

Government Social Welfare Schemes in India

(an overview)

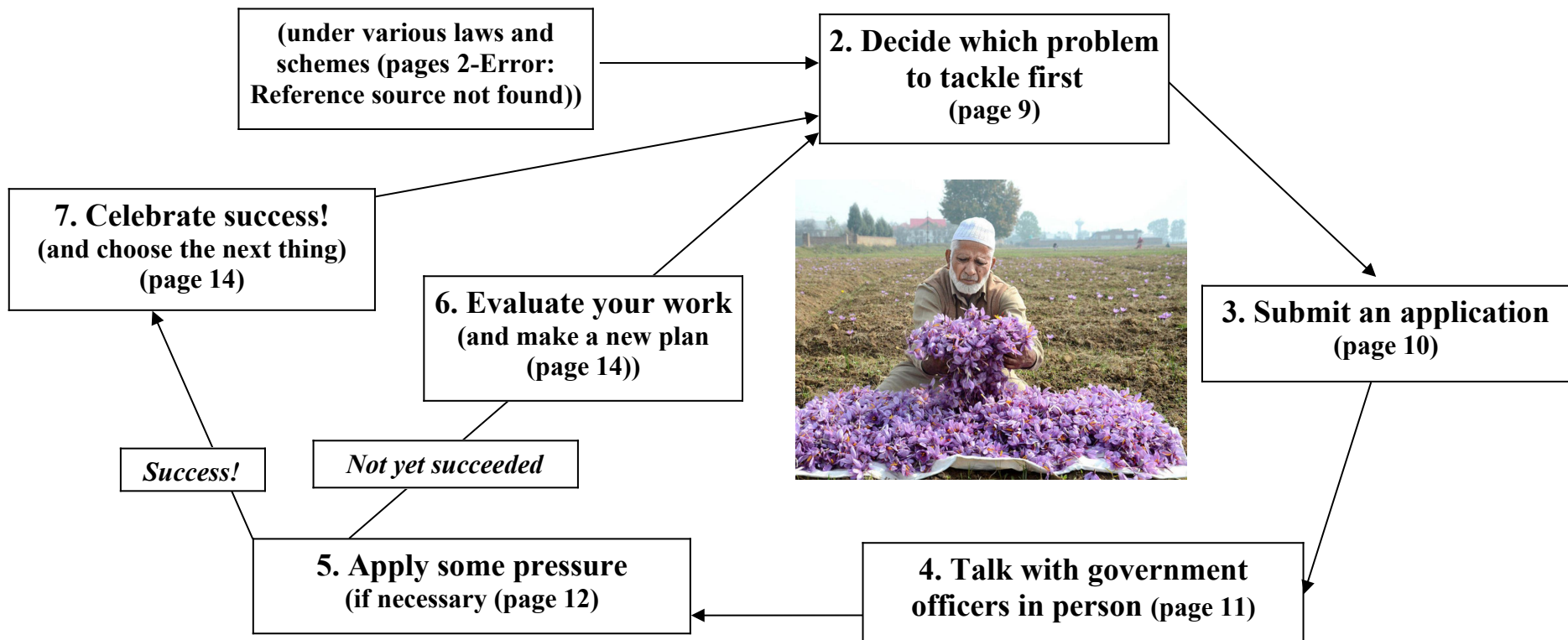
(Version #10, March 2023)

7 Steps to Building a Better Community!

This booklet is designed to help you and your community improve your lives! The government has many schemes & benefits designed to help people like you, but sadly, many of those benefits don't reach ordinary people because either:



- Many people don't **know their rights**;
- Many people don't have sufficient **identity documents** to apply for the scheme;
- Sometimes people don't have the needed **application fee** to apply;
- Some government officers ask for **bribes**; or
- Sometimes people are **too scared** to approach government officers at all.

This book takes you through 7 steps to overcome these problems and increase the chances for you and your community of getting the benefits to which you are entitled! The steps are:-











1st Step: Know your rights!





