Advocating with the Poor

A Manual for West Bengal

Version # 10
May 2019

What’s new in this version
Kaushal Vikas Yojana – Skills and job placement for school dropouts (see page 16).
Jan Arogya Yojana – Health insurance for the poor (see page 20).
Saubhagya – Electricity connections (see page 34).
Ujjwala Yojana – Gas connections (see page 35).
Swachh Bharat Mission – Toilets (see page 36).
Pradhan Mantri Awaas Yojana – Housing for the poor (see page 38).
Child Marriage (see page 46).
Labour Card – benefits for construction workers (see page 54).
Advocacy Works - Some real stories

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

The state government has a widows pension of Rs1,000 a month but Kareen wasn't getting it. Some simple enquiries found that it was the Department of Social Welfare that administers pensions (see page 12 of this manual). The department said that Kareen wasn't eligible for a pension because she didn't have a bank account. Kareen had never had a bank account, so some community worker friends went to the local bank to find out about getting one. ‘No,’’ the manager informed them, “we need some identity documentation to open an account” (see page 55 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 Election Identity 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 Election Identity 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 60), which finally acceded to their request. So after 6 months of doing battle with the bureaucracy, Kareen finally got her pension, back-paid for 5 months, so now she had Rs5,000 in her own bank account! She beamed ! It wasn't much, but the regular amount might be enough for Kareen and her children to survive.

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

Guddan gets a Gas Connection
Guddan had been trying for two years to get a 'pakka' (legal) gas connection. The staff at the gas office always gave some excuse for not being 'able' to give her the connection. Then Guddan attended an advocacy workshop during which she learned about her rights to a gas connection (page 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 her 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!
Introduction

1. About this Manual

West Bengal 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 will need to help residents to access government services which will last in the long run.

The information in this manual is only a part of a bigger strategy to empower West Bengal's poor residents. Empowerment involves not only giving the poor the knowledge of services available (pages 7-56 of this manual), but also the skills in writing & presenting applications (pages 60-62). Perhaps the most important aspect to empowerment however, is the heart to want to act selflessly for the benefit of the whole community. Appendix 1 on page 57 provides a comprehensive 10 step strategy to empowerment of residents with this knowledge, skills & heart. Be warned - it is costly and takes years!

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

1. The relevant Central & State government department which delivers this service (with website); Many of the West Bengal state government departments can be found [here](#).

2. The entitlement/right to residents as per that department's policy. We also give the 'Best Reference' website where those entitlements can be clearly seen. Many entitlements (both State and Central government) can be found [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 59).

3. An application procedure to apply for that entitlement; Many application procedures & forms can be found [here](#) & [here](#). Some hard copies of forms can be found in Section K on page 66. We give hints on writing effective applications & a sample application letter in Appendix 3 (page 60). Appendix 4 (page 61) also gives some useful tips for how to deal with government officers when presenting an application. The Right to Public Services Act [here](#) requires West Bengal Govt officials to provide certain services (listed [here](#)) within a set time frame. If they fail to do that they will be liable to be fined. These services include:
   - Ration Cards (30 days) ([here](#));
   - Pensions (3 months) ([here](#)).
   - Disability Certificate (90 days) ([here](#));
   - Disability appliance (90 days) ([here](#));
   - Admission in school (30 days) ([here](#));
   - Kanyashree (90 days) ([here](#));
   - Birth Certificate (48 hours of birth) ([here](#)); and
   - Caste certificates - 4 weeks ([here](#));

4. Create pressure: The application may not initially succeed because the officer might:-
   - Be away on leave, on 'election duty'; or
   - Claim that you've come to the wrong office; or
   - Say he has no authority to deal with your application & the officer with authority is away; or

Back to Village Information page 4  Back to Table of Contents page 5  Go to Acronyms page 65  Page 2
• Claim that he has no 'budget' this year; or
• Claim that he doesn't have sufficient staff available; or
• Ask for some 'chai pani' (bribe). Appendix 5 (page 62) has suggestions for dealing with corruption.

5. Should the application not succeed, some ways to create pressure include (in order of difficulty):
- Complaining once more to the original officer;
- Using the Central Government's on-line grievance redressal mechanism here (go to ‘Click here to sign up’. You should get 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 63);
- Contacting lawyers at the Delhi Justice Resource Centre. Phone 011-4050170 or email delhi@justiceventures.org;
- Conducting a 'dharna' (protest); or
- Contacting the media.

6. A success story (when available) showing where all this has actually worked in real West Bengal situations.

This manual has been initiated by Emmanuel Hospital Association, and further refined by Justice Ventures International, and EFICOR. If you're reading this as a hard copy, you can find a soft copy in English at EHA's website here, at Justice Ventures' website here and the Right to Food Campaign here. At those sites you’ll also find similar Advocacy Manuals for most other north Indians states including; Delhi, Uttar Pradesh, MP, Jharkhand, Chhattisgarh, Bihar, Harayana, Uttarkhand, Assam, Maharashtra, Rajasthan & Odisha. At the EHA site here you’ll also find a simpler (16 page) manual for the basic Central Govt entitlements valid all over India as well as a specialised ones on Disability and Women. We'll attempt to update these manuals every two years. We're also hoping to create Hindi versions of many of these manuals. We’ve issued Creative Copyright on the manuals, which means, if you find it useful in your work, please feel free to use it however you see fit, to create any other materials from it or share it with anyone else, as long as you follow 2 rules:
• Don’t use this or other material based on it for profit; and
• Attribute it to EHA, JVI and EFICOR

Please Note: This manual is intended only as a guide to entitlements. While we have taken considerable care to ensure the accuracy of the information, since entitlements and grievance procedures are constantly changing, we cannot guarantee the accuracy of the information in the manual and are therefore not responsible for any difficulties encountered, should the information be found not to be accurate. If you find any errors/ inaccuracies in this manual, or have any suggestions for additions, kindly write to us, and we'll make the alterations.

Emmanuel Hospital Association www.eha-health.org
Justice Ventures International www.justiceventures.org
EFICOR www.eficor.org
2. A first Step - Identifying your area's government offices

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

- West Bengal is divided into 42 Lok Sabha Constituencies. Each constituency has an elected Member of Parliament (MP) responsible to an electorate of about 21 lakh people. Click here to find your constituency's name. Then go here, and choose ‘West Bengal’ to find his/her contact details. Currently the Trinamool Party is in power in West Bengal headed by Chief minister Mamata Banerjee.

- West Bengal State Government is divided into 294 Assembly Constituencies (ACs). Each AC has an elected Member of the Legislative Assembly (MLA)(Vidhayak) responsible to an electorate of about 3.1 lakh people. To identify your MLA click here then on West Bengal find to see the map. Then click on your district to find the name of your MLA and his/her party.

- West Bengal local government is divided into Gram Panchayats. On average a gram panchayat is home to 2,500 people and has 2 villages. Each Gram Panchayat elects a Pradhan.

- For administrative purposes, West Bengal is divided into 3 Divisions; Jalpaiguri, Burdwan and Presidency, each under the authority of a Divisional Commissioner(DC). Click here for a map of the divisions.

- Each division is further divided into several Districts (Jilas) totalling 23 districts in all in West Bengal. Click here, then click on ‘West Bengal’ (and scroll down) for map, headquarters and population of all 23 districts. Each District is overseen by a District Magistrate DM. (Click here for list of DM's and contacts in West Bengal.)

- 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 sub-district is further subdivided into Development Blocks & Town Areas. To find names of Sub-Districts, Blocks & Town Areas go to http://districts.nic.in/. Click on West Bengal, then click on your district, to go to your district's website.

- To identify other officers such as Chief Medical Officers etc, the websites are given on the relevant page of this manual. As you find that information, insert it in the table below.

<table>
<thead>
<tr>
<th>Division/Service</th>
<th>Page #</th>
<th>Area name</th>
<th>Officer's Name/Address/Phone no.</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Lok Sabha</td>
<td>4</td>
<td></td>
<td>Member Parliament (MP)</td>
</tr>
<tr>
<td>Assembly Constituencies</td>
<td>4,50</td>
<td></td>
<td>Member Legislative Assembly (MLA)</td>
</tr>
<tr>
<td>Panchayat</td>
<td>36</td>
<td></td>
<td>Pradhan</td>
</tr>
<tr>
<td>Division</td>
<td>4</td>
<td></td>
<td>District Commissioner (DC)</td>
</tr>
<tr>
<td>District (Jila)</td>
<td>4,53</td>
<td></td>
<td>District Magistrate (DM)</td>
</tr>
<tr>
<td>Development Block</td>
<td>4,14,18</td>
<td></td>
<td>Block Development Officer (BDO)</td>
</tr>
<tr>
<td>Chief Medical Officer</td>
<td>20</td>
<td></td>
<td>Chief Medical Officer (CMO)</td>
</tr>
<tr>
<td>Nearest District Hospital</td>
<td>20</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nearest CHC/PHC</td>
<td>20</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local Gas Agency</td>
<td>35</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local police Station</td>
<td>44-49</td>
<td></td>
<td>Station House Officer (SHO)</td>
</tr>
<tr>
<td>Police Headquarters</td>
<td>44-49</td>
<td></td>
<td>Superintendent of Police (SP)</td>
</tr>
</tbody>
</table>
# Table of Contents (click on item to go directly to page)

**Introduction**  
1. About this Manual ................................................................. 2  
2. A first Step - Identifying your area's government offices .................. 4  

**A) Food and Water**  
1. Food & Water - Drinking Water .................................................. 7  
2. Food & Water - Ration Cards .................................................... 8  
3. Food & Water - Anganwadis .................................................... 9  
4. Food & Water - Mid Day Meal Scheme ..................................... 10

**B) Income**  
1. Income – MGNREGA ............................................................... 11  
2. Income – Pensions ................................................................. 12  
3. Income – Financial Incentive for having a Girl child .................. 14  
4. Income – Life Insurance ......................................................... 15  
5. Income - Vocational Training .................................................. 16  
6. Income - Drivers Licences ....................................................... 17  
7. Income – Self Help Groups ..................................................... 18  
8. Income – Finance for Micro enterprises ................................... 19

**C) Health**  
1. Health - Government Hospitals ............................................... 20  
2. Health - Pregnancy and Delivery ............................................. 21  
3. Health – Imunisations ............................................................ 23  
4. Health - TB ........................................................................... 24  
5. Health – Services for People with Disabilities .......................... 25  
6. Health – Mental Health ......................................................... 27  
7. Health - Drug Rehabilitation .................................................. 29  
8. Health – HIV ......................................................................... 30

**D) Education**  
1. Education - Government Schools ............................................ 31  
2. Education – Scholarships, books and uniforms ....................... 32  
3. Education - Open Schooling .................................................. 33

**E) Energy**  
1. Energy – Electricity .................................................................. 34  
2. Energy – Gas .......................................................................... 35

**F) Village Facilities**  
1. Village Facilities – Toilets ..................................................... 36  
2. Village Facilities - Paved alleys and drains ............................ 37  
3. Village facilities - Housing ..................................................... 38  
4. Village facilities – Land for the landless ................................. 39  
5. Village facilities – Roads ....................................................... 40

**G) Farming**  
1. Farming – Irrigation .............................................................. 41  
2. Farming – Crop Insurance ..................................................... 42  
3. Farming – Subsidies ............................................................... 43
### H) Human Rights Abuse

1. Human Rights Abuse - Domestic Violence
2. Human Rights Abuse - Child Labour
3. Human Rights Abuse - Child Marriage
4. Human Rights Abuse – Trafficking of children
5. Human Rights Abuse – Sex Trafficking
6. Human Rights Abuse – Bonded/Forced Labour

### I) Identity Documents

1. Identity Documents - Elector Identity Card
2. Identity Documents - Unique Identification Card
3. Identity Documents – Birth & Death Certificates
5. Identity Documents – Labour Card
6. Identity Documents - Bank Account
7. Identity Documents – PAN Card

### J) Appendices

1. A 10 Step Process for Empowering a Community
2. Table of Services with Relevant Schemes and Laws
3. Writing Effective Applications (with example)
4. Tips on Effectively Lodging Applications
5. Dealing with Corruption
6. Notes on effective use of the RTI (with example)
7. ACRONYMS used

### K) Application Forms

1. Forms – Pensions (Widows, Old Age & Disability) (see page 12)
2. Forms - National Family Benefit Scheme (see page 15)
3. Forms - Driver's Licence Learners Permit (see page 17)
4. Forms – Micro Enterprise Loan (see page 19)
5. Forms - Railway Concession for Disabled People (see page 25)
6. Forms – Election I Card (see page 50)
7. Forms - Aadhaar Card Form (see page 51)
8. Forms - PAN Card Form (see page 56)
A) Food and Water

1. Food & Water - Drinking Water

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

1. **Relevant department**

   **Central Government**
   - Ministry of Drinking Water & Sanitation (Web [https://mdws.gov.in/](https://mdws.gov.in/)).

   **West Bengal Government**
   - Public Health Engineering Dept (PHED) [here](https://mdws.gov.in/).

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


   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 1.6km/ or 100m elevation and one hand pump per 250 people (See Wikipedia document [here](https://mdws.gov.in/) under ‘Access’).
   3. By 2022 ensured that at least 90% are provided with access to piped water and 80% with a household connection. (See page 27 of Rural Sanitation & Drinking Water E-book [here]).
   4. Under West Bengal’s Public Health Engineering Dept’s Vision 2020, the goal is to provide 70 litres of potable water to every person by 2020 (website [here]).

3. **Application Procedure**

   - Check the status of water supply [here](https://mdws.gov.in/) (click on your district).
   - If quantity or quality of water source is unsatisfactory, according to entitlement above, make an application for testing or new source to the Public Health Engineering Dept [here].

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

   - Complain to the PHED office where you applied once again; then
   - Use the Consumer Affairs site [here](https://mdws.gov.in/). Click on the ‘Grievance Box’ (on the right). Enter your details to register. Save a copy a note of your registration details. Then you can post your grievance; then
   - Use the Central Government's on-line grievance redressal mechanism (register [here]); then
   - RTI to PHED [here].

5. **Success Story**

   The hand pump in Parva village not working. The village Rural and Health committee wrote an application to Department of Public Health and Engineering. After three days the Hand pump was fixed.
2. Food & Water - Ration Cards

The Targeted Public Distribution System, (or 'ration card' system), aims to provide basic food stuffs at a subsidised (lower than market) price for every family. The central government has now 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 and 50% of urban households.

1. Relevant Department

Central Government:
- National Food Security Act (NFSA) (website here).

West Bengal Government:
- West Bengal Dept of Food and Supplies (website here).

2. Entitlement (Best Reference: National Food Security Act 2013 Sct 3(1) here. Also the Right To Food campaign here, here and here.

i) Poor residents Every person in 'priority households' (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 and entitled to 35kg foodgrains. (See (National Food Security Act Sct 3(1).

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

<table>
<thead>
<tr>
<th></th>
<th>Coarse</th>
<th>Wheat</th>
<th>Rice</th>
</tr>
</thead>
<tbody>
<tr>
<td>'Eligible Households' (5kg/person)</td>
<td>Rs1</td>
<td>Rs2</td>
<td>Rs3</td>
</tr>
<tr>
<td>Antyodya (35kg per household)</td>
<td>Rs</td>
<td>Rs2</td>
<td>Rs3</td>
</tr>
</tbody>
</table>

3. Application Procedure

- Eligibility is based on Socio Economic Caste Census (SECC) in 2011. Eligibility criteria are here.
- Each state government must publish a list of eligible families (NFSA Sct 10) & display that list prominently Sct 11). Check whether your name is on the list here (currently this is not working).
- Households whose name on the list as either priority or Antyodya can apply for a NFSA card.
- If you think you are eligible according to the criteria, but are not on the list, you can still apply for a card by applying on line here or to the Inspector or Sub inspector of the block here. Applications should be processed within 30 days here.
- Once you have your card, get rations from nearest ration shop. Find your nearest Ration Shop here.

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

- Check the status of your application here; then
- Under the WB Public Services Act, complain to the SCF or S/DDR here.
- Use the Consumer Affairs site here, Click on the ‘Grievance Box’ (on the right). Enter your details to register. Save a copy a note of your registration details. Then you can post your grievance; then
- Use the Central Government's on-line grievance redressal mechanism (register here); then
- RTI to the West Bengal Department of Food and Supplies here.

5. Success story

Put yours here.
3. Food & Water - Anganwadis

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

1. Relevant Department

Central Government

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

West Bengal Government

- Integrated Child Development Services here.

2. Entitlement (Best Reference: National Food Security Act 2013 Sct 5(1)(a) here. Also the Right To Food campaign brochure here.)

Under the 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. Furthermore:

- There should be one Anganwadi Centre (AWC) for every 40 children under the age of 6. (Supreme Court Order here page 16 point 2).
- Children under 6, adolescent girls and pregnant women can attend the AWC (SC order page 16 point 3).
- Children 6 months – 3 years receive a 500 calorie nutritious take-home snack; (NFSA Sched II(1))
- Children 3 years – 6 years receive a 500 calorie cooked meal; (NFSA Sched II(2))
- Malnourished children receive a 800 calorie take-home snack; (NFSA Sched II(3))
- For pregnant and nursing mothers a 600 calorie, take-home snack; (NFSA Sched II(6))
- Children to receive basic education, immunisations, medicines (eg worm tabs), vitamins (eg Iron); & undergo weight/height monitoring which is recorded on their chart. (SC order, page 16 point 3).

3. Application Procedure

a) Check if there is an Anganwadi centre near you. If so, go there.

b) If there is not an Anganwadi centre near you, make a list of 40, 3-6 year-olds in your village including:- Name, Address, Gender, DOB & Parents' acceptance. Submit this request for 'AWC on Demand' to the West Bengal Women & Child Development and Social Welfare here.

4. Advocacy (if application doesn't succeed)

- Written complaint to the ICDS office where you applied; then
- Use the Consumer Affairs site here. Click on the ‘Grievance Box’ (on the right). Enter your details to register. Save a copy a note of your registration details. Then you can post your grievance; then
- Use the Central Government's on-line grievance redressal mechanism (register here); then
- RTI to the PIO for West Bengal Women & Child Development and Social Welfare here.

