

Women's Rights Manual



Version # 2 August 2016

What's new in this Version ?

Public Services Delivery Guarantee Act (Page 1)

Self Help Groups (page 8)

Mental Health (page 14)

Prevention of Child Marriage (page 18)

Prevention of Bonded Labour 20

Prevention of Sex Trafficking (page 21)

Identity documents (pages 22-26)

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Introduction



1. The Changing Status of Women in India

The status of women in India has changed a great deal through history; from equal status with men in ancient times, through the low points of the medieval period when women were little more than objects to be owned, used and disposed of by their 'masters', to the promotion of equal rights by many reformers and more recently, freedom of expression and equality before the law. In modern India, women have held the highest offices including President & Prime Minister.

According to India's Constitution [here](#), women are legal citizens of the country and have equal rights with men. However, because of lack of full acceptance of this legal equality in a society in which males still dominate, **Indian women still suffer immensely**. Many of India's women are malnourished and in poor health. Many women work incredibly long hours in fields as well as being required to bear, and care for children and complete the all domestic work. Many Indian women are uneducated, are often powerless and mistreated inside and outside the home. Dowry, domestic violence, sex selective abortion, female infanticide, mistreatment by spouses, rape & bride-burning/killing are still realities faced by many Indian women. According to a global poll conducted by Thomson Reuters, *India is the "fourth most dangerous country" in the world for women, and the worst country for women among the G20 countries.*

Even though the Right to Education Act guarantees free primary schooling to everyone up to 14 years of age, **education of daughters** is still valued less than that of sons. One reason is that parents get little economic 'return' for educating their daughters, since daughters normally leave the household after marriage. In addition, it is generally the females in a household who have the responsibility of the housework. So even though education does not financially burden the family, it costs them the time she spends at school when she could be doing chores. Finally, even if a woman is educated, there is little hope for a job, especially in the poorer regions.

2. How to Use this Manual

This manual is only a part of a bigger strategy to empower women. The government has many schemes and benefits designed to empower women, but unfortunately many of the benefits of those schemes do not reach the women most in need, services due either to corruption or laziness of some government officials, or ignorance, lack of confidence or lack of documentation for poor women themselves.

Often when NGO's find these government services not functioning, they attempt to provide those services for women, opening schools, clinics, vocational training programmes etc. Such 'service provision' has the advantage that women will like the NGO and we results may be seen quite quickly. Ultimately, however, NGO's can't provide those services forever. Eventually they will need to help women advocate for services which, in the long run, only the government can provide. This manual is designed to assist NGO' in this process of helping women to advocate for government services to which they are entitled.

The information in this manual is only a part of a bigger strategy to empower women. Empowerment involves not only giving women the **knowledge** of services which are available, but also **skills** like writing and presenting applications and most importantly the **heart** to want to change & to act selflessly for the benefit of the whole community. Appendix 1 on page 27 provides a 10 step strategy to **empowerment** of women with this knowledge, skills and heart.

For each service listed in the **Table of Contents**, this manual gives a simple format:-

1. The **Relevant Government Department** which delivers this service (with its website);
2. The **Entitlement** to women as per that department's policy. Many entitlements are set out [here](#) and [here](#).
3. An **Application Procedure** to apply for that entitlement; We give hints on writing effective applications (& a sample letter) in Appendix 2 on page 29. We also give some tips on how to effectively present that application in Appendix 3 on page 30. 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' (holiday); or
 - Claim that you've come to the wrong office and tell you to go to a different office; or
 - 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 some 'chai pani' (bribe). (Appendix 4 on page 31 has suggestions for dealing with corruption.)
4. **Advocacy** suggestions to deal with these delaying tactics. Our suggestions include (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](#)).
 - 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)** application to the department where you applied. Notes on the effective use of the RTI with an example RTI are given in Appendix 5 on page 32 to help this;
 - Contacting a legal rights group which may be able to advocate for free for you.
 - Conducting a 'dharna' (protest) or
 - Contacting the media. Appendix 6 on page 34 gives hints in using the Media.

If you find this manual useful in your advocacy with women, as we hope you will, please feel free to share it with any other genuine NGO's/individuals who are working with women. It is deliberately not copyrighted. If you're reading this as a hard copy, you can find a soft copy in English for free at EHA's website [here](#). We've also created similar Advocacy Manuals for various many north Indians states including; Delhi, UP, West Bengal, MP, Jharkhand, Chhattisgarh, Bihar, Harayana, Uttarakhand, Assam, Maharastra, 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.

Finally, entitlements and grievance procedures are constantly changing, so if you find any errors in this manual, or have any suggestions for additions, let us know and we'll make the alterations. All the best in your advocacy!

Research and Documented by:

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A) Income-related Schemes

1. Widows Pension

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



1) **Relevant Department:**

- Ministry of Rural Development (website <http://rural.nic.in/>)
- National Social Assistance Programme (Guidelines [here](#))

2) **Entitlements:** (Reference: **Right to Food** [here](#) & NSAP 2014 Guidelines [here](#)).

- Only widows below BPL are eligible (para 2.3)
- Exception is widows with AIDS who will be considered if they are not excluded by having a government job, owning five acres of land or more or owning a four wheeler. (para 2.4.3)
- For all pensions, the applicant must not be receiving any other pension.
- 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).

3) **Application Procedure**

- Submit application form (download [here](#) or hard copy on page 41) with supporting documents (listed below) to the Panchayat (para 3.1.3).
- Panchayat should do enquiry within 2 weeks (para 3.1.4)
- Panchayat then submits documents to Social Welfare Department.
- Social Welfare Dept will approve/reject the application within 60 days (para 3.2.2).
- Pension deposited in PO/Bank account and back paid to the approval.

Documents required

- 5 years of residential proof. (Voters ID; R Card; or Witness of neighbour, MLA, local shopkeeper on photocopy of their Card;
- Copy of BPL certificate.
- Numbers of the widow's Bank Account (9 digit MICR # and 7 digit IFCS #);
- One photo
- Death certificate of husband; &
- Affidavit stating: Name; Address; BPL; All family members in household; not receiving any other pension; not married since husband's death; promise to notify government if re-marry.

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

- i. Complain to Panchayat where lodged the application; then
- ii. Appeal to appellant authority (para 3.3); then
- iii. Appeal to the District Probation Officer who has some power in pensions matters; then
- iv. **RTI** to Ministry of Rural Development (contacts [here](#)) Shri M. Rama Krishan Under Secretary (NSAP) R.No.604, Block 11, CGO Complex, Lodi Road, New Delhi 110023; then
- v. Contact an advisor to the Supreme Court Commissioners (click [here](#))

5) **Success Story**

Kareen's husband died leaving her without an income and 3 children to care for. She had no Voters I card, Ration Card, Death Certificate of her husband, bank account, nor any residential document. Local community workers assisted Kareen to first get the death certificate, then an I card, a bank account and eventually the widows pension. The whole process took 3 months.

2. Old Age Pension

Old age 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:**

- Ministry of Rural Development (website <http://rural.nic.in/>)
- National Social Assistance Programme (Guidelines [here](#))

2) **Entitlements:** (Best Source National Social Assistance Programme 2014 Guidelines [here](#)).

