

ADVOCATING FOR CITIZENS' RIGHTS

A MANUAL FOR DELHI

JULY 2022



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It gives me immense pleasure to write a congratulatory note for "**Advocating for Citizen's Rights,**" an easy to understand **Manual**, curated for citizens of Delhi by the revered Team of **Justice Ventures International**. This manual exhaustively traverses through the description of the departments at State/Central level along with the nature of services provided, application procedures and advocacy methods. Most significant aspect of this manual, in my estimation is its simplicity and user-friendliness. The information provided would be of great use to the beneficiaries of these entitlements, substantially the marginalized communities.

Keeping in mind the rights of vulnerable classes of people, **Article 39A** was added to the Constitution of India which enjoins the duty of the State to provide equal access of justice for all and make the legal system accessible to them. Consequently, Legal Services Institutions were set up under the **Legal Services Authorities Act, 1987**. As per the constitutional mandate, Delhi State Legal Services Authority (DSLISA) is working tirelessly to advance the goals of equality and ensure development of vulnerable people in all spheres.

Contd../

Lack of awareness about rights and social security schemes have often been major impediments for people which restricts them from seeking redressal and entitlements when accrued in their favour. These barriers may perpetuate their suffering and prevent them from seeking legal intervention and relief. Thus, this manual will serve the purpose of creating awareness about the entitlements under Central and State Government Schemes at the grassroot level.

I congratulate the Team of Justice Venture International for having coined this brilliant piece of information and am confident that the ***"light of awareness and knowledge will win over the darkness."***


(Kanwal Jeet Arora)



NAMRITA AGGARWAL

Addl. District Session Judge
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"All human beings are born free and equal in dignity and rights. They are endowed with reason and conscience and should act towards one another in a spirit of brotherhood"

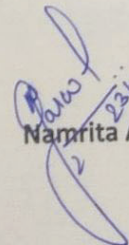
- Article 1, Universal Declaration of Human Rights

Everyone, everywhere, has **basic rights and freedoms** which we need to live together with dignity based on our **common humanity**. These **human rights are secured in law**. The law applies to everyone equally and provides an **important means of protection for the most vulnerable in our communities**. Law also lays down the duties to be fulfilled by those who are responsible for upholding human rights.

It gives me immense pleasure and pride to wholeheartedly endorse the efforts of **Justice Ventures International**. The aims of **Delhi State Legal Services Authority** resonate with the work JVI is doing. The aim is to promote the strengthening of democratic institutions and enhance popular participation and citizens' engagement in the attainment of democracy, governance and respect for human and people's rights, carry out civic education, encourage protection of Human Rights and the rule of law, stimulate consolidation of democratic stability by supporting political, legislative and constitutional reforms, uphold and defend democratic values to enhance good governance and rule of law that will create space for participation of citizens in decision making in both the society and the government and provide competent legal aid while ensuring there is no infringement of human rights.

The **vision of this manual** is to help craft a **progressive, democratic and law-abiding society** where **fundamental rights are respected**.

The goal has always been to support the implementation of **international human rights standards, peacebuilding through advocacy for justice, human rights, and good governance** reinforce the rule of law and **empower the citizens' participation** in the enhancement of sustainable peace and development. I am sanguine that a nation can flourish when its citizens are responsible enough to build a strong and powerful nation. **We are all responsible for the protection and development of our country.**


23/03/22
Namrita Aggarwal



**GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
OFFICE OF THE SUB DIVISIONAL MAGISTRATE (DEFENCE COLONY),
OLD GARGI COLLEGE BUILDING, BEHIND LSR COLLEGE
LAJPAT NAGAR-IV, NEW DELHI-110024.**

Dated: - 14.07.2022

My heartiest congratulations to the JVI team for shaping the exhaustive and informative manual titled "*Advocating For Citizens' Rights- A Manual for Delhi*" and bringing this forth for the greater good. The scientific methodology and established means of data collection and collation used for framing this manual make it one of a kind stakeholders, administrators, policymakers and the public will unquestionably gain from it. I am sure that everyone who needs to be aware of their rights and entitlements will find the Manual to be of great assistance. It will support setting up the framework and function as a useful resource for all parties involved.

It explains all the rights available to the citizens of Delhi. The content and topics in this booklet are merely a small component of a larger plan to empower India's underprivileged citizens. Giving the poor the tools to prepare and present applications as well as awareness of the services that are available is part of empowerment. The most important aspect of empowerment, however, is the heart to want to act selflessly for the benefit of the whole community, and this Manual consists of most of the prevalent welfare schemes applicable in Delhi and the Central Government. It provides valuable information and a set of guidelines on the entitlements to citizens as per the prevalent government policies, application procedures and advocacy methods. The manual has been created as a ready reference for Civil Society Organizations and other government stakeholders as an instructional tool for the development of self-advocacy skills and to know the documents and procedures available.

JVI did a commendable job of putting up a well-organized Manual and I am sure that it will be advantageous for all groups promoting social justice, democracy and human rights in Delhi and it will serve as a model for the rest of the country.

My best wishes to the JVI team.

**(GAURAV SAINI)
Sub-Divisional Magistrate (Defence Colony)**





**OFFICE OF THE CHAIRPERSON
DELHI COMMISSION FOR PROTECTION OF CHILD RIGHTS
GOVT. OF NCT OF DELHI**

I convey my heartiest congratulations to the JVI team for shaping the comprehensive and informative manual titled "*Advocating for citizen's rights- a manual for Delhi*" and bringing this forth for the larger cause. The scientific methodology and established means of data collection and collation used for framing this manual has made it more inclusive and useful. I am sure that different stakeholders including administrators, policymakers, civil society organisations and the public will find the manual to be of great assistance.

The manual explains all the rights and entitlements available to the citizens of Delhi. It consists of most of the prevalent welfare schemes applicable in Delhi and the Central Government and provides valuable information as well as a set of guidelines on the entitlements to citizens including application procedures. The manual has been created as a ready reference for Civil Society Organizations and other government stakeholders.

I again congratulate the team of Justice Venture International for the commendable job of putting up a well-organized manual containing brilliant piece of information. My best wishes to the JVI team.

New Delhi

06.07.2022

Mohammad Salam Khan,
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Date 06.07.2022

Justice Ventures International (JVI) is an organization that focuses on securing freedom, justice, and restoration for victims trapped in various forms of exploitation and abuse. It leverages casework results and partner networks to convince state and national government officials to better implement and strengthen current anti-trafficking laws and government-led rescue operations across key high prevalence areas of Delhi.

My heartiest congratulations to the JVI team for shaping the exhaustive and informative manual titled "*Advocating for citizen's rights - a manual for Delhi*" and bringing this forth for the greater good. The scientific methodology and established means of data collection and collation used for framing this manual make it one of a kind. Stakeholders, administrators, policymakers, and the public will gain from it immensely. I am sure that everyone who needs to be aware of their rights and entitlements will find the manual to be of great assistance. It will support setting up the framework and function as a useful resource for all parties involved.

It explains all the rights available to the citizens of Delhi. The content and topics in this booklet are merely a small component of a larger plan to empower India's underprivileged citizens. Giving the poor the tools to prepare and present applications as well as awareness of the services that are available is part of empowerment. The most important aspect of empowerment, however, is the heart to want to act selflessly for the benefit of the whole community, and this manual consists of most of the prevalent welfare schemes applicable in Delhi and the Central Government. It provides valuable information and a set of guidelines on the entitlements to citizens as per the Delhi state department's policy, application procedures, and advocacy methods. The manual has been created as a ready reference for Civil Society Organizations and other government stakeholders as an instructional tool for the development of self-advocacy skills and to know the documents and procedures available.

JVI did a commendable job of putting up a well-organized manual, and I am sure that it will be advantageous for all groups promoting social justice, democracy, and human rights in Delhi, and it will serve as a model for the rest of the country. My best wishes to the JVI team.


06.07.22

MOHAMMAD IQBAL



Thaneshwar Dayal Adigaur
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D.O. No. DLWB/MEM/2022/4

Dated 5/6/2022.....

I am immensely pleased to introduce this manual explaining all the entitlements/rights available for the citizens of Delhi. This manual consists of most of the prevalent welfare schemes applicable in Delhi and the Central Government. It provides important information and a set of guidelines on the entitlements to citizens as per the Delhi state department's policy, application procedures, and advocacy methods. The manual has been created as a ready reference for Civil Society Organizations and other government stakeholders as an instructional tool for the development of self-advocacy skills and to know the documents and procedures available.

I am sure that the manual would be of great help to all who need to know about their entitlements/rights as per the department's policy. I am sure that this manual will help formulate the backbone of the process and serve as a ready reckoner for all stakeholders. I hope this manual will be helpful to all individuals and organizations that are working to consolidate human rights, democracy, and social justice through advocacy in Delhi, India, and be used as a guideline in the rest of the country. The manual will help the citizens to be more informed about their rights and the processes to avail rights.

The efforts were undertaken by Justice Ventures International (JVI), and its partners are praiseworthy and deserve commendation, and I would highly recommend this manual.

My best wishes to the JVI team.


Thaneshwar Dayal Adigaur

Anil Kumar Parashar

(Former Joint Registrar & Focal Point For Human Rights
Defenders National Human Rights Commission)

19 April 2022

I am happy to know about the hard efforts put in by Justice Ventures International (JVI) towards preparing Manuals curated for citizens of Delhi, West Bengal, Bihar and Maharashtra. It gives me immense pleasure to write a congratulatory note to the JVI which focuses on freedom, justice and rehabilitation of victims of human trafficking and extreme forms of injustice. JVI has been doing a commendable work in combating the menace of human trafficking.

Based on its work at grass root level, JVI has conducted research titled "Advocating for citizen's rights- manuals for Delhi, West Bengal, Bihar and Maharashtra" by employing scientific methodology and established means of data collection and collation, it has derived very insightful information. The information in these manuals is only part of a bigger strategy to empower India's poor. Empowerment involves not only giving the poor the knowledge of services available, but also the skills to write and present applications. Perhaps the most important aspect to empowerment, however, is the heart to act selflessly for the benefit of the whole community.

I am immensely pleased to introduce these manuals explaining all the entitlements/rights available for the citizens of Delhi, West Bengal, Bihar, and Maharashtra. These manuals consist of most of the prevalent welfare schemes applicable in these four States and the Central Government. The manuals provide important information and a set of guidelines on the entitlements to residents as per the Delhi, West Bengal, Bihar and Maharashtra States policies, application procedures and the advocacy methods. The manuals have been created as a ready reference for Civil Society Organizations, HRDs and other government stakeholders as an instructional tool for the development of self-advocacy skills and to know the documents and procedures available.

I am sure that these manuals would be of a great help to all who need to know about their entitlements/rights as per the State's policy. Further these manuals will help formulate the backbone of the process and serve as a ready reckoner for all Stakeholders. I hope these manuals will be helpful to all individuals organizations and HRDs who are working to consolidate and promote human rights, democracy, and social justice through advocacy in these four States, and be used as a guideline for other States. These manuals will be of immense help to the citizens to be more informed about their rights and the processes to avail rights.

The efforts undertaken by JVI and its partners are praiseworthy and deserve commendation and I would highly recommend these manuals to be adopted in all other states of India



Anil Kumar Parashar

Dr PM Nair, IPS (Retd.)
Former DGP, NDRF, Govt. of India

Advocating For Citizens' Rights

The Manual titled 'Advocating For Citizens' Rights' by JVI is a comprehensive document which contains in itself, the rights, the entitlements, the methods to access them, the accountability of the agencies concerned and the benefits that would accrue to the end-user, all under one umbrella. It is a veritable resource book which supplies all that are required to be in one's ken, in respect of rights and duties. Indeed a great contribution in public service.

The presentation is inviting to the reader and user, moving from one right to another and from one entitlement to another. The clarity in presentation is commendable. The electronic links provided at every step and stage is amazing, as the user need not go around in circles for various references. The document has been well choreographed and presented, in a user-friendly format.

This manual will be of an immense help to the beneficiaries, public at large, service providers, stakeholders, administrators, policy makers, besides academic and media. In short, it is a holistic document prepared in a concise and compact manner for the benefit of all. Appreciate the painstaking research that has gone into its making.

Best wishes to the smart team involved in making and shaping of this manual. Over to the users, it is indeed a delight for you.

Chennai

16.06.2022



PM Nair

TABLE OF CONTENTS

(click on item to go directly to page)

ADVOCACY WORKS – SOME REAL STORIES

<u>INTRODUCTION</u>	<u>5</u>
1. About this Manual	5
2. A First Step – Identifying Your Area's Government Officers	8
A) <u>FOOD</u>	<u>10</u>
1. Food – Ration Cards	10
2. Food – Anganwadis	12
3. Food – Mid Day Meal Scheme	13
B) <u>INCOME</u>	<u>15</u>
1. Income – Pensions	15
2. Income – Financial Incentive for Having a Girl Child	18
3. Income – Life Insurance	19
4. Income – Vocational Training	20
5. Income – Driver's License	22
6. Income – Employment Finding Service	23
7. Income – Finance for Micro Enterprises	24
C) <u>HEALTH</u>	<u>26</u>
1. Health – Government Hospitals	26
2. Health – Pregnancy and Delivery	28
3. Health – Immunisations	30
4. Health – TB	31
5. Health – Services for People with Disabilities	33
6. Health – Mental Health	35
7. Health – Drug Rehabilitation	38
8. Health – HIV	38
D) <u>EDUCATION</u>	<u>41</u>
1. Education – Government Schools	41
2. Education – Scholarships, Books and Uniforms	43
3. Education – Open Schooling	45
E) <u>ENERGY</u>	<u>47</u>
1. Energy – Electricity	47
2. Energy – Gas	48
F) <u>SLUM FACILITIES</u>	<u>50</u>
1. Slum Facilities – Drinking Water	50
2. Slum Facilities – Toilets	51
3. Slum Facilities – Paved Alleys, Drains and Street Lighting	52
4. Slum Facilities – Housing	54
5. Slum Facilities – Slum Demolition / Rehabilitation	55
6. Slum Facilities – Sweepers and Mosquito Spraying	57

TABLE OF CONTENTS

(click on item to go directly to page)

G) <u>HUMAN RIGHTS ABUSE</u>	<u>59</u>
1. Human Rights Abuse - Domestic Violence	59
2. Human Rights Abuse - Child Marriage	61
3. Human Rights Abuse - Child Labour	62
4. Human Rights Abuse - Trafficking of Children	65
5. Human Rights Abuse - Bonded/Forced Labour	67
6. Human Rights Abuse - Sex Trafficking	69
H) <u>IDENTITY DOCUMENTS</u>	<u>71</u>
1. Identity Documents - Aadhaar Card	71
2. Identity Documents - PAN Card	72
3. Identity Documents - Bank Account	74
4. Identity Documents - Elector Identity Card	75
5. Identity Documents - Birth & Death Certificates	77
6. Identity Documents - SC/ST/OBC Certificate	79
7. Identity Documents - Labour Card	80
8. Identity Documents - Income Certificate	81
I) <u>APPENDICES</u>	<u>82</u>
1. A 10 Step Process for Empowering a Community	82
2. Table of Services with Relevant Schemes and Laws	85
3. Writing Effective Applications (with example)	86
4. Tips on Effectively Lodging Applications	87
5. Notes on Effective Use of the RTI (with example)	89
6. ACRONYMS Used	92
J) <u>APPLICATION FORMS</u>	<u>93</u>
1. Forms - Ration Cards	93
2. Forms - Ladli scheme	94
3. Forms - National Family Benefit Scheme	96
4. Forms - Driver's Licence Learners Permit	98
5. Forms - Micro Enterprise Loan	100
6. Forms - Railway Concession for Disabled People	101
7. Forms - Aadhaar Card	102
8. Forms - PAN Card	103
9. Forms - Post Office Bank Account	105
10. Forms - Election I Card	107

ADVOCACY WORKS – SOME REAL STORIES

Raju Gets a Disability Pension

Raju, 35, lives in a shack by the side of a railway track. The father of five struggles to make ends meet working as a recycler. Despite having a substantial physical disability – his left leg is largely paralysed in a bent position – he manages to cycle several kilometres to his work. Raju asked a community worker to apply for the disability pension for him (see [here](#) in this Manual). This was the first time that the community worker had applied for a disability pension, so it took some time to learn the system – taking photos of his documents, uploading them through the online portal, and submitting hard copies to the District Disability Welfare Office. After several months of waiting, Raju received his first installment in November 2020. The Rs 500 (USD \$7) per month is not much but helps the family to manage. After Raju's success, numerous people came forward seeking assistance in applying for various types of pensions (disability, widow, and old age).

Meeta Obtains an Aadhaar Card

Meeta, 35, is a mother of five struggling to make ends meet while her husband is a bonded labourer in Saudi Arabia and her oldest daughter struggles with a life-threatening case of abdominal tuberculosis. To make matters worse, several units were struck off her ration card because some of her children did not have Aadhaar cards and others had Aadhaar cards with a different address. When she went to a local cyber-cafe, they tried to charge her Rs 500 per Aadhaar card, which was well beyond her means. A community worker completed the Aadhaar enrollment form ([here](#) in this manual), she got it signed by the local municipal councillor, and an online appointment was made for the Aadhaar office. This process was completed with minimal difficulty and expense, and Meeta was able to fix her ration card to receive the full quota of rations needed by her family.

Ruby gets a Gas Connection

Ruby, 24, is single mother who lives in a shack by the side of a railway with her three-year-old daughter. She cooked indoors on a wood stove, which was unpleasant, time consuming, and caused respiratory issues for her daughter and elderly father. She was eager to apply for a gas connection (see [here](#) in this Manual) but did not have a PAN card or bank account (prerequisites for a government gas connection) or enough money. A community organization helped her apply for both a PAN card (see [here](#) in this Manual) and a bank account (see [here](#) in this Manual), submitted photocopies of her documents to the local gas distributor, and provided a small gift to help her pay the upfront cost. She is now saving time, money, her lungs, and the planet by cooking with a cleaner and more convenient fuel.

Savita's life is saved from TB

Savita, 28, suffered terribly from headaches and nausea for several months. She was diagnosed with TB meningitis just prior to the start of the COVID-19 lockdown in March 2020. Her husband, a mochi, did not know that free TB treatment was available from government DOTS centres ([page 31](#) of this manual) and therefore spent tens of thousands of rupees on private doctors, some of whom prescribed painkillers and cough syrups without the antitubercular drugs she needed. Despite some difficulty due to the lockdown, we helped Savita enrol in the nearby DOTS centre and receive free treatment. While on correct medication, her condition continued to deteriorate as she became bedridden and her weight dropped to 21 kg. She was hospitalised for three months in a government TB hospital, receiving free treatment and food. Gradually she started recovering, is now mobile again, has regained weight to 38 kg, and is no longer suffering from headaches or nausea.

INTRODUCTION



ABOUT THIS MANUAL

India 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 get these services because:

- residents don't know about the schemes;
- residents lack the necessary identity documents;
- residents lack the confidence to apply; or
- delay by officials.

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 help people like the NGO and may even see results quite quickly. However, the NGO can't provide these services forever. Sooner or later, they will need to help residents access government services, which will continue in the long-term.

The information in this manual is only a part of a bigger strategy to empower India's poor residents. Empowerment involves not only giving the poor the knowledge of services available (pages 7-66 of this manual), but also the skills in writing and presenting applications (pages 70-72). 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 82](#) provides a comprehensive ten step strategy to empowerment of residents with this knowledge, skills and heart.

But be warned - it is difficult and can take years!

FOR EACH OF THE SERVICES IN THIS MANUAL (LISTED IN THE TABLE OF CONTENTS), WE GIVE:

1. The relevant **Delhi and Central Government Department** which delivers this service (with its website).
2. The **Entitlement/Right** to residents as per that department's policy.
 - We give the 'Best Reference' website, where those entitlements can be clearly seen.
 - The strongest rights are those in law. If you know the name of the law, many laws are available at the government site [here](#) or NGO site [here](#).
 - Many entitlements are also listed in a "Citizens Charter" which many government departments now have on their websites (see [here](#)). Many schemes can be found on the government website here.
 - A summary of services, which is available to 'priority'(poor) and non-poor residents, and the scheme/legislation name is in Appendix 2 ([page 85](#)).
 - Delhi also has the Delhi (Right of Citizen to Time Bound Delivery of Services) Act, 2011 ([here](#)) which requires Government officials to provide certain services within a set time frame. If they fail to do that, they will be liable to be fined. These services often include ration cards, pensions, disability certificates, school admission, birth certificates, and caste certificates. Timeframes for the Delhi government are [here](#) and [here](#).

3. An **Application Procedures** to apply for that entitlement.

- Where possible apply on-line to avoid the possibility of delay. In some states you can also apply at your local [Common Service Centre](#) or [Jan Seva Kendra](#).
- If that's not possible, apply on a paper form, many of which can be found at this [District Admin site](#), [Delhi Govt site](#), this [Central government site](#) or this [NGO site](#). Some hard copies of forms can be found in Section K on [page 94](#).
- We also give hints on writing effective applications and a sample application letter in Appendix 3 ([page 86](#)).
- Appendix 4 ([page 87](#)) also gives some useful tips for how to deal with government officers when presenting an application.

4. **Advocacy Methods**

The application may not *initially* succeed because the officer might:

- Be away on leave, or be on 'election duty'; or
- Claim that you've come to the wrong office; or
- Say he has no authority to deal with your application; or
- Claim the officer with authority is away; or
- Claim that there is no 'budget' this year; or that there are not sufficient staff available.

Should the application not succeed, some ways to create pressure include (in order of difficulty):-

- If possible, check the status of your application on-line ([here](#) for some Central government schemes – scroll down) or [here](#) for some Delhi government schemes.
- Complaining once more to the original officer;
- Complain under Delhi's Right to Public Services Act;
- Using the Central Government's on-line grievance redressal mechanism [here](#) (go to 'Click here to sign up' on bottom of screen). You should get a reply within 60 days (see FAQ #13 [here](#)).
- Lodging a **Right To Information (RTI) Act** application to the department where you applied. For central government bodies, this can be done on-line [here](#). Notes on the effective use of the RTI, with an example, are given in Appendix 6 ([page 90](#));
- Contacting lawyers at the Delhi Justice Resource Centre. (Phone 011-4050170 or email delhi@justiceventures.org); or
- Contacting the media.

5. A **success story** (when available) showing where this has worked in real situations for people to get the services to which they are entitled.

INTRODUCTION

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 JVI's website. At the JVI site you can also find manuals covering the central government schemes, which are therefore relevant all over India.

We've issued Creative Commons on these manuals, which means, if you find them useful in your work, please feel free to use them however you see fit, to create any other materials from them, or share them with anyone else, as long as you follow 3 rules:

- Attribute it to EHA, JVI and EFICOR;
- Don't use them, or other material based on it, for profit; and
- Allow other people to use any materials you create from this material.



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 or 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

A FIRST STEP – IDENTIFYING YOUR AREA’S GOVERNMENT OFFICERS

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.