5. Success story

Put yours here.
4. **Food & Water- Mid Day Meal Scheme**

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

1. **Relevant Department**

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

   **West Bengal Government**
   - West Bengal Department of School Education (website [here](#)).
   - Cooked Mid Day Meal Programme [here](#).

2. **Entitlement**  
   *Best Reference: National Food Security Act 2013 Sct 5(1)(b) [here](#).*  
   *Also the Right To Food campaign brochure [here](#).*

As per National Food Security Act (NFSA) Sct 5(1)b:-
- Every child up to class 8 or between ages of 6-14 is entitled to a free Mid Day Meal
- On every school day.
- Meal should be of at least 450 calories for Classed 1-5 & 750 for Classes 6-8 (NFSA Sched II(4,5)).

3. **Application Procedure**

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

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

   2 parents per day have a right to inspect the food. If there is a problem in the quantity or quality of the food then:-
   - Complain directly to the school; then
   - Use the Consumer Affairs site [here](#). Click on the ‘Grievance Box’ (on the right). Enter your details to register. Save a copy a note of your registration details. Then you can post your grievance; then
   - Use the Central Government's on-line grievance redressal mechanism ([register here](#)); then
   - RTI to the West Bengal Department of School Education ([contacts here](#)).

5. **Success Story**

   *Put yours here.*
B) 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 help families stay in rural areas, rather than migrating to the city.

1. Relevant Department

Central Government
- Ministry of Rural Development (website [here](#)).
- MGREGA (website [here](#)).

West Bengal Government:
- Panchayats and Rural Development Department (website [here](#)).


- 100 days employment per year per rural family (for any adult over 18yrs). (NREGA Sct 3(1).
- Should get work within 15 days of applying. (Sct 7(1) and Schedule II, Sct 6)
- At least one third of beneficiarieare should be women (Schedule II, Sct 6).
- Provision of child care for children under 6. (Schedule II, Sct 28)
- Paid at minimum wage as set, but at least Rs 191 per day (See Sct 6 and [here](#) - March 2019)
- If no work, should receive unemployment allowance within 15 days. 33% for 30 days & 50% after. Sct 7(1)& 7(2).
- Work should be within the same block where the applicant works and if more than 5km from home then travel allowance paid. (Schedule II, Sct 12)
- Worksite facilities of clean drinking water, emergency health care, child care & shade for rest. (Schedule II, Sct 27)
- Family of sny MGNREGA worker who dies or permanently disabled form MGNREGA work eligible for Rs25,000 (Schedule II, Sct 26).
- All MNREGA workers who have worked more than 15 days in the preceding financial year eligible for Pradhan Mantri Jan Arogya Yojana.

3. Application Procedure

MGNREGA
- Check if your already have a Job Card [here](#).
- If not, apply for a Job Card (valid for 5 years) at your local Panchayat (Schedule II, Sct 3); then
- Apply to the panchayat for work (Schedule II, Sct 9); then
- Get work within 15 days. (Schedule II, Sct 6)
- Get paid within 14 days (Sct 3(3)).

4. Advocacy
- Complain directly to MGREGA grievance redressal mechanism [here](#); then
- Use the Consumer Affairs site [here](#). Click on the ‘Grievance Box’ (on the right). Enter your details to register. Save a copy a note of your registration details. Then you can post your grievance; then
- Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
- RTI to Ministry of Rural Development (contacts [here](#)) or on-line [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.*

1. **Relevant Department**

Central Government
- Ministry of Rural Development (website [here](#)).

West Bengal Government
- Dept of Women & Child Development and Social Welfare (website [here](#)).

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

i. **Indira Gandhi National Old Age Pension Scheme** Aged 60-79, Rs.200# per month. Aged 80 years or more, Rs 500 per month (NSAP 2014 Guidelines page 6, para 2.3).

ii. **Indira Gandhi National Widows Pension Scheme** Widows aged 40-79, Rs.300# per month. 80 years or more, Rs 500 per month (NSAP 2014 Guidelines page 6, para 2.3).

iii. **Disability Pension**: Aged 18-79 with more than 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.

# States are encouraged to contribute a similar amount (para 2.4.1) so the pension is higher in some states.

iv) **West Bengal pensions** (information [here](#)): Widow’s, Old age and Disability pensions for residents not getting any other pension and monthly income below Rs1,000.

3. **Application Procedure**

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

For all schemes follow this procedure:-
- Submit documents (listed below) to the Panchayat or local Block office.
- Panchayat/Block 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.

Under the WB Public Services Act, applications should be processed with 3 months ([here](#)).

**Documents for each Central government pension**

i) **Old age pension Pension**

Form (download [here](#) or see hard copy on page 66).
- Proof of age (usually birth certificate);
- BPL proof;
- Proof of 5 years of residence. (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 and fact that you’re not receiving any other pension.

ii) **Widows Pension**

Form (download [here](#) or see hard copy on page 66).
- Death certificate of Husband;
- BPL proof;
- Proof of 5 yrs of residence. (Voters ID; Ration Card; or Witness of neighbour, MLA, or local shopkeeper on photocopy of their Card);
- Numbers of the Bank Account (9 digit MICR # and 7 digit IFCS #);
- 1 photo; and
• Affidavit stating: Name; Address; All family members in household; the fact that not receiving any other pension; the fact that you haven’t been remarried since husband's death; and a promise to notify government if re-marry.)

iii) Disability pension
Form (download here or see hard copy on page 66).
• Disability Certificate showing more than 80% disabled;
• 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; and
• Affidavit stating Name, address, and the fact that you’re not receiving any other pension.

4. Advocacy (if application doesn't succeed)
• Enquire again of the Panchayat; then
• Appeal to the District Probation Officer who has some power in pensions matters; then
• Under the WB Public Services Act, complain to the ADM(SW) here; then
• Use the Consumer Affairs site here. Click on the ‘Grievance Box’ (on the right). Enter your details to register. Save a copy a note of your registration details. Then you can post your grievance; then
• Use the Central Government's on-line grievance redressal mechanism (register here); then
• RTI to West Bengal Dept of Social Welfare (RTI info 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 Government
   - Ministry of Women & Children (website [here](#)).

2. **Entitlement** *(Best Reference: Ministry of Women & Children [here](#) and Childline [here](#))*
   **Balika Samriddi Yojana**
   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**
   **Balika Samriddi Yojana**: Apply to Children Development Project Officer using the form [here](#).

4. **Advocacy (if application doesn't succeed)**
   - Check again with the Child Development Project Officer, BDO, or wherever you applied; then
   - Use the Consumer Affairs site [here](#). Click on the ‘Grievance Box’ (on the right). Enter your details to register. Save a copy a note of your registration details. Then you can post your grievance; then
   - Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
   - RTI to West Bengal Dept of Social Welfare (RTI info [here](#)).

5. **Success Story**
   *Put yours here.*
4. 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.*

1. **Relevant Department**

   **Central Government's**
   - Life Insurance Corporation of India (website [here](#)).

   **West Bengal Government**
   - Dept of Women & Child Development and Social Welfare (website [here](#)).

2. **Entitlement** *(Best Reference: Life Insurance Company of India [here](#) 2013)*

   a) **Aam Aadmi Bima Yojana** *(see information [here](#))*
   - Family should be BPL or marginally above BPL (see Eligibility Criteria #2 [here](#)).
   - The Applicant should be the head of the family or one earning member in the family be one of certain vocational group or Rural Landless Household (RLH) (see Eligibility Criteria #2).
   - The applicant should be aged between 18 to 59 years (see Eligibility Criteria #1 [here](#)).
   - In the event of death of that person family receives Rs30,000 (see Premium [here](#)).
   - In case the death has occurred due to accident or permanent total disability due to accident (loss of 2 eyes or 2 limbs) family receives Rs. 75,000 (see Benefits #ii [here](#)).
   - In the case of partial permanent disability due to accident (loss of one eye or one limb) the amount is Rs. 37,500 (see Benefits #ii [here](#)).
   - Scholarship benefits: Free Add-on benefit to a max of two children of beneficiary who are studying between 9th to 12th Standard at Rs.100 per month for each child, every year (see Benefits #iii [here](#)).
   - Premium of Rs200 per year paid 50% by the government (see Premium [here](#)).

   b) **National Family Benefit Scheme** *(here) 2014*
   - Rs 20,000 (Rs10k from Central & Rs10K from state) assistance for BPL families whose primary breadwinner (aged 18-65) dies.

3. **Application Procedure**

   a) Aam admin bima Yojana
   - Apply directly to LIC on form [here](#).
   - Required documents are:- (see information [here](#))
     - Ration Card
     - Extract from Birth Register
     - Extract from School Certificate
     - Voter’s List
     - Identity card issued by reputed employer/Government Department.
     - Unique Identification Card (Aadhaar Card)

   b) Death of Breadwinner (NFBS)
   - Form (download [here](#) or see hardcopy on page 69).
   - Required documents are:
     - Death certificate of Breadwinner;
     - 5 yrs of residential proof. (Voters ID; Ration Card; or Witness of neighbour, MLA, shopkeeper etc;
     - Numbers of the Bank Account (9 digit MICR # and 7 digit IFCS #);
     - 1 photo;
     - Affidavit stating Name, Address, Age, Not receiving any other pension and the fact that the surviving adult was 18-64 years at time of death of the breadwinner.

4. **Advocacy (if application doesn't succeed)**
   - For Aam Aadmi Complain to the LIC office; For NFBS Panchayat or local Block office; then
   - Use the Consumer Affairs site [here](#). Click on the ‘Grievance Box’ (on the right). Enter your details to register. Save a copy a note of your registration details. Then you can post your grievance; then
   - Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
   - RTI to LIC (for Aam Aadmi) or WB Dept of Social Welfare for NFBS (info [here](#)).
5. **Income - Vocational Training**

The Indian government is attempting to give skills training for those who have dropped out of school so that they may still be employed. Jan Shiksha Sansthan and PMKVy have training centres throughout the country which gives reasonable quality vocational skills and technical knowledge at very low cost without needing prior education qualifications. It is designed for people from slums and remote rural areas.

1. **Relevant Department**

**Central Government:**
- Ministry of Skill Development and Entrepreneurship [here](http://www.nic.in/jss.htm).

2. **Entitlement (Best Reference: Jan Sikshan Sansthan [here](http://www.nlm.nic.in/jss.htm) & PMKVY [here](http://pmkvy.nic.in) 2016).**

   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.
   - There are 8 JSS's in West Bengal including; Bankura, Howrah, Jalpaiguri, Narendrapur, North 24 Parganas, Paschim Midnapore, Purba Midnapur and Purulia (for their locations click [here](http://www.nlm.nic.in/jss.htm)).

   b) **Pradhan Mantri Kaushal Vikas Yojana** (Web site [here](http://pmkvy.nic.in))
   - All fees paid by the government (see [here](http://pmkvy.nic.in) under ‘Approved for another four years’).
   - For college or school dropouts or unemployed (see [here](http://pmkvy.nic.in) under ‘Short Term Training’).
   - Skills training in short courses (150-300 hours) (see [here](http://pmkvy.nic.in) under ‘Short Term Training’).
   - Includes training in in Soft Skills, Entrepreneurship, Financial and Digital Literacy (see [here](http://pmkvy.nic.in) under ‘Short Term Training’).
   - Provision for recognition of previous learning (see [here](http://pmkvy.nic.in) under ‘Recognition of Prior Learning’).
   - Many different courses to choose from (see [here](http://pmkvy.nic.in) and drop down menu on ‘Select Sector Name’).
   - Attempts to set up placement for all trainees. (see [here](http://pmkvy.nic.in) under ‘Placement Guidelines’).

3. **Application Procedure**

   a) **Jan Sikshan Sansthan**
   - Admission opens in April and October for 6 months course each. Fee is Rs. 100.
   - For direct Admission contact Training Centre (click [here](http://www.nlm.nic.in/jss.htm) and then click on your region).
   - Documents required for admission are: Ration Card, 2 ID Certificates, 4-5 passport –size photos.

   b) **Pradhan Mantri Kaushal Vikas Yojana**
   - Apply directly to the Training Centre. Find the nearest Training Centre [here](http://pmkvy.nic.in).

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

   - Complain again to wherever you applied; then
   - Use the Consumer Affairs site [here](http://consumeraffairs.gov.in). Click on the ‘Grievance Box’ (on the right). Enter your details to register. Save a copy a note of your registration details. Then you can post your grievance; then
   - Use the Central Government's on-line grievance redressal mechanism (register [here](http://goodgovernance.gov.in)); then
   - RTI to JSS concerned (contact details [here](http://www.nlm.nic.in/jss.htm)); then
   - RTI to the Ministry of Skill Development and Entrepreneurship (contacts [here](http://www.nic.in/jss.htm)) or on-line [here](http://pmkvy.nic.in).

5. **Success Story**

*Put yours here!*
6. Income - Drivers Licences

Driving can be a good income for someone without much education.

1. Relevant Department

West Bengal Government
- North Bengal State Transport Department (website [here](#)).
- South Bengal State Transport Department (website [here](#)).

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

Types of Driving License (information [here](#)).
- Learner Driving License – valid only for six months.
- Permanent Driving License – after at least one month on Learners Driving Licence.

Age Eligibility
At least 18 years of age with two exceptions:
1. 16 yrs for two wheelers/vehicle up to 50cc and without gear.
2. 20 yrs- For commercial vehicle.

3. Application Procedure

- For guidelines for applications see [here](#).
- Form 3 for Learners licence [here](#) (scroll down to ‘forms’) or hard copy on page 71.
- You will also need to pass a test 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 (click [here](#) or [here](#)) to the RTO together with:-
  - Driving test passing;
  - Learners licence;
  - Medical certificate (Form 1A [here](#));
  - 3 Passport- sized photographs;
  - fee;
  - proof of age;
  - proof of address; and
  - parental consent if under 18.

4. Advocacy

- Complain again to wherever you applied; then
- Use the Consumer Affairs site [here](#). Click on the ‘Grievance Box’ (on the right). Enter your details to register. Save a copy a note of your registration details. Then you can post your grievance; then
- Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
- RTI to the North Bengal State Transport Department (website [here](#)); or
- RTI to the South Bengal State Transport Department (website [here](#)).

5. Success Story

Put yours here!
7. 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 (website [here](#)).

West Bengal Government
- Panchayats and Rural Development Department (website [here](#)).

2. Entitlement (Best Ref: Deen Dayal Antyodaya Yojana [here](#)).

The Deen Dayal Antyodaya Yojana (DAY), replaces the National Rural Livelihood Mission (formerly known as the Swarnjayanti Gram Swarozgar Yojana (SGSY). The components are:
- **Skill Training and job placement** - Rs.15,000 per person is allowed on training of urban poor in market-oriented skills through City Livelihood Centres.
- **Self-Help Groups (SHG)** for training members and hand holding, an initial support of 10,000 for each group. Assistance of Rs.50,000 is provided to Registered Area Level Federations.
- **Interest Subsidy to urban poor** - An interest subsidy of 5% - 7% for setting up individual micro-enterprises with a loan of up to 2 lakh.

3. Application Procedure

- To District Rural Development Agency; or
- To Block Development Officers.

4. Advocacy

- Complain again to wherever you applied; then
- Use the Consumer Affairs site [here](#). Click on the ‘Grievance Box’ (on the right). Enter your details to register. Save a copy a note of your registration details. Then you can post your grievance; then
- Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
- RTI to where ever you applied:- District Rural Development Agency or Block Development Office.

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.
8. Income – Finance for Micro enterprises

The new Indian government is attempting to help the millions 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

2. **Entitlement** (Best Reference MUDRA [here](https://www.mudra.org.in) 2019).
   - Loans for small business enterprises of up to Rs50,000 for small units (Shishu)
   - 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](https://www.mudramitra.in) or generic hard copy on page 72)
   - 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)

   File application on-line at [www.mudramitra.in](https://www.mudramitra.in)

4. **Advocacy**

   - Complain again to the manager of the bank where you applied; then
   - E-mail help@mudra.org.in
   - Use the Consumer Affairs site [here](https://www.mudra.org.in). Click on the ‘Grievance Box’ (on the right). Enter your details to register. Save a copy a note of your registration details. Then you can post your grievance; then
   - Use the Central Government's on-line grievance redressal mechanism (register [here](https://www.mudra.org.in)); then
   - RTI on-line [here](https://www.mudra.org.in) or in person at:
     - MSME Development Centre
     - C-11 G Block
     - Bandra Kurla Complex
     - Bandra E, Mumbai 400 051.

5. **Success story**

   *Put yours here!*
C) Health

1. Health - Government Hospitals

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

1. Relevant Department

Central Government
- Ministry of Health & Family Welfare (For web click https://mohfw.gov.in/)
- National Health Authority: (https://www.pmjay.gov.in/)

West Bengal Government:
- West Bengal Health and Family Welfare Department (website here and here).


i) High quality affordable treatment for all residents at government health facilities:-
- District hospital (1 per district, Population 20 lakh, multiple doctors and investigations); (page 7 here)
- Community Health Centres (CHC’s) (1 per sub-district, population 1 lakh, staffed by 4 Doctors); (p7 here)
- Primary Health Centres (PHC’s) (1 per block population 30,000, staffed by 1 doctor); (page 6 here) &
- Sub Centres (1 per 5,000 population staffed by 1 ANM). (page 6 here)

Click here (and go to ‘Health data’ then ‘District Wise health facility’) for maps of all PHC's in India. Click on ‘West Bengal’ then your district for map.

ii) Pradhan Mantri Jan Arogya Yojana (PMJAY)
- All poor families should be eligible (to check eligibility click here) and enter your mobile number.
- Eligible families get an e-Card.
- Up to Rs50,000 treatment per year per family.
- Treatment in registered hospitals. (To check on which hospitals are registered see here).

3. Application Procedure

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

My nearest District hospital is ____________ & CHC is ____________ enter on table on page 4.

ii. For (PMJAY) e-Card holders:- (for the whole process see page 6 on this document here.)
- Check eligibility here or by phoning 1800111565.
- No cap on family size and age of members. All members of designated families get coverage.
- Covers secondary and tertiary care hospitalization.
- Free treatment available at all public and empanelled private hospitals.
- Benefits of national portability. Eligible beneficiaries can avail services across India.
- 1,350 medical packages covering surgery, medical, day care treatments, cost of medicines & diagnostics.
- All pre-existing diseases covered.