- Only BPL applicants are eligible (para 2.3)
- For all pensions, the applicant must not be receiving any other pension.
- Aged 60-79, Rs. 200 per month. Aged 80 years or more, Rs 500 per month (para 2.3).
- States are encouraged to contribute a similar amount (para 2.4.1).

3) **Application Procedure**

- Submit application form (download [here](#) or hard copy on page 41) supporting documents (listed below) to the Panchayat (para 3.1.3).
- Panchayat should do enquiry within 2 weeks (para 3.1.4)
- Panchayat then submits documents to Social Welfare Department.
- Social Welfare Department will approve/reject the application within 60 days (para 3.2.2).
- Pension deposited in PO/Bank account and back paid to the approval.

Documents required

- 5 years of residential proof. (Voters ID; R Card; or Witness of neighbour, MLA, local shopkeeper on photocopy of their Card;
- Copy of BPL certificate.
- Numbers of the Bank Account (9 digit MICR # and 7 digit IFCS #);
- One photo
- Affidavit stating: Name; Address; BPL; All family members in household; and Not receiving any other pension;

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

- i. Complain to Panchayat where lodged the application; then
- ii. Appeal to appellant authority (para 3.3); then
- iii. **RTI** to Ministry of Rural Development (contacts [here](#))
 - Shri M. Rama Krishan Under Secretary (NSAP)
 - R.No.604, Block 11, CGO Complex, Lodi Road,
 - New Delhi 110023
- iv. Contact an advisor to the Supreme Court Commissioners (click [here](#))

5) **Success Story**

Put yours here!

3. Death of Breadwinner

This scheme is a cash payment by the government to BPL people when the main breadwinner of the family dies.



1) **Relevant Department:**

- Ministry of Rural Development (website <http://rural.nic.in/>)
- National Social Assistance Programme (Guidelines [here](#))

2) **Entitlements:** (Best Source National Social Assistance Programme 2014 Guidelines [here](#)).

- Only BPL applicants are eligible (para 2.3)
- When the 'breadwinner' (male or female) of a family dies by accident or natural causes.
- Lump sum of Rs20,000 paid to the head of the household
- Breadwinner must have been 18-60years at time of death.
- States are encouraged to contribute a similar amount (para 2.4.1).

3) **Application Procedure (Chance of success 60%. Time frame 03 months)**

- Submit application form (download [here](#) or hard copy on page 44) and supporting documents (listed below) to the Panchayat (para 3.1.3).
- Panchayat should do enquiry within 2 weeks (para 3.1.4)
- Panchayat then submits documents to Social Welfare Department.
- Social Welfare Department will approve/reject the application within 60 days (para 3.2.2).
- Pension deposited in PO/Bank account and back paid to the approval.

Documents required

- 5 years of residential proof. (Voters ID; R Card; or Witness of neighbour, MLA, local shopkeeper on photocopy of their I Card;
- Copy of BPL certificate.
- Numbers of the Bank Account (09 digit MICR # and 7 digit IFCS #);
- 1 photo;
- Death certificate of Breadwinner; &
- Affidavit stating Name, Address, Age, Not receiving any other pension.

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

- i. Complain to Panchayat where lodged the application; then
- ii. Appeal to appellant authority (para 3.3); then
- iii. **RTI** to Ministry of Rural Development (contacts [here](#))
 - Shri M. Rama Krishan Under Secretary (NSAP)
 - R.No.604, Block 11, CGO Complex, Lodi Road,
 - New Delhi 110023
- iv. Contact an advisor to the Supreme Court Commissioners (click [here](#))

5) **Success Story**

Put yours here!

4. Financial Incentive to have a Girl Child

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



1) **Relevant Department:**

- Department of Women and Children (Website <http://wcd.nic.in/>)

2) **Entitlement:** (Best Source: United Nations Population Fund booklet [here](#) esp page 10)

a) **Balika Samridhi Yojana**

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

The scheme provides for cash transfer of Rs500 to mother for all girl children and further payments for various stages of education: Class 1-3 Rs300 per year, Class 4 Rs500, Class 5, Rs600, Class 6 & 7 Rs 700 each, Class 8 Rs800, Class 9 & 10 Rs1,000 each. Can be withdrawn on reaching 18th birthday and being unmarried. See Childline site [here](#) and Gov't site [here](#).

b) **Dhanalakshmi**

Operational in these Blocks:-

- Andhra Pradesh: Aswaraopeta, Narsampet
- Chattisgarh: Jagdalpur, Bhopalpatnam
- Orissa: Kalimela, Semiliguda
- Jharkhand: Tisri Markachor
- Bihar: Sono
- Uttar Pradesh: Shivgarh
- Punjab: Sirhind

The scheme provides for cash transfer on fulfilment of certain conditions as follows:-

- All girl children born after 19 November, 2008 and registered 5000

Immunisations

- 6 weeks, 14 weeks, 9 months, 16 months, 24 months 200 each stage
- On completion of full immunisation 250

Education

- On enrolment to Primary School 1000
- In class 1-5 + attendance 500 each year
- On enrolment to Secondary School 1500
- In class 6 + attendance 750
- In class 7 + attendance 750
- In class 8 + attendance 750

c) **Other state based schemes see Contents page on booklet [here](#)**

3) **Application Procedure for Dhanalakshmi** (Chance success 50%. Time 3 mths)

- a) Balika Samridhi Yojana: Apply To Children Development Project Officer using the form [here](#)
- b) Dhanalakshmi. Check whether your block is one of those covered (see page 12 of booklet [here](#))
- Register the girl's birth at Panchayat
 - Mother opens zero balance bank account at Post office
 - Get immunisations recorded by Anganwadi worker
 - Get enrolment recorded by Headmaster

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

- RTI to Department of Women and Children of your state. (Website <http://wcd.nic.in/>)

5. Educational Incentives for Girls Students:

This scheme aims is to promote the secondary education of SC/ST girls by giving cash incentives to pass grade 10.



1) **Relevant Department:**

- Department of School Education and Literacy (under Ministry of Human Resource Development) (Website [here](#))

2) **Entitlements:** (Best Source National Social Assistance Programme (NASP) [here](#))

- 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](#).

Eligibility:-

- All SC/ST girls who pass class VIII; and
- Girls, who pass class VIII examination from Kastrurba Gandhi Balika Vidyalayas (irrespective of whether they belong to Scheduled Castes or Tribes).
- Girls should be below 16 years of age (as on 31st March) on joining class IX.
- Married girls, girls studying in private un-aided schools and enrolled in schools run by Central Government are excluded.

