers to irrigate their land to overcome the uncertainties of the weather to some degree.*



### 1. Relevant department

#### Central Government

- Ministry of Water Resources, River Development & Ganga Rejuvenation (Web [here](#)).
- Central Water Commission (Web click [here](#)).
- Ministry of Agriculture and Farmers Welfare (Web [here](#).)
  - **National Food Security Mission (Rashtriya khaadya surakhsha mission)** Click [here](#)
  - **National Mission on Micro Irrigation** (click [here](#))

#### Chhattisgarh Government

- Dept of Water Resources (website [here](#))
- Dept of Panchayat and Rural Development (For website click [here](#))

### 2. Entitlements (Best Source: **National Mission on Micro Irrigation** (click [here](#)))

**National Mission on Micro Irrigation** (click <http://www.ncpahindia.com/nmmi/Guidelines-NMMI.pdf> page 1)

- Subsidy assistance the cost of the drip / sprinkler irrigation system for up to 5 hectares. For Small and Marginal farmers subsidy is 60% (50% borne by the Central govt, 10% by State gov't) and the remaining 40% will have to be borne by the farmer.
- In case of general category farmers, subsidy assistance will be @ 50% of the cost of the system which will be shared in the ratio of 40:10:50 by the Central Government, State Government and the beneficiary
- DRDAs (District Rural Development Agencies), the Panchayat will be involved in selecting the beneficiaries.

**National Food Security Mission** (click <http://nfsm.gov.in/Guidelines/ContentE.pdf> page 38)

- Incentive for Pump sets (for wheat, rice or pulses): Assistance @ 50% of the cost limited to Rs. 10,000/-per machine, whichever is less.
- Distribution of sprinkler sets (only for wheat or rice): Incentive 50% of the cost or Rs 7,500 per hectare, whichever less.

### 3. Application Procedure

For National Mission on Micro Irrigation apply to:-

- Gram Panchayat Office; or
- District Rural Development Agency.

For National Food Security Mission schemes apply to:-

- Gram Panchayat; or
- District Collector Office.

### 4. Advocacy (if application doesn't succeed)

- a) Complaint to Panchayat; then
- b) **FOR NFSM** contact **NFSM CELL** : 011-23389831
  - Dr. M N Singh, Joint Director (NFSM) email: [mnsingh1959@rediffmail.com](mailto:mnsingh1959@rediffmail.com)
  - Shri C Y Barapatre ,Asst Commissioner (NFSM) email: [cyb\\_20007@yahoo.co.in](mailto:cyb_20007@yahoo.co.in); then
- c) **FOR NMMI**
  - National Committee on Plasticulture Applications in Horticulture (NCPAH)  
10th Floor, International Trade Tower, Nehru Place New Delhi - 110 019 Tel: 011-46511275 ; then
- d) RTI to Dept of Water Resources (contacts [here](#)).

## 2. Farming – Crop Insurance

*An aspect of climate change is the increased frequency of natural disasters, cyclones, floods & droughts, all of which make farming riskier. The insurance schemes below aim to allow farmers to insure against these events so making farming a little less riskier.*



### 1. Relevant Department

#### Central Government

- Ministry of Agriculture and Farmers Welfare (Web [here](#).)
- Agricultural Insurance company of India [here](#)

#### Chhattisgarh Government

- Department of Agriculture (website [here](#))

### 2. Entitlement (Best source: National Agricultural Insurance Scheme [here](#))

#### National Agricultural Insurance Scheme (see details [here](#))

- Covers 500 districts and 20 million farmers.
- To provide insurance coverage and financial support to the farmers in the event of failure of any of the notified crop as a result of natural calamities, pests and diseases.
- Compulsory for 'loanee' farmers (taking Seasonal Agricultural Operations (SAO) loans from Financial Institutions. Optional for non loanee farmers.
- Coverage of all food crops (cereals, millets and pulses), oilseeds.
- Also coverage for some horticultural crops including sugarcane, cotton & potato [here](#)
- Insurance premium rates are [here](#):-
  - Kharif (Monsoon: July-Oct): 3.5% for bajra and oilseeds; 2.5% for cereals millet & Pulses
  - Rabi (Winter Oct- March): 1.5% for wheat, and 2% for other rabi crops.
  - Above rates are maximums. If actuarial rate is less than above rate, then only it will be charged.
- Small and marginal farmers are provided subsidy of 10% of premium.

### 3. Application Procedure

- At the beginning of each crop season, the State Govt notifies the crops and defines the areas which will be covered under the scheme during the season.
- The non-loanee farmer who desires to join the scheme fills up proposal form of NAIS and submits the same along with premium in the village branch of commercial bank or Regional Rural Bank or PACS of Cooperative Bank.
- It is the responsibility of the branch/PACS to verify the particulars of sum insured, the maximum limit etc., while accepting the proposal.

### 4. Advocacy (if application doesn't succeed)

- i. Complain directly to the village branch of commercial bank or Regional Rural Bank or PACS of Cooperative Bank where you lodged the application; then
- ii. Phone Agricultural Insurance Company on toll free 1800-103-0061; then
- iii. Contact Agricultural Insurance Company of India's grievance redressal person for Chhattisgarh [here](#); Shri S. Patnaik, Jeevan Prakash, Jeevan Beema Marg, Pandari, Raipur – 492004, [spatnaik@aicofindia.com](mailto:spatnaik@aicofindia.com); then
- iv. RTI to Agricultural Insurance Company of India (for PIO's click [here](#)); then
- v. Using the Central Government's on-line grievance redressal mechanism [here](#).

### 5. Success Story

Put yours here!



### 3. Farming – Subsidies

*With a population of over a billion, India desperately needs her farmers to keep producing a steady supply of food. With globalisation however, prices for basic farming seeds and equipment have gone up. The schemes below aim to subsidise these basic items to make farming a little more profitable and so encourage farmers to keep farming!*



#### 1. Relevant Department

##### Central Government

- Ministry of Agriculture & Farmers Welfare–Dept of Agriculture Cooperation & Farmers Welfare (Web [here](#))
- National Food Security Mission (Click <http://nfsm.gov.in/>)

##### Chhattisgarh Government

- Department of Agriculture (website [here](#))

#### 2. Entitlement (*Best Source; National Food Security Mission Guidelines here page 37,38*)

Subsidies (see web [here](#)):-

- Seeds** Rs500 per 100kg for High Yielding varieties of wheat & rice & Rs1,200 per 100kg for pulses. **Seed Minikits:** Full cost of 10 kg wheat (for 50Hectares), 5 kg High yielding varieties of rice (for 50Hectares) and 6 kg Hybrids of rice (for 50Hectares):
- Implements:** Rs3,000 for Cond weeder, Rs,000 for Knapsack Sprayer, 15,000 for seed drills, 30,000 for Rotor wetter Others listed [here](#)

#### 3. Application Procedure

See NFSM guidelines p 3:

1. NFSM Apply to the District Food Security Mission or
2. The District Collector or Chief or
3. Executive Officer of the Zilla Parishad

#### 4. Advocacy (if application doesn't succeed)

- i. Phone Kisaan Call Centre toll free 1800-180-1551; then
- ii. Contact NFSM [here](#) **Dr. S.K. Malhotra , Agriculture Commissioner**, NFSM, Dept. of Agriculture & Cooperation, Ministry of Agriculture and Farmers Welfare, Room No. 231, Krishi Bhawan, New Delhi – 110 001, **Phone No.:** 011 2338 3549 (O), **Email:** [ag.comm@nic.in](mailto:ag.comm@nic.in); then
- iii. RTI to Department of Agriculture (for contacts click [here](#) then click Who is who') ; then
- iv. Using the Central Government's on-line grievance redressal mechanism [here](#).

#### 5. Success Story

*Put yours here!*

# H) Human Rights Abuse

## 1. Human Rights Abuse - Domestic Violence

*While improving, the position of women in India is still very poor. Even in their own homes, many women are regularly beaten by their husbands. This behaviour is unacceptable in the eyes of society and the government. This is reflected in the new Domestic Violence Act of 2005.*



### 1. Relevant Department

#### Central Government

- National Commission for Women Website [here](#).
- Protection of Women from Domestic Violence Act 2005 [here](#).

#### Chhattisgarh Government

- Chhattisgarh State Women's Commission (For Website click [here](#) )
- Dept of Women & Children (For website click [here](#)).
- Chhattisgarh Police (web [here](#)) My local police station is \_\_\_\_\_.

### 2. Entitlement (*Best Source: Domestic Violence Act 2005 [here](#)*)

The **Domestic Violence Act 2005** [here](#) prohibits domestic violence which includes:-

- Abuse could be whether physical, sexual, verbal, emotional or economic (incl dowry). (Sct 3(a))
- The threat of the above abuse. (Sct 3(c))
- Woman has a right to free legal advice (Sct 5(d))
- The woman can apply for living in safe shelter (Sct 6), a Protection Order (Sct 18), Custody Order for children (Sct 21) or compensation (Sct 22).

#### Indian Penal Code

- Sct 498A. Prohibition on husband or relative of husband of a woman subjecting her to cruelty.

*NB. EHA has now produced a whole manual on accessing schemes for Women. See the EHA website [www.eha-health.org](http://www.eha-health.org) 'Downloads/Advocacy manuals' 'All India' 'Women's Rights Manual'.*

### 3. Application Procedure

The abused woman (or her relative/friend/neighbour) can :-

- Talk to the **Gram Panchayat** which may solve problem locally; or
- Inform the **District Probation Officer (DPO)** who has some power in domestic violence; or
- Alert the local **Protection Officer** (DVA Sct 8).
- Contact another **NGO support organisation** in your state (contacts here).
- The abused woman talks to the **Chhattisgarh Women's Commission** (address below). The woman gives a statement. The Commission calls the abuser and if he doesn't appear before the Commission, it forwards the complaint to **court**.

The abused woman or the Protection Officer or Women's Commission can then:

- Lodge an FIR at the local Police Station (after which police must arrange for medical examination/ certificate & will investigate the abuse); or
- Apply for Safe Shelter, a Protection Order, Custody Order for children or Compensation from courts

### 4. Advocacy (if application doesn't succeed)

- RTI to the local Protection Officer; then
- RTI to Chhattisgarh State Commission for Women:
  - Ms. R. Vibha Rao (Chairperson) Gaytri Bhawan, 13, Jalvihar Colony, Raipur – 492001; Phone: 0771-4241400 – 416; [cgmahilaayog@gmail.com](mailto:cgmahilaayog@gmail.com) ; [vibharao2011@gmail.com](mailto:vibharao2011@gmail.com) ; then
- RTI to the Police SP or SSP for your district (for contacts for complaints click [here](#))

## 2. Human Rights Abuse - Child Labour

*Many people treat children, especially girls, as commodities to be bought and sold. Every day we see children working in chai shops, dhabas and even in our own homes as maids. Such labour robs children of their childhood & is now illegal.*



### 1. Relevant Department

#### Central Government

- Ministry of Labour & Employment (For website click [here](#)).