- India is divided into 543 **Lok Sabha** Constituencies. Each constituency has an elected Member of Parliament (MP) responsible to an electorate of about 24 lakh people. Delhi has 7 MPs (see [here](#)). To find your MP’s name click [here](#). Click on the name to find his/her contact details.
- Delhi is divided into 70 **Assembly Constituencies** (ACs). Each AC has an elected Member of the Legislative Assembly (MLA)(Vidhayak). To identify your MLA, see [here](#) to see a list of constituencies, MLA’s and their contact details.
- For administrative purposes, each state is divided into **Divisions**. Delhi has only one division ‘Delhi’ (see [here](#)) which is under the authority of a Divisional Commissioner (DC).
- For the provision of some services, Delhi State Government is divided into 11 **Districts (Jilas)** overseen by a District Magistrate DM (also known as Deputy or Divisional Commissioners (DC). The list of districts is [here](#) and list of DM/DCs is [here](#).
- Each district is further sub divided into **sub-districts**. Each sub district is under the authority of a Sub Divisional Magistrate (SDM). (List of SDMs [here](#))
- In local government now has 4 **Municipal Corporations**; North Delhi, South Delhi & East Delhi see [here](#)). The New Delhi Municipal Corporation (NDMC) is separate [here](#).
- These various municipal corporations are further divided into 12 **Zones** seen [here](#). South (Central, South, West and Nazafgarh), East (Shahadra north & Shahadra South); North (Rohini, Civil Lines, Karol Bagh, City, Sadar Paharganj (Keshavpuram), and Narela).
- Delhi local government is divided into 272 **Wards**. If you’re not sure of your ward click [here](#) for South Delhi, [here](#) for E.Delhi, [here](#) for N.Delhi. Each ward has elected ‘councillor’ (Nigam Parisad).
- Delhi has over 1,000 **bastis**. (see types on page 1 (=p139) of Delhi Shelter Board doc [here](#)). Some of these are legal (Regularised Unauthorised Colonies and JJ Resettlement Colonies). Some however, are illegal (860 JJ clusters/bastis & 1,639 Unauthorised Colonies. The list of JJ bastis is [here](#).
- To identify other officers regarding Ration Cards, Jal Board, Chief Medical Officer, Superintendent of Police etc, the websites are given on the relevant page of this manual. As you find that information, insert it in the table below.

INTRODUCTION

Division/Service	Area name	Officer's Name/Address/Phone no.
<i>Political Divisions</i>		
Lok Sabha Constituency		Member Parliament (MP)
Assembly Constituency		Member Legislative Assembly (MLA)
Ward		Nigam Parishad
<i>Administrative Divisions</i>		
District (Jila)		District Magistrate (DM), or Deputy Commissioner
Sub district (Tehsil)		
MCD Zone		
<i>Specific Services in this Manual</i>		
Nearest Gov't Hospital		Chief Medical Officer (CMO)
Near Aam Aadmi Mohalla		Medical Officer in charge (MOIC)
Basic Shiksha Adhikari		Basic Shiksha Adhikari (BSA)
District Education Officer		District Education officer
Local Gas Agency		
Police Headquarters		Superintendent of Police (SP)
Local Police Station		Station House Officer (SHO)



FOOD - RATION CARDS

The Targeted Public Distribution System, (or 'ration card' system) aims to provide basic food 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 2013 (NFSA) Sec. 3(1) (Act is [here](#))
- Ministry of Consumer Affairs, Food & Public Distribution - Department of Food & Public Distribution (website [here](#))

DELHI GOVERNMENT

- Food and Supplies Department (website [here](#))
- 100 Circle offices (listed [here](#))

2. ENTITLEMENTS

(BEST REFERENCE: NATIONAL FOOD SECURITY ACT 2013 SEC. 3(1) [HERE](#). ALSO THE RIGHT TO FOOD CAMPAIGN [HERE](#) (CLICK ON DELHI), [HERE](#) (SCROLL TO DELHI) AND [HERE](#))

a. 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 Sec 3(1).

b. 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 Sec 3(1).

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

	Coarse	Wheat	Rice
'Eligible Households' (5kg/person)	Rs1	Rs2	Rs3
Antyodya (35kg per household)	Rs1	Rs2	Rs3

3. APPLICATION PROCEDURE

- Eligibility is based on Socio Economic Caste Census (SECC) in 2011. Criteria for exclusion and inclusion are [here](#).
- Each state government must publish a list of eligible families (NFSA Sec 10) & display that list prominently Sec 11). Check whether your name is on the list [here](#) and [here](#) (often not working).
- Households whose name on the list as either priority or Antyodya can apply for a NFS card. Application form is [here](#) or hard copy on [page 94](#).
- If you think you are eligible according to the criteria, but are not on the list, you can still apply.
- Apply at your local Govt Ration Shop, at your Common Service Centre or JSK or at the respective Circle office (144 Circles offices- listed [here](#)).
- Applications should be processed within 45 days (see Delhi (Right of Citizen to Time Bound Delivery of Services) Act, 2011 [here](#) and Schedule [here](#)).
- Once you receive a ration card you can also apply for an e-Ration Card [here](#).
- Once you have your card, get rations from nearest ration shop.

4. ADVOCACY (IF YOUR APPLICATION DOESN'T SUCCEED)

- Track the application [here](#); then
- Complain under Delhi (Right of Citizen to Time Bound Delivery of Services) Act, 2011 [here](#); then
- Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
- RTI to Ministry of Consumer Affairs, Food & Public Distribution (website [here](#)), or on-line [here](#).

FOOD - ANGANWADIS

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

1. RELEVANT DEPARTMENT

CENTRAL GOVERNMENT

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

DELHI STATE GOVERNMENT

- Department of Women and Child Development (website [here](#))
- Integrated Child Development Services (ICDS) (website [here](#))

2. ENTITLEMENTS

(BEST REFERENCE: NATIONAL FOOD SECURITY ACT 2013 SEC. 5(1)(A) [HERE](#); RIGHT TO FOOD CAMPAIGN BROCHURE (2016) [HERE](#))

Under the National Food Security Act (NFSA) Sec. 5(1)(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. It should be opened within 3 months of demand. [RTF brochure](#) page 7.
- Children under 6, adolescent girls and pregnant women can attend the AWC. [RTF brochure](#) page 7.
- 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 (6 months – 6 years) receive an 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 & undergo growth monitoring. [RTF brochure](#) page 4.

3. APPLICATION PROCEDURE

- Check if there is an Anganwadi centre near you. If so, go there.
- If there is not an Anganwadi centre near you, make a list of 40, 3-6 year-olds in your village with the following details: Name, Address, Gender, DOB and parents' acceptance.
- Submit this request for 'AWC on Demand' to Delhi's Department of Women & Child ([here](#)).

4. **ADVOCACY (IF APPLICATION DOESN'T SUCCEED)**

- Written complaint to the Department of Women & Children where you applied; then
- Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
- RTI to your Delhi's Department of Women & Child Development (details [here](#)).

5. **SUCCESS STORY**

Local social workers found that there was no Anganwadi in all of Janta Colony in Delhi's northeast. They did a survey to find 40 children between 3-6 years of age and submitted it to the Department of Women and Child Development. After many phone calls, eventually in June 2011, 17 new Anganwadis started in Janta Colony, with hundreds of children now benefiting.

FOOD - 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 this right into law in the National Food Security Act 2013 which guarantees midday meals.

1. **RELEVANT DEPARTMENT**

CENTRAL GOVERNMENT

- National Food Security Act (NFSA) Sec. 5(1)b ([here](#))
- Ministry of Education (website [here](#))

DELHI STATE GOVERNMENT

- Education Department (website click [here](#))

2. **ENTITLEMENTS**

(BEST REFERENCE: NATIONAL FOOD SECURITY ACT 2013 SEC. 5(1)(B) [HERE](#); RIGHT TO FOOD CAMPAIGN BROCHURE (2016) [HERE](#))

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

- Every child up to class 8 or between ages of 6-14 is entitled to a free mid-day meal;
- At every government or government funded school;
- On every school day; and
- Meal should be of at least 450 calories for Classes 1-5 & 750 for Classes 6-8. NFSA Sched II(4,5).

3. **APPLICATION PROCEDURE**

- All Government schools Classes (1-8) should have a Mid-day Meal Scheme already. If they don't, parents of children can apply directly to the school; or
- Apply to the DDE office for your zone. Zones listed [here](#).

4. ADVOCACY (IF APPLICATION DOESN'T SUCCEED)

2 parents per day have a right to inspect the food. If there is no mid-day meal at the school, or if there's a problem in the quantity or quality of the food then:-

- Complain directly to the school; then
- Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
- RTI to Delhi Education Department's PIO for your zone (see pages 6-9 of document [here](#)).

5. SUCCESS STORY

In Gurpara village, teachers and students reported that the school wasn't receiving sufficient quantities of food for the mid-day meal. A committee of residents made an application and after some time, the students started receiving the proper mid-day meal.





INCOME - PENSIONS

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

1. RELEVANT DEPARTMENT

CENTRAL GOVERNMENT

- Ministry of Rural Development (website [here](#))
- National Social Assistance Programme (website [here](#))

DELHI STATE GOVERNMENT

- Dept of Women and Child development (website [here](#))
- Delhi Department of Social Welfare (website [here](#))

2. ENTITLEMENTS

(BEST REFERENCE: RIGHT TO FOOD [HERE](#) & PRIMER (2016) [HERE](#))

a. Old Age Pension

- The Delhi government pays pension amount of Rs 2,000 if the person is above 60 years and Rs 2,500 if the person is above 70 years (see [here](#)).

b. Widow's Pension

- The Delhi Government pays a pension amount of Rs2,500 per month (see [here](#)).

c. Disability Pension

- The Delhi government pays pension amount of Rs2,500 per month (see [here](#)).
- Disability needs to be more than 80% according to NSAP, but only 40% according to PWD Act Sec. 2(r) (see [here](#) and [here](#)) Also see Services for People with Disabilities on page 25.

3. APPLICATION PROCEDURE

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

For all pensions the procedure is as follows:

- The form can be submitted online [here](#) (register as a new user – top middle of page).
- You may also be able to submit through your local [Common Service Centre](#).
- Otherwise submit in person at the Social Welfare Department, District Office.
- Department of Social Welfare will conduct an enquiry.
- The Social Welfare Department will then approve the application as per the eligibility.
- Pension should be deposited in PO/Bank account and backpaid to the approval date

Documents required (see [here](#))

a. Old Age Pension Pension

- Proof of age as above 60 (usually [Aadhaar card](#) or [birth certificate](#));
- Proof of income less than 1 lakh (See [income certificate](#));
- Proof of 5 years of residence (Aadhaar, 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 fact that you're not receiving any other pension.

b. Widows Pension

- [Death certificate](#) of husband;
- Proof of age 18-60 years (see [here](#)) (after 60 go onto old age pension);
- Proof of income less than 1 lakh (see [here](#)). May require [income certificate](#);
- Proof of 5 years of residence. (Aadhaar, 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.

c. Disability pension (see also 'Services for People with Disabilities' on [page 33](#))

- Disability Certificate showing more than 40% disabled;
- Proof of income less than 1 lakh (see [here](#)). May require [income certificate](#).
- 5 years of residential proof. (Aadhaar, 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 Social Welfare office (or wherever you applied); then
- Track your application on-line [here](#); then
- Complain under the Delhi Right to Public Services Act; then
- Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
- RTI to your Delhi Department of Social Welfare (website [here](#)).

5. SUCCESS STORY

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

The state government had a widow's pension of Rs1,000 a month but Kiran wasn't getting it. Some simple enquiries found that it was the Department of Social Welfare that administers [pensions](#). The department said Kiran wasn't eligible for a pension because she didn't have a bank account. Kiran had never had a bank account, so some community workers went to the local bank to find out about opening one. "No," the manager informed them, "we need some identity documentation to open a [bank account](#)". Kiran had no such documentation, so the next step was the Electoral Commission. The community workers asked the Commission to issue an Electoral Identity Card (I Card) for Kiran. 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." The community workers protested and cited the rule that all Indian residents are eligible for [Election Identity Cards](#) whether they live in a palace or a slum hut. After a little more protesting, they finally agreed.

Now 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 here for 5 years!" Exasperated, they wrote a letter of appeal to the head of the Social Welfare Department (see [application letters](#)), which finally agreed to their request. Then, after 6 months of battling with the bureaucracy, Kiran finally got her pension, backpaid 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 Kiran and her children to survive.

INCOME - FINANCIAL INCENTIVE FOR HAVING A GIRL CHILD

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

1. RELEVANT DEPARTMENT

CENTRAL GOVERNMENT

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

DELHI STATE GOVERNMENT

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

2. ENTITLEMENTS

(BEST REFERENCE: DELHI GOVERNMENT SITE (2020) [HERE](#))

a. Ladli Scheme (details [here](#))

Eligibility

- Payments only for first two girl children in each family.
- Family income must be less than 1 lakh
- Girl must be born in Delhi

Payments are made into girl's account as follows:-

- Rs. 11,000/- if the girl child is born in a Hospital/ Nursing Home/institutions in Delhi. or
- Rs. 10,000/- if the girl child is born outside the Hospitals/ Nursing Homes/institutions; then
- Rs. 5,000/- on admission in Class I; then
- Rs. 5,000/- on admission in Class VI; then
- Rs. 5,000/- on admission in Class IX; then
- Rs. 5,000/- on child's passing Class X; then
- Rs. 5,000/- on admission in Class XII.

The total amount is over Rs 1 lakh (including interest) per child if she is enrolled from birth. Amount can be withdrawn once:

- Passed grade 10; and enrolled in 12th.
- Girl is 18 years or passed Grade 12;

b. Marriage of daughter of widow ([here](#))

- Rs 30,00 to assist with marriage of daughter of widow.
- Family income must be less than 60,000
- Girl must be at least 18 years old
- Apply 60 days before or after wedding
- Form is [here](#). Apply to Dept of Women and Child Development (website [here](#)).

3. APPLICATION PROCEDURE

- Application form is [here](#) or hard copy on [page 97](#). Submit to school or to District office. Once verified, it is sent to SBI to open an account. Required documents:
- Proof of 3 years residence in Delhi
- Affidavit or [income certificate](#) showing annual income of the family is less than 1 lakh.
- Birth certificate of the girl child showing birth was in Delhi.
- Group photo of parents with the girl child.
- Copy of Aadhaar Card of the parents and the child, if available

4. ADVOCACY (IF APPLICATION DOESN'T SUCCEED)

- Check Status of Application [here](#); then
- Contact SBI Toll Free Number:- 1800229090 or Delhi Ladli Scheme Number 011-23381892; then
- Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
- RTI to Dept of Women and Child Development (website [here](#)).

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

- National Social Assistance Programme (website [here](#))

DELHI STATE GOVERNMENT

- Delhi Department of Social Welfare (website [here](#))

2. ENTITLEMENTS

(BEST REFERENCE: NATIONAL SOCIAL ASSISTANCE PROGRAMME 2014 [HERE](#))

a. National Family Benefit Scheme (details [here](#) on page 7)

- Rs 20,000 (may be more in some states) (Rs10k from Central & Rs10K from state) assistance for BPL families whose primary breadwinner, including the woman home-maker, dies aged 18-60.

3. APPLICATION PROCEDURE

a. National Family Benefit Scheme 'Death of Breadwinner' (NFBS)

Form (download [here](#) or see hardcopy in the appendix [here](#))

Submit documents to the District Social Welfare office. Required documents are:

- [Death certificate](#) of breadwinner;
- BPL certificate (or [income certificate](#));

INCOME

- 5 years of residential proof (Aadhaar card, 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; and
- 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)

- Enquire again of the District Social Welfare office (or wherever you applied); then
- Track your application on-line [here](#); then
- Complain under the Delhi Right to Public Services Act; then
- Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
- RTI to your Delhi Department of Social Welfare (website [here](#)).

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 give reasonable quality vocational skills and technical knowledge at very low cost, without needing prior educational qualifications. It is designed for people from slums and remote rural areas.

1. RELEVANT DEPARTMENT

CENTRAL GOVERNMENT

- Ministry of Skill Development and Entrepreneurship (website [here](#)) (for JSS and PMKVY)
- Ministry of Human Resource Development (website [here](#)) (for Deen Dayal)

2. ENTITLEMENTS

(BEST REFERENCE: JSS [HERE](#) 2019, PMKVY [HERE](#) 2020 AND DDUKVY [HERE](#) 2021)

a. JSS (details [here](#))

- The Jan Shiksha Sansthan offers varieties of vocational courses (approx 371) from candle making and sewing to computer courses.
- There are 3 JSS's in Delhi. For their locations click [here](#) then 'Find JSS' (top left), then 'Search by Location', then on Delhi.)

b. Pradhan Mantri Kaushal Vikas Yojana PMKVY (details [here](#))

- Many centres in Delhi (for locations click [here](#) and on 'Search by Location', then on 'Delhi' & your District)
- All fees paid by the government.
- For college or school dropouts or unemployed
- Skills training in short courses (150-300 hours)
- Includes training in Soft Skills, Entrepreneur, Financial & Digital Literacy

- Provision for recognition of previous learning
- Attempts to set up placement for all trainees.
- Many different courses to choose from.

c. Deen Dayal Upadhyaya Grameen Kaushal Yojana (website [here](#)).

- Skills training for youth (15-35 years) from poor rural families in many different trades.
- 4 centres in Delhi listed [here](#), (scroll down and enter 'Delhi').

3. APPLICATION PROCEDURE

a. Jan Shiksha Sansthan

- Admission opens in April and October for 6-month long courses. Fee is Rs. 100.
- For direct admission contact Training Centre. For their locations click [here](#) then 'Find JSS' (top left), then 'Search by Location', then on Delhi.)
- 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 nearest Training Centre (for locations click [here](#) and on 'Search by Location', then on 'Delhi' & your District)

c. Deen Dayal Upadhyaya Grameen Kaushal Yojana (website [here](#))

- Find a centre near you (4 centres in Delhi listed [here](#) – scroll down and enter 'Delhi'). and apply there; or
- Apply on line [here](#).

4. ADVOCACY (IF APPLICATION DOESN'T SUCCEED)

Complain again to wherever you applied; then

- Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
- For JSS and PMKVY, RTI to Ministry of Skill Development on-line [here](#); or
- For Deen Dayal, RTI to Human Resource Development on-line [here](#).



INCOME - DRIVER'S LICENSE

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

1. RELEVANT DEPARTMENT

CENTRAL GOVERNMENT

- Central Motor Vehicles Rules ([here](#))

DELHI GOVERNMENT

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

2. ENTITLEMENTS

(BEST REFERENCE: ADVOCATE KHOJ [HERE](#))

Types of Driving License (information [here](#) under “What is a driving license and why is it necessary?”)

- Learner Driving License – valid only for six months.
- Permanent Driving License – after at least one month on Learner Driving License.

Age Eligibility (information [here](#) under “What you need to do to obtain a drivers license?”)

- At least 18 years of age with two exceptions:
 - 16 years for two wheelers/vehicle up to 50cc and without gears and with parental consent; and
 - 20 years for a commercial vehicle.

3. APPLICATION PROCEDURE

- For guidelines for applications (see [here](#) under “What you need to do to obtain a driver’s license?”)
- Apply online [here](#); (need to fill out form pay fee and upload documents); or
- Go to nearest local Jan Seva Kendra (JSK) [here](#); or
- Form 2 for Learners license [here](#) or hard copy on [page 99](#).
- You will also need to pass a test about:
 - the traffic signs, traffic signals and the rules of the road regulations made under Sec. 11 of [Rules](#);
 - 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 license. Submit application on-line [here](#), or hard copy of Form 4 ([here](#)) to the RTO together with:-
 - Driving test pass result;
 - Learners licence;
 - Medical certificate (Form 1A);

- 3 Passport-sized photographs;
- fee;
- proof of age;
- proof of address; and
- parental consent if under 18.

4. ADVOCACY (IF APPLICATION DOESN'T SUCCEED)

Complain again to the Transport Dept office where you applied; then

- Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
- File RTI to Transport Department. (Find PIO [here](#) and enter 'Transport').

INCOME - EMPLOYMENT FINDING SERVICE

The Delhi Government provides a service where it attempts to place appropriately qualified and skilled people in Government jobs, but it has had limited success.

1. RELEVANT DEPARTMENT

CENTRAL GOVERNMENT

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

DELHI GOVERNMENT

- Directorate of Employment (website [here](#))

2. ENTITLEMENTS

(BEST REFERENCE: DIRECTORATE OF EMPLOYMENT: [HERE](#))

- Registration of job seekers including online registration
- Receiving vacancies from the employers
- Sponsoring the names of registrations as per the requirements of the job providers for employment
- This should result in a government job (although there has been little success that we know of)

3. APPLICATION PROCEDURE

- Registration of job seekers: Anyone can apply online [here](#)
- Alternatively, hard applications are processed at any of Delhi's 9 Employment Exchanges including those at University of Delhi, Jawaharlal Nehru University and Jamia Millia Islamia University.
- Find your nearest employment exchange [here](#) and enter "Employment."
- Register between 9.30am to 1.30pm on any working days (Except 2nd Saturday).

- Documents Required:
 - Application Form (Cost of form is Rs. 12)
 - Attested Copy of Educational /Technical Qualification Certificate / Experience Certificate,
 - Proof of residence
 - Age Proof

4. **ADVOCACY (IF APPLICATION DOESN'T SUCCEED)**

- Contact the Employment exchange where you registered; then
- Report any problem/error to help.dee@gmail.com; then
- Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
- File RTI to Directorate of Employment. (Find PIO [here](#) and enter 'Employment').

INCOME - FINANCE FOR MICRO ENTERPRISES

The 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 (website [here](#))

2. ENTITLEMENTS

(BEST REFERENCE: MUDRA [HERE](#) 2021)

Two types of loans:

- Loans for small business enterprises of up to Rs50,000 for small units (Shishu); or
- Loans of Rs50,000 – 5,00,000 for medium units (Kishor).

Easy terms:

- No collateral
- No processing fees
- Repayments over 5 years.

3. APPLICATION PROCEDURE

File application on-line [here](#) (then enter name and mobile number to get OTP); or
Apply at any bank. The following documents will be needed:-

- Completed form (Shishu form [here](#) or hard copy on [page 101](#));
- 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; and
- Proof of applicant's category (SC/ST/minority etc).

4. **ADVOCACY (IF APPLICATION DOESN'T SUCCEED)**

- Complain again to the manager of the bank where you applied; then
- E-mail help@mudra.org.in; then
- Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then

RTI on-line [here](#) or by post to:

- MSME Development Centre
- C-11 G Block
- Bandra Kurla Complex
- Bandra E, Mumbai 400 051.





HEALTH – GOVERNMENT HOSPITALS

Government hospitals should provide consultations, treatment, investigation and medicine for all, for free. Unfortunately, the public hospital system is very poorly funded, leading to a lack of hospitals, doctors & medicine. Hence, hospitals are very crowded, so most of the middle class go to private hospitals. The Delhi government is attempting to assist the poor by establishing Aam Aadmi Mohallas as a Primary Health Centre and the central government has started a health insurance scheme - the Pradhan Mantri Jan Arogya Yojana.

