Advocating with the Poor

A Manual for NGO's working in Delhi

Version #15, August 2016

What's new in this Version?
- Public Services Delivery Guarantee Act (Page 2)
- Real time availability of hospital beds for EWS (page 10)
- TB treatment (page 14)
- Mental Health (page 17)
- On-line application for Birth Certificate (page 23)
- Life Insurance for the poor (page 35)
- Prevention of Child Marriage (page 50)
- Prevention of Bonded Labour (page 52)
- Prevention of Sex Trafficking (page 53)
Advocacy - Some real Stories!

**Kareen* gets a Widows Pension**

Kareen moved to Delhi from UP as a young married woman. She, her husband and 4 children lived in a makeshift jhuggi in an unauthorised Jhuggi Cluster in Delhi's north east. 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 was now left with 3 children, no income, living in a tiny hut and incredibly vulnerable.

The Delhi government has a widows pension of Rs. 1,000/- 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 28 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 we went to the local bank to ask about getting one. “No,” the manager informed me, “we need some identity documentation to open an account” (see page 25 of this Manual). Kareen had no such documentation, so the 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 they 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.” We protested and cited the rule that all Indian residents are eligible for I cards whether they live in a kothi or a slum hut (see page 21 of this Manual). After a little more head shaking and 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 we went back to Social Welfare Department, confident we’d succeed. “No!” came the answer. “Even with the Bank Account, she still needs some official government document proving she's been resident in Delhi for 5 years!” Exasperated, we wrote a letter of appeal to the head of the Social Welfare Department (see guidelines for letters on page 57), which, who finally acceded to our 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 Rs. 5,000/- in her own bank account! She beamed. Never had she had so much money!

**Janta Colony gets 17 Anganwadis**

Kari workers found that there was no Anganwadi in all of Janta Colony in Delhi north east. They did a survey to find 40 children between 3-6 years of age and submitted it to the Department of Women and Child Development (see page 8 of this manual). After many phone calls, eventually in June 2011, 17 new Anganwadis started in Janta Colony, with hundreds of children now benefiting.

**Remat* gets a Gas Connection**

In 2008 Rehmat in Janta Colony had no legal gas connection. She was paying Rs. 600/- for a 'black' refill. She applied at the local Indane agency. They required her to have a Ration Card and an Election Identity Card, so since she didn't have a Ration Card, she couldn't get a connection. Rehmat pointed out the rule that only one of these two documents is necessary (see page 42 of this manual). Then the agency wanted her to buy their stove for Rs.1,695/- Again she insisted that she already had an ISO stove. They did the inspection, accepted the stove & finally Rehmat got her legal connection for a total of Rs.1,700/- and now pays only Rs.423- for a refill!

*Names changed for confidentiality*
A) Introduction

1. About this document

Delhi has a surprising number of services available to its residents. Many of those services should, by rights, be available to poor residents of bastis, JJ clusters & slums. Unfortunately however, many poor residents are not able to access these services due either to the corruption of some government 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.. Ultimately, however, the NGO can't provide these services forever. Sooner or later they need to help residents 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 residents of Delhi's bastis. Empowerment involves not only giving the poor the knowledge of services available (pages 7-53 of this manual), but also the skills in writing and presenting applications (pages 57-60 of this manual) and most importantly the heart to want to change & to act selflessly for the benefit of the whole community. Appendix 1 on page 54 provides a 10 step strategy to empowerment of residents.

For each service listed in the Table of Contents (page 4 and 5), we give a simple format:-

1. The Relevant Government Department which delivers this service (with its website);

2. The entitlement/right to residents as per that department's policy. We also give the 'Best Reference' website where those entitlements can be clearly seen. Many entitlements can be found at the Central Governments Citizens' website here. Many departments within the Delhi State Government have their own Citizen's charters (for list click here) which list services available. Many entitlements are also listed in a “Citizens Charter’ which many government departments now have on their websites 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 56).

3. An Application Procedure to apply for that entitlement; Many application procedures can be found here & many forms can be found here, here & here. Some hard copies of forms can be found in Section K on page 64. We give hints on writing effective applications and a sample application letter in Appendix 3 on page 57. Often however the application might not succeed. For example, the officer to which you apply might:

   - Be away on leave, or on 'election duty', or tell you today is a 'chutti';
   - Claim that you've come to the wrong office and tell you to go to a different office;
   - Claim that he has no authority to deal with your application; or
   - Claim that he has no 'budget' this year, or not have sufficient staff available; or
   - Ask for 'chai pani' (bribe). (Appdix 5 page 59 has suggestions for dealing with corruption.)

Appendix 4 (page 58) gives some useful tips for how to deal with government officers when presenting an application.

4. Advocacy suggestions to deal with these delaying tactics, including (in order of difficulty):-

   - Complaining once more to the original officer to whom you applied;
   - Appealing under the state Public Services Delivery Guarantee Act which guarantees the delivery of basic public services (like issuing caste & birth certificates, drinking water connections, ration cards) to citizens within a stipulated time frame and allows a fine per day for officials who don't hold to that time-frame. (See website here).
   - Lodging a complaint through the Delhi Govt's own Public Grievance Commission (here) ;
• Using the Central Government's on-line grievance redressal mechanism here. A Mobile App for this grievance redressal mechanism is available here (scan bottom left). Should get reply within 60 days (see FAQ #13 here).

• Lodging a Right To Information (RTI) Act application to the dept where you applied. Notes on effective use of the RTI with an example RTI are given in Appendix 6 on page 60;

• Contacting a legal rights group which may be able to advocate for free for you. (Appendix 7 page lists possible legal rights groups)

• Conducting a 'dharna' or

• Contacting the media. Appendix 7 on page 62 gives some hints in using the Media.

5. A Success Story showing where all this advocacy has actually worked in real Delhi 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 Delhi. It is deliberately not copyrighted. If you're reading this as a hard copy, you can find a soft copy at EHA's website:- here or at Justice Ventures' website here. We've also created similar Advocacy Manuals for most other north Indians states including: Uttar Pradesh, W.Bengal, MP, Jharkhand, Chhattisgarh, Bihar, Harayana, Uttarkhand, Assam, Maharashtra, Rajasthan & Odisha. You'll also find a simple manual for the basic entitlements valid all over India as well as a specialised one on Disability. All of these manuals are available at the EHA website here, many at the Justice Ventures website here and the Right to Food Campaign here. We'll attempt to update these manuals every year. We're also hoping to create Hindi versions of many of these manuals in 2016.

This manual is intended only as a guide to entitlements. While we have taken considerable care to ensure the accuracy of the information, since entitlements and grievance procedures are constantly changing we cannot guarantee the accuracy of any of the information in the manual and are therefore not responsible for any difficulties encountered should the information be found not to be accurate. 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, info@justiceventures.org

Emmanuel Hospital Association
www.eha-health.org
2. A first step - Identifying your Government officials

Initially it will be useful to identify where your basti is located in various levels of the central, state and local government structure.

- Delhi is divided into 7 Lok Sabha Constituencies. Each constituency has an elected Member of Parliament (MP). Click here to find your MP.
- Delhi State Government (NCT) is divided into 70 Assembly Constituencies. Each AC has an elected Member of the Legislative Assembly (MLA) (Vidayak). Click here (and scroll down) to identify your area's MLA.
- For the provision of some services, Delhi State Government is divided into 11 Districts, each overseen by a Deputy Commissioner (DC). The list of districts is here.
- Each district is further sub divided into 3 sub-districts. Each sub district is under the authority of a Sub Divisional Magistrate (SDM). To find the DC, SDMs for each district, click here then on your district then on 'Contact Us'. Alternatively click here and enter your locality name to find which district and subdivision you belong to.
- Delhi local government is divided into 272 Wards. If you're not sure of your ward click here for South Delhi, here for East Delhi, here for North Delhi. Use 'find' function to find your colony, and then see your ward & zone. Each ward has an elected 'councillor' (Nigam Parisad). The Municipal Corporation of Delhi (MCD) has now been subdivided into 3 smaller Municipal Corporations; North Delhi, South Delhi & East Delhi see here). To find the Nigam Parishad details including phone numbers click here for South Delhi, here for East Delhi, here for North Delhi.
- To identify other officers regarding Ration Cards, Jal Board etc, websites are given on the relevant page of this manual.
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B) Food

1. Food – (Subsidised food grains)

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 Distribut’n (here)
• Ministry of Women and Child Development Nutrition Resource Platform www.poshan.nic.in

Delhi State Government
• Dept of Food & Supplies (For website click here.)
• 76 Circles offices (listed here)

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

i) AAY (most vulnerable) Residents (such as disabled or widowed) with no means of support can be issued with an Antyodaya Anna Yojana (AAY) Ration Card. They are entitled to 35kg foodgrains at subsidised rate. (See (National Food Security Act Sct 3(1).

ii) Priority (poor) residents (including BPL card holders, Jhuggi Ration Card (JRC), APL Resettlement Colony Ration Card (RC RC) (see public notice here ), to receive 5 kg of food grain at subsidised price. (National Food Security Act Sct 3(1).Currently that is 627,000 households (3,239,000) people.

Rates & Monthly Quantities of Rations see here or National Food Security Act Schedule 1 (here).

<table>
<thead>
<tr>
<th></th>
<th>Wheat</th>
<th>Rice</th>
</tr>
</thead>
<tbody>
<tr>
<td>Antyodya (35kg per household)</td>
<td>Rs2</td>
<td>Rs3</td>
</tr>
<tr>
<td>'Eligible Households' (5kg/person)</td>
<td>Rs2</td>
<td>Rs3</td>
</tr>
</tbody>
</table>

3. Application Procedure (See guidelines here)

- Guidelines for inclusion (live in slum, homeless, Disabled member, single women, daily wager, OR household income less than 1 lakh) and exclusion (own 4 wheeler, pay income tax etc) are in para 6 of guidelines here or on Right to Food Website here. Check here to see if you are on currently on the 'Eligible' list for Delhi.
- Eldest female of households whose name is on list can apply for a 'National Food Security Card'.
- If you have Aadhaar card then can apply on line here.
- Application Form is here (hard copy on page 64) or
- Application can be lodged at any of 76 Circle offices (here) or 98 Smajik Suvidha Kendras (here).
- Doc's required: Aadhaar card. Proof of residence (if not the same as Aadhar card), Income certificate (only if relying on earning less tan 1 lakh), existing Ration Card.
- Should be issued within 45 days. (See Citizen Charter here)

4. Advocacy (if application doesn’t succeed)

- Complain directly to the FSO in your circle; If that's unsuccessful then;
- Phone 1967 or 1800 110841(see site here); then
- RTI to Food and Supplies. (For PIO see here enter ‘Food & Supply); then
- Contact an advisor to the Supreme Court Commissioner (known to us), Ms. Vandana Prasad Phone: 9891 552425, Email: chaukhat@yahoo.com; then
- Lodging a complaint through the Delhi Govt's own Public Grievance Commission (here) ;
2. Food - (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. In some states it’s working well. Once they are at school, the children are eligible for the Midday Meal (see page 9).

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 and Child Development (For website http://wcd.nic.in/)

Delhi State Government:
- Department of Women and Child Development (Website http://wcddel.in/)


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 Anganwadi 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 immunisations, 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) Check list of Anganwadi centres http://wcddel.in/AWCs.html.; If there’s no anganwadi nearby then;

b) Get list of 40, 3-6 yr olds in your village including:—Name, Address, Gender, DOB & Parents’ acceptance. (Supreme Court Order here page 3 point 2) for this ‘Anganwadi on Demand’.

c) Submit the list to the ICDS office at Women & Children head office at 1 Canning Lane, KG Marg, New Delhi (here)

4. Advocacy (if application doesn't succeed)

a) RTI to PIO for Delhi ICDS programme: 1 Canning Lane KG Marg. (For more details of PIOs click here); then

b) Contact an advisor to the Supreme Court Commissioner (known to us),
   Mr. Vandana Prasad. Phone: 9891 552425, Email: chaukhat@yahoo.com; then

c) Submit Grievance to Delhi Public Grievance Commission. For the procedure click here; then

d) Contact other supportive NGOs like:-
   ◦ Mobile Creches, Gol Market, New Delhi, Phone: (011) 23347635
   ◦ The Right To Food Campaign (website is here)

5. Success Story

Kari workers found that there was no Anganwadi in all of Janta Colony. They did a survey to find 40 children between 3-6yrs of age and submitted it to the ICDS. After many calls, eventually in June 2011, 17 new Anganwadis started in Janta colony with hundreds of kids benefiting.
3. Food - (School Midday Meal)

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

Delhi State Government
- Directorate of Education (For website click http://edudel.nic.in/)

2. Entitlement (Best Reference: 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 Classed 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 I-VIII) 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)

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

a) Complain directly to the school; then
b) Lodge a complaint with the Delhi Public Grievance Commission procedure is here; then

c) Contact the Right To Food Campaign (website here)
d) Contact an advisor to the Supreme Court Commissioner (known to us), Mr. Vandana Prasad. Phone: 9891552425, Email: chaukhat@yahoo.com

5. Success Story

A child in Khajuri fell sick after eating the Midday Meal. With help from Sahyog project, parents complained and were allowed to inspect the meal preparation. Quality has since improved.

Parents were complaining to Ruksana of Kari project about the poor quality of the Midday Meal. Ruksana was allowed to inspect the production of the food.
C) Health

1. Health - (Hospitals)

Government hospitals should provide consultations, treatment, investigations and medicines for all, for free. Unfortunately, the public hospital system is 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 tried to help BPL families access medical care through private hospitals in RSBY scheme.

1. Relevant Department

Central Government:
- Ministry of Health and Family Welfare (For website click [http://mohfw.nic.in/](http://mohfw.nic.in/)).

Delhi State Government:
- Health and Family Welfare (Directorate of Health Services) (For website click [here](#)).

Municipal Corporation of Delhi (MCD):
- South Delhi MCD Health Dept ([here](#)) North Delhi MCD Health Dept ([here](#)).

2. Entitlement *(Best Reference: Delhi Govt Dept Health & Family Welfare: [here](#))*

i. At all government hospitals, **Free treatment** (MCD listed [here](#) & Delhi Government [here](#) & [here](#)).

ii. At some **Private hospitals**, Free treatment for BPL residents (25% of OPD & 10% of IPD) ([here](#)).

iii. Treatment for BPL **Smart Card** (RSBY) holders up to Rs30,000. (See [here](#));

Recommended hospitals

<table>
<thead>
<tr>
<th>Med'l issue</th>
<th>Recommended hospital</th>
<th>Location</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maternity</td>
<td>Kasturba ‘Machli’ (MCD)</td>
<td>Jama Masjid</td>
<td>2327 0390, 2327 4376</td>
</tr>
<tr>
<td>Paediatrics</td>
<td>Kalavati (Central)</td>
<td>Connaught Place</td>
<td>2336 5792</td>
</tr>
<tr>
<td>Eye</td>
<td>Schroff (NGO)</td>
<td>Darya Ganj</td>
<td>4352 4444, 4352 8888</td>
</tr>
<tr>
<td>TB/Lung</td>
<td>LSR (Central)</td>
<td>Aurobindo Marg Mehrauli</td>
<td>26517826, 26517829,</td>
</tr>
<tr>
<td>Heart</td>
<td>GB Pant (State)</td>
<td>Delhi Gate</td>
<td>23238109</td>
</tr>
<tr>
<td>Surgery</td>
<td>LNJP (Irvin) (State)</td>
<td>Delhi Gate</td>
<td>23233400</td>
</tr>
</tbody>
</table>

3. Application Procedure

a) Gov't hospitals Try on-line registn for OPD [here](#) or else go to any government hospital & wait.

b) Priv hospitals: For BPL/EWS Take ration card to private hospital to try for 25% OPD quota. For real time availability of beds for EWS click [here](#).

c) For **SMART Card** (RSBY) holders:- For the whole process click [here](#).
   - Card cost Rs30. Can claim Rs30,000 of treatment per year. Some procedures NOT covered (see [here](#)).
   - Holders are given a list of hospital where they can go.
   - 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.