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 the hospital is; then
- Use the Consumer Affairs site here. Click on the ‘Grievance Box’ (on the right). Enter your details to register. Save a copy a note of your registration details. Then you can post your grievance; then
- Use the Central Government's on-line grievance redressal mechanism (register here); then
- RTI to West Bengal Health and Family Welfare Department (PIO’s here).
2. Health - Pregnancy and Delivery

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 (Sect 4(b)) (here).

West Bengal Government:

- West Bengal Health and Family Welfare Department (website here and 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.

ii) Under National Food Security Act (here).

- Every pregnant woman entitled to Anganwadi meals (NFSA Sect 4(a)); and
- Payment of Rs 6,000 in instalments (NFSA Sect 4(b)). (As of Dec 2018 reduced to Rs 5,000).
- Scheme know as Pradhan Mantri Matritva Vandana Yojana (formerly IGMSY) (see here).

The first transfer of Rs.1,500 (at the end of second 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.

iii) Payment for delivery in a hospital Under Janani Suraksa Yojana (JSY) (Website here 2016)

- Higher payments for all births of all women in the 10 Low Performing States (LPS's) listed here (see ‘Important Features of JSY’). However Wet Bengal is a High Performing State.
- Payments are at the rates below (seen here) (see ‘Scale of Cash Assistance’).

<table>
<thead>
<tr>
<th>State</th>
<th>Rural</th>
<th></th>
<th>Urban</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Mother</td>
<td>Asha</td>
<td>Mother</td>
</tr>
<tr>
<td>HPS</td>
<td>700</td>
<td></td>
<td>600</td>
</tr>
</tbody>
</table>
iv) Janani–Shishu Suraksha Karyakram: (here 2011)
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.

3. Application Procedure
- To find your nearest government health facility click here (and go to ‘Health data’ then ‘District Wise health facility’) for maps of all PHC's in India. Click on ‘West Bengal’ then your district for map.
- For free delivery, and treatment under Janani–Shishu Suraksha Karyakram, simply go with the ASHA to the PHC, CHC or District hospital for delivery.
- At time of discharge receive JSY payment according to the schedule above.
- For payments under NFSA (Pradhan Mantri Matritva Vandana Yojana), contact your nearest ASHA or Anganwadi.

4. Advocacy
- Written complaint to Medical Officer In Charge (MOIC) of Sub Centre/PHC/CHC; then
- Complain to Chief Medical Officer (CMO) of the district where the hospital is; then
- Use the Consumer Affairs site here. Click on the ‘Grievance Box’ (on the right). Enter your details to register. Save a copy a note of your registration details. Then you can post your grievance; then
- Use the Central Government's on-line grievance redressal mechanism (register here); then
- RTI to West Bengal Health and Family Welfare Department (PIO’s here).

5. Success Story
Put yours here!
3. **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 Government**
- Ministry of Health & Family Welfare (For web click [here](#)).
- National Health Mission (website [here](#)).

**West Bengal Government**
- West Bengal Health and Family Welfare Department (website [here](#) and [here](#)).

2. **Entitlement (Best Reference: Universal Immunisation Programme here 2011).**

W. Bengal Govt aims to give universal immunisations as per the Government schedule on page 5 & 6 [here](#).

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

In some states (mainly in south India) Japanese Encephalitis (JE= brain fever) and Hib (given as pentavalent) is also given.

Immunisations happen at either:-
- i. ASHA's & ANM at Village Health Days; or
- ii. Sub Centre; or
- iii. Primary Health Centres PHCs (for map of all PHC's in West Bengal click [here](#) and enter state/district); or
- iv. Community Health Centres (CHCs).

For map of all health centre in West Bengal click [here](#) and go to ‘Health Data’ then ‘District Wise Health Facility Data’). Click on ‘West Bengal’ then your district for map.

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

3. **Application Procedure**

Simply take the child to the:-
- i. Village Health Day; or
- ii. Sub Centre; or Primary Health Centre PHCs; or
- iii. CHC.

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

- Written complaint to Medical Officer In Charge (MOIC) of Sub Centre/PHC/CHC; then
- Complain to Chief Medical Officer (CMO) of the district where the hospital is; then
- Use the Consumer Affairs site [here](#). Click on the ‘Grievance Box’ (on the right). Enter your details to register. Save a copy a note of your registration details. Then you can post your grievance; then
- Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
- RTI to West Bengal Health and Family Welfare Department (PIO’s [here](#)).
4. **Health - TB**

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

1. **Relevant Department**

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

   **West Bengal Government**
   - West Bengal Health and Family Welfare Department (website [here](#) and [here](#)).

2. **Entitlement** *(Best Reference: National Health Portal [here](#) 2017).*

   - Free Diagnosis and treatment at government DOTS centres.
   - For overview see [here](#) and scroll down to ‘Detect’, then ‘Free drugs and diagnostic test’.

3. **Application Procedure**

   If you or anyone you know has: (see FAQ #3 [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)*

   - Complain to District TB Officer for your district (for directory of all DTO's see [here](#)); then
   - Complain to State TB Officer for your district (for directory of all STO's see [here](#)); then
   - Use the Consumer Affairs site [here](#). Click on the ‘Grievance Box’ (on the right). Enter your details to register. Save a copy a note of your registration details. Then you can post your grievance; then
   - Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
   - RTI to West Bengal Health and Family Welfare Department (PIO’s [here](#)).

5. **Success Story**

   *Put yours here!*

[Back to Village Information page 4] [Back to Table of Contents page 5] [Go to Acronyms page 65]
5. Health – Services for People with Disabilities

People With Disabilities (PWDs) are still regarded as 2nd 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 under 'Downloads’ ‘Advocacy Manuals’ ‘All India’ 'A Manual for People Living with Disabilities'.

1. Relevant Department

Central Government
- Ministry of Rural Development National Social Assistance Programme (NSAP) here.
- Ministry of Social Justice and Empowerment (website here). Dept of Empowerment of PWDs (here).

West Bengal Government
- West Bengal Health and Family Welfare Department (website here and here).
- West Bengal Office of the Commissioner for Persons with Disabilities (website here).


i) Disability Certificate (For guidelines see NSAP here go to 3.1.3 on page 11)
- Need to be greater than 80% disabled as assessed by government doctors. Sct 56(4) PWD Act.
- 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 NSAP here (see 2.3 on page 6).
- 18-79yrs old.
- Need severe or multiple Disabilities (need Disability Certificate - need to be more than 80%).
- BPL families only.
- Pension is Rs 300 (over 80 years old Rs500) month.

iii) West Bengal Disability Pension Scheme: (here) and scroll down to ‘Disability Pension’
- To cover those older persons who are destitute and are not covered under IGNOAPS.
- Can’t be receiving any other pension.
- Pension of Rs750 a month (here).
- The applicant must be physically disabled and possess a certificate of disability.
- No age limit.
- Monthly income of family should be less than Rs1,000
- The applicant should be a resident of West Bengal, or be residing in the State for at least past 10 years.

iv) Travel concession on train
- Train: (see page 2 of rules here 2006)
  - Orthopeadically, blind & mental retardation: 75% for all classes except 50% in 2AC & 1AC and 25% in Rajdhani/Shatabdi. For PWD and carer.
  - Auditory and speech impaired: 50% for the disabled person and carer.

v) Aids and Appliances (ADIP)
- ADIP (central government) here.

vi) Education scholarship
- Day scholars Rs95-Rs330 per month, and Hosteliers Rs360-740 per month (website here).

vii) Various other schemes under the Ministry of Social Justice and Empowerment
- See details of the various schemes including various aids like wheelchairs here.
3. **Application Procedure**

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

Under the WB Public Services Act, apply to the BMOH at the District Hospital here. Applications should be processed with 3 months here.

**ii) Disability Pension**
- Form (download here or see hard copy on page 66).
- 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, Aadhaar 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) West Bengal state Disability Pension Scheme: (here and scroll down to ‘Disability Pension’).**
- Get Form ‘P’ BDO or Panchayat Samity (for rural applicants), or Sub Divisional Officer (SDO) (for urban).
- Submit two copies of filled form to BDO or Panchayat Samity (for rural applicants), or SDO (for urban applicants).

**iv) Rail concessions (Need certificate)**
- For forms see web here or hard copy for orthopaedic on page 73; or
- One passport size photograph plus Disability Certificate.
- Submit form it to the concerned govt. hospital,
- Disability verified by doctor;
- Railway concession form is issued.
- Attach a photocopy of disability certificate to the railway concession form when purchasing tickets.

**v) Aids and Appliances (ADIP)**
- ADIP (central gov’t) procedures here.
- Under the WB Public Services Act, apply to the BWO at the District Hospital here.
- Applications should be processed with 3 months here.

**vi) Education scholarship**
- Application form is available with Assistant Director of department of Social Security & Disability of respective District or Headmaster of Government Special Schools.

**vii) Other schemes under Ministry of Social Justice & Empowerment**
- Procedures for the various others schemes see site here.

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

- Under the WB Public Services Act, for Disability Certificate, complain to apply to the CMOH here.
- and for appliances, complain to DSWO here.
- Use the Consumer Affairs site here. Click on the ‘Grievance Box’ (on the right). Enter your details to register. Save a copy a note of your registration details. Then you can post your grievance; then
- Use the Central Government's on-line grievance redressal mechanism (register here); then
- (For Certificate and appliances) RTI to WB Health and Family Welfare Department (PIO’s here); or
- (For pensions) RTI to Dept of Women & Child Development and Social Welfare (website 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, including those with mental health difficulties, has rights, as outlined below.

1. Relevant Department

Central Government
- Ministry of Social Justice and Empowerment (website [here](#)).

West Bengal Government
- West Bengal Health and Family Welfare Department (website [here](#) and [here](#)).
- Dept of Women & Child Development and Social Welfare (website [here](#)).

2. Entitlements (Best Reference: Mental Healthcare Act 2017 [here](#)).

a) Right to health care
- People with Mental Health problems have right to access quality treatment at affordable cost at mental health services run by government (or government funded) (Mental Health care Act Sct 18).

b) No ill-treatment (Mental Healthcare Act Sct 101(c)).
- 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) 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) 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.

d) 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 (Sct 86).
- In the case of minors (below 18), the application must be given by a Guardian (Sct 87).
• 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 Sct 90(8).
• No mentally ill person can be subjected during treatment to any indignity or cruelty (Sct 20).
• 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 (Sct 86(7)) & 87(8).

e) Special rights
• Every mentally ill person has a right to legal representation in court (Sct 27(1)).

3. Application Procedure

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

4. Advocacy (if application doesn't succeed)
• For review of a refusal to issue a disability certificate:-
  ◦ Any applicant for a disability certificate, who is refused, may request a review of the decision.
  ◦ The application for review shall be accompanied by a copy of the certificate or letter of rejection being appealed against.
  ◦ On receipt of an application for review, the medical authority shall, after giving the appellant an opportunity of being heard, pass such orders on it as it may deem appropriate.
  ◦ An application for review shall, as far as possible, be decided within a fortnight from the date of its receipt, but in any case, not later than one month from such date.
• Complain to Ministry of Social Justice and Empowerment (click here).
• Use the Consumer Affairs site here. Click on the ‘Grievance Box’ (on the right). Enter your details to register. Save a copy a note of your registration details. Then you can post your grievance; then
• Use the Central Government's on-line grievance redressal mechanism (register here); then
• RTI to West Bengal Health and Family Welfare Department (PIO’s here).

5. Success Story
Put yours here!
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 has essentially delegated de-addiction programs to the NGO and private sectors. They run de-addiction centres to provide 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/](http://socialjustice.nic.in/)).
- List of government approved NGO’s [here](#).

West Bengal Government
- West Bengal Health and Family Welfare Department (website [here](#) and [here](#)).
- Dept of Women & Child Development and Social Welfare (website [here](#)).


- Free de-addiction treatment at some government hospitals.
- 381 de-addiction centre in India run by NGO’s in cooperation with the government. For a list of 16 de-addiction centres in West Bengal see pages 26-27 in this document [here](#).
- Free 24 hour Mental Health Help Line 1800 266 2345

3. Application Procedure

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

4. Advocacy (if application doesn't succeed)

- Complain to Chief Medical Officer (CMO) of the hospital in which the facility is located; then
- RTI to the CMO of the district in which facility is located; then
- Use the Consumer Affairs site [here](#). Click on the ‘Grievance Box’ (on the right). Enter your details to register. Save a copy a note of your registration details. Then you can post your grievance; then
- Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
- RTI to West Bengal Health and Family Welfare Department (PIO’s [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 here

West Bengal Government
- West Bengal State AIDS Prevention and Control Society (WBSAPCS). Details here.

2. Entitlements: (Best Reference: National Aids Control here)

1. HIV testing: Confidential, free of cost testing done at Integrated Counselling and Testing Centres (ICTC)'s. See web here.
2. Treatment: A person diagnosed to have HIV can receive free treatment at ART centres. For list of ART centres is here (scroll to bottom of page and click on ‘List of ART centres’). W. Bengal has 19.
3. Care and support: This is provided for people living with HIV AIDS at various NGO’s listed here.

- Adults and children have a right to access medical care and education at Government institutions without any discrimination.
- A government/public sector employer cannot deny employment or terminate the service of an HIV-positive employee solely because of their HIV-positive status, and any act of discrimination towards an employee on the basis of their HIV positive status is a violation of Fundamental Rights.

3. Application procedure:

Testing, treatment or care and support services can be accessed by visiting any:-
- ICTC centre: All centres listed here; or
- ART Centre: For locations click here (scroll to bottom of page and click on ‘List of ART centres’).

Documents required before registration in ART centre:
- A positive HIV test result from an ICTC; and
- A photo ID card.

4. Advocacy suggestions:

- Phone AIDS helpline: 1097; then
- Use the Consumer Affairs site here. Click on the ‘Grievance Box’ (on the right). Enter your details to register. Save a copy a note of your registration details. Then you can post your grievance; then
- Can register a complaint with the National Human Rights Commission Website here; then
- Use the Central Government's on-line grievance redressal mechanism (register here); then
- Contact Lawyers Collective HIV/AIDS Unit. website: www.lawyerscollective.org,
  ◦ Tel: 011-24377101/2, Email: aidslaw1@lawyerscollective.org; then
- RTI to West Bengal State AIDS Prevention and Control Society (PIO’s here).

5. Success Story

Put yours here!
D) Education

1. Education - Government Schools

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

1. **Relevant Department**

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

   **West Bengal Government**
   - Department of School Education (website [here](#)).

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

**Under Right to Education Act**

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

All schools (government & private) must:-
   - Not make a child repeat a class, be expelled, or pass board exam until completion of Class 8 (Sct16).
   - Not do any physical punishment or mental harassment (Sct 17).
   - Meet minimum infrastructure requirements (all-weather building, separate classrooms for each teacher, playground, library, separate boys'/girls' toilets, drinking water, play/sports equipment (See Sct 19 & Sched).
   - Have all teachers attend school regularly & punctually & complete the curriculum on time (Sct 24).
   - Have Teacher-student ratio of 1:40 at primary (Class 1-5) & 1:35 for Class 6-8 (Sct 25 & Schedule, Item 1).
   - NB No teachers can do private tuitions (Sct 28).

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

3. **Application Procedure for Admission**

   **a) Admission in Government Schools**
   - Try for admission by taking child to a nearby school when the new session starts (usually April).
   - Normally, you only need the child's Birth Certificate or if you 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. Sct 14(2).
   - 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. (Set 4).
   - Under the WB Public Services Act, apply to the District Inspector of Schools [here](#).
   - Applications should be processed with 30 days [here](#).

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

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

   - Initially approach the principal of the school; then
   - Complain to the Basic Shiksha Adhikari (responsible for primary schools in that district); then
   - Under the WB Public Services Act, complain to the Deputy Director of School Education [here](#); then
   - Use the Consumer Affairs site [here](#). Click on the ‘Grievance Box’ (on the right). Enter your details to register. Save a copy a note of your registration details. Then you can post your grievance; then
   - Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
   - RTI to the West Bengal Department of Education (PIOs [here](#)).
2. Education – Scholarships, books and uniforms

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

1. Relevant Department

Central Government
- Right of Children to Free & Compulsory Education Act 2009 click (website here).
- Sarv Shiksha Abhayan (website here).

West Bengal Government
- Department of Education (click here).
- RTE rules for West Bengal (website here) click on ‘West Bengal’.

2. Entitlement

(Best References: RTE Act 2009 here & RTE Rules here.

- Midday meal up till 8th (see Mid Day Meal above on page 10).
- Pre and Post Matric Scholarship schemes for SC, OBC and students with disabilities (click here and here).
- Incentives to Girls for Secondary Education: Rs3,000 as fixed deposit after passing Grade 8 and enrolling in Grade 9. Available for SC/ST girls and those studying in KGBV schools. The girls are entitled to withdraw the sum along with interest on reaching 18 years and on passing 10th class. For more information click here.
- Kasturba Gandhi Balika Vidyalaya (KGBV) residential schools with boarding facilities at elementary level for girls. 75% girls should be from SC, ST, OBC or minority communities & only thereafter, 25% girls from families below poverty line. (See more info here & guidelines p.4 here).
- Kanyashree: Girls aged 3-18 get annual grant of Rs750. Girls over 18 get one time Rs 25,000 here.

3. Application Procedure for Benefits

- For free uniform for SC/ST, application is submitted to the principal of the school.
- Pre & Post Matric Scholarship schemes for SC, OBC & students with disabilities (here).
- Incentives to Girls for Secondary Education. Apply to the Principal / Head of the School, along with SC/ST/OBC Certificate and Birth Certificate.
- Kasturba Gandhi Balika Vidyalaya residential schools. Apply directly to the school.
- Kanyashree: Under the WB Public Services Act, apply to the head of the school here. Applications should be processed with 30 days here.

4. Advocacy (if application doesn't succeed)

- Initially approach the principal of the school; then
- Complain to the Basic Shiksha Adhikari (responsible for primary schools in that district); then
- Try the West Bengal Education Helpline 0612 2215143; then
- Under the WB Public Services Act, for Kanyashree, complain to the BDO here; then
- Use the Consumer Affairs site here. Click on the ‘Grievance Box’ (on the right). Enter your details to register. Save a copy a note of your registration details. Then you can post your grievance; then
- Use the Central Government's on-line grievance redressal mechanism (register here); then
- RTI to the West Bengal Department of Education (PIOs here).