3) **Application Procedure:** See pamphlet here

i) Apply to the Principal / Head of the School withdraw

- SC/ST Certificate
- Birth Certificate

ii) To withdraw the amount approach the Bank with:

- 10th class pass certificate;
- Birth Certificate; and
- A certificate from the Principal / Head of the school (The certificate mentioning that the girl beneficiary has continued her study for at least two years after enrolment in Class IX the implementing agency will authorise the bank to transfer the matured amount in the interest bearing account to the savings account in the name of the girl beneficiary)

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

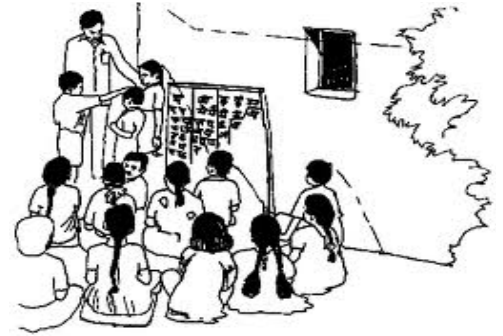
- Complaining once more to the School Principal
- Lodging a **Right To Information (RTI)** Act application to the Dept of department School Education and Literacy (Website [here](#))
- Using the Central Government's on-line grievance redressal mechanism [here](#).

5) **Success Story**

Put yours here!

6. Self Help Groups

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



1) **Relevant Department**

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

2) **Entitlement (Reference: [here](#))**

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

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

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

- To District Rural Development Agency

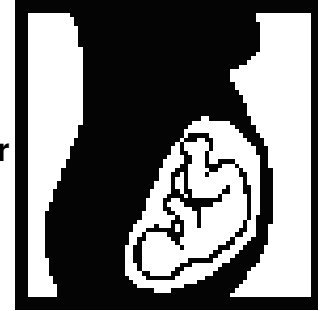
4) **Advocacy**

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

5) **Success Story**

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

B) Health & Nutrition Schemes



1. Pregnancy and Delivery

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

1) **Relevant Department:**

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

2) **Entitlements:** (Best source: see [here](#))

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

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

ii) **Under National Food Security Act ([here](#)).**

Every pregnant woman entitled to Anganwadi meals and payment of Rs6,000 in instalments (NFSA sct 4)

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

For every pregnant woman the free entitlements under JSSK include:

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

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

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

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

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

State	Rural		Urban	
	Mother	Asha	Mother	Asha
LPS	1,400	600	1,000	200
HPS	700		600	

3) **Application Procedure**

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

4) **Advocacy**

- i. Written complaint to the Medical Officer In Charge of the PHC/CHC; then
- ii. Complain to the Chief Medical Officer (CMO) of the District where PHC/CHC is located; then
- iii. **RTI** to the CMO of the district in which the PHC/CHC dispensary is located; then
- iv. Using the Central Government's on-line grievance redressal mechanism [here](#)

5) **Success Story**

Put yours here!

2. Nutrition for Children - Anganwadi

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 and vitamins. In some states it's working well. Once they are at school, the children are eligible for the midday meal scheme. *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:

- National Food Security Act (NFSA) Sct 5(1)a ([here](#)).
- Ministry of Women & Child Development (For website click <http://wcd.nic.in/>.)

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

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

- There should be one Angan Wadi Centre (AWC) for every 40 children under the age of 6. (Supreme Court Order [here](#) page 3 point 2) within 3 months of demand.
- 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

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

4) Advocacy (if application doesn't succeed)

- Written complaint to the ICDS office where you applied; then
- RTI to PIO (ICDS programme) of your state; then
- Contact an advisor to the Supreme Court Commissioners; [here](#) ; then
- Contact the **Right To Food Campaign** ([here](#).)
- Using the Central Government's on-line grievance redressal mechanism [here](#)

5) Success Story

NGO 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 benefiting.

3. Post-Natal Care of Children

The Indira Gandhi Matritva Sahyog Yojana is a conditional cash transfer scheme that targets pregnant and lactating women. Its goal is to partly compensate women for wage-loss during childbirth and childcare and to provide conditions for safe delivery and good nutrition and feeding practices. It is being run as a pilot project in 52 districts.



1) Relevant Department:

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

2) Entitlements: (Best Source: Ministry of Women and child development pamphlet [here](#))

A cash incentive of Rs. 4,000 is provided under the Scheme to pregnant and lactating women of 19 years of age and above are eligible for the benefits, except those who receive paid maternity leave. The cash transfers under the Scheme are subject to the following conditions:

The first transfer (at the end of second birth / pregnancy trimester) of Rs.1,500/- requires the mother to:

- Register pregnancy at the Anganwadi centre (AWC) within four months of conception
- Attend at least one prenatal care session and taking IFA tablets and TT (tetanus injection), and
- Attend at least one 3. counselling session at the AWC or healthcare centre.

The second transfer (three months after delivery) of Rs.1,500 requires the mother to:

- Register the birth
- Immunise the child for OPV and BCG at birth, at six weeks and at 10 weeks
- Attend at least two growth monitoring sessions within three months of delivery

The third transfer (six months after delivery) of Rs. 1,000 requires the mother to:

- Exclusively breastfeed for six months and introduce complementary feeding as certified by the mother,
- Immunise the child for OPV and DPT
- Attend at least two counselling sessions on growth monitoring and infant and child nutrition and feeding between the third and sixth months after delivery.

For more information click [here](#)

3) Application Procedure:

- Check below whether your District is Covered under IGMSY;
- If you are in one of these districts , apply at your local Anganwadi centre.

4) Advocacy (if application doesn't succeed):

- i. Complain to the local Anganwadi where you applied; then
- ii. RTI to Department of Women and Children of your state. (Website <http://wcd.nic.in/>); then
- iii. Using the Central Government's on-line grievance redressal mechanism [here](#).

5) Success Story

Put yours here.

Districts in which IGMSY is operational here

• Andaman and Nicobar Island	South Andaman
• Andhra Pradesh	West Godavari, Nalgonda
• Arunachal Pradesh	Papum pare
• Assam	Kamrup, Goalpara
• Bihar	Vaishali, Saharsa
• Chandigarh	Chandigarh
• Chattisgarh	Dhamtari, Bastar
• Dadra & Nagar Haveli	Dadra & Nagar Haveli
• Daman and Diu	Diu
• Delhi	West, North West
• Goa	North Goa
• Gujarat	Bharuch, Patan
• Haryana	Panchkula
• Himachal Pradesh	Hamirpur
• J & K	Kathua, Anantnag
• Jharkhand	East Singh Bhumi, Simdega
• Karnataka	Kolar, Dharwad
• Kerala	Palakkad
• Lakshadweep	Lakshadweep
• Madhya Pradesh	Chindwara, Sagar
• Maharashtra	Bhandara, Amravati
• Manipur	Tamenglong
• Meghalaya	E.Garo Hills
• Mizoram	Lawngtlai
• Nagaland	Kohima
• Orissa	Bargarh, Sundargarh
• Pondicherry	Yanam
• Punjab	Amritsar, Kapurthala
• Rajasthan	Bhilwara , Udaipur
• Sikkim	West Sikkim
• Tamil Nadu	Cuddalore, Erode g
• Tripura	Dhalai
• Uttar Pradesh	Mahoba, Sultanpur*
• Uttarakhand	Dehradun
• <i>West Bengal</i>	<i>Jalpaiguri, Bankura</i>

4. Mental Health

Many Indian women 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

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

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

- iii. 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.
- iv. In the case of minors (below 18), the application must be given by a Guardian.
- v. 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.
- vi. No person can be admitted for more than 90 days, except under special circumstances.
 - i. No mentally ill person can be subjected during treatment to any indignity or cruelty.
 - ii. 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)

- (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.
- Complain to Chief Commissioner for Persons with Disabilities each State and UT (listed [here](#)).
- Appeal/RTI to Ministry of Social Justice and Empowerment (for contacts click [here](#)); then
- Using the Central Government's on-line grievance redressal mechanism [here](#).