4. Advocacy (if application doesn't succeed)

a) Written complaint to the **Medical Superintendent** of the hospital; then

b) **Chief District Medical Officer** of the district in which the hospital is (Click [here](#) and enter 'DHS' for list of CMO's); then

c) **RTI** to the hospital PIO (Enter Hospital name [here](#) for State hospitals; then

d) Lodge a complaint with the **Delhi Public Grievance Commission** procedure is [here](#).

5. Success Story

Nazreen was suffering from breast cancer. She came across Rekha (health worker) who took her to Max Balaji (Private) Hospital. Since she holds a BPL ration card, she was given 100% discount.
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 coverage.*

1. **Relevant Department**

   **Central Govt**
   - Ministry of Health & Family Welfare (For web click [http://mohfw.nic.in/](http://mohfw.nic.in/)).

   **Delhi State Government:**
   - Health and Family Welfare (Directorate of Health Services) (For website click [here](http://mohfw.nic.in/)).

   **Municipal Corporation of Delhi (MCD):**
   - South Delhi MCD Health Dept ([here](http://mohfw.nic.in/)), North Delhi MCD Health Dept ([here](http://mohfw.nic.in/)).

2. **Entitlement** *(Best Reference:: Central Government schedule [here](http://mohfw.nic.in/))*

   MCD aims to give universal immunisations as per the Central Government schedule ([here](http://mohfw.nic.in/)).

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

Immunisations happen at either:
- Any Delhi Government ([here](http://mohfw.nic.in/) & [here](http://mohfw.nic.in/)); or
- Post Partum units ([listed here](http://mohfw.nic.in/)); or
- 40 Urban Family Welfare Centres ([listed here](http://mohfw.nic.in/)); or
- 15 Health posts ([listed here](http://mohfw.nic.in/)); or
- Dispensary.

3. **Application Procedure**

   - Take the child to nearest Hospital, Urban Family Welfare Centre, Health Post or Dispensary

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

   a) Written complaint to the Medical Officer / In Charge of the dispensary; then
   b) Complain to the Chief District Medical Officer of the District in which dispensary is (Click [here](http://mohfw.nic.in/) and enter 'DHS' for list of CMO's); then
   c) RTI to the CMO in district in which dispensary (Click [here](http://mohfw.nic.in/) & enter 'DHS' for list of CMO's).
   d) Lodge a complaint with the Delhi Public Grievance Commission procedure is [here](http://mohfw.nic.in/).
3. **Health - (Pregnancy and Delivery)**

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

1. **Relevant Department:**
   - Central Government: Ministry of Health & Family Welfare (Web [here](#)).
   - Ministry of Women and Child Development (For website [http://wcd.nic.in/](http://wcd.nic.in/))

2. **Entitlements:** *(Best Reference: National Health Mission [here](#))*
   - **i) ASHA’s (Accredited Social Health Activist)**
     ASHA’s are local women selected at a local 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 sc 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 Suraksa Yojana (JSY) ([Website here](#))**
     In High Performing States (HPSs), including Delhi, only BPL and SC/ST women receive Rs 600 JSY payment for up to 2 births (seen [here](#) on page 1 & 2) but are now at discretion of states.
   - **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, and OPV and DPT at six weeks and 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** *(Chance of success 80%. Time frame 1 day)*
- When pregnant register at Government health facility ([here](#)) or Anganwadi ([here](#)).
- At time of delivery, go to government facility where registered.
- 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 dispensary](#); then
- RTI to the CMO in district in which dispensary ([Click here](#) & enter ‘DHS’ for list of CMO’s).
- Lodge a complaint with the [Delhi Public Grievance Commission](#) procedure is ([here](#)).

5. **Success Story**
Put yours here.
4. **Health - (TB)**

TB is a treatable and curable communicable disease, yet every year over 300,000 Indians die of it.

1. **Relevant Department**

   **Central Government**
   - Ministry of Health and Family Welfare (for web click [here](#)).

   **Delhi State Government:**
   - Health and Family Welfare (Directorate of Health Services) (For website click [here](#)).

2. **Entitlement** *(Best Reference: TB Facts [here](#)).*
   - Free Diagnosis and treatment at government DOTS centres. For overview see [here](#).

3. **Application Procedure**

   If you or anyone you know has (see [here](#) for more):
   - Cough for 3 weeks or more;
   - Fever especially at night;
   - Loss of appetite;
   - Loss of weight

   Go to your nearest DOTS centre to be tested.

   Complete WHO standards of care are [here](#).

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

   - Complain to District TB Officer for your district (for directory of all DTO's see [here](#)); then
   - Complain to State TB Officer for your district (for directory of all STO's see [here](#)); then
   - Using the Central Government's on-line grievance redressal mechanism [here](#).

5. **Success Story**
5. **Health – (Disability services)**

Disabled people are still regarded as second 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 ‘advocacy manuals’ ‘All India’ ‘Advocating with the Disabled’.

1. **Relevant Department**
   **Central Government**
   - Ministry of Rural Development (Website [http://rural.nic.in/](http://rural.nic.in/)).
   - Ministry of Social Justice and Empowerment (Website [here](http://socialjustice.nic.in/)).
   - Office of the Commissioner for Persons with Disabilities (website [here](http://www.sjd.nic.in/)).

   **Delhi State Government:**
   - Delhi Social Welfare Department (for web click [here](http://socialwelfare.delhi.gov.in/)).

2. **Entitlement** *(Best Reference: Punarbhava [here](http://www.punarbhava.org/))*
   **i) Disability Certificate** *(For guidelines see [here](http://www.punarbhava.org/) 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 [here](http://www.punarbhava.org/) (click on #1 and see page 6), or [here](http://www.punarbhava.org/ in Hindi)
   - 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](http://www.punarbhava.org/)) Person having disability more than 80% gets free bus travel concession for escort/helper
   - Train  Orthopeadically & Blind & mental retardation: 75% for all classes except 50% in 2AC & 1AC and 25% in Rajdhani/Shatabdi)(Rules [here](http://www.punarbhava.org/))
     - 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](http://www.punarbhava.org/))

   **v) Various other schemes under the Ministry of Social Justice and Empowerment**
   - See details of the various schemes including various aids like wheelchairs [here](http://www.punarbhava.org/).

3. **Application Procedure**
   **i) Disability Certificate**
   - For procedure click [here](http://www.punarbhava.org/), [here](http://www.punarbhava.org/), [here](http://www.punarbhava.org/) and [here](http://www.punarbhava.org/).
   - SDM of your District. Click [here](http://www.punarbhava.org/) for your area’s Deputy Commissioner website.)
   - Medical certificate from LNJP, RML, GTB, Safdarjung, Hindu Rao, or AIIMS; and Form , 2 photos (1 attested), 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](http://www.punarbhava.org/)).
**ii) Disability Pension**

Apply to District Social Welfare Office with the following documents:-

- Form (download [here](#) or see hard copy on page 76) (old Delhi form [here](#))
- 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 #); 1 photo;
- Handicap Certificate of >80% (from LNJP, RML, GTB, Safdarjung, Hindu Rao, AIIMS);
- If a school student, marks sheet from school & Principal's declaration that she’s a student there;
- Affidavit stating Name, address, Not receiving any other pension.

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

- Apply directly at your local Station.
- For forms see web [here](#) or hard copy for orthopaedic on page 66
- One passport size photograph plus Disability Certificate
- Submit form it to the concerned govt. hospital, where 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](#))

**iv) Other schemes under Ministry of Social Justice & Empowerment**

As per the various schemes [here](#)

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

i. Certificate: Appeal/RTI to SDM of your District (Click [here](#) for your area's Deputy Commissioner; then
ii. Complaint to Chief Commissioner for Persons with Disabilities each State and UT (listed [here](#)); then
iii. Pension: Appeal/RTI to Delhi Social Welfare Department (for web click [here](#)); then
iv. Transport concession: Appeal/RTI to Ministry of Railways (for PIOs click [here](#)); then
v. Other schemes: Appeal/RTI to Ministry of Social Justice and Empowerment (for contacts click [here](#)).

5. **Success Story**
6. Health – Mental Health

Many Indians have significant mental health issues. The vast majority go undiagnosed and untreated and are often alienated, mistreated and lead very difficult lives. However, every Indian has rights, including those with mental health difficulties.

1. Relevant Department

Central Government
- Ministry of Social Justice and Empowerment (Website here).
- Office of the Chief Commissioner for Persons with Disabilities (website here).

Delhi State Government:
- Health and Family Welfare (Directorate of Health Services) (For website click here)
- Delhi Social Welfare Department (for web click here)

2. Entitlements (Reference: Mental Health Act 1987 here)

a) Disability Certificate
In some cases, a person with a mental disorder or psycho-social disabilities can apply for a disability certificate and avail of the disability pension and other entitlements listed in Services for PWDs(page 15)
A Disability Certificate is issued as per scoring in the Indian Disability Evaluation and Assessment Scale (IDEAS) (here) which includes:-
- Self Care: Includes taking care of body hygiene, grooming, health including bathing, toileting, dressing, eating, taking care of one's health.
- Interpersonal Activities (Social Relationships): Includes initiating and maintaining interactions with others in contextual and social appropriate manner.
- Communication and Understanding: Includes communication and conversation with others by producing and comprehending spoken/written/non-verbal messages.
- Work: Three areas are Employment/Housework/ Education Measures on any aspect.
  - Performing in Work/Job: Ability to perform tasks at employment completely and efficiently and in proper time. Includes seeking employment.
  - Performing in Housework: Maintaining household including cooking, caring for other people at home, taking care of belongings etc. Ability to take responsibility for and perform household tasks completely and efficiently and in proper time.
  - Performing in school/college.

b) No ill-treatment
- Any neighbour or friend who thinks someone is mentally ill and is not being cared for properly by the family/guardian may report the fact to the Magistrate.
- If the magistrate sees that a mentally ill person has been mistreated or neglected, he/she will summon the relative or person in charge and can require them to take proper care of the mentally ill person.
- Where the family wilfully neglects to comply with the order, they can be punished with fine.

c) Admission and discharge of mentally ill patients
- Anyone over 18 who feels the need to be admitted in a psychiatric hospital, can do so by lodging an application to the Medical Officer In-Charge (MOIC) of the district hospital. MOIC must do the necessary inquiries within 24 hours and admit if necessary.
- In the case of minors (below 18), the application must be given by a Guardian.
- If any mentally ill person is unable to express an interest to be admitted, then a friend, or relative may make the request on his/her behalf.
- No person can be admitted for more than 90 days, except under special circumstances.
- No mentally ill person can be subjected during treatment to any indignity or cruelty.
- Any request to be discharged, by the applicant (in case of major), or the guardian (in case of minor) must be processed immediately and the patient discharged within 24 hours.
d) Special rights
   • Every mentally ill person has a right to legal representation in court.

3. **Application Procedure**

For Disability Certificate -
   • Documents required:
     ◦ Proof of residence, and
     ◦ Two recent passport size photographs.
   • Submit the application to the CMO of the district hospital.
   • If CMO satisfied that applicant is a person with disability, he issues a disability certificate.
   • The certificate shall be issued as far as possible, within a week from the date of receipt of the application, but in any case, not later than one month.
   • If an applicant is found ineligible for issue of disability certificate, the CMO shall explain to him the reasons for rejection of his application, and give the reasons to him in writing.

4. **Advocacy (if application doesn't succeed)**
   i. (For review of a refusal to issue, a disability certificate):
      ◦ Any applicant for a disability certificate, who is refused, may request a review of the decision.
      ◦ The application for review shall be accompanied by a copy of the certificate or letter of rejection being appealed against.
      ◦ On receipt of an application for review, the medical authority shall, after giving the appellant an opportunity of being heard, pass such orders on it as it may deem appropriate.
      ◦ An application for review shall, as far as possible, be decided within a fortnight from the date of its receipt, but in any case, not later than one month from such date.
   ii. Complain to Chief Commissioner for Persons with Disabilities each State and UT (listed [here](#)).
   iii. Appeal/RTI to Ministry of Social Justice and Empowerment (for contacts click [here](#)); then iv. Using the Central Government's on-line grievance redressal mechanism [here](#).

5. **Success Story**
7. 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/alcohol.

1. Relevant Department

**Central Government:**
- Ministry of Social Justice and empowerment (for web click [http://socialjustice.nic.in/](http://socialjustice.nic.in/))

**Delhi State Government:**
- Health and Family Welfare (Directorate of Health Services) (For website click [here](#)).

**Municipal Corporation of Delhi (MCD):**
- South Delhi MCD Health Dept ([here](#)), North Delhi MCD Health Dept ([here](#)).

2. Entitlement *(Reference: UN Office on Drugs and Crime [here](#))*

- Free de-addiction treatment at government hospitals; For list of hospitals providing drug rehab therapy click [here](#).
- Free 24 hour Mental Health help line 1860 266 2345
- For information generally about drugs and de-addiction click [here](#).