1. RELEVANT DEPARTMENT

CENTRAL GOVERNMENT

- Ministry of Health & Family Welfare (website [here](#))
- National Health Authority (within Ministry of Health & Family Welfare) ([here](#))

DELHI STATE GOVERNMENT

- Delhi Department of Health and Family Welfare (website [here](#))

LOCAL GOVERNMENT

- Municipal Corporation of Delhi North Delhi, South Delhi & East Delhi (see [here](#))
- The New Delhi Municipal Corporation (NDMC) is separate [here](#).

2. ENTITLEMENTS

(BEST REFERENCE: PMJAY [HERE](#) 2019)

a. Government hospitals

- Aam Aadmi Mohalla clinics ([here](#)). 189 existing clinics [here](#); 100 newest [here](#); list of drugs [here](#)
- At all government hospitals, free treatment - South Delhi listed [here](#) and North Delhi [here](#) (click on 'Hospitals') & Delhi Government [here](#)). Recommended hospitals are:

Medical Issue	Recommended Hospital	Location	Phone
Maternity	Kasturba 'Machli' (MCD)	Jama Masjid	2327 0390, 2327 4376
Paediatrics	Kalavati (Central)	Connaught Place	2336 5792
Eye	Schroff (NGO)	Darya Ganj	4352 4444, 4352 8888
TB/Lung	LSR (Central)	Aurobindo Marg Mehrauli	26517826, 26517829,
Heart	GB Pant (State)	Delhi Gate	23238109
Surgery	LNJP (Irvin) (State)	Delhi Gate	23233400

b. Pradhan Mantri Jan Arogya Yojana (PMJAY) (details [here](#) and guidebook [here](#)).

- All poor families (as per Socio-Economic Caste Census (SECC) 2011 data, should be eligible. To check eligibility call 14555 or 1800 111565.
- Eligible families get an e-Card.
- Up to Rs5,00,000 treatment per year, per family.
- No cap on family size and age of members. All members of designated families get coverage.
- Covers secondary and tertiary care hospitalization.
- 1,350 medical packages covering surgery, medical, day care treatments, cost of medicines & diagnostics.

All pre-existing diseases covered.

c. Private hospitals

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

3. APPLICATION PROCEDURE

a. Government hospitals

- Aam Aadmi Mohalla clinics ([here](#)). (189 existing clinics [here](#); 100 newest [here](#); list of drugs [here](#)).
- Delhi government hospitals ([here](#)). Try online registration for OPD [here](#) or else go directly go to any Government hospital.

b. For (PMJAY) e-Card holders:- (for the whole process see page 6 on guidebook [here](#).)

- Check eligibility or by phoning 1800111565 or 14555.
- If eligible, go to a registered hospital for treatment.

c. Private hospitals: (For BPL/EWS)

- Take ration card or EWS proof to a private hospital and get 25% OPD quota. For participating hospitals see [here](#).

4. ADVOCACY (IF APPLICATION DOESN'T SUCCEED)

- Complain to the Medical Superintendent of the hospital in question; then
- Complain to the Chief Medical Officer (CMO) of the district where the hospital is; then
- Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
- File RTI to Dept of Health and Family Welfare (Find PIO [here](#) and enter "Health and Family Welfare").

5. SUCCESS STORY

Nazreen was suffering from breast cancer. With the help of a healthcare worker, she approached Max Balaji (Private) Hospital. Since she holds a BPL ration card, she was given a 100% discount for the treatment.

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 check-ups regularly during pregnancy & deliver in a CHC or a hospital.

1. RELEVANT DEPARTMENT**CENTRAL GOVERNMENT**

- Ministry of Women and Child Development (website [here](#))
- Ministry of Health & Family Welfare (website [here](#))
- National Urban Health Mission (within Ministry of Health & Family Welfare) (website [here](#))
- National Food Security Act (Sec. 4(b)) ([here](#))

DELHI STATE GOVERNMENT

- Delhi Department of Health and Family Welfare (website [here](#))
- Department of Women & Child Development ([here](#))

LOCAL GOVERNMENT

- Municipal Corporation of Delhi North Delhi, South Delhi & East Delhi (see [here](#))
- The New Delhi Municipal Corporation (NDMC) is separate [here](#)

2. ENTITLEMENTS

(BEST REFERENCES: JSY & ASHA (2016) [HERE](#), NATIONAL FOOD SECURITY ACT [HERE](#), PM MVI (2017) [HERE](#) AND JANANI SHISHU SURAKSHA KARYAKARAM (JSSK) [HERE](#).)

a. ASHA's (Accredited Social Health Activist) (overview of ASHA's see [here](#))

- ASHA's are local women selected at a village level who interface between pregnant women and the government health institutions.

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

Every pregnant woman entitled to Anganwadi meals (NFSA Sec. 4(a)); and

- Payment of Rs 6,000 in instalments (NFSA Sec. 4(b)). (As of Dec 2018 reduced to Rs5,000). This scheme is now known as Pradhan Mantri Matritva Vandana Yojana (formerly IGMSY) (see [here](#)).
- Under PMMVY, (details on page 3 of document [here](#)), the first transfer of Rs.1,000 made if:
 - Registration of pregnancy at the Anganwadi Centre (AWC) or Government hospital;
- The second transfer of Rs.2,000 will be made if:
 - Mother has received after at least one session of ANC (Ante Natal Care) during pregnancy (can be claimed after 6 months of pregnancy) and
- The third transfer of Rs. 2,000 made if;
 - Birth is registered; and the child has received first round of immunisations (including BCG, OPV DPT and Hep B).

c. Janani–Shishu Suraksha Karyakram: ([here](#) 2014)

For every pregnant woman entitled to:-

- Free and cashless delivery and C-Section (if necessary);
- 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.

d. 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

e. Payment for delivery in a hospital Under Janani Suraksa Yojana (JSY) (website [here](#) 2016)

- Payment of Rs600 to mother for delivering in a hospital (seen [here](#) 'Scale of Cash Assistance').

3. APPLICATION PROCEDURE

- For payments under National Food Security Act (Pradhan Mantri Matritva Vandana Yojana), contact your nearest ASHA or Anganwadi.
- For free delivery, and treatment under Janani–Shishu Suraksha Karyakram, simply go with the ASHA to:
 - Aam Aadmi Mohalla clinics ([here](#), 189 existing clinics [here](#)).
 - At all MCD hospitals (South Delhi listed [here](#) and North Delhi [here](#) (click on 'Hospitals) &
 - Delhi Government hospitals ([here](#)).
- At time of discharge receive JSY payment.

4. ADVOCACY (IF APPLICATION DOESN'T SUCCEED)

- Complain to the Medical Officer In Charge (MOIC) of Mohalla clinic or hospital; then
- Complain to the JSSK nodal officer of the hospital in question (listed [here](#)); then
- Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
- File RTI to Dept of Health and Family Welfare (Find PIO [here](#) and enter "Health and Family Welfare").

HEALTH – IMMUNISATIONS

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

1. RELEVANT DEPARTMENT

CENTRAL GOVERNMENT

- Ministry of Health & Family Welfare (website [here](#)).
- National Health Mission (within Ministry of Health & Family Welfare) (website [here](#))

DELHI STATE GOVERNMENT

- Delhi Department of Health and Family Welfare (website [here](#)).
- Department of Women & Child Development ([here](#))

LOCAL GOVERNMENT

- Municipal Corporation of Delhi North Delhi, South Delhi & East Delhi (see [here](#)).
- The New Delhi Municipal Corporation (NDMC) is separate [here](#).

2. ENTITLEMENTS

(BEST REFERENCE: UNIVERSAL IMMUNISATION PROGRAMME [HERE](#) 2011)

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

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

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

3. APPLICATION PROCEDURE

For free immunisations take the child to:

- Aam Aadmi Mohalla clinics ([here](#), 189 existing clinics [here](#)); or
- At all MCD hospitals (South Delhi listed [here](#) and North Delhi [here](#) (click on 'Hospitals'); or
- Delhi Government hospitals ([here](#)).

4. ADVOCACY (IF APPLICATION DOESN'T SUCCEED)

- Complain to the Medical Officer In Charge (MOIC) of Mohalla clinic or hospital; then
- Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
- File RTI to Dept of Health & Family Welfare (Find PIO [here](#) and enter "Health & Family Welfare").

HEALTH – TB

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

1. RELEVANT DEPARTMENT

CENTRAL GOVERNMENT

- Ministry of Health and Family Welfare, Central Tuberculosis Division (website [here](#))

DELHI STATE GOVERNMENT

- Delhi Department of Health and Family Welfare (website [here](#))
- Department of Women & Child Development ([here](#))

LOCAL GOVERNMENT

- Municipal Corporation of Delhi North Delhi, South Delhi & East Delhi (see [here](#))
- The New Delhi Municipal Corporation (NDMC) is separate [here](#)

2. ENTITLEMENTS

(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'.)
- If found to have TB, free treatment on DOTS programme
- Receive Rs500/month while on DOTS (see [here](#) scroll down to 'Treat' and Nikshya Poshak Yojana)
- Complete WHO standards of care are [here](#).

3. APPLICATION PROCEDURE

If you or anyone you know has:

- Cough for 3 weeks or more;
- Fever, especially at night;
- Loss of weight; or
- Loss of appetite. (see FAQ #3 [here](#) for more):-

Go to your nearest DOTS centre to be tested.

If found to have TB, enroll in DOTS and take full course of treatment.

Simply need your Aadhaar Card and Bank account (to receive the Rs500 per month).

4. ADVOCACY (IF APPLICATION DOESN'T SUCCEED)

- Phone TB Helpline 1800 11 6666; or
- Complain to District TB Officer (DTOs) for your district (for directory of all DTO's see [here](#)); then
- Complain to State TB Officer for Delhi ([here](#))
 - Dr. Ashwani Khanna: e-mail stodl@rntcp.org; Office 011-23646049; Mobile 8745011280; Address State TB Cell, 2nd Floor, Govt. Dispensary Building, Gulabi Bagh , New Delhi; then
- Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
- File RTI to Dept of Health & Family Welfare (Find PIO [here](#) and enter "Health & Family Welfare").

5. SUCCESS STORY

Savita, 28, suffered terribly from headaches and nausea for several months. She was diagnosed with TB meningitis just prior to the start of the Covid lockdown in March 2020. Her husband, a mochi, did not know that free TB treatment was available from government DOTS centres and so spent tens of thousands of rupees on private doctors, some of whom prescribed painkillers and cough syrups without the antitubercular drugs she needed. Despite some difficulty due to the lockdown, local community workers helped Savita enroll in the nearby DOTS centre and start receiving free treatment. Initially, while on correct medication, her condition continued to deteriorate as she became bedridden, and her weight dropped to 21 kg. She was hospitalised for 3 months in a government TB hospital, receiving free treatment and food. Gradually she started recovering, is now mobile again, has regained weight to 38 kg, and is no longer suffering from headaches or nausea.



HEALTH – SERVICES FOR PEOPLE WITH DISABILITIES

People With Disabilities (PWDs) are often still regarded as second-class citizens in our country. The schemes below are designed to ease the burden of the disability.

1. RELEVANT DEPARTMENT

CENTRAL GOVERNMENT

- Rights of Persons with Disability Act 2016 ([here](#))
- National Social Assistance Programme (NSAP) (2014) [here](#)
- Ministry of Social Justice and Empowerment ([here](#))

DELHI STATE GOVERNMENT

- Delhi Department of Health and Family Welfare (website [here](#))
- Delhi Office of the Commissioner for Persons with Disabilities ([here](#))

2. ENTITLEMENTS

(BEST REFERENCE: RIGHTS OF PERSONS WITH DISABILITY ACT 2016 [HERE](#))

a. Disability Certificate (RPwD Act Sec. 58(1) and guidelines in NSAP [here](#) (go to 3.2 on page 14).

- PwD defined as “person with long term physical, mental, intellectual or sensory impairment which, in interaction with barriers, hinders his full and effective participation in society equally with others”; (RPwD Act Sec. 2(s).
- Disability Certificate is granted by Central government authority (RPwD Act Sec. 58(1).
- 40% disability necessary for most benefits, (see RPwD Act Sec. 2(r) and [here](#)).
- Unique Disability ID [here](#)

b. Disability Pension

- The Delhi government pays pension amount of Rs2,500 per month (see [here](#)).
- 18-79yrs old (see guidelines [here](#)).
- Disability needs to be more than 80% according to NSAP (see 1.3 on page 6 [here](#)), but only 40% according to RpwDD Act Sec. 2(r) and guidelines [here](#).

c. Aids and Appliances (ADIP) (see website [here](#))

- Full of cost of the appliance (up to Rs10,000) for families with income less than Rs15,000/mth and 50% for family income more than Rs15,000 but less than Rs20,000/mth (see 7.01 in 2017 doc [here](#))
- Scholarships (see page 52-56 in 2019 Compendium of schemes [here](#))

Level	Parents' income cut off	Amount (hosteller)	Amount (day student)	Disability allowance	Book allowance
Pre matric (9 & 10)	2.5 lakh	Rs800	Rs500	Rs2,000 (Hearing,Physical) Rs4,000 (Visual,Intellectual)	Rs1,000
Post matric (11, 12, degree)	2.5 lakh	Rs1600	Rs750	Rs2,000 (Hearing,Physical) Rs4,000 (Visual,Intellectual)	Rs1,500

d. Travel concession on train

- Train: (see page 2 of rules [here](#) 2008)
 - Orthopaedically, blind & mental retardation: 75% for all classes, except 50% in 2AC & 1AC, and 25% in Rajdhani/Shatabdi). Concession for both PWD and carer.
 - Auditory and speech impaired: 50% for the disabled person and carer.

e. Various other schemes

- Under the Ministry of Social Justice and Empowerment [here](#): Details of the various schemes in 2019 Compendium of schemes [here](#).
- As listed on the Purniva site [here](#).

3. APPLICATION PROCEDURE**a. Disability Certificate (For procedure click [here](#) and #3.1.3 on page 11 of NSAP document [here](#)).**

- For Disability certificate: Go to district hospital with:
 - Form [here](#), Identity proof (Aadhaar card, I Card etc); 2 photos showing the disability; All relevant medical reports; If 40% or more disability then disability certificate issued on the same day (#3.1.3 [here](#)).
- For Unique Disability ID, apply on-line [here](#) or see form [here](#). Need Aadhaar, Photo & Disability Certificate

b. Disability Pension

- Disability Certificate showing more than 40% disabled (see RPwD Act Sec. 2(r) and [here](#));
- Proof of income less than 1 lakh (see [here](#)). May require income certificate;
- 5 years of residential proof. (Aadhaar, 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.

c. Aids and Appliances (ADIP)

- Implementing Agency applies for the PwD. Procedures are [here](#) and [here](#).
- May need income certificate

d. Education scholarship (see page 83 of 2019 document [here](#)).

- Application form is available with the Implementing Agency.

e. Rail concessions (need certificate)

- For form see website [here](#) or hard copy for orthopaedic on page 85. With application also need:-
- One passport size photograph and Disability Certificate.
- Submit form to the government hospital. Disability is verified by doctor; and Railway Concession form is issued. Attach a photocopy of disability certificate to the railway concession form when purchasing tickets.

f. Other schemes

- Under the Ministry of Social Justice and Empowerment [here](#) and 2019 document [here](#).
- As listed on the Purniva site [here](#).

4. ADVOCACY (IF APPLICATION DOESN'T SUCCEED)

Call on the Toll-Free Number for PWDs: 1800110093; then

- For review of a refusal to issue a disability pension see 2.10 on p. 13 of NSAP document [here](#); then
- Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
- Complain to Delhi's Commissioner for disabilities ([here](#)):

Shri T. D. Dhariyal

- Commissioner, Disabilities, 25-D, Mata Sundari Rd, Near Guru Nanak Eye Center, N Delhi-02
 - 011-23216002/03/04, Email: comdisdelhi@yahoo.co.in
- File RTI to Dept of Health & Family Welfare (Find PIO [here](#) and enter "Health & Family Welfare").

5. SUCCESS STORY

Raju, 35, lives in a shack by the side of a railway track. A father of 5 children, he struggles to make ends meet working as a recycler. Despite having a substantial physical disability – his left leg is largely paralysed in a bent position – he manages to cycle several kilometres to his work. When our community worker met Raju, Raju asked him to apply for the disability pension for him. He was the first person our community worker had applied for, so it took some time to learn the system – taking photos of his documents, uploading them through the online portal, and submitting hard copies in the District Disability Welfare Office. After several months' waiting, Raju received his first instalment in November 2020! The Rs 500 (USD \$7) per month is not much, but it's something to help tide the family over. Since Raju's success, numerous other people have come forward asking to apply for various types of pensions (disability, widow, and old age).

HEALTH – MENTAL HEALTH

Many Indians have significant mental health issues. The vast majority go undiagnosed and untreated, so people 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

- Mental Healthcare Act 2017 ([here](#)).
- Ministry of Social Justice and Empowerment ([here](#)).

DELHI STATE GOVERNMENT

- Delhi Department of Health and Family Welfare (website [here](#)).
- Delhi Office of the Commissioner for Persons with Disabilities ([here](#)).

2. ENTITLEMENTS

(BEST REFERENCE: MENTAL HEALTHCARE ACT 2017 [HERE](#))

a. Right to health care

- People with mental health problems have the right to access quality treatment at affordable cost at mental health services run by government (or government funded) (Mental Healthcare Act Sec. 18).

b. No ill-treatment (Mental Healthcare Act Sec. 101(3)).

- 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 a fine.

c. Disability Certificate

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

A Disability Certificate is issued if the disorder is rated as above 40% as per scoring in the Indian Disability Evaluation and Assessment Scale (IDEAS) ([here](#) in Appendix 12a on page 70) which includes:-

- Self-Care: Includes taking care of body hygiene, grooming and 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 socially 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:
 - 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. Disability Pension

- The Delhi government pays pension amount of Rs2,500 per month (see [here](#)).
- 18-79yrs old (see guidelines [here](#)).
- Disability needs to be more than 80% according to NSAP (see 1.3 on page 6 [here](#)), but only 40% according to Rpwd Act Sec. 2(r) and guidelines [here](#).

e. 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 (MH Act Sec. 86).

- In the case of minors (below 18), the application must be given by a Guardian (Sec. 87(2)).
- 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 (Sec. 90(8)).
- No mentally ill person can be subjected to any indignity or cruelty during treatment (Sec. 20(2)).
- 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 (Sec. 86(7), 87(8), 88(3)).

f. Special rights

- Every mentally ill person has a right to legal representation in court (MH Act Sec. 27(1)).

3. APPLICATION PROCEDURE

NB. Phone the free 24-hour Mental Health Line: 1800 266 2345

a. Disability Certificate (For procedure click [here](#) and (#3.2 on page 14 of NSAP document [here](#))

- For Disability certificate: Go to district hospital with:
 - Form [here](#), Identity proof (Aadhaar card, I Card etc); 2 photos showing the disability; All relevant medical reports;
 - If 40% or more disability, then disability certificate issued on the same day (#3.1.3 [here](#)).
- For Unique Disability ID, apply on-line [here](#) or see form [here](#). Need Aadhaar, Photo & Disability Certificate.

b. Disability Pension

- Disability Certificate showing more than 40% disabled (see RPwD Act Sec. 2(r) and [here](#));
- Proof of income less than 1 lakh (see [here](#)). May require income certificate;
- 5 years of residential proof. (Aadhaar, 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)

Phone the free 24-hour Mental Health Help Line: 1800 266 2345; then

Call on the Toll-Free Number for PWDs: 1800110093; then

- For review of a refusal to issue a disability pension see 2.10 on p. 13 of NSAP document here; then
- Use the Central Government's on-line grievance redressal mechanism (register here); then
- Complain to Delhi's Commissioner for disabilities (here):

Shri T. D. Dhariyal

Commissioner, Disabilities, 25-D, Mata Sundari Rd, Near Guru Nanak Eye Center, N Delhi-02

- 011-23216002/03/04, Email: comdisdelhi@yahoo.co.in
- File RTI to Dept of Health & Family Welfare (Find PIO here and enter "Health & Family Welfare").

HEALTH – DRUG REHABILITATION

In desperation or without hope, many of the poor turn to drugs or alcohol. 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, which run de-addiction centres.

1. RELEVANT DEPARTMENT

CENTRAL GOVERNMENT

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

DELHI STATE GOVERNMENT:

- Delhi Department of Health and Family Welfare (website [here](#))

LOCAL GOVERNMENT

- Municipal Corporation of Delhi North Delhi, South Delhi & East Delhi (see [here](#))
- The New Delhi Municipal Corporation (NDMC) is separate [here](#)

2. ENTITLEMENTS

(BEST REFERENCE: MINISTRY OF SOCIAL JUSTICE [HERE](#) 1998)

- Free de-addiction treatment at some government hospitals. South Delhi hospitals listed [here](#) and North Delhi [here](#) (click on 'Hospitals') & Delhi Government hospitals [here](#).
- 381 de-addiction centres in India run by NGOs in cooperation with the government. For a list of 9 de-addiction centres in Delhi see page 27 in this document [here](#).
- Minimum standard for drug rehab centres (2018) [here](#).

3. APPLICATION PROCEDURE

- Phone the National Toll-Free Drug de-addiction helpline Number: 1800-11-0031
- Go to the government hospital or NGO with the best reputation for success, on its 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
- Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
- RTI to Ministry of Social Justice and Empowerment (on-line [here](#)).

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 HIV-positive people.

1. RELEVANT DEPARTMENT

CENTRAL GOVERNMENT

- Ministry of Health & Family Welfare – National Aids Control Organisation (NACO) (website [here](#))

DELHI GOVERNMENT

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

2. ENTITLEMENTS

(BEST REFERENCE: NATIONAL AIDS CONTROL [HERE](#))

- HIV testing: Confidential, free testing done at Integrated Counselling and Testing Centres (ICTC) (for list of 93 ICTC in Delhi see [here](#))
- Treatment: A person diagnosed with HIV can receive free treatment at ART centres. A list of the 11 ART centres in Delhi is [here](#).
- **Care and support:** This is provided for people living with HIV AIDS at various NGO's (see [here](#)).
- **Protection of rights:** Right to informed consent, confidentiality & no discrimination (website [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.

3. APPLICATION PROCEDURE

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

- ICTC centre - all 93 ICTCs in Delhi listed [here](#); or
- ART Centre - all 11 ART centres in Delhi listed [here](#).

Documents required before registration in ART centre:

- A positive HIV test result from an ICTC; and
- A photo ID card (most normally an Aadhaar Card)

4. ADVOCACY (IF APPLICATION DOESN'T SUCCEED)

- Phone the Government's AIDS helpline: 1097 (details [here](#)); then
- Contact the Delhi Network of Positive People DNPP
 - Website <http://www.dnppplusindia.com/>
 - Tel: 011-29535239
- Contact the Lawyers Collective HIV/AIDS Unit.
 - Website: <https://lawyerscollective.org/>
 - Tel: 022-22852543,
 - Email: aidslaw@lawyerscollective.org; then
- Register a complaint with the National Human Rights Commissions Network (website [here](#)); then
- Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
- RTI to Delhi State AIDS Prevention and Control Society (DSACS) (web [here](#)).

