

# Advocating with the Poor

## A Manual for NGO's in Maharashtra



### **Version # 5, June 2016**

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

Public Services Delivery Guarantee Act 2010 (Page 2)

Life Insurance for the poor (page 19)

TB treatment (page 24)

Mental Health (page 27)

Prevention of Child Marriage (Page 46)

Prevention of Bonded Labour / Sex Trafficking (page 48 /49)

## Advocacy Works - Some real stories!

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

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



The state government has a widows pension of Rs1,000 a month but Kareen wasn't getting it. Some simple enquiries and found that it was the Department of Social Welfare that administers pensions (see page 12 of this manual). The department said that Kareen wasn't eligible for a pension because she didn't have a bank account. Kareen had never had a bank account, so some community workers friends went to the local bank to find out about getting one. "No," the manager informed them, "we need some identity documentation to open an account" (See page 54 of this manual). Kareen had no such documentation, so next stop was the Electoral Commission. The community workers asked the Commission to issue an Electoral Identity Card (I Card) for Kareen. After several days the officials visited her at her hut. They shook their heads and said; "No, sorry, because she lives in a slum hut, we won't give her an I card." They protested & cited the rule that all Indian residents are eligible for I cards whether they live in a palace or a slum hut (see page 50 of this Manual). After a little more hand wringing, they finally agreed.

A week or so later, armed with the I Card, the community workers went back to the bank, which thankfully opened the account. Next they went back to Social Welfare Department, confident they'd succeed. "No!" came the answer. "Even with the Bank account, she still needs some official government document proving she's been resident in here for 5 years!" Exasperated, they wrote a letter of appeal to the head of the Social Welfare Department (see guidelines for letters on page 59), which finally acceded to their request. So after 6 months of doing battle with the bureaucracy, Kareen finally got her pension, back-paid for 5 months, so now she had Rs5,000 in her own bank account! She beamed ! It wasn't much, but the regular amount might be enough for Kareen and her children to survive.

### **Women get MGNREGA Jobs**

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

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

Guddan had been trying for two years to get a 'pakka' (legal) gas connection. The staff at the gas office always gave some excuse for not being 'able' to give her the connection. Then Guddan attended an advocacy workshop during which she learned about her rights to a gas connection (page 35 of this manual) and ways to advocate should the application be stalled - especially on using the Right To Information Act. Having that teaching in my mind Guddan went back to the gas office. Again the officer gave some excuses, but this time Guddan threatened to complain to his superior officer in the state capital, if she didn't get her connection quickly. The officer was shocked. That simple threat of action was enough and Guddan got her gas connection within weeks!

# A) Introduction



## 1. About this Manual

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

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

The information in this manual is only a part of a bigger strategy to empower Maharashtra's poor residents. Empowerment involves not only giving the poor the **knowledge** of services available (pages 7-55 of this manual), but also the **skills** in writing & presenting applications (pages 59-64). Perhaps most important aspect to empowerment however, is the **heart** to *want* to act selflessly for the benefit of the whole community. That is a change this manual can NOT bring about. However, Appendix 1 on page 56 provides a comprehensive 10 step strategy to **empowerment** of residents with this knowledge, skills & heart. Be warned - it is costly and takes years!

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

1. The relevant Central & State **government department** which delivers this service (with its website);
2. The **entitlement/right** to residents as per that department's policy. We also give the 'Reference' website where those entitlements can be clearly seen. Many entitlements can be found at the Central Governments Citizens' website [here](#) and the Maharashtra site [here](#). Many entitlements are also listed in a "Citizens Charter" which many government departments now have on their websites [here](#). A summary of services available, which is available to Above & Below Poverty Line residents and the scheme/legislation name is in Appendix 2 (page 58).
3. An **application procedure** to apply for that entitlement; Many application procedures & forms can be found [here](#) & [here](#). Some hard copies of forms can be found in Section N on page 66. We give hints on writing effective applications & a sample application letter in Appendix 3 (page 59). We all know however, that for many reasons, the application may not initially succeed. The officer might:-
  - Be away on leave, on 'election duty' or claim that you've come to the wrong office;
  - Say he has no authority to deal with your application & the officer with authority is on leave or sick;
  - Claim that he has no 'budget' this year or that he doesn't have sufficient staff available; or
  - Ask for some 'chai pani' (bribe). Appendix 5 (page 61) has suggestions for dealing with corruption.)

Depending on the likelihood of these excuses, for each scheme, we give our rating of the chance of success & a suggested time frame. Appendix 4 (page 60) gives some useful tips for how to deal with government officers when presenting an application.



4. **Advocacy** suggestions, should that application not be successful initially; including (in order of difficulty):-
- Complaining once more to the original officer;
  - 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 Government's on-line grievance redressal mechanism <http://pgportal.gov.in/> A Mobile App for this grievance redressal mechanism is available (scan bottom left). Should get a reply within 60 days (see FAQ #13 [here](#)).
  - Lodging a **Right To Information (RTI)** Act application to the department where you applied. Notes on the effective use of the RTI with an example are given in Appendix 6 (page 62) to help you with this;
  - Contacting lawyers Justice Ventures lawyers at the Delhi Justice Resource Centre. Phone 011-4050170 or email [delhi@justiceventures.org](mailto:delhi@justiceventures.org)
  - Conducting a 'dharna' (protest) or
  - Contacting the media. (Appendix 7 page 64 gives some tips on media.)
5. A **success story** (when available) showing where all this has actually worked in real Maharashtra situations.

If you find this manual useful in your advocacy, as we hope you will, please feel free to **share it** with any other genuine NGO's/individuals who are working with the poor in Maharashtra. It is deliberately not copyrighted. If you're reading this as a hard copy, you can find a soft copy in English or Hindi at EHA's website:- <http://www.eha-health.org> under 'Resources/Advocacy Manuals' or at Justice Ventures' website <http://www.justiceventures.org/> under 'Get Informed/Justice Resources'.

We've also created similar Advocacy Manuals for most other north Indians states including; Delhi, Uttarpradesh, W.Bengal, MP, Jharkhand, Chhattisgarh, Bihar, Harayana, Manipur, Uttarkhand, Assam, Rajasthan & Odisha (most in English & Hindi), together with specialised manuals for Women's Rights and People With Disabilities all of which are available at the JVI or EHA websites for free. We'll attempt to revise these manuals every year so they stay up to date.

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

**Justice Ventures International**

[www.justiceventures.org](http://www.justiceventures.org)

[info@justiceventures.org](mailto:info@justiceventures.org)

**Emmanuel Hospital Association**

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

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

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

- Maharashtra is divided into 48 **Lok Sabha** Constituencies. Each constituency has an elected Member of Parliament (MP) responsible to an electorate of about 23 lakh people. To find your MP's name & details, click [here](#), click on Maharashtra, then your constituency to find your MP's name. Click on his name to find more details (mobile number etc) of MP.
- Maharashtra **State Government** is divided into 228 Assembly Constituencies (ACs). Each AC has an elected Member of the Legislative Assembly (MLA)(*Vidhayak*) responsible to an electorate of about 3.2 lakh people. To identify your MLA & her/his contact details, click [here](#). Scroll down and click on 'Name' to put the list in alphabetical order then find your Vidhan Sabha constituency. Click on it to find the name of the MLA. For your Constituency, local polling booth and voters list [here](#).
- Maharashtra **local government** is divided into Gram Panchayats. A panchayat is home to about 2,500 people and has 2 villages. Each Panchayat has an elected Pradhan.
- For administrative purposes, Maharashtra is divided into 6 **Divisions** each under the authority of a Divisional Commissioner (DC). Click [here](#) for a map and scroll down for a list of each division.
- Each division is further divided into several **Districts (Jilas)** totalling 35 districts in all in Maharashtra . Click [here](#) (and scroll down) for map, headquarters and population of all 35 districts. Each District is overseen by a District Collector DC. A list of most DC's is [here](#).
- Each district is further sub divided into several **sub-districts (taluk/tehsils)**. Each sub district is under the authority of a Sub Divisional Magistrate (SDM). Each district is further subdivided into Development Blocks & Town Areas. To find names of Sub-Districts, Development Blocks & Town Areas go to <http://districts.nic.in/> & click on your district.
- To identify other officers such as Chief Medical Officers etc, the websites are given on the relevant page of this manual. As you find that information, insert it in the table.

<b>Division/Service</b>	<b>Page #</b>	<b>Area name</b>	<b>Officer's Name/Address/Phone no.</b>
<b><u>Political divisions</u></b>			
National Lok Sabha	4		Member Parliament (MP)
Assembly Constituencies	4,50		Member Legislative Assembly (MLA)
Panchayat	36		Pradhan
<b><u>Administrative Divisions</u></b>			
Division	4		District Commissioner (DC)
District (Jila)	52,53		District Collector (DC)
Development Block	38		Block Development Officer (BDO)
<b><u>Specific services in this Manual</u></b>			
Chief Medical Officer	20		Chief Medical Officer (CMO)
Nearest District Hospital	20		
Nearest CHC/PHC	20		
Gas Agency	35		
Local police Station	44,45		Station House Officer (SHO)
Police Headquarters	44,45		Superintendent of Police (SP)

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## B) Food and Water

### 1. Food & Water - Drinking Water

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



#### 1. Relevant department

##### Central Government

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

##### Maharashtra Government

- Maharashtra Water Supply and Sanitation Department; (Website: [here](#) )

##### Local Authorities

- *In city areas the city Nagar Nigam is responsible for water supply*
- *In Mumbai, Municipal Corporation of Mumbai "MCGM" is responsible for water supply [here](#)*

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

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

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

#### 3. Application Procedure (Chance of success 20%. Time frame 6 months)

- a) Look to see if the government information on water supply in your village is accurate at the Central government website [here](#) (search for a particular village).
- b) At central government website [here](#) find if the government has tested water sources in your block;
- c) If quantity or quality of water source is unsatisfactory, according to entitlement above, make an application for testing or new source to Maharashtra Water Supply and Sanitation Department; (Website: [here](#) )
- d) For new connection in Mumbai click [here](#).