#### Chhattisgarh Government

- Chhattisgarh Human Rights Commission (for website click [here](#))
- Dept of Labour (website [here](#))
- Dept of Women & Children (For website click [here](#)).
- Chhattisgarh Police (web [here](#)) My local police station is \_\_\_\_\_.

### 2. Entitlement (Best Source: [Child Line page here.](#))

#### Constitution of India (here)

- Article 24: Prohibits employment of children below the age of 14 years in factories, mining and other hazardous employment.
- Article 39e: no one can be forced to do work unsuited to their age by economic necessity.

#### Indian Penal Code (here)

- Sct 374: Prohibition against compelling a person to labour

#### Child Labour (Prohibition & Regulation) Act 1986 (here)

- Sct 14: No child under the age of 14 (completed) can be employed in a 'hazardous occupation' which includes railways, plastics factories, automobile garages, manufacturing crackers, handloom industry, mines, domestic servants, in dhabas, restaurants, hotels, tea shops, beedi making, carpet making, tanning, soap manufacture, brick kilns and roof tiles units, building & construction.
- Even in a permitted industry, no child can work more than 3 hours before a break of 1 hour, not more than 6 hours in a day and not between 7pm and 8am.

#### Juvenile Justice (Care and Protection of Children) Act, 2000

- Sct 26: An offence to obtain a juvenile for the purpose of hazardous employment or bonded labour.

#### Factories Act 1948

- Forbids the employment of children below fourteen years of age in all factories.
- Adolescents (14-18yrs) need certificate from authorised doctor to be employed in factory.
- Even if adolescent employed legally then can't do night shifts and only maximum 4.5 hours a day.

### 3. Application Procedure

If you see or suspect child labour is happening then:-

1. Phone **Childline's** (Website [here](#)) **toll-free helpline (1098)**. 1098 is operational in 14 cities in Chhattisgarh listed [here](#) including:- Bilaspur, Balrampur, Durg, Jagdalpur, Jashpur, Raigarh, Raipur, Rajnandgaon, Sarguja, Korba, Koriya, Kwardha, Dhatewada and Surajpur.
2. Lodge an FIR at the local **Police Station** after which police will investigate the abuse.

### 4. Advocacy (if application doesn't succeed)

- Phone Childline 1098 again; then
- RTI to the Police SP or SSP for your district (for contacts for complaints click [here](#)); then
- Lodge a complaint at the National Human Rights Commission faxed to 011-23382911/23382734 or through e-mail [covdnhrc@nic.in](mailto:covdnhrc@nic.in) No fee is chargeable on such complaints.

### 3. Human Rights Abuse – Trafficking



intentionalworkplace.com

The Indian Penal Code defines 'trafficking' as:-

- (1) Recruiting, transporting, harbouring, transferring or receiving a person;
- (2) By using threats, force, coercion, abduction, fraud, deception, abuse of power, or giving or receiving of benefits to anyone in control over the person;
- (3) For the purpose of 'exploitation' including prostitution, sexual exploitation, forced labour or services, slavery or similar to slavery or servitude.

Thus, many people, often children are given or sold by a family member, believing they will get work, study or marriage in the city. Often however, they are then denied the freedom to leave, mistreated & 70% end up in Bonded Labour (dealt with more on page 44) and 20% in Commercial Sex work/Prostitution (page 45).

It is estimated that India has 14 million victims of trafficking.

The only way to stop trafficking is for ordinary people, like you and me to act. If you see anything you suspect as trafficking, even if a child is missing from your village, report it to the police or Childline.

#### 1. Relevant Department

##### Central Government

- Ministry of Women and Child Development (website <http://wcd.nic.in/>)

##### Chhattisgarh Government

- Chhattisgarh Police (web [here](#)) My local police station is \_\_\_\_\_.
- **Dept of Social Welfare** (For website (in Hindi) click [here](#)).

#### 2. Entitlement (Best Source: [Child Line page here.](#))

##### Constitution of India (here)

- Article 23e Prohibits trafficking in human beings.

##### Under Indian Penal Code (here)

- Sct 366A: Prohibition on procuring minor girls.
- Sct 367 Prohibition on Kidnapping/Abduction.
- Sct 370 (4): Trafficking of a minor carries minimum 10 year prison.

##### Under Immoral Trafficking Prevention Act (click here).

- Sct 5: Prohibition on procuring, inducing or taking person for prostitution with or without consent.

#### 3. Application Procedure

- Call the **Childline** (Website [here](#)) toll-free helpline (1098). 1098 is operational in 14 cities in Chhattisgarh listed [here](#) including:- Bilaspur, Balrampur, Durg, Jagdalpur, Jashpur, Raigarh, Raipur, Rajnandgaon, Sarguja, Korba, Koriya, Kwardha, Dhatewada and Surajpur.
- Lodge an **FIR at the local Police Station**. When doing so, provide a recent photo of child and your mobile phone number for contact. Police are then obliged to investigate; or
- Report the missing child to the Village Child Protection Committees (VCPC); or
- Register the missing child (with a photo) on the website [www.trackthemissingchild.gov.in](http://www.trackthemissingchild.gov.in) This is a web site with information on missing and found children and is India wide; or
- Register the missing child (with a photo) on the website <http://khoyapaya.gov.in/mpp/home> This is a government website where any citizen can upload information on any missing or located child, (even a child suspected of being trafficked.)

#### 4. Advocacy (if application doesn't succeed)

- Phone 1098 again; then
- RTI to the Police SP or SSP for your district (for contacts for complaints click [here](#)); then
- Contact the local media.

## 4. Human Rights Abuse – Bonded Labour

*The Bonded Labour Act defines it as an “agreement ” to provide 'forced labour'. An 'agreement' is broadly defined and could be an agreement to get a payment, an advance; to fulfil a customary or social obligation; to repay relative's debt; or simply by birth into a particular community. Labour is deemed 'forced' if there is; restricted freedom of; employment; movement; sale goods and services in the marketplace or payment is below minimum wage.*

*90% of bonded labourers are from the SC/ST community.*

*Thus often children or family members are given to a powerful landowner to 'pay off' a debt, only for the work to never be properly accounted, exorbitant interest charged and the labourer never becomes free. This is modern day slavery.*



Image: shareyouressays.com

### 1. Relevant Department

#### Central Government

- Ministry of Women and Child Development (website [here](#))

#### Chhattisgarh Government

- Chhattisgarh Police (web [here](#)) My local police station is \_\_\_\_\_.
- Chhattisgarh Human Rights Commission (for website click [here](#))

### 2. Entitlement (Best Source: [Child Line page here.](#))

#### Constitution of India (here)

- Article 23 (1) Prohibits forced labour

#### Under Indian Penal Code (here)

- Sct 374: Prohibition on compelling a person to labour

#### Bonded Labour System (Abolition) Act of 1976 (“BLA”) (here)

- Sct 4: nobody can be forced to do labour. Every bonded labourer now considered free;
- Sct 5: any custom, tradition or agreement by which anyone bonded/forced to work shall be ‘void’.

#### Juvenile Justice (Care and Protection of Children) Act, 2000 (here)

- Sct 26: An offence to obtain a juvenile (under 18) for the purpose of bonded labour.

#### The Schedules Castes and Scheduled Tribes (Prevention of Atrocities) Act 1989 (here)

- Subsection 3(1)(vi) forcing a member of SC/ST to undertake forced or bonded labour is an atrocity.

#### Minimum wage Act

- Minimum wage set by State gov't for many types of employment (CG minimum Rs132 per day [here](#))

### 3. Application Procedure

If you see anything that you suspect may be bonded labour then:-

- Call the Childline **toll-free helpline (1098)**. 1098 is operational in 14 cities in Chhattisgarh listed [here](#) including:- Bilaspur, Balrampur, Durg, Jagdalpur, Jashpur, Raigarh, Raipur, Rajnandgaon, Sarguja, Korba, Koriya, Kwardha, Dhatewada and Surajpur.
- Report it to the District Vigilance Committee (comprises District Magistrate, 2 social workers, representatives from SC/ST community). The Committee's job is to locate & monitor the prosecution of perpetrators, defend freed bonded labourers in court & provide rehabilitation.
- Contact **Justice Ventures International** an NGO which specialised in working with the government to free bonded labourers [info@justiceventures.org](mailto:info@justiceventures.org)

### 4. Advocacy (if application doesn't succeed)

1. Contact **Justice Ventures International** again [info@justiceventures.org](mailto:info@justiceventures.org) ; then
2. RTI to the Police SP or SSP for your district (for contacts for complaints click [here](#)); then
3. Lodge a complaint at the National Human Rights Commission faxed to 011-23382911/23382734 or through e-mail [covdnhrc@nic.in](mailto:covdnhrc@nic.in) No fee is chargeable on such complaints.

## 5. Human Rights Abuse – Sex Trafficking

*Many young women and girls are given or sold by a family member, believing she will get work, study or marriage In the city. Often however, the girls end up in prostitution in Kolkata, Mumbai, Delhi & Gujarat. The life for a young girl, torn from her family, trafficked into prostitution and then raped multiple times a day for years is horrific, yet it happens to thousands of girls in our country every year.*



Image: firstpost.com

### 1. Relevant Department

#### Central Government

- Ministry of Women and Child development (website [here](#))

#### Chhattisgarh Government

- Chhattisgarh Police (web [here](#)) My local police station is \_\_\_\_\_.

### 2. Entitlements (Best Source: *Under Immoral Traffic (Prevention) Act* ([click here](#)).

#### Under Indian Penal Code ([here](#))

- Sct 366B: Prohibition on importation of girl below 21 years for sexual exploitation
- Sct 372,373: Prohibition of selling or buying minor for purposes of prostitution

#### Under Immoral Traffic (Prevention) Act ([click here](#)).

- Sct 3: Running brothels is illegal. (Only current legal form of prostitution is an adult from own home)
- Sct 5: Procuring, inducing or taking person for prostitution with or without consent.

#### Protection of Children from Sexual Offences (POSCO) Act, 2012 ([here](#))

- Sct 4-12: Criminalises sexual offences against children.
- Sct 20: Compulsory for media, hotels, photo studios, hospitals to report child sexual abuse to police

#### The Schedules Castes and Scheduled Tribes (Prevention of Atrocities) Act 1989 ([here](#))

- Sct 3(1)(xii): A person in position to dominate the will of a woman belonging to SC/ST who uses that position to exploit her sexually where she would not have otherwise agreed shall be punished.

### 3. Application Procedure

If you see anything that you suspect may be sex trafficking then:-

- Call the Childline **toll-free helpline (1098)**. 1098 is operational in 14 cities in Chhattisgarh listed [here](#) including:- Bilaspur, Balrampur, Durg, Jagdalpur, Jashpur, Raigarh, Raipur, Rajnandgaon, Sarguja, Korba, Koriya, Kwardha, Dhatewada and Surajpur.
- Contact **Justice Ventures International** an NGO which specialised in working with the government to those trafficked for sex [info@justiceventures.org](mailto:info@justiceventures.org)

### 4. Advocacy (if application doesn't succeed)

- Phone 1098 again; then
- RTI to the Police SP or SSP for your district (for contacts for complaints [click here](#)); then
- *Lodge a complaint at the National Human Rights Commission faxed to 011-23382911/23382734 or through e-mail [covdnhrc@nic.in](mailto:covdnhrc@nic.in) No fee is chargeable on such complaints.*

### 5. Success Story

Put yours here.