5. SUCCESS STORY

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





EDUCATION – GOVERNMENT SCHOOLS —

Education helps in reducing the gap between the rich and the poor. The poor can generally only access government schools which are overcrowded and under-resourced. The middle class can send their children to English-medium private schools, where the class sizes are smaller and teaching system is better. The measures below aim to improve the quality of education for the poor.

1. RELEVANT DEPARTMENT

CENTRAL GOVERNMENT

- Right of Children to Free & Compulsory Education Act 2009 (website [here](#))
- Ministry Human Resource Development – Dept of School Education & Literacy (website [here](#))
- Shagun (renamed from Sarva Shiksha Abhiya Abhyan) (details [here](#))

DELHI STATE GOVERNMENT:

- Education Department (website [here](#))

LOCAL GOVERNMENT

- Municipal Corporation of Delhi North Delhi, South Delhi & East Delhi (see [here](#))
- The New Delhi Municipal Corporation (NDMC) is separate [here](#)

2. ENTITLEMENTS

(BEST REFERENCE: RIGHT TO EDUCATION ACT 2009 [HERE](#))

a. Under Right to Education Act

- All Children (includes children with a disability) have the right to free elementary (up to 8th) education at a local school (Sec. 3).
- Usually this means from the age of 6-14, but if a child admitted late and takes longer, then still has right to finish 8th (Sec. 4).
- All parents/guardians must admit their child in a local school (Sec. 10).
- All schools (government & private) must:-
 - Not use any screening procedure (for child or parents) or capitation fee for admission (Sec. 13).
 - Not expel a child until end of Class 8 (Sec. 16).
 - Not make a child repeat a class, or pass board exam until end of Class 5 (Sec. 16).
 - Not do any physical punishment or mental harassment (Sec. 17).
 - Meet minimum infrastructure requirements (all-weather building, separate classrooms for each teacher, playground, library, separate boys'/girls' toilets, drinking water, play/sports equipment (Sec. 19 & Schedule).
 - Have all teachers attend school regularly & complete the curriculum on time (Sec. 24).
 - Have teacher-student ratio of 1:40 at primary (Class 1-5) & 1:35 for Class 6-8 (Sec. 25 & Schedule, Item 1).
 - NB: No teachers can do private tuition (Sec. 28).

b. All private schools which receive government help (listed [here](#)) must reserve 25% seats in Class 1 for children from:

- 'disadvantaged groups' (PwD, SC, ST or OBC); or
- EWS (usually annual income less than 1 lakh).

See Sec. 12(1)(c) and website specifically on this topic [here](#).

c. Muslim education

- Scheme for providing quality education to Madrasas and Minorities (SPEMM) Government aiming to provide educational support to Madrasas to bring them up to national standards in science, math, etc. (details [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 lack of proof of age. Sec. 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. Sec. 4.

b. Admission in private schools (See site [here](#))

If member of a disadvantaged group (SC, ST or EWS (usually annual income less than 1 lakh)), and resident in Delhi for 3 years then can apply to a private school (all listed [here](#)) which is nearby:

- Apply on-line [here](#); or
- Apply directly to the local (within 1km) school in which admission is desired quoting RTE Sec. 12(1)(c).
- Need proof of residence & proof of disadvantaged status (Caste Certificate 64 or Income certificate).
- If there are more applicants than seats in a particular school, then a 'lottery' will be held and those successful notified.

4. ADVOCACY (IF APPLICATION DOESN'T SUCCEED)

- Initially approach the **principal** of the school; then
- Complain to the Basic Shiksha Adhikari (BSA) (responsible for primary schools in that district); then
- Complain to the District Education Officer (go to your district's website [here](#)).
- Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
- File RTI to Delhi Department of Education (find PIO [here](#) and enter 'Education DDE').

5. SUCCESS STORY

In Delhi, Roshan and Gulhsan's child was successful in the 'lottery' for free admission to a local private school under the RTE Sec.12(1)c. The child is now receiving free education at the private school.

EDUCATION – SCHOLARSHIPS, BOOKS AND UNIFORMS

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

1. RELEVANT DEPARTMENT

CENTRAL GOVERNMENT

- Right of Children to Free & Compulsory Education Act 2009 (website [here](#))
- Ministry of Human Resource Development – Dept of Schools Education and Literacy (website [here](#))
- Shagun (renamed from Sarv Shiksha Abhyan) (website [here](#))

DELHI STATE GOVERNMENT

- Education Department (website [here](#))
- RTE rules for Delhi ([here](#))

LOCAL GOVERNMENT

- Municipal Corporation of Delhi North Delhi, South Delhi & East Delhi (see [here](#))
- The New Delhi Municipal Corporation (NDMC) is separate [here](#)

2. ENTITLEMENTS

(BEST REFERENCES: SHAGUN SITE [HERE](#) AND SCHOLARSHIP PORTAL [HERE](#))

a. Midday meal up till 8th

- See “Mid-Day Meal” in this manual.

b. For free uniform and textbooks

- For children at primary & upper primary level (RTE Rules [here](#) Sec. 8).
- Also government site [here](#) (scroll down to 5th paragraph “The major interventions.”)

c. Poor students’ scholarship

- Students whose family income is less than 1.5 lakh and pass a merit test are eligible for the National Means cum Merit Scholarship Scheme (NMMSS) for Rs12,000 per year in Classes 9-12.
- Test conducted in grade 8. Need 55% (50% for SC/ST) (details [here](#)).

d. Religious minorities

- Scholarship of admission fee (Rs500), tuition fee (Rs350/month) for class 6-10 and maintenance allowance of Rs100 per month. Family income limit 1 lakh (details [here](#)).

e. OBC students

- Students whose family income is less than Rs 44,500 per year may be eligible for scholarships (details [here](#) scroll down to “Pre-matric scholarships for OBC students”)

f. SC/ST Girls in Secondary Education

- National Scheme of Incentive to Girls for Secondary Education (NSIGSE) Rs3,000 as fixed deposit after passing Gr 8 and enrolling in Gr 9. Available for SC/ST girls and those in KGBV schools.
- The girls can withdraw the sum along with interest on reaching 18 years and on passing 10th class.
- For more information see details [here](#) and [here](#).

g. Residential schools

- Kasturba Gandhi Balika Vidyalaya (KGBV) 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 BPL families (see more info in guidelines page 4 [here](#) 2010).

h. Other schemes for PwD students in the 2016 Compendium of schemes ([here](#))

i. Many other scholarships, including post-matric scholarships, on the Government portal [here](#).

3. APPLICATION PROCEDURE FOR BENEFITS

a. For free uniform and text books for SC/ST,

- application is submitted to the principal of the school.

b. All other scholarships,

- Apply at the Scholarships portal [here](#).

c. Kasturba Gandhi Balika Vidyalaya residential schools.

- Apply directly to the school.

4. ADVOCACY (IF APPLICATION DOESN'T SUCCEED)

- Initially approach the principal of the school; then
- Complain to the District Education Officer (go to your district's website [here](#)); then
- Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
- File RTI to Delhi Department of Education (find PIO [here](#) and enter 'Education DDE').

5. SUCCESS STORY

In Chhatarpur district only the girls were receiving free school uniforms. The NGO staff applied to the District Education Officer. That was successful, and the boys started receiving the same benefits.

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. Alternatively, they may be working or even looking after a family so can't go to regular '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 (website [here](#)).

2. ENTITLEMENTS

(BEST REFERENCE: NIOS [HERE](#) 2017)

- Open Basic Education (OBE) is equivalent to classes 3, 5 & 8 of formal school (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

a. For OBE (Class 3, 5 or 8)

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

b. 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. Procedure is [here](#). You'll need to upload these [documents](#): (click on 'Documents Required' on left) including: mobile number; a way to pay on-line; Aadhaar card or other ID proof; address proof; upload passport photo; and upload evidence of previous study; 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.

c. Fees [here](#) are:-

Class	Men	Women	SC/ST/Handicapped
OBE	Free	Free	Free
Secondary (10th)	1,800	1,450	1,200
Sr Secondary (12th)	2,000	1,650	1,300

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 by logging in [here](#); then
- Complain to the Regional Centre. For list of Regional Centres click [here](#); then
- Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
- RTI to National Institute of Open Schooling (website [here](#)).

5. **SUCCESS STORY**

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



ENERGY – ELECTRICITY

The Government claims that every village in India (although not every home) is now on the electricity grid. The schemes below aim to help families that don't yet have an electricity connection, to get one.

1. RELEVANT DEPARTMENT

CENTRAL GOVERNMENT

- Ministry of Power (website [here](#))

DELHI GOVERNMENT

Power distribution has now been privatised in Delhi. Delhi is divided into four zones each with a different DISCOM (Distribution Company):

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

2. ENTITLEMENTS

(BEST REFERENCE: BSES CHART [HERE](#))

- New connection should be done within 35 days (see #69 on document [here](#)).
- Cost for new connection in area already electrified is Rs3,000 for up to 5KW (see document [here](#)).
- Cost for new connection in area not already electrified is Rs8,000 per KW (see document [here](#)).

3. APPLICATION PROCEDURE FOR CONNECTION

- Apply directly to your DISCOM:
- BSES Yamuna [here](#);
- BSES Rajdhani [here](#);
- NDMC [here](#);
- TATA [here](#).

4. ADVOCACY (IF APPLICATION DOESN'T SUCCEED)

- Call the Helpline number of the respective DISCOM (NDMC 19121, BSES Yamuna 19122; BSES Rajdhani 19123, Tata 19124); then
- File a complaint at the Consumer Grievance Redressal Forum (CGRF). For addresses and phone numbers for CGRFs for various DISCOMs, see page 6 Sec. 6(2) of document [here](#).; then
- Electricity Ombudsman: An appeal against the CGRF order may be filed with Electricity Ombudsman. B-53, Paschimi Marg, Vasant Vihar, New Delhi-110057. Tel 011-32506011; then
- Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
- File RTI to Ministry of Power (website [here](#)) or on-line [here](#).

5. SUCCESS STORY

Prior to 2005, Harijan Basti in East Delhi, did not have legal electricity. BSES wanted to charge an extra "development charge" of Rs. 6,000-7,000 extra per person in order to finance the infrastructure necessary to provide electricity. However, after the community filed an application, they received electricity at the regular rate (Rs3,600) and it was payable by instalments.

ENERGY – GAS

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

1. RELEVANT DEPARTMENT

Cooking gas is now semi privatised. Most connections are through:-
Indian Oil Corporation Ltd (Indane) ([here](#)); or

- HP Gas (click [here](#)); or
- Bharat Gas (click [here](#)).

2. ENTITLEMENTS

(BEST REFERENCE: INDIAN OIL CORPORATION 2014 [HERE](#))

- Every household with a separate cooking area is entitled to one gas connection.
- 12 gas refills in each 12 month period (see website [here](#)) at a subsidised rate of approx. Rs 500 (see [here](#) for non-subsidised prices – scroll well down to 'Non-Subsidised Prices).

3. APPLICATION PROCEDURE

a. For new connection

- Fill out the form and submit to nearest distributor. My nearest local gas supplier is _____ (enter on the table on page 4).
- Submit proof of identity & residence (Either Aadhaar, I-Card, Ration Card, Electricity bill etc).
- Receive letter through registered post (to check address). Take that to distributor.
- Cost:-
 - Refundable Security Fees Rs.1,450; Refundable deposit for Regulator Rs.150;
 - Gas refill: (Approx Rs834 as of July 2021- see [here](#) and scroll down to table of prices).
 - Checking of your stove Rs177 (if using your own stove); Hose 170; Admin 89; Installation; Rs118; Card Rs59.
- **Total approximately Rs 3,250 (without stove) (NB get a receipt)**

(NB You can use your own stove if it has ISI mark & original receipt of purchase and checked.)

b. To get subsidy

- The first 12 refills will automatically be at the subsidised rate, which is paid into your bank account. See article [here](#).
- Non-subsidised price approx. Rs834 [here](#) (scroll down).

4. ADVOCACY (IF APPLICATION DOESN'T SUCCEED)

Complain to the dealer from where you got the connection;

- For Indane toll free number 1800 2333 555; or For HP on-line complaint [here](#); 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

Ruby, 24, is a single mum parenting a 3-year-old-daughter in a shack by the side of the railway. She cooked on a wood stove indoors, which was unpleasant and time consuming for her, and also contributed to respiratory issues for her daughter and elderly father. She was very keen to apply for gas but did not have a PAN card or bank account (prerequisites for a government gas connection) or sufficient money. Community workers helped her apply for both a PAN card (page 58 of this manual) and a bank account (page 59 of this manual), and then submitted photocopies of her documents to the local gas distributor, as well as giving her a small gift to help her pay the upfront cost. She's now saving time, money, her lungs – and the planet – by cooking on a cleaner, cheaper, and more convenient fuel.



SLUM FACILITIES – DRINKING WATER —

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

1. RELEVANT DEPARTMENT

CENTRAL GOVERNMENT

- Ministry of Jal Shakti, Dept of Drinking Water & Sanitation (website [here](#)).

DELHI GOVERNMENT

- Delhi Urban Shelter Improvement Board (website [here](#)).
- Delhi Jal Board. (website [here](#)).

2. ENTITLEMENTS

(BEST REFERENCE: DELHI JAL BOARD CITIZENS CHARTERS 2017 [HERE](#))

a. For all residents

- Delhi Government provides 50 gallons per person per day ([here](#)).
- One hand pump per 250 people (See Wikipedia document [here](#) under 'Access').
- Provide that source at a distance of not more than 1.6km or 100m elevation ([here](#) under 'Access').

SLUM FACILITIES

b. For JJ Clusters with no piped water supply:

- Regular tanker supply is provided. If regular tanker does not arrive, then emergency supply within 48 hours is provided free of charge, as seen in the Jal Board policy ([here](#) page 6).

c. 52 'Aadarsh basti's [here](#)

- These are special infrastructure developments with community toilets, 'Shishu Vatikas' or playing areas for children, proper sewage network, road resurfacing, water supply and adequate lighting on streets.
- New water connection should be done within 35 days (see #63 on document [here](#)).

3. APPLICATION PROCEDURE

- If quantity or quality of water source is unsatisfactory, according to the entitlements above, make an application for testing or a new source to the Delhi Jal Board Customer Care for your area (see addresses [here](#)).

4. ADVOCACY (IF APPLICATION DOESN'T SUCCEED)

- Phone Toll Free Customer Care Number 1916 (24hrs x 7 days)
- Complain to Delhi Jal Board Customer Care for your area (see addresses [here](#)); then
- File RTI to the Delhi Jal Board [here](#) (or find PIO [here](#) and enter 'Jal Board (Delhi)').

SLUM FACILITIES – TOILETS

The Indian government wants to see every household have its own toilet. 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 at all.

1. RELEVANT DEPARTMENT

CENTRAL GOVERNMENT

- Ministry of Housing and Urban Affairs: (Swachh Bharat Urban) (website [here](#)).

DELHI GOVERNMENT

- Delhi Urban Shelter Improvement Board (website [here](#)).

LOCAL GOVERNMENT

- Municipal Corporation of Delhi North Delhi, South Delhi & East Delhi (see [here](#)).
- The New Delhi Municipal Corporation (NDMC) is separate [here](#).

2. ENTITLEMENTS

(BEST REFERENCE: SWACHH BHARAT MISSION (URBAN) [HERE](#) 2017)

a. Urban households

- Urban households without a proper toilet also eligible for subsidy to help build toilet (pg13 4.4 [here](#))

SLUM FACILITIES

- Scheme available whether the house is in a legal or illegal colony (page 13 point 4.3.2 [here](#)).
- Subsidy is Rs 6,667 (Central 4,000 & state 2,667) (SBM Urban Guidelines page 14 point 4.4.6 [here](#))
- Community toilets to be built in urban areas, where open defecation is happening, and people don't have enough space to construct their own toilet (page 15, point 5 here).

b. Jan Suvidha (public) Toilets

- By Delhi Urban Shelter Improvement Board (see page 5 (=p.143) of Chapter 20 of the doc [here](#)).
- 52 Adarsh basti's [here](#) to get special infrastructure: community toilets, 'Shishu Vatikas' or playing areas for children, proper sewage network, road resurfacing, water supply and adequate lighting on streets.

3. APPLICATION PROCEDURE

a. Urban IHHL

- Apply at your local [Common Service Centre](#)
- Or apply online [here](#).
 - Register on the portal by first creating login ID.
 - Need scanned copy of photograph, bank account details, scanned copy of first page of bank passbook before registering on the portal.
 - Once an application is filled and submitted online, the urban local body verifies each application before releasing any money.
 - Verification of the application should be completed within 7 working days of submission.

b. For Community/Public Toilets:

- File an application to the Delhi Urban Shelter Improvement Board (contacts [here](#)).

4. ADVOCACY (IF APPLICATION DOESN'T SUCCEED)

a. For IHHL

- (Urban) RTI to the Ministry of Housing and Urban Development [here](#).

b. For Public Toilets

- File RTI to the Delhi Urban Shelter Improvement Board (PIOs [here](#)).

SLUM FACILITIES – PAVED ALLEYS, DRAINS AND STREET LIGHTING

During monsoon, without a proper drainage system it is difficult to move in and around bastis due to the muddy alleys. Street lights are also very important for safety at night.

1. RELEVANT DEPARTMENT

CENTRAL GOVERNMENT

- Ministry of Housing and Urban Affairs (website [here](#)).
- Delhi Development Authority (website [here](#))

DELHI GOVERNMENT

- Delhi Urban Shelter Improvement Board (website [here](#)).

LOCAL GOVERNMENT

- Municipal Corporation of Delhi North Delhi, South Delhi & East Delhi (see [here](#)).
- The New Delhi Municipal Corporation (NDMC) is separate [here](#).

2. ENTITLEMENTS

(BEST REFERENCE: DELHI PLANNING DOCUMENT 2017 [HERE](#))

- Paving: (see page 141,142 of this document [here](#)).
- Street lighting: (see page 141,142) of this document [here](#)).
- 52 'Aadarsh bastis' [here](#) to get special infrastructure: including paving and adequate lighting on streets.

3. APPLICATION PROCEDURE

- Apply to the local Councillor (Nigam Parishad) for the respective ward. If you're not sure of your [ward](#) click here for South Delhi, [here](#) for East Delhi, [here](#) for North Delhi. Scroll down to your Zone, and then look for your Ward and finally check you colony name is listed there (alphabetically); or
- Apply to the State MLA (Vidhayak). Click [here](#) to identify your area's MLA and contact details.

4. ADVOCACY (IF APPLICATION DOESN'T SUCCEED)

- File a complaint to the Vidhaya or Nigam Parishad where you applied; then
- File a complaint to the Deputy Commissioner of the MCD for your area;
 - South Delhi Municipal Corporation: Dr SPM Civic Centre, Minto Rd, N Delhi, 110002.
 - East Delhi Municipal Corporation: 419 Udyog Sadan Patparganj, New Delhi, 110096
 - North Delhi Municipal Corporation: Dr SPM Civic Centre, Minto Rd, N Delhi, 110002
- File a complaint to Delhi Urban Shelter Improvement Board (contacts [here](#)); then
- File RTI to Delhi Urban Shelter Improvement Board (PIOs [here](#)).

5. SUCCESS STORIES

There was no paving in Madanpur Khadar basti of South Delhi. A community worker, Mr Rakesh, along with the residents applied to the local Vidhayak. After 6 months of advocacy efforts, the entire basti was concreted.

SLUM 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' recipients.

1. RELEVANT DEPARTMENT

CENTRAL GOVERNMENT

- Ministry of Urban Housing and Urban Affairs (website [here](#)).
- Delhi Development Authority (website [here](#)).

2. ENTITLEMENTS

(BEST REFERENCE: PM AWAAS YOJANA (URBAN) [HERE](#) 2015)

a. Pradhan Mantri Awaas Yojana (urban) (See 'Citizen Assessment' tab at site [here](#))

- 'In situ' slum rehabilitation (ISSR): To make a slum house pakka, Rs1,00,000 (page 2, book [here](#)).
- Affordable Housing in Partnership (AHP): Get a pre-built flat with large government subsidy. Usually decided by lottery (page 9 of book [here](#), see point 6).
- Beneficiary-led construction (BLC): EWS families can upgrade existing non-slum kaccha house on legal land to pakka with 1.5lakh assistance (called) (page 10 of book [here](#), see point 7).

NB In Delhi, the PMAY is done under the umbrella of the Delhi Development Authority (website [here](#)).

3. APPLICATION PROCEDURE

a. Pradhan Mantri Awaas Yojana Urban

- List made by government agencies after doing survey (page 12, point 8.3 of book [here](#)).
- Apply on-line at website [here](#). Click on 'Citizen Assessment' Apply on-line then choose the scheme.
- Apply at your local [Common Service Centre](#); or
- Or apply directly to DDA [here](#).

4. ADVOCACY (IF APPLICATION DOESN'T SUCCEED)

- File a complaint to the Ministry of Housing and Urban Affairs (Pradhan Mantri Awaas Yojana) (contacts [here](#)); then
- Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
- File RTI to Ministry of Housing and Urban Affairs (Pradhan Mantri Awaas Yojana) (contacts [here](#)), or on-line [here](#).

SLUM FACILITIES – SLUM DEMOLITION & REHABILITATION

49% of Delhi's populations lives in slum areas (point 2 [here](#)). The Delhi Government's goal is to make Delhi slum free. To that end, in the past it has demolished slums and "relocated" the longer-term residents to land in the outskirts of Delhi. Now it is starting to favour relocation to pre-built units, or occasionally an up-gradation of a slum on the existing site.

1. RELEVANT DEPARTMENT

CENTRAL GOVERNMENT

- DDA (website [here](#)) (or other Land-Ownning Agency (LOA) (e.g., Jal Board, Railways)

DELHI STATE GOVERNMENT:

- Delhi Urban Shelter Improvement Board (website [here](#)).

LOCAL GOVERNMENT

- Municipal Corporation of Delhi North Delhi, South Delhi & East Delhi (see [here](#)).
- The New Delhi Municipal Corporation (NDMC) is separate [here](#).