5) Success Story

Put yours here!

C) Human Rights Schemes

1. Domestic Violence

Even in their own homes, many women are regularly beaten by their husbands. This behaviour is unacceptable in the eyes of society and the government. This is reflected in the new Domestic Violence Act of 2005.



1) Relevant Department:

Central Government

- National Commission for Women (website [here](#))
- Protection of Women from Domestic Violence Act 2005 [here](#)
- **State Women's Commission** (For Website click [here](#) then on the website for your state)

2) Entitlement (Good source for relevant laws: **Domestic Violence Act 2005** [here](#))

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

- Abuse could be whether physical, sexual, verbal, emotional or economic (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 NGO or Legal Services Authority)

Indian Penal Code

- Sct 498A. Prohibition on husband or relative of husband 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).

3) Application / Accessing Relief (*Estimated time to achieve relief: 2 months*)

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:-

- i. Talk to the **Gram Panchayat** (preferably the women members) which may solve problem locally; or
- ii. Inform the **District Probation Officer (DPO)** who has some power in domestic violence; or
- iii. Alert the local **Protection Officer** (DVA Sct 8); or
- iv. Contact another Non Gov't **women's support organisation** in your state (contacts [here](#)); or
- v. Talk to the **Women's Commission in your state** (address below). The woman gives a statement. The Commission calls the abuser. If he doesn't appear, it forwards the complaint to **court**; or

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

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

4) Advocacy (if application doesn't succeed)

- i. Direct to the Gram Panchayat again; then
- ii. Complain to the SSP of **Police** where lodged the FIR (for your nearest station click [here](#));
- iii. Complain to the Women's Assistance Cell in your district if one exists (check [here](#).); then
- iv. Complain to the **Women's Commission** (of your state) (website [here](#)); then
- v. Appeal to the District Probation Officer (DPO) who has some power in domestic violence;
- vi. Contact another NGO support organisation in your state contacts [here](#).

2. 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

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

2) Entitlement (Good source for relevant laws: [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 / Accessing Relief (Estimated time to achieve relief: 1 month)

1. Activist lodges an FIR at the local **Police Station** after which police will investigate the abuse; or
2. A **toll-free helpline (1098)** to receive distress calls about employing children in the banned sectors. This number is manned 24 hours a day by NGO's and supported by the union Ministry of Women and Child Development. **Childline (Website [here](#))** 1098 is presently operational in 346 cities in India listed [here](#).

4) Advocacy (if application doesn't succeed)

- i. Phone 1098 again; then
- ii. Direct to the Police SP or SSP for your district (for your nearest station click [here](#)); then
- iii. RTI to the Police; then
- iv. Using the Central Government's on-line grievance redressal mechanism [here](#).

5) Success Story

Put yours here!

3. 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

- Prohibition of Child Marriage Act [here](#)

2) Entitlement (Good source 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).
- 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 achieve relief: 2 months)

a) 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 hundreds of cities in India listed [here](#) or
- Report it to the police who must make a Daily Diary entry and register an FIR based on the complaint.

b) 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).

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 (for your nearest station 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.

5) Success Story

Put yours here!

4. 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 20) and 20% in Commercial Sex work/Prostitution (page 21).

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.



intentionalworkplace.com

1) Relevant Departments

Central Government

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

2) Entitlement (Good source for relevant laws: [Child Line page here.](#))

Constitution of India (here)

- Article 23e Prohibits trafficking in human beings.

Under Indian Penal Code (here)

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).

- 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](#)) toll-free helpline (1098). 1098 is operational in hundreds of cities in India listed [here](#) 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 or <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)

- RTI to the Police SP or SSP for your district (for your nearest station click [here](#)).

5) Success Story

Put yours here!

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 fulfil a customary or social obligation; to repay relative's debt; or simply by birth into a particular community. Labour is deemed 'forced' if there is; restricted freedom of; 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.



Image: shareyouressays.com

1) Relevant Department

Central Government

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

2) Entitlement (Good source 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 is 'void'.

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

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

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

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

Minimum wage Act

- Minimum wage set by State gov'ts for many types of employment

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); &
- 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 in hundreds of cities in India listed [here](#) or
- 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)

- i. 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; then
- ii. RTI to the Police SP or SSP for your district (for your nearest station click [here](#)).

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.



Image: firstpost.com

1) Relevant Department

Central Government

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

2) Entitlements (Good source for relevant laws: Under 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](#)).

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

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

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

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

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

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; &
- The trafficked woman can be given assistance in being repatriated and rejoining mainstream life.

3) Application / Access to 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 hundreds of cities in India listed [here](#).
- Contact **Justice Ventures International** an NGO which specialised in working with the government to those trafficked for sex info@justiceventures.org

4) Advocacy (if application doesn't succeed)

- i. Phone 1098 again; then
- ii. 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; then
- iii. RTI to the Police SP or SSP for your district (for your nearest station click [here](#)).

D) Identity Documents



1. Elector Identity Card

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

1) Relevant Department

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

2) Entitlement (Reference: [National Voters Service Portal here](#))

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

3) Application Procedure

i) For name to go on Electoral list (See instructions on the last page of Form 6 on page 46 [here](#))

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

- Register when house to house update occurs from time to time; or
- Lodge Form 6 (download [here](#) or hard copy on page 46) any time with your Electoral Registration Officer of your constituency. For your Constituency, local polling booth and voters list [here](#).

You'll need the following documents:-

- Proof of age: Birth certificate or parent declaration(see notes last page of Form 6 on page 46.
- Proof of residence. Proof of residence (no minimum time of residence is necessary, but you'll need some documentary proof that you live there such as):-
 - (i) Bank / Kisan / Post Office current Pass Book, or
 - (ii) Applicants Ration Card / Passport / Driving License / Income Tax Assessment Order, or
 - (iii) Latest Water / Telephone / Electricity / Gas Connection Bill for that address, either in the name of the applicant or that of his / her immediate relation like parents etc., or
 - (iv) Postal department's posts received / delivered in the applicant's name at the given address.

ii) Electors Photo Identity Cards (EPIC)

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

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

4) Advocacy (if application doesn't succeed)

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

5) Success Story

Put yours here.

2. 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

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

2) Entitlement (Reference: Aadhaar site [here](#))

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

3) Application Procedure

- i. Details on enrolment procedure are [here](#).
- ii. Fill in the application form ([here](#) or see on page 50)
- iii. Submit at the nearest enrolment camp. To find nearest enrolment camp to you click [here](#).
- iv. Documents required for enrolment are: Proof of identity (POI) and proof of address (POA) (list of acceptable documents is [here](#)).
- v. In the case of people who do not have documents for proof, there is an introducer system. The Registrar for enrolment can designate individuals who can vouch for the validity of a person's information. Introducers can be government agencies, banks, teachers, village postmen, elected representatives and NGOs. Introducers will be enrolled first and given training. Their UID will be mentioned among the details of the person who gets enrolled. Details [here](#).
- vi. Get Aadhaar card within 60-90 days.