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

- i. Complain to the office where you applied once again; then
- ii. RTI to Maharashtra Water Supply and Sanitation Dept (contacts [here](#)); then
- iii. Using the Government's on-line grievance redressal mechanism <http://pgportal.gov.in/>
- iv. Contact the Indian Sanitation Portal [here](#).

#### 5. Success Story

*Put yours here!*



## 2. Food & Water - Ration Cards

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



### 1. Relevant Department

#### Central Government:

- National Food Security Act (NFSA) Sct 3 ([here](#)).
- Ministry of consumer Affairs of Food & Public Distribution - Department of Food & Public Distribution (For website click [here](#).)
- Ministry of Women and Child Development [Nutrition Resource Platform www.poshan.nic.in](#)

#### Maharashtra Government:

- State Dept of Food & Civil Supplies (website [here](#) ).

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

**i) Poor residents** Every person in 'priority household' (whose name figures in priority list produced by every state govt), to receive 5 kg of food grain at a subsidised price. (National Food Security Act Sct 3(1).

**ii) Destitute Residents** (such as disabled or widowed) with no means of support can be issued with an Antyodaya Anna Yojana (AAY) Ration Card whether or not they are on BPL list, and entitled to 35kg foodgrains at subsidised rate. (See (National Food Security Act Sct 3(1) & Supreme Court order [here](#)).

**iii) Rates & Monthly Quantities** see Right to Food [here](#) or National Food Security Act Schedule 1 ([here](#)).

	Wheat	Rice	Coarse	Sugar
<b>Under NFSA</b>				
Priority BPL (5kg/person)	Rs2	Rs3	Rs1	13.5
Antyodya (35kg per household)	Rs2	Rs3	Rs1	13.5

### 3. Application Procedure

#### **i) BPL/Eligible application procedure (Chance of success 10%. Time frame 6 months)**

Each state government must publish a list of eligible families (NFSA Sct 10 & display that list prominently Sct 11). For Maharashtra the criteria for inclusion and exclusion [here](#). Check if you are on the 'Eligible' list. Households whose name figures on the list can apply for a Ration/NFSA card by following procedure [here](#) Lodging Form (download [here](#) or [here](#) at your Circle Office with:-Rs33; Proof of Identity, Proof of residence (copy of electricity Bill etc or Witness of 2 neighbours); Proof of age, Proof of income and 1 passport photo

#### **ii) Antyodaya Anna Yojana application procedure (Chance of success 10%. Time frame 6 mths)**

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

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

- Complain directly to the Panchayat or circle office where you applied; then;
- Try the Toll free help line 1800 22 4950 and 1967 (only BSNL and MTNL)
- Using the Government's on-line grievance redressal mechanism <http://pgportal.gov.in/>
- RTI to [Maharashtra State](#) Dept of Food & Civil Supplies & Consumer Protection ([here](#))
- Contact the Maharashtra advisor to the Supreme Court Commissioner (contact [here](#)).

Mr. Josantony Joseph, Jamsethji Tata Centre for Disaster Management, Tata Institute of Social Sciences, V.N. Purav Marg, Deonar, Mumbai-400088; Ph 022-25525887,9820990961, email: [mahadvisor@gmail.com](mailto:mahadvisor@gmail.com)

### 3. Food & Water - Anganwadis

Millions of children in India are malnourished. The Anganwadi scheme aims to give all young children 6 months-6 years (before they go to school) a nutritious meal, basic immunisations & vitamins.

Once they are at school, the children are eligible for the midday meal scheme (see Food - Midday Meal on page 10). The central government has recently enshrined the right to food security for children in law in the National Food Security Act 2013 which guarantees Anganwadi meals.



#### 1. Relevant Department

##### Central Government

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

##### Maharashtra State Government

- Women & Child development Dept (website [here](#))

#### 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).
- 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 (Chance of success 30%. Time frame 2 months)

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

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

- i. Written complaint to the ICDS office where you applied; then
- ii. RTI to PIO for ICDS Maharashtra: (click [here](#)) Shri. Ujjwal Uke (IAS), Principal Secretary, Women & Child Development, Maharashtra State, Mantralaya, Mumbai
- iii. Contact the Maharashtra advisor to the Supreme Court Commissioner (contact [here](#)).

Mr. Josantony Joseph, Jamsethji Tata Centre for Disaster Management, Jal & Malti Nuroji Campus, Tata Institute of Social Sciences, P.O. Box no 8313, V. N. Purav Marg, Deonar, Mumbai - 400088

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- iv. Contact the **Right To Food Campaign** (website is [here](#)).
- v. Using the Central Government's on-line grievance redressal mechanism [here](#)

#### 5. Success Story

Put yours here!

## 4. Food & Water- Midday Meal Scheme

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



### 1. Relevant Department

#### Central Govt

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

#### Maharashtra State Government:

- Mid Day Meal Authority : click [here](#)

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

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

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

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

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

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

### 3. Application Procedure (Chance of success 90%. Time frame 1 month)

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

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

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

- i. Complain directly to **the school**; then
- ii. Phone the Complaints line 1800 233 9988 [here](#)
- iii. Contact the Maharashtra Advisor to the Supreme Court Commissioner (contact [here](#)).

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- iv. Contact the **Right To Food Campaign** (website [here](#))
- v. Using the Central Government's on-line grievance redressal mechanism [here](#)

### 5. Success Story

*Put yours here!*

## C)Income

### 1. Income – MGNREGA

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



### 1. Relevant Department

#### Central Government

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

#### Maharashtra State Government

- Dept of Rural Development (Website [here](#) )

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

#### i) Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA).

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

- 100 days employment per year per rural family (for any adult over 18yrs).
- Should get work within 15 days of applying.
- Work should be within the same block where the applicant works and if more than 5km from home then travel allowance paid.
- Paid at minimum wage as set, but at least Rs 168 per day into bank or post office account or cash only where there is no local bank or Post Office. (See government document [here](#));
- Should be paid within 14 days of work.
- If no work, should receive unemployment allowance within 15 days. 33% for 30 days & 50% after.
- Worksite facilities of clean drinking water, emergency health care, child care and shade for rest should be provided.
- Suitable work is to be given to differently-abled people and senior citizens.
- MGNREGA workers are covered under :
  - Janashree Bima Yojana which provides life coverage and disability benefits to rural people.
  - Rashtriya Swasthya Bima Yojana for all MNREGA workers/beneficiaries who have worked for more than 15 days in the preceding financial year.

### 3. Application Procedure

#### **MGNREGA (Chance of success 50%. Time frame 6 months)**

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

### 4. Advocacy

- i. Complain directly to **MGREGA grievance redressal** mechanism [here](#); then
- ii. RTI to **Dept of Rural Development** (find contact numbers here); then
- iii. Contact the Maharashtra Advisor to the Supreme Court Commissioner (contact [here](#)).

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Tel: 022-25525887, 9820990961, email: [mahadvisor@gmail.com](mailto:mahadvisor@gmail.com)

- iv. Contact the **Right To Food Campaign**(website [here](#)).



## 2. Income – Pensions

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



### 1. Relevant Department

#### Central Government

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

#### Maharashtra State Government

- i. Dept of Social Welfare (Facebook site:[here](#))

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

- i. **Indira Gandhi National Widows Pension Scheme\*** Widows aged 40-79, Rs. 300 per month. 80 years or more, Rs 500 / month (para 2.3). States are encouraged to contribute a similar amount (para 2.4.1 of 2014 guidelines above).
- ii. **Indira Gandhi National Old Age Pension Scheme** 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 of 2014 guidelines above). Maharashtra Gov't Rs400 per month Shraavan Bal Rajya Seva Nivruti Vetan Yojana. Must be aged over 65, BPL and resident of Maharashtra for more than 15years.
- iii. **National Family Benefit Scheme** gives Rs 20,000 (Rs10k from Central & Rs10K from state) assistance for BPL families whose **primary breadwinner (aged 18-65) dies**. Rs20,000 for accidental or epidemic caused death or Rs5,000? for natural death. (See Supreme Court Order [here](#). Remaining family income not to exceed 15,000 per annum.
- iv. **Disability Pension\***: Aged 18-79 with >80% disability, Rs. 300 per month. Aged 80 years or more, Rs 500 per month (para 2.3). Also see Disability Section on page 25.

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

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

### 3. Application Procedure

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

For other schemes:-

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

#### Documents for each scheme

##### **i) Old age pension Pension (Chance of success 60%. Time frame 3 mths)**

- Form (download [here](#) or see hard copy on page 66)
- BPL Certificate;
- 15 years of residential proof. (Voters ID, Ration Card or 2 neighbours' witness);
- Numbers of the Bank Account (9 digit MICR # and 7 digit IFCS #);
- 1 photo; &
- Affidavit stating: Name; Address, Age: BPL; Not receiving any other pension.

## **ii) Widows Pension (Chance of success 60%. Time frame 3 months)**

- Form (download [here](#) or see hard copy on page 66)
- 15 yrs of residential proof. (Voters ID; R Card; or Witness of neighbour, MLA, local shopkeeper on photocopy of their Card;
- Numbers of the Bank Account (9 digit MICR # and 7 digit IFCS #);
- 1 photo;
- Death certificate of Husband; &
- Affidavit stating: Name; Address; BPL; All family members in household; & Not receiving any other pension; Not been married since husband's death; and Promise to notify government if re-marry.

## **iii) Disability pension (Chance of success 30%. Time frame 5 months)**

- Form (download [here](#) or see hard copy on page 66)
- BPL Certificate;
- 5 years of residential proof. (Voters ID, Ration Card or 2 neighbours' witness);
- Numbers of the Bank Account (9 digit MICR # and 7 digit IFCS #);
- 1 photo;
- Handicap Certificate of >80%; &
- Affidavit stating Name, address, Not receiving any other pension.