3. Application Procedure

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

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

   a) Written complaint to the **Medical Superintendent** of the hospital; then
   b) Complain to the **Chief District Medical Officer** of the district in which the hospital is (Click [here](#) and enter 'DHS' for list of CMO's); then
   c) RTI to the hospital PIO (Enter Hospital name [here](#) for State hospitals).
   d) Delhi **Public Grievance Commission** (for procedure click [here](#)); then

5. Success Story

Salma’s son was addicted to drugs. She took him to IBHAS in east Delhi. They offered to admit him to do rehab.
8. **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)

   **State Government:**
   - Delhi State AIDS Prevention and Control Society (DSACS) (web [here](#))

2. **Entitlements:** *(Reference: National AIDS Control Society [here](#))*

   a) **HIV testing:** Confidential, free of cost testing done at Integrated Counselling and Testing Centres (ICTC)'s. See web [here](#).
      - For treatment/check-up at nominated ART Centres, AIDS patients can get rail travel concession of 50% in 2nd class and 50% in MST & QST,
      - One escort/helper is also eligible for same element of concession

   b) **Treatment:** A person diagnosed to have HIV can receive free treatment at ART centres. For list of ART centres is [here](#).

   c) **Care and support:** This is provided for people living with HIV AIDS at Community Care Centres
      [Website](#) and list of Community Care Centres is [here](#).

   d) **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;
   - ART Centre (for locations click [here](#)); or
   - 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 (CMO) of the hospital in which the facility is located; then
   ii. Contact Delhi Network of Positive People (DNP Plus). Address: DNPP, House no.64, Gali number 3, near IGNOU, Neb Sarai, New Delhi.110068. Tel: 011-29535239 / 32935239; then
   iii. Complain to Delhi State AIDS Control Society
   iv. RTI to the Chief District Medical Officer of the district in which the hospital is (Click [here](#) and enter 'DHS' for list of CMO's); then
   v. Contact Lawyers Collective HIV/AIDS Unit, website: [www.lawyerscollective.org](http://www.lawyerscollective.org). Tel: 011-24377101/2, Email: aidslaw1@lawyerscollective.org ; then
   vi. 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 DNP with their problem. DNP advocated for the right of the child to health care and the child was finally operated in the hospital.*
D) Identity Documents

1. Identity Documents - (Elector Photo 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)

Delhi State Government:
• Chief Electoral Officer Delhi (for website click here)

2. Entitlement (Best Reference: National Voters Service Portal here)

• To have name included on electoral role (if completed 18yrs on 1st Jan of year of application).
• 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 67 here)

Check if your name is already on the list here or here and if not:
• Apply on-line here; or
• Lodge Form 6 (download here or hard copy on page 67) any time with your Electoral Returning Officer (ERO) (often the same as the ADM) at Voters Registration & Electors Centre (VREC) (For locations look here); Search the name of your constituency here, or local polling booth here.

You'll need the following documents:-
• Proof of age: Birth certificate or parent declaration (see notes last page of Form 6 on page 67).
• 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.

b) Electors Voters I-Cards

Lodge application at Voters Registration and Electors Centre (VREC) (for Locations here) with:-
• Name on electoral roll; (Check if your name is on the list here); &
• Identity proof; &
• Residence proof. (no minimum time of residence is necessary, but you'll need some documentary proof that you live there)

4. Advocacy (if application doesn’t succeed)

   a) Phone on 1800 111400 or 1950;
   b) Submit grievance direct to Voters Registration & Electors Centre (VREC); then
   c) Complain to Electoral Returning Officer (ERO) = Additional District Magistrate (ADM); then
   d) Submit an RTI to the ADM at your District. (Click here for your District's web).

5. Success Story

The Electoral Returning Officer (ERO), was reluctant to put Kareen on the electoral role since she lived in a jhuggi. A local social worker pointed out that any Indian citizen over 18 has a right to vote no matter where they live. In the end they put her on the electoral list and issued an I card.
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 Reference: Aadhaar site here)

- An individual who is a resident in India and has sufficient proof of identity (see below) 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.

3. Application Procedure

- Details on enrolment procedure are here.
- Fill in the application form (here). Hard Copy of form here or on page 71
- 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.

4. Advocacy (if application doesn’t process)

- Phone toll free number 1947
- Email - 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. Shri Himanshu Dwivedi Deputy Director & CPIO, UIDAI, Regional Office, Gate No. 3, Ground Floor, Metro Station Pragati Maidan, New Delhi 11000
- Using the Central Government's on-line grievance redressal mechanism http://pgportal.gov.in/

5. Success Stories

Put yours here!
3. Identity Documents – (Birth and Death Certificates)

Birth certificates are very important to access other schemes for children, like Ladli (page 30) & school admission (page 36).

Death certificates are necessary for getting Widows Pensions & National, Family Benefit scheme (NFBS) (page 28).

1. Relevant Department

Delhi State Government:
- District Administration (click here for my district's web page)

Municipal Corporation of Delhi (MCD):
- South Delhi MCD Health Dept (here), North Delhi MCD Health Dept (here).

2. Entitlement (Best Reference: Advocate Khoj here)

a) Birth certificate (if born in Delhi)
b) Death certificate (for anyone who's family member dies in Delhi)

3. Application Procedure

a) Birth certificate
For overview of Procedure click here. On-line procedure here.
- Birth at Delhi hospital - slip will be given to MCD & parents.
- Birth at Delhi home, midwife (Dai) will register birth at MCD.

Within 21 days of birth: In some cities can apply on-line. Try signing in here and entering the place where the birth happened. If 'Registration Unit' appears then you can register, after which you will get an e-mail with details by which to login again to the page here at which point you can enter child's name etc. Then within 24 hours you can print out a slip. Take that to Municipal Authority for sign & stamp; or For child less than 1 year old: take the slip to a Smajik Suvidha Kendra (here).

For a child more than 1 year old:-
- Go to your local SDM (for SDM locations see here);
- You'll also need an affidavit stating name of parents, child, address; (See form on page 72)
- 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.

b) Death certificate
For overview of Procedure click here. Get form for Delhi here.

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

To get Death Certificate go to one of 98 Smajik Suvidha Kendras (here). with:
- Application form (including affidavit); (See form here) or hard copy on page 73);
- Cemetery/cremation slip;
- I Card or Ration Card;
- If death more than 1yr ago, need certificate from SDM (For locations of SDM's see here)

4. Advocacy (if application doesn't succeed)
- Try again at Smajik Suvidha Kendras; then
- RTI to MCD (For PIO click here and scroll down to pages 4 & 5 for your zone); then
- RTI to SDM for your district (For the list of districts, sub-districts and SDM's see here); then
- Delhi Public Grievance Commission (for procedure click here); then
- Appealing under the state Public Services Delivery Guarantee Act which guarantees the delivery of basic public services like issuing caste & birth certificates to citizens within a stipulated time frame and allows a fine per day for officials who don't hold to that time-frame.

5. Success Stories

Death certificate: Kareen (from the Elector's I Card story above) only had her Voters I Card and the burial certificate of her husband & even that was in the incorrect name. Social workers helped the cemetery issue another burial certificate and then helped Kareen get a death certificate from the local MCD office.

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

1. **Relevant Department**

   **State Government:** Deputy Commissioner & Sub Divisional Magistrate

   for your area. (For SDM locations see [here](#) for your area's Deputy Commissioner website).

2. **Entitlement (Best Reference: 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:
   - University entrance
   - Some government jobs

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

3. **Application Procedure**

   The procedure is detailed on page 4 ([here](#)).

   **Submit the following documents 9:30am-1:00pm at your SDM office**
   - Completed application form ([here](#)) duly attested by MP/ MLA/Councillor/Gazetted officer.
   - AADHAR No., the name of the applicant on the AADHAR card should match with the Name of the Applicant.
   - If AADHAR No. is not available, provide the AADHAR Enrolment No. and any one of the identity proof PAN / PASSPORT / Driving Licence / Voters Card / Identity Card.
   - The photograph of the applicant will be captured through web camera at the time of submission of application or at the time of verification. The Photograph of the applicant should match with photo of the applicant on the Aadhaar.
   - A copy of SC/ST certificate of father, brother, sister or his/her blood relative from paternal side.
   - Affidavit in case of SC/ST certificate issued from outside Delhi in prescribed Performa attested by executive magistrate (Affidavit from the major if the children are below the 18 years.)
   - If certificate of father, brother, sister or of his/her blood relative from paternal side is not available, two attestations by MP/MLA and Gazetted Officers, declaring the caste of applicant.
   - Supporting document for the present residential proof like Voters Card, Electricity Bill, Water Bill, Telephone Bill etc.
   - Proof of Date of Birth (Birth certificate, School certificate or passport)
   - The migrants SC members whose caste are listed in SC list of Delhi should be issued caste certificate as original resident of Delhi if any of the following
     - Birth Certificate (born in Delhi.)
     - Matriculation Certificate (studied in Delhi)

   Note: All supporting documents must be attested by MPs/MLAs and Gazetted officer.

4. **Advocacy (if application doesn’t succeed)**

   - To the SDM's office where submitted application; then
   - Submit an RTI to the ADM at your District. (For the list of districts, sub-districts and SDM's see [here](#) for your District's web)
   - Appealing under the state Public Services Delivery Guarantee Act which guarantees the delivery of basic public services like issuing caste & birth certificates to citizens within a stipulated time frame and allows a fine per day for officials who don't hold to that time-frame. (See web [here](#)).

5. **Success Story**

   Rekha submitted application for SC Certificate and got certificate within 4 months.
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 28).*

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** *(Reference: India Post website [here](#))*

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

3. **Application Procedure**

   - Apply for an Aadhaar Card (page 22) as that will entitle you to a bank account as well.
   - For Postal Savings Account for which you basically need:
     6. Form SB3;
     7. Pay in slip SB103;
     8. Specimen, signature;
     9. Introducer; &
     10. Rs 20 minimum deposit.

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

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

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

5. **Success Story**

   Kareen (from the Death Certificate story above) only had the Voter I-Card and death certificate of her husband. The SBI Bank at Seelampur was asking for a Ration card with the same address. The Food and Supply officer wasn't issuing ration cards, so Kari worker Mark made a special appeal to the SBI bank Manager who agreed to open an account for Kareen.
6. Identity Documents – (Personal Account Number (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 Reference: Tax Information Network here)

- 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. 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 Error: Reference source not found);
- 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,
5th 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); then

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; then
iv. Using the Central Government’s on-line grievance redressal mechanism here

5. Success Stories

Put yours here!
7. Identity Documents – (Income Certificate)

An Income certificate may be useful in applying for a National Food Security Card for which one's family income needs to be below Rs100,000

1. Relevant Department

Delhi State Government:

- District Administration (For the list of districts, sub-districts and SDM's see [here](#) for your District's web)

2. Entitlement (Best Reference: Delhi Government [here](#))

If income is below certain levels then may be entitled to:-

- National Food Security Card the cheap rations that come with that if income under Rs. 100,000/-
- See ration cards on page 7
- Concession in some educational institutions
- Obtaining some pensions.

3. Application Procedure

- See the full process [here](#). You need to submit:
  - Application form [here](#) or on plain paper
  - Copy of Ration Card
  - Affidavit as to residence, occupation, property and income.
- Submit it at your local SDM office any working day between 9:30 and 6:00pm
- For SDM locations see [here](#). (My Bastis SDM is ____________________).
- Then there will be a police inspection to check on what you have said in the affidavit is true.
- The certificate should be issued within 21 days.

4. Advocacy (if application doesn’t succeed)

- Try again at the SDM; then
- RTI to SDM (for SDM locations see [here](#); then
- Delhi Public Grievance Commission (for procedure click [here](#); then
- Using the Central Government's on-line grievance redressal mechanism [here](#)

5. Success Stories

Put yours here!
E) Income

1. 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’s - National Social Assistance Programme

Delhi State Government:
- Department of Women and Child Development (WCD) (For website click http://wcddel.in/)
- Delhi Social Welfare Department (For website click here).

*NB previously pensions were available from either MCD or Delhi State government. Now they have all been combined under an initiative called Mission Convergence (For website click here).*

2. Entitlement *(Best Reference: Right to Food here & NSAP 2014 Guidelines here).*

a) Indira Gandhi National Widows Pension Scheme* Widows aged 40-79, Rs. 300 per month. 80 years or more, Rs 500 / month (para 2.3). States are encouraged to contribute a similar amount (para 2.4.1 of 2014 guidelines above).

b) Indira Gandhi National Old Age Pension Scheme Aged 60-69, Rs. 1,000 per month. Aged 70 years or more, Rs 1,500 per month here. States are encouraged to contribute a similar amount (para 2.4.1 of 2014 guidelines above).

c) 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 Supreme Court Order here).

d) Disability Pension*: Aged up to 59 with >80% disability, Rs. 1,000 per month. Aged 60 years or more, moves on to Old Age pension (here). Also see Disability Section on pg15.

e) Assistance for TB patients. Rs. 300/- per month to assist in purchasing nutritious food.

*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

- All applications for pensions can be submitted either to the local Gender Resource Centre – Suvidha Kendra (GRC-SK) or directly to the MLA. Click here to type your locality to identify your constituency, here to identify your MLA, and here to identify your nearest GRC-SK click.
- The GRC/MLA’s assistant will assist in filling out the documents and receive the documents.
- GRC/MLA’s officers will do an enquiry, and submit your documents to the Social Welfare Department
- The Social Welfare Department will (hopefully) approve the application.
- This should all be done within 30 days here
- Pension will be deposited in your bank account and 'back paid' to the approval date.
Documents for each scheme

i) Widows Pension
- Form (download here or see hard copy on page 76) (Old Delhi forms here & here)
- 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 #);
- 1 photo;
- 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.

ii) Old age pension Pension
- Form (download here or see hard copy on page 76)
- 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 #);
- 1 photo; &
- Affidavit stating: Name; Address, Age: BPL; Not receiving any other pension.
- Family income less than Rs60,000 here

iii) Death of Breadwinner (NFBS)
- Form (download here or see hardcopy on page 76)
- 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 #);
- 1 photo;
- Death certificate of Breadwinner; &
- Affidavit stating Name, Address, Age, Not receiving any other pension.
- Family income less than Rs60,000 here

iv) Disability pension
- Form (download here or see hard copy on page 76)
- 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 #);
- 1 photo;
- Handicap Certificate of >80%; &
- Affidavit stating Name, address, Not receiving any other pension.

v) TB assistance
- Numbers of the Bank Account (9 digit MICR # and 7 digit IFCS #);
- Form signed by DOTS provider; and
- DOTS Centre Card

4. Advocacy (if application doesn't succeed)
- Check with MLA; or Gender Resource Centre- Suvidha Kendra (where ever you applied);
- Direct appeal to Director of Social Welfare Department; (for Old age pension) or Women and Child Department: (for Widows' Pension)1 Canning Lane, KG Marg, Telephone: 2307 0379;
- RTI to Social Welfare or Women & Child Department (Find PIO here by entering 'Social Welfare'
- Delhi Public Grievance Commission (For procedure click here).

5. Success Story
Widows pension: Kareen (from the stories above) now had a Voters I card, Death Certificate of her husband, and a bank account. She still lacked any document showing she' d resided in Delhi for 5 years. So Kari worker Anugrah made a special appeal to the director of the Social Welfare Department, who then eventually granted the pension. The whole process took some 3 months.
2. **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. The Ladli Scheme, 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/](http://wcd.nic.in/)).

**Delhi State Government:**
- Department of Women and Child Development (For web click [http://wcddel.in/](http://wcddel.in/)).

2. **Entitlement** *(Best Reference: Department of Women and Child Development here)*

Payment for first 2 girl children in each family once they have:
- Reached 18 years;
- Passed grade 10; and
- Enrolled in 12th.

For eligibility requirements click [http://wcddel.in/eligibility.html](http://wcddel.in/eligibility.html).

Payments are made into account in girl's name as follows:-
- a) Rs. 11,000/- if the girl child is born in a Hospital/ Nursing Home/institutions in Delhi.
- b) Rs. 10,000/- if the girl child is born outside the Hospitals/ Nursing Homes/institutions; then
- c) Rs. 5,000/- on admission in Class I; then
- d) Rs. 5,000/- on admission in Class VI; then
- e) Rs. 5,000/- on admission in Class IX; then
- f) Rs. 5,000/- on child’s passing Class X; then
- g) Rs. 5,000/- on admission in Class XII.