4) Advocacy (if application doesn't process)

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

5) Success Stories

Put yours here!

3. Birth & Death Certificates

Birth certificates are very important to access other schemes for children, like Financial Incentives for girl children (page 6).

Death certificates are necessary for getting Widows Pensions (page 3) & National Family Benefit Scheme (NFBS) (page 5).



1) Relevant Department

- District Administration A list of most DC's is [here](#). Also can go <http://districts.nic.in/> to see more information about your district which may include SDMs.

2) Entitlement (Reference: Advocate Khoj [here](#))

- Birth certificate:** For anyone born in India.
- Death certificate:** For anyone who's family member dies in India.

3) Application Procedure

i) Birth certificate

For overview of Procedure is [here](#). Get form [here](#). On-line procedure [here](#).

If it's within 21 days of birth and the birth was:-

- At hospital - slip should have will be given to Municipal authorities & parents; or
- At home, but midwife (Dai) registered birth with Gram panchayat; then

In some cities can apply on-line. (must within 21 days of birth). 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 and stamp.

If on-line is not possible then simply go to Register at Municipal Authority.

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

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

ii) Death certificate

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

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

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

To get Death Certificate go to Municipal Authorities with:-

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

4) Advocacy (if application doesn't succeed)

- RTI to DM/SDM A list of most DC's is [here](#). Can also go to <http://districts.nic.in/> 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. In effect in Assam, Bihar, Chhattisgarh, Delhi, Harayana, Jharkhand, Maharashtra, MP, Odisha, Rajasthan, Uttarkhand, UP & West Bengal (See website [here](#)).

4. SC/ST/OBC Certificate

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



1) Relevant Department

- District Administration A list of most DC's is [here](#). Also can go <http://districts.nic.in/> to see more information about your district which may include SDMs.

2) Entitlement (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:

- i. University entrance
- ii. Some government jobs

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

3) Application Procedure

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

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

4) Advocacy (if application doesn't succeed)

- i. Enquire at the DM/SDM's office where submitted application; then
- ii. Submit an RTI to the DM/SDM. A list of most DC's is [here](#) or click your district [here](#)
- iii. 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. In effect in Assam, Bihar, Chhattisgarh, Delhi, Harayana, Jharkhand, Maharashtra, MP, Odisha, Rajasthan, Uttarkhand, UP & West Bengal (See website [here](#)).
- iv. Using the Central Government's on-line grievance redressal mechanism [here](#)

5) Success Story

Put yours here!

5. Bank Account

A bank account is vital to be able to access other schemes like Widow's Pension and other government payments (see page 3).



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](#)))

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

3) Application Procedure

- Apply for an Aadhaar Card (page 23) as that will entitle you to a bank account as well.
- For Postal Savings Account for which you basically need:
 - Form SB3;
 - Pay in slip SB103;
 - Specimen, signature;
 - Introducer; &
 - Rs 20 minimum deposit.

For other banks:-

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

4) Advocacy (if application doesn't succeed)

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

5) Success Story

Put yours here.

E) Appendices



1. A 10 Step Process for Empowering Women

1. Build deep relationships with residents in the community

The key to any lasting change for women are the women themselves. Often however, after generations of poverty and being ignored by the powerful, women are so disempowered that they passively accept their situations.

So vitally important for women being able to identify and solve their own problems is for a small group of women to become empowered by developing the knowledge, skills and 'heart' (courage & self confidence) to become change agents within their community. The best way to help some women to develop this knowledge, skills and 'heart' is by the NGO staff forming strong mutual, caring relationships with them. So from the very beginning of the empowerment process, staff should be aiming to form good relationships with some key women in the community. In choosing with whom to make the relationships, deliberately look for key women with the right 'heart' who can potentially take the community forward in their development journey after the NGO's staff leave. An added advantage to forming good relationships with women 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 women in this community - Observe & enquire

It's important to start the empowerment process by being learners rather than experts. One of the best ways to learn about women in the community is to simply walk around and observe the situation with respect to women's roles, 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 women 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 women with whom we are developing close and mutual relationships (from Step 1 above.)

3. Analyse the problems women have identified with your colleagues

In order for the NGO's staff themselves to have a sense of the most pressing problems for women we, as a team, analyse what was learnt from Step 2. This analysis may reveal which problems affect most women, which problems may create opposition and so revealing which problems will have the best chance of being resolved successfully. This analysis is not so as to impose those findings on women, but rather to have thought about these issues before running the a meeting with women, 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 women themselves. This is done in a community meeting attended by representatives of as many types of women as possible; adults, children, Muslims, Hindus, the disadvantaged and so on. This is one of the most difficult steps in the entire process, as running a successful meeting with many different opinions is very difficult. The facilitator will attempt to hear all parties, quieten the loudest voices and ultimately build consensus among the women as to which problem to tackle first.

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

After women have decided which problem to tackle first, the NGO team can use this Manual, its wider networks, internet research, RTI applications and so forth to gather relevant information on resources available to women 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 the women in the next community meeting when developing a Plan of Action (Step 6).

6. Plan action to solve the problem

Another 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 women 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 proceeding. 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

Women 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 women. Usually this will involve using Application Procedures outlined in this Manual.

8. Reflect on the action taken

If, after carrying out the plan of action, women 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 women

After the resolution of the first problem, return to Step 4 and choose the next problem to tackle. In doing so NGO's staff take less responsibility, while encouraging women to take more responsibility. In this way, gradually the women 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' women identified in Step 1 and mentored through the entire problem solving process, will ideally 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 accountability and authority in dealing with the government.

2. Writing Effective Applications (with example)



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

1. **A clear statement of your problem.**

For example, JSY entitlements to women in your village. A photo of the problem (e.g. women with their children) will make the letter even better.

2. **The right you have to this scheme and the relevant law.**

For example under JSY, the government has promised Rs1,400 for all women in Low Performing States delivering in a government hospital.

3. **You request that is specific and clear - what to you want by when.**

For example you want the payments for all women in your village paid by 31 Dec 2016.

4. **Next Steps: If you don't get this action what you.**

For example if you don't get the payments by 30th Dec, you'll lodge an RTI.

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

Thus an example letter might look like this:-

Chief Medical Officer

Fatehpur District Hospital
Fatehpur
Uttar Pradesh



1st August, 2016.

Re: Lack of payments under JSY

Dear sir,

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

1. JSY entitlements to 12 women in our village have not be paid this calendar year. I attach a photo of those women, with their babies at the District hospital.
2. Under JSY rules found here <http://jknrh.com/PDF/JSR.pdf> (page 2), the government has promised Rs 1,400 for all women in Low Performing States, delivering in a government hospital.
3. I now request that the outstanding payments for all women in our village are paid by 31 Dec 2016.
4. If this is not done, I will lodge an application under the RTI Act 2005 to know what has happened with this application.