## **iv) Death of Breadwinner (NFBS)(Chance of success 60%. Time frame 3 mths)**

- Form (download [here](#) or see hardcopy on page 69 )
- Surviving adult 18-64 yrs at time of death.
- 5 yrs of residential proof. (Voters ID; R Card; or Witness of neighbour, MLA, local shopkeeper on photocopy of their Card;
- Numbers of the Bank Account (9 digit MICR # and 7 digit IFCS #);
- 1 photo;
- Death certificate of Breadwinner; &
- Affidavit stating Name, Address, Age, Not receiving any other pension.

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

- i. Check with Panchayat; then
- ii. Appeal to the District Probation Officer who has some power in pensions matters.
- iii. Contact the Maharashtra Advisor to the Supreme Court Commissioner (contact [here](#)).

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- iv. Contact the **Right To Food Campaign** (website [here](#)); then
- v. Using the Central Government's on-line grievance redressal mechanism [here](#)

## **5. Success Story**

Put yours here!

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

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



#### 1. Relevant Department

##### Central

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

#### 2. Entitlement (Reference: *UNFPA here*)

##### Balika Samridhi Yojana

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

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

#### 3. Application Procedure (Chance success 50%. Time 3 mths)

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

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

- Check with Panchayat; then
- RTI to Women & Child development Dept (website [here](#))
- Using the Central Government's on-line grievance redressal [here](#)

#### 5. Success story

Put yours here!

## 4. Income - Vocational Training

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



### 1. Relevant Department

#### Central Government:

- Jan Sikshan Sansthan (<http://www.nlm.nic.in/jss.htm>) National Literacy Mission Authority, Dept. of School Education & Literacy, Ministry of Human Resource Devt
- Ministry of Skill Development and Entrepreneurship Directorate General of Training (DGET) , [here](#)
- Skill Development Initiative Scheme, [here](#)

### 2. Entitlement (Reference Jan Sikshan Sansthan <http://www.nlm.nic.in/jss.htm> )

#### a) JSS

- JSS offers quality vocational skills and technical knowledge at very low cost without insisting on prior education qualifications.
- It is designed for people from slums and remote rural areas.
- The Jan Shikshan Sansthan offers varieties of vocational courses (approx 371) from candle making and sewing to computer courses.
- 1) **JSS:** There are 18 JSS's in Maharashtra (Website: [here](#)) (for their locations click <http://jss.nic.in/initJssUnitPortal.do> )

#### b) Director General of Training

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

#### c) Modular Employable Skills

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

#### a) Jan Sikshan Sansthan

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

#### b) Director General of Training

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

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

- Using the Central Government's on-line grievance redressal mechanism <http://pgportal.gov.in/>
- RTI to the JSS concerned (Contact details [here](#))



## 5. Income - Drivers Licences

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



### 1. RELEVANT DEPARTMENT

#### Maharashtra State Govt

- Motor Vehicles Department (RTO), Maharashtra (Website: [here](#))
- Transport State Road Transport Corporation (Website: <https://www.msrtc.gov.in> )

### 2. ENTITLEMENT (Reference: Advocate Khoj [here](#) )

Dept of transport [here](#) )

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

### 3. APPLICATION PROCEDURE

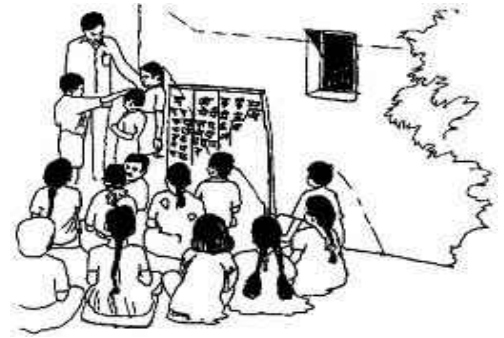
- Apply for Learners' Permit (Form 2 [here](#)) or on page 71 from your nearest local Road Transport Office. You will need to pass a test ([here](#) on page 5) about:-
  - the traffic signs, traffic signals and the rules of the road regulations made under section-118;
  - the duties of a driver when his vehicle is involved in an accident resulting in the death or bodily injury to a person or damage to property of a third party;
  - the precautions to be taken while passing an unmanned railway crossing; and
  - the documents he should carry with him while driving a motor vehicle.
- Learn to drive!
- Apply for full licence. Submit application (Form 4 [here](#)) to the RTO together with:-
  - Driving test passing;
  - Learners licence;
  - Medical certificate (Form 1A [here](#));
  - 3 Passport- sized photographs;
  - fee;
  - proof of age;
  - proof of address; and
  - parental consent if under 18.
- For online Registration, log on to: website- <http://mahatranscom.in/formsfees.aspx>
- For manual Form, visit your nearest local Transport Zonal office.
- Passport- sized photographs and relevant documents confirming the claimed age and address need to be attached along with the filled -in application form. For details, visit click [here](#)

### 4. Advocacy

- Contact local Transport Dept (contact details [here](#))
- RTI to the PIO Transport Deptt:  
Transport Commissioner Office  
Administrative Bldg, 4<sup>th</sup> Floor, Gov't. Colony,  
Opp. Dr. Babasaheb Ambedkar Garden,  
Bandra (East), Mumbai – 400 051  
Ph: 022-26550943/33/34 Ext. 216

## 6. Income – Self Help Groups

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



### 1. Relevant Department

#### Central Government

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

### 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

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

### 5. Success Story

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

## 7. Income – Finance for Micro enterprises

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



### 1. RELEVANT DEPARTMENT

#### Central Government:

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

### 2. ENTITLEMENT (Reference: )

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

### 3. APPLICATION PROCEDURE

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

- Filled up form ([here](#) for Central Bank or generic hard copy on page 73)
- Proof of identity
- Proof of residence
- 2 photos
- Quotations of machines etc to be purchased with the loan.
- Name of supplier of machinery etc
- Proof of identity /residence of the business enterprise
- Proof of applicants category (SC/ST/minority etc)

### 4. Advocacy

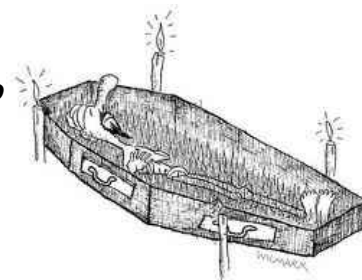
- Complain to the manager of the bank where you applied
- E-mail [help@mudra.org.in](mailto:help@mudra.org.in)
- RTI to MSME Development Centre,
  - C-11 G Block
  - Bandra Kurla Complex
  - Bandra E, Mumbai 400 051.
- Using the Central Government's on-line grievance redressal mechanism [here](#)

### 5. Success story

Put yours here!

## 8. Income – Life Insurance

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



### 1. Relevant Department

#### Central Government's

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

#### Maharashtra Government

- Department of Social Welfare (Facebook site:[here](#))

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

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

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

### 3. Application Procedure

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

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

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

### 5. Success story

Put yours here.



## D)Health



### 1. Health - Government Hospitals

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

#### 1. Relevant Department

##### Central Govt

- Ministry of Health & Family Welfare (For web click <http://mohfw.nic.in/>).
- Rastriya Swasth Bima Yojana (RSBY) Health Insurance for Poor (Website [here](#) & FAQ's [here](#))

##### Maharashtra Govt

- State Health Society - National Health Mission [here](#)
- Maharashtra RSBY (For web click [here](#))

#### 2. Entitlement (Reference: RSBY site <http://rsby.gov.in/> ).

- High quality affordable treatment** for all Maharashtra residents at Government Health facilities:-
  - **District hospital** (1 per dist, Pop'n 20 lakh, multiple doctors and investigations) (23 hospitals, 7561 beds) listed [here](#).
  - **Community Health Centres** (CHC's=1per sub-district, pop'n 1 lakh, staffed by 4 Doctors); (detailed p6 [here](#))
  - **Primary Health Centres** (PHC's=1per block pop'l 30,000, staffed by 1 doctor); &
  - **Sub Centres** (1 per 5,000, staffed by 1 ANM).

Click [here](#) for map of all PHC's in Maharashtra and [here](#) for list and [here](#) for map / distance of each village to PHC/Sub Centre.

- Treatment for **Smart Card** (BPL) holders & their families (under RSBY) up to Rs30,000 in registered hospitals (To check on which hospital are registered see [here](#))

#### 3. Application Procedure (Chance of success 80%. Time frame 2-5 days)

i. For **regular residents**: Go to any government hospital or CHC and wait in queue. ( [here](#) for map )  
*My nearest District hospital is \_\_\_\_\_ & CHC is \_\_\_\_\_ enter on table on page 4).*

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

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

- Written complaint to the **Medical Superintendent** of the hospital in question; then
- Complain to **Chief Medical Officer (CMO)** of the district where hospital is listed [here](#); then
- RTI** to the Maharashtra Dept of Medical Health & Family Welfare (for PIO's go [here](#) ) ; then
- Using the Central Government's on-line grievance redressal mechanism [here](#)

## 2. Health – Immunisations

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



### 1. Relevant Department

#### Central Govt

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

### 2. Entitlement (Reference: Central Govt schedule [here](#):-

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

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

Immunisations happen at either:-

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

### 3. Application Procedure (Chance of success 80%. Time frame 7 days)

Simply take the child to the:-

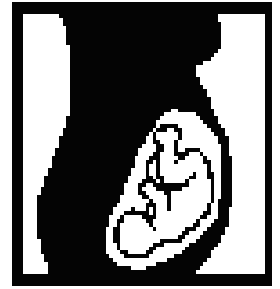
- Village Health Day; or
- Sub Centre; or
- Primary Health Centre PHCs; or
- CHC:

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

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

- Written complaint to Medical Officer In Charge (MOIC) of the Sub Centre/PHC/CHC listed [here](#); then
- RTI to the Chief Medical Officer of District in which the facility is located listed [here](#));
- Using the Central Government's on-line grievance redressal mechanism [here](#)

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



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

#### 1. Relevant Department:

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

#### **Maharashtra Govt**

- State Health Society - National Health Mission [here](#)
- Maharashtra RSBY (For web click [here](#))

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

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

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

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

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

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

For every pregnant woman the free entitlements under JSSK include:

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

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

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

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

Payments are for all births of all women in the 10 Low Performing States (LPS's) listed [here](#) where institutional deliveries are <25%. In High Performing States (HPSs) including Maharashtra, 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 the discretion of the states.)