**Total over 1 lakh (including interest) per child if enrolled from birth.**

*NB An additional scheme for assistance with marriage of daughter of widow is [here](http://wcddel.in/eligibility.html). And from [here](http://wcddel.in/eligibility.html).*

3. **Application Procedure**

All applications are handled by the local **Gender Resource Centre (GRC)** or by Department Social Welfare (small girls) or School (for school going girls).

**Documents required**
- a) Form: Download from web [here](http://wcddel.in/eligibility.html) or see on page 78.
- b) Birth certificate (if child doesn't have a birth certificate see - Birth Certificate on page 23);
- c) Residential proof showing residence in Delhi for 3 years;
- d) Annual income of less than Rs1 lakh (self declaration on the form itself);
- e) Photograph of the parents with the child;
- f) School admission certificate (if applying for older girl); &
- g) Affidavit stating: Name; Address; Self Declaration that income less than Rs.1,00,000/- per year; which number girl this is for whom you are claiming (first or second).

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

- Appeal to Additional Director **Women and Children Department:**
  1 Canning Lane, KG Marg, Telephone: 2307 0379; then
- **RTI** to Women and Child Department (Find PIO [here](http://wcddel.in/eligibility.html));
- **Delhi Public Grievance Commission** (for procedure click [here](http://wcddel.in/eligibility.html)).

5. **Success Story**

*Many girls have been successfully enrolled in the Ladli scheme, but because the scheme doesn't 'pay out' till the girl reaches 18 years of age, there's few success stories yet.*
3. Income – (Employment Finding service)

The Delhi Government has this service to attempt to place appropriately qualified and skilled people in Government jobs. It’s had very limited success.

1. Relevant Departments

Central Government:
- Directorate General of Employment and Training (DGET), Ministry of Labour and Employment Government of India (Website [here](#))

Delhi Government:
- Directorate of Employment (Website [here](#)).

2. Entitlement (Best Reference: Directorate of Employment: [here](#))

Under Directorate of Employment
- Registration of Job Seekers including online registration;
- Receiving vacancies from the employers; and
- Sponsoring the names of registrations as per the requirements of the job providers for employment.
- Ideally this will result in a government job, although there has been little success that we know of.

3. Application Procedure

Under Directorate of Employment
- Registration of Job Seekers Anyone can apply on-line [here](#)
- Alternatively hard applications are processed at any of Delhi's 9 Employment Exchanges including those at University of Delhi, Jawaharlal Nehru University and Jamia Millia Islamia University.
- Register between 9.30am to 1.30pm on any working days (Except 2nd Saturday).
- Documents Required:
  - ✔ Application Form (Cost of form is Rs. 12.)
  - ✔ Attested Copy of Educational /Technical Qualification Certificate Experience Certificate,
  - ✔ Proof of residence
  - ✔ Age Proof

4. Advocacy (if application doesn’t succeed)

- Contact the Employment exchange where you registered; then
- Report any problem/error to help.dee@gmail.com; then
- File RTI to Directorate of Employment. (Find PIO [here](#) and enter Directorate of Employment).
- Delhi Public Grievance Commission (for procedure click [here](#)); then
- Using the Central Government's on-line grievance redressal mechanism [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 Reference: Jan Sikshan Sansthan [here])*

a) Jan Shikshan 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 4 JSS’s in Delhi including Jahangirpuri, Peeragarhi, RK Puram & West Patel Nagar (for their locations click [here](#))

b) Director General of Training
- Skill Development Initiative Scheme Modular employable skills, (details [here](#)) gives priority to children over 14 who have completed 5th 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 8th 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 10th 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)

- Contact directly to the head of the institution.
- RTI to the JSS concerned (Contact details [here](#))
- **Delhi Public Grievance Commission** (for procedure click [here](#)); then
- 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

Delhi state Government:
- Transport Department (For website click here)

2. Entitlement (Best Reference: Department of Transport: here)
- Anyone 18 years of age, who has learned to drive is eligible for a licence.
- Can get a licence at 16 years for two wheelers/vehicle up to 50cc and without gear.
- For a commercial vehicle licence - 20 years old.

3. Application Procedure
- Apply for Learners' Permit (Form 2 here) or on page 79 from your nearest local Road Transport Office (list here) from 8:30-1:00.
- 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.
- For more details, visit website here.

4. Advocacy
- Complain to:
  D.C (operations)
  Department of Transport,
  5/9 Under Hill Road, Delhi.
  Call 011-2396049 for details.
- RTI to the Transport Department (Find PIO here and enter 'Transport').
- Delhi Public Grievance Commission (for procedure click here); then
- Using the Central Government's on-line grievance redressal mechanism here.

5. Success story

Put yours here!

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6. 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 Reference: MUDRA: [here](http://www.mudra.org.in))

- 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

Filled up form ([here](http://www.mudra.org.in) for Central Bank or generic hard copy on page 80)

Apply at any bank. The following documents will be needed:
- 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; then
- E-mail [help@mudra.org.in](mailto:help@mudra.org.in) ; then
- 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](http://www.mudra.org.in)

5. Success story

Put yours here!
7. **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](https://licindia.in) (web [here](https://licindia.in))

   **Delhi Government**
   - [Delhi Social Welfare Department](http://delhigovt.nic.in/Departments/SocialWelfare) (For website click [here](http://delhigovt.nic.in/Departments/SocialWelfare)).

2. **Entitlement (Best Reference: Life Insurance Company of India [here](https://licindia.in))**

   **Aam Adminmi Bima Yojana (see information [here](https://licindia.in))**
   - 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](https).

5. **Success story**

   *Put yours here.*
F) Education

1. Schooling - (Governments 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 Abhiyan here.
- Right of Children to Free & Compulsory Education Act 2009 click here).

Delhi State Government:
- Directorate of Education (for website click http://www.edudel.nic.in/)

Municipal Corporation of Delhi (MCD):
- Education Department (For MCD website click here)

2. Entitlement (Best Reference: Source: Right to Education (website here)

Under Right to Education Act

All Children (includes disabled) have right to Free elementary (up to 8th) 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 child repeat class, be expelled, or pass board exam until complete of Class 8. (Sct 16)
- 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' and girls' toilets, drinking water, play & sports equipment. (See Sct 19 & Schedule to Act).
- Have all teachers attend school regularly & 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 & Sched)
- 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)

3. Application Procedure for Admission

a) Admission in government School
- 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.
- For on-line application click here.
- Apply directly to the school in which admission is desired quoting RTE Sct 12(1)b.
- 394 such schools in Delhi (see list here or here, each of which are required to provide 25% seats free to the poor (See article here.).
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); for Delhi State Government schools, visit Deputy Director of Education (DDE) for your zone (see here); My Basti's DDE is at ___________________________; then
- Contact the Right to Education Task Force Advocate Ashok Agarwal 9811101923; then
- Report your grievance to Right To Education at the website here.
- Lodge RTI to Directorate of Education (Find PIO here and enter ‘Education DDE’)

5. Success story

Put yours here!
2. Education – (Scholarships and benefits)

In order to encourage poor children to enrol in and attend school the Delhi Government has initiated some scholarships and benefits.

1. Relevant Department
   - 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](#).

Delhi State Government:
   - RTE rules for Delhi [here](#)
   - Directorate of Education (for website click [http://www.edudel.nic.in/](http://www.edudel.nic.in/))

Municipal Corporation of Delhi (MCD):
   - Education Department (For MCD website click [here](#))

2. Entitlement (Best Reference: RTE Rules [here](#))

   - Midday meal up till 8th (See Mid Day Meal above on page 9)
   - For free uniform & textbooks for all children up to age 14. See Sct 8 of RTE Rules click [here](#).
   - Pre and Post Matric Scholarship schemes for SC, OBC & 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 10th 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](#)).
   - Higher Education Loan scheme: Up to Rs10lakh for tuition, hostel etc. Minimal interest and repayable over 15 years. See article [here](#).

<table>
<thead>
<tr>
<th>Age</th>
<th>Fees</th>
<th>Midday meal</th>
<th>Text book</th>
<th>Passing bonus</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary 1-5</td>
<td>6 to 14 years</td>
<td>None</td>
<td>Boys/Girls</td>
<td>Boys/Girls free</td>
</tr>
<tr>
<td>(MCD schools)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Middle 6-8</td>
<td>Passed 5th</td>
<td>None</td>
<td>Boys/Girls</td>
<td>Boys/Girls free</td>
</tr>
<tr>
<td>(Delhi Govt schools)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Senior 9-12</td>
<td>Passed 8th</td>
<td>Rs125/3mths =Rs. 600 / yr</td>
<td>None</td>
<td>Girls 9/10 Rs250 Girls11/12 Rs300</td>
</tr>
<tr>
<td>(Delhi Govt schools)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3. Application Procedure for Admission

   - 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 with SC/ST Certificate Birth Certificate.
   - Kasturba Gandhi Balika Vidyalaya residential schools. Apply directly to the school.
   - For higher education loan scheme apply at participating Banks (PNB, Union etc)

4. Advocacy (if application doesn't succeed)

   i. Initially approach the principal of the school; then
   ii. Complain to the Basic Shiksha Adhikari (responsible for primary schools in that district); [here](#);
   iii. Contact the Right to Education Task Force Advocate Ashok Agarwal 9811101923; then
   iv. Report your grievance to Right To Education at the website [here](#); then
   v. Lodge RTI to Directorate of Education (Find PIO [here](#) and enter ‘Education DDE’).
3. Education - (National Institute of 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 Reference: 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:-

<table>
<thead>
<tr>
<th>Class</th>
<th>Women</th>
<th>Men</th>
<th>SC/ST /Handicapped</th>
</tr>
</thead>
<tbody>
<tr>
<td>Secondary (10th)</td>
<td>1,100</td>
<td>1,350</td>
<td>900</td>
</tr>
<tr>
<td>Sr Secondary (12th)</td>
<td>1250</td>
<td>1,500</td>
<td>975</td>
</tr>
</tbody>
</table>

4. Advocacy (if application doesn't succeed)

i. For 3rd, 5th, 7th application, approach the Centre where you applied; then
ii. For 10th & 12th check the status of your on-line application here; then
iii. Complain to the Regional Centre. For list of Regional Centres click here.
iv. Complain or RTI to the NIOS Head Office in Delhi. For contact details click here.
v. 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!
G) Household Utilities

1. Household Utilities – (Water)

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

1. Relevant department

**Central Government**

**Delhi State Government:**
- Delhi Jal Board. (For website click [http://www.delhijalboard.nic.in/](http://www.delhijalboard.nic.in/))
  
  The Delhi Jal board in divided into various zones. To find your Basti’s zone see Jal Board site [here](http://www.delhijalboard.nic.in/) under Section 13.

2. Entitlement *(Best Reference: Jal Board Charter [here](http://www.delhijalboard.nic.in/))*

   a) For all residents
   - 50 gallons (190 litres) of filtered water per person per day [here](http://www.delhijalboard.nic.in/).

   b) For JJ Clusters with piped water supply:
   - 1 tap per 150 people (See [here](http://www.delhijalboard.nic.in/) page 2/316 'Environmental Improvement in Urban Slums')(2009)

   c) For JJ Clusters with no piped water supply:
   - Regular tanker supply.
   - If regular tanker doesn't come then emergency supply within 3 hours of the request free of charge, as seen in the Jal Board policy [here](http://www.delhijalboard.nic.in/) (under Sct 4. 'Supply of Water Tankers').

3. Application Procedure

   a) Regular residents
   - Can apply for a water connection (see procedure [here](http://www.delhijalboard.nic.in/))

   b) For JJ Clusters with piped water supply:
   - To apply for resumption of water supply, phone the Zonal Water Emergency number in your zone (listed in Sct 12 on the DJB website [here](http://www.delhijalboard.nic.in/)); My Basti's emergency number is __________.
   - To apply for additional taps for your basti apply to Jal Board Zonal Office (listed in Section 13 of the DJB site [here](http://www.delhijalboard.nic.in/), referring to the entitlement of 1 tap per 150 people above.

   c) For JJ Clusters with no piped water supply:
   - To apply for a tanker to supply water, apply to the Zonal Water Emergency number in your zone (listed in Sct 12 on the DJB website [here](http://www.delhijalboard.nic.in/)); My Basti's emergency number is __________.
   - Or phone Toll free on 1916

4. Advocacy (if application doesn't succeed)

   - Called Delhi Jal Board helpline 1916 ([here](http://www.delhijalboard.nic.in/)); then
   - Submit complaint direct to your zone within the Jal Board. The names and number are in the Citizens Charter here on page 14-16 procedure is found [here](http://www.delhijalboard.nic.in/); then
   - RTI to Public Info Officer in your zone of the Jal Board. For list of PIO's click [here](http://www.delhijalboard.nic.in/); then
   - Complain to the Delhi Public Grievance Commission. For the procedure click [here](http://www.delhijalboard.nic.in/)

5. Success story

   a) Piped water In Janta Colony there had been no water in the MCD lines for 2 days. Anthony David of Kari Project phoned the Jal Board in Shahdara. The water began flowing again later that day.

   b) Tanker water In Bhalsva Dairy residents relied on tanker water for drinking for years. The tanker came regularly every few days. One day the tanker water was yellow in colour . It was clear that the driver had sold the clean water to someone else and filled up on unclean water. Local resident Mr Kallu challenged the driver who admitted his fault and promptly went away and brought clean water.
2. Household Utilities – (Electricity)
In most states in India electricity supply is now semi privatised. That has lead to an increase in efficiency, but also an increase in bills.

1. Relevant Department

State Government

Power distribution has now been privatised in Delhi. Delhi is divided into 4 zones:

- **East Delhi**: BSES Yamuna Power Ltd (BYPL) (Reliance owned) (for web click [here](#)).
- **West & south of Delhi**: BSES Rajdhani Power Ltd (BRPL) (Reliance owned) (for web [here](#)).
- **Central Delhi** (NDMC) still government owned
- **North & northw est Delhi**: Tata Power Delhi Distribution Ltd (TP-DDL) (formerly North Delhi Power Ltd) (for web click [here](#)).

2. Entitlement *(Best Reference: Citizen Charters for BSES [here](#))*

a) **Regular Power supply** only interrupted for several hours at a time for load shedding.
b) **New connection** in colonies where there is existing connections/infrastructure.
c) **Electrification** of some Bastis depending on location of existing infrastructure.
d) **Independent resolution** of bill/fine disputes.