Kind regards,

Rekha Kumar

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

cc Ministry Health & Family Welfare Lucknow

3. Tips on the Effective Lodgement of Applications



A. Preparation for the meeting

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

B. During the meeting

- Introduce yourself and if appropriate check his name, designation and phone number.
- Clearly state your purpose for coming.
- If your purpose involves giving an application letter, make sure to get a 'received' stamp
- If you can't get him to 'receive' your application then at least fix any future date in your diary. Remember 'later' means never, so don't accept 'later'.
- Stay calm! If there's an argument or raised voices you will lose!
- Repeat whatever he says to you (whether negative or positive). Often when an officer hears his unreasonable response repeated, he softens it !
- Fix any future date in your diary, so he knows you're serious.
- 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?”. “What could we do better in the next meeting?”

D. Record the meeting

Write down:-

- Date & time of meeting
- Name of the person you met with
- Result of the meeting (attach extra sheet if necessary)
- Any expense
- Attach the received copy of any letter given
- Put any follow up on appropriate date in your diary.

E. Follow up on the meeting

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

4. Dealing with Corruption

1) How does corruption work?

Many times a government officer will not accept or process your application or simply delay working on it until s/he receives a bribe. Usually these requests are unspoken or will have code words like 'chai pani' or 'kuchch de do' (give something). Sometimes, rather than taking bribes directly from the public, middlemen (dalals) take 'service fees' from the public to get some government work done, a proportion of which they then pay as a bribe to the official to get the work done. Like everything else in a capitalist economy, there is a supply and demand, so the more desperate the demand for the birth certificate, the more the bribe is likely to be. Of course there will not be any receipt issued for 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.



2) 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 card, simply because they can't afford the bribe!
- Otherwise honest, hard-working government officers, are corrupted by the system.
- The bribes slow down systems that could & should work much more efficiently.

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

a) Before the interaction.

- Know your rights, applicable fees etc (using this Manual) so you can't be duped.
- Where possible, lodge applications by web or by post to avoid possible bribe requests.
- For written applications, use format in Appendix 2 (page 29), so the 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, go to the Vigilance commission and make the same complaint.
- 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 6 page 34)

5. Notes on Effective Use of the RTI (with sample)



1) When is the RTI useful?

a) Individual problems (eg Pension application not processed)

- Once you've applied for some government benefit ; 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 (PIO's), Department and address;
- Date;
- Write "The Right to Information Act 2005";
- The information requested (see example below);
- Fee Rs10 (remember to get the receipt) (for BPL Ration Card holders no Fee);
- Signature of the applicant; Your name, address and telephone number.

b) In the body of your RTI include these 5 points:-

1. State the date of your original application (attach a copy).
2. Ask the time that it should take to process an application according to their Citizen's charter or other rules.
3. Ask what action has been taken by which officers on which dates since you applied.
4. Ask what punishment has been or will be given to the officers responsible for the delay.
5. 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 PIO of the concerned Government department. For lists of PIOs try:- <http://righttoinformation.info/rti-guide/> or www.rti.gov.in
If that is NOT to be the correct dept, it is PIO's responsibility to send RTI to correct department.

How to lodge the RTI ?

a) On-Line: For Central Gov't 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

Result	Action
1. NO response but work done	None
2. Correct information	None
3. No info or unrelated info	Complain to Central Information Commission (CIC) here
4. Incomplete info (90% cases)	Complain to CIC (online here); or Lodge 1st Appeal
5. Not allowed to lodge RTI	Complain to CIC (within 90 days): (online here)

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

[\(Sample RTI\)](#)

Only Bold needs to Change

Public Information Officer

Sub Divisional Magistrate

Rampura District

Weavers Colony, W.Bengal

1st August, 2016.

Sub: Application under the RTI act 2005

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

Sir,

1. I made an application for a birth **certificate for my daughter Nazma Khatoum (DOB 2nd Oct 2011) at the Rampura SDM office on 1st 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:-
2. According to the rules and regulations of your department, what is the stipulated time within which a **birth certificate** should be issued after receipt of an application?
3. Please provide the daily progress made on my application. Please give the names and designations of the officials, for what period that officer had charge of my application and what was the action taken by that official during that period.
4. 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?
5. 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.

RGupta

Rani Gupta

125 Gali no 12

Rampura

W.Bengal

Tel 9856 478345

6. Notes on the Effective Use of the Media



1) When is using the media useful in advocacy?

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

2) Developing the message to the media involves:

- Establishing the overall goal (eg. Advocating for a law, advertising an event, creating social awareness, etc.)
- Some key questions in determining the strategy:
 - What is the social concern to be highlighted?
 - Is there a solution to the problem? What is 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.

Web site: www.apha.org

E-mail: comments@apha.org

7. Ten Legal Rights for Women on Sexual Harassment & Rape



1) Free legal aid:

Some states have a rape crisis centre such as Delhi's [here](#) which may be helpful in the case of rape. Be sure to exercise your right to free legal aid by contacting the Legal Services Authority in your state/city (details [here](#)). If women go to the police station unaccompanied by a lawyer to have their statement recorded they stand the risk of being misquoted or their statement being tampered with. The police may also treat the entire episode lightly and not lodge an FIR. So, it is necessary to have a lawyer with you while you lodge the FIR. "According to a Delhi High Court ruling, whenever a rape is reported, the SHO has to bring this to the notice of the Delhi Legal Services Authority. The legal body then arranges for a lawyer for the victim," says Saumya Bhaumik, women rights lawyer.

2) Right to privacy while recording statement:

Under section 164 of the Criminal Procedure Code, a woman who has been raped can record her statement before the district magistrate when the case is under trial, and no one else needs to be present. Alternatively, she can record the statement with only one police officer and woman constable in a convenient place that is not crowded and does not provide any possibility of the statement being overheard by a fourth person. The police have to, by law, maintain the woman's right to privacy. It is important for the person to feel comfortable and not be under any kind of stress while narrating the incident.

3) Time doesn't matter:

The police cannot refuse to register an FIR even if a considerable period of time has elapsed since the rape or molestation took place. If the police tell you that they can't lodge your FIR since you didn't report it earlier, do not concede. "Rape is a horrifying incident for any woman, so it's natural for her to go into shock and not want to report it immediately. She may also fear for her safety and the reputation and dignity of her family. For this reason, the Supreme Court has ruled that the police must register an FIR even if there has been a gap between the report and the occurrence of the incident," says Tariq Abeed, advocate, Supreme Court.

4) Email to the rescue:

According to the guidelines issued by the Delhi Police, a woman has the privilege of lodging a complaint via email or registered post. If, for some reason, a woman can't go to the police station, she can send a written complaint through an email or registered post addressed to a senior police officer of the level of Deputy Commissioner or Commissioner of Police. The officer then directs the SHO of the police station, of the area where the incident occurred, to conduct proper verification of the complainant and lodge an FIR. The police can then come over to the residence of the victim to take her statement. You can locate your nearest police station by entering your state & district [here](#)). Name's of senior officers & phone numbers can be found on police websites

5) Police can't say no:

A rape victim can register her police complaint from any police station under the Zero FIR ruling by Supreme Court. "Sometimes, the police station under which the incident occurs refuses to register the victim's complaint in order to keep clear of responsibility, and tries sending the victim to another police station. In such cases, she has the right to lodge an FIR at any police station in the city under the Zero FIR ruling. The senior officer will then direct the SHO of the concerned station to lodge the FIR," says Abeed. This is a Supreme Court ruling that not many women are aware of, so don't let the SHO of a station send you away saying it "doesn't come under his area".