5. Success Story

In Chhatapur district only the girls were receiving free school uniforms. The NGO staff applied to the District Education Officer for boys to receive the same benefit. That was successful so from July 2011 boys got the same benefits.
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 plays 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 (here)

2. Entitlements (Best Reference: NIOS here 2016).

- Open Basic Education (OBE) is equivalent to classes 3, 5 & 8 of formal school system (details here).
- Secondary Education Course (is equivalent to Class 10) (details here).
- Senior Secondary Education Course (is equivalent to Class 12) (details here).

3. Application Procedure for Admission

For OBE (Class 3, 5 or 8);
- Find the Centre nearest you from the website here
- Go to the centre and process the application.

For Secondary (10th) and Senior Secondary (12th) all applications are now done on-line:-
- Go to the website here and complete the on-line application yourself; or
- Go to the local Accredited Institution (AI) which will help do the application on-line. For list of AIs click here; or
- Visit the regional Centre which will help you do the on-line application. For list of Regional Centres click here and scroll down to see all Regional Centres.

Fees here are:-

<table>
<thead>
<tr>
<th>Class</th>
<th>Women</th>
<th>Men</th>
<th>SC/ST /Handicapped</th>
</tr>
</thead>
<tbody>
<tr>
<td>OBE</td>
<td>Free</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td>Secondary (10th)</td>
<td>1,450</td>
<td>1,800</td>
<td>1,200</td>
</tr>
<tr>
<td>Sr Secondary (12th)</td>
<td>1,650</td>
<td>2,000</td>
<td>1,300</td>
</tr>
</tbody>
</table>

4. Advocacy (if application doesn't succeed)

- For 3rd, 5th, 8th application, approach the Centre where you applied; then
- For 10th & 12th check the status of your on-line application here; then
- Complain to the Regional Centre. For list of Regional Centres click here; then
- Use the Consumer Affairs site here. Click on the ‘Grievance Box’ (on the right). Enter your details to register. Save a copy a note of your registration details. Then you can post your grievance; then
- Use the Central Government's on-line grievance redressal mechanism (register here); then
- RTI to the West Bengal Department of Education (PIOs here).

5. Success story

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

1. Energy – Electricity

The Government claims that every village in India (although not every home) is now on the electricity grid.

1. Relevant Department

Central Government
- Ministry of Power (website [here](#)) - Saubhagya [here](#).

West Bengal Government
- West Bengal State Electricity Distribution Company Ltd (website [here](#)).


- All un-electrified households in rural areas as well as poor un-electrified households in urban areas are eligible for electricity (see FAQ #1 and #14 at Saubhagya site [here](#)).
- Pay only Rs50 each bill for 10 bills (=Rs500) (see FAQ #3 at Saubhagya site [here](#)).
- Get LED, power socket for free (see FAQ #9 at Saubhagya site [here](#)).
- Any ID (need not have Aadhaar), but can’t be in arrears (see FAQ #6 at Saubhagya site [here](#)).

3. Application Procedure for Connection

See FAQ #4 at Saubhagya site [here](#).
- DISCOM of your area organise camps in villages / cluster of villages.
- Prior information about such camps would be widely publicised.
- You need to simply approach DISCOM officials in the camp and your application for the connection shall be registered on spot.
- Alternatively apply directly to WB state DISCOM on-line [here](#).
- Electricity connection shall be released by the DISCOM after due verification, mostly on spot.
- In case, you are not able to get information about the camp, you can also approach the nearest DISCOM office for necessary guidance.

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

- Try the West Bengal State Electricity Distribution Company Ltd Helpline 19121.
- Try on-line complaint to the WB State DISCOM [here](#).
- Use the Consumer Affairs site [here](#). Click on the ‘Grievance Box’ (on the right). Enter your details to register. Save a copy a note of your registration details. Then you can post your grievance; then
- Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
- RTI to West Bengal State Electricity Distribution Company Ltd (website [here](#)).

5. Success story

Kadagdoni is a very interior village in Jharkhand, far from the main road. The Community Based Organisation (CBO) had been trying to get electricity to the village for years, but was faced with persistent demands for a bribe from the notoriously corrupt Electricity Board. After a little training, the CBO learnt more about their rights under the Rajeev Gandhi Grameen Vidyut Yojana (a scheme before Saubhagya) and collectively decided NOT to pay the bribe which was being demanded – but to work together to pressurise the government to get electricity. They applied to their Panchayat leader and also did lot of manual work for the clearing up the road to help the materials reach their village. Eventually they got their connection.
2. Energy – Gas

_Cooking gas is cheaper & cleaner burning than kerosene, wood or cow 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) ([here](#)); or HP Gas ([click here](#)) or Bharat Gas ([click here](#)).
- Pradhan Mantri Ujjwala Yojana ([here](#)).

2. Entitlement ([Best Ref: Indian Oil Corporation 2010 here & Pradhan Mantri Ujjwala Yojana 2016 here]).

- Every household with a separate cooking area is entitled to one Gas connection (FAQ#1 [here](#)).
- 12 gas refills in each 12 month period (see web [here](#)) at a subsidised rate of approx Rs 500 ([here](#)).
- New connection for women members of BPL households who suffers from at least one ‘deprivation’ (as per the SECC) census in 2011. Rs 1600 subsidy to cover cylinder security deposit and regulator (Pradhan Mantri Ujjwala Yojana [here](#)).

3. Application Procedure
a) For new Indane connection (See FAQ#1 [here](#))
   i) Fill out the form and submit to nearest distributor. My nearest local Indane gas supplier is ______________________(enter on the table on page 4).
   ii) Submit proof of identity & residence (Either I Card or Ration Card, Electricity bill etc).
   iii) Receive letter through registered post (to check address). Take that to distributor.
   iv) Cost (see FAQ # 2 [here](#)):-
      - Refundable Security Fees Rs.1450;
      - Subsidised gas refill: (Approx Rs500 as of April 1st 2019- see [here](#) and scroll down to table of prices).
      - Refundable deposit for Regulator Rs.150; Hose 170;
      - Admin 89; Installation. Rs118; Card Rs59
      - **Total Rs 2,036 (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 Rs177 (for 2 burner); Go to [here](#) and see 'Frequently asked Question #3)

b) To get subsidy
Apply [here](#) to have subsidy paid directly to bank a/c. Middle class users are encouraged to 'Give up ' their subsidy to enable a BPL consumers to get a gas connection [here](#). Non subsidised price Rs680-740 [here](#).

c) Pradhan Mantri Ujjwala Yojana
Apply to local gas distributor who will check to see if you’re eligible.

4. Advocacy (if application doesn't succeed)

- Phone toll free number 1800 2333555; or
- On line complaints for Indane here, or HP here.
- Use the Consumer Affairs site [here](#). Click on the ‘Grievance Box’ (on the right). Enter your details to register. Save a copy a note of your registration details. Then you can post your grievance; then
- Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
- RTI to Indane [here](#), HP [here](#) or Bharat Gas [here](#).

5. Success story

_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 and ways to advocate should the application be stalled - especially on using the Right To Information Act. Having that teaching in 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. That simple threat of action was enough and Guddan got her gas connection within weeks!_
F) Village Facilities

1. Village Facilities – Toilets

The Indian government wants to see every household have its own toilet by 2019 (see here). There is resistance to this from many villagers, who have toileted outdoors for generations and argue that toilets without running water and proper cleaning are worse than no toilet.

1. Relevant Department

Central Government
- Ministry of Drinking Water and Sanitation (Swachh Bharat rural) (website here).
- Ministry of Urban Development: (Swachh Bharat Urban) (website here).

West Bengal Government
- Public Health Engineering Dept (website here).

Local
- Panchayat's Village Health, Sanitation & Nutrition Committee.

2. Entitlement (Best Ref: Swachh Bharat Mission (Rural) 2018 here and urban here 2014).

- BPL households, SC, ST families, small and marginal farmers, landless labourers with homestead physically handicapped and women headed households can construct toilet with cash incentive of Rs12,000 (Rs7,200 from central and Rs4,200 from state) (see page 23 point 6.4.7 here).
- Beneficiary encouraged to contribute his/her own labour (see page 23 point 6.4.8)
- Urban households also eligible for subsidy of Rs 4,000 under Swachh Bharat Mission (page 8 here).
- Community toilets to be built in urban areas, where open defecation and people don’t have enough space to construct own toilet. (page 9 point 5 here).

3. Application Procedure

- Check eligibility for incentives.
- Build the toilet as per the guidelines
- Have the toilet checked.
- Receive the incentive into your bank account.

4. Advocacy (if application doesn't succeed)

- Complain directly to Panchayat's Village Health and Sanitation committee; then
- Using the Ministry of Drinking Water and Sanitation on-line grievance mechanism here; then
- Use the Consumer Affairs site here. Click on the ‘Grievance Box’ (on the right). Enter your details to register. Save a copy a note of your registration details. Then you can post your grievance; then
- Use the Central Government's on-line grievance redressal mechanism (register here); then
- RTI to the Public Health Engineering Dept (website here).

5. Success story

Put your story here.
2. Village Facilities - Paved alleys and drains

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

1. Relevant Department

Central Government
- Ministry of Health and Family Welfare - National Health Mission [here](#).
- Ministry of Drinking Water and Sanitation (Swachh Bharat rural) (website [here](#)).

West Bengal Government
- Panchayats and Rural Development Dept (website [here](#)).
- Public Health Engineering Dept (website [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.


- Village Health and Sanitation Committees get Rs10,000 (page 17, point 3.2 [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 (page 8, [here](#)).

3. Application Procedure

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

4. Advocacy (if application doesn't succeed)

- Complain to the Panchayat; then
- Use the Consumer Affairs site [here](#). Click on the ‘Grievance Box’ (on the right). Enter your details to register. Save a copy a note of your registration details. Then you can post your grievance; then
- Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
- RTI to the Public Health Engineering Dept (website [here](#)).

5. Success Stories

*Put yours here!*
3. Village facilities - Housing

The Pradhan Mantri Awaas Yojana (renamed from the Indira Awaas Yojana) aims to give a basic house to needy families. Like all schemes aimed at the poor, it is only as good as the SECC list of ‘eligible’.

1. Relevant Department

Central Government
- Ministry of Rural Development (website [here](#)).
- Ministry of Urban housing and poverty Alleviation (website [here](#)).

West Bengal Government
- Panchayats and Rural Development Dept (website [here](#)).

2. Entitlement (Best Ref: Pradhan Mantri Awaas Yojana–Gramin (PMAY-G) [here](#) 2016.

a) Pradhan Mantri Awaas Yojana (Grameen)
- Scheme for households with ‘housing deprivation’ from 2011 SECC (page viii point 5 of book [here](#)).
- Rs1,20,000 (1,30,000 in hilly areas) for building pacca house (page 27, point 5.1.1) of book [here](#).
- House to be at least 25m², including separate cooking area (page 28, point 5.1.4 of booklet [here](#)).
- Eligible for 90 worker-days of MGNREGA (page 7, Point 2.2 f. & page 27 of booklet [here](#)).
- Houses built under this scheme also eligible to receive 12,000 for construction f toilet under Swachh Bharat Mission , or NREGA.(page 7, Point 2.2 e. & page 28 of booklet [here](#)).
- Rs 70,000-1,20,000 to upgrade existing structure (page 7, point 2.2 c of booklet [here](#)).

b) Pradhan Mantri Awaas Yojana (urban)
- To make a slum house pakka Rs1,00,000 under In situ slum rehabilitation ISSR (pg 2, point 4 of book [here](#)).
- EWS families can upgrade existing non-slum kaccha house to pacca with 1.5lakh assistance (Beneficiary Led Construction) BLC) (page 10, point 7 of book [here](#)).

c) Credit-cum-Subsidy Scheme for Rural Housing (CSRH) (website [here](#)).
- Rural poor just above the poverty line having an annual income up to Rs. 32,000/- are entitled.
- Sanitary latrines and smokeless chulhas must be an integral part of the house to qualify.
- Can get a loan of Rs40,000

3. Application Procedure

a) Pradhan Mantri Awaas Yojana
- Anyone with 0,1 or 2 room house with kuccha wall and roof is eligible.
- 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 (page 17-24 of book [here](#));
- The Gram Sabha meets to approve the annual select list (meeting attended by District Collector & videoed);
- List of new inclusions and list of exclusions if any shall be marked as such with reasons;
- Finalised list sent to the Zilla Parishad before 31st December.
- If on the list, or believe you should be, apply to the Panchayat, BDO or District Rural Development Agency.

b) Pradhan Mantri Awaas Yojana Urban
- List made by government agencies (page 12, point 8 of book [here](#)).

c) Credit-cum-Subsidy Scheme for Rural Housing: (website [here](#)).
- Apply to the Dist Rural Development Officer (DRDO) or the Zila Parishad.

4. Advocacy (if application doesn't succeed)
- Directly to Gram Panchayat, District Rural Development Officer, or Zila parishad.
- Use the Consumer Affairs site [here](#). Click on the ‘Grievance Box’ (on the right). Enter your details to register. Save a copy a note of your registration details. Then you can post your grievance; then
- Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
- RTI to Pradhan Mantri Awaas Yojana (contacts [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 Awaas 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/](http://rural.nic.in/).)
- Ministry of Urban housing and poverty Alleviation (website [here](http://rural.nic.in/)).

West Bengal Government
- Panchayats and Rural Development Dept (website [here](http://rural.nic.in/)).

2. Entitlement (Best Ref: Pradhan Mantri Awaas Yojana–Gramin (PMAY-G) [here](http://rural.nic.in/) 2018).
- Landless may be eligible for Rs60,000 to buy land for Awaas Yojana house (see article [here](http://rural.nic.in/)).

3. Application Procedure

Pradhan Mantri Awaas Yojana
- Anyone with no land is eligible.
- 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 (page 17-24 of book [here](http://rural.nic.in/));
- Apply to the Panchayat, BDO or District Rural Development Agency.

4. Advocacy (if application doesn't succeed)
- Directly to Gram Panchayat, District Rural Development Officer, or Zila parishad.
- Use the Consumer Affairs site [here](http://rural.nic.in/). Click on the ‘Grievance Box’ (on the right). Enter your details to register. Save a copy a note of your registration details. Then you can post your grievance; then
- Use the Central Government's on-line grievance redressal mechanism (register [here](http://rural.nic.in/)); then
- RTI to Pradhan Mantri Awaas Yojana (contacts [here](http://rural.nic.in/)).

5. Success Story

Put yours here!
5. Village facilities – Roads

Many of India's villages don't have sealed roads which creates problems, especially during the rainy season. The Indian government prioritises it road building based on a score out of 100 (see the table below).

1. Relevant Department

Central government
- Ministry of Rural Development's Pradhan Mantri Gram Sarak Yojana (website here).

West Bengal Government
- Public Works Department (website here).
- Panchayats and Rural Development Dept (website here).

2. Entitlement (Best Reference: Pradhan Mantri Gram Sarak Yojana here 2013)

Government makes a priority list of roads based on criteria/scoring below (see page 48-50 here).

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Category/Weight</th>
<th>Sub-cat weight/s</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. POPULATION (as per 2011 Census)</td>
<td>50</td>
<td></td>
</tr>
<tr>
<td>A score of 1 for each 150 population subject to a maximum of 50</td>
<td></td>
<td>50</td>
</tr>
<tr>
<td>B. EDUCATIONAL FACILITIES (Score of the highest category)</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>Primary School</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Middle School</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>High School</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Pre-University Course(PUC)/ 10+2 institute</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>ITI</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>Degree College</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>C. MEDICAL FACILITIES (Score of the highest category)</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>Sub Centre / ANM Centre</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Primary Health Centre (PHC)</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Community Health Centre (CHC)</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>D. VETERINARY FACILITIES</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>E. TRANSPORT AND COMMUNICATION INFRASTRUCTURE</td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>Railway Station</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Bus Stand</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Notified Tourist Centres</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Post- Office, PCO/ Bank/ Regional Rural Banks</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>One diesel / petrol authorized Outlet 1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Additional Authorized Diesel Outlet 1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Electric Sub Station 11 KVA 2</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Electric Sub Station above 11 KVA 1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>F. MARKET FACILITIES (Cumulative Score)</td>
<td>12</td>
<td></td>
</tr>
<tr>
<td>Mandi (based on Turn Over)</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>Ware house/ cold storage</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Retail shops selling agricultural inputs and items of daily consumption</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>G. ADMINISTRATIVE CENTRES (Score of the Highest)</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Panchayat HQ</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Sub Tehsil</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Tehsil/ Block headquarter</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>100</td>
<td>100</td>
<td></td>
</tr>
</tbody>
</table>

Priority 1 is >80; 2 is 70-80; 3 is 60-70 and 4 is Below 60

3. Application Procedure

If your village is priority 1, 2 or 3, apply to the Public Works Dept (website here). (see here p15, #6.1)

4. Advocacy (if application doesn't succeed)

- Complain directly to Gram Panchayat, District Rural Development Officer, or Zila parishad; then
- Use the Consumer Affairs site here. Click on the ‘Grievance Box’ (on the right). Enter your details to register. Save a copy a note of your registration details. Then you can post your grievance; then
- Use the Central Government's on-line grievance redressal mechanism (register here); then
- RTI to the Public Works Department (website here).
G) Farming

1. Farming – Irrigation

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

1. Relevant department

Central Government

  - Central Water Commission (website here).
- Ministry of Agriculture and Farmers Welfare (website here).
  - Dept of Agriculture Cooperation and Farmers Welfare (website here).

West Bengal Government

- Water Resources Investigation and Development Department (website here).


National Mission on Micro Irrigation (website here page 13)

- 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 here 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: lesser of 50% of the cost or Rs 7,500 per hect.
- Priority for small and marginal farmers and women (website here page 7).

3. Application Procedure

For National Mission on Micro Irrigation apply to:-

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

For National Food Security Mission schemes apply to:-

- Gram Panchayat; or
- District Collector Office.

4. Advocacy (if application doesn't succeed)

- Complain directly to Gram Panchayat, District Rural Development Officer, or Zila parishad; then
- Use the Consumer Affairs site here. Click on the ‘Grievance Box’ (on the right). Enter your details to register. Save a copy a note of your registration details. Then you can post your grievance; then
- Use the Central Government's on-line grievance redressal mechanism (register here); then
- RTI to the Water Resources Investigation and Development Department (PIOs here).