State	Rural		Urban	
	Mother	Asha	Mother	Asha
HPS	700		600	

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

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

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

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

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

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

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

### 3. **Application Procedure** (Chance of success 80%. Time frame 1 day)

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

### 4. **Advocacy**

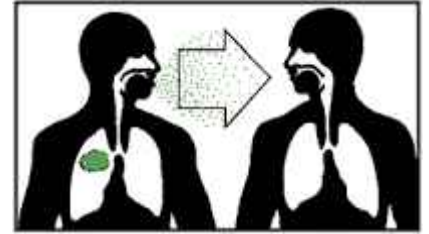
- Written complaint to the **Medical Officer / In Charge of the PHC/CHC**; then
- Complain to **Chief Medical Officer** CMO of the District where PHC/CHC is (List [here](#));then
- **RTI** to the CMO of the district in which the PHC/CHC dispensary is located (List [here](#));; then
- Using the Central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

### 5. **Success Story**

*Put yours here!*

## 4. Health - TB

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



### 1. Relevant Department

#### Central Government

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

#### Maharashtra Government

- State Health Society - National Health Mission [here](#)

### 2. Entitlement (Reference: TB Facts [here](#).)

- Free Diagnosis and treatment at government DOTS centres. For overview see [here](#).

### 3. Application Procedure

If you or anyone you know has (see [here](#) for more):-

- Cough for 3 weeks or more;
- Fever especially at night;
- Loss of appetite; or
- Loss of weight

Go to your nearest DOTS centre to be tested.

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

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

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

### 5. Success Story

Put yours here!



## 5. Health – Services for People with Disabilities

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



### 1. Relevant Department

#### Central Government

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

#### Maharashtra Govt

- State Health Society - National Health Mission [here](#)
- Maharashtra Commissioner for Persons with Disabilities (click [here](#))

### 2. Entitlements (Reference: *Punarbhava* [here](#))

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

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

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

For details of the IGNDPS see [here](#) (click on #1 and see page 6) or [here](#) in Hindi)

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

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

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

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

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

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

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

### 3. Application Procedure

#### i) Disability Certificate (Chance of success 90%. Time frame 1 week)

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

## **ii) Disability Pension (Chance of success 60%. Time frame 6 mnths after the disability certificate)**

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

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

- For forms see web [here](#) or hard copy for orthopaedic on page 74; or
- One passport size photograph plus Disability Certificate
- Submit form it to the concerned govt. hospital, there verified by doctor and railway concession form is issued.
- Attach a Xerox copy of disability certificate to the railway concession form.

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

As per the various schemes [here](#).

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

- (For Disability Certificate); Appeal/RTI to CMO of District in which you applied ([here](#)); then
- Complaint to Chief Commissioner for Persons with Disabilities each State and UT (listed [here](#)). Shri Narendra Poyam, Commissioner, Disabilities, Maharashtra State, Govt. of Maharashtra, 3, Church Road. Pune - 411 001, Tel. (020)26122061, (020) 26111590
- Appeal/RTI to **Ministry of Social Justice and Empowerment** (for contacts click [here](#)).
- Using the Central Government's on-line grievance redressal mechanism [here](#)

## **5. Success Story**

*Put yours here!*

## 6. Health – Mental Health

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



### 1. Relevant Department

#### Central Government

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

#### Maharashtra Govt

- State Health Society - National Health Mission [here](#)
- Maharashtra Commissioner for Persons with Disabilities (click [here](#))

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

#### a) Disability Certificate

In some cases, a person with a mental disorder or psycho-social disabilities can apply for a disability certificate and avail of the disability pension and other entitlements listed in Services for People with Disabilities (page 25).

A Disability Certificate is issued as per scoring in the Indian Disability Evaluation and Assessment Scale (IDEAS) ([here](#)) which includes:-

- Self Care: Includes taking care of body hygiene, grooming, health including bathing, toileting, dressing, eating, taking care of one's health.
- Interpersonal Activities (Social Relationships): Includes initiating and maintaining interactions with others in contextual and social appropriate manner.
- Communication and Understanding: Includes communication and conversation with others by producing and comprehending spoken/written/non-verbal messages.
- Work: Three areas are Employment/Housework/ Education Measures on any aspect.
  - Performing in Work/Job: Ability to perform tasks at employment completely and efficiently and in proper time. Includes seeking employment.
  - Performing in Housework: Maintaining household including cooking, caring for other people at home, taking care of belongings etc. Ability to take responsibility for and perform household tasks completely and efficiently and in proper time.
  - Performing in school/college.

#### b) No ill-treatment

- Any neighbour or friend who thinks someone is mentally ill and is not being cared for properly by the family/guardian may report the fact to the Magistrate.
- If the magistrate sees that a mentally ill person has been mistreated or neglected, he/she will summon the relative or person in charge and can require them to take proper care of the mentally ill person.
- Where the family wilfully neglects to comply with the order, they can be punished with fine.

### **c) Admission and discharge of mentally ill patients**

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

### **d) Special rights**

- Every mentally ill person has a right to legal representation in court.

## **3. Application Procedure**

### **For Disability Certificate -**

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

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

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

## **5. Success Story**

## 7. Health - Drug Rehabilitation

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



### 1. Relevant Department

#### Central Government

- Ministry of Social Justice and empowerment (for web click <http://socialjustice.nic.in/aldd.php>).

#### Maharashtra Govt

- State Health Society - National Health Mission [here](#)

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

- Free de-addiction treatment at government hospitals. For list of district hospitals in Maharashtra click [here](#) & for females click [here](#).
- A number of NGO's carry out de-addiction programmes in cooperation with the government. For a list of 65 de-addiction centres in Maharashtra see pages 14-18 in this document [here](#).
- For a list of privately run de-addiction centres click [here](#).
- Free 24 hour Mental Health Help Line 1800 266 2345

### 3. Application Procedure (Chance of success 10%. Time frame 1 year)

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

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

- i. Complain to **Chief Medical Officer**(CMO) of the hospital in which the facility is located. See list [here](#) & for female hospitals click [here](#). ; then
- ii. **RTI** to the CMO of the district in which facility is located. See list [here](#) & for female hospitals click [here](#); then
- iii. Using the Central Government's on-line grievance redressal mechanism [here](#)

### 5. Success Story

*Put yours here!*



## 8. Health - HIV

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



### 1. Relevant Department:

#### Central Government:

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

#### State Government:

- State AIDS Control Society (MAHASACS) Website: [here](#)

### 2. Entitlements: (Reference: National Aids Control [http://www.naco.gov.in/NACO/Living with HIVAIDS/](http://www.naco.gov.in/NACO/Living_with_HIVAIDS/) )

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

### 3. Application procedure:

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

- Maharashtra's 678 ICTC centre (see [here](#));
- Maharashtra's 46 ART Centre ;
- Maharashtra's 35 Community Care Centre.

Documents required before registration in ART centre:

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

### 4. Advocacy suggestions:

- i. Phone AIDS helpline: 1097
- ii. Complain to Maharashtra State AIDS Control Society  
AckWorth Leprosy Compound Hospital, Rafi Ahmed Kidwai Marg, Wadala(West), Mumbai 400 031  
Tel: 2411 3097; Email: [info@mahasacs.org](mailto:info@mahasacs.org)
- iii. **RTI** to the CMO of the district in which facility is located. See list [here](#) & for female hospitals click [here](#); then
- iv. **Lawyers Collective HIV/AIDS Unit** website: [www.lawyerscollective.org](http://www.lawyerscollective.org), Mumbai-Tel:022-22875482/3, email: [aidslaw@lawyerscollective.org](mailto:aidslaw@lawyerscollective.org); then
- v. Register a complaint with the National Human Rights Commission Website [here](#); then
- vi. Using the Central Government's on-line grievance redressal mechanism [here](#).

# E) Education

## 1. Education - Government Schools

*The schooling system is one of the main ways that the gap between the rich and the poor continues to grow in India. The poor can generally only access government schools which are Hindi medium, overcrowded and under-resourced. The middle class can send their children to English-medium private schools, where the class sizes are smaller and teaching is better. From there, those students often go to college, whereas few government-school educated students do so. The measures below aim to improve the quality of education for the poor.*



### 1. Relevant Department

#### Central Government

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

#### Maharashtra Govt

- Maharashtra Prathamik Shikshan Parisad click [here](#)

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

#### Under Right to Education Act

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

**All parents/guardians** must admit their child in a local school. (Sct 10)

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

- Not make a child repeat class, be expelled, or have to pass board exam until complete of Class 8. (Sct 16)
- Not do any physical punishment or mental harassment (Sct 17)
- Meet **minimum infrastructure** requirements (All-weather building, separate classrooms for each teacher, playground, library, separate boys' and girls' toilets, drinking water, play & sports equipment. (See Sct 19 & Schedule to Act).
- Have all teachers attend school regularly & punctually & complete the curriculum on time. (Sct 24)
- Have Teacher-student ratio in class of 1:30 at primary (Class 1-5) & 1:35 for (Class 6-8). (Sct 25 & Schedule)
- NB No teachers can do private tuitions (Sct 28)

#### **All private schools must:-**

**Reserve 25%** of its seats in Class 1 for children from 'disadvantaged groups (SC, ST, Economically Weaker Sections). (Sct 12(1)(b))

### 3. Application Procedure for Admission (Chance of success 80%. Time frame 1 wk)

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

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

- Initially approach the **principal** of the school; then
- Complain to the Basic Shiksha Adhikari (responsible for primary schools in that district); then
- Report your grievance to Right To Education at the website [here](#).
- Lodge RTI to Maharashtra Prathamik Shikshan Parisad (click [here](#) )
- Complain to the **Right to Education Task Force** Advocate Ashok Agarwal 9811101923.