(current as of March 2023)

<u>Topic</u>	Your Rights Laws (the strongest rights) are in red . Schemes (not as strong as laws, but still good) in black Web information in blue * Details of your rights	Application (Where to Apply, Cost, Documents)	Difficulty (Easy/ Moderate/ Difficult) + Approx time to process)	Where to Complain
Food				
1. Rations 	Law: National Food Security Act 2013 Web info here (See Sec 3(1) and Schedule 1) * 5kg of grain per person in 'Priority households' * Rs1/kg Coarse, Rs2/kg wheat, Rs3/kg rice * 35kg of grain for very poor families Schemes: One Nation One Ration Card Web info here and here	Where: Do application on-line some CSCs then submit physical docs at local FSO Cost: Rs100 (at CSCs) Documents: (here & here) Aadhaar copy for all family members, Income Certificate (under 1 lakh) (see ID docs below), photo, bank account copy of woman head of household.	Moderate 1 month	State head office of Food & Civil Supplies Dept On line complaint here
2. Anganwadi 	Law: National Food Security Act 2013 Web info here (See Sec 5(1)a) * Anganwadi with for nutritious food for children under the age of 6.	Where: Local Anganwadi Cost: Nil If no Anganwadi nearby, then apply to start: Where: Local of Dept of Women & Children Documents: A list of 40 children under 6. (See RTF brochure here page 7).	Existing Anganwadi Easy 1 month Apply new Anganwadi Difficult 6 months	State head Office of Department Women & Children
3. Mid Day Meal	Law: National Food Security Act 2013 Web info here (See Sec 5(1)b) * Nutritious meal at school up to 8 th standard	Where: Local School Principal Cost: Nil Documents: Nil	Moderate 1 month	State head office of Mid Day Meal Authority





Topic	Your Rights Laws (the strongest rights) are in red . Schemes (not as strong as laws, but still good) in black Web information in blue * Details of your rights	Application (Where to Apply, Cost, Documents)	Difficulty (Easy/ Moderate/ Difficult) + Approx time to process)	Where to Complain
I.D. Docs				
1. Aadhaar Card	Scheme: Aadhaar Card Web info here * Main identity card for any Indian resident. * Includes biometrics (updated at 5 years and 15 years)	Where: At local Enrolment Centre. Appointments through local CSC or (JSK). Cost: Enrol 0, Update details Rs50, biometrics Rs100 Docs: Proof of ID, address & age. List here .	Easy 1 month	Regional office of Unique Identification Authority of India (see here and scroll down to regional office).
2. Income certificate	Scheme: Aay Praman Patra * Needed for ration card, pension, (girl child payment) (BSY), Housing scheme (PMAY) etc	Where: At local CSC or at local (JSK) Cost: Rs100-200 (at CSCs) Documents: Aadhaar, photo, Parshad letter	Moderate 2 weeks	District Magistrate or Tehsildar
3. PAN Card	Scheme: PAN Card Web info here * Compulsory if paying Income tax Available to non tax payers too	Where: On Line: here , local CSC or JSK Cost: Rs107 Documents: Aadhaar, 2 photos	Easy 1 month	State Head office of Income Tax Department
4. Election Identity Card	Scheme: Election Identity Card Web info here * Any Indian citizen over 18 yrs can have name entered on Electoral Role & get Election ID Card.	Where: On-line: here , local CSC or JSK Cost: Nil Documents: Form 6, 1 proof of ID, address (bill/ bank account/ DL) & age (if under 21yrs)	Moderate 1 month	State Chief Electoral Officer
5. Bank Account	Scheme: PM Jan Dhan Yojana Web info here * Anyone over 10 years can open a bank account.	Where: Any bank Cost: PM JDY Rs0. Otherwise Rs500-1K Docs here: Aadhaar, 2 photos	Moderate 15 days	State Head office of bank to which you applied
6. Birth/Death Certificate	Law: Registration of Births and Deaths Act 1969 Web info here (See Sec 8 & Sec 12)) * Birth certificate for any child born in India * Death certificate for anyone who dies in India	Where: If birth registered, go to Municipal Corporation. If not registered, go to SDM. Cost: Nil (if birth at Gov't hosp). Rs100 (if private) Docs: Birth: Hospital discharge slip Death: Burial/cremation slip	Moderate 1 month	District Magistrate or Tehsildar
7. OBC certificate	Scheme: Reservation Web info here * Caste certificate for any SC, ST or OBC citizen	Where: go to in person at Sub-Di Magistrate Cost: Rs300 at JSK Documents: Aadhaar, Affidavit on caste	Moderate 3 months	District Magistrate or Tehsildar
8. Labour Card	Law: Building Other Construction Workers Act 1996 Web info here (See Sec 12)) * Anyone in construction industry, who is 18-60 years old and has actually worked in construction more than 90 days in previous 12 months, is eligible for a card.	Where: On-line in some states Cost: ? Documents: (Listed here) Proof of Identity, Age and employment	Moderate 1 month	State head office of Dept of Labour