# I) Identity Documents



## 1. Identity Documents - Elector Identity Card

**Many of the schemes listed above can only be accessed if the applicant has adequate identity proof. The most basic identity proof is the Elector Identity Card. Every Indian over the age of 18 has a right to this card.**

### 1. Relevant Department

#### Central Government

- Election Commission of India (For more info click [here](#)).

#### Chhattisgarh Government

- Chief Electoral Officer Chhattisgarh (for website click [here](#) )

### 2. Entitlement (*Best Source: National Voters Service Portal [here](#)*)

- To have name included on the electoral role (if completed 18yrs on 1<sup>st</sup> Jan of year of application).
- An Electors Photo Identity Card (EPIC) (if name is on the electoral roll).

### 3. Application Procedure

**i) For name to go on Electoral list** (See instructions on the last page of Form 6 on page 72 [here](#) )

Check if your name is already on the list [here](#) and if not:

- Register when house to house update occurs from time to time; or
- Lodge Form 6 (download [here](#) or hard copy on page 72) any time with your Electoral Registration Officer of your constituency. For your Constituency, local polling booth and voters list [here](#).

You'll need the following documents:-

- Proof of age: Birth certificate or parent declaration(see notes last page of Form 6 on pg 72.
- Proof of residence. Proof of residence (no minimum time of residence is necessary, but you'll need some documentary proof that you live there such as):-
  - (i) Bank / Kisan / Post Office current Pass Book, or
  - (ii) Applicants Ration Card / Passport / Driving License / Income Tax Assessment Order, or
  - (iii) Latest Water / Telephone / Electricity / Gas Connection Bill for that address, either in the name of the applicant or that of his / her immediate relation like parents etc., or
  - (iv) Postal department's posts received / delivered in the applicant's name at the given address.

#### **ii) Electors Photo Identity Cards (EPIC)**

Lodge application at Voters Registration & Electors Centre (VREC) with:-

- Name on electoral roll; (Check if your name is already on the list [here](#));
- Identity proof; &
- Valid residence proof.

### 4. Advocacy (if application doesn't succeed)

- Submit grievance direct to **Electoral Registration Officer** where you lodged the application; then
- Submit an **RTI** to the Chhattisgarh Chief Electoral Officer (contact details [here](#)); then
- Using the Central Government's on-line grievance redressal mechanism [here](#)

### 5. Success Story

Put yours here.

## 2. Identity Documents - Unique Identification Card



Aadhaar is a 12-digit unique number which will eventually be issued for all residents in India. It will store basic demographics & biometric information (photograph, fingerprints & iris) of each individual in a central database. Aadhaar is provided free of cost. Though it's not mandatory currently, it's good to have an Aadhaar card as it allows you to open a bank account easily.

### 1. Relevant Department

#### Central Government

- Unique Identification Authority of India (UIDAI) (See website [here](#))

### 2. Entitlement (Best source: Aadhaar site [here](#))

- An individual who is a resident in India, irrespective of identity documentation can get an Aadhaar.
- For children below 3 years, biometric details will not be taken and the Aadhaar will be linked to guardians/parents.
- When children turn 5 years of age they shall have to register biometrics. They shall be re-registered again when they turn 15 years of age, as biometrics change with age. (web [here](#))

### 3. Application Procedure

- Details on enrolment procedure are [here](#).
- Fill in the application form ([here](#) or see on page 76)
- Submit at the nearest enrolment camp. To find nearest enrolment camp to you click [here](#).
- Documents required for enrolment are: Proof of identity (POI) and proof of address (POA) (list of acceptable documents is [here](#)).
- In the case of people who do not have documents for proof, there is an introducer system. The Registrar for enrolment can designate individuals who can vouch for the validity of a person's information. Introducers can be government agencies, banks, teachers, village postmen, elected representatives and NGOs. Introducers will be enrolled first and given training. Their UID will be mentioned among the details of the person who gets enrolled. Details [here](#).
- Get Aadhaar card within 60-90 days.

### 4. Advocacy (if application doesn't process)

- Phone toll free number 1800 180 1947
- Email - [help@uidai.gov.in](mailto:help@uidai.gov.in)
- File RTI for your problems to the designated Central Public Information Officer (CPIO) for the UIDAI, See details of CPIOs [here](#).
- Using the Central Government's on-line grievance redressal mechanism <http://pgportal.gov.in/>

### 5. Success Stories

Put yours here!



### 3. Identity Documents – Birth & Death Certificates

**Birth certificates are very important to access other schemes for children, like Dhanalaxmi (page 14) & school admission (page 28).**

**Death certificates are necessary for getting Widows Pensions & National Family Benefit Scheme (NFBS) (See Pensions on page 12).**



#### 1. Relevant Department

##### Chhattisgarh Government

- **District Administration** (Click [here](#) for a list of the DC's in Chhattisgarh.)
- You can also go [here](#) to see more information about your district which may include DCs.

#### 2. Entitlement (Best source: Advocate Khoj [here](#) )

- Birth certificate** For anyone born in Chhattisgarh
- Death certificate** For anyone whose family member dies in Chhattisgarh

#### 3. Application Procedure

##### i) Birth certificate

For overview of Procedure click [here](#). Get form [here](#).

\*If Birth registered within 21 days of birth by:-

- Birth at hospital - slip will be given to Municipal authorities & parents; or
- Birth at home, midwife (Dai) will register birth with Gram panchayat; then
- To get birth certificate simply go to Register at Municipal Authority.

\*If birth not registered at the time and child more than 1 year old, then need to go to SDM or District Magistrate. Procedure [here](#). (Click [here](#) for a list of the DC's in Chhattisgarh.)

- Go to your local DM/SDM; (*My village's DM/SDM is \_\_\_\_\_*). Insert on Page 4.
- You'll also need an affidavit stating name of parents, name of child, DOB, address;
- Any other documentary proof you have to show that this child exists (school records etc); &
- Then there'll be a police inspection to check on the child's existence.

##### ii) Death certificate

For overview of Procedure click [here](#). Get form [here](#).

To get death certificate, the death should be registered within 21 days by:-

- Death at hospital - slip will be given to Municipal authorities.
- Death at home, Head of house should register death at Municipal authorities.

To get Death Certificate Procedure [here](#). Go to Municipal Authorities with:-

- Cemetery/cremation slip;
- I Card or Ration Card; &
- If more than 1 year since death also need certificate from DM or SDM.

#### 4. Advocacy (if application doesn't succeed)

- RTI to DM/SDM** (Click [here](#) for a list of the DM's in UP.) Can also go to <http://districts.nic.in/>
- Using the Central Government's on-line grievance redressal mechanism [here](#)**

#### 5. Success Story

*Put yours here!*

## 4. Identity Documents – SC/ST/OBC Certificate

An SC/ST/OBC certificate will entitle the holder to apply for 'reservation' entry to certain positions such as University entrance & some government jobs.



### 1. Relevant Department

#### Chhattisgarh Government

- (Click [here](#) for a list of the DC's in Chhattisgarh.)

### 2. Entitlement (Best source: Advocate khoj [here](#))

Any member of a **Scheduled Caste, Tribe or Other Backward Case** (for list of Scheduled Castes [here](#) & Tribes [here](#) or OBC's [here](#)) is eligible for a certificate which will then entitle the holder to apply for 'reservation' entry to certain positions such as:

- i. University entrance
- ii. Some government jobs

However anyone in the 'creamy layer' of professions/income is excluded. Click [here](#) for list of creamy layer).

### 3. Application Procedure

For details on the procedure click [here](#).

- The application forms are available either online or from the SDM (Sub-Divisional Magistrate) or of the Tehsil or Revenue Department.
- In case none of your family members have earlier been issued a Caste Certificate, a local enquiry is conducted before issuing the Certificate to you.
- Proof of residence in Chhattisgarh for a minimum specified period.
- An affidavit stating that you belong to a Scheduled Caste, and
- The specified court stamp fee are required at the time of application.
- Then an enquiry will happen to check residence, income, caste and 'creamy layer'.
- Should get enquiry within 21 days.

### 4. Advocacy (if application doesn't succeed)

- i. **Enquire at the DM/SDM's** office where submitted application; then
- ii. Submit an **RTI to the DM/SDM**. (Click [here](#) for a list of the DC's in Chhattisgarh) or click on your district [here](#) ; then
- iii. Using the Central Government's on-line grievance redressal mechanism [here](#)

### 5. Success Story

*Put yours here!*

## 5. Identity Documents - Bank Account

***A bank account is vital to be able to access other schemes like Widow's Pension and other government payments (see page 12).***



### 1. Relevant Department

#### Government Banks

- Grameen Banks (Website [here](#))
- SBI ([here](#)), Corporation Bank, Bank of India, Central Bank etc
- India Post (website [here](#))

#### Private Banks

- Corporation Bank, Punjab National Bank

#### Local Post Office

NB Generally the big Multinational private banks like HSBC, etc won't be bothered about accounts for the poor, so it's better to try everyday normal banks which have branches everywhere. We've had success with SBI and Corporation Bank.

***NB Easiest in terms of identity requirement seems to be Post Offices, although a Post Office account is no longer sufficient for having a pension paid. Grameen Banks are also easy to open and are sufficient for having a pension paid.***

### 2. Entitlement (Best source: India Post (website [here](#)))

- Bank Account for any person over 18 with sufficient documentation and an 'introducer'.

### 3. Application Procedure

- Apply for an Aadhaar Card (page 47) as that will entitle you to a bank account as well.
- For Postal Savings Account for which you basically need:
  - i. Form SB3;
  - ii. Pay in slip SB103;
  - iii. Specimen, signature;
  - iv. Introducer; &
  - v. Rs 20 minimum deposit.

For other banks:-

- i. Filled up Form (including signature of an 'introducer' who has already had an account in that branch for more than 6months);
- ii. Address proof (Ration Card & I card with same address); and
- iii. Rs 500 minimum deposit to open the account.

### 4. Advocacy (if application doesn't succeed)

- i. An appeal directly to the Bank Manager/Post office Manager.

### 5. Success Story

## 6. Identity Documents – PAN Card

**A PAN Card is compulsory for anyone paying income tax. Any other Indian adult can also apply for and be given a PAN Card whether or not they pay tax. A PAN card may be useful in getting other services, like a bank account.**



### 1. Relevant Department

#### Central government

- **Income Tax Department** (for website click [here](#)).

### 2. Entitlement (Best Source: Tax Information Network <https://tin.tin.nsdl.com/pan/form49A.html>)

- a) A PAN Card is compulsory for anyone paying income tax.
- b) Any other Indian adult can also apply for and be given a PAN Card whether or not they pay tax. He/she may do so since it may be useful in getting other services, like a bank account.