## 2. Education – Scholarships & benefits

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



### 1. Relevant Department

#### Central Government

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

#### Maharashtra Govt

- Maharashtra Prathamik Shikshan Parisad click [here](#)
- RTE Rules click [here](#).

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

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

### 3. Application Procedure for Benefits (Chance of success 80%. Time frame 1 week)

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

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

- Initially approach the **principal** of the school; then
- Report your grievance to Right To Education at the website [here](#).
- Lodge RTI to Maharashtra Prathamik Shikshan Parisad (click [here](#) )
- Right to Education Task Force** Advocate Ashok Agarwal 9811101923.
- Using the Central Government's on-line grievance redressal mechanism [here](#)
- Lodge RTI to **Ministry of Social Justice** [here](#)
  - **Shri J. P. Dutt** Deputy Secretary (Cdn.),  
Ministry of Social Justice and Empowerment,  
Room. No. 740, 'A', Wing, Shastri Bhawan, Dr. Rajendra Prasad Road,  
New Delhi - 110001 (India)  
Email: [jashap.dutt@nic.in](mailto:jashap.dutt@nic.in)

### 5. Success story

*Put yours here*

### 3. Education - Open Schooling



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

#### 1. Relevant Department

##### Central Government

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

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

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

#### 3. Application Procedure for Admission (Chance of success 90%. Time frame 4 wks)

For Class 3,5 or 7;

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

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

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

Fees [here](#) are:-

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

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

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

#### 5. Success story

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

# F) Power & Gas



## 1. Power & Gas – Electricity

*In most states in India electricity supply is now semi privatised. Even so, the government is keen, through the various scheme below, to get electricity to all villages in India by 2018.*

### 1. Relevant Department

#### Central Government

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

#### State Government

- Mahavitaran Website <http://www.mahadiscom.in/>
- DISCOMs: For all states see [here](#)

### 2. Entitlement (Reference: Maharashtra State Electricity Distribution consumer's rights here: [here](#))

- All villages in India to come on to the electricity grid within 1,000 days from August 15 2015 (Prime Minister Modi's promise [here](#) and [here](#))

### 3. Application Procedure for Connection (Chance of success 40%. Time f6 months)

a) For a new connection in a town or village which is already electrified:

- Fill out and submit the online application form [here](#) &
- Print, fill out a new connection application A1 form [here](#) ready for when the official contacts you

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

File an application (free of cost) for new connection to local branch of Maharashtra State Electricity Distribution Company Ltd quoting Mr Modi's promise above.

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

- Mahavitaran Consumer help line 1800-2003-435 or 1800-2333-435
- Complain to Mahavitaran: Tel 22619100, Mob 9820201888, E-mail [chairman@mahadiscom.in](mailto:chairman@mahadiscom.in) , [md@mahadiscom.in](mailto:md@mahadiscom.in)
- Complain to Maharashtra State Electricity Distribution Company Ltd: Tel 22619100 Shri Deepak Lad O.S.D. to M.D 9820201888 (Cell); E-Mail. [chairman@mahadiscom.in](mailto:chairman@mahadiscom.in) , [md@mahadiscom.in](mailto:md@mahadiscom.in)
- RTI to Mahavitaran List of PIO's [here](#).
- Using the Central Government's on-line grievance redressal mechanism [here](#)

### 5. Success Stories

*Put yours here.*



## 2. Power & Gas – Gas

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



### 1. Relevant Department

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

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

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

- Every household with separate cooking area is entitled to one Gas connection (FAQ#1 [here](#))
- 9 gas refills in each 12 month period (See web [here](#)) at a subsidised rate (Rs405-455) [here](#)

### 3. Application Procedure (Chance of success 70%. Time frame 1 month)

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

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

b) To get subsidy

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

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

	<b>Indane (<a href="#">here</a>)</b>	<b>HP</b>	<b>Bharat Gas</b>
<b>1. Complain to</b>	Contact Distributor	Contact Distributor	Contact Distributor
<b>Toll Free Number</b>	1552333 1800 2333555 <a href="#">here</a>	155233 or 18002333555	18002333555
<b>2. Online Complaint</b>	<a href="https://iocl.com/VigilanceInquiry.aspx">https://iocl.com/VigilanceInquiry.aspx</a>	<a href="http://myhpgas.in/myHPGas/HPGas/GiveFeedback.aspx">http://myhpgas.in/myHPGas/HPGas/GiveFeedback.aspx</a>	
<b>4. Lodge an RTI</b>	PIO's <a href="#">here</a>	PIO's <a href="#">here</a>	Contact Regional offices <a href="#">here</a>

### 5. Success Stories

Guddan had applied for her gas connection two years previously through Bharat Gas. They always made various excuses. Eventually Guddan lost hope that she would ever get a legal connection. After attending a training on this Manual in Kachhawa Christian Hospital, District Mirzapur, she learnt about how to access the things to which she was entitled. Having that teaching in my mind, she went to the gas office agency again. When the officer gave her the same excuses as before, she told the officer that if she did not get her connection, then she will inform his head office in Lucknow. On hearing this, the officer was shocked and immediately promised her a gas connection. Guddan soon after did get her connection & book!

## G) Village Facilities

### 1. Village Facilities – Toilets

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



#### 1. Relevant Department

##### Central Government

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

##### Maharashtra Government:

- Maharashtra Water Supply and Sanitation Department; (Website: [here](#))
- Rural Development Dept (Website [here](#))
- Panchayati Raj Dept ([here](#))

##### Local

- **Panchayat's** Village Health & Sanitation Committee [here](#).

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

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

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

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

#### 3. Application Procedure

##### Toilets (Chance of success 40%. Time frame 6 months)

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

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

- Complain directly to Panchayat's Village Health and Sanitation committee; then
- RTI to Maharashtra Water Supply and Sanitation Dept (contacts [here](#)); then
- Using the Ministry of Drinking Water and Sanitation on-line grievance redressal mechanism [here](#)
- RTI to Ministry of Drinking Water and Sanitation [here](#)
- Using the Central Government' on-line grievance redressal mechanism [here here](#)

## 2. Village Facilities - Paved alleys and drains

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



### 1. Relevant Department

#### Central Government's

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

#### Maharashtra Government

- Rural Development Dept (Website [here](#))
- Panchayati Raj Dept ([here](#))

#### Local

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

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

- *Village Health and Sanitation Committees get Rs10,000 (page 3 [here](#)) untied funds annually which can be used to build paved alleys & drains. Committees must have 50% women, 30% NGO's, representatives of every hamlet (including SC/St hamlets) and women's SHG's).*
- MCGM has a Solid Waste Management Project. For more go to "MCGM Initiatives" drop down menu [Here](#).

### 3. Application Procedure (**Chance of success 70%. Time frame 1 month**)

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

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

- For villages complain to the Panchayat; or
- RTI to Maharashtra Water Supply and Sanitation Dept (contacts [here](#)); then
- For Mumbai complain to In Mumbai, the Municipal Corporation of Mumbai "MCGM" [here](#):-
  - By filling in online [complaint registration form](#) from any of the computer connected to Internet, either from home/office or cyber cafe by visiting our Citizen Portal.
  - By visiting the nearest Citizen Facilitation Center (CFC) established by the Municipal Corporation belonging to any of the 24 wards of MCGM.
  - By calling the telephone number 1916.

### 5. Success Stories

*Put yours here!*

### 3. Village facilities - Housing

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



#### 1. Relevant Department

##### Central Government

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

##### Maharashtra Government

- Rural Development Dept (Website [here](#))
- Housing Department (website: click [here](#) )
- District Rural Development Agency (different site for each district)

#### 2. Entitlement (Reference: Indira Awas Yojana Guidelines [here](#))

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

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

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

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

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

#### 3. Application Procedure (Chance of success 30%. Time frame 2 years)

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

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

- i. Directly to Gram Panchayat.
- ii. RTI to Indira Awas Yojana (contacts [here](#))
  - Rutuja Adivarekar State MIS Nodal Officer: [irdpcell@gmail.com](mailto:irdpcell@gmail.com) ; Tel 02222016737, 9757059893
- iii. Using the Central Government's on-line grievance redressal mechanism [here](#)

## 4. Village facilities – Land for the landless

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



### 1. Relevant Department

#### Central Government

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

#### Maharashtra Government

- Rural Development Dept (Website [here](#))
- Housing Department (website: click [here](#) )

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

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

### 3. Application Procedure (Chance of success 40%. Time frame 6 months)

- To Panchayat under IAY.

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

- Directly to Gram Panchayat.
- RTI to Indira Awas Yojana (contacts [here](#))
  - Rutuja Adivarekar State MIS Nodal Officer: [irdpcell@gmail.com](mailto:irdpcell@gmail.com) ; Tel 02222016737, 9757059893
- Using the Central Government's on-line grievance redressal mechanism [here](#)

### 5. Success Story

*Put yours here!*



## 5. Village facilities – Roads

*Many of India's villages don't have sealed roads leading to them. This creates problems, especially during the rainy season for bringing goods in and out, children getting to schools & patients getting to hospitals. The Indian government has stated that it wants all villages with a population of 1000 or more to have a sealed road.*



### 1. Relevant Department

#### Central government

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

#### Maharashtra Government

- Public Works Department: [visit here](#).

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

- All villages with a population of 1,000 or more to have all weather road by 2003
- All villages with population of 500 or more to have all weather road by 2007 [here](#)

### 3. Application Procedure (Chance of success 20%. Time frame 12 months)

- i. Apply directly to the Zila Panchayat/ DRDA; or
- ii. Apply directly to the Pradhan Mantri Gram Sarak Yojana [here](#); or
- iii. Apply to the Maharashtra Public Works Department. (See website [here](#)).