2. ENTITLEMENTS

(BEST REFERENCE: RELOCATION POLICY 2017 [HERE](#))

a. Allocation of alternative housing when Jhuggi demolished

- Delhi has over 1,000 bastis, and some of these are legally built (567 Regularised Unauthorised Colonies and 45 JJ Resettlement Colonies). However, there are illegal bastis as well (860 JJ clusters/bastis & 1,639 Unauthorised Colonies (See SDMC [here](#) point 2, or DUSIB doc [here](#) page 1= page139). (List of 675 JJ bastis with the Land Owning Agency is [here](#)).
- Some illegal colonies are in danger of demolition. The list of 23 bastis at threat of demolition and the proposed new use of the land is [here](#) (2013). Some areas will have GPRA (General Purpose Residential Accommodation), some will be 'green' etc.
- Residents of JJ basti's being demolished may have a right to alternative housing in a pre-built unit in a multi storey block either on that same land, or on other land with 5km. (see Relocation Policy 2017 [here](#), pages 3, 4 & 5) on these conditions:-
 - i. Be 18 years old and a citizen of India;
 - ii. Basti's established before 1st Jan 2006, and lived in that basti since 1st Jan 2015;
 - iii. Name on voter list;
 - iv. Name on joint survey done by LOA and DUSIB prior to demolition;
 - v. Have Aadhaar card;
 - vi. Possess 1 of 12 documents issued before 1 Jan 2015 listed in Relocation Policy [here](#), page 5).
 - vii. Now own a pucca house anywhere; and
 - viii. Jhuggi is a residence, not just a business;

b. On site upgradation of a basti (Relocation Policy 2017 [here](#) see page 3 point iv)

- Occasionally government will allow upgrading of the original basti rather than building new multi storey apartment blocks. So far this has only been done in 4 Bastis: Ekta Vihar in South Delhi, Prayog Vihar in West Delhi, Madrasi Basti in Moti Bagh and Shahbad in Daulatpur.

3. APPLICATION PROCEDURE

c. For pre-built unit after being relocated:

- Survey should be done by LOA and DUSIB prior to demolition. Your name needs to be on that list.
- Follow the directions given by the DUSIB.
- Insist on paperwork to prove title to new house, before being relocated (see success story below).

d. For on-site upgradation (and legalisation) of existing basti:

- Apply directly to the Land-Owning Agency for “No Objection Certificate” to Up-gradation.
- Directly approach your local MLA or MP. Click [here](#) to identify your area’s MLA and contact info.

4. ADVOCACY (IF APPLICATION DOESN'T SUCCEED)

- Call the Delhi Justice Resource Centre on +91-11-4050170, or e-mail: delhi@justiceventures.org
- File a complaint to Delhi Urban Shelter Improvement Board (contacts [here](#)); then
- File a complaint to the Land-Owning Agency which did the demolition; then
- File a complaint to your local MLA or MP. Click [here](#) to identify your area’s MP and MLA; then
- File RTI to Delhi Urban Shelter Improvement Board (PIOs [here](#)).

5. SUCCESS STORIES

On site upgradation on the same land: As a result of the work by ASHA in Ekta Vihar, near RK Puram, the land was totally redesigned and gained legal status in the 1990’s. See more details [here](#).

Relocation to a vacant land: Barapullah slum was built on the banks of a drainage canal near Nizamuddin Railway Station in Delhi. In 2001, the MCD gave residents 6-day notice of their ‘relocation’. A residents group challenged the relocation in the Delhi High Court through lawyers at the Lawyers Collective. They achieved a stay on the eviction by 3 months, which allowed the residents to re-construct their houses peacefully rather than by force. The court also ordered the MCD to issue title certificates in the relocation colony before the eviction.

SLUM FACILITIES – SWEEPERS AND MOSQUITO SPRAYING

Every basti has appointed sweepers, but often they don't sweep regularly. During monsoon season, mosquitoes carry a real danger of dengue, so spraying for mosquitoes is important for public health.

1. RELEVANT DEPARTMENT

LOCAL GOVERNMENT

- South Delhi Municipal Corp: Department of Environment Management Services DEMS ([here](#)).
- East Delhi MC DEMS ([here](#)).
- North Delhi MC DEMS ([here](#)).
- New Delhi Municipal Corporation Public Health Dept ([here](#)).

2. ENTITLEMENTS

(BEST REFERENCE: RELOCATION POLICY 2017 [HERE](#))

a. Sweepers to clean streets and drains every day.

For the list of SKs (Safai Karamcharis):

- North Delhi MCD click [here](#)
- East Delhi MCD (list of supervisors in Shahdara North and South Zones [here](#))
- South Delhi MCD (for contacts see [here](#))
- New Delhi Municipal Corp Public Health ([here](#)).

b. Mosquito spraying every year before monsoon.

Malaria Spray Worker (MSW) (otherwise known as the Bheldar) should spray prior to monsoon.

3. APPLICATION PROCEDURE

a. Sweeping should happen without the need of an application, but if there's a problem:

- Contact the Sweeper's Inspector (Thanedar) in your area; then
- Use the website above to find the sweeper for your area and phone him/her directly

b. Mosquito spraying

- Locate the local Sanitation Office in the respective basti and meet the Malaria Inspector for the Malaria Spray Workers (MSW) (otherwise known as the Bheldar) and request him for inspection; or
- For fogging (spraying with a machine) apply to the Chief District Medical Officer (CDMO) at the District Administrative office.

4. ADVOCACY (IF APPLICATION DOESN'T SUCCEED)

- Speak to the Sweepers Inspector (Thanedar) or local Malaria Inspector again; then
- Complain in person at the head office of the MCD of the respective area. Contact details:
 - North Delhi MCD click [here](#)

SLUM FACILITIES

- East Delhi MCD (list of supervisors in Shahdara North and South Zones [here](#))
- South Delhi MCD (for contacts see [here](#))
- New Delhi Municipal Corp Public Health ([here](#)); then
- RTI to the Deputy Commissioner for your district ([here](#) and enter Dy Commissioner (your district).

5. SUCCESS STORIES

Sweepers: In Sarai Kale Khan Basti, there were no sweepers. A community worker, Mr Rakesh, helped the residents apply for sweepers for the area. The Sanitation Supervisor said there were two vacant posts for sweepers, but none had been assigned. After six months, the Deputy Commissioner of MCD appointed the sweepers.

Mosquito spraying: In Madanpur Khadar Basti, the mosquito situation was getting bad. Mr Rakesh met with the local Malaria Inspector for initial spraying and with the help of the District Health Officer, the fogging was conducted.



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, which in modern India is unacceptable, is now reflected in the Domestic Violence Act of 2005.

1. RELEVANT DEPARTMENT

CENTRAL GOVERNMENT

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

DELHI GOVERNMENT

- Delhi State Women's Commission (website [here](#)).
- Department of Women and Child Development (website [here](#)).
- Delhi Police (website [here](#)). My nearest police station is _____(enter details on page 4).

2. ENTITLEMENTS

(BEST SOURCE FOR RELEVANT LAWS: DOMESTIC VIOLENCE ACT 2005 [HERE](#))

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

- Abuse, whether that be physical, sexual, verbal, emotional or economic (Sec. 3(a)).
- Any pressure over dowry (Sec. 3(b)).
- The threat of the types of abuse listed above (Sec. 3(c)).
- Woman has a right to free legal advice (Sec. 5(d)) (through the Legal Services Authority). List of District Legal Services in Delhi is [here](#).

b. Indian Penal Code ([here](#))

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

c. Remedies available

- Under the Domestic Violence Act, the abused woman can apply for living in safe shelter (Sec. 6), a Protection Order (Sec. 18), a Custody Order for her children (Sec. 21), and compensation (Sec. 22).

3. APPLICATION / ACCESSING RELIEF

It is important that another woman (a relative, or from the community or an NGO) be present with the abused woman as she takes action in one of the following ways:-

- Go to a One Stop Centre (OSC)([here](#)). These support women affected by sexual harassment, domestic violence, trafficking, honour related crimes, acid attacks etc. There are 11 OSC centres in Delhi ([here](#)), located in Govt hospital complexes and the Delhi district court complex; or
- Inform the **District Probation Officer (DPO)** who has some power in domestic violence; or
- Alert the local **Protection Officer** (DVA Sec. 8); (list of protection officers in Delhi [here](#)); or
- Contact another NGO women's support organisation in Delhi (contacts [here](#)); or
- Talk to the Women's Commission for Delhi ([here](#)). The woman gives a statement. The Commission calls the abuser. If he doesn't appear, the Commission forwards the complaint to the **court**; or

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

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

4. ADVOCACY (IF APPLICATION DOESN'T SUCCEED)

- Contact an NGO support organisation in Delhi (details [here](#)) again; then
- Complaint to the Special Police Unit for Women & Children [here](#) insp-freshcomplaint@spuwac.in;
- Complain to the Assistance Commissioner of Police (ACP), or Deputy Commissioner of Police (DCP), or Crime Against Women Cell (CAW) (Police phone numbers [here](#)); then
- File RTI to the Delhi State Women's Commission ([here](#) and enter 'Women Commission (Delhi)').

HUMAN RIGHTS ABUSE – CHILD MARRIAGE

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

1. RELEVANT DEPARTMENT

CENTRAL GOVERNMENT

- Prohibition of Child Marriage Act 2006 [here](#).
- National Commission for Protection of Child Rights (website [here](#)).

DELHI GOVERNMENT

- Department of Women and Child Development (website [here](#)).
- Delhi Child Welfare Committees (CWCs) – listed [here](#).
- Delhi Commission for the Protection of Child Rights (DCPCR) (website [here](#)).
- Delhi Police (website [here](#)). My nearest police station is _____(enter details on page 4).

2. ENTITLEMENTS

(BEST REFERENCE FOR RELEVANT LAWS: CHILD LINE HANDBOOK [HERE](#))

a. Under the Prohibition of Child Marriage Act:-

- Any female under 18 and male under 21 is a 'Child' Sec. 2(a).
- Child marriage is any in which either party was a 'child' at time of marriage Sec. 2(b).

b. 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, by applying to the district court Sec. 3(1).
- Need to apply before girl married reaches 20 years or boy 23 years (2 years of majority) Sec. 3(3).
- **Any dowry** to be returned Sec. 3(4).
- **Punishment:** for anyone 'promoting' or 'permitting' the child marriage. Assumed to include parents or guardians but may also include groom (if over 21), the priest, relatives or friends (Sec. 11).

3. APPLICATION / ACCESSING RELIEF

If you see or suspect a girl under 18 is being married then:-

- Call the toll-free helpline 'Childline' (1098) (or lodge on the website [here](#)). Childline receives distress calls about employing children in the banned sectors. This number is manned 24 hours a day by NGO's. 1098 is operational in 11 places in Delhi including: South Delhi, North Delhi, South-West Delhi, North-East Delhi, Central Delhi, New Delhi, Shahadra Delhi, West Delhi, East Delhi; or
- Complain to the Child Welfare Committees (CWCs) – listed [here](#); or
- Complain to the Delhi Commission for Protection of child Rights (DCPCR) (website [here](#)); or
- Report it to the police who must make a Daily Diary entry and register an FIR.

4. ADVOCACY (IF APPLICATION DOESN'T SUCCEED)

- Call Childline 1098 again or Complain to Childline Regional Offices listed [here](#) (scroll down); then
- Complain again to the Child Welfare Committees (CWCs) – listed [here](#); then
- Complain again to the Delhi Commission for Protection of Child Rights (DCPCR) ([here](#)); then
- Lodge a complaint at the Human Rights Commissions Network [here](#); then
- RTI to the Police SP or SSP for your district (website [here](#)).

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](#)).
- National Commission for Protection of Child Rights (NCPCR) (website [here](#))
- National Human Rights Commission ([here](#)).

DELHI GOVERNMENT

- Delhi's Labour Commissioner (website [here](#)).
- Department of Women and Child Development (website [here](#)).
- Delhi Child Welfare Committees (CWCs) – listed [here](#).
- Delhi Commission for the Protection of Child Rights (DCPCR) (website [here](#)).
- Delhi Police (website [here](#)). My nearest police station is _____ (enter details on page 4).

2. ENTITLEMENTS

(BEST REFERENCE: CHILD LABOUR (PROHIBITION & REGULATION) ACT 1986 ([HERE](#)))

a. Constitution of India 1949 ([here](#))

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

b. Indian Penal Code 1860 ([here](#))

- Sec. 374: Prohibition against compelling a person to labour

c. Child Labour (Prohibition & Regulation) Act 1986 [here](#), 2016 Amendment [here](#), (Sched [here](#)), all acts [here](#).

- No child under the age of 14 (completed) can be employed in a 'hazardous occupation' (Sec. 3).
- Since 2016 now prohibits adolescents (15-18 years) being employed in a 'hazardous occupation' (Sec. 3A).
- Hazardous occupations include railways, plastics factories, auto-mobile garages, manufacturing crackers, hand loom industry, mines, domestic servants, in dhabas, restaurants, hotels, tea shops, beedi making, carpet making, tanning, soap manufacture, brick kilns and roof tiles units, building & construction (updated schedule [here](#)).
- Even in a permitted industry, no child can work more than 3 hours before a break of 1 hour (Sec. 7(2)), not more than 6 hours in a day (Sec. 7(1)), not between 7pm and 8am (Sec. 7(4)), and have a whole day off (Sec. 8) each week.
- Exempts child/adolescent labour in non-hazardous family business after school. Sec. 3(2)(a). Added by 2016 Act, S5 [here](#)

d. Juvenile Justice (Care and Protection of Children) Act 2015 [here](#)

- Sec. 79: An offence to use a juvenile (under 18) for the purpose of bonded labour.

e. Factories Act 1948 [here](#)

- Sec. 67 Forbids the employment of children below fourteen years of age in all factories.
- Sec. 69 Adolescents (14-18yrs) need certificate from authorised doctor to be employed in factory.
- Sec. 79 Even if adolescent employed legally, then can't do night shifts and only maximum 4.5 hours a day.

f. Remedies available

- Person using child labour can be punished under IPC or Child Labour Act for up to 2 years (Section 14(2));
- Person using adolescents for work can be punished for up to two years and fined (Section 14 (1A))
- A victim of child labour can get a compensation of Rs 20,000 payable by the perpetrator (case [here](#)).

3. APPLICATION / ACCESSING RELIEF

- Call the toll-free helpline 'Childline' (1098) (or lodge on the website [here](#)). Childline receives distress calls about employing children in the banned sectors. This number is manned 24 hours a day by NGO's. 1098 is operational in 11 places in Delhi including: South Delhi, North Delhi, South-West Delhi, North-East Delhi, Central Delhi, New Delhi, Shahadra Delhi, West Delhi, East Delhi; or
- Complain to the District Task Force (DTF). The DTF is chaired by the DM of concerned district (list of DMs [here](#)) and Sub divisional level by the SDM of concern area. (List of SDMs [here](#)); or
- Complain online on the **"PENCIL PORTAL"** of the Ministry of Labour & Employment ([here](#)); or
- Complain to the Child Welfare Committees (CWCs) – listed [here](#); or
- Complain to the Delhi Commission for Protection of child Rights (DCPCR) (website [here](#)); or
- File a complaint at the local Police Station after which police will investigate the abuse.

4. ADVOCACY (IF APPLICATION DOESN'T SUCCEED)

- Call Childline 1098 again or Complain to Childline Regional Offices listed here (scroll down); then
- Complain again to the Child Welfare Committees (CWCs) – listed here; then
- Complain again to the Delhi Commission for Protection of child Rights (DCPCR) (website [here](#)); then
- Lodge a complaint at the Human Rights Commissions Network [here](#); or
- RTI to Delhi's Department of Labour (website [here](#)).

5. SUCCESS STORIES

A family that migrated to Delhi was in trouble when the father suddenly needed Rs11,000 for medical treatment. He borrowed from a money lender on the condition that his 12-year old daughter would work as a domestic servant for a year to repay the loan. The father was forced to let his daughter be taken by the money lender. One year later, the parents brought their daughter back home. Soon after, the money-lender approached them and forced them to send their daughter to work again as the loan money was still pending. The money lender left after the mother refused. Later, however, the money lender returned with a group of thugs and forcefully took the mother, daughter and son from the father and the father was not in a condition to resist them. However, he immediately called Childline's hotline 1098. The man who answered the phone worked with the police to intercept the captors and the family at a train station before they left the city. The family was reunited and the money lender has been charged with the crime.

HUMAN RIGHTS ABUSE – TRAFFICKING OF CHILDREN

Many children are given or sold by a family member, believing the child will get work or study opportunities. Often these children, however, are then denied contact with their families and mistreated. Many end up in bonded labour and even prostitution. The life for a trafficked child is horrific, yet it happens to thousands of children 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 you think could be related to trafficking should be reported to Childline or the police.

1. RELEVANT DEPARTMENT

CENTRAL GOVERNMENT

- Ministry of Home Affairs (website [here](#)).
- National Commission for Protection of Child Rights (NCPCR) (website [here](#)).
- National Human Rights Commission ([here](#)).

DELHI GOVERNMENT

- Department of Women and Child Development (website [here](#)).
- Delhi Child Welfare Committees (CWCs) – listed [here](#).
- Delhi Commission for the Protection of Child Rights (DCPCR) (website [here](#)).
- Delhi Police (website [here](#)). My nearest police station is _____(enter details on page 4).

2. ENTITLEMENTS

(BEST REFERENCE: IMMORAL TRAFFICKING PREVENTION ACT 1956 (CLICK [HERE](#)))

a. Under Indian Penal Code (IPC) ([here](#))

The Indian Penal Code (Sec. 370) defines ‘trafficking’ as:-

1. Recruiting, transporting, harbouring, transferring or receiving a person;
 2. By using threats, force, coercion, abduction, fraud, deception, abuse of power, or giving or receiving of benefits to anyone in control over the person;
 3. For the purpose of ‘exploitation’ including prostitution, sexual exploitation, forced labour or services, slavery or similar to slavery or servitude.
- Prohibition on procuring minor girls; (Sec. 366A)
 - Prohibition on importation of girl from foreign country (Sec. 366B)
 - Prohibition on Kidnapping/Abduction. (Sec. 367)
 - Prohibition on Selling minor for purposes of prostitution, etc. (Sec. 372)
 - Prohibition on Buying minor for purposes of prostitution, etc. (Sec. 373)

b. Under Immoral Trafficking Prevention Act (ITPA) (click [here](#)).

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

c. Remedies available

- IPC Sec. 370 (4): Trafficking of a minor carries minimum 10 year prison.
- ITPA (Sec. 5) Anyone trafficking a child is subject to minimum of 7 year imprisonment (up to life).

3. APPLICATION / ACCESSING RELIEF

If a child is missing, then:

- Phone the **toll-free helpline 'Childline' (1098)** (or lodge on the website [here](#)). Childline is manned 24 hours a day by NGO's. 1098 is operational in 11 places in Delhi including: South Delhi, North Delhi, South-West Delhi, North-East Delhi, Central Delhi, New Delhi, Shahadra Delhi, West Delhi, East Delhi; or
- Lodge a complaint to Delhi Police Anti Human Trafficking Unit (Contact details [here](#)); or
- Lodge an FIR at the local Police Station. Give a recent photo of the child and your mobile phone number for contact. Police are then obliged to investigate; or
- Report the missing child to the Village Child Protection Committee (VCPC); or
- Register the missing child (with a photo) on the Track Child website www.trackthemissingchild.gov.in or the Khoya Paya website <http://khoyapaya.gov.in/mpp/home> These are government sponsored websites where anyone can upload information on any missing or located child, (even a child suspected of being trafficked).

4. ADVOCACY (IF APPLICATION DOESN'T SUCCEED)

- Call Childline 1098 again or Complain to Childline Regional Offices listed [here](#) (scroll down); then
- Complain again to the Child Welfare Committees (CWCs) – listed [here](#); then
- Complain again to the Delhi Commission for Protection of Child Rights (DCPCR) ([here](#)); then
- Lodge a complaint at the Human Rights Commissions Network [here](#); then
- RTI to the Police SP or SSP for your district (website [here](#)).





HUMAN RIGHTS ABUSE – BONDED/FORCED LABOUR

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 Labour and Employment – MoLE (website [here](#))
- National Human Rights Commission ([here](#)).

DELHI GOVERNMENT

- Divisional Commissioner Office/Revenue Department of NCT of Delhi ([here](#))
- Delhi Police (website [here](#)). My nearest police station is _____ (enter details on page 4).

2. ENTITLEMENTS

(BEST REFERENCE: BONDED LABOUR SYSTEM (ABOLITION) ACT 1976 (“BLA”) ([HERE](#))

a. Constitution of India ([here](#)).

- Prohibits forced labour (Article 23(1)).

b. Indian Penal Code ([here](#))

- Prohibition on compelling a person to labour (Sec. 374).

c. Bonded Labour System (Abolition) Act of 1976 (“BLA”) ([here](#)).

- Bonded labour defined as an ‘agreement’ to provide ‘forced labour’.
- An ‘agreement’ is broadly defined and could be an agreement to get a payment, an advance; to fulfil a customary or social obligation; to repay relative’s debt; or just 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.
- Nobody can be forced to do labour. Every bonded labourer now considered “free” (Sec. 4).
- Any custom, tradition or agreement by which anyone bonded/forced to work shall be ‘void’ (Sec. 5).

d. Juvenile Justice (Care and Protection of Children) Act, 2015 ([here](#))

- An offence to use a juvenile (under 18) for the purpose of bonded labour. Sec. 79

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

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

f. Minimum wage Act

- Minimum wage set by State governments for many types of employment (see Delhi [here](#)).

g. Remedies available

- The bonded labourer can be freed of any debt/obligation (BLSA Sec. 6);
- The person bonding the labourer can be prosecuted under the IPC (Sec. 374) or other Acts (above); &
- The bonded labourer can get assistance in re-joining mainstream life (See Central Scheme for Rehabilitation of Bonded Labourer 2016 [here](#)), including:-
 - Cash: Rs1 lakh for ordinary cases, Rs2 lakh for children rescued from begging & Rs3 lakh for ‘extreme’ cases such as women rescued from brothels (see Sec. 5 (ii), (iii) & (iv))
 - Allotment of house-site, agricultural land, house, livestock or employment; (see Sec. 5 (v))

3. APPLICATION

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

File a complaint to the District Magistrate (contacts [here](#)) or Sub-Divisional Magistrate (SDM) (contacts [here](#)) as they are authorised to rescue and rehabilitate victims of bonded labour; or

- File a complaint before the NHRC and track the status of the complaint [here](#); or
- File a complaint at the local police station and lodge an FIR; or
- Contact Justice Ventures International, an NGO which focuses on working (with the government) to free bonded labourers at info@justiceventures.org.

4. ADVOCACY (IF APPLICATION DOESN'T SUCCEED)

If no action was taken to the complaint filed before the concerned DM/SDM, then a copy of the complaint should be forwarded to the Human Rights Commissions Network [here](#); then

- If no action was taken to the complaint filed at the local Police Station, then a copy of the complaint should be forwarded to the ACP/DCP/CP of Delhi; then
- File an RTI to Delhi Police ([here](#) and enter "Police (Delhi)").

HUMAN RIGHTS ABUSE – SEX TRAFFICKING

Many young women and girls are given or sold to a trafficker by a family member, believing she will get work, study or marriage in the city. Often however, the girls end up in prostitution in Kolkata, Mumbai, Delhi or 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](#)).
- National Human Rights Commission ([here](#)).

DELHI GOVERNMENT

- Department of Women and Child Development (website [here](#)).
- Delhi Police (website [here](#)). My nearest police station is _____ (enter details on page 4).