### 3. Application Procedure

- Procedure is [here](#).
- Fill out Form 49A on internet [here](#) (hard copy on page 77);
- Print the acknowledgement, sign it and attach:-
  - 2 Photos;
  - Identity Proof Any one of; School Certificate, Water Bill, Ration Card, I Card, Licence (more details [here](#));
  - Residence Proof: Any one of; Power or phone bill (recent), Rent receipt, Ration Card, I Card, Licence etc) (more details [here](#));
  - Rs93 (By draft or on-line)

Send to NSDL within 15 days at:-

**Income Tax PAN Services Unit,  
NSDL e-Governance Infrastructure Limited,  
5<sup>th</sup> floor, Mantri Sterling,  
Plot No. 341, Survey No. 997/8, Model Colony, Near Deep Bungalow Chowk,  
Pune - 411016'.**

Track application on line [here](#) (need 12 digit transaction number).

### 4. Advocacy (if application doesn't succeed)

- i. SMS NSDLPAN <space> Acknowledgement No. & send to 57575 to obtain application status; then
- ii. Call Call Centre at 020 – 27218080.
- iii. E-mail at: [tininfo@nsdl.co.in](mailto:tininfo@nsdl.co.in) <mailto:tininfo@nsdl.co.in>; then
- iv. Using the Central Government's on-line grievance redressal mechanism [here](#)

### 5. Success Stories

*Put yours here!*

## J) Appendices

### 1. Appendix - A 10 Step Empowerment Process

#### 1. Build deep relationships with residents in the community

The key to any lasting change in a poor community is the residents themselves. Often however, after generations of poverty and being ignored by the powerful, residents are quite disempowered so much so that they passively accept their situations. Vitally important to a community being able to identify and solve its own problems then is for a small group of residents to develop the knowledge, skills and 'heart' (courage, self confidence and selflessness) to become change agents within their community. We believe the best way to help key residents to develop this knowledge, skills and 'heart' is by our own staff forming strong mutual, caring relationships with several key community members. Hence from the very beginning of the problem solving process our staff are looking to form good relationships with key residents. In choosing with whom to make the relationships, we deliberately look for key people with the right 'heart' who can potentially take the community forward in their development journey after our NGO's staff leave.

An added advantage to forming good relationships with residents is that we will tend to get the 'real' story on the community when we do our research on the community in Step 2.



#### 2. Learn about the community - Observe & enquire

It's important to start the problem solving process by being learners ourselves rather than coming in as experts. One of the best ways to learn about the community is to simply walk around and observe ourselves the situation with respect to housing, power, sanitation, water, community relations, marginalised groups etc. Some things about the colony however, we can't observe, such as the history of the colony, what residents appreciate about their colony and what they perceive to be their priority problems. For these, more hidden aspects, we need to ask questions, especially of those with whom we are developing close and mutual relationships (from Step 1 above.)

#### 3. Analyse the problems yourself and with your colleagues

In order for our NGO's staff themselves to have a sense of the most pressing problems we, as a team, analyse what we've learnt from Step 2. This analysis may also reveal which problems affect most residents, which problems may create opposition etc, so revealing which problems will have the best chance of being resolved successfully. This analysis is not so as to impose those findings on the community, but rather to have thought about these issues before running the community meeting, to decide on which problem to tackle first (step 4). Part of this analysis can be a 'power analysis' to find which stakeholders have most power to bring a solution to a possible problem & whether those stakeholders are likely to be positively disposed to that solution or not.

#### 4. Hold community meetings to prioritise the problems

While our NGO's team has done its own analysis in Step 3, it's vital for the final decision as to which problem is tackled first, to actually be taken by the residents themselves. This is done in a community meeting attended by representatives of as many groups of residents as possible; women, children, Muslims, Hindus, the disadvantaged and so on. This is one of the most difficult steps in the entire process, as running a successful community meeting with many different groups and different opinions is very difficult. The facilitator will attempt to hear all parties, quieten the loudest voices and ultimately build consensus among the residents as to which problem to tackle first.

## **5. Become an expert in the resources that could solve the problems**

After the community has decided which problem to tackle first, our NGO team can use this Manual, its wider networks, internet research, RTI (Right To Information) applications and so forth to gather relevant information on resources available to the community that may be used to resolve the problem. These resources may be found in the government (**in this Manual**), among other NGOs, or indeed within the community itself. Again, this research is not done so as to impose those resources on the community, but rather to have options to put to the community in the next community meeting when developing a Plan of Action (Step 6).

## **6. Plan action to solve the problem**

Another community meeting is held to make a plan of action to solve the priority problem decided in Step 4. The plan needs to specify who will do what, when it will be done and who will pay for any expenses. While our NGO's staff may be a part of the action plan, it's vital that our NGO's staff not take *too* much responsibility. If residents aren't willing to get involved, then it indicates a lack of commitment to the process and our NGO's staff need to wait until there is sufficient commitment before moving on. This planning phase may also be a good point at which to introduce God as a willing aid in the problem solving process. In the multi-faith context of India, most people will readily agree to call on God within their own tradition to help solve community problems.

## **7. Take the action agreed**

Residents who have agreed to take steps in the Action Plan (from Step 6) then proceed to do so. Often these steps involve advocating with government officers to implement existing government services which should be available to residents. Usually this will involve using the Application Procedure outlined in **this Manual**.

## **8. Reflect on the action taken**

If, after carrying out the plan of action, residents have succeeded in solving the problem, then it's important to celebrate the success! If we haven't succeeded, then we need to make a new plan probably using the Advocacy Steps outlined in **this Manual** and using our learnings from step 7.

***Then cycle through steps 6-8 until the problem is solved or becomes unresolvable.***

## **9. Do it all again with less involvement from the our NGO & more from the residents**

After the resolution of the first problem we return to Step 4 and choose the next community problem to tackle. In doing so our NGO's staff take less responsibility, while encouraging residents to take more responsibility. In this way, gradually the residents, especially the 'good-hearted' people learn the whole problem solving process well enough that they can eventually do it without the help of our NGO's staff.

## **10. Form a CBO**

The 'good hearted' people identified in Step 1 and mentored through the entire problem solving process, will eventually form an independent CBO (Community Based Organisation), that will carry on facilitating the community's development after our NGO's staff leave. That group may, after some time, wish to register as a formal Community Welfare Association, so as to give it more authority in dealing with the government as well as more accountability.

## 2. Appendix - Table of Services Provided by the Government

Service	Page	Available for APL	Available for BPL	Main Scheme Name	Relevant legislation
Drinking Water	7	*	*	National Rural Drinking Water Prog	
Food security	8	*	*	Targetted Public Distribution Scheme	National Food Security Act
Child nutrition	9	*	*	Integrated Child Development Schem	National Food Security Act
School Meals	10	*	*	Mid Day Meal Scheme	National Food Security Act
Employment	11	*	*	Mahatma Gandhi National Rural Employment Guarantee	National Rural Guarantee Act
Widows/Age Pension	12		*	National Social Assistance Program	
Girl child incentives	14		*	Balika Samriddi Yojana	
Vocational Training	15	*	*	Jan Shiksha Sanstaan	
Self Help Groups	17		*	National Rural Livelihood Mission	
Micro Finance	18	*	*	MUDRA (Micro Units Dev't Refinance Agency	
Health Insurance	20		*	Rashtriya Swasthya Bima Yojana	
Immunisations	21	*	*	National Health Mission	
Pregnancy & delivery	22	*	*	Janani Suraksh Yojana	National Food Security Act
Disability Pension	24		*	National Social Assistance Program	
Drug/alcohol rehab	26	*	*		
Schooling	28	*	*	Sarv Shiksha Abhiyan	Right To Education Act
Educ'n scholarships	29		*	Sarv Shiksha Abhiyan	Right To Education Act
Electricity	31	*	*	Rajiv Gandhi Gram Vidyut Yojana	
Gas connection	32	*	*		
Toilets subsidy	33		*	Swacch Bharat Mission	
Paving & drains	34	*	*	Village Health, Sanitation & Nutrition Committee (VHSNC)	
Housing	35		*	Indira Awaas Yojana	
Land for Landless	36		*	Indira Awaas Yojana	
Roads	37	*	*	Pradhan Mantri Gram Sarak Yojana	
Irrigation	38	*	*	National Mission on Micro Irrigation	
Crop Insurance	39	*	*	<i>National Agricultural Insurance Sch</i>	
Farming subsidies	40	*	*	National Food Security Mission	
Domestic violence	41	*	*		Domestic Violence Act
Child Labour	42	*	*	Child Line	Child Labour Act
Trafficking	45	*	*	Child Line	Immoral Trafficking Preven Act
I Card	46	*	*		
Birth Certificate	48	*	*		
OBC certificate	49	*	*		
Bank Account	50	*	*		

### 3. Appendix- Writing Effective Applications (with example)

In your letter of application be sure to include the following:-

1. A clear statement of your problem. For example There has never been a sealed road to your village which makes travelling to your village in monsoon very difficult. A photo of the problem (e.g. a muddy road) will make the letter even better.
2. The right you to this scheme and the relevant law (see 'Best Source' next to Entitlement on the relevant page). For example under Pradhan Mantri Gram Sarak Yojna the government has promised a paved road to all villages of more than 1,000 population.
3. Your request that is specific and clear. What do you want by when? For example you want village to be connected to a paved road paved by 30 June 2016.
4. Next Steps: If you don't get this action what you will do. For example if you don't get the paved road by 30th June 2016, you'll lodge an RTI.



NB Copy your application to the state government office responsible for this scheme, so the local officer is more likely to respond to you.

Thus an example letter might look like this:-

---

The Manager  
Public Works Dept  
Surajpur District  
Chhattisgarh

20<sup>th</sup> October, 2015.

**Re: Paved road under Pradhan Mantri Gram Sarak Yojana**

Dear sir,

I live in Sivarampur village in District Surajpur, Chhattisgarh. It has a population of 2,350. I respectfully state the following:-

1. The road to my village has never been paved. Hence travelling to my village is difficult, especially in monsoon.
2. I note from the *Pradhan Mantri Gram Sarak Yojana website* <http://pmgsy.nic.in/pmg61.asp> that the Government of India has promised all villages of more than 1,000 population to be connected by an all weather roads.
3. Since my village has 1,500 residents, I would therefore like to apply for a paved roads to my village. I would like this road to be made by 30 June 2016.
4. If this is not done, I will lodge an application under the RTI Act 2005 to know what has happened with this application.

Kind regards,  
*Ramesh Kumar*

Ramesh Kumar  
H. No 6, Gali No7  
Sivarampur Village  
District Surajpur  
Chhattisgarh  
Tel 9750 478598

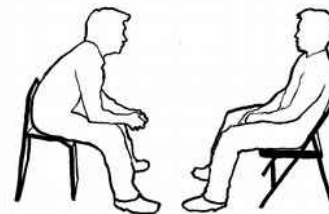
cc Public Works Dept Raipur



## 4. Appendix - Tips on effectively lodging of applications

### A. Preparation for the meeting

- Take someone from the community.
- Have the purpose of the visit clearly in mind.
- Get an appointment if possible.
- Dress formally.
- Take your I card & visiting cards if you have them.
- Have your diary, paper & pen.
- Take 2 copies of any letter or document you want to present.
- Take the originals of any copies you may need to give.
- Know where the office is.
- Have enough money for auto (if getting late).
- Get there on time.
- Know the rules & policies (including this officer's superiors name) well before you go in.
- Decide what pressure you're prepared to apply BEFORE you go in, if he/she is unreasonable.
- Decide who will speak.