3. Application Procedure

a) **For power cut** (May need to give CRN no from latest bill)

   - BSES (lodge complaint by phone procedure in Citizens charter [here](#)) Phone 3999 9808 (BYPL), 3999 9707 BRPL, choose language, press 1 for power supply, enter CRN, get complaint #.
   - TP-DDL: Website still under construction so find number on bill.

b) **For new connection**

   For BSES procedure [here](#).
   Documents required:
   1. Proof of ownership (except if in JJ cluster); Proof of identity; 2 photos; Test report of adequacy of house wiring; Indemnity certificate on Rs100 stamp paper stating that won't hold BSES liable (typists near the office know wording); Address proof; NOC from landlord if tenant;
   2. Fill out the form on line [here](#) (or download the form [here](#));
   3. Payment. (Rs 3,600) See page 5 of Citizens Charter [here](#). Some Distributors allow Rs600 initially, then 30 instalments of Rs100.; (Get receipt)

Submit application to BSES (for list of BSES offices click [here](#)).

c) **For electrification of a basti** without electricity

   - Apply directly to BSES/TP-DDL (for list of BSES offices click [here](#)).

4. Advocacy (if application doesn't succeed)

   (For more details see the BSES grievance redressal mechanism page 26 of citizen charter [here](#))

   a) Phone Complaints line BRPL 3999 9707 BYPL 3999 9808 (24 hours)
   b) Visit Customer Care Office (9:15-3:15 working days)
   c) Visit Business manager (10:00-11:00 working days),
   d) Complain to BSES head office Head-Office: Shakti Kiran Building, Karkardooma
   e) Consumer Grievance Redressal Forum (CGRF): Sub-station Building, Shakti Kiran Building, Karkardooma, 110032, Tel 011-32978140, 32978141, Email: cgrfbypl@hotmail.com
   f) Electricity Ombudsman: An appeal against the CGRF order may be filed with Electricity Ombudsman. B-53, Paschimi Marg, Vasant Vihar, New Delhi-110057. Tel 011-32506011.

5. Success Story

**Electrification of basti** Prior to 2005 Harijan Basti in East Delhi, did not have legal electricity. BSES wanted to charge an extra 'development charge' of Rs. 6,000-7,000 extra per person in order to finance the infrastructure necessary. However, on application by the community, the community got legal power at the normal rate (Rs3,600) & that too payable by instalments. The whole process took about 9 months.
3. Household Utilities – (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 Reference: Indian Oil Corporation [here]).

- Every household with a separate cooking area is entitled to one Gas connection (See 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])

i) 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 __________________________.

ii) Submit proof of identity & residence (Either I Card or Ration Card, Electricity bill etc).

iii) Receive letter through registered post (to check address). Take that to distributor.

iv) Cost (for see FAQ # 2 [here]-

- Refundable Security Fees Rs.1450;
- Gas refill: (Delhi Rs423, Kolkata Rs425, Mumbai Rs447, Chennai Rs411) (Click [here] and scroll down to under 'Subsidised Prices of Indane 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)

<table>
<thead>
<tr>
<th></th>
<th>Indane (here)</th>
<th>HP</th>
<th>Bharat Gas</th>
</tr>
</thead>
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<tr>
<td>Complain to</td>
<td>Contact Distributor</td>
<td>Contact Distributor</td>
<td>Contact Distributor</td>
</tr>
<tr>
<td>Toll Free Number</td>
<td>1552333 1800 2333555 [here]</td>
<td>155233 or 18002333555</td>
<td>18002333555</td>
</tr>
<tr>
<td>4. Lodge an RTI</td>
<td>PIO's <a href="http://myhpgas.in/myHPGas/HPGas/GiveFeedback.aspx">here</a></td>
<td>PIO's <a href="http://myhpgas.in/myHPGas/HPGas/GiveFeedback.aspx">here</a></td>
<td>Regional offices <a href="http://myhpgas.in/myHPGas/HPGas/GiveFeedback.aspx">here</a></td>
</tr>
</tbody>
</table>

5. Success Stories

In 2008 Rehmat in Janta Colony had no legal gas connection. She was paying Rs. 600/- for a 'black' refill. She applied at the local Indane agency. They required her to have a Ration Card and an Election Identity Card, so since she didn't have a Ration Card, she couldn't get a connection. Rehmat pointed out the rule that only one of these two documents is necessary (see page 42 of this manual). Then the agency wanted her to buy their stove for Rs.1,695/- Again she insisted that she already had an ISO stove. They did the inspection, accepted the stove & finally Rehmat got her legal connection for a total of Rs.1,700/- and now pays only Rs.423- for a refill!
H) Basti Colonies

1. Bastis – (Sweepers & Mosquito spraying)

Every basti has appointed sweepers, but often they don’t sweep. During monsoon, mosquitoes carry a real danger of dengue.

1. Relevant Department

- South Delhi Municipal Corporation (Web here)
- East Delhi Municipal Corporation (Web here)
- North Delhi Municipal Corporation (Web here)

2. Entitlement (Best Reference:

In practice the various Municipal Corporations provide two forms of sanitation works:
- **Sweepers** to clean streets and drains every day; &
- **Mosquito spraying** every year before monsoon.

For the list of SK's (Safai Karamcharis) in all MCD Zones, click on the website (above) for your area (North, South or East) above then on ‘Zone Wise Sanitation Workers’ (mid page, bottom right). Find all your colony’s SK’s by ward number.

3. Application Procedure

a) Sweeper problems

- Speak to the **Sweepers Inspector** (Thanedar); then
- Phone the **MCD Control Room** (011) 2282 2700 (get a complaint number).
- Apply to the **Deputy Commissioner of the MCD for your area**.

b) Mosquito spraying

- Locate the local Sanitation Office near your basti and ask the **Malaria Inspector** for the Malaria Spray Worker (MSW) (otherwise know as the Bheldar) to be sent; or
- For ‘fogging’ (spraying with a machine) apply to the **Chief District Medical Officer** (CDMO) at the District Administrative office (click here and enter ‘DHS’ & scroll down for list of CMO's).

4. Advocacy (if application doesn’t succeed)

- Speak to the **Sweepers Inspector** (Thanedar) or local **Malaria Inspector** again; then
- Phone the helpline; (011) 2282 2700, again (quote the original complaint number); then
- Complain to the **Deputy Commissioner of the MCD for your area**;
  - South Delhi Municipal Corporation: Dr SPM Civic Centre, Minto Rd, N Delhi, 110002.
  - East Delhi Municipal Corporation: 419 Udyog Sadan Patparganj, New Delhi, 110096
  - North Delhi Municipal Corporation: Dr SPM Civic Centre, Minto Rd, N Delhi, 110002
- Lodge grievance on line here;
- RTI to the Deputy Commissioner for your MCD at contacts above.

5. Success Stories

a) **Sweepers**: In Sarai Kale Khan Basti there were no sweepers. Community worker Mr Rakesh helped residents apply for sweepers to be appointed. The Sanitation Supervisor said there were 2 vacant posts for sweepers, but none had been assigned. Ultimately the Deputy Commissioner of MCD appointed sweepers. The process took 6 months.

b) **Mosquito spraying**: In Madanpur Khadar Basti the mosquito situation was getting bad. Community worker Mr Rakesh spoke to the local Malaria Inspector for initial spraying & then through the District Health officer got ‘fogging’ done.
2. **Bastis – (Paving, Toilets and Lights)**

During monsoon, moving in and around bastis is difficult on dirt muddy roads, so paving and drains are very useful. Without field to fo to, toilet blocks are vital in bastis, especially for women.

1. **Relevant Department**
   - South Delhi Municipal Corporation (Web [here](#))
   - East Delhi Municipal Corporation (Web [here](#))
   - North Delhi Municipal Corporation (Web [here](#))

2. **Entitlement** *(Best Reference: [here](#)) see pg 2/317 'Environmental Improvement in urban slums'*
   - i. Paving;
   - ii. Toilet blocks offering 1 toilet for 25 people; and
   - iii. Street lighting 30 metres apart.

3. **Application Procedure**
   a) **Paving**
      - Apply to the local MLA (Vidayak). Click [here](#) to identify your area’s MLA.; or
      - Apply to the local **Councillor** (Nigam Parisad) for your ward. To find the councillors details click [here](#) for South Delhi, [here](#) for East Delhi, [here](#) for North Delhi. If you're not sure of your ward click [here](#) for South Delhi, [here](#) for East Delhi, [here](#) for North Delhi. Use 'find' to find your colony, and then see your ward & zone.

   b) **Toilet blocks**
      - Apply to the local MLA (Vidayak) or Councillor (Nigam Parisad) as described above.

   c) **Street Lighting**
      - Apply to the local MLA (Vidayak) or Councillor (Nigam Parisad) as described above.

4. **Advocacy (if application doesn't succeed)**
   - Complain to the Vidayak of Nigam Parishad where you applied; then
   - Complain to the **Deputy Commissioner of the MCD for your area**;
      - South Delhi Municipal Corporation: Dr SPM Civic Centre, Minto Rd, N Delhi, 110002.
      - East Delhi Municipal Corporation: 419 Udyog Sadan Patparganj, New Delhi, 110096
      - North Delhi Municipal Corporation: Dr SPM Civic Centre, Minto Rd, N Delhi, 110002
   - Lodge grievance on line [here](#);
   - RTI to the Deputy Commissioner for your MCD at contacts above.

5. **Success Story**
   a) **Paving**: In Madanpur Khadar basti in south Delhi there was no paving. Community worker, Mr Rakesh, together with residents applied to the local Vidayak. After 6 months the entire block was concreted.
3. Bastis - (Slum Demolition / Rehabilitation)

The Delhi Government's goal is to make Delhi 'slum free'. To that end it has n the past demolished slums and 'relocated' the longer-term residents to land in the outskirts of Delhi. Now it is starting to favour relocation to pre-built units or an 'upgradation' of a slum on the existing site.

1. Relevant Department

Central Government
- DDA (or other Land Owning Agency (LOA) (eg Jal Board, Railways)
- Rajiv Awas Yojana (Under Ministry of Housing and Urban Poverty) (For website click here)

Local Government
- South Delhi Municipal Corporation (Web here)
- East Delhi Municipal Corporation (Web here)
- North Delhi Municipal Corporation (Web here)

2. Entitlement (Best Reference: Delhi’s Planning document here)

For all residents living in Basti’s since 2007:-

a) Relocation to land on new site: No longer used by the government.

b) Relocation to Pre-built Unit: For those who have resided in the slum since 2002 or longer on payment of Rs.75,000/- and for those residing after 2002, but since before 1st April 2007, Rs1,32,000. Both are payable by instalments. See Tehelka article here.

c) On site up-gradation of the Basti (for policy click here (see p2/316 ‘in situ up-gradation’); So far this has only been done in 4 Bastis, Ekta Vihar in south Delhi, Prayog Vihar in West Delhi, Madrasi Basti in Moti Bagh and Shahbad in Daulatpur.

3. Application Procedure

a) For on site up-gradation (and legalisation)
   - Apply directly to the Land Owning Agency for “No Objection Certificate” to Up-gradation.
   - Directly approach your local MLA or MP. Click here to identify your area's MP and MLA.

b) For pre-built unit land in the relocation site
   - Directly apply to HUDA or whichever agency is building the units.

4. Advocacy (if application doesn’t succeed)

- Complain to the Land Owning Agency which did the demolition; then
- Complain to your local MLA or MP. Click here to identify your area's MP and MLA.
- Try calling the Delhi Justice Resource Centre on+91-11-4050170 or email: delhi@justiceventures.org
- Lodging a complaint through the Delhi Govt's own Public Grievance Commission (here)

5. Success Story

a) In situ upgradation: Through the work of ASHA, Ekta Vihar, near RK Puram was totally redesigned and gained legal status in the 1990’s.

b) Relocation: Barapullah slum was built on the banks of the drainage canal near Nizamuddin Railway Station. In 2001 the MCD gave residents 6 days notice of their ‘relocation’. A residents group challenged the relocation in the Delhi High Court through lawyers at the Lawyers Collective. They achieved a stay of the eviction for 3 months to allow residents to de-construct their own houses peacefully rather than by force. The court also ordered the MCD to issue title certificates in the relocation colony before the eviction.
4. Bastis - (Compensation for Fire / Flood)

Indian government provides compensation to the families who are affected by natural/man-made disasters. Compensation is provided to survivors and their respective families.

1. Relevant Department

Delhi State Government:
- Delhi Disaster Management Authority (Website [here](#)).
- Sub Divisional Magistrate (See [here](#) for your Basti’s district’s website & click on ‘disaster’)

2. Entitlement (Best Reference: Delhi Disaster Management Authority (Website [here](#)).)

For all residents living in Basti’s who lose a family member's life or their house due to fire or flood.
- Rs.1,00,000/- for loss of life of adult;
- Rs. 50,000/- for loss of life of child;
- Rs. 20,000/- for serious injury; and
- Rs. 1,000/- for loss of Jhuggi

3. Application Procedure

A survey will be done of all residents affected by the disaster by:
- Fire Department; Police; and the area's Sub Divisional Magistrate.

Need to submit the following documents to SDM:
- Application for ex-gratia payment;
- Residential proof;
- Identity proof;
- Death certificate (if death); &
- Medical certificate (if injury)

4. Advocacy (if application doesn't succeed)

- Complain directly to the SDM (See [here](#) for list of SDM offices); then
- RTI to the SDM (for PIOs click [here](#) and enter ‘Dy Commissioner’ for your district); then
- Delhi Public Grievance Commission (procedure [here](#)).

5. Success Story

In 1997 in the slum behind Raj Ghat a fire destroyed many houses. Sahyog project was working in the Colony. Both the Fire Department and the Police Department surveyed the damaged area and made a list of fire affected families. The number of affected families was slightly different on each list, so the relief was held up. Mr Rakesh of Sahyog project contacted the SDM for the district who did their own survey after which the relief was given.
I) Human Rights Abuse

1. Human Rights - (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 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](#).

Delhi State Government:
- Delhi Commission for Women (For Website click [here](#)).
- Delhi Police. (For website click [here](#)).

2. Entitlement (Best Reference: Protection of Women from Domestic Violence Act 2005 [here](#))

The **Domestic Violence Act 2005** [here](#) prohibits domestic violence which includes:-
- Abuse could be physical, sexual, verbal, emotional or economic (inclu'dg dowry). (Sct 3(a)
- The threat of the above abuse. (Sct 3(c))
- Woman has a right to free legal advice (Sct 5(d) (through an NGO or Legal Services Authority)

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

**Remedies available**

Under the DV Act the abused woman can apply for living in safe shelter (Sct 6), a Protection Order (Sct 18), Custody Order for her children (Sct 21) and/or financial compensation (Sct 22).

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

3. Application Procedure

In an emergency:-
- Call police on 100 or special line for women in distress 1091. They must respond within hours; or
- Call the Rape Crisis line on 2337 0557 [here](#).
- Call the Delhi Commission for Women's toll free number **1800 119292**. They have mobile van that could get to the women within hours for a rescue if necessary.