Topic	Your Rights Laws (the strongest rights) are in red . Schemes (not as strong as laws, but still good) in black Web information in blue * Details of your rights	Application (Where to Apply, Cost, Documents)	Difficulty (Easy/ Moderate/ Difficult) + Approx time to process)	Where to Complain
Income				
1. NREGA 	Law: National Rural Employment Guarantee Act 2005 Web info here (See Sec 3(1)) * 100 days work per rural family * Paid minimum wage (at least Rs193 per day) here	Where: Local Gram Panchayat Cost: Nil Documents: Aadhaar card	Moderate 2 months	State head office of Rural Development Dept
2. Pensions 	Scheme: National Social Assistance Program Web info here (See page 2) *At least Rs200 Old Age Pension for BPL people over 60 *At least Rs300 Widow's pension for BPL widows 40-79 * Most states is Rs500 or more	Where: In some states (eg UP On-line); or In-person at CSC or Social Welfare at Tehsil. Cost: Free (but Rs200 for Income Cert) Documents: Form here , Aadhaar, Bank a/c, Income cert (<200K widow, <56/46K other) Death Cert (Widows), Disability Cert (PWDs)	Moderate 3 months	State head office of Department of Social Welfare
3. Payment for girl child 	Scheme: Balika Samridhi Yojana (BSY) Web info here * Deposit Rs500 for BPL family on birth of (up to 2) girls * More deposits for various stages of education * Can be withdrawn once girl reaches 18 & unmarried.	Where: Anganwadi Centre Cost: Nil Documents: Aadhaar, Bank account, Birth cert, BPL ration/ Income cert, photo.	Moderate 1 month	State head office of Department Women & Children
4. Death of breadwinner 	Scheme: National Family Benefit Scheme Web info here (See page 2) *Rs 20,000 lump sum on death of breadwinner (who is less than 60 years old).	Where: Local office of Dept of Social Welfare Cost: Nil Documents: Form here , Applicant's: Aadhaar, pehchan patr (or ration card), Bank a/c, Income certificate. Deceased: Death certificate and Aadhaar	Difficult 3 months	State head office of Department of Social Welfare
5. Micro Enterprise 	Scheme: MUDRA Web info here *Loans for small business up to Rs50,000	Where: Online here ; (go to 'new Login') or In person at Local Bank Cost: Nil Documents: Form here Aadhaar (or other Proof Identity & address) Quotes for machines you intend to buy.	Moderate 3 months	The state head office of the bank where you applied