### B. During the meeting

- Introduce yourself and if appropriate check their name, designation and phone number.
- Clearly state your purpose for coming (may involve giving letter-if so get a 'received' stamp)
- Stay calm! If there's an argument or raised voices you will lose!
- Repeat whatever they say to you (whether negative or positive) (Often when the officer hears his unreasonable response repeating he softens it.)
- If you can't get him/her to 'receive' your application, then at least fix any future date in your diary. Remember 'later' means never, so never accept later.
- Clearly state whatever follow up you intend to make.
- Thank him/her

### C. Debrief the meeting

- If you went with someone from the community then debrief the meeting by asking: -  
“How was that meeting for you?”

### D. Record the meeting

Write down:-

- Date & time of meeting
- Who you met with
- Result of the meeting (attach extra sheet if necessary)
- Any expense
- Attach the received copy of any letter given

Put any follow up on appropriate date in your diary.

### E. Follow up on the meeting

- Do whatever you said to the officer you'd do.
- If it was a promise for some action of the officer's side, check with him/her that it will happen as the date approaches.
- Once a positive result has been achieved, make sure to thank them with phone call.

## 5. Appendix - Dealing with Corruption



### How does corruption work?

Many times a government officer will not accept or process your application or simply delay working on it until s/he receives a bribe. Usually these requests are unspoken or will have code words like 'chai pani' or 'kuchch de do' (give something). Sometimes, rather than taking bribes directly from the public, middlemen (dalals) take 'service fees' from the public to get some government work done, a proportion of which they then pay as a bribe to the official to get the work done. For example to get a birth certificate made for a child over a year old might cost Rs700. Like everything else in a capitalist economy, there is a supply and demand, so the more desperate the demand for the ration card or certificate, the more the bribe is likely to be. Of course there will not be any receipt issues for any such payments, making it hard to prove the bribery. If accused the official will simply deny that he/she ever received anything. Such bribes can amount to huge amounts of money, such that many government officers have to pay huge bribes themselves to be awarded posts in which the potential for bribe collection is large. Many people are desperate enough to get their work done - ration card or birth certificate made that they pay such fees and commissions. This is understandable given their often years of fruitless efforts. However there are many difficulties with such a system.

### What are the problems with the system?

- The more people pay bribes the more it becomes entrenched in the system.
- Corruption effectively excludes the poor, who can't afford the bribes, from accessing the very services that were designed to benefit them. Hence many widows aren't getting pensions and many impoverished families don't have a BPL ration card, simply because they can't afford the bribe!
- Otherwise honest, hard-working government officers, are corrupted by the system.
- The bribes slow down systems that could & should work much more efficiently.

### What can we do when faced with a request for a bribe?

#### **a) Before the interaction.**

- Know your rights, applicable fees etc (perhaps using this Manual) so you can't be duped.
- Where possible, lodge application on the web or by post to avoid possible bribe requests.
- For written applications, use the format in Appendix 3 (page 55), so officer knows you're serious.
- Go with another person, so that there's a witness to any request for bribe.

#### **b) During the interaction. If an officer asks you for 'chai pani' or 'kuch de do' then:-**

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

#### **c) After the interaction. Decide whether this is an important enough issue to take further action over. If so:-**

- Type out concisely the details of what happened; Date, place, time, officer, exact request etc.
- Find the name of the bribe taking officer's superior, (from others, websites or this Manual).
- Present your written complaint to the superior officer (or to any other complaint body listed in the 'Advocacy' section of each service in this Manual).
- When making the complaint, get a 'received' stamp. Include a request that s/he notify you if what action s/he takes. Also include the threat that if you don't hear anything within 2 weeks, you'll lodge an RTI to find out what happened. Then actually do whatever you threaten to do.
- If still nothing happens, phone CBI anti-corruption number 9968 081216,7,8.
- If still nothing happens, contact an NGO working in this field or go to the media (see Appendix 7 page 60).

## 6. Appendix - Notes on effective use of the RTI (with example)

### 1. When is the RTI useful?

#### a) Personal problems (eg Pension application not processed)

- Once you've applied for some government benefit (using the 'Application Procedure' in this Manual); and
- The normal period has expired; and
- Reasonable enquiries haven't worked.

#### b) Community problems (eg Garbage not collected)

- When a public service that should have been done hasn't been.



### 2. How to write an RTI

#### a) Necessary information

- PIO's, Department and address;
- Date;
- Mention of "The Right to Information Act 2005";
- The information requested (see below and example following);
- Fee Rs10 (remember to get the receipt) (for BPL R Card holders no Fee, attach a copy of R card);
- Your signature (of the applicant);
- Your name; address; and telephone number.

#### b) How to ask questions (see example below)

- State the date of your original application and attach a copy.*
- Ask the time that it should take to process an application according to their rules.*
- Ask what action has been taken by which officers (with name) on which dates since you applied.*
- Ask what punishment has been or will be given to the officers responsible for the delay.*
- Ask when your application will be processed.*

### 3. To Whom / Where to lodge your RTI

a) The RTI request should be sent to the Public Information Officer (PIO) of the concerned Government department. For lists of PIOs try:-

- <http://righttoinformation.info/rti-guide/>
- [www.rti.gov.in](http://www.rti.gov.in)

b) If that turns out NOT to be the correct government department, it's the PIO's responsibility to send the RTI to the correct department. The reply should still come w/i 30 days from the original RTI lodgement. If you're concerned you'll be troubled by the government department you're asking, you can post the RTI. Use registered or SpeedPost, so you have a record. For the RTI fee, use Postal Order with Payee line blank.

### 4. Possible Results and actions

There are 5 possible results & corresponding actions to your RTI as seen in the table:-

Result	Action
1. NO response but work done	None
2. Correct information	None
3. No info or unrelated info	Complain to Central Information Commission (CIC) <a href="#">here</a>
4. Incomplete information (90% cases)	Complain to CIC <a href="#">here</a> ; or Lodge 1st Appeal
5. Not allowed to lodge RTI	Complain to CIC (within 90 days): Club Bldg, Old JNU Campus (near Munirka), Delhi 110067

If you win the appeal then PIO can be fined Rs250 per day up to maximum of Rs20,000.

(Sample RTI)

**(NB. Only the bold sections need to change)**

Public Information Officer

**District Collector's Office**

**District Surajpur**

**Chhattisgarh**

**10<sup>th</sup> December 2015**

Sub: Application under the RTI act 2005

**For information regarding application for birth certificate of Nazma Khatoum**

Sir,

- i. I made an application for a **birth certificate for my daughter Nazma Khatoum (DOB 2<sup>nd</sup> Oct 2004) at the Surajpur District Collector's office on 3<sup>rd</sup> November 2015**. A copy of that application is attached. No satisfactory action has been taken on my application so far. Therefore kindly provide the following information:-
- ii. According to the rules and regulations of your department, what is the stipulated time within which a **birth certificate** should be issued?
- iii. Please provide the daily progress made on my application. Please give the names and designations of the officials with whom my application was lying during this period. Please intimate the periods when it was lying with which officer and what was the action taken by that official during that period.
- iv. What actions will be taken against such officer/employee who did not perform their duties on time and caused this delay? When will this action be taken?
- v. When will I receive my daughter's birth certificate?**

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 details (name and designation) of the first appellate authority with respect to your department with the reply to the above request, where I may, if required, file my first appeal.

Thank you.

*Shazia Khatoum*

**Shazia Khatoum**

**125 Gali no 12**

**Zafrabad,**

**Chhattisgarh**

**Tel 9856 478345**

## 7. Appendix – Notes on the effective use of the Media

### 1. When is using the media useful in advocacy?

- In promoting an issue involving social change;
- In creating public opinion/awareness and educating the public;
- In influencing policy and decision makers/legislators;
- In publicising local/community/state level public action and other social issue events.



### 2. Developing the message to the media involves:

- Establishing the overall goal (eg. Advocating for a law, advertising an event, creating social awareness, etc.)
- Planning the message and determining the target audience;
- Some key questions in determining the strategy:
  - o What is the social concern to be highlighted?
  - o Is there a determinable solution to it?
  - o Which public/private body/authority can make the solution possible?
  - o Determine the mode in which the attention of those who can make the solution possible can be gained?
- Designing the message to be – clear, concise, simple, powerful and compelling; It should target the intended audience.

### 3. Contacting the Media

- Identify reporters who cover the issue you are addressing by asking around or reading the papers yourself;
- Depending on the issue, contact local/national media – print and/or broadcast;
- Create a media list with names and contact details (postal address/phone numbers/email addresses and fax)of reporters/channels/dailies/bureau chiefs; &
- Be cordial and create a good working relationship with the media.

### 4. Ways of using the media in advocacy

- News release;
- Letter to the editor;
- Op-ed;
- Media workshop (to sensitise the media on a particular social concern);
- Personal/panel interviews;
- Press conference.

Once the message is carried in the media, actual clippings (where it is in print) or copies of the broadcast interview, discussion, etc. may be taken, which can then be used in reference for further advocacy on the issue.

### 5. Sources for further information:

#### **Media Advocacy Manual, American Public Health Association (APHA)**

The APHA Media Advocacy Manual is a free online guide focused on using the media to advocate for social change. While the manual specifically focuses on public health, it is a good general guide to using the media in advocacy.

Web site: [www.apha.org](http://www.apha.org)

E-mail: [comments@apha.org](mailto:comments@apha.org)

## 8. Appendix - ACRONYMS used

Acronym	Full form	Meaning	Page
AAV	Antodya Ann Yojana	Ration cards for destitute	8
ANM	Assistant Nurse Midwife	Nurses trained in deliveries	20,21
APL	Above Poverty Line	Ration cards for regular residents	8
ART	Anti Retro-viral Therapy	Immunity treatment for HIV+ve people	27
ASHA	Accredited Social Health Advt	Local woman trained in Pregnancy issues	21,22
BDO	Block Development Officer	Block level development official	4
BPL	Below Poverty Line	Indian government's measure of poverty	8,12,20
BSA	Basic Shiksha Adhikari	Officer for primary schooling in a district	28
CHC	Community Health Centre	Medical centre better equipped than PHC	20
CMO	Chief Medical Officer	Health of health at the District level	20
DM	District Collector	Head of a district	4,48
DPO	District Probation Officer	Has some powers in domestic violence	41
DRDA	District Rural Develop't Agency	Main district body overseeing development	11
ERO	Electoral Registration Officer	Officer to whom apply to go on Voters list	4,46
FIR	First Information Report	Report to Police of some crime	41
FSO	Food & Supply Officer	Officer dealing with Ration Cards	8
IAY	Indira Awaas Yojana	Housing scheme for the poor	35
ICDS	Integrated Child Develop't Sch	Scheme under which the AnganWadi falls	9,21
JSY	Jan Suraksha Yojana	Financial incentive for hospital births	22
MLA	Member Legislative Assembly	Member of State parliament	4,8,12
MP	Member of Parliament	Member of National parliament (Lok Sabha)	4
OBC	Other Backward Caste	Lower Castes eligible for some benefits	49
PHC	Public Health Centre	Medical centre less equipped than CHC	20
PIO	Public Information Officer	Officer to whom an RTI is lodged	59
RSBY	Rastriya Suraksha Bhima Yoj	Health Insurance Scheme for BPL citizens	20
RTI	Right To Information	Legislation providing freedom of info	59
SC/ST	Scheduled Caste/Sched Tribe	Lower Castes eligible for some benefits	49
SDM	Sub Divisional Magistrate	Head of a sub division of Chhattisgarh	48,49
SHO	Station House Officer	Officer in charge of a police station (Station House)	
SP	Superintendent of Police	Most senior officer in charge of police dist	41,42