For longer term resolution:-
- Contact another Non Gov't **women's support organisation** in your state (contacts [here](#)); or
- Inform the District Probation Officer (DPO) who has some power in domestic violence; or
- Alert the local **Protection Officer** (DVA Sct 8); or
- Talk to the Delhi Commission for Women at (011) 2337 0597, 2337 8044, 2337 8317. E-mail msdow.delhi@nic.in, C Block, 2nd Fl, Vikas Bhavan, I.P. Estate, New Delhi 110002. They'll invite the abused woman to come into the office (in ITO) to talk. The Commission staff may then call the husband in to talk. If he doesn't appear, the Commission may forward the complaint to the police/court and may be able to provide the woman with temporary shelter; Or
- Lodge an FIR at a special police station for women & children [here](#) (Darya Ganj, Jama Masjid, Chandni Chowk, Kamla Market, Haup Qazi, IP Estate, Pahar Gnj, Nabi Karim, DBG Road, Karol Bagh) or at your local **Police Station** after which police arrange for medical examination/ certificate and will investigate the abuse.

It is important that another woman (relative or from community or NGO) must be present along with the abused woman in the presentation of the application. The applicant can:-

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Remedies available
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)

- Complain to the Delhi Commission for Women (for contacts click [here](#)); then
- Complain to the Police using the on-line form ([here](#)); then
- Complain to the Police CP or DCP for your district ([here](#)).
- RTI to the Delhi Commission for Women (For PIO click [here](#) & enter 'Women Commission-Delhi')

5. Success Story

Farooka was being abused by her husband in Janta Colony. Nazareth Mahila Samiti, a local NGO called a local women's panchayat meeting who condemned the violence. However the husband kept abusing Farooka. She then lodged an FIR at the local police station. The police warned the husband to stay away from his wife. He stayed away.
2. Human Rights - (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).

Delhi State Government:
- Delhi Police. (For website click here)

2. Entitlement (Best Reference: 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 III: 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.

Remedies available
- The person using child labour can be punished under IPC or Child Labour Act up to 2 years; and
- The labouring child can be given compensation of Rs20,000 payable by the perpetrator.

3. Application Procedure

- Activist lodges an FIR at a special police station for women & children here (Darya Ganj, Jama Masjid, Chandni Chowk, Kamla Market, Haup Qazi, IP Estate, Pahar Gnj, Nabi Karim, DBG Road, Karol Bagh) or at your local Police Station after which police will investigate the abuse.
- A toll-free helpline (1098) has been made operational by the NGO Childnline (see website here) to receive distress calls about employing children in the banned sectors. This number is manned 24 hours a day by NGO's. Childline (Website here) 1098 is presently operational in 11 locations in in Delhi listed here including:- Sth Delhi, North Delhi, South-west Delhi, Nth-east Delhi, Central Delhi, New Delhi, Sth Delhi, North Delhi, Shahdara Delhi, West Delhi, East Delhi.

4. Advocacy (if application doesn't succeed)

- Phone Childline 1098 again; then
- Lodge a complaint at the National Human Rights Commission faxed to 011-23382911/23382734 or through e-mail covdnhrc@nic.in No fee is chargeable on such complaints.
- Complain to the Police using the on-line form (here); then
- Complain to the Police CP or DCP for your district (here); then
- RTI to the Delhi Police (for complaints for contacts click here).

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3. **Human Rights Abuse - (Child Marriage)**

According to UNICEF, 47% of girls are married by 18 years of age, and 18% are married by 15 years of age. Far from the excitement of love and marriage portrayed in Bollywood, life for many girls married before 18 is awful, becoming little more than a household slave and having pressure to bear children when it is still unsafe. Girls 15-19 are twice as likely to die during pregnancy and childbirth than women in their twenties. In effect the girl bride’s childhood is cruelly cut short by be marriage. The law now prohibits girls to marry before 18 and boys before 21.

1. **Relevant Department**
   
   **Central Government**
   - Prohibition of Child Marriage Act [here](#)

   **Delhi State Government:**
   - Delhi Police. (For website click [here](#))

2. **Entitlement (Best Reference for relevant laws: Child Line page [here](#) and handbook [here](#))**

   Under the Prohibition of Child Marriage Act:-
   - Any female under 18 and male under 21 is a 'Child'. Sct 2(a)
   - Child marriage is any in which either party was a 'child' at time of marriage. Sct 2(b)
   - Anyone who was a child at the time of marriage can apply to have the marriage nullified Sct 3 (1)
   - Any dowry to be returned Sct 3(4).

   **Remedies available**
   - **Nullifying a Child marriage:** If the marriage has occurred and wish to have it nullified then either girl or boy who was a child at time of marriage, can after they turn 18, apply to the district court to have it nullified. Sct 3 (1).
   - **Punishment:** for anyone assisting in the marriage including the groom (if over 18), the parents, the priest, the caterers, relatives or friends Sct 11.

3. **Application/ Accessing Relief (Estimated time to succeed in achieving relief: 2 months)**

   **Reporting Child marriage:**
   If you see or suspect a girl under 18 is being married then:-
   - Phone Childline’s (Website [here](#)) toll-free helpline (1098). This number 1098 is operational in 11 locations in in Delhi listed [here](#) including: South Delhi, North Delhi, Sth-west Delhi, NE Delhi, Central Delhi, New Delhi, South Delhi, Nth Delhi, Shahdara Delhi, West Delhi, East Delhi. OR
   - Report it to the police who must make a Daily Diary entry & register FIR based on the complaint.

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

   - Phone Childline 1098 again; then
   - File an RTI with the Police to check what happened to the complaint lodged; then
   - Lodge a complaint at the National Human Rights Commission faxed to 011-23382911/23382734 or through e-mail covdnhrc@nic.in No fee is chargeable on such complaints.

5. **Success Stories**

   Put yours here
4. **Human Rights Abuse – (Trafficking)**

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 52) and 20% in Commercial Sex work/Prostitution (page 53).

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 immediately to the police or Childline.

1. **Relevant Departments**

   **Central Government**
   - Ministry of Women and Child Development (website [http://wcd.nic.in/](http://wcd.nic.in/))

   **Delhi State Government**:
   - Delhi Police. (For website click [here](http://wcd.nic.in/))
   - Delhi Social Welfare Department (For website click [here](http://wcd.nic.in/)).

2. **Entitlement** *(Best Reference for relevant laws: Child Line page here.)*

   **Constitution of India ([here](http://wcd.nic.in/))**
   - Article 23e Prohibits trafficking in human beings.

   **Under Indian Penal Code ([here](http://wcd.nic.in/))**
   - 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.
   - 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](http://wcd.nic.in/)).**
   - Sct 5: Prohibition on procuring, inducing or taking person for prostitution with or without consent.

   **Remedies available**
   - Traffickers can be prosecuted under the IPC or other Acts (above) up to life imprisonment; and
   - The trafficked person can be given compensation and assistance in rehabilitation.

3. **Application / Accessing Relief** *(Estimated time to achieve relief: 3 months)*

   *If you see anything you suspect as trafficking, even if a child/girl is missing from your village, then:* -
   - If it's a child, call the Childline (Website [here](http://wcd.nic.in/)) toll-free helpline (1098). 1098 is operational in 11 locations in in Delhi listed [here](http://wcd.nic.in/) including:- South Delhi, North Delhi, South-west Delhi, North-east Delhi, Central Delhi, New Delhi, South Delhi, North Delhi, Shahdara Delhi, West Delhi, East Delhi 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) or [http://khoyapaya.gov.in/mpp/home](http://khoyapaya.gov.in/mpp/home) These are websites with information on missing and found children and where any citizen can upload information on any missing or located child; or
   - Lodge an FIR at the local Police Station. When doing so, provide a recent photo of the missing child/girl and your mobile phone number for contact. Police are then obliged to investigate.

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

   - Complain to the Police CP or DCP for your district ([here](http://wcd.nic.in/)); then
   - RTI to the Delhi Police (for contacts for complaints click [here](http://wcd.nic.in/)); then
   - Lodge a complaint at the National Human Rights Commission faxed to 011-23382911/23382734 or through e-mail [covdnhr@nic.in](mailto:covdnhr@nic.in) No fee is chargeable on such complaints.
**4.1 Trafficking – (Bonded/Forced 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 fulfill 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; 1) employment; 2) movement; 3) sale goods and services in the marketplace or 4) 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.

1. **Relevant Department**

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

   **Delhi State Government:**
   - Delhi Police. (For website click [here](#))

2. **Entitlement (Best Reference: for relevant laws: 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 SC/ST to undertake forced or bonded labour is an atrocity.

   **Minimum wage Act**
   - Minimum wage set by State gov'ts for many types of employment (Delhi daily min Rs368 [here](#))

   **Remedies available**
   - The bonded labourer can be freed of any debt/obligation and given compensation (BLSA Sct 6);
   - The person bonding the labourer can be prosecuted under the IPC or other Acts (above); and
   - The bonded labourer can be given assistance in being repatriated and rejoining mainstream life.

3. **Application / Accessing Relief (Estimated time to achieve relief: 6 months)**

   If you see anything that you suspect may be bonded labour then:-
   - Call the Childline [toll-free helpline (1098)](#) which is operational in 11 locations in Delhi [here](#).
   - 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

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

   - Complain to the Police CP or DCP for your district [here](#); then
   - RTI to the [Delhi Police](#) (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 No fee is chargeable on such complaints.
4.2 Trafficking – (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.

1. Relevant Department

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

Delhi State Government:
- Delhi Police. (For website click [here](#))

2. Entitlements (Good Reference: for relevant laws: Immoral Traffic (Prevention) Act ([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](#)).
- i) Sct 3: Running brothels is illegal. (Only current legal form of prostitution is an adult from own home)
- j) 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.

Remedies available
- The traffickers can be punished under the IPC and or other Acts above up to life imprisonment; and
- A trafficked minor girl can be put under the care of the a Child Welfare Committee, which may place the child in a safe house run by either the government or a registered agency; and
- The trafficked woman can be given assistance in being repatriated and rejoining mainstream life.

3. Application / Acessing Relief (Estimated time to achieve relief: 6 months)

If you see anything that you suspect may be sex trafficking then:-
- Call the Childline toll-free helpline (1098), which is operational in 11 locations in in Delhi listed [here](#) including:- South Delhi, North Delhi, South-west Delhi, North-east Delhi, Central Delhi, New Delhi, South Delhi, North Delhi, Shadhara Delhi, West Delhi, East Delhi or
- 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
- Complain to the Delhi Police (for contacts for complaints click [here](#)); then
- Complain to the Police CP or DCP for your district ([here](#)); then
- RTI to the Delhi Police (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 [covdnhr@nic.in](mailto:covdnhr@nic.in) No fee is chargeable on such complaints.

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J) Appendices

1. Appendix – 10 Steps to Community Empowerment

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 so dis-empowered so much so that they passively accept their situations. So vitally important to a community being able to identify and solve its own problems then is for a small group of residents to become empowered by developing their knowledge, skills and 'heart' (courage, self confidence and selflessness) to become change agents within their community. The best way to help key residents to develop this knowledge, skills and 'heart' is by the NGO's staff forming strong mutual, caring relationships with several key community members. So from the beginning of the problem solving process, staff should be looking to form good relationships with key residents. In choosing with whom to make the relationships, 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 the NGO will tend to get the 'real' story on the community when doing research on the community in Step 2.

2. Learn about the community - Observe and enquire
It's important to start the empowerment solving process by being learners rather than experts. One of the best ways to learn about the community is to simply walk around and observe the situation with respect to housing, power, sanitation, water, community relations, marginalised groups etc. Some things about the colony however, can't be observed, 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 the NGO's staff to have a sense of the most pressing problems we, as a team, analyse what was learnt from Step 2. This analysis may also reveal which problems affect most residents, which problems may create opposition and so reveal 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).

4. Hold community meetings to prioritise the problems
Even though the 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, the 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 government services (as seen in this Manual), or delivered by 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 residents 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 take those steps. Often this will 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, return to Step 4 and choose the next community problem to tackle. In doing so 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 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

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<td><strong>Bastis:</strong> Sweepers</td>
<td>43</td>
<td>*</td>
<td>*</td>
<td>Swacch Bharat Mission</td>
<td></td>
</tr>
<tr>
<td>Paving &amp; drains</td>
<td>44</td>
<td>*</td>
<td>*</td>
<td>Swacch Bharat Mission</td>
<td></td>
</tr>
<tr>
<td>Demolition relocation</td>
<td>45</td>
<td></td>
<td>*</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Disaster recovery</td>
<td>46</td>
<td></td>
<td>*</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Rights:</strong> Dom Violence</td>
<td>47</td>
<td>*</td>
<td>*</td>
<td></td>
<td>Domestic Violence Act</td>
</tr>
<tr>
<td>Child Labour</td>
<td>49</td>
<td>*</td>
<td>*</td>
<td>Child Line</td>
<td>Child Labour Act</td>
</tr>
<tr>
<td>Trafficking</td>
<td>51</td>
<td>*</td>
<td>*</td>
<td>Child Line</td>
<td>Immoral Trafficking Prevention</td>
</tr>
</tbody>
</table>

* Back to Table of Contents on page 5  Go to Acronyms List on page 63  Page 56
In your letter of application be sure to include the following:-

1. A clear statement of your problem. For example – there are not enough water taps in your colony. A photo of the problem is very helpful too.

2. The right you have to this service the relevant law (perhaps with the relevant website). For example under the MCD policy there should be 1 tap for every 150 people.

3. Your request that is specific and clear. What to you want by when. Don't have an angry tone but also don't be overly polite. For example you want 10 extra taps in the colony by 31st Dec, 2016.

4. Next Steps: If you don't get this action what you. For example if you don't get the extra taps by 31st Dec, you'll lodge an RTI.

Copy the application to the head office so the local officer is more inclined to consider your request. Thus an example letter might look like this:-

Delhi Jal Board
North East office
Shadharana

1st August, 2016.

Re: Application for additional water sources in Janta Colony

Dear sir,

I live in Janta Colony, Seelampur in North east Delhi. I respectfully state the following:-

1. That 60,000 residents live in Janta Colony and that there are far too few water sources available for those residents.

2. I note from the MCD document available at:
   that according to MCD guidelines 1 tap should be available for every 150 people.

3. Since my Colony has 60,000 residents, I would therefore like to apply for 20 additional taps by 31st Dec 2016, to take the total number of taps a little closer to 400 in accordance with MCD guidelines.

4. If this is not done, I will lodge an application under the RTI Act 2005 to the Jal Board (north Eastl) Zone office to know what has happened with this application.

Kind regards,

Ramesh Kumar

Ramesh Kumar
H. No 6
Gali No7
Sivarampur Colony
North East District
Delhi 110087
Tel 9750 478598

cc Del Jal board head office
4. **Appendix – Tips on lodging 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 document copies that may be required.
- 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 going in.
- Decide what pressure you’re prepared to apply BEFORE you go in, if he 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 the 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**
- 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 said to the officer you’d do.
- If it was a promise for some action, check more frequently 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 'kuchh 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. Like everything else in a capitalist economy, there is a supply and demand, so the more desperate the demand for the 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 the frustration of getting what you need without bribing.