5. Success Story

Put yours 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
  ◦ Dept of Agriculture & Cooperation and farmers welfare (website http://agricoop.nic.in/).
- Agricultural Insurance company of India (website here).

West Bengal Government
- Department of Agriculture (website here).

2. Entitlement (Best Reference: PM Fasal Bima Yojana here).

PM Fasal Bima Yojana National Agricultural Insurance Scheme (see details here).
- Provides insurance coverage and financial support to 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 sugar cane, cotton & potato (see page 4 here).
- Insurance premium rates are: - (see page 13 here).
  ◦ Kharif (Monsoon: July-Oct): 2% for all foodgrain and oilseeds;
  ◦ Rabi (Winter Oct- March): 1.5% for wheat, and 2% for other rabi crops.
  ◦ Horticultural crop 5%
  ◦ Above rates are maximums. If actuarial rate is less than above rate, then only it will be charged. The rest will be covered by government as a subsidy.

3. Application Procedure
- For eligibility and documents required see here.
- At the beginning of each crop season, the State Government notifies the crops and defines the areas which will be covered under the scheme during the season.
- The farmer who desires to join the scheme fills up form on line here and submits the same along with premium in the village branch of commercial bank or Regional Rural Bank or PACS of Cooperative Bank.

4. Advocacy (if application doesn't succeed)
- Phone PMFBY on 011-23381092 (see here and click on ‘Helpline’); then
- At PMFBY website here and click on ‘Technical Grievance’; then
- E-mail PMFBY at help.agri-insurance@gov.in ; then
- Contact Agricultural Insurance Company of India's grievance redressal person for W. Bengal here:
  ◦ Mr. K.K. Mohapatra, Chief Manager/RM, OM Tower, 5th Floor, 32 Chowringhee Road, Kolkata – 700071, E-mail: kkmohapatra@aicofindia.com; then
- Use the Consumer Affairs site here. Click on the ‘Grievance Box’ (on the right). Enter your details to register. Save a copy a note of your registration details. Then you can post your grievance; then
- Use the Central Government's on-line grievance redressal mechanism (register here); then
- RTI to Ministry of Agriculture & Farmers Welfare (website here).

5. Success Story

Put yours here!
3. Farming – Subsidies

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

1. Relevant Department

Central Government
- Ministry of Agriculture and Farmers Welfare
  - Dept of Agriculture Cooperation and Farmers Welfare (website [here](#))
  - National Food Security Mission 2009 [here](#).

West Bengal Government
- Department of Agriculture (website [here](#)).

2. Entitlement (Best Ref: National Food Security Mission Guidelines 2009 [here page 37,38](#))

For rates of subsidies (see page 37 & 38 [here](#)):-

i. Seeds Rs500 per 100kg for High Yielding varieties of wheat & rice & Rs1,200 per 100kg for pulses. Seed Mini-kits: 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):

ii. Implements: Rs3,000 for Condo weeder, Rs3,000 for Knapsack Sprayer, Rs15,000 for seed drills, 30,000 for Rotavator.

iii. Other subsidies listed on page 37 & 38 [here](#).

3. Application Procedure

See NFSM guidelines (page 3: Item 4 ‘District Level’) [here](#):

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

4. Advocacy (if application doesn't succeed)

- Phone Kisaan Call Centre toll free 1800-180-1551; then
- Contact NFSM CELL Vivek Agarwal, (I.A.S.), Joint Secretary (Crops), NFSM, Dept. of Agriculture & Cooperation, Phone No.: 011 2338 1176 (O), [here](#); then
- Use the Consumer Affairs site [here](#). Click on the ‘Grievance Box’ (on the right). Enter your details to register. Save a copy a note of your registration details. Then you can post your grievance; then
- Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
- RTI to Ministry of Agriculture & Farmers Welfare (website [here](#)).

5. Success Story

Put yours [here](#)!
H) Human Rights Abuse

1. Human Rights Abuse - Domestic Violence

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

1. Relevant Department

Central Government

- National Commission for Women (website here).
- Protection of Women from Domestic Violence Act 2005 (website here).

West Bengal Government

- West Bengal State Women's Commission (click here and scroll down to West Bengal.)
- West Bengal Police (website here). West Bengal now has 35 women’s police stations listed here. My nearest women’s police station is (click here) ________________ (enter details on page 4).

2. Entitlement (Best 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 (including 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 'Downloads/Advocacy manuals/All India/Women's Advocacy Manual'.

3. Application / Accessing Relief

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 Gram Panchayat (preferably the women members) which may solve problem locally; or
ii. Inform the District Probation Officer (DPO) who has some power in domestic violence; or
iii. Alert the local Protection Officer (DVA Sct 8); or
iv. Contact another non-Gov't women's support organisation in your state (contacts here); or
v. Talk to the West Bengal Women's Commission (address below). The woman gives a statement.
   The Commission calls the abuser. If he doesn't appear, it forwards the complaint to court; or
The abused woman or the Protection Officer or Women's Commission can then:
   vi. Lodge an FIR at the local Police Station (after which police must arrange for medical examination/certificate & will investigate the abuse); or
   vii. Apply for Safe Shelter, Protection Order, Custody Order for children or Compensation from courts.

4. Advocacy (if application doesn't succeed)

- Contact another NGO support organisation in your state contacts here; then
- RTI to the Police SP or SSP for your district (district details here and SP details here); then
- Use the Central Government's on-line grievance redressal mechanism (register here); then
- RTI to W. Bengal State Commission for Women: Ms. Leena Gangopadhyay (Chair), Jalasampad Bhavan, Gnd Fl, Bk DF, Sector I, Salt lake City, Kolkata, Ph: 033-2359 5609, Mob: 9830 947247; 9386 259823; E-mail: leanagangopadhyay@gmail.com
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 (website [here](#)).

**West Bengal Government**
- West Bengal Labour Department (website [here](#)).
- West Bengal Human Rights Commission (website [here](#)).
- West Bengal Police (website [here](#)). West Bengal now has 35 women’s police stations listed [here](#).
  
  My nearest women’s police station is (click [here](#))____________________(enter details on page 4).

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

**Constitution of India 1949 ([here](#))**
- Article 24: Prohibits employment of children below the age of 14 years in factories, mining and other places.
- Article 39e: no one can be forced to do work unsuited to their age by economic necessity.

**Indian Penal Code 1860 ([here](#))**
- Sct 374: Prohibition against compelling a person to labour

**Child Labour (Prohibition & Regulation) Act 1986 ([here](#))**
- Sct 3 + schedule + 2006 amendment: No child under the age of 14 (completed) can be employed in a 'hazardous occupation' which includes railways, plastics factories, auto-mobile garages, manufacturing crackers, handloom, mines, domestic servants, in dhabas, restaurants, hotels, tea shops, beedi making, carpet making, tanning, soap manufacture, brick kilns and roof tiles units, building & construction.
- Sct 7: 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 for up to 2 years; and
- The labouring child can be given compensation of Rs20,000 payable by the perpetrator.

3. **Application**

1. Activist lodges an FIR at the local **Police Station** after which police will investigate the abuse; or
2. Phone the **toll-free helpline ‘Childline’ (1098)** (website [here](#)) to receive distress calls about employing children in the banned sectors. This number is manned 24 hours a day by NGO's and supported by the union Ministry of Women and Child Development. 1098 is operational in 20 cities in West Bengal (listed [here](#) - click on ‘Childline Locations’) including:- Bankura, Bhirbhum, Burdwan, Cooch Behar, Dakshin Dinajpur, Darjeeling, Hooghly, Howrah, JalPaiguri, Kolkata, Malda, Murshidabad, Nadia, North 24 Parganas, Paschim Medinipur, Purbo Medinipur, Purulia, South 24 Parganas, Uttar Dinajpur and Alipurduar.

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

- Phone Childline 1098 again; then
- Complain to the West Bengal Human Rights Commission (website [here](#)); then
- Lodge a complaint at the National Human Rights Commission faxed to 011-23382911/23382734 or through e-mail **covdnhrcc@nic.in** No fee is chargeable on such complaints; then
- Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
- RTI to the West Bengal Labour Department (PIOs [here](#)).
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

West Bengal Government
- West Bengal Human Rights Commission (website here).
- West Bengal Police (website here). West Bengal now has 35 women’s police stations listed here. My nearest women’s police station is (click here) (enter details on page 4).

2. Entitlement (Best Ref for relevant laws: Child Line page here & handbook here).

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

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

3. Application

Reporting Child marriage:
If you see or suspect a girl under 18 is being married then:-
- Phone the toll-free helpline ‘Childline’ (1098) (website here) to receive distress calls possible child marriage. This number is manned 24 hours a day by NGO's and supported by the union Ministry of Women and Child Development. 1098 is operational in 20 cities in West Bengal (listed here - click on ‘Childline Locations’) including:- Bankura, Birbhum, Burdwan, Cooch Behar, Dakshin Dinajpur, Darjeeling, Hooghly, Howrah, JalPaiguri, Kolkata, Malda, Murshidabad, Nadia, North 24 Parganas, Paschim Medinipur, Purbo Medinipur, Purulia, South 24 Parganas, Uttar Dinajpur and Alipurduar; or
- Report it to the police who must make a Daily Diary entry and register an FIR based on the complaint.

4. Advocacy (if application doesn't succeed)
- Phone Childline 1098 again; then
- Complain to the West Bengal Human Rights Commission (website here); then
- Lodge a complaint at the National Human Rights Commission faxed to 011-23382911/23382734 or through e-mail covdnhrc@nic.in No fee is chargeable on such complaints; then
- Use the Central Government's on-line grievance redressal mechanism (register here); then
- RTI to the Police SP or SSP for your district (district details here and SP details here).

5. Success story
Put yours here.
4. Human Rights Abuse – Trafficking of children

Many children are given or sold by a family member, believing the child will get work or study. Often these children however, are then denied contact with their families and mistreated. Many end up in bonded labour (see page 49) and even prostitution (see page 48). The life for a trafficked child is horrific, yet it happens to thousands of girls in our own country every year. The only way to stop it is for ordinary people, like you and me to act if we see anything suspicious. Any missing child or any suspicious activity that you think could be related to trafficking should be reported to the police or Childline.

1. **Relevant Department**

**Central Government**
- Ministry of Labour & Employment (website [here](#)).

**West Bengal Government**
- West Bengal Labour Department (website [here](#)).
- West Bengal Human Rights Commission (website [here](#)).
- West Bengal Police (website [here](#)). West Bengal now has 35 women’s police stations listed [here](#). My nearest women’s police station is (click [here](#)) ____________________________ (enter details on page 4).

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

**Constitution of India** ([here](#))
- Article 23 (1) Prohibits forced labour.

3. **Application Procedure**

If a child is missing then:

1. Lodge an FIR at the local Police Station. Provide recent photo of child and your mobile phone number for contact. Police are then obliged to investigate; or
2. Phone the toll-free helpline ‘Childline’ (1098) (website [here](#)) to receive distress calls about possible trafficking of children. This number is manned 24 hours a day by NGO's and supported by the union Ministry of Women and Child Development. 1098 is operational in 20 cities in West Bengal (listed [here](#) - click on ‘Childline Locations’) including:- Bankura, Bhirbhum, Burdwan, Cooch Behar, Dakshin Dinajpur, Darjeeling, Hooghly, Howrah, JalPaiguri, Kolkata, Malda, Murshidabad, Nadia, North 24 Parganas, Paschim Medinipur, Purbo Medinipur, Purulia, South 24 Parganas, Uttar Dinajpur and Alipurduar.
3. Report the missing child to the Village Child Protection Committee (VCPC); or
4. Register the missing child (with a photo) on the website [www.trackthemissingchild.gov.in](http://www.trackthemissingchild.gov.in) This is a website with information on missing and found children and is India-wide; or
5. Register the missing child (with a photo) on the website [http://khoyapaya.gov.in/mpp/home](http://khoyapaya.gov.in/mpp/home) This is a government website where any citizen can upload information on any missing or located child, (even a child suspected of being trafficked); or
6. Contact Operation Muskaan, which is specifically designed for finding missing children [here](#); or Contact the Ghazibad police station (which began the programme (details [here](#)).

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

- Phone Childline 1098 again; then
- Complain to the West Bengal Human Rights Commission (website [here](#)); then
- Lodge a complaint at the National Human Rights Commission faxed to 011-23382911/23382734 or through e-mail [covdnhrc@nic.in](mailto:covdnhrc@nic.in) No fee is chargeable on such complaints; then
- Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
- RTI to the Police SP or SSP for your district (district details [here](#) and SP details [here](#)).

5. **Success story**

Put yours here.

[Back to Village Information page 4] [Back to Table of Contents page 5] [Go to Acronyms page 65]
5. Human Rights Abuse – Sex Trafficking

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

1. Relevant Department

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

West Bengal Government
- West Bengal Human Rights Commission (website [here](#)).
- West Bengal Police (website [here](#)). West Bengal now has 35 women’s police stations listed [here](#). My nearest women’s police station is (click [here](#))____________________(enter details on page 4).

2. Entitlements (Best Reference for relevant laws: Immoral Traffic (Prevention) Act ([here](#))).

Under Indian Penal Code ([here](#))
- Sct 366B: Prohibition on importation of girl below 21 years for sexual exploitation.
- Sct 372,373: Prohibition of selling or buying minor for purposes of prostitution.

Under Immoral Traffic (Prevention) Act ([click](#) here).
- Sct 3: Running brothels is illegal. (Only legal form of prostitution is an adult from own home).
- Procuring, inducing or taking person for prostitution with or without consent (Sct 5).
- Anyone trafficking a child is subject to minimum of 7 year imprisonment (up to life) (Sct 5).

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 Scheduled 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 Child Welfare Committee, which may place the child in a safe house run by either the government or a registered agency (Immoral Traffic (Prevention) Act (Sct 17(4)); and
- The trafficked woman can be given assistance in being repatriated and rejoining mainstream life.

3. Application

If you see anything that you suspect may be sex trafficking then:-
- Lodge an FIR at the local Police Station; or
- Phone the toll-free helpline ‘Childline’ (1098) (website [here](#)). 1098 works in 20 cities in West Bengal (listed [here](#) - click on ‘Childline Locations’) including:- Bankura, Bhirbhum, Bardwan, Cooch Behar, Dakshin Dinajpur, Darjeeling, Hooghly, Howrah, JalPaiguri, Kolkata, Malda, Murshidabad, Nadia, North 24 Parganas, Paschim Medinipur, Purba Medinipur, Purulia, South 24 Parganas, Uttar Dinajpur and Alipurduar; or
- Contact Justice Ventures International an NGO which specialised in working with the government to those trafficked for sex info@justiceventures.org .

4. Advocacy (if application doesn’t succeed)
- Complain to the West Bengal Human Rights Commission (website [here](#)); then
- Lodge a complaint at the National Human Rights Commission faxed to 011-23382911/23382734 or through e-mail covdnhrcc@nic.in No fee is chargeable on such complaints; then
- RTI to the Police SP or SSP for your district (district details [here](#) and SP details [here](#)).
6. Human Rights Abuse – Bonded/Forced Labour

The Bonded Labour Act defines it as an “agreement” to provide 'forced labour'. An 'agreement' is broadly defined and could be an agreement to get a payment, an advance; to fulfill a customary or social obligation; to repay relative's debt; or simply by birth into a particular community. Labour is deemed 'forced' if there is; restricted freedom of: 1) employment; 2) movement; 3) sale goods and services in the marketplace or 4) payment is below minimum wage.

90% of bonded labourers are from the SC/ST community. Thus often children or family members are given to a powerful landowner to 'pay off' a debt, only for the work to never be properly accounted, exorbitant interest charged, and the labourer never becomes free. This is modern day slavery.

1. Relevant Department

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

West Bengal Government
- West Bengal Human Rights Commission (website [here](#)).
- West Bengal Police (website [here](#)). West Bengal now has 35 women’s police stations listed [here](#). My nearest women’s police station is (click [here](#)) __________________________ (enter details on page 4).

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

Constitution of India ([here](#))
- Article 23(1) prohibits forced labour.

Under Indian Penal Code ([here](#))
- Sct 374: Prohibition on compelling a person to labour.

Bonded Labour System (Abolition) Act of 1976 (“BLA”) ([here](#)).
- Sct 4: nobody can be forced to do labour. Every bonded labourer now considered “free”;
- Sct 5: any custom, tradition or agreement by which anyone bonded/forced to work shall be ‘void’.

Juvenile Justice (Care and Protection of Children) Act, 2000 ([here](#)).
- Sct 26: An offence to obtain a juvenile (under 18) for the purpose of bonded labour.

The Scheduled 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 (W.Bengal daily min Rs245 [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 re-joining mainstream life.

3. Application

If you see anything that you suspect may be bonded labour then:-
- Call the Childline toll-free helpline (1098) which is operational in 20 cities in W.Bengal 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

4. Advocacy (if application doesn't succeed)

- Complain to the West Bengal Human Rights Commission (website [here](#)); then
- Lodge a complaint at the National Human Rights Commission faxed to 011-23382911/23382734 or through e-mail covdnhrcc@nic.in No fee is chargeable on such complaints; then
- RTI to the Police SP or SSP for your district (district details [here](#) and SP details [here](#)).
I) Identity Documents

1. Identity Documents - Elector Identity Card

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

1. Relevant Department

Central Government
- Election Commission of India (website here).

West Bengal Government
- Chief Electoral Officer West Bengal (website here).

2. Entitlement (Best Ref: SVEEP Systematic Voters Education & Electoral Participation here).

- Can have name added to the electoral role if completed 18 years old on 1st Jan of year of application (#6 Guidelines on page 3 of Form here).
- Can get an Electors Photo Identity Card (EPIC) (if name is on the electoral roll).

3. Application Procedure

i) For name to go on Electoral list (for procedure see here).

Check if your name is already on the list here and if not:
- Register when house to house update occurs from time to time; or
- Fill up Form 6 on-line here; or
- Fill up the hard copy (download here) any time. If using the hard copy, post it or submit it to your Electoral Registration Officer (ERO) (often ERO is the same as the ADM).