2. ENTITLEMENTS

(BEST REFERENCE FOR RELEVANT LAWS: IMMORAL TRAFFIC (PREVENTION) ACT ([HERE](#)))

a. Indian Penal Code ([here](#))

- Prohibition on importation of girl below 21 years for sexual exploitation (Sec. 366B).
- Prohibition on Trafficking of person (Sec. 370)
- Prohibition on Exploitation of a trafficked person (Sec. 370A)
- Prohibition of selling or buying minor for purposes of prostitution (Sec. 372,373).

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

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

c. Protection of Children from Sexual Offences (POCSO) Act, 2012 ([here](#))

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

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

- 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 (Sec. 3(1)(xii)).

e. Remedies available

- **Victim Compensation Scheme 2018** ([here](#)). The victim of the sexual abuse will receive compensation under the victim compensation schemes.
- **Delhi Witness Protection Scheme, 2015** ([here](#)). To ensure that the investigation, prosecution and trial of criminal offences is not prejudiced because witnesses are intimidated or frightened to give evidence.
- **Go to a One Stop Centre (OSC)** ([here](#)). These support women affected by sexual harassment, domestic violence, trafficking, honour related crimes, acid attacks etc. There are 11 OSC centres in Delhi ([here](#)), located in Govt hospital complexes and the Delhi district court complex; or
- 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 (Sec. 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:-

- If the victim is a minor, call the **toll-free helpline “Childline” (1098)** (or lodge a complaint on the website [here](#)). Childline is manned 24 hours a day by NGO’s. 1098 is operational in 11 places in Delhi including: South Delhi, North Delhi, South West Delhi, North East Delhi, Central Delhi, North Delhi, Shahadra Delhi, West Delhi, East Delhi; or
- Contact Justice Ventures International, an NGO which specialises in working with the government on prevention of sex trafficking info@justiceventures.org.
- Lodge a complaint to the Delhi Commission for Women, (contact details: [here](#)); or
- Lodge a complaint at the Anti-Human Trafficking unit (AHTU) of Delhi police. List of Nodal office on Human Trafficking ([here](#)); or
- Lodge an FIR at the local Police Station; or

4. ADVOCACY (IF APPLICATION DOESN'T SUCCEED)

- Call Childline on 1098 again; then
- Complain again to the National Commission for Women or Delhi Commission for Women (contact details [here](#)); then
- Lodge a complaint at the Human Rights Commissions Network [here](#); then
- Send a copy of the complaint to the Deputy Commissioner of Police (DCP), Assistant Commissioner of Police (ACP) of the Delhi police (phone numbers [here](#)); then
- File RTI to the Delhi Police ([here](#) and enter ‘Police (Delhi)’.



IDENTITY DOCUMENTS – AADHAAR 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 Aadhaar Card, 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. ENTITLEMENTS

(BEST REFERENCE: AADHAAR SITE [HERE](#))

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

3. APPLICATION PROCEDURE

Details on enrolment procedure are [here](#).

- Go to nearest Common Service Centre [here](#) or at local Jan Seva Kendra (JSK) [here](#); or
- Fill in the application form ([here](#) or see on [page 103](#)); or
- Submit at the nearest enrolment camp or office.

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. Introducers can be government agencies, banks, teachers, village postmen, elected representatives and NGOs (see Qu 7 on form [here](#)).

Cost: Enrolment Free, Update details Rs50, Add biometrics Rs100

Get Aadhaar card within 60-90 days.

4. ADVOCACY (IF APPLICATION DOESN'T SUCCEED)

- Phone toll free number 1947; then
- E-mail – help@uidai.gov.in; (click [here](#) and scroll down to bottom of page); then
- Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
- RTI to the Regional office for UIDAI (click [here](#) and scroll down to 'Regional Offices' at bottom of page and click on Delhi to find the regional office address) or RTI on-line [here](#).

5. SUCCESS STORIES

Meeta, 35, is a mother of 5 kids struggling to make ends meet while her husband is a bonded labourer in Saudi Arabia and her oldest daughter struggles with a life-threatening case of abdominal tuberculosis. To make matters worse, several units were struck off her ration card because some of her children did not have Aadhaar cards, and others had Aadhaar cards with a different address. When she had gone to a local cyber-cafe, they tried to charge her Rs 500 per Aadhaar card; well beyond her means. Local community workers filled the Aadhaar enrolment form, she got it signed by the local municipal councillor, and the community workers got an online appointment for the Aadhaar office. Her job was done with minimal difficulty and expense, and she has since been able to fix her ration card to receive the full quota of rations her family deserves and needs.

IDENTITY DOCUMENTS – PAN CARD

A PAN Card is compulsory for anyone paying income tax. Any other Indian adult can also apply for a PAN Card whether or not they pay tax. A PAN card may be useful in getting other services, like a bank account (page 59).

1. RELEVANT DEPARTMENT

CENTRAL GOVERNMENT

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

2. ENTITLEMENTS

(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 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](#) under 'How to Apply for PAN'; or

- Go to nearest Common Service Centre [here](#) or at local Jan Seva Kendra (JSK) [here](#); or
- Fill out Form 49A on-line [here](#); or
- Otherwise fill out hard copy [here](#) (or on [page 104](#)). Print the acknowledgement, sign it)

Required documents:

- 2 photos;
- Identity Proof: Any one of School Certificate, Water Bill, Ration Card, I Card, Licence (more details below # 15 of document [here](#));
- Residence Proof: Any one of; Power or phone bill (recent), Rent receipt, Ration Card, I Card, Licence etc) (more details below # 15 of document [here](#));

Cost Rs107 (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)

Details on page 8 of application form [here](#):-

- SMS NSDLPAN <space> Acknowledgement No. & send to 57575 to obtain application status; then
- Call Call Centre at 020-27218080; then
- E-mail at: tininfo@nsdl.co.in; then
- Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
- RTI to Income Tax Department (details [here](#)) or on-line [here](#).

IDENTITY DOCUMENTS – BANK ACCOUNT –

A bank account is vital to be able to access other schemes like the widow's [pension](#). Pradhan Mantri Jan Dhan Yojana, launched in 2014, aims to get everyone in India to have a bank account. As of April 2019, 211 million accounts had been opened under PMJDY.

1. RELEVANT DEPARTMENT

CENTRAL GOVERNMENT

- Ministry of Finance – Department of Financial Services (website [here](#)).
- India Post (website [here](#)).

GOVERNMENT BANKS

- Grameen Bank (website [here](#)).
- SBI ([here](#)), Bank of India (website [here](#)) or, Central Bank ([here](#)).

2. ENTITLEMENTS

(REFERENCE: 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.
- 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 conditions) (details [here](#)).
- Beneficiaries of Government Schemes will get Direct Benefit Transfer into these accounts.

b. Post office account (details [here](#) under Post Office Savings account).

- Bank Account for any person over 10 with sufficient documentation.
- Min balance of Rs 500.

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.
- Proof of Identity & Address. Aadhaar will suffice for both. If Aadhaar is not available, other options [here](#).

b. For Postal Savings Account (details [here](#)) you need:

- Form available [here](#) or hard copy on [page 106](#).
- Identity and address proof (Aadhaar will suffice for both);
- Proof of age if minor;
- Rs 500 minimum deposit.

c. For other banks: -

- Filled up Form including ‘introducer’ who already has had an account in that branch (except Allahabad Bank);

IDENTITY DOCUMENTS

- Identity proof (Aadhaar Card, or if not Passport, driver's Licence, Election I-Card etc showing identity); and
- Address proof (Aadhaar Card, or if not Ration Card, Election I-Card etc showing address); and
- Rs500-Rs1,000 minimum deposit to open the account (depends on bank).

4. ADVOCACY (IF APPLICATION DOESN'T SUCCEED)

- An appeal directly to the Bank Manager/Post Office Manager where you applied; then
- Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
- RTI to Ministry of Finance on-line [here](#).

5. SUCCESS STORY

Kiran (from the story on page 11) only had the Voter I-Card (page 61) and death certificate (page 62) of her husband. The SBI Bank 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 Kiran.

IDENTITY DOCUMENTS – ELECTOR IDENTITY CARD

Until the Aadhaar Card, the most basic identity proof was 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](#)).

DELHI STATE GOVERNMENT:

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

2. ENTITLEMENTS

(BEST REFERENCE: SVEEP SYSTEMATIC VOTERS EDUCATION & ELECTORAL PARTICIPATION [HERE](#))

a. Pradhan Mantri Jan-Dhan Yojana” (“PMJDY”) (details [here](#))

- You can have your name added to the electoral role if you have completed 18years of age on 1st Jan of year of application (#6 Guidelines on page 3 of Form 6 [here](#)).
- You should get Electors' Photo Identity Card (EPIC) when your name is entered on electoral roll. If you're changing address, apply for a new EPIC (see Guideline #10 on page 4 of Form 6 [here](#)).

3. APPLICATION PROCEDURE

a. For name to go on Electoral roll (for procedure see [here](#)).

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

- Fill up Form 6 on-line. First need to register [here](#); or
- Go to nearest Common Service Centre [here](#) or at local Jan Seva Kendra (JSK) [here](#); or
- Register when house to house update occurs from time to time; or

Fill up 2 copies of the hard copy (download [here](#)) (in English or Hindi) (or hard copy on [page 108](#)) Post or submit it to your Electoral Registration Officer (ERO) (often ERO is 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 parents' declaration (see Guideline # 6 on page 3 of Form 6 [here](#)).
- **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 II on page 3, of Form 6):-
 - Bank/Kisan/Post Office Pass Book (current); or
 - Applicant's Ration Card / Passport / Driving License / Income Tax Assessment Order; or
 - Latest Water/Telephone/Electricity/Gas Bill for that address, either in the name of the applicant, or that of his/her immediate relation like parents etc; or
 - Postal department's letters received/delivered in the applicant's name at the given address.

b. For Electors Photo Identity Cards (EPIC)

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

c. Vote!

When there is an election (local, state, or central) then vote! Find your nearest voting booth is [here](#).

4. ADVOCACY (IF APPLICATION DOESN'T SUCCEED)

- Phone the Voter helpline (STD code) 1950; then
- Submit grievance direct to Election Commission Grievance portal [here](#); then
- Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
- RTI to Delhi's Chief Electoral Officer ([here](#) and enter 'Election Office (CEO)').

IDENTITY DOCUMENTS – BIRTH & DEATH CERTIFICATES

Birth certificates are very important to access other schemes for children like Ladli Schemes ([page 18](#)) and to make school admissions easier ([page 43](#)).

[Death certificates](#) are necessary for getting schemes like the Widows Pension and the National Family Benefit Scheme (NFBS) ([page 19](#)).

1. RELEVANT DEPARTMENT

DELHI STATE GOVERNMENT

- District Administration: (Click [here](#) then on your district to see details.)
- Delhi (Right of Citizen to Time Bound Delivery of Services) Act, 2011 [here](#).

LOCAL GOVERNMENT

- North Delhi, South Delhi & East Delhi see [here](#).
- New Delhi Municipal Corporation ([here](#)).

2. ENTITLEMENTS

(BEST REFERENCE: REGISTRATION OF BIRTHS AND DEATHS ACT 1969 [HERE](#))

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

3. APPLICATION PROCEDURE

a. Birth certificate

For overview of procedure click [here](#) and explained on You-Tube video [here](#).

If application is within 21 days of birth and the birth was:-

- At hospital: Hospital should have given a slip to the Municipal authorities and the parents; or
- At home: Midwife (Dai) should have registered the birth with Gram panchayat (Sec. 8 of Act).

Then go to Municipal Authority with:

- Aadhaar card
- Birth slip from hospital
- No fee should be charged (Sec. 12 of Act).

* If birth not registered at the time and the child is more than 1 year old, then need to go to SDM or District Magistrate (Sec. 13(3) of Act). Click [here](#) to see your DM/DC. (My DM/DC is_____ insert on page 4).

You'll also need:

- An affidavit stating name of parents, name of child, DOB, address proforma [here](#);
- Any other documentary proof you have to show that this child exists (school records etc); and
- Then there'll be a police inspection to check on the child's existence.

Birth certificate should be issued with 7 days as per the Delhi (Right of Citizen to Time Bound Delivery of Services) Act, 2011 [here](#), see #51,57 of document [here](#) or 14 days (see #14 of doc [here](#)).

IDENTITY DOCUMENTS

b. Death certificate

For overview of procedure click [here](#).

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 authority (form [here](#)) (Sec. 8 of Act).

To get Death Certificate, go to Municipal Authorities with: -

- Cemetery/cremation slip; and
- Aadhaar card or other Identity proof.
- No fee (Sec. 12 of Act).

If death not registered at the time and more than 1 year old, then need to go to SDM or District Magistrate with affidavit and late fee (Sec. 13(3) of Act).

Death certificate should be issued with 7 days as per the Delhi (Right of Citizen to Time Bound Delivery of Services) Act, 2011 [here](#), see #52 of document [here](#) or 14 days (see #15 of doc [here](#)).

4. ADVOCACY (IF APPLICATION DOESN'T SUCCEED)

Enquire at the DM/SDM's office where submitted application; then

- Complain using Delhi (Right of Citizen to Time Bound Delivery of Services) Act, 2011 [here](#); then
- RTI to DM/SDM ([here](#) and enter "Dy Commissioner (your area)").



IDENTITY DOCUMENTS – SC/ST/OBC CERTIFICATE

An SC/ST/OBC certificate will entitle the holder to apply for 'reservation' entry to University and some government jobs.

1. RELEVANT DEPARTMENT

DELHI STATE GOVERNMENT

- District Administration: Click [here](#) then on your district to see details.
- Delhi (Right of Citizen to Time Bound Delivery of Services) Act, 2011 [here](#).

LOCAL GOVERNMENT

- North Delhi, South Delhi & East Delhi see [here](#).
- New Delhi Municipal Corporation ([here](#)).

2. ENTITLEMENTS

(BEST REFERENCE: ADVOCATE KHOJ [HERE](#))

Any member of a Scheduled Caste (listed [here](#)), scheduled Tribe (listed [here](#)) or Other Backward Case (listed [here](#)) is eligible for a certificate which will then entitle the holder to apply for 'reservation' entry to:

- University entrance; and
- Some government jobs.

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

3. APPLICATION PROCEDURE

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

- The application forms are SC [here](#), ST [here](#), OBC [here](#) or from the SDM (Sub-Divisional Magistrate), or from the Tehsil or Revenue Department.
- In case none of your family members have earlier been issued a Scheduled Caste/Tribe/OBC, a local enquiry is conducted before issuing the Certificate to you.
- Need proof of residence in Delhi for a minimum specified period.
- Need an affidavit stating that you belong to a Scheduled Caste/Scheduled Tribe/OBC.
- The specified court stamp fee is required at the time of application.
- Then an enquiry will happen to check residence, income, caste/tribe and not in 'creamy layer'.
- SC, ST or OBC certificate should be issued with 60 days as per the Delhi (Right of Citizen to Time Bound Delivery of Services) Act, 2011, see #78,79 of document [here](#) or else 14 days (see #11,12,13 of doc [here](#)).

4. ADVOCACY (IF APPLICATION DOESN'T SUCCEED)

- Enquire at the DM/SDM's office where submitted application; then
- Complain using Delhi (Right of Citizen to Time Bound Delivery of Services) Act, 2011 [here](#); then
- RTI to DM/SDM ([here](#) and enter "Dy Commissioner (your area)").

IDENTITY DOCUMENTS – LABOUR CARD —

A Labour Card is available to anyone working in the construction industry. It helps the holder to get several benefits, including education for children.

1. RELEVANT DEPARTMENT

CENTRAL GOVERNMENT

- Ministry of Labour & Employment (website [here](#)).
- Building and Other Construction Workers Act 1996 (website [here](#)).

DELHI GOVERNMENT

- Delhi's Labour Commissioner (website [here](#)).

2. ENTITLEMENTS

(BEST REFERENCE: BUILDING AND OTHER CONSTRUCTION WORKERS ACT [HERE](#))

- Anyone in construction industry, 18-60 years old and working for more than 90 days in the previous 12 months (Sec. 12(1) of the Act) is entitled to registration.
- Everyone registered gets an identity card (BOCW Card) (Sec. 13(1) of the Act).
- Should get BOCW Card within 60 days (see “Delhi (Right of Citizen to Time Bound Delivery of Services) Act, 2011” schedule #48 [here](#)).
- Card holders can avail various benefits (including medical benefits) (Sec. 11 of the Act).
- See various benefits [here](#) including:
 - Rs60,000 for higher education of children
 - Rs55,000 for marriage of daughter
 - Birth of child son Rs12,000 and daughter Rs25,000

3. APPLICATION PROCEDURE

- Apply on-line to Delhi's Labour Commissioner (see [here](#)); or
- Otherwise apply in person at Apply to Delhi's Labour Commissioner
- Documents needed (see [here](#) under 'documents required'):
 - Photo; and
 - Aadhaar (or other Identity proof, other address proof and age proof); and
 - Bank a/c details; and
 - Employment details; and
 - Mobile number

4. ADVOCACY (IF APPLICATION DOESN'T SUCCEED)

- Enquire at the Labour Commissioner Office where application submitted; then
- File a complaint under “Delhi (Right of Citizen to Time Bound Delivery of Services) Act, 2011” [here](#); then
- Use the Central Government's on-line grievance redressal mechanism (register [here](#)); then
- File RTI to concerned Delhi Department of Labour ([here](#) and enter 'Labour').

IDENTITY DOCUMENTS – INCOME CERTIFICATE

An Income Certificate may be useful in applying for various schemes like Pensions ([page 15](#)), payment for a Girl Child ([page 18](#)), disability appliances ([page 33](#)), and admission to private schools ([page 41](#)).

1. RELEVANT DEPARTMENT

DELHI STATE GOVERNMENT:

- District Administration: Click [here](#) then on your district to see details.
- Delhi (Right of Citizen to Time Bound Delivery of Services) Act, 2011 [here](#).

LOCAL GOVERNMENT

- North Delhi, South Delhi & East Delhi see [here](#).
- New Delhi Municipal Corporation ([here](#)).

2. ENTITLEMENTS

(BEST REFERENCE: ALL INDIA WORD [HERE](#))

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

- Old Age Pension, if annual family income is less than 1,00,000 per year (page 11);
- Ladli payment for a girl child if annual family income is less than 1,00,000 per year (page 13);
- Disability appliances, if monthly family income is less than 15,000 per month (page 25); and
- Admission to private schools if annual family income is less than 1,00,000 per year (page 31).

3. APPLICATION PROCEDURE

- Documents needed:-
 - Form [here](#)
 - One Identity proof
 - One Address proof
 - Affidavit as to residence, occupation, property and income.
- Submit it at your local SDM office any working day between 10:00am and 1:00pm. For SDM contacts see [here](#).
- Then there will be a police inspection to check on what you have said in the affidavit is true.
- Income certificate should be issued with 21 days as per the Delhi (Right of Citizen to Time Bound Delivery of Services) Act, 2011, see #76 of document [here](#) or else 14 days (see #17 of doc [here](#)).

4. ADVOCACY (IF APPLICATION DOESN'T SUCCEED)

Enquire at the DM/SDM's office where submitted application; then

- File a complaint under the "Delhi (Right of Citizen to Time Bound Delivery of Services) Act, 2011" [here](#); then
- RTI to DM/SDM ([here](#) and enter "Dy Commissioner (your area)").



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 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 community members. In choosing with whom to make the relationships, deliberately look for key people with the right 'heart' (honest, courageous, and caring) 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 at this stage 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

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 which problems will have the best chance of being resolved. This analysis is not to impose those findings on the community, but rather to have thought about these issues before running the community meeting (Step 4). Part of this analysis can be a 'power analysis' to find which stakeholders have most power to bring a solution to a particular problem, and whether those people 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 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 does 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 Procedures 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 the residents 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 AND 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. 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.

APPENDICES

TABLE OF SERVICES WITH RELEVANT SCHEMES AND LAWS

SERVICE	Available for all	Available for poor	Main Scheme Name	Relevant Legislation
Food security	*	*	Targeted Public Distribution Scheme	National Food Security Act 2013
Child nutrition	*	*	Anganwadi	National Food Security Act 2013
School meals	*	*	Mid Day Meal Scheme	National Food Security Act 2013
Widows/Age pension		*	National Social Assistance Program	
Girl child incentives		*	Ladli	
Life insurance		*	National Family Benefit Scheme	
Vocational training	*	*	PM Kaushal Vikas Yojana	
Micro finance	*	*	MUDRA	
Health insurance		*	Pradhan Mantri Jan Arogya Yojana	
Pregnancy & delivery	*	*	Janani Suraksha Yojana	National Food Security Act 2013
Immunisations	*	*	Universal Immunisation Programme	
TB	*	*	D.O.T.S.	
Disability pension		*	National Social Assistance Program	Person With Disability Act 1995
Mental health	*	*		Mental Health Act 2017
Drug rehabilitation	*	*		
HIV	*	*	National AIDS Control Programme	
Schooling	*	*		Right to Education Act 2009
Scholarships	*	*		Right to Education Act 2009
Electricity	*	*		
Gas	*	*		
Drinking water	*	*		
Toilets subsidy		*	Swachh Bharat Mission	
Paving & drains	*	*	Adarsh basti	
Housing		*	Pradhan Mantri Awaas Yojana	
Domestic violence	*	*		Domestic Violence Act 2005
Child marriage	*	*	Child Line	Child Marriage Act 2006
Child Labour	*	*	Child Line	Child Labour Act 1986
Trafficking children	*	*	Child Line	Indian Penal Code 1860
Bonded labour	*	*		Bonded Labour Act 1976
Sex Trafficking	*	*		Immoral Trafficking Act 1956
Aadhaar Card	*	*	Aadhaar Card	
Bank Account	*	*	Pradhan Mantri Jan-Dhan Yojana	
Elector Identity Card	*	*		
Birth Certificate	*	*		Registration of Births/Deaths 1969
Caste Certificate		*		
Labour Card	*	*		Building Workers Act 1996
Income Certificate		*		

WRITING EFFECTIVE APPLICATIONS (WITH EXAMPLE)

Apply on-line if available: {(Drivers licence ([page 22](#)), Micro enterprise ([page 24](#)), Disability Card ([page 33](#)), Private school quota ([page 41](#)), NIOS ([page 45](#)), Housing ([page 54](#)), Aadhaar ([page 71](#)), PAN ([page 72](#)) and Voter card ([page 75](#))} to avoid the chance of delays. Otherwise try your local Common Service Centre or Jan Seva Kendra for Ration Cards, Drivers Licence, Aadhaar Cards, PAN, Voter Card, or Labour cards.

If you need to write your own 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**, Sec. 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 Sept 2021.
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 Sept 2021, you'll lodge an RTI.

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

Thus an example letter might look like this:-

The Manager
Integrated Child Development Services
New Delhi

16th May, 2021.