What are the problems with the system?
• The more people pay bribes the more it becomes entrenched in the system.
• Since they can't afford the bribes, corruption effectively excludes the poor 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, 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 57), 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 62).
6. Appendix – Notes on effective use of the RTI

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
      • Public Information Officer'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 receipt) (for BPL Card holders no Fee, attach a copy of Rat Card);
      • Your signature (of the applicant);
      • Your name; address; and telephone number.
   b) In the body of your RTI, include these 5 points (see example below)
      i. State the date of your original application and attach a copy.
      ii. Ask the time that it should take to process an application according to their rules.
      iii. Ask what action has been taken by whom on which dates since you applied.
      iv. Ask what punishment has been or will be given to the officers responsible for the delay.
      v. Ask when your application will be processed.

3. To Whom / How to lodge your RTI
   To whom to lodge RTI?: The RTI should be sent to the Public Information Officer (PIO) of the concerned Government department. For lists of PIOs try:- http://delhigovt.nic.in/rti/search_pio.asp
   http://righttoinformation.info/rti-guide/ or www.rti.gov.in
   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.
   How to lodge the RTI ?
   a) On-Line: For Central Government Dept/Ministries, can file and pay on-line at https://rtionline.gov.in/
   b) By Post: Use registered or SpeedPost, so you have a record. For the RTI fee, use Postal Order with Payee line blank.
   c) In person at the department
      For all methods the reply should still come w/i 30 days from the original RTI lodgement.

4. Possible Results and actions
   There are 5 possible results & corresponding actions to your RTI as seen in the table:-

<table>
<thead>
<tr>
<th>Result</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. NO response but work done</td>
<td>None</td>
</tr>
<tr>
<td>2. Correct information</td>
<td>None</td>
</tr>
<tr>
<td>3. No information or unrelated info</td>
<td>Complain to Central Information Commission (CIC) <a href="#">here</a></td>
</tr>
<tr>
<td>4. Incomplete information (90% cases)</td>
<td>Complain to CIC (online <a href="#">here</a>); or Lodge 1st Appeal</td>
</tr>
<tr>
<td>5. Not allowed to lodge RTI</td>
<td>Complain to CIC (online <a href="#">here</a>)</td>
</tr>
</tbody>
</table>

   If you win the appeal then PIO can be fined Rs.250/- per day up to maximum of Rs. 20,000/- which is then awarded to the party lodging the RTI.
Example RTI
(Only text in bold needs to be changed)

Public Information Officer
Sub Divisional Magistrate
NE (Shahdara) District
Weavers Colony, Delhi
1st August 2016

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 2nd Oct 2011) at the NE (Shahdara) Delhi SDM office on 31st July 2016. 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 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 name and designation of the officer in your department, where I may file my first appeal if not satisfied with the answers provided.

Thank you.

Ramesh Gupta

Ramesh Gupta
125 Gali no 12
Zafrabad, Delhi
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 (e.g., Advocating for a law, advertising an event, creating social awareness, etc.)
   - Some key questions in determining the strategy:
     - What is the social concern to be highlighted?
     - Is there a determinable solution to it?
     - Which public/private body/authority can make the solution possible?
     - Determine the mode in which the attention of those who can make the solution possible can be gained?
   - Answering these questions should help determine the target audience;
   - 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.
   Website: www.apha.org, Email: comments@apha.org
## Appendix - ACRONYMS used

<table>
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<tr>
<th>Acronym</th>
<th>Full form</th>
<th>Meaning</th>
<th>Page #</th>
</tr>
</thead>
<tbody>
<tr>
<td>AAY</td>
<td>Antyodaya Anna Yojana</td>
<td>Ration cards for destitute</td>
<td>7</td>
</tr>
<tr>
<td>ADM</td>
<td>Additional District Magistrate</td>
<td>Supports DM. Often same as ERO</td>
<td>21</td>
</tr>
<tr>
<td>APL</td>
<td>Above Poverty Line</td>
<td>Ration cards for regular residents</td>
<td>7,10</td>
</tr>
<tr>
<td>ART</td>
<td>Anti Retro-viral Therapy</td>
<td>Treatment for HIV+ve people to help immun</td>
<td>20</td>
</tr>
<tr>
<td>BLO</td>
<td>Booth Level Officer</td>
<td>Electoral officer who conducts drives</td>
<td>21</td>
</tr>
<tr>
<td>BPL</td>
<td>Below Poverty Line</td>
<td>Currently Rs24,000 per year</td>
<td>7,10,15</td>
</tr>
<tr>
<td>BSA</td>
<td>Basic Shiksha Adhikari</td>
<td>Officer for primary schooling in district</td>
<td>36</td>
</tr>
<tr>
<td>CMO</td>
<td>Chief Medical Officer</td>
<td>Health of health at the Dis</td>
<td>10,11,19,43</td>
</tr>
<tr>
<td>CP</td>
<td>Commissioner of Police</td>
<td>Officer in charge of police district</td>
<td>47,49</td>
</tr>
<tr>
<td>DC</td>
<td>Deputy Commissioner</td>
<td>Head of a District</td>
<td>4</td>
</tr>
<tr>
<td>DDA</td>
<td>Delhi Development Authority</td>
<td>Delhi State Government Development</td>
<td>45</td>
</tr>
<tr>
<td>DOTS</td>
<td>Direct Observed Treatment Sched</td>
<td>Method of treatment of TB</td>
<td>29</td>
</tr>
<tr>
<td>ERO</td>
<td>Electoral Registration Officer</td>
<td>The officer to whom apply to go on Vo</td>
<td>21</td>
</tr>
<tr>
<td>FIR</td>
<td>First Information Report</td>
<td>Report to Police of some crime</td>
<td>47</td>
</tr>
<tr>
<td>FSO</td>
<td>Food &amp; Supply Officer</td>
<td>Officer dealing with Ration Cards</td>
<td>7</td>
</tr>
<tr>
<td>GRC-SK</td>
<td>Gender Resource Centre-Suvidha</td>
<td>Single agency for pensions</td>
<td>28,30</td>
</tr>
<tr>
<td>ICDS</td>
<td>Integrated Child Develop't Scheme</td>
<td>Scheme in which the Angan Wadi falls</td>
<td>8</td>
</tr>
<tr>
<td>JSY</td>
<td>Jan Suraksha Yojana</td>
<td>Financial incentive for hospital births</td>
<td>10</td>
</tr>
<tr>
<td>LOA</td>
<td>Land Owning Agency</td>
<td>The Gov’t Dept which owns land a basti</td>
<td>45</td>
</tr>
<tr>
<td>MCD</td>
<td>Municipal Corporation of Delhi</td>
<td>Local government of most of Delhi</td>
<td>36,40,43,44</td>
</tr>
<tr>
<td>MLA</td>
<td>Member of Legislative Assembly</td>
<td>Member of State parliament</td>
<td>4,7,44,45</td>
</tr>
<tr>
<td>MP</td>
<td>Member of Parliament</td>
<td>Member of National parliament (Lok Sabha)</td>
<td>4</td>
</tr>
<tr>
<td>NCT</td>
<td>National Capital Territory</td>
<td>Name for Delhi’s State Government</td>
<td>4</td>
</tr>
<tr>
<td>NDMC</td>
<td>New Delhi Municipal Corporation</td>
<td>Local government for VIP parts of Delhi</td>
<td>4,41</td>
</tr>
<tr>
<td>NGO</td>
<td>Non Government Organisation</td>
<td>Social welfare organisation</td>
<td>1,10,47</td>
</tr>
<tr>
<td>PIO</td>
<td>Public Information Officer</td>
<td>Officer to whom an RTI is lodged</td>
<td>60</td>
</tr>
<tr>
<td>RSBY</td>
<td>Rashtriya Swasthya Bima Yojna</td>
<td>Government Health Insurance Scheme</td>
<td>10</td>
</tr>
<tr>
<td>RTI</td>
<td>Right to Information</td>
<td>Legislation providing freedom of info</td>
<td>Multiple</td>
</tr>
<tr>
<td>SDM</td>
<td>Sub Divisional Magistrate</td>
<td>Head of a sub division of Delhi</td>
<td>15,21</td>
</tr>
<tr>
<td>SHO</td>
<td>Station House Officer</td>
<td>Officer in charge of a police station</td>
<td></td>
</tr>
<tr>
<td>VREC</td>
<td>Voters Regist’n &amp; Electoral Centre</td>
<td>Place for having Elector I Card made</td>
<td>21</td>
</tr>
<tr>
<td>ZRO</td>
<td>Zonal Revenue Office</td>
<td>Jal Board’s office for complaints</td>
<td>40</td>
</tr>
</tbody>
</table>
K) Application Forms

1. Forms - Ration Card (See page 7)
प्रार्थना भरने संबंधी निर्देश पर्यावरण जानकारी

1. कार्यक्रम खास मुख्य अधिनियम के अनुसार "प्रार्थना खास मुख्य कार्य" परिधान की राजस्व विविध प्रमुख का निर्देश होगा।

2. पार्थना खास मुख्य कार्य के लिए कीनिया एक से जो भी संबंधित है तो आप इस पदम के रूप में तत्त्वावधान किये जाने को पाए हैं। विशेषत: जानकारी के पर्यावरण आपका प्रार्थना संबंधी किया जाएगा।

   निर्देशार्थक से कोई एक खास कृप्या नेतृत्व में फॉर्म (परिणाम भरने 9)ः
   (i) श्रेणी निर्देश
   (ii) F, G एवं H कृप्या दूर पूर्णता कार्यक्रम के रूप में निर्देश
   (iii) ग्रामीण क्षेत्र के अनुसार विभिन्न अर्थशास्त्रीय क्षेत्र में रहने वाले लोगों
   (iv) केंद्र विभिन्न
   (v) राज्य
   (vi) शासन (संघ, विभिन्न अर्थशास्त्रीय क्षेत्र और पूर्ण भारतीय) अधिनियम 1995 के अनुसार विविध प्रमुख का प्रार्थना प्रस्तुत करने के लिए निर्देशन विभिन्न
   (vii) पंजीकृत महासभा पर में किसी पूर्वी पर निर्देश रहने वाले प्रमुख, जिन्हें विशेष, विविश्वभाषी, तत्कालीन एवं परिसंहार महासभें निर्देशित है।
   (viii) विभिन्न मामले
   (viii) प्रार्थना में सहभागी हुए विभिन्न मामलों के मुद्दे किये जाने पर
   (ix) अन्य प्रमुख निर्देशन एवं परिसंहार अधिकारी आप से 1 स्वतंत्र या उससे कम हैं।

3. निर्देशार्थक राष्ट्रीय संघ के प्रमुख का निर्देशन किया जाएगा। विशेषत: आपका अनुमोदन करने में नहीं सशक्तिकृत किया जा सकता।
   (i) पार्थना के क्रम में कीनिया एक से पर्यावरण खास मुख्य परिधान है (पार्थना प्रधान का निर्देशन के लिए का एक स्मरण विभिन्न मामला है कि उसे अनुमोदन से बहुत आनंद है।)
   (ii) पार्थना के रूप में कीदेश राष्ट्रीय संघ के मुद्दे के में A से E कृप्या दूर पूर्णता का स्नातक या खास मुख्य परिधान निर्देशित है।
   (iii) पार्थना खास मुख्य के रूप में कीदेश राष्ट्रीय संघ के मुद्दे के में F से H कृप्या दूर पूर्णता का स्नातक या खास मुख्य महासभा निर्देशित है।
   (iv) पार्थना खास मुख्य के रूप में समस्त अनुमोदन करने योग्य है।
   (v) पार्थना खास मुख्य के रूप में कीदेश राष्ट्रीय संघ के मुद्दे के में I से J कृप्या दूर पूर्णता का स्नातक या खास मुख्य महासभा संगठनों में से निर्देशित वार्ता पर वार्ता है।
   (vi) पार्थना खास मुख्य के रूप में कीदेश राष्ट्रीय संघ के में K से L कृप्या दूर पूर्णता का स्नातक या खास मुख्य महासभा संगठनों में से निर्देशित वार्ता पर वार्ता है।

4. आलोचना बचने के लिए संगठन किये जाने वाले राज्याधिकारीः
   (i) पार्थना के क्रम में समस्त अभियोजनों के आलोचना कार्य की कार्य.
   (ii) आलोचना के रूप में निर्देश प्रार्थना पर की राजस्थान पार्थना खास मुख्य निवेदन बूझा पता, अत्याचार कार्य में नियम पूर्वे या राजस्थान कार्य के रूप से त्रुटि है।
   (iii) एक से स्थायी रूप से निवेदन का प्रार्थना प्रार्थना का आलोचना कार्य नहीं (निर्देश संगठन 2 के (I) से (VIII) में आप प्रार्थना पर आलोचना कर सकते हैं)।

5. आलोचना करने का निर्देश:
   यूपी रूप में की दूर अपूर्व खास मुख्य परमाणु दलदलों के रूप, संभाल मंडल कार्यवाही (विभाग परिषद्) अवस्थान के आबादी, ग्रामीणों में जमा वार्ता।

**********
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 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-functional).

.................................................................
(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.
3. Forms - Electors Identity Card (See page 21)

FORM 6
[See rules 13(1) and 26]

Application for inclusion of name in electoral roll

To
The Electoral Registration Officer

Assembly/ Parliamentary Constituency.

Sir,
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:

I. Applicant’s details

<table>
<thead>
<tr>
<th>Name</th>
<th>Surname (if any)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Age as on 1st January</th>
<th>Years</th>
<th>Months</th>
<th>Sex (male/female/others):</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date of birth, if known:</th>
<th>Day</th>
<th>Month</th>
<th>Year:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Place of birth:</th>
<th>Village/Town:</th>
<th>District:</th>
<th>State:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* Father’s/ Mother’s/ Husband’s Name |

<table>
<thead>
<tr>
<th>Name</th>
<th>Surname (if any)</th>
</tr>
</thead>
</table>

II. Particulars of place of present ordinary residence (Full address)

<table>
<thead>
<tr>
<th>House/ Door number:</th>
<th>Street/Area/Locality/ Mohalla/ Road:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Town/ Village:</th>
<th>Post Office:</th>
<th>Pin Code:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tehsil/ Taluka/ Mandal/ Thana:</th>
<th>District:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

III. Details of member(s) of applicant’s family already included in the current electoral roll of the Constituency:

<table>
<thead>
<tr>
<th>Name</th>
<th>Relationship with applicant</th>
<th>Part number of the roll of the Constituency</th>
<th>Serial number in that Part</th>
<th>Elector’s Photo Identity Card Number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Full Address (Earlier Place of ordinary residence)</th>
<th>Electors Photo Identity Card number (if already issued)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Date:     | Signature or thumb impression of the applicant |

**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* or rejected*.

Detailed reasons for *acceptance [under or in pursuance of rule 18*/20*/26(4)]* or *rejection [under or in pursuance of rule 17/20*/26(4)]*:

<table>
<thead>
<tr>
<th>Place:</th>
<th>Signature of Electoral Registration Officer</th>
<th>(Seal of the Electoral Registration Officer)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

£ 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
**To be filled in by the applicant. on behalf of the Electoral Registration Officer
(Address) ....................... 