6) No arrests after sunset: According to a Supreme Court ruling, a woman cannot be arrested after sunset and before sunrise. There are many cases of women being harassed by the police at wee hours, but all this can be avoided if you exercise the right of being present in the police station only during daytime. "Even if there is a woman constable accompanying the officers, the police can't arrest a woman at night. In case the woman has committed a serious crime, the police has to get it in writing from the magistrate explaining why the arrest is necessary during the night," says Saumya Bhaumik, women rights lawyer.

7) You can't be called to the police station:

Women cannot be called to the police station for interrogation under Section 160 of the Criminal Procedure Code. This law provides Indian women the right of not being physically present at the police station for interrogation. "The police can interrogate a woman at her residence in the presence of a woman constable and family members or friends," says Abeed. So, the next time you're called to the police station for queries or interrogation when you have faced any kind of harassment, quote this guideline of the Supreme Court to exercise your right and remind the cops about it.

8) Protect your identity:

Under no circumstances can the identity of a rape victim be revealed. Neither the police nor media can make known the name of the victim in public. Section 228-A of the Indian Penal Code makes the disclosure of a victim's identity a punishable offence. Printing or publishing the name or any matter which may make known the identity of a woman against whom an offence has been committed is punishable. This is done to prevent social victimisation or ostracism of the victim of a sexual offence. Even while a judgement is in progress at the high court or a lower court, the name of the victim is not indicated, she is only described as 'victim' in the judgement.

9) The doctor can't decide:

A case of rape can't be dismissed even if the doctor says rape had not taken place. A victim of rape needs to be medically examined as per Section 164 A of the Criminal Procedure Code. "A woman has the right to have a copy of the medical report from the doctor. Rape is crime and not a medical condition. It is a legal term and not a diagnosis to be made by the medical officer treating the victim. The only statement that can be made by the medical officer is that there is evidence of recent sexual activity.

10) Employers must protect:

It is the duty of every employer to create a Sexual Harassment Complaints Committee within the organisation for redressal of such complaints. According to a guideline issued by the Supreme Court, it is mandatory for all firms, public and private, to set up these committees to resolve matters of sexual harassment. It is also necessary that the committee be headed by a woman and comprise 50% women as members. Also, one of the members should be from a women's welfare group.

8. Important Constitutional Provisions for Women:



- Equality before law for **women (Article 14)**
- The State not to discriminate against any citizen on grounds only of religion, race, caste, sex, place of birth or any of them **(Article 15 (i))**
- The State to make any special provision in favour of **women and children (Article 15 (3))**
- Equality of opportunity for all citizens in matters relating to employment or appointment to any office under the State **(Article 16)**
- The State to direct its policy towards securing for men and **women** equally the right to an adequate means of livelihood **(Article 39(a))**; and equal pay for equal work for both men and **women (Article 39(d))**
- To promote justice, on a basis of equal opportunity and to provide free legal aid by suitable legislation or scheme or in any other way to ensure that opportunities for securing justice are not denied to any citizen by reason of economic or other disabilities **(Article 39 A)**
- The State to make provision for securing just and humane conditions of work and for maternity relief **(Article 42)**
- The State to promote with special care the educational and economic interests of the weaker sections of the people and to protect them from social injustice and all forms of exploitation **(Article 46)**
- The State to raise the level of nutrition and the standard of living of its people **(Article 47)**
- To promote harmony and the spirit of common brotherhood amongst all the people of India and to renounce practices derogatory to the dignity of **women (Article 51(A) (e))**
- Not less than one-third (including the number of seats reserved for **women** belonging to the Scheduled Castes and the Scheduled Tribes) of the total number of seats to be filled by direct election in every **Panchayat** to be reserved for women and such seats to be allotted by rotation to different constituencies in a **Panchayat (Article 243 D(3))**¹²
- Not less than one- third of the total number of offices of Chairpersons in the **Panchayats** at each level to be reserved for **women (Article 243 D (4))**
- Not less than one-third (including the number of seats reserved for **women** belonging to the Scheduled Castes and the Scheduled Tribes) of the total number of seats to be filled by direct election in every **Municipality** to be reserved for **women** and such seats to be allotted by rotation to different constituencies in a **Municipality (Article 243 T (3))**
- Reservation of offices of Chairpersons in **Municipalities** for the Scheduled Castes, the Scheduled Tribes and **women** in such manner as the legislature of a State may by law provide **(Article 243 T (4))**

For more detail download the constitution [here](#).

9. Other Special Government Initiatives for Women:

1) National Commission for Women:

In January 1992, the Government set-up this statutory body with a specific mandate to study and monitor all matters relating to the constitutional and legal safeguards provided for women, review the existing legislation to suggest amendments wherever necessary, etc. For website click [here](#).



2) Reservation for Women in Local Self -Government :

The 73rd Constitutional Amendment Acts passed in 1992 by Parliament ensures one-third of the total seats for women in all elected offices in local bodies whether in rural areas or urban areas. For more information click [here](#).

3) The National Plan of Action for the Girl Child (1991-2000):

The plan of Action is to ensure survival, protection and development of the girl child with the ultimate objective of building up a better future for the girl child. For website click [here](#).

4) National Mission for the Empowerment of Women, 2001:

The Department of Women and Child Development in the Ministry of Human Resource Development has prepared a “National Mission for the Empowerment of Women” in 2010. The goal of this policy is to bring about the advancement, development and empowerment of women. For website click [here](#).

5) Mission Purna Shakti:

The National Mission for Empowerment of women has the mandate to strengthen the inter-sector convergence; facilitate the process of coordinating all the women’s welfare and socio-economic development programmes across ministries and departments. The Mission aims to provide a single window service for all programmes run by the Government for Women under aegis of various Central Ministries. In line with its mandate, the Mission has been named **Mission Purna Shakti**, implying a vision for holistic empowerment of women, gender equality and gender justice. For website click [here](#).

10. Safety Tips for Women:

1) **If you feel you are being stalked or regularly followed, don't keep it to yourself because what might be on lighter side now might become dangerous if not controlled:** Seek help of friends and family. If needed, approach police immediately.



2) **Don't take eve teasing lightly:** Respond with a stern voice. Threaten to take a picture. This might scare them away. If the eve teasing still persists then immediately raise your voice to gather a crowd.

3) **What do you do when you walk on a lonely road at night?** First and foremost, the best thing to do is to avoid such a situation. If you cannot help it and you find a stranger following you, run as fast as possible to reach the nearest ATM. Every ATM has a security guard and as well as a camera which can be your best bet for protection.

4) **What if you are alone in a lift and a man enters?** Simply press all the buttons so that the lift door opens at every floor. The man will not dare to harm you if the lift is stopping at every floor.