You'll need the following documents:-
- **Proof of age**: If over 21 and appear over 21, then no proof necessary. If 18-21 then Birth Certificate, school certificate or parent declaration (see Guideline 6.1 on page 3 of Form 6).
- **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) (see Guideline 8.1 on page 3 of Form 6):-
  (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)

When name is added to the Electoral role then EPIC card should be automatically issued (see Guideline 10.1 on page 4 of Form 6).

4. Advocacy (if application doesn't succeed)

- Phone Voter helpline (STD code) 1950.
- Submit grievance direct to Election Commission Grievance portal here; then
- Use the Consumer Affairs site here. Click on the ‘Grievance Box’ (on the right). Enter your details to register. Save a copy a note of your registration details. Then you can post your grievance; then
- Use the Central Government's on-line grievance redressal mechanism (register here); then
- RTI to the Chief Electoral Officer West Bengal (website here).

5. Success Stories

Put yours here!
2. **Identity Documents - Unique Identification Card**

*Aadhaar is a 12-digit unique number which will eventually be issued for all residents in India. It stores basic demographics & biometric information (photograph, fingerprints & iris) of each individual in a central database. Aadhaar is free of cost. Though it’s not mandatory currently, it’s good to have an Aadhaar card, as it allows you to access many other schemes in this manual more easily.*

1. **Relevant Department**

   **Central Government**
   - Unique Identification Authority of India (UIDAI) (website [here](#)).

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

3. **Application Procedure**
   - Details on enrolment procedure are [here](#).
   - Fill in the application form ([here](#) or see on page 76).
   - Submit at the nearest enrolment camp.
   - Documents required for enrolment are: Proof of identity (POI) and proof of address (POA) (list of acceptable documents is on page 2 of the application form [here](#) or [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.
   - Get Aadhaar card within 60-90 days.

4. **Advocacy (if application doesn’t process)**
   - Phone toll free number 1947; then
   - Email – [help@uidai.gov.in](mailto:help@uidai.gov.in); then
   - Use the Consumer Affairs site [here](#). Click on the ‘Grievance Box’ (on the right). Enter your details to register. Save a copy a note of your registration details. Then you can post your grievance; then
   - Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
   - RTI to the Regional office for UDAI here (scroll down to Regional office at bottom of page and click on your state to find the regional office address).

5. **Success Stories**
   *Put yours here!*
3. **Identity Documents – Birth & Death Certificates**

*Birth certificates are very important to access other schemes for children, like Dhanalaxmi (page 14) & School admission (page 31). Death certificates are necessary for getting Widows Pensions & National Family Benefit Scheme (NFBS) (page 12).*

1. **Relevant Department**

   **West Bengal Government**
   - District Administration (Click [here](#) for a list of the DM's in West Bengal).
   - Also can go [http://districts.nic.in/](http://districts.nic.in/) to see more information about your district.

2. **Entitlement (Best Reference: Registration of Births and Deaths Act 1969 [here](#))**
   i. **Birth certificate** For anyone born in West Bengal.
   ii. **Death certificate** For anyone who's family member dies in West Bengal.

3. **Application Procedure**
   i) **Birth certificate**
   For overview of procedure click [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. Under the WB Public Services Act, birth certificate should be issued within 48 hours of birth [here](#); or
     - At home, but midwife (Dai) registered birth with Gram panchayat (Sct 8 of Act).
   To get certificate, go to Register at Municipal Authority t (Sct 12 of Act).
   
   NB. 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 & stamp.
   
   * If birth not registered at the time and child more than 1 year old, then need to go to SDM or District Magistrate (Sct 13 of Act). Click [here](#) for a list of the DM's in West Bengal).
   - Go to your local DM/SDM; *(My village's DM/SDM is __________________________ insert on page 4).*
   - You'll also need an affidavit stating name of Parents, name of child, DOB, address;
   - Any other documentary proof you have to show that this child exists (school records etc); 
   - Then there'll be a police inspection to check on the child's existence.

   ii) **Death certificate**
   For overview of Procedure click [here](#).
   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 (Sct 8 of Act).
   To get Death Certificate, go to Municipal Authorities with:-
   - Cemetery/cremation slip;
   - I-Card or Ration Card; &
   - If more than 1 year since death also need certificate from DM or SDM (Sct 12 & 13 of Act).
   
   NB. In some cities can apply on-line (must within 21 days of death). Try signing in [here](#) and entering the place where the death happened.

4. **Advocacy (if application doesn't succeed)**
   - Under the WB Public Services Act, complain to CMOH [here](#); then
   - Use the Consumer Affairs site [here](#). Click on the ‘Grievance Box’ (on the right). Enter your details to register. Save a copy a note of your registration details. Then you can post your grievance; then
   - Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
   - RTI to DM/SDM. Click [here](#) for a list of the DM's in West Bengal).

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**

**West Bengal Government**

- District Administration (Click [here](#) for a list of the DM's in West Bengal).
- Also go [http://districts.nic.in/](http://districts.nic.in/) to see more information about your district.

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

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

i. University entrance
ii. Some government jobs

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

3. **Application Procedure**

Under the WB Public Services Act, apply to the Sub Divisional Office. Caste certificate should be issued within 4 weeks [here](#).

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.
- Need proof of residence in West Bengal for a minimum specified period.
- Need an affidavit stating that you belong to a Scheduled Caste.
- The specified court stamp fee is 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)**

- Enquire at the DM/SDM's office where submitted application; then
- Under the WB Public Services Act, complain to the District Magistrate [here](#).
- Use the Consumer Affairs site [here](#). Click on the ‘Grievance Box’ (on the right). Enter your details to register. Save a copy a note of your registration details. Then you can post your grievance; then
- Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
- **RTI to DM/SDM.** Click [here](#) for a list of the DM's in West Bengal).

5. **Success Story**

Put yours [here](#)!
5. **Identity Documents – Labour Card**

*A Labour Card is available to anyone working in the construction industry. It helps the holder to avail several other benefits, including medical benefits.*

1. **Relevant Department**

   **Central Government**
   - Ministry of Labour & Employment (website [here](#)).
   - Building and Other Construction Workers Act ([here](#)).

   **West Bengal Government**
   - West Bengal Labour Department (website [here](#)).

2. **Entitlement (Best Reference: Building and Other Construction Workers Act [here](#)).**
   - Anyone in construction industry, over 18-60 years old and actually working for more than 90 days in previous 12 months (Sct 12 of the Act).
   - Everyone registered gets an identity card (Sct 13 of the Act).
   - Card holders can avail various benefits (including medical benefits) (Sct 11 of the Act).

3. **Application Procedure**
   - Apply to whichever officer authorised by the Building and Other Construction Workers' Welfare Board (sections 12(2) and section 18(1) of the Act).

4. **Advocacy (if application doesn't succeed)**
   - Use the Consumer Affairs site [here](#). Click on the ‘Grievance Box’ (on the right). Enter your details to register. Save a copy a note of your registration details. Then you can post your grievance; then
   - Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
   - RTI to the West Bengal Labour Department (PIOs [here](#)).

5. **Success Story**

   *Put yours here!*
6. Identity Documents - Bank Account

A bank account is vital to be able to access other schemes like the Widow's Pension and other government payments (see page 12). Pradhan Mantri Jan Dhan Yojana, launched in 2014, aims to have everyone in India with a bank account. As of April 2019, 211 million accounts had been opened under PMJDY.

1. Relevant Department

Central Government
- India Post (website here).

Government Banks
- Grameen Banks (website here).
- SBI (website here), Corporation Bank, Bank of India, Central Bank.

2. Entitlement (Ref: Pradhan Mantri Jan Dhan Yojana here and India Post (website here).

a) Pradhan Mantri Jan-Dhan Yojana” (“PMJDY”) (details here).
- Relaxation of usual KYC norms, so little documentation required.
- No minimum balance required.
- Interest on deposits.
- Access to a RuPay debit card to withdraw money or make transactions at retail stores.
- Accident insurance cover of Rs1,00,000 and life insurance coverage of Rs. 30,000/- payable on death of the beneficiary, (subject to fulfilment of the eligibility condition).
- Beneficiaries of Government Schemes will get Direct Benefit Transfer in these accounts.
- After satisfactory operation of the account for six months, an overdraft (credit) is available.

b) Post office account (details here).
- Bank Account for any person over 10 with sufficient documentation and an 'introducer'.

3. Application Procedure

a) Pradhan Mantri Jan-Dhan Yojana” (“PMJDY”) (see requirements here).
- An account can be opened by anyone over 10 years old at any bank branch using an Aadhaar Card.
- If that is not available, then one of the following officially valid documents is required: Voter ID Card, Driving License, PAN Card, Passport and NREGA Card. If these documents also contain an applicant’s address, it can serve both as Proof of Identity and Address.

b) For Postal Savings Account for which you basically need:
- Form SB3; Pay in slip SB103; Specimen, signature; Introducer; & Rs 20 minimum deposit.

c) Apply for an Aadhaar Card (page 51) as that will entitle you to a bank account as well.

d) For other banks: -
- Filled up Form (including 'introducer' who already has an account in that branch for more than 6months);
- Address proof (Ration Card & I card with same address); and
- Rs500 minimum deposit to open the account.

4. Advocacy (if application doesn't succeed)
- An appeal directly to the Bank Manager/Post office Manager; then
- Use the Consumer Affairs site here. Click on the ‘Grievance Box’ (on the right). Enter your details to register. Save a copy a note of your registration details. Then you can post your grievance; then
- Use the Central Government's on-line grievance redressal mechanism (register here); then
- RTI to Ministry of Finance (for PIO’s see here).

5. Success Story

Kareen (from the Death Certificate story above) only had the Voter I-Card and death certificate of her husband. The SBI Bank at Seelampur was asking for a Ration card with the same address. The Food and Supply officer wasn’t issuing ration cards, so a local community worker made a special appeal to the SBI bank Manager who agreed to open an account for Kareen.
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 (website here).

2. Entitlement (Best Reference: Income Tax Department here).
- A PAN Card is compulsory for anyone paying income tax.
- Any other Indian adult can also apply for and be given a PAN Card whether or not they pay tax. He/she may find it useful in getting other services, like a bank account.

3. Application Procedure
- Procedure is on page 5 of document here.
- Fill out Form 49A on-line here (or hard copy here or on page 78);
- 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 or on page 7 of application form here);
  - Residence Proof: Any one of; Power or phone bill (recent), Rent receipt, Ration Card, I Card, Licence etc) (more details here or on page 7 of application form here);
  - Rs110 (By draft or on-line)
Send to NSDL within 15 days at: -(Details on page 8 of application form here);
Income Tax PAN Services Unit,
NSDL e-Governance Infrastructure Limited,
5th floor, Mantri Sterling,
Plot No. 341, Survey No. 997/8, Model Colony, Near Deep Bungalow Chowk,
Pune - 411016
Track application on line here (need 12-digit transaction number).

4. Advocacy (if application doesn't succeed)
- SMS NSDLPAN <space> Acknowledgement No. & send to 57575 to obtain application status; then
- Call Call Centre at 020 – 27218080.
- E-mail at: tininfo@nsdl.co.in ; then
- Use the Consumer Affairs site here. Click on the ‘Grievance Box’ (on the right). Enter your details
to register. Save a copy a note of your registration details. Then you can post your grievance; then
- Use the Central Government's on-line grievance redressal mechanism (register here); then
- RTI to Income Tax Department (details here).

5. Success Stories

Put yours here!
Appendices

1. A 10 Step Process for Empowering a Community

1. Build deep relationships with residents in the community
The key to any lasting change in a poor community is the residents themselves. Often however, after generations of poverty and being ignored by the powerful, residents are so 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 become empowered by developing their knowledge, skills, courage and self-confidence to become change agents within their own community. The best way to help key residents to develop this knowledge, skills, courage and self-confidence, is by the NGO’s own staff forming strong mutual, caring relationships with several key community members. So, from the very beginning of the process, staff should be looking to form good relationships with key residents. In choosing with whom to make the relationships, deliberately look for key people with the right 'heart' who can potentially take the community forward in their development journey after the NGO's staff leave.
An added advantage to forming good relationships with residents is that the NGO will tend to get the 'real' story about the community when doing research in Step 2.

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

3. Analyse the problems yourself and with your colleagues
In order for the NGO's staff themselves to have a sense of the most pressing problems, as a team analyse what was learnt from Step 2. This analysis may reveal which problems affect most residents, which problems may create opposition, and reveal which problems will have the best chance of being resolved successfully. This analysis is not so as to impose those findings on the community, but rather to have thought about these issues before running the community meeting (Step 4), to decide on which problem to tackle first. 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 want that solution or not.

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

5. Become an expert in the resources that could solve the problems
After the community has decided which problem to tackle first, the NGO team can use this Manual, its wider networks, internet research, RTI (Right To Information) applications, and so forth to gather relevant information on resources available to the community that may be used to solve the problem. These resources may be found in the government (as seen in this Manual), or delivered by other NGOs, or indeed within the community itself. Again, this research is not done so as to impose those resources on the community, but rather to have options to put to residents in the next community meeting when developing a Plan of Action (Step 6).
6. Plan action to solve the problem
Another community meeting is held to make a plan of action to solve the priority problem decided in Step 4. The plan needs to specify who will do what, when it will be done, and who will pay for any expenses. While the NGO's staff may be a part of the action plan, it's vital that the 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. The 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 helper in the problem-solving process. In the multi-faith context of India, most people will readily agree to call on God within their own tradition to help solve community problems.

7. Take the action agreed
Residents who have agreed to take steps in the Action Plan (from Step 6) then take those steps. Often 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 you haven't succeeded, then you need to make a new plan probably using the Advocacy Steps outlined in this Manual and using the learnings from step 7.

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

9. Do it all again with less involvement from the NGO & more from the residents
After the resolution of the first problem, return to Step 4 and choose the next community problem to tackle. In doing so, the 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 the 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 the NGO’s staff leave. That group may, after some time, wish to register as a formal Community Welfare Association, to give it more authority in dealing with the government, as well as more accountability.
### Table of Services with Relevant Schemes and Laws

<table>
<thead>
<tr>
<th>Service</th>
<th>Available for APL</th>
<th>Available for BPL</th>
<th>Main Scheme Name</th>
<th>Relevant legislation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drinking Water</td>
<td>7</td>
<td>*</td>
<td>*</td>
<td>Rural Sanitation &amp; Drinking Water</td>
</tr>
<tr>
<td>Food security</td>
<td>8</td>
<td>*</td>
<td>*</td>
<td>Targeted Public Distribution Schem</td>
</tr>
<tr>
<td>Child nutrition</td>
<td>9</td>
<td>*</td>
<td>*</td>
<td>Aanganwadi ICDS</td>
</tr>
<tr>
<td>School Meals</td>
<td>10</td>
<td>*</td>
<td>*</td>
<td>Mid Day Meal Scheme</td>
</tr>
<tr>
<td>Employment</td>
<td>11</td>
<td>*</td>
<td>*</td>
<td>NREGA</td>
</tr>
<tr>
<td>Widows/Age Pension</td>
<td>12</td>
<td>*</td>
<td></td>
<td>National Social Assistance Prog</td>
</tr>
<tr>
<td>Girl child incentives</td>
<td>14</td>
<td>*</td>
<td></td>
<td>Balika Samriddi Yojana</td>
</tr>
<tr>
<td>Life Insurance</td>
<td>15</td>
<td>*</td>
<td>*</td>
<td>Aam Aadmi Bima Yojana</td>
</tr>
<tr>
<td>Vocational Training</td>
<td>16</td>
<td>*</td>
<td>*</td>
<td>PM Kaushal Vikas Yojana</td>
</tr>
<tr>
<td>Self Help Groups</td>
<td>18</td>
<td>*</td>
<td></td>
<td>National Rural Livelihood Mission</td>
</tr>
<tr>
<td>Micro finance</td>
<td>19</td>
<td>*</td>
<td></td>
<td>MUDRA</td>
</tr>
<tr>
<td>Health Insurance</td>
<td>20</td>
<td>*</td>
<td></td>
<td>Pradhan Mantri Jan Arogya Yojana</td>
</tr>
<tr>
<td>Pregnancy &amp; delivery</td>
<td>21</td>
<td>*</td>
<td>*</td>
<td>Janani Suraksha Yojana</td>
</tr>
<tr>
<td>Immunisations</td>
<td>23</td>
<td>*</td>
<td></td>
<td>Universal Immunisation Programme</td>
</tr>
<tr>
<td>TB</td>
<td>24</td>
<td>*</td>
<td>*</td>
<td>DOTS</td>
</tr>
<tr>
<td>Disability Pension</td>
<td>25</td>
<td>*</td>
<td></td>
<td>National Social Assistance Prog</td>
</tr>
<tr>
<td>Mental Health</td>
<td>27</td>
<td>*</td>
<td></td>
<td>Mental Health Act 2017</td>
</tr>
<tr>
<td>Drug/rehab &amp; HIV</td>
<td>29,30</td>
<td>*</td>
<td>*</td>
<td>National AIDS Control Programme</td>
</tr>
<tr>
<td>Schooling</td>
<td>31,32</td>
<td>*</td>
<td></td>
<td>Sarv Shiksha Abhiyan</td>
</tr>
<tr>
<td>Electricity</td>
<td>34</td>
<td>*</td>
<td></td>
<td>Saubhagya</td>
</tr>
<tr>
<td>Gas connection</td>
<td>35</td>
<td>*</td>
<td></td>
<td>Pradhan Mantri Ujjwala Yojana</td>
</tr>
<tr>
<td>Toilets subsidy</td>
<td>36</td>
<td>*</td>
<td></td>
<td>Swach Bharat Mission</td>
</tr>
<tr>
<td>Paving &amp; drains</td>
<td>37</td>
<td>*</td>
<td></td>
<td>Village Health Committee (VHSNC)</td>
</tr>
<tr>
<td>Housing</td>
<td>38</td>
<td>*</td>
<td></td>
<td>Pradhan Mantri Awaas Yojana</td>
</tr>
<tr>
<td>Land for Landless</td>
<td>39</td>
<td>*</td>
<td></td>
<td>Pradhan Mantri Awaas Yojana</td>
</tr>
<tr>
<td>Roads</td>
<td>40</td>
<td>*</td>
<td></td>
<td>Pradhan Mantri Gram Sarak Yojana</td>
</tr>
<tr>
<td>Irrigation</td>
<td>41</td>
<td>*</td>
<td></td>
<td>National Mission on Micro Irrigat</td>
</tr>
<tr>
<td>Crop Insurance</td>
<td>42</td>
<td>*</td>
<td></td>
<td>Pradhan Mantri Fasal Bima Yojana</td>
</tr>
<tr>
<td>Farming subsidies</td>
<td>43</td>
<td>*</td>
<td></td>
<td>National Food Security Mission</td>
</tr>
<tr>
<td>Domestic violence</td>
<td>44</td>
<td>*</td>
<td></td>
<td>Domestic Violence Act 2005</td>
</tr>
<tr>
<td>Child Labour</td>
<td>45</td>
<td>*</td>
<td></td>
<td>Child Line</td>
</tr>
<tr>
<td>Child marriage</td>
<td>46</td>
<td>*</td>
<td></td>
<td>Child Line</td>
</tr>
<tr>
<td>Trafficking children</td>
<td>47,48</td>
<td>*</td>
<td></td>
<td>Child Line</td>
</tr>
<tr>
<td>Boded Labour</td>
<td>49</td>
<td>*</td>
<td></td>
<td>Bonded Labour Act 1976</td>
</tr>
<tr>
<td>I Card/Aadhaar</td>
<td>50,51</td>
<td>*</td>
<td></td>
<td>Aadhaar</td>
</tr>
<tr>
<td>Birth Certificate</td>
<td>52,53</td>
<td>*</td>
<td></td>
<td>Reg’n of Births/Deaths 1969</td>
</tr>
<tr>
<td>Labour Card</td>
<td>54</td>
<td>*</td>
<td></td>
<td>Building Workers Act 1996</td>
</tr>
</tbody>
</table>
3. 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 are many young children in your village but there has never been an anganwadi. A photo of the problem (e.g. many children) will make the letter even better.