Topic	Your Rights Laws (the strongest rights) are in red . Schemes (not as strong as laws, but still good) in black Web information in blue * Details of your rights	Application (Where to Apply, Cost, Documents)	Difficulty (Easy/ Moderate/ Difficult) + Approx time to process)	Where to Complain
Health				
1.  Hospitals	Scheme: PM Jan Arogya Yojana (Ayushman Bharat) Web info here * Rs 5lakh medical treatment for poor families. Scheme: National Health Mission (Web here) (see p 6) 4 doctors for each community health centre. 4 for a PHC.	For PM JAY Where: Check eligibility on-line here (or this doc p23). If eligible go to any govt hospital. Cost: Nil Documents: Aadhaar	Moderate 1 month	Ministry of Health and Family Welfare here
2. Medicines	Scheme: Pradhan Mantri Jan Aushadhi Scheme Web info here * Heavily discounted medicines	Where: Local Jan Aushadhi store (often located in Government hospitals) Cost: 10-60% discount on medicines	Good 1 day	Bureau of Pharmaceutical Public Sector Undertaking (RPPI)
3.  Pregnancy & Delivery	Law: National Food Security Act 2013 Web info here (See Sec 4(a)& 4(b)) * Every pregnant woman gets Anganwadi meals Scheme: PM Matru Vandana Yojana (PMMVY) Web info here (Sec 2,pp 2 & 3) * Payment of Rs5,000 for first child	Where: Local Anganwadi, ASHA or PHC Cost: Nil Documents: Nil	Moderate 1 month	Chief Medical Officer of District Hospital
4. Immunisations	Scheme: National Immunisation Shedule (NIS) Web info here * Free immunisations for TB, Polio, Hep B, Diphtheria, Pertussis, Tetanus, Measles, (Brain Fever in some dists)	Where: Local Anganwadi, ASHA or PHC Cost: Nil Documents: Nil	Easy 1 day	Chief Medical Officer of District Hospital
5. TB Treatment	Scheme: National TB Elimination Programme (NTEP) Web info here * Free testing and treatment for people with TB Scheme: Nikshay Poshan Yojana (NPY) *Rs500 per month during treatment for nutritious diet	Where: Testing at nearby TB unit here or government hospital or clinic here . Medicines at local DOTS Centre Cost: Nil Documents: Aadhaar Card. Bank account.	Easy 2 weeks	District TB Officer here State TB Officer here TB Helpline 1800 11 6666
6.  Disability	Law: The Rights of Persons with Disabilities Act 2016 Web info here (See Sec 2(r)) * Pension at least Rs300/mth if 40%, BPL & over 18 here Scheme: Unique Disability ID Web info here * Identity card for anyone with a disability	Pension: In some states (eg UP On-line); or In-person at CSC or Social Welfare at Tehsil. Cost: Free (but Rs200 for Income Cert) Documents: Form here , Aadhaar, Bank a/c, Income cert (<56K urban / 46K rural), UDID. UDID Where: Online here or form here Docs: Aadhaar, photo, Disability Certificate	Moderate 3 months	State head office of Dept of Social Welfare
7.  Mental Health	Law: Mental Healthcare Act 2017 Web info here * Quality, affordable treatment at govt/NGO facilities	Where: Nearest Government (or Government funded) Mental Health Facility Cost: Nil Documents: Nil	Moderate 1 month	State head office of Dept of Health and Family Welfare

Topic	Your Rights Laws (the strongest rights) are in red . Schemes (not as strong as laws, but still good) in black Web information in blue * Details of your rights	Application (Where to Apply, Cost, Documents)	Difficulty (Easy/ Moderate/ Difficult) + Approx time to process)	Where to Complain
Education				
1. Schools 	Law: Right to Education Act 2009 Web info here (See Sec 3, 12(b) & 25) * Free schooling up to 8 th (14yrs) (Sec 3) * Maximum 35 children in a class (Sec 25) * Private schools (which are Government aided) must give 25% seats free to the EWS (poor) (Sec 12(b))	Regular admission Where: Local government school Cost: Nil, Documents: Aadhaar card For EWS entry to private school Where: Local private school (Gov't aided) Cost: Nil Documents: Birth Cert, Inc Cert	Moderate 1 month	State head office of Dept of Education
2. Uniforms and books 	Law: Right To Education Rules Web info here and here * For free uniform & textbooks for all children at primary & upper primary level	Where: On-line here or at Local govt school Cost: Nil Documents: Listed on the website	Moderate 2 months	State head office of Dept of Education
3. Open school 	Scheme: National Institute of Open Schooling Web info here * Inexpensive distance education for anyone up to 12 th * Open Basic Education (A)=Std 3, OBE(B)=Std 5, OBE(C)=Std 8, * Secondary (Std 10), Senior Secondary (Std 12)	Where: On-Line here or Local NIOS Centre Cost: here Up to Rs2,000 (excluding any private tuition) Documents: Aadhaar, Photo, Marks sheet (necessary ofor Gr 12) For Gr 10 self declaration is sufficient.	Easy 1 month	State head office of NIOS
Power and Gas				
1. Electricity 	Saubhagya (may be discontinued) Web info here and here * All unelectrified households are eligible for connection	Where: State DISCOM Cost: 10 monthly instalments of Rs50 =R500 Documents: Varies state to state	Moderate 3 months	State head office of the Power Corporation to whom you applied
2. Gas connections 	Scheme: Ujjwala 2.0 Web info here * Every household in which there's separate cooking area and a 'pakka' stove is entitled to one gas connection. * Any poor adult female eligible for subsidised connection	Where: Local Indane or Bharat Gas Cost: Approx Rs1,600 Documents: Form here , Ration card, Aadhaar for all member on ration card, KYC form here , Bank account details	Moderate 15-20 days	State head office of Indane/ Bharat Gas (whichever you applied)