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

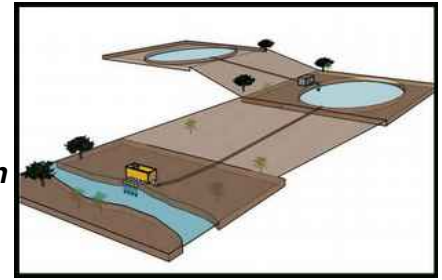
- i. Complain directly to Pradhan Mantri Gram Sarak Yojana or
- ii. RTI to Pradhan Mantri Gram Sarak Yojana. (Click [here](#) then on 'Right to Information' (top left); or
- iii. RTI to the Maharashtra Public Works Department. (See website [here](#)).
- iv. Using the Central Government's on-line grievance redressal mechanism [here](#)

### 5. Success Story

*Put yours here!*

# H) Farming

## 1. Farming – Irrigation



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

### 1. Relevant department

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

#### Maharashtra Government

- Dept of Water Resources (website [here](#))
- Rural Development Dept (Website [here](#))

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

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

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

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

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

### 3. Application Procedure (Chance of success 40%. Time frame 6 months)

For National Mission on Micro Irrigation apply to:-

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

For National Food Security Mission schemes apply to:-

- Gram Panchayat; or
- District Collector Office.

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

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

## 2. Farming – Crop Insurance

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



### 1. Relevant Department

#### Central Government

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

#### Maharashtra Government

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

### 2. Entitlement (Reference: National Agricultural Insurance Scheme <http://agricoop.nic.in/dacdivision/credit.htm>)

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

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

### 3. Application Procedure (Chance of success 40%. Time frame 6 months)

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

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

- i. Complain directly to the village branch of commercial bank or Regional Rural Bank or PACS of Cooperative Bank where you lodged the application; then
- ii. Phone Agricultural Insurance Company on toll free **1800-103-0061**
- iii. Contact Agricultural Insurance Company of India's grievance redressal person for Maharashtra [here](#)
  - Shri D. D. Dange, Manager/RM, 20th Floor, BSE Tower, Dalal Street, Fort Mumbai 400020
  - E-Mail: [dddange@aicofindia.com](mailto:dddange@aicofindia.com)
- iv. RTI to Dept of Agriculture and Cooperation PIOs (for contacts click [here](#))
- v. Using the Central Government's on-line grievance redressal mechanism [here](#)

### 3. Farming – Subsidies

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



#### 1. Relevant Department

##### Central Government

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

##### Maharashtra Government

- Department of Agriculture (website: [here](#))
- Handbook of Maharashtra farm law for farmers: [here](#)

#### 2. Entitlement (Reference:click <http://nfsm.gov.in/Guidelines/ContentE.pdf> page 37,38)

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

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

#### 3. Application Procedure (Chance of success 40%. Time frame 6 months)

- See NFSM guidelines p 3:
  - NFSM Apply to the District Food Security Mission or
  - The District Collector or Chief or
  - Executive Officer of the Zilla Parishad
- Department of Agriculture, Government of Maharashtra [here](#)

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

- Phone Kisaan Call Centre toll free 1800-180-1551
- Contact NFSM [here](#) CELL : 011-2338 9831

**Shri Sanjay Lohiya (I.A.S.)**, Joint Secretary (Crops), NFSM, Dept. of Agriculture & Cooperation  
Ministry of Agriculture and Farmers Welfare, Room No. 297-D, Krishi Bhawan, New Delhi – 110 001

**Phone No.:** 011 23381176 (O), **Email:** [sanjay.lohiya@gov.in](mailto:sanjay.lohiya@gov.in), [lohiya30@gmail.com](mailto:lohiya30@gmail.com)

- RTI to Maharashtra Govt Department of Agriculture (website: [here](#))
- Using the Central Government's on-line grievance redressal mechanism [here](#)

#### 5. Success Story

Put yours here!

# I) Human Rights Abuse

## 1. Human Rights Abuse - Domestic Violence

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



### 1. Relevant Department

#### Central Government

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

#### Maharashtra

- Maharashtra State Women's Commission (For website click [here](#)).
- Maharashtra Police. (For website click [here](#) ) **My local police station is (click [here](#) then click on 'Districts–Commissionerates & Contact Info' Top left)\_\_\_\_\_ (enter details on pg 4).**

### 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 (includ'g dowry). (Sct 3(a))
- The threat of the above abuse. (Sct 3(c))
- Woman has a right to free legal advice (Sct 5(d)) (through an NGO or the Legal Services Authority)

#### Indian Penal Code

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

#### Remedies available

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

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

### 3. Application Procedure (Estimated time to succeed in achieving 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 a non gov't **women's support organisation** in Maharashtra (Tel 1298 or see [here](#)); or
- v. Talk to the **Maharashtra Women's Commission** (address below). Toll free number is 103 for Mumbai or 1091 for rest of Maharashtra. The woman gives a statement. The Commission calls the abuser and if he doesn't appear before the Commission, it forwards the complaint to **court**; 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 from courts

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

- i. RTI to the Maharashtra Women's Commission [here](#) Smt. Vijaya Rahatkar, Gruha Nirman Bhawan Mhada Bldg., Kalanagar, Bandra (E) Mumbai - 400 051. E-Mail [vijayarahatkar@gmail.com](mailto:vijayarahatkar@gmail.com) Mobile +91-9765000133, Phone 022-26590739.
- ii. RTI to the **Police SP or SSP** for your district. For contacts click [here](#). Go to 'Districts–Contact Info'.



## 2. Human Rights Abuse - Child Labour

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



### 1. Relevant Department

#### Central Government

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

#### Maharashtra

- Dept of Labour [here](#)
- Maharashtra Police. (For website click [here](#)). My local police station is (click [here](#) then click on 'Districts-Commissionerates & Contact Info' Top left)\_\_\_\_\_ (enter details on pg 4).

### 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. Accessing Relief (Estimated time to succeed in achieving relief: 1 month)

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

- Phone **Childline's** (Website [here](#)) **toll-free helpline (1098)**. This number 1098 is operational in Childline (Website [here](#)) 1098 is presently operational in 20 cities in Maharashtra listed [here](#) including:- Ahmednagar, Akola, Amravati, Beed, Buldhana, Chandrapur, Mumbai, Sholapur, Kolhapur, Latur, Mumbai Sub, Nagpur, Nanded, Nashik, Osmanabad, Parbhani, Pune, Raigad, Ratnagiri, Satara, Sindhudurg, Thane, Wardha & Yavatmal.
- Lodge an FIR at the local **Police Station** after which police will investigate the abuse.

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

- Phone 1098 again
- Lodge a complaint at the National Human Rights Commission faxed to 011-23382911/23382734 or through e-mail [covdnhrc@nic.in](mailto:covdnhrc@nic.in) No fee is chargeable on such complaints.
- **RTI** to the Maharashtra Police ([here](#)) and go to 'Info as per RTI Act 2005' (middle right).

### 3. Human Rights Abuse - Child Marriage

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



#### 1. Relevant Department

##### Central Government

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

##### Maharashtra Government

- Maharashtra Police. (For website click [here](#)). My local police station is (click [here](#) then click on 'Districts-Commissionerates & Contact Info' Top left) \_\_\_\_\_ (enter details on pg 4).

#### 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. Accessing Relief (Estimated time to succeed in achieving 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 Childline (Website [here](#)) 1098 is presently operational in 20 cities in Maharashtra listed [here](#) including:- Ahmednagar, Akola, Amravati, Beed, Buldhana, Chandrapur, Mumbai, Sholapur, Kolhapur, Latur, Mumbai Sub, Nagpur, Nanded, Nashik, Osmanabad, Parbhani, Pune, Raigad, Ratnagiri, Satara, Sindhudurg, Thane, Wardha & Yavatmal.
- 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
- **RTI** to the Maharashtra Police ([here](#)) and go to 'Info as per RTI Act 2005' (middle right) to check what happened to the complaint lodged; then
- Lodge a complaint at the National Human Rights Commission faxed to 011-23382911/23382734 or through e-mail [covdnhrc@nic.in](mailto:covdnhrc@nic.in) No fee is chargeable on such complaints.

#### 5. Success story

## 4. Human Rights Abuse – Trafficking

Many people, often children are given or sold by a family member, believing they will get work, study or marriage in the city. Often however, they are then denied the freedom to leave, mistreated & 70% end up in Bonded Labour (dealt with more on page 48) and 20% in Commercial Sex work/Prostitution (page 49). 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/>)

#### Maharashtra Government

- Maharashtra Police. (For website click [here](#)). My local police station is (click [here](#) then click on 'Districts–Commissionerates & Contact Info' Top left)\_\_\_\_\_ (enter details on pg 4).
- Dept of Social Welfare (Facebook site:[here](#))

### 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. Accessing Relief (Estimated time to succeed in achieving relief: 3 months)

If you see anything you suspect as trafficking, even if a child/girl is missing from your village, then:-

- Phone **Childline's** (Website [here](#)) **toll-free helpline (1098)**. This number 1098 is operational in Childline (Website [here](#)) 1098 is presently operational in 20 cities in Maharashtra listed [here](#) including:- Ahmednagar, Akola, Amravati, Beed, Buldhana, Chandrapur, Mumbai, Sholapur, Kolhapur, Latur, Mumbai Sub, Nagpur, Nanded, Nashik, Osmanabad, Parbhani, Pune, Raigad, Ratnagiri, Satara, Sindhudurg, Thane, Wardha & Yavatmal. or
- Report the missing child to the Village Child Protection Committees (VCPC); or
- Register the missing child (with a photo) on the website [www.trackthemissingchild.gov.in](http://www.trackthemissingchild.gov.in) or <http://khoyapaya.gov.in/mpp/home> 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 Maharashtra Police ([here](#)) and go to 'Info as per RTI Act 2005' (middle right).

## 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](#))

#### Maharashtra Government

- Maharashtra Police. (For website click [here](#)). My local police station is (click [here](#) then click on 'Districts–Commissionerates & Contact Info' Top left)\_\_\_\_\_ (enter details on pg 4).