2. The right you have to this scheme and the relevant law (see 'Best Reference' next to Entitlement on the relevant page). For example, under the **National Food Security Act 2013, Sct 5(1)(a)** every child from 6 months to 6 years has the right to a cooked meal at the Anganwadi each day.

3. Your request that is specific and clear. What do you want by when? For example, you want several anganwadis begun by 30th June 2019.

4. Next Steps: If you don't get this action what you will do. For example, if the anganwadi has not been begun by 30th June 2019, 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:-

<table>
<thead>
<tr>
<th>The Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>Integrated Child Development Services</td>
</tr>
<tr>
<td>Bankura District</td>
</tr>
<tr>
<td>West Bengal</td>
</tr>
</tbody>
</table>

16th May, 2019.

**Re: Aanganwadi on Demand in Sivarampur village**

Dear sir,

I live in Sivarampur village in District Bankura. I respectfully state the following:-

1. Our village has a population of 2,350 of which 272 are children from 6 months – 6 years old. I have attached a list of the children of this age in our village, together with a photo of them.

2. I note from the **National Food Security Act 2013, Sct 5(1)(a)** that every child from 6 months to 6 years has the right to a cooked meal at an Anganwadi each day.

3. I would therefore like to apply for several anganwadis for our village. I would like these anganwadis to begin by 30 June, 2019.

4. If the anganwadi is not begun by 30 June 2019, 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
Bankura District
West Bengal
Tel 9750 478598

cc ICDS State office
Kolkata
4. Tips on Effectively Lodging Applications

A. Preparation for the meeting

- Take someone from the community.
- Have the purpose of the visit clearly in mind.
- Get an appointment if possible.
- Dress formally.
- Take your ID card & visiting card if you have them.
- Have your diary, paper & pen.
- Take 2 copies of any letter or document you want to present.
- Take the originals of any copies you may need to give.
- Know where the office is.
- Have enough money for an auto rickshaw (if getting late).
- Get there on time.
- Know the rules & policies (including this officer's superior's 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 his/her name and position.
- Clearly state your purpose for coming (may involve giving the letter - if so get a received stamp).
- Stay calm! If there's an argument or raised voices you will lose!
- Repeat whatever he says to you (whether negative or positive). Often when the officer hears his unreasonable response repeated, 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 ‘I’ll do it later’.
- Clearly state whatever follow up you intend to make.
- Thank him/her!

C. Debrief the meeting

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

D. Record the meeting

Write down:

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

Put any follow up on the appropriate date in your diary.

E. Follow up on the meeting

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

How does corruption work?
Many times, a government officer will not accept or process your application, or simply delay working on it until s/he receives a bribe. Usually these requests are unspoken, or will have code words like 'chai pani' or 'kuchh de do' (give something). Sometimes, rather than taking bribes directly from the public, middlemen (dalaals) take 'service fees' from the public to get some government work done, a proportion of which they then pay as a bribe to the official to get the work done. Like everything else in a capitalist economy, there is a supply and demand, so the more desperate the demand for the service, the more the bribe is likely to be. Of course, there will not be any receipt issued 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 posted in jobs where the potential for bribe collection is large. Many people are desperate enough to get their work done - ration card, or birth certificate made, that they pay such fees and commissions. This is understandable, given the frustration of getting what you need without bribing.

What are the problems with the system?
• The more people pay bribes, the more it becomes entrenched in the system.
• Since the poor can’t afford the bribes, corruption effectively excludes them 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 subsidised gas, simply because they can't afford the bribe!
• Some honest, hard-working government officers, are corrupted by this 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 deceived.
• Where possible, lodge application on-line or by post, to avoid possible bribe requests.
• For written applications, use the format in Appendix 3 (page 60), 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 'kuchh 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 noting it. Note the day, time, place & exact request. Note the officer's name & designation. If he refuses to give his name, then note down any feature that might identify him, like a name badge, which desk he's sitting at or any physical features.

c) After the interaction, decide whether this is an important enough issue to take further action. If so:
• Type out concisely the details of what happened; date, place, time, officer, exact request etc; then
• Find the name of the bribe-taking officer's superior, (from others, websites, or this Manual); then
• 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 he notify you of 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; then
• If still nothing happens, phone CBI anti-corruption number 9968 081216,7,8; then
• Use the Consumer Affairs site here. Click on the ‘Grievance Box’ (on the right). Enter your details to register. Save a copy a note of your registration details. Then you can post your grievance; then
• Use the Central Government's on-line grievance redressal mechanism (register here); then
• If still nothing happens, contact an NGO working in this field; then
• Go to the media.
6. Notes on effective use of the RTI (with example)

1. When is the RTI useful?
When you have a personal problems (eg Pension application not processed) or a community problem (eg Anganwadi not functioning); and
- You've applied for some government service to solve the problem (using the 'Application Procedure' in this Manual); and
- The normal period has expired; and
- Other advocacy suggestions (in this manual) haven't worked.

2. How to write an RTI
a) Necessary information
- The name of the department you applied to, the relevant Public Information Officer, and the 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 Card holders, no fee, attach a copy of BPL card);
- Your signature (of the applicant);
- Your name; address; and telephone number.

b) In the body of your RTI, include these 5 points (see example below)
i. State the date of your original application and attach a copy;
ii. Ask the time that it should take to process an application according to the Citizens Charter or rules;
iii. Ask what action has been taken, by which officers (with names), on which dates, since you applied;
iv. Ask what punishment has been or will be given to the officers responsible for the delay; and
v. Ask when your application will be processed.

3. To Whom / How to lodge your RTI
To whom to lodge RTI?
The RTI should be sent to the Public Information Officer (PIO) of the concerned Government department. The relevant page in this manual gives links for relevant PIO.
If it turns out NOT to be the correct government department, it's the PIO's responsibility to send the RTI to the correct place (Set 6(3) of the RTI Act 2005).

How to lodge the RTI?
* On-Line: For Central Government Dept/Ministries, can file and pay on-line at https://rtionline.gov.in/; or
* By Speed/Registered Post: (so you have a record). For RTI fee, use Postal Order with Payee line blank; or
* In person at the department
For all methods, the reply should still come w/i 30 days from the original RTI lodgement.

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

<table>
<thead>
<tr>
<th>Result</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. No response, but work done</td>
<td>None</td>
</tr>
<tr>
<td>2. Correct information</td>
<td>None</td>
</tr>
<tr>
<td>3. No information or unrelated info</td>
<td>Complain to Central Information Commission (CIC) here. Club Big, Old JNU Campus (near Munirka), Delhi 110067</td>
</tr>
<tr>
<td>4. Incomplete information (90% of cases)</td>
<td>Lodge 1st Appeal; or Complain to CIC here;</td>
</tr>
<tr>
<td>5. You are not allowed to lodge RTI by an official.</td>
<td>Complain to the CIC (within 90 days):</td>
</tr>
</tbody>
</table>

NB. 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
Sub Divisional Magistrate
Bankura District
West Bengal
1st May, 2019

Sub: Application under the RTI act 2005

For information regarding application for birth certificate of Nazma Khatoum

Sir,

i. I made an application for a **birth certificate for my daughter Nazma Khatoum (DOB 2nd Oct 2011) at the Bankura SDM office on 1st October 2018.** 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 state 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 name and designation of the officer in your department, where I may file my first appeal, if I am not satisfied with the answers provided.

Thank you.

_Shazia Khatoum_

Shazia Khatoum
125 Gali no 12
Weavers Colony
Bankura District
West Bengal
Tel 9856 478345
7. ACRONYMS used

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Full form</th>
<th>Meaning</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>AAY</td>
<td>Antodya Ann Yojana</td>
<td>Ration cards for destitute</td>
<td>8</td>
</tr>
<tr>
<td>ANM</td>
<td>Assistant Nurse Midwife</td>
<td>Nurses trained in deliveries</td>
<td>20,23</td>
</tr>
<tr>
<td>APL</td>
<td>Above Poverty Line</td>
<td>Ration cards for regular residents</td>
<td>59</td>
</tr>
<tr>
<td>ART</td>
<td>Anti Retro-viral Therapy</td>
<td>Immunity treatment for HIV+ve people</td>
<td>30</td>
</tr>
<tr>
<td>ASHA</td>
<td>Accredited Social Health Advocate</td>
<td>Local woman trained in Pregnancy issues</td>
<td>21,23</td>
</tr>
<tr>
<td>BDO</td>
<td>Block Development Officer</td>
<td>Block level development official</td>
<td>11,14,18</td>
</tr>
<tr>
<td>BPL</td>
<td>Below Poverty Line</td>
<td>Indian government's measure of poverty</td>
<td>8,11,12,20</td>
</tr>
<tr>
<td>BSA</td>
<td>Basic Shiksha Adhikari</td>
<td>Officer for primary schooling in a district</td>
<td>31</td>
</tr>
<tr>
<td>CHC</td>
<td>Community Health Centre</td>
<td>Medical centre better equipped than PHC</td>
<td>20</td>
</tr>
<tr>
<td>CMO</td>
<td>Chief Medical Officer</td>
<td>Health of health at the District level</td>
<td>20</td>
</tr>
<tr>
<td>DM</td>
<td>District Magistrate</td>
<td>Head of a district</td>
<td>4,52,53</td>
</tr>
<tr>
<td>DPO</td>
<td>District Probation Officer</td>
<td>Has some powers in domestic violence</td>
<td>44</td>
</tr>
<tr>
<td>DRDA</td>
<td>District Rural Developm’t Agency</td>
<td>Main district body overseeing development</td>
<td>11</td>
</tr>
<tr>
<td>DRDO</td>
<td>District Rural Development Officer</td>
<td>Main officer for housing schemes</td>
<td>38</td>
</tr>
<tr>
<td>ERO</td>
<td>Electoral Registration officer</td>
<td>Officer to whom apply to go on Voters list</td>
<td>4,50</td>
</tr>
<tr>
<td>FIR</td>
<td>First Information Report</td>
<td>Report to Police of some crime</td>
<td>44-48</td>
</tr>
<tr>
<td>FSO</td>
<td>Food &amp; Supply Officer</td>
<td>Officer dealing with Ration Cards</td>
<td>8</td>
</tr>
<tr>
<td>ICDS</td>
<td>Integrated Child Develop't Service</td>
<td>Scheme under which the Anganwadi falls</td>
<td>9</td>
</tr>
<tr>
<td>JSY</td>
<td>Jan Suraksha Yojana</td>
<td>Financial incentive for hospital births</td>
<td>21</td>
</tr>
<tr>
<td>MLA</td>
<td>Member of Legislative Assembly</td>
<td>Member of State parliament</td>
<td>4,12,15</td>
</tr>
<tr>
<td>MP</td>
<td>Member of Parliament</td>
<td>Member of National parliament (Lok Sabha)</td>
<td>4</td>
</tr>
<tr>
<td>OBC</td>
<td>Other Backward Caste</td>
<td>Lower Castes eligible for some benefits</td>
<td>53</td>
</tr>
<tr>
<td>PHC</td>
<td>Public Health Centre</td>
<td>Medical centre less equipped than CHC</td>
<td>20,23</td>
</tr>
<tr>
<td>PIO</td>
<td>Public Information Officer</td>
<td>Officer to whom an RTI is lodged</td>
<td>64</td>
</tr>
<tr>
<td>RTI</td>
<td>Right to Information</td>
<td>Legislation providing freedom of info</td>
<td>64</td>
</tr>
<tr>
<td>SC/ST</td>
<td>Scheduled Caste/Scheduled Tribe</td>
<td>Lower Castes eligible for some benefits</td>
<td>53</td>
</tr>
<tr>
<td>SDM</td>
<td>Sub Divisional Magistrate</td>
<td>Head of a sub division</td>
<td>4,52,53</td>
</tr>
<tr>
<td>SDO</td>
<td>Sub Divisional Officer</td>
<td>Another name for SDM</td>
<td>25</td>
</tr>
<tr>
<td>SHO</td>
<td>Station House Officer</td>
<td>Officer in charge of a police station (Station House)</td>
<td></td>
</tr>
<tr>
<td>SP</td>
<td>Superintendent of Police</td>
<td>Most senior officer in charge of police district</td>
<td>44-48</td>
</tr>
</tbody>
</table>
# Application Forms

1. Forms – Pensions (Widows, Old Age & Disability) (see page 12)

## APPLICATION FORM FOR IGNOAPS / IGNWPS / IGNDPS

(To be filled in BLOCK Letters)

<table>
<thead>
<tr>
<th>Form Details</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Form No.</td>
<td>[ ]</td>
</tr>
<tr>
<td>Date of Application</td>
<td>[DD/MM/YYYY]</td>
</tr>
<tr>
<td>Scheme Name (Please ✓)</td>
<td>IGNOAPS [ ] IGNWPS [ ] IGNDPS [ ]</td>
</tr>
<tr>
<td>State</td>
<td>[ ]</td>
</tr>
<tr>
<td>District</td>
<td>[ ]</td>
</tr>
<tr>
<td>Area</td>
<td>Rural [ ] Urban [ ]</td>
</tr>
<tr>
<td>Block/Sub District/Municipal</td>
<td>[ ]</td>
</tr>
<tr>
<td>Gram Panchayat / Ward</td>
<td>[ ]</td>
</tr>
<tr>
<td>Village</td>
<td>[ ]</td>
</tr>
<tr>
<td>Habitation Name</td>
<td>[ ]</td>
</tr>
<tr>
<td>Name of Applicant</td>
<td>[ ]</td>
</tr>
<tr>
<td>First Name</td>
<td>[ ]</td>
</tr>
<tr>
<td>Middle Name</td>
<td>[ ]</td>
</tr>
<tr>
<td>Last Name</td>
<td>[ ]</td>
</tr>
<tr>
<td>Father / Husband Name</td>
<td>[ ]</td>
</tr>
<tr>
<td>Nominee Name</td>
<td>[ ]</td>
</tr>
<tr>
<td>Address of Applicant</td>
<td>[ ]</td>
</tr>
<tr>
<td>House No</td>
<td>[ ]</td>
</tr>
<tr>
<td>Street</td>
<td>[ ]</td>
</tr>
<tr>
<td>Locality</td>
<td>[ ]</td>
</tr>
<tr>
<td>Pin Code</td>
<td>[ ]</td>
</tr>
<tr>
<td>BPL Details</td>
<td>[ ]</td>
</tr>
<tr>
<td>Year</td>
<td>[ ]</td>
</tr>
<tr>
<td>Location</td>
<td>[ ]</td>
</tr>
<tr>
<td>Family ID No.</td>
<td>[ ]</td>
</tr>
<tr>
<td>Member ID No.</td>
<td>[ ]</td>
</tr>
</tbody>
</table>
14. Sex
   : Male □ Female □

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

16. Age
   : [Year/Months/Days]

17. Applicant Annual Income
   : □ □ □ □ □ □ □ □ □ □

18. Category
   : SC □ ST □ OBC □ Others □ Minority
   : Yes □ No □

19. Widow
   : Yes □ No □

20. Disabled
   : Yes □ No □

21. Type of Disability - I
   : □ □ □ □ □ □ □ □ □ □ □ □ □

22. Percentage of Disability
   : □ □ □ □ □ □ □ □ □ □ □ □ □

23. Type of Disability - II
   : □ □ □ □ □ □ □ □ □ □ □ □ □

24. Percentage of Disability
   : □ □ □ □ □ □ □ □ □ □ □ □ □

25. EPIC No.
   : □ □ □ □ □ □ □ □ □ □ □ □ □

   : □ □ □ □ □ □ □ □ □ □ □ □ □

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

Bank / P.O. Name
   : □ □ □ □ □ □ □ □ □ □ □ □ □

Name of the Branch
   : □ □ □ □ □ □ □ □ □ □ □ □ □

Account No.
   : □ □ □ □ □ □ □ □ □ □ □ □ □

28. Attested by
   : □ □ □ □ □ □ □ □ □ □ □ □ □

29. Required Documents

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Documents</th>
<th>Date of Issue</th>
<th>Issuing Authority Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>AGE CERTIFICATE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>INCOME CERTIFICATE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>RESIDENCE CERTIFICATE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>DISABILITY CERTIFICATE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>DEATH CERTIFICATE (For Widow only)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(Signature / Left Thumb Impression of the applicant)
30. Approve Application: Accept [ ] Reject [ ]

Reasons with Remarks:

Verification Remark by Verifying Authority:

Remarks by Scrutinizing Authority:

Remarks by Approving Authority:

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

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

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

FORM

APPLICATION FORM FOR FAMILY BENEFIT SCHEME

I (To be filled up by the Applicant)

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

Village/Panchayat/Mohalla/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 : ............................................................ Signature or Thump impression of the Applicant.