Topic	Your Rights Laws (the strongest rights) are in red . Schemes (not as strong as laws, but still good) in black Web information in blue * Details of your rights	Application (Where to Apply, Cost, Documents)	Difficulty (Easy/ Moderate/ Difficult) + Approx time to process)	Where to Complain
Community				
1. Toilets 	Scheme: Swachh Bharat Mission (Grameen) Rural: Web info here (See 6.4.6 on page 23)) Cash subsidy of Rs12,000 for building a toilet Scheme: Swachh Bharat Mission (Urban) Urban: Web info here (see 4.4 on page 13)) * Cash subsidy of Rs4,000 for building a toilet	Where: Rural: at Local Gram Panchayat Urban: On-line here or at your local Common Service Centre Cost: Nil Documents: Aadhaar, Bank a/c, photo	Moderate 3 months	Rural: Ministry of Drinking Water Sanitation here Urban: Ministry of Housing and Urban Affairs here
2. Paving and drains 	Scheme (rural): Village Health, Sanitation & Nutrition Committee Web info here (See 3.2 on page 17)) * VHSNC gets Rs10,000 annually for use for sanitation, including paved alleys & drains. But not when fund is available through PHED etc.	Where: Village, Health, Sanitation & Nutrition Committee Cost: Nil Documents: ?	Difficult 6 months	State head office of Dept Public Health Engineering (PHED)
3. Housing 	Scheme (rural): Pradhan Mantri Awaas Yojana Web info here (See page viii (#3) & pg 27 (5.1.1) * Rs1,20,000 for house for poor rural families Scheme (urban): Beneficiary led Construction (BLC) Web info here (See page 10, #7)) *BLC: If you have land, can get up to Rs 1,50,000 to build	Rural: PMAY Where: Rural: Panchayat, BDO or DDO. Cost: Nil Urban: Beneficiary led Construction (BLC) Where: On-line here or at your local CSC Cost: Nil Documents: Income, caste & residence certificate, land registry, affidavit.	Difficult 1 year+	Rural: Ministry of Rural Development (here) Urban: Ministry of Housing and Urban Affairs (here)
4. Land for Landless 	Scheme (urban): Affordable Housing in Partnership (AHP) Web info here (See #6 Page 9) * Government flat with large subsidy. * Usually decided by lottery.	Affordable Housing in Partnership (AHP) Where: On-line here or at your local Common Service Centre Cost: ? Documents: Aadhaar, Bank account	Highly unlikely 1 year+	Rural: Ministry of Rural Development (here) Urban: Ministry of Housing and Urban Affairs (here)
5. Roads 	Scheme: Pradhan Mantri Gram Sadak Yojana Web info here (See page 1 Sec 1.2) * Sealed road for every village with population of over 500 (or over 250 in hilly areas)	Where: Local office of Public Works Dept Cost: Nil Documents: Various	Difficult 1 year	Ministry of Rural Development (here)