## K)Application Forms

### 1. Forms - Ration Card (See Page 8 )

## कार्डधारी द्वारा दिया जानेवाला आवेदन सह घोषणा पत्र

- (1) कार्डधारी का पूरा नाम -----
- (2) कार्डधारी के पिता का नाम -----
- (3) कार्डधारी का नौकरी या पेशा या ब्यौरा ----- पूर्व कार्ड की संख्या कार्ड नं-  
(4) प्रतिष्ठान जहाँ कार्य करते हैं ----- कुल यूनिट बड़ा छोटा  
(5) कार्डधारी के निवास स्थान का पूरा पता संबद्ध दुकानदार का नाम व पता  
(क) मकान/क्वार्टर संख्या/प्लॉट संख्या:  
(ख) मुहल्ले का नाम:  
(ग) नगरपालिका की वार्ड संख्या: होल्लिंग संख्या -  
(घ) मकान अपना है या किराये का:  
(6) यदि किराये का है तो मालिक का नाम:  
(7) कार्डधारी के परिवार के सदस्यों की सूची जो कार्डधारी के साथ अनुभाजन क्षेत्र में रहते हैं।

क्रम संख्या	पूरा नाम	उम्र	कार्डधारी से सम्बन्ध
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

**घोषणा:** मैं घोषित करता/करती हूँ कि मेरे या मेरे परिवार के किसी सदस्य के नाम से कोई राशन कार्ड नहीं है, न ही उनके नाम किसी अन्य चालू राशन में शामिल किये गये हैं। मैं यह भी घोषित करता/करती हूँ कि जहाँ क मेरी जानकारी और विश्वास है सभी सूचनाएँ पूर्ण एवं सही हैं। यदि हमारे नाम या हमारे परिवार के किसी भी सदस्यके कोई जाली राशन कार्ड या अन्य स्थान पर कोई राशन कार्ड पाई जाए तो वह अवैध जिम्मेवारी मुझपर होगा और इसके लिए मैं कानूनी कार्रवाई का हकदार हूँगा/हूँगी।

कार्डजाँच करनेवाले  
आपूर्ति निरीक्षक का  
हस्ताक्षर

सत्यापित करनेवाले  
प्राधिकारी का पदनाम  
तथा हस्ताक्षर

कार्डधारी का हस्ताक्षर  
तारीख:

## 2. Forms – Pensions (Widows, Old Age & Disability) (See Page 12 )

### APPLICATION FORM FOR IGNOAPS / IGNWPS / IGNDPS

(To be filled in BLOCK Letters)

<b>Application Form No.</b>	<input type="text"/>	<b>Photo of Applicant</b>
<b>Date of Application</b>	<input type="text"/> [DD/MM/YYYY]	
1. Scheme Name (Please √) :	<b>IGNOAPS</b> <input type="checkbox"/> <b>IGNWPS</b> <input type="checkbox"/> <b>IGNDPS</b> <input type="checkbox"/>	
2. State :	<input type="text"/>	
3. District :	<input type="text"/>	
4. Area :	<b>Rural</b> <input type="checkbox"/> <b>Urban</b> <input type="checkbox"/>	
5. Block/Sub District/Municipal:	<input type="text"/>	
6. Gram Panchayat / Ward :	<input type="text"/>	
7. Village :	<input type="text"/>	
8. Habitation Name :	<input type="text"/>	
<b>9. Name of Applicant</b>		
First Name :	<input type="text"/>	
Middle Name :	<input type="text"/>	
Last Name :	<input type="text"/>	
10. Father / Husband Name :	<input type="text"/>	
11. Nominee Name :	<input type="text"/>	
<b>12. Address of Applicant</b>		
House No :	<input type="text"/>	
Street :	<input type="text"/>	
Locality :	<input type="text"/>	
Pin Code :	<input type="text"/>	
<b>13. BPL Details</b>		
Year :	<input type="text"/>	
Location :	<input type="text"/>	
Family ID No. :	<input type="text"/>	
Member ID No. :	<input type="text"/>	



14. Sex : Male  Female

15. Date of Birth :         [DD / MM / YYYY]

16. Age :       [Year/Months/Days]

17. Applicant Annual Income :

18. Category : SC  ST  OBC  Others

Minority : Yes  No

19. Widow : Yes  No

20. Disabled : Yes  No

21. Type of Disability - I :

22. Percentage of Disability :

23. Type of Disability - II :

24. Percentage of Disability :

25. EPIC No. :

26. Ration Card No. :

27. Mode of Payment : Bank  Post Office  Cash  Money Order

Bank / P.O. Name :

Name of the Branch :

Account No. :

28. Attested by :

29. Required Documents :

Sl. No.	Documents	Date of Issue	Issuing Authority Name
1.	AGE CERTIFICATE		
2.	INCOME CERTIFICATE		
3.	RESIDENCE CERTIFICATE		
4.	DISABILITY CERTIFICATE		
5.	DEATH CERTIFICATE (For Widow only)		

(Signature / Left Thumb Impression of the applicant)

30. Approve Application :    Accept     Reject

Reasons with Remarks : \_\_\_\_\_  
\_\_\_\_\_

**Verification Remark by Verifying Authority :**

\_\_\_\_\_  
\_\_\_\_\_

*(Signature, Full Name & Designation of Verifying Authority)*

Name :  
Designation :

**Remarks by Scrutinizing Authority :**

\_\_\_\_\_  
\_\_\_\_\_

*(Signature, Full Name & Designation of Scrutinizing Authority)*

Name :  
Designation :

**Remarks by Approving Authority :**

\_\_\_\_\_  
\_\_\_\_\_

*(Signature, Full Name & Designation of Approving Authority)*

Name :  
Designation :

### 3. Forms - National Family Benefit Scheme (See Page 12 )

#### FORM

#### APPLICATION FORM FOR FAMILY BENEFIT SCHEME

I (To be filled up by the Applicant)

District : ..... Block/Municipality/Panchayat Samiti.

Village/Panchayat/Mohilla/Ward/House No.

1. Name of the Applicant : .....
2. Father's/Husband's name : .....
3. Full Address : .....
4. Category : SC/ST/women/Landless/Handicapped/General .....
5. Age on the date of application : .....
6. Identification mark of the applicant : .....
7. Name of deceased bread winner : .....
8. Age of the deceased : .....
9. Date of death : .....
10. Cause of death : .....
11. I solemnly affirm that :-
  - (1) The total income of my family does not exceed Rs. 5,000/- per annum or more.
  - (2) I have not applied previously for grant of Family Benefit.
  - (3) I declare that the information furnished in this application is true and correct to the best of my knowledge and belief.

Place : .....

Date : .....

Signature or Thump impression of the Applicant.

II (To be filled up by the Enquiry Team)

Result of Preliminary Enquiry by the Village Panchayat Level team.

1. Age : .....
2. Income : .....
3. Category, domicile : .....
4. Whether applying for the first time? If not, the decision on the last application : .....

Contd. 2

.....  
5. Recommendation :

Date : .....

Signature of verifying persons at the Village Level  
Panchayat/Urban Local Body.

Full Address : .....

Note : This application should be sent with full particulars to the B.D.O./Municipal Commissioner concerned.

RECOMMENDATION OF THE B.D.O./MUNICIPAL COMMISSIONER

Date : .....

Signature of B.D.O./Municipal Commissioner.

FORM MB - II

Municipality/Gram Panchayat-wise list of application for Family Benefit.

1. Sl. No. : .....
2. Date of receipt from Gram Panchayat : .....
3. Name of the applicant with father's/husband's name : .....
4. Full Address : Town/Village/Post Office/Taluk .....
5. Recommendation to the Pension Sanctioning Authority : .....
6. Date of sending of application form : .....
7. Orders of the Sanctioning Authority : .....

## 4. Forms - Driver's Licence Learners Permit (See page 16)

### FORM 2

#### FORM OF APPLICATION FOR THE GRANT OR RENEWAL OF LEANER'S LICENCE

[See rule 10]

To

The Licensing Authority,

.....

.....

I hereby apply for a licence authorising me to drive as a learner, the following motor vehicles (s) :

- (a) Motor cycle without gear
- (b) Motor cycle with gear
- (c) Invalid carriage
- (d) Light motor vehicle
- (e) Medium goods vehicle
- (f) Medium passenger motor vehicle
- (h) Heavy goods vehicle
- (i) Road roller
- (j) Motor vehicle of the following description : \_\_\_\_\_

#### PARTICULARS TO BE FURNISHED BY APPLICANT

1. Full Name (in Capital) .....
2. Son/Wife/Daughter of .....
3. Permanent of address .....
- (Proof to be enclosed) .....
4. Temporary/Official address .....
- Official address (if any) .....
5. Date of Birth Day.....Month.....Year.....
- (Proof of age to be enclosed)
6. Education qualification .....
7. Identification mark (s) 1.....
- 2.....
8. Optional Blood Group.....
- RH Factor.....
9. I hold an effective driving licence to drive
- (a) Motor cycle/light motor vehicle/medium passenger motor vehicle/medium goods vehicle with effect from
10. Particulars of any driving licence previously held by applicant. Whether it was cancelled and if so, for what reason :.....
11. Particulars of any learners licence previously held up applicant in respect of the description of vehicle to which the applicant has applied .....

12. Have you been disqualified for holding or obtaining driving licence or learner's licence if so, for what reasons.
13. I enclose 3 copies of my recent photograph [passport size photograph]<sup>52</sup> .....
14. I enclose medical fitness certificate dated issued by (doctor).....
15. I have submitted along with my earlier application for Learner's Licence/I enclose the written consent of parent/guardian (in the case of applicant being a minor).....
16. I enclose driving certificate dated.....issued by.....  
..... (Name and address of the driving school)
17. I have paid fee of Rs. ....
18. I am exempted from the Medical Test rule 6 of Centre Motor Vehicle Rules, 1989.
19. I am exempted from the preliminary test under Rule 11 (2) of Central Motor Vehicle Rules, 1989

Date : \_\_\_\_\_

Place : \_\_\_\_\_

Specimen signatures or thumb impression of the applicant

Specimen signatures or thumb impression of the applicant

1 .....

2 .....

**DECLARATION UNDER SUB-SECTION (2) OF SECTION 7 OF THE MV ACT, 1988**

Shri/Kumari .....son/daughter of.....who is a minor is under my care and I accept responsibility for his/her driving. If at a later date I decide not to accept responsibility for his/her driving I shall intimate the licensing authority in writing for the cancellation of the licence. I give my consent for his/her obtaining learner's licence.