Date : ............................................................

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 17)

FORM 3
[See rule 3 (a), 13]
Learner's License

License No................................................................. Date...........................................
Name to be written across the photograph.
Specimen signature/Thumb impression of the holder of the license.
Signature and seal of the Licensing Authority.

1. Name........................................................................
2. Son/daughter of ..........................................................
3. Date of Birth ..............................................................
5. Present address—Permanent ...........................................
   Temporary/Official (if any)
6. Marks of identification (1).............................................
   (2)...........................................................................

Is licensed to drive throughout India as a learner subject to the provisions of Rule 3 of the Central Motor Vehicles Rules, 1989, a motor vehicle of the following description:

The holder of the license has passed the medical test under Rule 5 and the preliminary test referred to in Rule 11 (1) of the Central Motor Vehicles Rules, 1989

This license is valid from.............................................. to................................................

*Strike out whichever is inapplicable, Signature and designation of the Licensing Authority.

Warning

The attention of the holder of this license is drawn to rule 3 of the Central Motor Vehicles Rules, 1989, which prohibits him from driving any motor vehicle unless he has besides him a person duly licensed to drive the vehicle and in every case, the vehicle carries 'L' plates both in front, and in the rear of the vehicle.
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.
Name of Bank

Application No. : Date :

Photo

(Signature across photo)

Business Address

Rented/Owened

Date of Birth

Age

Sex : Male / Female

Residential Address

Rented/Owened

Education Qualification(✓)

Illiterate

Upto 10th

12th

Graduate

Professional

others

Constitution (✓)

Individual

Joint

Proprietor

Partnership

Other

Business Address

Name of Bank

Voter ID No.

Aadhaar No.

Driving License No.

Any Others

Kyc Document(s)

ID proof(pl. specify)

Address Proof(pl. specify)

Telephone No. :

Mobile No. :

E-mail :

Line of Business

Existing

Proposed

Activity (Purpose)

Existing

Proposed

Annual Sales (Rs. in lakh)

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.

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

Acknowledgement Slip No.…………………loan Application No.………………dated………………

Received by………………

Place and Date

Authorized Signatory (Branch Seal and sign)

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

Received with thanks from Sh./Smt.………………loan application dated………………for Rs________

Place and Date

Authorized Signatory (Branch Seal and sign)
Appendix 1/36

CONCESSION CERTIFICATE

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

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

Particulars of the Orthopaedically Handicapped / paraplegic person / patient:

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

.........................................................
(Signature of Government Doctor)

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

Clear seal of Government Hospital/Clinic Seal containing full name and Regd. No. Of the Doctor

* Strike out where not applicable.

Note: -
(1) This certificate should be issued only to those Orthopaedically Handicapped / paraplegic persons / patients WHO CANNOT TRAVEL WITHOUT THE ASSISTANCE OF AN ESCORT. The photo must be signed and stamped in such a way that Doctor's signature and stamp appears partly on the certificate.
(2) In the case of temporary disability, the certificate will be valid for five years from the date of issue. In the case of permanent disability, the certificate will remain valid for (1) five years, in case of persons upto the age of 25 years, in case of persons in the age group of 26 to 35 years and (3) in the case of persons above the age of 35 years, the certificate will remain valid for whole life of the concerned person. After expiry of the period of the validity of the certificate, the person is required to obtain a fresh certificate is accepted for the purpose of grant on concession. The original certificate will have to be produced for instruction at the time of purchase of concessional ticket and during the journey, if demanded.
(3) No alteration in the form is permitted.
6. Forms – Election I Card (see page 50)

ELECTION COMMISSION OF INDIA

FORM-6

Application for Inclusion of Name in Electoral Roll for First time Voter OR on Shifting from One Constituency to Another Constituency.

To, The Electoral Registration Officer, ... Assembly / Parliamentary Constituency

I request that my name be included in the electoral roll for the above Constituency. (Tick appropriate box)

As a first time voter or due to shifting from another constituency

Particulars in support of my claim for inclusion in the electoral roll are given below:-

Mandatory Particulars

(a) Name

(b) Surname (if any)

(c) Name and surname of Relative of Applicant (if any)

(d) Type of Relation (Tick appropriate box)

Father □ Mother □ Husband □ Wife □ Other □

(e) Age [as on 1st January of current calendar year] Years □ Months □

(f) Date of Birth (in DD/MM/YYYY format) [if known]

(g) Gender of Applicant (Tick appropriate box)

Male □ Female □ Third Gender □

(h) Current address where applicant is ordinarily resident

Street/Area/Locality

Town/Village

Post Office

Pin Code

District

State/UT

(i) Permanent address of applicant

Street/Area/Locality

Town/Village

Post Office

Pin Code

District

State/UT

(j) EPIC No. (if issued)

Optional Particulars

(k) Disability (if any) (Tick appropriate box)

Visual impairment □ Speech & hearing disability □ Locomotor disability □ Other □

(l) Email id (optional)

(m) Mobile No. (optional)

DECLARATION - I hereby declare that to the best of knowledge and belief—

(i) I am a citizen of India and place of my birth is Village/Town ______________________________ District ______________ State ______________

(ii) I am ordinarily resident at the address given at (i) above since _______________________________ (date, month, year).

(iii) I have not applied for the inclusion of my name in the electoral roll for any other constituency.

*The name has not already been included in the electoral roll for this or any other assembly/parliamentary 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.

* strike off the option not appropriate
Address of earlier place of ordinary residence (if applying due to shifting from another constituency)

House No. | Street/Area/Locality
---|---

Town/Village

Post Office: ____________________________

District: ____________________________ State/UT ____________________________

I am aware that making a statement or declaration which is false and which I know or believe to be false or do not believe to be true, is punishable under Section 31 of the Representation of the People Act, 1950 (43 of 1950).

Place: ____________________________

Date: ____________________________ Signature of Applicant: ____________________________

Remarks of Field Level Verifying Officer:

Details of action taken

(To be filled by Electoral Registration Officer of the constituency)

The application of Shri / Shrimati / Kumari ____________________________ has been accepted / rejected. Detailed reasons for acceptance [under or in pursuance of rule 18/20/26(4)] or rejection [under or in pursuance of rule 17/20/26(4)] are given below:

Place: ____________________________

Date: ____________________________ Signature of ERO ____________________________ Seal of the ERO ____________________________

Intimation of decision taken (to be filled by Electoral Registration Officer of the constituency and to be posted to the applicant on the address as given by the applicant)

The application in Form 6 of Shri / Shrimati / Kumari ____________________________ has been accepted and the name of Shri / Shrimati / Kumari ____________________________.

Has been registered at Serial No ____________________________ in Part No ____________________________ of AC No ____________________________.

(b) rejected for the reason ____________________________.

Date: ____________________________

Electoral Registration Officer ____________________________

Address: ____________________________

Acknowledgement/Receipt

Acknowledgement Number: ____________________________ Date: ____________________________

Received the application in Form 6 of Shri / Smt. / Ms ____________________________

[Applicant can refer the Acknowledgement No. to check the status of application].

Name / Signature of ERO / AERO / BLO ____________________________.
### 7. Forms - Aadhaar Card Form (see page 51)

**AADHAAR ENROLMENT / CORRECTION FORM**

**Aadhaar Enrolment** is free and voluntary. Correction within 96 hours of enrolment is also free. No charges are applicable for Form and Aadhaar Enrolment. In case of Correction provide your EID, Name and only that field which needs Correction.

In case of Correction provide your EID No here:

Please follow the instructions overleaf while filling up the form. Use capital letters only.

| 1 | Pre-Enrolment ID: |
| 2 | NPR Receipt/TIN Number: |
| 3 | Full Name: |
| 4 | Gender: Male ( ) Female ( ) Transgender ( ) |
| 5 | Age: Yrs or Date of Birth: DD MM YYYY |
| 6 | Address: C/o ( ) D/o ( ) S/o ( ) W/o ( ) H/o ( ) NAME |
| 7 | House No/ Bldg./Apt. Street/Road/Lane |
| 8 | Landmark: Area/locality/sector |
| 9 | Village/Town/City Post Office |
| 10 | District: Sub-District |
| 11 | State: |
| 12 | E Mail: Mobile No: |
| 13 | PIN CODE: |

**For Document Based**

- (Write Names of the documents produced. Refer overleaf of this form for list of valid documents)

- **a. POI**
- **b. POA**
- **c. DOB**
  - Mandatory in case of Verified Date of Birth
- **d. POR**

| 9 | For Introducer Based = Introducer’s Aadhaar No.: |
| 10 | For Hof Based = Details of: Father ( ) Mother ( ) Guardian ( ) Husband ( ) Wife ( ) |
| 11 | Hof’s EID/Aadhaar No.: |
| 12 | I hereby confirm the identity and address of ___________________________________ as being true, correct and accurate. |
| 13 | Signature of Introducer/HOF |

**Disclosure under section 3(2) of THE AADHAAR (TARGETED DELIVERY OF FINANCIAL AND OTHER SUBSIDIES, BENEFITS AND SERVICES) ACT, 2016**

I confirm that I have been residing in India for at least 182 days in the preceding 12 months & information including biometrics provided by me to the UIDAI is my own and is true, correct and accurate. I am aware that my information including biometrics will be used for generation of Aadhaar and authentication. I understand that my identity information (except core biometric) may be provided to an agency only with my consent during authentication or as per the provisions of the Aadhaar Act. I have a right to access my identity information (except core biometrics) following the procedure laid down by UIDAI.

Verifier’s Stamp and Signature:

(Verifier must put his/her Name, if stamp is not available)

Applicant’s signature/Thumbprint

-----------------------------------------------

To be filled by the Enrollment Agency only:

Date & time of Enrollment: ___________________________

("Note: Incase of minor, the signature will be done by parent/guardian. Incase of incapacitated person, the signature will be done by Legal Guardian of Incapacitated Person")
Instructions to follow while filling up the enrolment form

Field 2
NPR NUMBER

Field 3
NAME

Field 5
DATE OF BIRTH

Field 6
ADDRESS

Field 7
RELATIONSHIP

Field 8
DOCUMENTS

Field 9
INTRODUCTORY/HEF

List A. POI documents
1. Passport
2. PAN Card
3. Rail/PSO Photo Card
4. Voter ID
5. Driving License
6. Government Photo ID Cards service photo identity card issued by PSU
7. NREGA Job Card
8. Photo ID issued by Recognied Educational Institution
9. Arms License
10. Photo/Bank ATM Card
11. Photo Credit Card
12. Pensioner Photo Card
13. Freedom Fighter Photo Card
14. Kisan Photo/Passbook
15. CHS/EGHS Photo Card
16. Address Card having Name and Photo issued by Department of Posts
17. Certificate of Identity having photo issued by Gazette Officer or Tehsildar or letterhead
18. Disability ID Card/handicapped medical certificate issued by the respective State/UT
19. Government Administrations

List B. POA documents
1. Passport
2. Bank Statement/Passbook
3. Post Office Account Statement/Passbook
4. Rail Card
5. Voter ID
6. Driving License
7. Government Photo ID cards/service photo identity card issued by PSU
8. Electricity Bill (not older than 3 months)
9. Water Bill (not older than 3 months)
10. Telephone Landline Bill (not older than 3 months)
11. Property Tax Receipt (not older than one year)
12. Credit Card Statement (not older than 3 months)
13. Insurance Policy
14. Signed Letter having Photo from Bank on letterhead
15. Signed Letter having Photo from recognized educational institution on letterhead
16. NREGA Job Card
17. Arms License
18. Pensioner Card
19. Freedom Fighter Card
20. Kisan Passbook
21. CHS/EGHS Card
22. Certificate of Address having photo issued by MP or MLA or Gazetted Officer or Tahsildar on letterhead
23. Certificate of Address having Photo issued by Village Panchayat/head of the equivalent authority (for rural areas)
24. Income Tax Assessment Order
25. Vehicle Registration Certificate
26. Registered Sale/Liasee/Rent Agreement
27. Address Card having Photo issued by Department of Posts
28. Casual and Domestic Certificate having Photo issued by State Govt.
29. Disability ID Card/handicapped medical certificate issued by the respective State/UT
30. Government Administrations
31. Gas Connection Bill (not older than 3 months)
32. Passport of Spouse
33. Passport of Parent(s) (in case of Minor)
34. Accommodation of accommodation issued by Central/State Govt. of not more than 3 years
35. Marriage Certificate issued by the Government, containing address.

List C. POR documents
1. PSU Card
2. MINREGA Job Card
3. CHS/EGHS state Government CHS/ESIC Medical card
4. Pension Card
5. Army Card/Id Card
6. Passport
7. Birth Certificate issued by Registrar of Birth, Municipal Corporation and other notified local government bodies like Taluk, Talal etc.
8. Any other Central/state government issued family entitlement document
9. Marriage Certificate issued by the Government

List D. DOB documents
1. Birth Certificate
2. SSLC/Plus Certificate
3. Passport
4. Certificate of Date of Birth issued by Group A Gazetted Officer on letterhead
5. PAN Card
6. Marksheet issued by any Govt. Board or University
7. Govt. Photo ID Card/Photo identity card issued by PSU containing DOB
8. Central/State Pension payment order
9. Central Govt. Health Services Scheme photo card or Ehsaas

Illustration for filling up EID No.

Aadhaar No...

Acknowledgement/Resident Copy - [document details]

DOB No: 000812345000028 04/04/2011 15:50:16

*In instances where original documents are not available, a certified copy attested by a public notary/gazetted officer will be accepted.
8. Forms - PAN Card Form (see page 56)

Form No. 49A
Application for Allotment of Permanent Account Number
(For the case of Indian Citizens/Indian Companies/Entities incorporated in India/Unincorporated entities formed in India)
See Rule 114
To avoid mistakes, please follow the accompanying instructions and examine before filling up the form.

Assessing officer (AO code)

Area code | AO type | Range code | AO No.

Signatures / Left Thumb Impression across this photo

Sir,

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

We give below necessary particulars:

1. Full Name (Full expanded name to be mentioned as appearing in proof of identity/dates of birth/address documents: initials are not permitted)
   - Please select title: [ ] as applicable: Shri, Smt., Kumar, M/s
   - Last Name / Surname
   - First Name
   - Middle Name

2. Abbreviations of the above name, as you would like it, to be printed on the PAN card

3. Have you ever been known by any other name? [ ] Yes, [ ] No
   (please tick as applicable)
   - If yes, please give that other name
   - Please select title: [ ] as applicable: Shri, Smt., Kumar, M/s
   - Last Name / Surname
   - First Name
   - Middle Name

4. Gender (for individual applicants only): [ ] Male, [ ] Female, [ ] Transgender
   (please tick as applicable)

5. Date of Birth/Incorporation/Agreement/Partnership or Trust Deed/Formation of Body of individuals or Association of Persons
   - Day
   - Month
   - Year

6. Details of Parents (applicable only for individual applicants)
   - Father’s Name (Mandatory: Even married women should fill in father’s name only)
     - Last Name / Surname
     - First Name
     - Middle Name
   - Mother’s Name (optional)
     - Last Name / Surname
     - First Name
     - Middle Name
   - Select the name of either father or mother which you may like to be printed on PAN card (Select one only)
   (In case no option is provided then PAN card will be issued with father’s name)
   - [ ] Father’s name, [ ] Mother’s name

7. Address
   - Residence Address
     - Flat / Room / Door / Block No.
     - Name of Premises / Building / Village
     - Road / Street / Lane / Post Office
     - Area / Locality / Taluka / Sub-Division
     - Town / City / District
   - State / Union Territory
   - Pincode / Zip code
   - Country Name

Back to Village Information page 4 Back to Table of Contents page 5 Go to Acronyms page 65 Page 78
### Office Address
- Name of office: 
- Flat / Room / Door / Block No.: 
- Name of Premises / Building / Village: 
- Road / Street / Lane / Post Office: 
- Area / Locality / Taluka / Sub-Division: 
- Town / City / District: 
- State / Union Territory: 
- Pincode / Zip code: 
- Country Name: 

### Address for Communication
- Residency: 
- Office: 
- Please tick as applicable: 

### Telephone Number & Email ID details
- Country code: 
- Area/STD Code: 
- Telephone / Mobile number: 
- Email ID: 

### Status of applicant
- Please select status: 
- As applicable: 
- Individual: 
- Hindu undivided family: 
- Company: 
- Partnership Firm: 
- Association of Persons: 
- Local Authority: 
- Artificial Juridical Person: 
- Limited Liability Partnership: 

### Registration Number (for company, firms, LLPs etc.)
- 

### In case of a person, who is required to quote Aadhaar number or the Enrollment ID of Aadhaar application form as per section 139AA
- 

### Source of Income
- Salary: 
- Income from Business / Profession: 
- Business / Profession code: 
- [For Code: Refer instructions] 
- Capital Gains: 
- Income from Other sources: 
- No Income: 

### Representative Assessee (RA)
- Full name, address of the Representative Assessee, who is assessable under the Income Tax Act in respect of the person, whose particulars have been given in the column 1-13: 
- 

### Full Name (Full expanded name: initials are not permitted)
- 

### Address
- Flat / Room / Door / Block No.: 
- Name of Premises / Building / Village: 
- Road / Street / Lane / Post Office: 
- Area / Locality / Taluka / Sub-Division: 
- Town / City / District: 
- State / Union Territory: 
- Pincode: 

### Documents submitted as Proof of Identity (POI), Proof of Address (POA) and Proof of Date of Birth (POB)
- We have enclosed as proof of identity. 
- as proof of address and 
- as proof of date of birth. 
- (Please refer to the instructions (as specified in Rule 114 of I.T. Rules, 1962) for list of mandatory certified documents to be submitted as applicable). 
- [Annexure A, Annexure B & Annexure C are to be used wherever applicable]. 

### Do hereby declare that what is stated above is true to the best of my knowledge and belief.
- Place: 
- Date: 
- Signature / Left Thumb Impression of Applicant (inside the box): 

---

*Back to Village Information page 4*  
*Back to Table of Contents page 5*  
*Go to Acronyms page 65*  
*Page 79*