### 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 shall be 'void'.

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

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

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

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

#### Minimum wage Act

- Minimum wage set by State gov'ts for many types of employment (Maharashtra monthly min [here](#))

#### Remedies available

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

### 3. Accessing Relief (Estimated time to succeed in achieving relief: 6 months)

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

- Call Childline **toll-free helpline (1098)** which is operational in 20 cities in Maharashtra listed [here](#).
- Report it to the District Vigilance Committee (comprises District Magistrate, 2 social workers, representatives from SC/ST community). The Committee's job is to locate & monitor the prosecution of perpetrators, defend freed bonded labourers in court & provide rehabilitation.
- Contact **Justice Ventures International** an NGO which specialised in working with the government to free bonded labourers [info@justiceventures.org](mailto:info@justiceventures.org)

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

1. Lodge a complaint at the National Human Rights Commission faxed to 011-23382911/23382734 or through e-mail [covdnhrc@nic.in](mailto:covdnhrc@nic.in) No fee is chargeable on such complaints; then
2. **RTI** to the Maharashtra Police ([here](#)) and go to 'Info as per RTI Act 2005' (just right of centre).



## 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](#))

#### Maharashtra Government

- Maharashtra Police. (For website click [here](#)). My local police station is (click [here](#) then click on 'Districts-Commissionerates & Contact Info' Top left) \_\_\_\_\_ (enter details on pg 4).

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

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

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

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

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

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

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

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

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

#### Remedies available

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

### 3. Application Procedure (Estimated time to succeed in achieving relief: 6 months)

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

- Phone **Childline's** (Website [here](#)) **toll-free helpline (1098)**. This number 1098 is operational in Childline (Website [here](#)) 1098 is presently operational in 20 cities in Maharashtra listed [here](#) including:- Ahmednagar, Akola, Amravati, Beed, Buldhana, Chandrapur, Mumbai, Sholapur, Kolhapur, Latur, Mumbai Sub, Nagpur, Nanded, Nashik, Osmanabad, Parbhani, Pune, Raigad, Ratnagiri, Satara, Sindhudurg, Thane, Wardha & Yavatmal. or
- Contact **Justice Ventures International** an NGO which specialised in working with the government to those trafficked for sex [info@justiceventures.org](mailto:info@justiceventures.org)

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

- Phone 1098 again; then
- Lodge a complaint at the National Human Rights Commission faxed to 011-23382911/23382734 or through e-mail [covdnhrc@nic.in](mailto:covdnhrc@nic.in) No fee is chargeable on such complaints; then
- RTI to the Maharashtra Police ([here](#)) and go to 'Info as per RTI Act 2005' (just right of centre).



# J) Identity Documents



## 1. Identity Documents - Elector Identity Card

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

### 1. Relevant Department

#### Central Government

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

#### Maharashtra Government

- Chief Electoral Officer Maharashtra . For more information visit: [here](#)

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

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

### 3. Application Procedure (Chance of success 70%. Time frame 1 month)

**i) For name to go on Electoral list** (See instructions on the last page of Form 6 on page 75 [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 75) 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 parental declaration (see notes on last page of Form 6 on pg 75).
- 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;
- Complain to the District Election officer for your District details page 35-39 [here](#).
- Submit an **RTI** to the Maharashtra Chief Electoral Officer PIO details page 35-39 [here](#).
- Using the Central Government's on-line grievance redressal mechanism [here](#)

## 2. Identity Documents - Unique Identification Card



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

### 1. Relevant Department

#### Central Government

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

### 2. Entitlement (Reference: Aadhaar site <http://uidnumber.org/aadhaar/what-is-aadhaar/>)

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

### 3. Application Procedure

- Details on enrolment procedure are [here](#).
- Fill in the application form ([here](#) or see on page 79)
- Submit at the nearest enrolment camp. To find nearest enrolment camp to you click [here](#).
- Documents required for enrolment are: Proof of identity (POI) and proof of address (POA) (list of acceptable documents is [here](#)).
- In the case of people who do not have documents for proof, there is an introducer system. The Registrar for enrolment can designate individuals who can vouch for the validity of a person's information. Introducers can be government agencies, banks, teachers, village postmen, elected representatives and NGOs. Introducers will be enrolled first and given training. Their UID will be mentioned among the details of the person who gets enrolled. Details [here](#).
- Get Aadhaar card within 60-90 days.

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

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

### 5. Success Stories

*Put yours here!*

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

**Birth certificates are very important to access other schemes for children like school admission (page 31).**

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



#### 1. Relevant Department

##### Maharashtra

- District Administration Mumbai City: <http://mumbaicity.nic.in/index.htm>
- **District Administration** A list of most DC's is [here](#). Otherwise click <http://districts.nic.in/> to see more information about your district which may include SDMs.

#### 2. Entitlement (Reference: <http://www.advocatekhoj.com/library/legalforms/howdoi/index.php> )

- Birth certificate** For anyone born in Maharashtra
- Death certificate** For anyone who's family member dies in Maharashtra

#### 3. Application Procedure

##### **i) Birth certificate (Chance of success 60%. Time frame 2mths)**

For overview of Procedure see [here](#). Get form for Maharashtra [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 [here](#). For Mumbai City District Magistrate's see [here](#). For other districts try [here](#).

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

##### **ii) Death certificate (Chance of success 60%. Time frame 1 mth).**

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

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

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

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

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

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

- RTI to DM/SDM** For Mumbai City District Magistrate's: see [here](#) or other districts try [here](#).
- Appealing under the Right to Public Services Ordinances which guarantees the delivery of basic public services like issuing caste & birth certificates to citizens within a stipulated time frame and allows a fine per day for officials who don't hold to that time-frame. (See website [here](#) and law [here](#))

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

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



### 1. Relevant Department

#### Maharashtra

- District Administration Mumbai City: <http://mumbaicity.nic.in/index.htm>
- District Administration (Click <http://districts.nic.in/> to see more information about your district)

### 2. Entitlement (Reference: *Advocacte 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 (Chance of success 30%. Time frame 6 months)

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 Maharashtra 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)

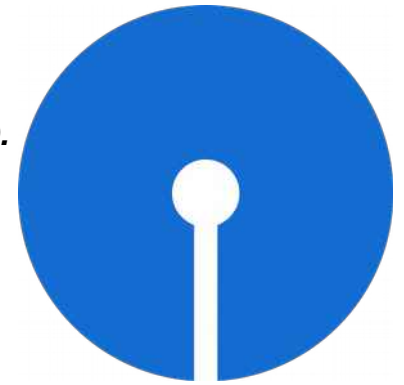
- i. **Enquire at the DM/SDM's** office where submitted application; then
- ii. **RTI to DM/SDM** For Mumbai City District Magistrate's: [see here](#) or other districts try [here](#).
- iii. Appealing under the Right to Public Services Ordinances which guarantees the delivery of basic public services like issuing caste & birth certificates to citizens within a stipulated time frame and allows a fine per day for officials who don't hold to that time-frame. (See website [here](#) and law [here](#))

### 5. Success Story

*Put yours here!*

## 5. Identity Documents - Bank Account

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



### 1. Relevant Department

#### Government Banks

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

#### Private Banks

- Corporation Bank, Punjab National Bank

#### Local Post Office

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

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

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

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

### 3. Application Procedure (Chance of success 60%. Time frame 1 month)

- Apply for an Aadhaar Card (page 51) as that will entitle you to a bank account as well.
- For Postal Savings Account for which you basically need:
  - i. Form SB3;
  - ii. Pay in slip SB103;
  - iii. Specimen, signature;
  - iv. Introducer; &
  - v. Rs 20 minimum deposit.

For other banks:-

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

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

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

### 5. Success Story



## 6. Identity Documents – PAN Card

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



### 1. Relevant Department

#### Central government

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

### 2. Entitlement (Reference: Tax Information Network <https://tin.tin.nsd.com/pan/form49A.html>)

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

### 3. Application Procedure (Chance of success 80%. Time frame 1 mth)

- Procedure is [here](#).
- Fill out Form 49A on internet [here](#) (hard copy on page 80);
- Print the acknowledgement, sign it and attach:-
  - 2 Photos;
  - Identity Proof Any one of; School Certificate, Water Bill, Ration Card, I Card, Licence (more details [here](#));
  - Residence Proof: Any one of; Power or phone bill (recent), Rent receipt, Ration Card, I Card, Licence etc) (more details [here](#));
  - Rs93 (By draft or on-line)

Send to NSDL within 15 days at:-

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

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

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

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

### 5. Success Stories

*Put yours here!*

## K) Appendices

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

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

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



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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

## **10. Form a CBO**

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

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

Service	Page	Available for APL	Available for BPL	Main Scheme Name	Relevant legislation
Drinking Water	7	*	*	National Rural Drinking Water Prog	
Food security	8	*	*	Targetted Public Distribution Scheme	National Food Security Act
Child nutrition	9	*	*	Integrated Child Development Schem	National Food Security Act
School Meals	10	*	*	Mid Day Meal Scheme	National Food Security Act
Employment	11	*	*	M. Gandhi National Rural Employomt	National Rural Guarantee Act
Widows/Age Pension	12		*	National Social Assistance Program	
Girl child incentives	14		*	Balika Samriddi Yojana	
Vocational Training	15	*	*	Jan Shiksha Sanstaan	
Self Help Groups	17		*	National Rural Livelihood Mission	
Micro Finance	18	*	*	MUDRA (Micro Units Dev't Refinance Agency	
Health Insurance	20		*	Rashtriya Swasthya Bima Yojana	
Immunisations	21	*	*	National Health Mission	
Pregnancy & delivery	22	*	*	Janani Suraksh Yojana	National Food Security Act
Disability Pension	25		*	National Social Assistance Program	
Mental Health	27	*	*		Mental Health Act
Drug/alcohol rehab	29	*	*		
Schooling	31	*	*	Sarv Shiksha Abhiyan	Right To Education Act
Educ'n scholarships	32		*	Sarv Shiksha Abhiyan	Right To Education Act
Electricity	34	*	*	Rajiv Gandhi Gram Vidyut Yojana	
Gas connection	35	*	*		
Toilets subsidy	36		*	Swacch Bharat Mission	
Paving & drains	37	*	*	Village Health, Sanitation & Nutrition	
Housing	38		*	Indira Awaas Yojana	
Land for Landless	39		*	Indira Awaas Yojana	
Roads	40	*	*	Pradhan Mantri Gram Sarak Yojana	
Irrigation	41	*	*	National Mission on Micro Irrigation	
Crop Insurance	42	*	*	<i>National Agricultural Insurance Sch</i>	
Farming subsidies	43	*	*	National Food Security Mission	
Domestic violence	44	*	*		Domestic Violence Act
Child Labour	45	*	*	Child Line	Child Labour Act
Child Marriage	46	*	*		Child Marriage Act
Trafficking	47-49	*	*	Child Line	Immoral Trafficking Preven Act
I Card	50	*	*		
Birth Certificate	52	*	*		
OBC certificate	53	*	*		