Signature .....

Name and full address of the Parent/guardian

.....

Relationship .....

(To be signed in the presence of the Licensing Authority or person authorised in this behalf by the Licensing Authority)

**For Office Use**

- \* The applicant is exempted from the medical test under rule 6 and the preliminary text under rule 11 (2) of the Central Motor Vehicle Rules, 1989 Learner's Licence may be issued
- \* The applicant was tested with reference to rule 11 (1) of the Central Motor Vehicle Rules, 1989. He has passed the test. Learner's Licence may be issued.
- \* He has failed in the test (Reason should be specified). Learner's Licence may be refused.
- \* Strike out whichever is inapplicable.

or other person authorised in this behalf

## 5. Forms – Micro Enterprise Loan (See Page 18 )



Application No. : \_\_\_\_\_ Date : \_\_\_\_\_

Name of Bank \_\_\_\_\_

Photo  
(Signature across photo)

### Application Form for Loan under Pradhan Mantri MudraYojana (PMMY) (For Loan upto Rs.50000/- underShishu)

Name of Bank & Branch from where Loan is required \_\_\_\_\_

I hereby apply for Cash Credit / Over Draft / Term Loan of Rs. \_\_\_\_\_ for \_\_\_\_\_

Name of Applicant(s)	1. _____ 2. _____	Father's/ Husband's Name	1.Sh. _____ 2.Sh. _____				
Constitution (✓)	Individual	Joint	Proprietor	Partnership	Other		
Residential Address	_____ Rented/Owned						
Business Address	_____ Rented/Owned						
Date of Birth	_____	Age	Sex : Male / Female				
Education Qualification(✓)	Illiterate	Upto 10th	12th	Graduate	Professional	others	
KYC Document(s)	Voter ID No.	Aadhaar No.	Driving License No.	Any Others			
ID proof(pl. specify)	_____						
Address Proof(pl. specify)	_____						
Telephone No. :	_____		Mobile No. :	_____ E-mail :			
Line of Business	Existing	_____			Period		
Activity (Purpose)	Proposed	_____					
Annual Sales (Rs. in lakh)	Existing :	_____			Proposed :		
Experience, if any	_____						
Social Category (Pls. tick ✓)	General	SC	ST	OBC	Minority Community		
If Minority(✓)	Buddhists	Muslims	Christians	Sikhs	Jains	Zoroastrians	Others
Loan Amount Required	CC / OD-Rs _____			Term Loan – Rs. _____			
Detail of Existing Account(s), if any	Type (Pls. tick ✓) (Deposit/Loan)		Name of Bank & Branch				
A/c. No.	If Loan A/c, amount of loan taken			Rs.			

#### Declaration:

I/We hereby certify that all information furnished by me/us is true, correct and complete. I/We have no borrowing arrangements for the unit except as indicated in the application form. I/We have not applied to any Bank. There is/are no overdue / statutory dueowed by me/us. I/We shall furnish all other information that may be required by Bank in connection with my/our application. The information may also be exchanged by you with any agency you may deem fit. You, your representatives or Reserve Bank of India or MUDRA Ltd., or any other agency as authorised by you, may at any time, inspect/ verify my/our assets, books of accounts etc. in our factory/business premises as given above. You may take appropriate safeguards/action for recovery of bank's dues.

Date : \_\_\_\_\_

Place : \_\_\_\_\_

Thumb impression/Signature of Applicant(s)

(For Office use only)

Acknowledgement Slip No..... loan Application No. \_\_\_\_\_ dated \_\_\_\_\_

Received by \_\_\_\_\_

Place and Date

Authorized Signatory (Branch Seal and sign)

----- Cut here -----

Acknowledgment slip no. \_\_\_\_\_ for loan application under PMMY (Applicants copy)

Received with thanks from Sh./Smt. \_\_\_\_\_ loan application dated \_\_\_\_\_ for Rs \_\_\_\_\_

Place and Date

Authorized Signatory (Branch Seal and sign)

## 6. Forms - Railway Concession for Disabled People (See Page 24 )

Paste Passport  
size Photograph  
duly signed &  
stamped by the  
issuing Doctor.

### Appendix 1/36 CONCESSION CERTIFICATE

Form for the purpose of grant of rail  
concession to orthopaedically Handicapped /  
Paraplegic persons / patients to be used by  
the Government Doctor

This is to certify that Km./Shri/Smt....., Whose  
Particulars are furnished below, is a bonafide "Orthopaedically /Handicapped /  
Paraplegic person / patient and CANNOT TRAVEL WITHOUT THE ASSISTANCE  
OF AN ESCORT.

Particulars of the Orthopaedically Handicapped / paraplegic person / patient:

- (a) Address : .....
- (b) Father's / Husband's Name : .....
- (c) Age:..... (d) Sex:.....
- (e) Nature of Handicap: ( To be written by doctor whether  
the disability is Temporary or Permanent)
- (f) Causes of loss of Functional capacity : .....
- (g) Signature or Thumb impression of Orthopaedically  
handicapped / paraplegic person / patient : (not  
necessary for those whose both hands are missing.....  
or non-funtional).

.....  
(Signature of Government Doctor)

Place .....

Date .....

.....  
Clear seal of Government Hospital/Clinic

.....  
Seal containing full name and  
Regd.No. Of the Doctor

\* Strike out where not applicable.

Note :-

- (1) This certificate should be issued only to those Orthopaedically Handicapped /  
paraplegic persons / patients WHO CANNOT TRAVEL WITHOUT THE  
ASSISTANCE OF AN ESCORT. The photo must be signed and stamped in such a  
way that Doctor's signature and stamp appears partly on the certificate.
- (2) In the case of temporary disability, the certificate will be valid for five years from the  
date of issue. In the case of permanent disability, the certificate will remain valid for  
(1) five years, in case of persons upto the age of 25 years, in case of persons in the age  
group of 26 to 35 years and (3) in the case of persons above the age of 35 years, the  
certificate will remain valid for whole life of the concerned person. After expiry of the  
period of the validity of the certificate, the person is required to obtain a fresh  
certificate is accepted for the purpose of grant on concession. The original certificate  
will have to be produced for instruction at the time of purchase of concessional ticket  
and during the journey, if demanded
- (3) No alteration in the form is permitted.



## 7. Forms – Electoral Role Application Form (See Page 46 )

### FORM 6

[See rules 13(1) and 26]

<b>Application for inclusion of name in electoral roll</b>				
To		The Electoral Registration Officer		
Sir,		.....Assembly/ Parliamentary <sup>£</sup> Constituency.		
I request that my name be included in the electoral roll for the above Constituency. Particulars in support of my claim for inclusion in the electoral roll are given below:		SPACE FOR PASTING ONE RECENT PASSPORT SIZE PHOTOGRAPH (3.5 CM X 3.5 CM) SHOWING FRONTAL VIEW OF FULL FACE WITHIN THIS BOX		
<b>I. Applicant's details</b>		Name		Surname (if any)
Age as on 1 <sup>st</sup> January .....#		Years:	Months:	Sex (male/female/others):
Date of birth, if known:		Day:	Month:	Year:
Place of birth:	Village/ Town:			State:
	District:			
* Father's/ Mother's/ Husband's	Name		Surname (if any)	
<b>II. Particulars of place of present ordinary Residence (Full address)</b>				
House/ Door number:				
Street/ Area/Locality/ Mohalla/Road:				
Town/ Village:				
Post Office:			Pin Code:	
Tehsil/ Taluka/ Mandal/ Thana:				
District:				
<b>III. Details of member(s) of applicant's family already included in the current electoral roll of the Constituency:</b>				
Name	Relationship with applicant	Part number of the roll of the Constituency	Serial number in that Part	Elector's Photo Identity Card Number
1.				
2.				

£ In case of Union territories having no Legislative Assembly and the State of Jammu & Kashmir.

# Please give the year i.e. 2007, 2008, etc.

\* Strike out the inappropriate alternative

**IV. Declaration**

I hereby declare that to the best of my knowledge and belief: -

- (i) I am a citizen of India;
- (ii) I am ordinarily resident at the address given in para II above since .....(date, month, year)
- (iii) I have not applied for the inclusion of my name in the electoral roll for any other constituency;
- (iv) \*My name has not already been included in the electoral roll for this or any other assembly constituency;

**Or**

\*My name may have been included in the electoral roll for \_\_\_\_\_  
 Constituency in \_\_\_\_\_ State in which I was ordinarily  
 resident earlier at the address mentioned below and if so, I request that the  
 same may be deleted from that electoral roll.

Full Address (Earlier Place of ordinary residence) _____ _____ _____	Electors Photo Identity Card number (if already issued) _____ Date of issue _____
---	---

Place: Date:	Signature or thumb impression of the applicant
-----------------	--

**A) Note – Any person who makes a statement or declaration which is false and which he either knows or believes to be false or does not believe to be true, is punishable under Section 31 of the Representation of the People Act, 1950 (43 of 1950).**

\* Strike out the inappropriate alternative.

**Details of action taken  
 (To be filled by Electoral Registration Officer of the constituency)**

The application of  
 Shri/Smt./Km.....for inclusion of  
 name in the electoral roll in Form 6 has been accepted\*/rejected\*.

Detailed reasons for \*acceptance [under or in pursuance of rule 18\*/20\*/26(4)]<sup>£</sup> or\* rejection [under  
 or in pursuance of rule 17/20\*/26(4)]<sup>£</sup>;

Place: Date	Signature of Electoral Registration Officer	(Seal of the Electoral Registration Officer)
----------------	--	---

£ During continuous updating after final publication of electoral roll.

\* Strike out the inappropriate alternative.

**Remarks of Field Level Officers (e.g BLO, Designated Officer, Supervisory Officer)**

### Receipt for application

Received the application in Form 6 of \*\* Shri/Shrimati/Kumari.....  
 \*\*Address.....

Date.....

Signature of the officer receiving the application  
 on behalf of the Electoral Registration Officer  
 (Address) .....

\*\* To be filled in by the applicant.

#### GUIDELINES FOR FILLING UP THE APPLICATION FORM-6 General Instructions

##### Who can file Form-6

1. First time applicant on attaining age of 18years or more on the first day of January of the year with reference to which the electoral roll is being revised.
2. Person shifting his / her place of ordinary residence outside the constituency in which he / she is already registered.

##### When Form-6 can be filed

1. The application can be filed after draft publication of electoral roll of the constituency. The application is to be filed within the specific days provided for the purpose. Due publicity is given about the above period when the revision programme is announced.
2. Only one copy of the application is to be filed.
3. Application for inclusion of name can be filed through out the year even when the revision programme is not going on. During non-revision period, application must be filed in duplicate.

##### Where to file Form-6

1. During revision period, the application can be filed at the designated locations where the draft electoral roll is displayed (mostly polling station locations) as well as the Electoral Registration Officer and Assistant Electoral Registration Officer of the constituency.
2. During other period of the year when revision programme is not going on, the application can be filed only with the Electoral Registration Officer.