<u>Topic</u>	Your Rights Laws (the strongest rights) are in red . Schemes (not as strong as laws, but still good) in black Web information in blue * Details of your rights	Application (Where to Apply, Cost, Documents)	Difficulty (Easy/ Moderate/ Difficult) + Approx time to process)	Where to Complain
Human Rights				
1. Domestic violence 	Law: Protection of Women from Domestic Violence Act 2005 Web info here (See Sec 3) * No domestic violence (including physical, sexual, verbal, emotional or economic abuse, dowry demands or denying food/shelter).	Where: Local Police Station Cost: Nil Documents: Nil	Moderate 2 weeks	State Women's Commission here
2. Child Labour 	Law: Child Labour (Proh'n & Reg'n) Act 1986 Web info here (See Sec 3, Sec 7 and Schedule here) * No child under 14 employed in dangerous work including dhabas, domestic help & cracker factories. * No more than 6 hrs a day. No work at night (7pm-8am).	Where: By Phone to Child Line 1098 Cost: Nil Documents: Nil	Difficult 2 weeks	National Human Rights Commission here
3. Child Marriage 	Law: Prohibition of Child Marriage Act 2006 Web info here (See Sec 2 & 11)) * No girl under 18, or boy under 21, can marry (Sec 2). * Punishment anyone assisting Child Marriage (Sec 11).	Where: By Phone to Child Line 1098 Cost: Nil Documents: Nil	Difficult 2 weeks	National Human Rights Commission here
4. Sex Trafficking 	Law: Immoral Traffic (Prevention) Act 1956 Web info here (See Sec 5 & 17)) * Traffickers can be punished up to life in prison. (Sec 5) * Trafficked minor girl can be put under care of Child Welfare Committee (Sec 17).	Where: Nearest Police Station Cost: Nil Documents: Nil	Difficult 6 months	National Human Rights Commission here
5. Bonded Labour 	Law: Bonded Labour System (Abolition) Act 1976 Web info here (See Sec 4) and here * Bonded labour prohibited. (Sec 4) * Freed of any debt, and can be given compensation * Can can be repatriated & help rejoining mainstream	Where: District Vigilance Committee Cost: Nil Documents: Nil	Difficult 6 months	National Human Rights Commission here

2nd Step: Decide which problem to tackle first

Individual's problems, like not getting a pension or a ration card, tend to be easier to solve. If you face one of these problems, you can work through steps 3-7 in this booklet to resolve it yourself.

If you succeed, then help someone else to solve their similar problem – but DON'T take a fee !

Community problems like lack of drinking water or lack of an anganwadi affect many people in the village or colony. These problems are often harder to solve and need a unified community effort. If your village or community has problems like these, then hold a community meeting to decide which problem to focus on first. In the meeting, remember :-

- Everyone is important and should be heard, so invite lots of different people, not just 'big people'. Try to encourage 'little people' like women, children, older people and, people with disabilities, to attend.
- Beforehand, choose someone who's fair and respected by everyone, to facilitate the meeting.
- Listen to everyone's opinion. Summarise what people say to check you've understood them. Praise each person for whatever they say, so they are likely to say more later.
- Don't let anyone, especially the 'big people', dominate the meeting.
- Seek agreement on which problem to try to solve first. Don't just do what the 'big people' say, but talk about it until everyone agrees on which problem to solve first.

For the first problem you tackle, it might be a good idea to choose the one which:-

- Other people in your Block or District have **succeeded** in solving before;
- Won't take too much **money** to solve;
- Won't take too much **time** to solve;
- Won't create **enemies** (eg trying to stop alcohol or gambling may create enemies);
- Is fairly **urgent** (eg you may decide to deal with a serious medical problem before a new road);
- Affects **many people** in the community, not just a few; and
- People have **passion** to deal with the problem.



3rd Step: Submit an application

If possible, do your application **on-line** to avoid bribes. Many villages have a Common Service Centre (see [here](#)), where you can apply on-line for some identity documents & other schemes. In Bihar, Rajasthan, UP & MP you may be able to use the local [Jan Seva Kendra](#) (see [here](#)). Some applications require a particular form, available from the government office. Otherwise, write your application on blank paper. Include:

- 1) **A clear statement of your problem**: For example, there is no anganwadi in your village. A photo of the problem (eg. many children in your village) makes the application even better.
- 2) **The right you have to the benefit**, with the relevant law or scheme name: (see green 'Your Rights' column in the table). For example; under the National Food Security Act Sec 2013 5(1)(a), the government should provide an Anganwadi to all children between the ages of 6 months and 6 years. (*Even better, give the website (see [here](#)) showing that scheme or law*).
- 3) **Your request that is specific and clear**: What do you want, by when. For example; You want an Anganwadi established in your village by 30th Sept 2023. (*See blue 'Difficulty' column in the table for a reasonable time*).
- 4) **Pressure**: If you don't get what you've asked for, state clearly what you will do next. Eg; If the anganwadi hasn't been begun by 1st October 2023, you'll lodge an RTI to find the progress of the application.