Re: Anganwadi on Demand in Seelampur

Dear sir,

I live in Seelampur in North East Delhi District. I respectfully state the following:-

1. Our village has a population of 2350, 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, Sec. 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 Sept 2021.
4. If the Anganwadis are not begun by 30 Sept 2021, 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
Seelampur
North East Delhi District
New Delhi
Tel 9750 478598

cc Delhi Dept of Women and Child Development

TIPS ON EFFECTIVELY LODGING APPLICATIONS

After writing the application, you can post it to the correct government department. If you do that, send it Registered Post so you have proof of it having been sent. However, sometimes it's better to present the application in person. If you do that, here's some tips on how to do it well:

1. Preparation for the meeting

- Take a key resident from the community (so they are directly involved and learn the process).
- Have the purpose of the visit clearly in mind.
- Get an appointment if possible (so as to not waste time).
- Dress formally (to make a good impression).
- Take your ID card & visiting card if you have them.
- Have your diary, paper & pen (to write down any information).
- Take 2 copies of any letter or document you want to present (to give one and get a 'received stamp on the other).
- Take the original and copies of any document you may need (to show but not give, the original).
- Know where the office is (so you can get there on time).
- 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) before you go in.
- Decide what pressure you're prepared to apply before you go in, so you know what you can threaten if he/she is unreasonable.
- Decide who will speak (so you don't speak at the same time.)

2. During the meeting

- Introduce yourself and, if appropriate, check this officer's name and position.
- Clearly state your purpose for coming and assure the officer you won't take much time.
- Stay calm! If there's an argument or raised voices, you will lose!
- Repeat whatever s/he says to you (whether negative or positive). Often when the officer hears his unreasonable response repeated, he softens it.
- Present whatever letter or application you want to and get a 'received' stamp as proof.
- If you can't get him/her to 'receive' your application, then at least fix any future date in your diary. Don't accept "I'll do it later", because generally 'later' means 'never'.

APPENDICES

- If the officer doesn't do what's reasonable, clearly state whatever follow up pressure you intend.
- Thank him/her!

3. Debrief the meeting

- Debrief the meeting with the person you went with by asking: - "How was that meeting for you?"
- Reflect on what went well, and what you could do better next time.

4. Record the meeting

- Write down: -
- Date & time of meeting and who you met with.
- The result of the meeting (attach extra sheets if necessary).
- Attach the 'received' copy of any letter given.
- Put any follow up on the appropriate date in your diary/phone.

5. 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 by a certain date, then as the date approaches, check with him/her that it will happen.
- Once a positive result has been achieved, make sure to thank him/her with phone call or visit.

NOTES ON EFFECTIVE USE OF THE RTI (WITH EXAMPLE)

1. When is the RTI useful?

When you have an **individual problem** (eg pension application not processed) or a **community problem** (eg Anganwadi not functioning); and

- You've applied for the problem to be fixed (using the 'Application Procedure' in this Manual); and
- A reasonable 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 his 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)

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

3. To whom to lodge your 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 PIOs.
- 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 within 5 days (Sec. 6(3) of the RTI Act 2005 [here](#)).

4. How to lodge your the RTI?

On-Line: For Central Government Dept/Ministries, you can file/pay on-line at <https://rtionline.gov.in/>;
or

By Speed/Registered Post:(so 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 within 30 days from the original RTI lodgement (Sec. 7(1)).

5. Possible results and actions

The 5 possible results of your RTI and corresponding actions as seen in the table below:-

RESULT	ACTION
1. You are not allowed to lodge RTI	Complain to Central Info Commiss (CIC) here (within 90 days)
2. No response, but work done	None
3. Correct information	None
4. No information, or unrelated info	Complain to Central Information Commission (CIC) here. Club Bldg, Old JNU Campus (near Munirka), Delhi 110067.
5. Incomplete information (90% of cases)	Lodge 1st Appeal; or Complain to CIC here;

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

APPENDICES

(Sample RTI)

(NB. Only the bold sections need to change)

Public Information Officer
Sub Divisional Magistrate
North-East Delhi District
New Delhi
30 June, 2021

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 2017) at the Delhi North-east SDM office on 1st February 2020**. 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, or the **“Delhi (Right of Citizen to Time Bound Delivery of Services) Act, 2011,”** what is the stipulated time within which a **birth certificate** should be issued after an application is made?
- 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 his/her 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
North-East Delhi District
New Delhi
Tel 9856 478345

ACRONYMS USED

ACRONYM	FULL FORM	MEANING
AAY	Antyodaya Anna Yojana	Ration card for destitute people
ADM	Additional District Magistrate	Head of a district
ANM	Assistant Nurse Midwife	Nurses trained in deliveries
ASHA	Accredited Social Health Advocate	Local woman trained in pregnancy issues
BOCW	Building Other Construction Workers	Class of workers for whom benefits available
BPL	Below Poverty Line	Government measure of poverty
BSA	Basic Shiksha Adhikari	Officer for primary schooling in a district
CHC	Community Health Centre	Medical centre better equipped than PHC
CMO	Chief Medical Officer	Head of health at the district level
DM/DC	District Magistrate/Collector	Head of a district
DPO	District Probation Officer	Official with power in domestic violence
ERO	Electoral Registration Officer	Officer to whom apply to go on Voters list
EWS	Economically Weaker Sections	Criteria of poverty to access schemes
FIR	First Information Report	Report to police of a crime
ICDS	Integrated Child Development Service	Scheme under which the Anganwadi falls
JSK	Jan Seva Kendra	Centre in which can apply for some services
MCD	Municipal Corporation of Delhi	Local government bodies in Delhi
MLA	Member of Legislative Assembly	Member of State parliament
MOIC	Medical Officer in Charge	Officer in charge of PHC or CHC
MP	Member of Parliament	Member of national parliament (Lok Sabha)
NDMC	New Delhi Municipal Corporation	Local government bodies in central Delhi
OBC	Other Backward Caste	Lower castes eligible for some benefits
PIO	Public Information Officer	Officer to whom an RTI is lodged
RTI	Right to Information	Legislation providing freedom of information
SC/ST	Scheduled Caste/Scheduled Tribe	Lower castes/tribes eligible for some benefits
SDM/O	Sub Divisional Magistrate/Officer	Head of a sub-division
SECC	Socio Economic Caste Census	Replaces BPL as eligibility for schemes
SP	Superintendent of Police	Most senior officer in charge of police district

GUIDELINES AND INFORMATION FOR FILLING THE FORM

- (1) As per NFS Act, NFS ration card is to be issued in the name of eldest female member of the family.
- (2) If you are related to any of the under given categories, you are eligible for inclusion in NFS Scheme. Your form will be accepted after detailed investigation.

Fill any one of the following in category (Column No. 9)

- (i) Slum dweller;
- (ii) Resident of F, G &H category of resettlement colonies;
- (iii) Dweller of notified populated village area;
- (iv) Homeless;
- (v) Transgender;
- (vi) Disabled person (Disabled persons producing disability certificate under Equal Opportunities, Protection of Rights and full Participation Act 1995);
- (vii) Single woman (dependent on other) including widow, unmarried, separated women;
- (viii) Unassisted/Destitute Children;
- (ix) Professionally weaker groups which include Rag pickers, unskilled labour in building construction, coolie, daily wager, unregularised domestic servants, Rickshaw puller, unskilled labour in small and cottage industries;
- (x) Other families having annual family income less than Rs. 1,00,000/-

- (3) Your forms is liable to be rejected due to the following reasons :-

- (i) If any of the family member possess light weight or heavy weight four wheel vehicle (One Commercial vehicle for livelihood will be excluded)
- (ii) If any of the family member has house and land in A to E category in Delhi.
- (iii) If any of the family member is availing ration or food subsidy in any of the Govt. schemes.
- (iv) If any of the family member is Income Tax Payee.
- (v) If any of family member is working on any Posts in Central/State/Local Bodies or autonomous bodies of central/state Govt. etc.
- (vi) If the electricity connection of the family is more than 2 kilowatt.

- (4) Documents to be attached with the application:-

- (i) Copy of Aadhaar Card/EID of all family members.
- (ii) Copy of proof of address of the applicant, if the address given is the form is different from the address given in Aadhaar Card. No Address Proof is not required from shelter less persons.
- (iii) Income certificate issued by Revenue Department if required (Income Certificate is not required for the persons in category (i) to (viii) of the points No. 2 of guidelines).

- (5) Place of submitting the application:-

Duly filled application form alongwith the enclosures should be submitted to the concerned circle office or GRC centres.

APPLICATION FORMS

LADLI SCHEME

लाडली योजना के अंतर्गत पंजीकरण हेतु जन्म एवं स्कूल संबंधित फार्म
 फार्म जिला महिला एवं बाल विकास अधिकारी / विभागीय वेबसाइट / एस०बी०आई० बैंक / स्कूल से निःशुल्क प्राप्त करें।
 BIRTH CASE/SCHOOL CASE OF GOVT. RECOGNISED SCHOOLS BY DELHI GOVT.

पहचान संख्या / आई.डी.नम्बर
(कार्यालय द्वारा भरा जायेगा)

महिला एवं बाल विकास विभाग
 राष्ट्रीय राजधानी क्षेत्र, दिल्ली सरकार
 1-A, पं० रवि शंकर शुक्ला लेन, के.जी. मार्ग, नई दिल्ली-110001

जिस परिवार की सभी स्त्रियों से वार्षिक आय एक लाख से कम है वोकेल को ही बालिका लाडली योजना के लिए आवेदन करें।
 क्या इस बालिका का पंजीकरण लाडली योजना में किया जा चुका है यदि हां तो एस.बी.आई.एल. के पत्र को कार्यालय में सौंप कर एवं संबंधित स्कूल को
 अवगत करवा दें। नवीकरण के लिए इस फार्म को पीछे दिए गए दिशा-निर्देश देखें।

कन्या भूषण हेतु पाप एवं कानूनी अपराध है।

1. (i) बालिका का नाम (हिन्दी में) _____
 (ii) बालिका का नाम (अंग्रेजी में) _____
 (नाम एवं उपनाम को बीच एक टिकिया खाली रखें)
 कृपया नाम आधार कार्ड / जन्म प्रमाण पत्र के अनुरूप लिखें।

(iii) जन्म तिथि _____

2. जन्म का स्थान _____
 (अस्पताल/ परिवार/ घर)

3. दिल्ली में जन्म के प्रमाण पत्र की पंजीकरण संख्या _____ जारी होने की तिथि _____ जारीकर्ता एजेंसी _____
 (रजिस्ट्रार जन्म एवं मृत्यु द्वारा जारी प्रमाण-पत्र की प्रतिलिपि संलग्न करें)

4. बालिका की माता का नाम _____ बालिका के पिता का नाम _____

5. श्रेणी :- SC ST OBC GEN (यदि लागू हो, जाति प्रमाण पत्र संलग्न करें)

6. वर्तमान पता (दिल्ली में रहने का तीन साल का प्रमाण संलग्न करें)
 _____ पिनकोड _____ दूरभाष नं० _____
 (एलास कार्ड/ मोटर पहचान पत्र / जन्म प्रमाण पत्र की छाया प्रति संलग्न करें) मो नं० _____
 (दूरभाष नं० या मो नं० देना अनिवार्य है) विधान सभा क्षेत्र संख्या _____

7. वार्षिक आय (अंको में) _____ (शब्दों में) _____
 (आय प्रमाण पत्र संलग्न करें)।

8. पुत्रियों की संख्या _____ इस पुत्री के अलावा कितनी पुत्रियों के लिए लाडली योजना में पंजीकरण कराया चुके है _____
 यदि हां तो मुप मेम्बर आई.डी. लिखें _____ (यह सहायता दो पुत्रियों तक सीमित है)

9. आधार कार्ड संख्या _____ (माता / पिता के आधार कार्ड की छाया प्रति संलग्न करें)

10. क्या किसी अन्य राज्य की इस प्रकार की योजना से लाभ ले रहे हैं? हां/ नहीं
 यदि हां तो योजना का नाम _____ पंजीकरण संख्या _____ राज्य _____

(कार्यालय द्वारा भरा जायेगा)

BIRTH CASE/SCHOOL CASE OF GOVT. RECOGNISED SCHOOLS BY DELHI GOVT. _____

बालिका का नाम _____
 जन्म तिथि _____
 बालिका की माता का नाम _____
 बालिका के पिता का नाम _____
 वर्तमान पता _____

हस्ताक्षर प्राधिकर्ता _____
 नाम एवं पद _____
 जिले का नाम एवं पता _____

अनुलग्नक: 1. आधार कार्ड
 2. वर्तमान पते का प्रमाण-पत्र
 3. आय प्रमाण-पत्र

कृपया इस रसीद को संभाल कर रखें।
 कृपया पीछे दिये गये दिशा निर्देश पढ़ें।

APPLICATION FORMS

LADLI SCHEME

स्कूल द्वारा भरा जाए

अगर बालिका स्कूल में पढ़ती है तो नीचे दिए गए रिक्त स्थान अवश्य भरें ।

बालिका की फोटो	कक्षा	सेक्शन	विद्यालय का नाम एवं पता	सरकारी / प्राइवेट	विद्यालय कोड आई.डी.	विद्यार्थी कोड संख्या	आधार नं० बालिका का	कक्षा अध्यापिका के हस्ताक्षर

प्रधानाचार्य के हस्ताक्षर एवं मोहर

घोषणा पत्र

मैं..... पुत्र/पुत्री/पत्नी श्री घोषणा करता / करती हूँ कि मेरे द्वारा दिया गया विवरण मेरी जानकारी में पूर्णतया सही है। यदि इसमें कोई भी सूचना गलत पाई जाती है तो मेरे विरुद्ध अपराधिक मामला दर्ज किया जा सकता है एवं लाभ की राशि ब्याज समेत वापस ली जा सकती है।

.....
बालिका के पिता के हस्ताक्षर / चायें अंगूठे का निशान

.....
बालिका के माता के हस्ताक्षर/चायें अंगूठे का निशान

(कार्यालय प्रयोग के लिए)

जांचकर्ता के लिए

नाम

पदनाम

हस्ताक्षर

स्वीकृति करने वाले अधिकारी के लिए

नाम

पदनाम

हस्ताक्षर

आवेदन पत्र को साथ निम्नलिखित दस्तावेजों की फोटो कॉपी संलग्न करें :-

1. आवेदन से पूर्व दिल्ली में रहने का तीन वर्ष का प्रमाण - राशन कार्ड / वोट पहचान पत्र / बिजली / पानी / टेलिफोन का बिल।
2. बालिका का दिल्ली का जन्म प्रमाण पत्र (रजिस्ट्रार जन्म एवं मृत्यु द्वारा जारी)।
3. प्रार्थना-पत्र पर माता-पिता व बालिका का संयुक्त फोटो।
4. माता-पिता का आव प्रमाण पत्र / स्वयं द्वारा सत्यापित आव घोषणा पत्र (मूल प्रति)।
5. माता-पिता व बालिका के आधार कार्ड एवं उसके आवेदन की छाया प्रति संलग्न करें।

आवेदक के लिए दिशा निर्देश

1. प्रार्थना पत्र बालिका की जन्म तिथि से एक वर्ष के अंदर अपने जिला कार्यालय में जमा कराएं।
2. प्रार्थना पत्र विद्यालय में दाखिला लेने के बाद उसी वर्ष 31 अक्टूबर तक जमा करना होगा अन्यथा उस पर विचार नहीं होगा।
3. नवीनीकरण (Renewal) जिस जिला कार्यालय में बालिका का लाइली योजना में पंजीकरण हुआ था, नवीनीकरण भी उसी जिला कार्यालय में होगा। बालिका के कक्षा 1, 6, 9, 11 व 12 में दाखिल लेने पर होगा अतः माता-पिता इन कक्षाओं में बालिका का प्रवेश होते ही अग्रेज से सितम्बर माह में आवश्यक दस्तावेज विद्यालय में जमा करावें व नवीनीकरण करावें।
4. स्कूल के माध्यम से अपने वाले पंजीकरण / नवीनीकरण उसी जिला कार्यालय में जमा होंगे जिस जिले के अंतर्गत स्कूल आता है।
5. डाक द्वारा भेजे गए प्रार्थना पत्र किसी भी अवस्था में स्वीकार नहीं किये जावेंगे।
6. परिपक्वता राशि (Maturity Claim) तभी प्राप्त होगी जब बालिका 18 वर्ष की होने पर ही कम से कम 10वीं कक्षा नियमित विद्यार्थी के रूप में पास करेगी। अथवा राशि 12वीं कक्षा पास करने के बाद ही प्राप्त की जा सकेगी।

For more details visit Website:- www.wcdde.in

APPLICATION FORMS

NATIONAL FAMILY BENEFIT SCHEME

FORM

APPLICATION FORM FOR FAMILY BENEFIT SCHEME

I (To be filled up by the Applicant)

District : Block/Municipality/Panchayat Samiti.

Village/Panchayat/Mohilla/Ward/House No.

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

Place :

Date :

Signature or Thump impression of the Applicant.

II (To be filled up by the Enquiry Team)

Result of Preliminary Enquiry by the Village Panchayat Level team.

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

Contd. 2

APPLICATION FORMS

NATIONAL FAMILY BENEFIT SCHEME

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 :

APPLICATION FORMS

DRIVER'S LICENCE LEARNERS PERMIT

FORM2 (See Rule 10)

FORM FOR APPLICATION FOR THE GRANT OR RENEWAL OF LEARNER LICENSE

To

The Licensing Authority

.....

.....



I hereby apply for a license authorized me to drive as a learner, the following motor vehicle(s):

- (a) Motor Cycle without gear.
- (b) Motor Cycle with gear.
- (c) Invalid Carriage.
- (d) Light Motor Vehicle
- (e) Medium Goods Vehicle.
- (f) Medium Passenger Motor Vehicle.
- (g) Heavy Goods Vehicle.
- (h) Heavy Passenger Motor Vehicle.
- (i) Road Roller.
- (j) Motor Vehicles of the following description.

.....

.....

PARTICULARS TO BE FURNISHED BY APPLICANT

- (1) Full Name
- (2) Son/Wife/Daughter of
- (3) Permanent Address
- Proof to be enclosed
- (4) Temporary Address (if any)
- (5) Date of Birth (proof age to be enclosed)
- (6) Educational Qualification:
- (6) Identification Marks :
- (7) Blood Group :.....
- RH factor :
- (8) I hold an effective driving license to drive (a) Motor Cycle / Light Motor Vehicle / Medium Passenger Motor Vehicle / Heavy Passenger Goods Vehicle.
- (9) Particulars of any driving license previously held by applicant. Whether it was cancelled and if so for what reason. :
- (10) Particulars of any Learner's License previously held up by applicant in respect of Vehicle to which the applicant has applied.
- (11) Have you been disqualified for holding or obtaining driving License or Learner's License?

APPLICATION FORMS

DRIVER'S LICENCE LEARNERS PERMIT

- (12) Recent photograph (photograph) to be the size of five centimeters by six centimeters.....
- (13) Enclosed medical Certificate dated issued by Doctor
- (15) I have submitted alongwith my earlier application for Learner's License/ enclose the written consent of parent/Guardian in the case of application being a minor.
- (16) I enclose Driving Certificate dated issued by (Name & Address of the Driving School)
- (17) I have paid the fee of Rupees
- (18) I am exempted from the Medical Test under the Rule 6 of Central Motor Vehicle Rules, 1989.
- (19) I am exempted from the preliminary test under Rule 11(2) of central Motor Vehicle Act 1989

Strike out whichever is inapplicable.

Dated :

Signature of applicant
Duplicate signature of applicant

DECLARATION UNDER SUB-SECTION (2) OF SECTION 7 OF MOTOR VEHICLES ACT, 1988.

Shri/Kumari Son/Daughter of
who is a minor is under my care and I accept responsibility his/her driving. If at a later date intimate the Licensing Authority in writing for cancellation of the License. I give my consent for his/her obtaining Learner's License.

Signature
Name & Full Address of the Parent/Guardian

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

FOR OFFICE USE

*The applicant is exempted from the medical test under rule 6 and the preliminary test under rule 11(2) of Central Motor Vehicle Rules 1989.

Learner's License may be issued.

*The applicant was tested with reference to rule 11(1) of the Central Motor Vehicles Rules, 1989. He has passed the test Learner's License may be issued.

*He has failed in the test (Reason should be specified)


Learner's License may be refused.

Signature of
Licensing Authority or other
person Authorised in this behalf.

Strike out whichever is inapplicable.

APPLICATION FORMS

MICRO ENTERPRISE LOAN



Application No. :

Date :

Name of Bank

Photo
(Signature across photo)

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

Name of Bank & Branch from where Loan is required _____
I hereby apply for Cash Credit / Over Draft / Term Loan of Rs. _____ for _____

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

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

Date : _____
Place : _____

Thumb impression/Signature of Applicant(s)
(For Office use only)

Acknowledgement Slip No..... loan Application No. _____ dated _____
Received by _____

Place and Date _____ **Authorized Signatory (Branch Seal and sign)**
----- Cut here -----

Acknowledgment slip no. _____ for loan application under PMMY (Applicants copy)
Received with thanks from Sh./Smt. _____ loan application dated _____ for Rs _____

Place and Date _____ **Authorized Signatory (Branch Seal and sign)**

APPLICATION FORMS

RAILWAY CONCESSION FOR DISABLED PEOPLE

<p>Paste Passport size Photograph duly signed & stamped by the issuing Doctor.</p>	<p>Appendix 1/36 CONCESSION CERTIFICATE</p>
<p style="text-align: right;">Form for the purpose of grant of rail concession to orthopaedically Handicapped / Paraplegic persons / patients to be used by the Government Doctor</p>	
<p>This is to certify that Km./Shri/Smt..... Whose Particulars are furnished below, is a bonafide "Orthopaedically /Handicapped / Paraplegic person / patient and CANNOT TRAVEL WITHOUT THE ASSISTANCE OF AN ESCORT.</p>	
<p style="text-align: center;">Particulars of the Orthopaedically Handicapped / paraplegic person / patient:</p>	
<p>(a) Address :</p>	
<p>(b) Father's / Husband's Name :</p>	
<p>(c) Age:..... (d) Sex:.....</p>	
<p>(e) Nature of Handicap: (To be written by doctor whether the disability is Temporary or Permanent)</p>	
<p>(f) Causes of loss of Functional capacity :</p>	
<p>(g) Signature or Thumb impression of Orthopaedically handicapped / paraplegic person / patient : (not necessary for those whose both hands are missing..... or non-funtional).</p>	
<p style="text-align: right;">..... (Signature of Government Doctor)</p>	
Place
Date
Clear seal of Government Hospital/Clinic	Seal containing full name and Regd.No. Of the Doctor
<p>* Strike out where not applicable.</p>	
<p>Note :-</p>	
<p>(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.</p>	
<p>(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</p>	
<p>(3)No alteration in the form is permitted.</p>	

APPLICATION FORMS

AADHAAR CARD

Instructions to follow while filling up the enrolment form

Field 2 NPR NUMBER	Resident may bring his/her National Population Register Survey slip (if available) and fill up the column.
Field 3 NAME	Write full name without salutations/titles. Please bring the original* Proof of Identity (POI) document. (See list A below). Variation in Resident's Name in contrast to Poi is permissible as long as the change is minor spelling only, without altering the Name in Poi document. For Example: If Resident's Poi reads "Preet", then "Pril" can be recorded if Resident wants so.
Field 5 DOB / AGE	Fill in Date of Birth in DDDMMYYYY format. If exact Date of Birth is not known, approximate age in Years may be filled in the space provided. Please bring the original Proof of Date of Birth (DoB), if available (See list D below). Deducted checkbox may be selected if Resident does not have a valid proof of Date of Birth document. Verified checkbox is selected where Resident has provided documents as proof of Date of Birth.
Field 6 ADDRESS	Write complete address. Please bring the original Proof of Address (POA) document. (See list B below). Please note that the Aadhaar letter will be delivered at the given address only. <ul style="list-style-type: none"> To include Parent/ Guardian / Spouse name as part of the address, select the appropriate box and enter the name of the person. Minor Corrections / Enhancements are permissible to make the address complete without altering the base address as mentioned in the POA document.
Field 7 RELATIONSHIP	<ul style="list-style-type: none"> In case of children below 5 years, it is mandatory to provide father/mother/guardian details with their Aadhaar or EID number. If the resident is not holding a Proof of Identity & using the Head of the Family identity for enrolment, it is mandatory to provide Head of the family's details with his/her Aadhaar or EID number. Please refer illustration below for filing EID. Please bring the original Proof of Relationship (POR) document. (See list C below). For other cases, it is optional for the resident to fill up the relationship details.
Field 8 DOCUMENTS	Write the name of Documents for Poi and PoA. In case proof of Date of Birth is available, then write the name of Date of Birth document. If the resident is not holding a Proof of Identity & using the Head of Family based enrolment, then write the name of Proof of Relationship document. For Valid list of documents, please refer list of Documents below.
Field 9 INTRODUCER/HoF	Resident who does not have POI and POA may get enrolled through an Introducer/ Head of Family. Pl contact nearest enrolment centre or your Registrar, for further details.