##### How to Fill the Form-6

1. The application should be addressed to the Electoral Registration Officer of the constituency in which you seek registration. The name of the constituency should be mentioned in the blank space.
2. Name (With Documentary Proof)  
 The name as it should appear in the electoral roll and Electors Photo Identity Card (EPIC) should be furnished. The full name except the surname should be written in the first box and surname should be written in the second box. In case you do not have a surname, just write the given name. Caste should not be mentioned except where the caste name is used as part of the elector's name or a surname. Honorific appellations like Shri, Smt. Kumari, Khan, Begum, Pandit etc. should not be mentioned.
3. Age (With Documentary Proof)  
 The age of the applicant should be eighteen or more on 1<sup>st</sup> January of the year with reference to which the electoral roll is being revised. The age should be indicated in years and months.

e.g. A person born on or upto 1/1/1991 will be eligible for inclusion in the electoral roll which is being revised with reference to 1/1/2009. Persons born on 2/1/1991 or thereafter upto 1/1/1992 shall be eligible for inclusion during the next revision with reference to 1/1/2010.

4. Sex  
Write your sex in full in the space provided e.g. Male / Female/Others. Applicants may indicate their sex as "Other" where they do not want to be described as male or female.
5. Date of Birth (With Documentary Proof)  
Fill up the date of birth in figures in the space provided in dd/mm/yyyy.  
Proof of date of birth to be attached are as under:
  - (i) Birth certificate issued by a Municipal Authorities or district office of the Registrar of Births & Deaths or Baptism certificate; or
  - (ii) Birth certificate from the school (Govt. / Recognised) last attended by the applicant or any other recognised educational institution; or
  - (iii) Illiterate or semi-illiterate applicant who is not in possession of any of the above document are required to attach a declaration in prescribed format by either of the parents already included in the electoral roll in support of the applicants age. The format will be supplied on demand.

**N.B. In the case of applicants born on or after 26.01.1989, only birth certificate issued by the Municipal Authorities or district office of the Registrar of Births & Deaths is acceptable.**

6. Place of Birth  
In case born in India, please mention name of place like Village / Town, District, State.
7. Relation's Name;  
In case of unmarried female applicant, name of Father / Mother is to be mentioned. In case of married female applicant, name of Husband is to be mentioned. Strike out the inapplicable options in the column.
8. Place of Ordinary Residence  
Fill up the full and complete postal address including PIN code where you are ordinarily residing and want to get registered, in the space provided.  
Proof of ordinary residence to be attached are as under:
  - (i) Bank / Kisan / Post Office current Pass Book, or
  - (ii) Applicants Ration Card / Passport / Driving License / Income Tax Assessment Order, or
  - (iii) Latest Water / Telephone / Electricity / Gas Connection Bill for that address, either in the name of the applicant or that of his / her immediate relation like parents etc., or
  - (iv) Postal department's posts received / delivered in the applicant's name at the given address.

NOTE: If any applicant submits only ration card as proof of address, it should be accompanied by one more proof of address out of the above categories.

9. Details of Family Members Already Included in the Electoral Roll  
Please fill up name and other particulars of immediate family members i.e. Father / Mother / Brother / Sister / Spouse included in the current electoral roll of the constituency. Name of any other relation like uncle, aunt, cousin brother / sisters etc. not to be mentioned.
10. Declaration  
Please indicate date from which you are residing in the given address. In case the exact date is not known, fill-up month and year.  
If your name is already included in the electoral roll of any other constituency, please write legibly the full previous address with PIN code.  
If you already have been issued with a Photo Identity Card by the Election Commission, please mention the card number (printed on the front side) and date of issue (printed on the back side) of the card in the space provided. Please attach a self-attested photocopy of both sides of the card.

### **Miscellaneous**

In many places the photograph of the elector is also printed in the electoral roll. You have the option to submit one recent coloured passport-size photograph alongwith the form. The photograph will be used to print your image in the electoral roll and issue of identity card, if required.

## 8. Forms - Aadhar Card Form (See Page 47 )



भारतीय विशिष्ट पहचान प्राधिकरण  
भारत सरकार



### ENROLMENT FORM (आवेदन पत्र)

Please use CAPITAL letters (कृपया स्पष्ट अक्षरों में भरें)

Date (दिनांक): \_ \_ / \_ \_ / \_ \_ \_ \_

#### Part A – Primary Details / (क) प्राथमिक जानकारी

Name:

(नाम): \_\_\_\_\_

Mother  Father  Husband  Guardian's Name  
माता पिता पति अभिभावक का नाम \_\_\_\_\_

(Name of Mother/Father/Guardian is must for children below 5 years of age)  
(5 वर्ष से कम उम्र के बच्चों के लिये माता/पिता/अभिभावक का नाम अनिवार्य है)

Date of Birth:

जन्म तिथि: \_ \_ / \_ \_ / \_ \_ \_ \_

If not known, Age: \_ \_ \_ \_

यदि नहीं पता, उम्र: \_ \_ \_ \_

Gender:

लिंग:

Male  
पुरुष

Female  
स्त्री

Transgender  
अन्य

Residential address: आवासीय पता:

c/o: \_\_\_\_\_

House No. and name: घर का नम्बर और नाम: \_\_\_\_\_

Street No. and name: मोहल्ला/गली नम्बर और नाम: \_\_\_\_\_

Landmark: मुख्य पहचान: \_\_\_\_\_

Village / City: ग्राम/शहर: \_\_\_\_\_

District: ज़िला: \_\_\_\_\_

State: राज्य: \_\_\_\_\_

Pin code: पिन कोड:

#### Part B - Additional Information / (ख) (अन्य जानकारी)

Phone No. / Mobile No. (optional): फोन नम्बर / मोबाइल नम्बर (इच्छाधीन): \_\_\_\_\_

Email (optional): ईमेल (इच्छाधीन): \_\_\_\_\_

NPR Receipt No.: (एन.पी.आर. रसीद नम्बर): \_\_\_\_\_

#### Part C - Financial Information / (ग) (वित्तीय जानकारी)

I want to open UID enabled bank A/c

मैं आधार नम्बर से जुड़ा बैंक खाता खोलना चाहता/चाहती हूँ।

I want to link my existing bank A/c to Aadhaar number and I have no objection on this issue.

मैं चाहता/चाहती हूँ कि मेरे वर्तमान बैंक खाते को आधार नम्बर के साथ जोड़ दिया जाए एवं इसमें मुझे कोई आपत्ति नहीं है।

Bank name and Branch (बैंक का नाम व शाखा) \_\_\_\_\_

A/c No. (खाता संख्या) \_\_\_\_\_

For more info visit: [uidnumber.org](http://uidnumber.org)

# 9. Forms - PAN Card Form (See Page 51)

**Application for Allotment of Permanent Account Number**

Under Section 139A of the Income Tax Act, 1961  
**(To avoid mistake(s), please follow the accompanying instructions and examples carefully before filling up the form)**

To				Area	AO	Range	AO
The Assessing Officer				Code	Type	Code	No.
Ward/ Circle							
Range							
Commissioner							

Only 'Individuals'  
to affix recent  
photograph (3.5  
cm x 2.5 cm)

Sir,

I/We hereby request that a permanent account number be allotted to me/us.  
I/We give below necessary particulars :

1. Full Name (Full expanded name : initials are not permitted)  
Please Tick  as applicable      Shri  Smt.  Kumari  M/s

Last Name / Surname					First Name
Middle Name					

2 Name you would like printed on the card

--

3 Have you ever been known by any other name?      Please Tick  as applicable      Yes  No   
If yes, please give that other name  
(Full expanded name : initials are not permitted)      Shri  Smt.  Kumari  M/s

Last Name / Sumame					First Name
Middle Name					

4. Father's Name (Only 'Individual' applicants : Even married women should give father's name only)  
Last Name / Surname      First Name

Middle Name					

5. Address

R. Residential Address

Flat/Door/Block No.

--

Name of Premises / Building / Village

--

Road / Street / Lane / Post Office

--

Area / Locality / Taluka / Sub - Division

--

Town / City / District      State / Union Territory      Pin

--	--	--

O. Office Address (Name of Office)      (Indicating PIN is mandatory)

--

Flat/Door/Block No.

--

Name of Premises / Building / Village

--

Road / Street / Lane / Post Office

--

Area / Locality / Taluka / Sub - Division

--

Town / City / District      State / Union Territory      Pin

--	--	--

(Indicating PIN is mandatory)

6. Address for communication Please Tick  as applicable      R  or O

7. Tel. No.	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Tel. No.	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	email ID	<input type="text"/>
8. Sex (For 'Individual' Applicants only) Please Tick <input checked="" type="checkbox"/> as applicable    Male <input type="checkbox"/> Female <input type="checkbox"/>					
9. Status of the Applicant    Please Tick <input checked="" type="checkbox"/> as applicable					
Individual	<input type="checkbox"/>	Firm	<input type="checkbox"/>	Body of Individuals	<input type="checkbox"/>
Hindu Undivided Family	<input type="checkbox"/>	Association of Person	<input type="checkbox"/>	Local Authority	<input type="checkbox"/>
Company	<input type="checkbox"/>	Association of Persons (Trusts)	<input type="checkbox"/>	Artificial Juridical Person	<input type="checkbox"/>
10. Date of Birth / Incorporation / Agreement / Partnership or Trust Deed / Formation of Body of Individuals/ Associations of Persons.				<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
11. Registration Number (In case of Firms, Companies etc.)				<input type="text"/>	
12. Whether citizen of India ?    Please Tick <input checked="" type="checkbox"/> as applicable    Yes <input type="checkbox"/> No <input type="checkbox"/>					
13(a) Are you a salaried employee ? If yes, indicate Government <input type="checkbox"/> Others <input type="checkbox"/>					
Name of the Organisation where working <input type="text"/>					
(b) If you are engaged in a business/ profession, indicate nature of business or profession and fill the relevant code					
<input type="text"/>					
(c) If you are not covered by (a) or (b) above, indicate sources of income, if any					
<input type="text"/>					
14. Full name, address of the Representative Assessee, who is assessable under the Income Tax Act in respect of the person, whose particulars have been given in column 1 to 13.					
Full Name(Full expanded name : initials are not permitted) Please tick <input checked="" type="checkbox"/> as applicable    Shri <input type="checkbox"/> Smt. <input type="checkbox"/> Kumari <input type="checkbox"/> M/s <input type="checkbox"/>					
Last Name / Surname			First Name		
<input type="text"/>			<input type="text"/>		
Middle Name					
<input type="text"/>					
Address					
Flat/Door/Block No. <input type="text"/>					
Name of Premises / Building / Village <input type="text"/>					
Road / Street / Lane / Post Office <input type="text"/>					
Area / Locality / Taluka / Sub - Division <input type="text"/>					
Town / City / District <input type="text"/>			State / Union Territory <input type="text"/>		Pin <input type="text"/>
(Indicating PIN is mandatory)					
15. I/We have enclosed <input type="text"/> as proof of idenity and <input type="text"/> as proof of address					
I/We <input type="text"/> , the applicant, do hereby declare that what is stated above is true to the best of my/our information and belief.					
Verified today, the				Signature/ Left Thumb Impression of Applicant (inside the box)	
<input type="text"/>					