5) **What if you need to take a cab or an auto rickshaw in the night?** Phone one of your family members or friends and tell them the registration number of the vehicle. Make sure that your voice is loud and clear enough for the driver to hear. Tell your acquaintance about the route you are travelling by. Always make sure that someone reliable knows about your location.

6) Important contact numbers:

- Police Control room (All over India)– 100 . In case your phone can't dial this, add area code before 100. For example for Delhi 011 100.
- Women helpline number (All over India) – 181.

For more safety tips click [here](#), and [here](#)

11. ACRONYMS used

Acronym	Full form	Meaning
ADM	Assistant District Magistrate	Assistant Head of a district
ASHA	Accred'd Social Health Advocate	Local woman trained in Pregnancy issues
AWC	Angan Wadi Centre	Feeding and health centre for children
BPL	Below Poverty Line	Indian government's measure of poverty
CBO	Community Based Organisation	A community group taking responsibility
CHC	Community Health Centre	Medical centre better equipped than PHC
CMO	Chief Medical Officer	Health of health at the District level
DM	District Magistrate	Head of a district
DPO	District Probation Officer	Supervises probation
FIR	First Information Report	Report to Police of some crime
ICDS	Integrated Child Devel't Scheme	The scheme under which the AnganWadi
JSY	Jan Suraksha Yojana	Incentive scheme for hospital delivery
LSP	Low Performing States	States with poor mother and child health
MLA	Member of Legislative Assembly	Member of State parliament
MOIC	Medical Officer in Charge	The head of a PHC or CHC
MP	Member of Parliament	Member of national parliament (Lok Sabha)
NRHM	National Rural Health Mission	Government scheme for Rural Health
OBC	Other Backward Caste	Lower Castes eligible for some benefits
PHC	Public Health Centre	Medical centre less equipped than CHC
PIO	Public Information Officer	Officer to whom an RTI is lodged
PWD	People With Disabilities	Better term than 'handicapped'
RTI	Right to Information	Legislation for freedom of information
SC/ST	Scheduled Caste/Scheduled Tribe	Lower Castes eligible for some benefits
SDM	Sub Divisional Magistrate	Head of a sub division
SHO	Station House Officer	Officer in charge of a police station
SP	Superintendent of Police	Most senior officer in charge of police dist
SSP	Senior Superintendent of Police	Officer in charge of several police districts

F) Application Forms

1. Widows and Old Age Pension (See page 3 & 4)

APPLICATION FORM FOR IGNOAPS / IGNWPS / IGNDPS

(To be filled in BLOCK Letters)

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

30. Approve Application : Accept Reject

Reasons with Remarks : _____

Verification Remark by Verifying Authority :

(Signature, Full Name & Designation of Verifying Authority)

Name :
Designation :

Remarks by Scrutinizing Authority :

(Signature, Full Name & Designation of Scrutinizing Authority)

Name :
Designation :

Remarks by Approving Authority :

(Signature, Full Name & Designation of Approving Authority)

Name :
Designation :

2. Death of Breadwinner (See page 5)

FORM

APPLICATION FORM FOR FAMILY BENEFIT SCHEME

I (To be filled up by the Applicant)

District : Block/Municipality/Panchayat Samiti.

Village/Panchayat/Mohilla/Ward/House No.

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

Place :

Date :

Signature or Thump impression of the Applicant.

II (To be filled up by the Enquiry Team)

Result of Preliminary Enquiry by the Village Panchayat Level team.

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

Contd. 2

5. Recommendation :

Date :

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

Full Address :

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

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

Date :

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

FORM MB - II

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

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

3. Forms – Electoral Role Application Form (See Page 22)

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

- £ In case of Union territories having no Legislative Assembly and the State of Jammu & Kashmir.
 # Please give the year i.e. 2007, 2008, etc.
 * Strike out the inappropriate alternative

IV. Declaration

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

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

Or

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

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

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

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

* Strike out the inappropriate alternative.

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

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

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

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

£ During continuous updating after final publication of electoral roll.

* Strike out the inappropriate alternative.

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

Receipt for application

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

Date.....

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

** To be filled in by the applicant.

GUIDELINES FOR FILLING UP THE APPLICATION FORM-6**General Instructions****Who can file Form-6**

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

When Form-6 can be filed

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

Where to file Form-6

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

How to Fill the Form-6

1. The application should be addressed to the Electoral Registration Officer of the constituency in which you seek registration. The name of the constituency should be mentioned in the blank space.
2. Name (With Documentary Proof)
 The name as it should appear in the electoral roll and Electors Photo Identity Card (EPIC) should be furnished. The full name except the surname should be written in the first box and surname should be written in the second box. In case you do not have a surname, just write the given name. Caste should not be mentioned except where the caste name is used as part of the elector's name or a surname. Honorific appellations like Shri, Smt. Kumari, Khan, Begum, Pandit etc. should not be mentioned.
3. Age (With Documentary Proof)
 The age of the applicant should be eighteen or more on 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 upto 1/1/1991 will be eligible for inclusion in the electoral roll which is being revised with reference to 1/1/2009. Persons born on 2/1/1991 or thereafter upto 1/1/1992 shall be eligible for inclusion during the next revision with reference to 1/1/2010.

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

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

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

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

9. Details of Family Members Already Included in the Electoral Roll
Please fill up name and other particulars of immediate family members i.e. Father / Mother / Brother / Sister / Spouse included in the current electoral roll of the constituency. Name of any other relation like uncle, aunt, cousin brother / sisters etc. not to be mentioned.

10. Declaration
Please indicate date from which you are residing in the given address. In case the exact date is not known, fill-up month and year.
If your name is already included in the electoral roll of any other constituency, please write legibly the full previous address with PIN code.
If you already have been issued with a Photo Identity Card by the Election Commission, please mention the card number (printed on the front side) and date of issue (printed on the back side) of the card in the space provided. Please attach a self-attested photocopy of both sides of the card.

Miscellaneous

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

4. Forms - Aadhar Card Form (See Page 23)



भारतीय विशिष्ट पहचान प्राधिकरण
भारत सरकार



ENROLMENT FORM (आवेदन पत्र)

Please use CAPITAL letters (कृपया स्पष्ट अक्षरों में भरें)

Date (दिनांक): _ _ / _ _ / _ _ _ _

Part A – Primary Details / (क) प्राथमिक जानकारी

Name:

(नाम): _____

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

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

Date of Birth:

जन्म तिथि: _ _ / _ _ / _ _ _ _

If not known, Age: _ _ _ _

यदि नहीं पता, उम्र: _ _ _ _

Gender:

लिंग:

Male
पुरुष

Female
स्त्री

Transgender
अन्य

Residential address: आवासीय पता:

c/o: _____

House No. and name: घर का नम्बर और नाम: _____

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

Landmark: मुख्य पहचान: _____

Village / City: ग्राम/शहर: _____

District: ज़िला: _____

State: राज्य: _____

Pin code: पिन कोड:

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

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

Email (optional): ईमेल (इच्छाधीन): _____

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

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

I want to open UID enabled bank A/c

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

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

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

Bank name and Branch (बैंक का नाम व शाखा) _____

A/c No. (खाता संख्या) _____

For more info visit: uidnumber.org