NB Copy your application to the higher government officer (see pink 'Where to Complain' column in the table), responsible for this scheme, so the local officer is more likely to respond. After writing the application, send it to the relevant office (see yellow 'Application' column in the table) by registered post and keep the receipt, so you have proof of having applied.

An example letter might look like this:-

*The Manager, ICDS
Fatehpur District, Uttar Pradesh
1st March, 2023.*

Re: Anganwadi for Sivarampur under National Food Security Act 2013

Dear sir,

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

1. Our village has a population of 2,350, of which 272 are children from 6 months – 6 years old. As yet we have no anganwadi. 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) ([here](#)) 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, 2023.
4. If anganwadis are not begun by 1 Oct 2023, I will lodge an application under RTI Act 2005 to check progress on my application.

Kind regards,

Ramesh Kumar,

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

Copy UP ICDS

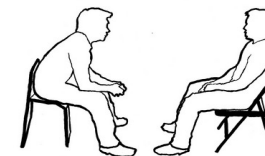


4th Step: Talk with government officers in person

It may necessary to talk in person with a government officer, either to give the application or check on its progress. If so:

Before the meeting, prepare well:

- Go with someone else from the community (to help each other, and to be witness to any bribe);
- Get an appointment if possible (so you don't waste your time);
- Dress formally (so you appear as a person who is serious about his/her rights);
- Have your diary, paper & pen (so you can write down any future dates or promises);
- Take 2 copies of any letter or document you want to present (give one and get a 'received' copy to keep);
- Take originals and copies of documents you have to submit (see yellow 'Application' column in the table) (so you can show, but not give the original);
- Expect many excuses! Be prepared for this, so you don't get angry when you hear the excuses;
- Know your rights (see green 'Your Rights' column in the table);
- Know where the office is (see yellow 'Application' column in the table) so you get there on time;
- Before you go into the office, decide what pressure you're prepared to apply (see options in 5th step);
- Learn the officer's superior's name (see pink 'Where to Complain' column in the table), so you can apply pressure; and
- Decide who will speak, so you don't all try to speak at the same time.



During the meeting:

- Introduce yourself. Check the officer's name & designation, so you don't start talking to his peon by mistake;
- Clearly state your purpose for coming. Assure the officer that you don't want to take much of his/her time;
- If you are submitting an application, be sure to get a 'received' stamp on your copy, so that you have proof;
- If the officer gives excuses, stay calm! If there's an argument or raised voices, you will lose !;
- Repeat whatever the officer says (whether negative or positive). That's because when the officer hears his unreasonable response repeated, he might soften it;
- Don't accept 'Maybe later', as 'later' tends to mean 'never'. Specify any future date and put it in your diary;
- Clearly state whatever follow up or pressure you intend to do (see options in 5th step); and
- Thank him/her! (It's unusual to thank someone, so the officer may appreciate it and welcome you more next time).

If an officer asks you for a bribe then: -

- Ask him/her to show you where the fee is written (to highlight it as illegal); or
- Say you'll happily pay the fee, *if* he gives you a receipt (also to highlight its illegality); or
- Repeat his request loudly, so that others in the vicinity hear, and he/she is embarrassed; or
- If he/she persists, try to voice or video record the demand. Otherwise note the details of the interaction in a way that the officer knows you're noting it. Note the day, time, place & exact demand. Note the officer's name & designation.

After the meeting: -

Record what happened including: -

- Date & time of meeting;
- The name and designation of the officer you met;
- What was said / the result of the meeting;
- Keep the 'received' copy of any application; and
- Any follow up you intend to take (on the appropriate date in your diary).

Then **be sure to take any action you said you would take** (lodge RTI etc) by the date you said you'd take it.