GUIDELINES FOR FILLING UP THE APPLICATION FORM-6

General Instructions

Who can file Form-6

1. First time applicant on attaining age of 18 years 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 throughout 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. Honorary appellations like Shri, Sir, 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 1st 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 up to 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 up to 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 Authority 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) Iliterate or semi-literate 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 applicant's 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 post 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 along with the form. The photograph will be used to print your image in the electoral roll and issue of identity card, if required.
4. Forms - Aadhaar Card (See page 22)

ENROLMENT FORM (आवेदन पत्र)

Please use CAPITAL letters (कृपया उपयोग करें)
Date (दिनांक): _ _ / _ _ / _ _ _ _

Part A – Primary Details / (क) प्रथम जनरल जानकारी
Name:
(नाम):
☐ Mother ☐ Father ☐ Husband ☐ Guardian's Name
☐ भाई ☐ पिता ☐ पति ☐ अभिभाषक का नाम

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

Date of Birth: __ / __ / _____
If not known, Age: __ __

Gender: ☐ Male ☐ Female ☐ Transgender
☐ पुरुष ☐ महिला ☐ अन्य

Residential address: आवासीय पता:
c/o:
House No. and name: पर का नाम और नाम:

Street No. and name: मोहल्ला/भवन नाम और नाम:

Landmark: गृह पत्रकार:
Village / City: ग्राम/शहर:
District: जिला:

State: राज्य: __ __ __ __ __ __ __
Pin code: पिन कोड: __ __ __ __ __ __

Part B - Additional Information / (ब) (अन्य जानकारी)
Phone No. / Mobile No. (optional): फोन नंबर / मोबाइल नंबर (इच्छा होने पर):
Email (optional): ईमेल (इच्छा होने पर):
NPR Receipt No.: (एन.पी.आर. रीमाइंट नंबर):

Part C - Financial Information / (ग) (वित्तीय जानकारी)
☐ I want to open UID enabled bank A/c
ाधार नंबर 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 नंबर के साथ जोड़ दिया जाए एवं इससे मुझे कोई आपत्ति नहीं है।
Bank name and Branch (बैंक का नाम और शाखा) __ __ __ __ __ __ __ __ __ __
A/c No. (क्रेडिट कार्ड) __ __ __ __ __ __ __ __ __ __
5. **Forms - Affidavit for Birth Certificate (See page 23)**


**PROFORMA OF AFFIDAVIT FOR OBTAINING BIRTH CERTIFICATE**

I __________________________ S/o, D/o, W/o __________________________
R/o __________________________ do hereby solemnly affirm and
declare as under:

1. That the exact and correct date of Birth of my son/daughter
   __________________________ is __________________________ who born
   at __________________________.

2. That the name of the mother of may above said son/daughter is
   Smt. __________________________.

3. That due to inadvertence, I did not register the date of birth of my
   above said daughter/son __________________________ with the concerned
   department at the time of birth.

   Deponent

Verification: Verified at Delhi, this ___________ day ___________ that
the contents of the affidavit are true & correct to the best of my knowledge
and belief and nothing has been concealed therein.

   Deponent
6. Forms - Application for Death Certificate (See page 23)

REVENUE DEPARTMENT, GOVT. OF NCT OF DELHI
APPLICATION FORM – DEATH REGISTRATION ORDER

<table>
<thead>
<tr>
<th><strong>APPLICANT DETAILS</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. e-District Registration Number:</td>
<td></td>
</tr>
<tr>
<td><em>(For a ready registered user)</em></td>
<td></td>
</tr>
<tr>
<td>2. UID (AADHAAR) No.</td>
<td></td>
</tr>
<tr>
<td>OR</td>
<td></td>
</tr>
<tr>
<td>3. Name of Applicant:</td>
<td></td>
</tr>
<tr>
<td>4. Applicant's Relation with Deceased:</td>
<td></td>
</tr>
<tr>
<td>5. Mobile No.:</td>
<td></td>
</tr>
<tr>
<td>E-Mail ID:</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>DECEASED DETAILS</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>6. Residential Address of Applicant:</td>
<td></td>
</tr>
<tr>
<td>House Name/No.:</td>
<td></td>
</tr>
<tr>
<td>Locality:</td>
<td></td>
</tr>
<tr>
<td>Sub-division:</td>
<td></td>
</tr>
<tr>
<td>State:</td>
<td></td>
</tr>
<tr>
<td>PIN Code:</td>
<td></td>
</tr>
<tr>
<td>Sub-Localities:</td>
<td></td>
</tr>
<tr>
<td>Village/Town:</td>
<td></td>
</tr>
<tr>
<td>District:</td>
<td></td>
</tr>
<tr>
<td>Country:</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>UID (AADHAAR) No. (if available):</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>8. Name of Deceased:</td>
<td></td>
</tr>
<tr>
<td>9. Name of Father:</td>
<td></td>
</tr>
<tr>
<td>10. Name of Mother:</td>
<td></td>
</tr>
<tr>
<td>11. Name of Spouse:</td>
<td></td>
</tr>
<tr>
<td>12. Gender:</td>
<td>Male</td>
</tr>
<tr>
<td>Date of Death:</td>
<td>DD MM YYYY</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Address of Deceased at the time of death</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>House Name/No.:</td>
<td></td>
</tr>
<tr>
<td>Locality:</td>
<td></td>
</tr>
<tr>
<td>Sub-division:</td>
<td></td>
</tr>
<tr>
<td>State:</td>
<td></td>
</tr>
<tr>
<td>PIN Code:</td>
<td></td>
</tr>
</tbody>
</table>

| **Whether Permanent Address is same as the Address at the time of death:** | Yes | No |  |
|---|---|

<table>
<thead>
<tr>
<th>16. if No, Permanent Address</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>House Name/No.:</td>
<td></td>
</tr>
<tr>
<td>Locality:</td>
<td></td>
</tr>
<tr>
<td>Sub-division:</td>
<td></td>
</tr>
<tr>
<td>State:</td>
<td></td>
</tr>
<tr>
<td>PIN Code:</td>
<td></td>
</tr>
</tbody>
</table>

---

*Back to Table of Contents on page 5*  
*Go to Acronyms List on page 63*  
*Page 73*
<table>
<thead>
<tr>
<th>17. Date of Cremation/Burial:</th>
<th>18. Place of Cremation/Burial:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>19. Reason Of Non-Registration of Death, If any:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>20. Identity Proof of Applicant (Please tick one, provide the document No. and attach the same)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aadhaar Card</td>
</tr>
<tr>
<td>PAN Card</td>
</tr>
<tr>
<td>Any Govt. recognized document</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>21. Residential Address Proof of Applicant (Please tick one, provide the document No. and attach the same)</th>
</tr>
</thead>
<tbody>
<tr>
<td>AADHAR Card</td>
</tr>
<tr>
<td>Passport:</td>
</tr>
<tr>
<td>Water Bill</td>
</tr>
<tr>
<td>Telephone Bill</td>
</tr>
<tr>
<td>Rent Agreement (Bungalow)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>22. Identity Proof of Deceased (Please tick one, provide the document No. and attach the same)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aadhaar Card</td>
</tr>
<tr>
<td>Voter ID Card</td>
</tr>
<tr>
<td>PAN Card</td>
</tr>
<tr>
<td>Any Govt. recognized document</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>23. Permanent Address Proof of Deceased (Please tick one, provide the document No. and attach the same)</th>
</tr>
</thead>
<tbody>
<tr>
<td>AADHAR Card</td>
</tr>
<tr>
<td>Voter ID Card</td>
</tr>
<tr>
<td>PAN Card</td>
</tr>
<tr>
<td>Any Govt. recognized document</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>24. Proof of Death (Please tick one, provide the document No. and attach the same)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cremation/Burial Slip</td>
</tr>
<tr>
<td>Nursing home/Hospital Report</td>
</tr>
</tbody>
</table>

**Declaration:** I hereby solemnly affirm & declare that all of the above furnished information, is true & correct to the best of my knowledge. I am fully aware that furnishing incorrect or false or forged information will lead to punitive action against me under the relevant statutory provisions.

**Date:** DD MM YYYY

**Applicant Signature:**

**Place:**
7. **Forms - PAN Card (See page 26)**

---

**Application for Allotment of Permanent Account Number**

Under Section 139A of the Income Tax Act, 1961

(To avoid mistakes, please follow the accompanying instructions and examples carefully before filling up the form)

---

**To**

The Assessing Officer

---

<table>
<thead>
<tr>
<th>Ward/Circle Code</th>
<th>Area Type</th>
<th>AO Range Code</th>
<th>AO No.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>


Sir,

We hereby request that a permanent account number be allotted to me/us.

We give below necessary particulars:

1. Full Name (Full expanded name & initials are not permitted)

   Please Tick [ ] as applicable

   Smt. [ ] Smt. [ ] Kumari [ ] Mrs. [ ] First Name

   Last Name / Surname

   Middle Name

   Name you would like printed on the card

2. 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)

   Last Name / Surname

   Middle Name

3. Father's Name (Only 'individual' applicants - Even married women should give father's name only)

   Last Name / Surname

   Middle Name

4. 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)

   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

5. Address for communication

   Please Tick [ ] as applicable

   R. [ ] or O. [ ]

---

**Back to Table of Contents on page 5**  **Go to Acronyms List on page 63**  **Page 75**
8. Forms – Widows, Old Age & Disability Pension (See page 15 & 28)

Back to Table of Contents on page 5 Go to Acronyms List on page 63 Page 76
प्रति (50,000 रु. से ज्यादा)

इनकम खाता का नाम:

हेडकार्टर का नाम:

प्रौद्योगिकी/अन्य स्थान का नाम:

प्रति (1 लाख रु. से ज्यादा)

हेडकार्टर का नाम:

प्रौद्योगिकी/अन्य स्थान का नाम:
9. **Forms - Ladli (See page 30)**

**पहचान सं./आई.डी. नम्बर**

(कार्यालय द्वारा भरा जाने के)

**महिला एवं बाल विकास विभाग**

राज्यीय राजधानी क्षेत्र, दिल्ली सरकार

1, केंद्रीय श्रेणी, कानपुर रोड, दिल्ली-110001

(लादली योजना के अन्तर्गत आर्थिक सहयोग के लिए आवेदन पत्र)

(प्रारंभिक पत्र की दो प्रतियाँ जमा करें)

1. **बालिका का नाम** ……………………………………………………………..जन्म संबंध.

2. **प्रसन्न का राशन** …………………………………………………………(आयुक्त-सहस्त्रांड/पर) 

3. **जन्म प्रमाण पत्र संख्या** ……………………………………………….(गर्भधारण जन्म एवं पूर्ण द्वारा यह प्रमाण पत्र की सकारात्मक प्रतिस्पर्धा संभव करें)

4. **बालिका की माता का नाम** ……………………………………………..बालिका के पिता का नाम.

5. **वर्तमान पता** (आवेदन से पूर्व दिल्ली में तीन माह का रहने का प्रमाण संभव करें)

6. **पिनकोड** ……………………………………………………………….पूर्णांक नं.

7. **बालिका के पिता का व्यक्तिगत प्राइवेट/परिवार/निवास** …………………………………………………………(संबंधी आय)

8. **बालिका की माता का व्यक्तिगत प्राइवेट/परिवार/निवास** …………………………………………………………(संबंधी आय)

9. **बालिका की माता-पिता की कर्नल वार्षिक आय – (अंकों में)………………...(शब्दों में)………………..(जिसके में)

8. **प्रारंभिक पत्र की संख्या** पुनरंज्…………………..(यह सहयोग तौर पर प्रदान किया जा सकता है)

9. **नाम** …………………………………………………………………………………..जिला……

**प्रश्नवाची**

में ………………………………………………………………………………………………………..पूर्ण की/ललित की ……………………………………………………………..प्रश्नवाची करता/ करती हैं कि मेरे/मेरी द्वारा दिया गया सहयोग मेरी/मेरी जानकारी में पूर्णता करता है। यदि इसमें कोई भी अवधारणा गलत पाई जाती है तो मेरे/मेरी आपविषयक सहयोग एवं दिया जा सकता है।

निर्देश………………………………………………………………………………………………………………..बालिका की माता के हस्तलक्षम अंगुली का निर्देश बालिका के पिता के हस्तलक्षम अंगुली का निर्देश

**प्रारंभिक पत्र**

(कार्यालय द्वारा भरा जाने के)

**पहचान सं./आई.डी. नम्बर** ……………………………………………………………..जन्म संबंध.

**प्रारंभिक पता** …………………………………………………………………………………..जिला……

**प्रारंभिक पत्र की जिम्मेदारी** …………………………………………………………………………………..जिला……

हस्तलक्षम प्रारंभिक पता …………………………………………………………………………………..जिला……

बालिका के पिता के नाम …………………………………………………………………………………..जिला……

बालिका के माता के नाम …………………………………………………………………………………..जिला……
FORM 2
FORM OF APPLICATION FOR THE GRANT OR RENEWAL OF LEARNER’S LICENCE

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: .................................................................
11. Forms – Micro Enterprise Loan (See Page 34)

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

**Name of Bank**: 

**Name of Bank & Branch from where Loan is required**: 

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

<table>
<thead>
<tr>
<th>Name of Applicant(s)</th>
<th>1.</th>
<th>Father’s/ Husband’s Name</th>
<th>1. Sh.</th>
<th>2. Sh.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Constitutions (✓)</td>
<td>Individual</td>
<td>Joint</td>
<td>Proprietor</td>
<td>Partnership</td>
</tr>
<tr>
<td>Residential Address</td>
<td>Rented/Owned</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Business Address</td>
<td>Rented/Owned</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Date of Birth</td>
<td>Age</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Education Qualification (✓)</td>
<td>Illiterate</td>
<td>Upto 10th</td>
<td>12th</td>
<td>Graduate</td>
</tr>
<tr>
<td>KYC Document(s)</td>
<td>Voter ID No.</td>
<td>Aadhaar No.</td>
<td>Driving License No.</td>
<td>Any Others</td>
</tr>
<tr>
<td>ID Proof(pl. specify)</td>
<td>Address Proof(pl. specify)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Telephone No.</td>
<td>Mobile No. :</td>
<td>E-mail :</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Line of Business</td>
<td>Existing</td>
<td>Period</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Activity (Purpose)</td>
<td>Proposed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Annual Sales (Rs. in lakh)</td>
<td>Existing :</td>
<td>Proposed :</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Experience, if any</td>
<td>Social Category (Pls. tick ✓)</td>
<td>General</td>
<td>SC</td>
<td>ST</td>
</tr>
<tr>
<td>If Minority (✓)</td>
<td>Buddhists</td>
<td>Muslims</td>
<td>Christians</td>
<td>Sikhs</td>
</tr>
<tr>
<td>Loan Amount Required</td>
<td>CC / OD–Rs________</td>
<td>Term Loan – Rs________</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Detail of Existing Account(s), if any</td>
<td>Type (Pls. tick ✓)</td>
<td>Name of Bank &amp; Branch</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A/c. No.</td>
<td>If Loan A/c. amount of loan taken Rs.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Declaration:**
We hereby certify that all the information furnished by me/us is true, correct and complete. We have no borrowing arrangements for the unit except as indicated in the application form. We have not applied to any Bank. There is/are no overdue / statutory dues owed to 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)**

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)**