List A. POI documents

1. Passport
2. PAN Card
3. Ration/PDS Photo Card
4. Voter ID
5. Driving License
6. Government Photo ID Cards/ service photo identity card issued by PSU
7. NREGS Job Card
8. Photo ID issued by Recognized Educational Institute
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. CGHS / ECHS Photo Card
16. Address Card having Name and Photo issued by Department of Posts
17. Certificate of Identity having photo issued by Gazetted Officer or Tehsildar on letterhead
18. Disability ID Card/handicapped medical certificate issued by the respective State/UT Governments/Administrations

List B. POA documents

1. Passport
2. Bank Statement/ Passbook
3. Post Office Account Statement/Passbook
4. Ration 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. Waterbill (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 issued by registered Company on letterhead
16. Signed Letter having Photo issued by Recognized Educational Institution on letterhead
17. NREGS Job Card
18. Arms License
19. Pensioner Card
20. Freedom Fighter Card
21. Kisan Passbook
22. CGHS / ECHS Card
23. Certificate of Address having photo issued by MP or MLA or Gazetted Officer or Tehsildar on letterhead
24. Certificate of Address issued by Village Panchayat/head or its equivalent authority (for rural areas)
25. Income Tax Assessment Order
26. Vehicle Registration Certificate
27. Registered Sale / Lease / Rent Agreement
28. Address Card having Photo issued by Department of Posts
29. Caste and Domicile Certificate having Photo issued by State Govt.
30. Disability ID Card/handicapped medical certificate issued by the respective State/UT Governments/Administrations
31. Gas Connection Bill (not older than 3 months)
32. Passport of Spouse
33. Passport of Parents (in case of Minor)
34. Allotment letter of accommodation issued by Central/State Govt. of not more than 3 years old
35. Marriage Certificate issued by the Government, containing address.

List C. POR documents

1. PDS Card
2. MNREGA Job Card
3. CGHS/State Government/ECHS/ESIC Medical card
4. Pension Card
5. Army Canteen Card
6. Passport
7. Birth Certificate issued by Registrar of Birth, Municipal Corporation and other notified local government/bodies like Taluk, Tehsil 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 Book/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 Service Scheme photo card or Ex-Servicemen

Illustration for filling up EID No.

Acknowledgement / Resident Copy - 12x8 / 10x8 cm

Enrolment No. / Resident slip: 00081234500020	Date/Time: 28/04/2011 15:50:10
OR EID No: 0008123450002028042011155016	

*In instances where original documents are not available, copies attested / certified by a public notary / gazetted officer will be accepted.

APPLICATION FORMS

PAN CARD

Form No. 49A										
Application for Allotment of Permanent Account Number (In the case of Indian Citizens/Indian Companies/Entities incorporated in India/ Unincorporated entities formed in India) See Rule 114										
To avoid mistake (s), please follow the accompanying instructions and examples before filling up the form.										
<p style="text-align: center;">Only "Individuals" to affix recent photograph (3.5 cm x 2.5 cm)</p>	<p style="text-align: center;">Assessing officer (AO code)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;">Area code</th> <th style="width: 25%;">AO type</th> <th style="width: 25%;">Range code</th> <th style="width: 25%;">AO No.</th> </tr> </thead> <tbody> <tr> <td style="height: 20px;"></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Area code	AO type	Range code	AO No.					<p style="text-align: center;">Only "Individuals" to affix recent photograph (3.5 cm x 2.5 cm)</p>
Area code	AO type	Range code	AO No.							
<p style="text-align: center;">Sign / Left Thumb impression across this photo</p>	<p>Sir, I/We hereby request that a permanent account number be allotted to me/us. I/We give below necessary particulars:</p>	<p style="text-align: center;">Signature / Left Thumb impression</p>								
<p>1 Full Name (Full expanded name to be mentioned as appearing in proof of identity/date of birth/address documents: initials are not permitted)</p> <p>Please select title, <input checked="" type="checkbox"/> as applicable <input type="checkbox"/> Shri <input type="checkbox"/> Smt. <input type="checkbox"/> Kumari <input type="checkbox"/> M/s</p> <p>Last Name / Surname <input type="text"/></p> <p>First Name <input type="text"/></p> <p>Middle Name <input type="text"/></p>										
<p>2 Abbreviations of the above name, as you would like it, to be printed on the PAN card</p> <p><input type="text"/></p>										
<p>3 Have you ever been known by any other name? <input type="checkbox"/> Yes <input type="checkbox"/> No (please tick as applicable)</p> <p>If yes, please give that other name</p> <p>Please select title, <input checked="" type="checkbox"/> as applicable <input type="checkbox"/> Shri <input type="checkbox"/> Smt. <input type="checkbox"/> Kumari <input type="checkbox"/> M/s</p> <p>Last Name / Surname <input type="text"/></p> <p>First Name <input type="text"/></p> <p>Middle Name <input type="text"/></p>										
<p>4 Gender (for individual applicants only) <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender (please tick as applicable)</p>										
<p>5 Date of Birth/Incorporation/Agreement/Partnership or Trust Deed/ Formation of Body of individuals or Association of Persons</p> <p>Day <input type="text"/> <input type="text"/> Month <input type="text"/> <input type="text"/> Year <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p>										
<p>6 Details of Parents (applicable only for individual applicants)</p> <p>Father's Name (Mandatory. Even married women should fill in father's name only)</p> <p>Last Name / Surname <input type="text"/></p> <p>First Name <input type="text"/></p> <p>Middle Name <input type="text"/></p> <p>Mother's Name (optional)</p> <p>Last Name / Surname <input type="text"/></p> <p>First Name <input type="text"/></p> <p>Middle Name <input type="text"/></p> <p>Select the name of either father or mother which you may like to be printed on PAN card (Select one only)</p> <p>(In case no option is provided then PAN card will be issued with father's name)</p> <p><input type="checkbox"/> Father's name <input type="checkbox"/> Mother's name (Please tick as applicable)</p>										
<p>7 Address</p> <p>Residence Address</p> <p>Flat / Room / Door / Block No. <input type="text"/></p> <p>Name of Premises / Building / Village <input type="text"/></p> <p>Road / Street / Lane/Post Office <input type="text"/></p> <p>Area / Locality / Taluka/ Sub- Division <input type="text"/></p> <p>Town / City / District <input type="text"/></p> <p>State / Union Territory <input type="text"/></p> <p style="text-align: center;">Pincode / Zip code <input type="text"/> Country Name <input type="text"/></p>										

APPLICATION FORMS

PAN CARD

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
8 Address for Communication	<input type="checkbox"/> Residence <input type="checkbox"/> Office (Please tick as applicable)
9 Telephone Number & Email ID details	
Country code	Area/STD Code Telephone / Mobile number
Email ID	
10 Status of applicant	
Please select status, <input checked="" type="checkbox"/> as applicable	
<input type="checkbox"/> Individual	<input type="checkbox"/> Hindu undivided family <input type="checkbox"/> Company <input type="checkbox"/> Partnership Firm <input type="checkbox"/> Government
<input type="checkbox"/> Trusts	<input type="checkbox"/> Body of Individuals <input type="checkbox"/> Local Authority <input type="checkbox"/> Artificial Juridical Persons <input type="checkbox"/> Association of Persons <input type="checkbox"/> Limited Liability Partnership
11 Registration Number (for company, firms, LLPs etc.)	
12 In case of a person, who is required to quote Aadhaar number or the Enrolment ID of Aadhaar application form as per section 139 AA	
Please mention your AADHAAR number (if allotted)	
If AADHAAR number is not allotted, please mention the enrolment ID of Aadhaar application form	
Name as per AADHAAR letter or card or as per the Enrolment ID of Aadhaar application form	
13 Source of income Please select, <input checked="" type="checkbox"/> as applicable	
<input type="checkbox"/> Salary	<input type="checkbox"/> Capital Gains
<input type="checkbox"/> Income from Business / Profession Business/Profession code [For Code: Refer instructions]	<input type="checkbox"/> Income from Other sources
<input type="checkbox"/> Income from House property	<input type="checkbox"/> No income
14 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)	
Please select title, <input checked="" type="checkbox"/> as applicable <input type="checkbox"/> Shri <input type="checkbox"/> Smt. <input type="checkbox"/> Kumari <input type="checkbox"/> M/s	
Last Name / Surname	
First Name	
Middle Name	
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	
15 Documents submitted as Proof of Identity (POI), Proof of Address (POA) and Proof of Date of Birth (POB)	
I/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]	
16 I/We, the applicant, in the capacity of do hereby declare that what is stated above is true to the best of my/our information and belief.	
Place :	
Date :	
	Signature / Left Thumb Impression of Applicant (inside the box)

APPLICATION FORMS

POST OFFICE BANK ACCOUNT



SB-AOF

POST OFFICE SAVINGS BANK
APPLICATION FOR OPENING OF ACCOUNT/PURCHASE OF CERTIFICATE
FOR USE OF POST OFFICE

Post Office	Tran-ID	SOL ID	Date of Maturity
Account Number		CIF-ID (1)	
CIF-ID (2)		CIF-ID (3)	

Instructions: i) Please tick (X) the appropriate box, ii) Use CAPITAL LETTERS only while filling in the application form iii) Submit the self-attested copies of the Documents.

To
The Postmaster

Paste photograph
of applicant/s

Paste photograph
of applicant/s

Paste photograph
of applicant/s

Madam/Sir,

I/We (Applicant/guardian) hereby apply for opening of an account under (Savings/RD/ 1,2,3,5 Years TD/MIS/SCSS/PPF/SSA/KVP/NSC VIIIth Issue)scheme in your Post office in my/our name(s)/in the name of minor or person of unsound mind.

- (i) Additional Facilities available (For Post Office Savings Account) (a) Cheque Book required:- (b) IPPB A/C
(c) Aadhaar Seeding ATM Card Internet Banking Mobile Banking (Prescribed form to be enclosed)
(d) Insurance/Pension products:- PMSBY PMJJBY APY (Prescribed form to be enclosed)

(ii) Account Holder Type: - Self Minor through Guardian Person of unsound mind through guardian.

(iii) Account Type: - Single Either or Survivor (Joint B) All or Survivor(s) (Joint A)

1. In case of account opened in the name Minor/ Person of unsound mind.

Name of Minor/ Person of unsound mind	Date of Birth(DD/MM/YYYY) in words	Gender (M/F/O)	Name of Guardian, Relationship and status – Natural or Legal
1.			
2.	Details of proof of age of minor along with its date of issue and Issuing Authority (In case of SSA A/c Birth Certificate is mandatory)		

2. I/We tender herewith Rs /-Rs (In words) in cash/DD/Cheque No date as initial deposit. My/Our particulars are as under:-

Particulars	1 st Applicant	2 nd Applicant	3 rd Applicant
Name of the Applicant/ Guardian			
Name of Husband/ Father/ Mother			
Gender (M/F/O)			
Date of Birth (DD/MM/YYYY) and In words (mandatory)			
Aadhaar Number			
PAN Number*			
CIF ID (existing A/Cs holders)			
Present Address:- House/Locality/Village & Post Office/City/District/ State/Pin Code			
Permanent Address:- House/Locality/Village & Post Office/ City/ District/ State/Pin Code			
Telephone No./Mobile No.*			
E-mail ID			
ID Proof (Document No./Date of Issue/ Issuing Authority)			
Address Proof (Document No./Date of Issue/ Issuing Authority)			
For SCSS Account details of proof of age (Doc. No./issue Date and Issuing Authority)			

(If Aadhaar Card/proof of enrolment of Aadhaar is not provided, any of the following documents can be accepted as valid documents for the purpose of identification and address proof) - 1. Passport 2. Driving license 3. Voter's ID card 4. Job card issued by Mnrags signed by the State Government officer 5. Letter issued by the National Population Register containing details of name and address.

Note: As per PMIA Act-2002, if balance/investment in all accounts are 10 Lakh & above, customer has to submit copy of document showing source of receipt of funds tendered for investment.

Specimen Signatures

1.....1.....1.....
2.....2.....2.....
3.....3.....3.....

Name:-.....Name:-.....Name:-.....

APPLICATION FORMS

POST OFFICE BANK ACCOUNT

3. Declarations

General:-(1) I/We hereby undertake to abide by the scheme provisions and Government Savings Promotion Rules, 2018 applicable on the Scheme and amendments issued thereto from time to time.

(Details available at <https://www.indiapost.gov.in/VAS/Pages/RTI/RTI-Manual-5.aspx>)

(2) I/We further declare that I/We/Minor/person of unsound mind is/are Resident citizen of India and undertake to inform the account office of any change in My/our residency/citizenship status in future.

(3) I hereby agree that account will be operated by me till account holder attained age of 18 years and thereafter, account holder will operate the account. (In case of SSA and Minor Account opened through Guardian).

(4) In case services of SAS/MPKBY Agent are taken :-

Name of Agent Authority No..... Date of validity.....

(5) Standing Instruction (i.e. MIS to SB, SB to RD etc.) if any.....

TD :- Extension/Renewal of account required after maturity :-

SSA :- I hereby declare that no other account has been opened under Sukanya Samridhi Account in the name of the depositor in any of the Post office/Bank in the country.

PPE :- (1) I hereby declare that no other account has been opened under Public Provident Fund Account in the name of the myself/minor in any of the Post office/Bank in the country.

(2) I further declare that I will abide by the ceiling of maximum deposit in the accounts opened in my name and in the name of minors as per provision of the scheme and any deposit in excess of the ceiling will be treated as in contravention to the Scheme provisions.

MIS/SCSS :- I/We hereby declare details of my/Our existing accounts* as on today under "National Savings Monthly Income Account/ Senior Citizen Savings Scheme" in any of the Post Office/Bank in the country.

Sl.No.	Name of Scheme (MIS or SCSS)	Date of opening of account	Amount deposited	Customer Identification Number (CIF No.)	Account Number	Name of Post Office/Bank
1						
2						

*If number of accounts is more, details of all accounts should be filled and attached as annexure duly signed.

Please tick (X) the appropriate box

Date:-

Signature or thumb impression of Applicant(s)/Guardian

4. Nomination

I/We.....hereby nominate the person(s) mentioned below to whom to the exclusion of all other persons in the event of my death the amount standing to my credit in(Name of Scheme) at the time of my death would be payable.

S.No.	Name(s) of the nominee(s) and relationship	Full address (s)	Aadhaar number of nominee (optional)	Date of birth of nominee in case of minor nominee	Share of entitlement	Nature of entitlement Trustee or owner
1						
2						
3						
4						

As the nominee(s) at Serial No.(s).....specified above is/are minor(s), I/We appoint Shri/Smt/Kumari.....S/o,D/o,W/o.....

Address.....to

receive the sum due under the said account in the event of my/Our death during the minority of the nominee(s).

(In case, applicant(s) is/are illiterate)

1. Signature of witness.....

Name & Address.....

2. Signature of witness.....

Name & Address.....

Place:

Date:

Signature or thumb impression of Applicant(s)/Guardian

FOR USE OF POST OFFICE

I have carefully examined this application and Identification as well as address proof documents submitted. Opening of account is approved.


Account has been opened in the name of.....with Rs.....on.....(Date) under.....scheme vide A/c No. dated

Nomination registration details:-

Date Stamp	Signature of GDS Branch Post Master Name Stamp of EDBO	Date Stamp	Signature of Sub/Asst./Head Post Master Designation stamp
------------	---	------------	--

APPLICATION FORMS

ELECTION I CARD

 ELECTION COMMISSION OF INDIA FORM-6 <small>(See Rules 23(1) and 26) of Registration of Electors Rule-2000</small>		Acknowledgement No. _____ (To be filled by office)
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 <input type="checkbox"/> or due to shifting from another constituency <input type="checkbox"/> Particulars in support of my claim for inclusion in the electoral roll are given below:-		SPACE FOR PASTING ONE RECENT PASSPORT SIZE PHOTOGRAPH (3.5 CM X 3.5 CM) SHOWING FRONTAL VIEW OF FULL FACE WITHIN THIS BOX
Mandatory Particulars		
(a) Name		
(b) Surname(if any)		
(c) Name and surname of Relative of Applicant [see item (d)]		
(d) Type of Relation (Tick appropriate box)		Father <input type="checkbox"/> Mother <input type="checkbox"/> Husband <input type="checkbox"/> Wife <input type="checkbox"/> Other <input type="checkbox"/>
(e) Age [as on 1 st January of current calendar year.....]		Years <input type="text"/> <input type="text"/> Months <input type="text"/> <input type="text"/>
(f) Date of Birth (in DD/MM/YYYY format)(if known)		<input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
(g) Gender of Applicant (Tick appropriate box)		Male <input type="checkbox"/> Female <input type="checkbox"/> Third Gender <input type="checkbox"/>
(h) Current address where applicant is ordinarily resident		House No. _____
Street/Area/Locality		
Town/Village		
Post Office		Pin Code <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
District		State/UT _____
(i) Permanent address of applicant		House No. _____
Street/Area/Locality		
Town/Village		
Post Office		Pin Code <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
District		State/UT _____
(j) EPIC No. (if issued)		
Optional Particulars		
(k) Disability (if any) (Tick appropriate box)		Visual impairment <input type="checkbox"/> Speech & hearing disability <input type="checkbox"/> Locomotor disability <input type="checkbox"/> Other _____
(l) Email id (optional)		
(m) Mobile No. (optional)		<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
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 (h) above since(date, month, year). (iii) I have not applied for the inclusion of my name in the electoral roll for any other constituency. *(iv) My name has not already been included in the electoral roll for this or any other assembly/ 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		

APPLICATION FORMS

ELECTION I CARD

Address of earlier place of ordinary residence (if applying due to shifting from another constituency)					
House No.	Street/Area/Locality				
Town/Village					
Post Office	Pin Code		<input type="text"/>	<input type="text"/>	<input type="text"/>
District	State/UT				
<p><i>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).</i></p> <p>Place.....</p> <p>Date..... Signature of Applicant.....</p>					
Remarks of Field Level Verifying Officer:					
Details of action taken (To be filled by Electoral Registration Officer of the constituency)					
<p>The application of Shri / Shrimati/ Kumarifor inclusion of name in the electoral roll in Form 6 has been accepted/ rejected. Detailed reasons for acceptance [under or in pursuance of rule 18/20/26(4)] or rejection [under or in pursuance of rule 17/20/26(4)] are given below:</p> <p>Place:</p> <p>Date: Signature of ERO Seal of the ERO</p>					
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.....					Postage Stamp to be affixed by the Electoral Registration Authority at the time of dispatch
Current address where applicant is ordinarily resident		House No.			
Street/Area/Locality					
Town/Village					
Post Office		Pin Code	<input type="text"/>	<input type="text"/>	
District	State/UT				
Has been (a) 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					

APPLICATION FORMS

ELECTION I CARD

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
8 Address for Communication <input type="checkbox"/> Residence <input type="checkbox"/> Office (Please tick as applicable)	
9 Telephone Number & Email ID details	
Country code	Area/STD Code Telephone / Mobile number
Email ID	
10 Status of applicant	
Please select status, <input checked="" type="checkbox"/> as applicable	
<input type="checkbox"/> Individual	<input type="checkbox"/> Hindu undivided family <input type="checkbox"/> Company <input type="checkbox"/> Partnership Firm <input type="checkbox"/> Government
<input type="checkbox"/> Trusts	<input type="checkbox"/> Body of Individuals <input type="checkbox"/> Local Authority <input type="checkbox"/> Artificial Juridical Persons <input type="checkbox"/> Association of Persons
	<input type="checkbox"/> Limited Liability Partnership
11 Registration Number (for company, firms, LLPs etc.)	
12 In case of a person, who is required to quote Aadhaar number or the Enrolment ID of Aadhaar application form as per section 139 AA	
Please mention your AADHAAR number (if allotted) <input type="text"/>	
If AADHAAR number is not allotted, please mention the enrolment ID of Aadhaar application form	
<input type="text"/>	
Name as per AADHAAR letter or card or as per the Enrolment ID of Aadhaar application form	
13 Source of income Please select, <input checked="" type="checkbox"/> as applicable	
<input type="checkbox"/> Salary	<input type="checkbox"/> Capital Gains
<input type="checkbox"/> Income from Business / Profession Business/Profession code <input type="text"/> <input type="text"/> [For Code: Refer instructions]	<input type="checkbox"/> Income from Other sources
<input type="checkbox"/> Income from House property	<input type="checkbox"/> No income
14 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)	
Please select title, <input checked="" type="checkbox"/> as applicable <input type="checkbox"/> Shri <input type="checkbox"/> Smt. <input type="checkbox"/> Kumari <input type="checkbox"/> M/s	
Last Name / Surname	
First Name	
Middle Name	
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	
15 Documents submitted as Proof of Identity (POI), Proof of Address (POA) and Proof of Date of Birth (POB)	
I/We have enclosed <input type="text"/> as proof of identity, <input type="text"/>	
as proof of address and <input type="text"/> 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]	
16 I/We <input type="text"/> , the applicant, in the capacity of <input type="text"/>	
do hereby declare that what is stated above is true to the best of my/our information and belief.	
Place :	<input type="text"/>
Date :	<input type="text"/>
	<input type="text"/>
	Signature / Left Thumb Impression of Applicant (inside the box)