5th Step: Apply some pressure if necessary

Remember that in the application letter, you specified when you wanted the action taken. It takes time to build roads, make Aadhaar cards or start anganwadis. Government officers have many people to satisfy, so wait that reasonable period (see blue 'Difficulty' column in the table), before you do anything else. As that time approaches, give the officer a call, to remind him of the timeframe and to keep a little pressure on him! If your application is not successful, after waiting the reasonable time, it's good to apply a little pressure on the government officer. Some ways to apply pressure (from easiest to hardest are: -

- If possible, **check the status** of your application on-line ([here](#)).
- Complaining once again to the **original officer** where you applied;
- Using the government grievance redressal system (register [here](#));
- Complaining to the **officer's superior** (see pink 'Where to Complain' column in the table); or
- Lodging a **Right To Information (RTI)** application to Department where you applied ([on-line here](#) for Central Government Departments), or in writing (example below); or
- Contacting an **NGO** which is active in that field; or
- Contacting anyone you know in the **media**, who may write a story on the situation.

Sample RTI – Only bold writing needs to change

Public Information Officer

Integrated Child Development Scheme

Fatehpur District, Uttar Pradesh

1st October, 2023

Subject: Application under the RTI Act 2005 For information regarding application for **anganwadi in Sivarampur village.**
Sir,

1. I made an application for an **anganwadi for Sivarampur village to the Manager, Integrated Child Development Scheme, on 1st March, 2023.** A copy of that application is attached. No satisfactory action has been taken on my application so far. Therefore kindly tell me:-
2. According to your department's rules, what is the time within which **an anganwadi** should be started after receipt of an application?
3. Please provide the daily progress made on my application. Please give the names and designations of the officials who had my application during this period. Also give the periods it was with each official and what action that official took.
4. What actions will be taken against any official who did not perform their duties on time? When will this action be taken?
5. When will **Sivarampur get its anganwadi?**

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.

Ramesh Kumar,

H. No 6, Gali No7, Sivarampur Village,

District Fatehpur, Uttar Pradesh,

Tel 9750 478598

Copy to: **UP State ICDS** (see pink 'Where to Complain' column in the table)

6th Step: Evaluate your work!

If, after applying reasonable pressure, you still haven't succeeded:

- Sit down with your colleagues and discuss the case. What have you done well so far, and what could you have done better?
- Decide whether you can apply a different sort of pressure, or whether you need any extra help.
- Make a new plan for getting the entitlement.
- Work on the new plan. We call this an Action-Reflection Cycle: Plan, Act, Reflect, Plan, Act, Reflect etc

7th Step: Celebrate your Success!

Hopefully, after following these steps, you will eventually be successful in getting your rights. If you are successful, then:-

- Celebrate the success with everyone who was a part of it! Have some cold drinks and samosas!
- Thank the officer who was most helpful in the success. Thanking him/her is a nice thing to do, and he/she may be more likely to help with your next problem.
- Tell people in other villages and communities of your success, so that they're encouraged to try as well. If they're willing to try, then help them as best you can. Don't take a fee. Just help out to be nice. They might help you next time!
- Decide together again with your community, what problem you want to tackle next! You're back to Step 2!



[Some real success stories!](#)

Raju gets a Disability Pension: Raju 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, he asked him to apply for the disability pension for him. He was the first person the 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 Rs1,000 per month is not much, but it's something to help the family survive. Since Raju's success, numerous other people have come forward asking to apply for various types of pensions (disability, widow and old age).

Ruby gets a Gas Connection: Ruby 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 for the application. We helped her apply for both a PAN card and a bank account, and then submitted photocopies of her documents to the local gas distributor, as well as giving a small gift to help her pay the upfront cost. She's now saving time, money, and her lungs by cooking on the cleaner, cheaper and more convenient gas.



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 lockdown in March 2020. Her husband, a mochi, did not know that free TB treatment was available from government DOTS centres, so spent tens of thousands of rupees on private doctors, some of whom prescribed painkillers and cough syrups without the anti tubercular drugs she needed. Despite some difficulty due to the lockdown, community workers helped Savita enrol in the nearby DOTS centre and start receiving 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 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.

- EFICOR www.jk.org

It is copyrighted under Creative Commons, meaning that if you like the material, you are free to use it in any way that is not for profit, as long as you attribute the work to the 2 groups above, and allow others to freely use your work.