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

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

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



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

Thus an example letter might look like this:-

The Manager  
Public Works Dept  
Ahmednagar District,  
Maharashtra

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

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

Dear sir,

I live in Sivarampur village in District Ahmednagar, Maharashtra. It has a populations of 2,350. I respectfully state the following:-

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

Kind regards,  
Ramesh Kumar

Ramesh Kumar  
H. No 6, Gali No7  
Sivarampur Village  
District Ahmednagar  
Maharashtra  
Tel 9750 478598

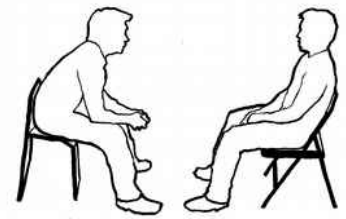
cc Public Works Dept Mumbai



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

### A. Preparation for the meeting

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



### B. During the meeting

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

### C. Debrief the meeting

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

### D. Record the meeting

Write down:-

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

Put any follow up on appropriate date in your diary.

### E. Follow up on the meeting

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

## 5. Appendix - Dealing with Corruption



### **How does corruption work?**

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

### **What are the problems with the system?**

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

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

a) Before the interaction.

- Know your rights, applicable fees etc (perhaps using this Manual) so you can't be duped.
- Where possible, lodge application on the web or by post to avoid possible bribe requests.
- For written applications, use the format in Appendix 3 (page 59), so officer knows you're serious.
- Go with another person, so that there's a witness to any request for bribe.

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

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

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

- Type out concisely the details of what happened; Date, place, time, officer, exact request etc.
- Find the name of the bribe taking officer's superior, (from others, websites or this Manual).
- Present your written complaint to the superior officer (or to any other complaint body listed in the 'Advocacy' section of each service in this Manual).
- When making the complaint, get a 'received' stamp. Include a request that s/he notify you if what action s/he takes. Also include the threat that if you don't hear anything within 2 weeks, you'll lodge an RTI to find out what happened. Then actually do whatever you threaten to do.
- If still nothing happens, phone CBI anti-corruption number 9968 081216,7,8.
- If still nothing happens, contact an NGO working in this field or go to the media (see Apx 7 pg 64).

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

### 1. When is the RTI useful?

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

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

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

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



### 2. How to write an RTI

#### a) Necessary information

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

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

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

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

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

- [www.righttoinformation.org](http://www.righttoinformation.org) or
- [www.rti.gov.in](http://www.rti.gov.in)

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

### 4. Possible Results and actions

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

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

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

[\(Sample RTI\)](#)

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

Public Information Officer  
**Dy. Municipal Commissioner (Zone-I)**  
**E-Ward Office Building,**  
**10, Shaikh Hafizuddin Marg,**  
**Mumbai**  
**10<sup>th</sup> December 2015**

Sub: Application under the RTI act 2005

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

Sir,

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

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

If you feel that the above requested information does not pertain to your department, then please follow the provisions of section 6(3) of the RTI Act 2005. Also as per the provisions of the RTI Act, 2005, please provide the details (name and designation) of the first appellate authority with respect to your department with the reply to the above request, where I may, if required, file my first appeal.

Thank you.

**Shazia Khuram**

**Shazia Khuram**  
**125 Gali no 12**  
**Shaikh Hafizuddin Marg,**  
**Mumbai**  
**Tel 9856 478345**

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



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

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

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

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

### 3. Contacting the Media

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

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

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

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

### 5. Sources for further information:

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

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

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

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



## 8. Appendix - ACRONYMS used

Acronym	Full form	Meaning	Page
AAV	Antodya Ann Yojana	Ration cards for destitute	8
ANM	Assistant Nurse Midwife	Nurses trained in deliveries	20,21
APL	Above Poverty Line	Ration cards for regular residents	8
ART	Anti Retro-viral Therapy	Immunity treatment for HIV+ve people	30
ASHA	Accredited Social Health Advt	Local woman trained in Pregnancy issues	21,22
BDO	Block Development Officer	Block level development official	4
BPL	Below Poverty Line	Indian government's measure of poverty	8,12,20
BSA	Basic Shiksha Adhikari	Officer for primary schooling in a district	31
CHC	Community Health Centre	Medical centre better equipped than PHC	20
CMO	Chief Medical Officer	Health of health at the District level	20
DM	District Magistrate	Head of a district	4,52
DPO	District Probation Officer	Has some powers in domestic violence	44
DRDA	District Rural Develop't Agency	Main district body overseeing development	11
ERO	Electoral Registration Officer	Officer to whom apply to go on Voters list	4,50
FIR	First Information Report	Report to Police of some crime	44
FSO	Food & Supply Officer	Officer dealing with Ration Cards	8
IAY	Indira Awaas Yojana	Housing scheme for the poor	38
ICDS	Integrated Child Develop't Sch	Scheme under which the AnganWadi falls	9,21
JSY	Jan Suraksha Yojana	Financial incentive for hospital births	22
MLA	Member Legislative Assembly	Member of State parliament	4,8,12
MP	Member of Parliament	Member of National parliament (Lok Sabha)	4
OBC	Other Backward Caste	Lower Castes eligible for some benefits	53
PHC	Public Health Centre	Medical centre less equipped than CHC	20
PIO	Public Information Officer	Officer to whom an RTI is lodged	63
RSBY	Rastriya Suraksha Bhima Yoj	Health Insurance Scheme for BPL citizens	20
RTI	Right To Information	Legislation providing freedom of info	63
SC/ST	Scheduled Caste/Sched Tribe	Lower Castes eligible for some benefits	53
SDM	Sub Divisional Magistrate	Head of a sub division of Maharashtra	52,53
SHO	Station House Officer	Officer in charge of a police station (Station House)	
SP	Superintendent of Police	Most senior officer in charge of police dist	44,45

# L) Application Forms

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

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

### FORM

#### APPLICATION FORM FOR FAMILY BENEFIT SCHEME

I (To be filled up by the Applicant)

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

Village/Panchayat/Mohilla/Ward/House No.

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

Place : .....

Date : .....

Signature or Thump impression of the Applicant.

II (To be filled up by the Enquiry Team)

Result of Preliminary Enquiry by the Village Panchayat Level team.

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

Contd. 2



.....  
5. Recommendation :

Date : .....

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

Full Address : .....

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

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

Date : .....

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

FORM MB - II

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

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

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

#### FORM 2

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

[See rule 10]

To

The Licensing Authority,

.....

.....

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

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

#### PARTICULARS TO BE FURNISHED BY APPLICANT

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

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

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

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

Specimen signatures or thumb impression of the applicant

Specimen signatures or thumb impression of the applicant

1 .....

2 .....

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

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

Signature .....

Name and full address of the Parent/guardian

.....

Relationship .....

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

**For Office Use**

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

or other person authorised in this behalf

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



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

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

Photo  
(Signature across photo)

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

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

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

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

#### Declaration:

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

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

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

Thumb impression/Signature of Applicant(s)

(For Office use only)

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

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

Place and Date

Authorized Signatory (Branch Seal and sign)

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

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

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

Place and Date

Authorized Signatory (Branch Seal and sign)



## 5. Forms - Railway Concession for Disabled People (See Page 25 )

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

### Appendix 1/36 CONCESSION CERTIFICATE

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

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

Particulars of the Orthopaedically Handicapped / paraplegic person / patient:

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

.....  
(Signature of Government Doctor)

Place .....  
Date .....

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

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

\* Strike out where not applicable.

Note :-

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



## 6. Forms - Election Form (See Page 50 )

### FORM 6

[See rules 13(1) and 26]

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

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

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

\* Strike out the inappropriate alternative

**IV. Declaration**

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

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

**Or**

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

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

Place:

Date:

Signature or thumb impression of the applicant

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

\* Strike out the inappropriate alternative.

<b>Details of action taken</b> <b>(To be filled by Electoral Registration Officer of the constituency)</b>
---

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

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

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

£ During continuous updating after final publication of electoral roll.

\* Strike out the inappropriate alternative.

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

**Receipt for application**

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

Date.....

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

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

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

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

**When Form-6 can be filed**

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

**Where to file Form-6**

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

**How to Fill the Form-6**

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



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

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

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

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

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

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

### **Miscellaneous**

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

## 7. Forms - Aadhar Card Form (See Page 51 )



भारतीय विशिष्ट पहचान प्राधिकरण  
भारत सरकार



### ENROLMENT FORM (आवेदन पत्र)

Please use CAPITAL letters (कृपया स्पष्ट अक्षरो 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: जिला: \_\_\_\_\_

State: राज्य: \_\_\_\_\_

Pin code: पिन कोड:

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

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

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

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

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

I want to open UID enabled bank A/c

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

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

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

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

A/c No. (खाता संख्या) \_\_\_\_\_

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





