

# Government Social Welfare Schemes in India

## (an overview)



(Version #13, July 2025)



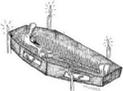


# 1st Step: Know your rights!

(current as of July 2025)

<u>Topic</u>	<p align="center"><b>YOUR RIGHTS</b></p> <p><b>Laws (the strongest rights) are in red</b>  <b>Schemes (not as strong as laws, but still good) in black</b>  <b>Web information in blue</b></p> <p>* Details of your rights marked with*</p>	<p align="center"><b>Application</b></p> <p>Where to Apply;            Cost; &amp;            Required Documents</p>	<p align="center"><b>Difficulty</b></p> <p>Easy,            Moderate, or            Difficult            + Approx time            to process</p>	<p align="center"><b>Where to Complain</b></p>
<b>Food</b>				
<p><b>1. Rations</b></p> 	<p><b>Law: National Food Security Act 2013</b>  <b>Web info here</b> (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</p>	<p>Where: Do application on-line some CSCs then submit physical docs at local FSO  <b>Cost:</b> Rs100 (at CSC/JSKs)  <b>Documents:</b> (<a href="#">here</a>) Aadhaar copy for all family members, Income Certificate (under 1 lakh) (see ID docs below), photo, bank account (copy) of woman head of household.</p>	<p>Moderate            1 month</p>	<p>State head office of Food &amp; Civil Supplies Dept            Online complaint <a href="#">here</a></p>
<p><b>2. Anganwadi</b></p> 	<p><b>Law: National Food Security Act 2013</b>  <b>Web info here</b> (See Sec 5(1)a)            * Anganwadi with nutritious food for children under the age of 6.</p>	<p><b>Where:</b> Local Anganwadi  <b>Cost:</b> Nil            If no Anganwadi nearby, then apply to start:  <b>Where:</b> Local of Dept of Women &amp; Children  <b>Documents:</b> A list of 40 children under 6.            (See RTF brochure <a href="#">here</a> page 7).</p>	<p>Existing Anganwadi            Easy            1 month            Apply new Anganwadi            Difficult            6 months</p>	<p>State head Office of Department Women &amp; Children</p>
<p><b>3. Mid Day Meal</b></p>	<p><b>Law: National Food Security Act 2013</b>  <b>Web info here</b> (See Sec 5(1)b)            * Nutritious meal at school up to 8<sup>th</sup> standard            * for 200 days a year</p>	<p><b>Where:</b> Local School Principal  <b>Cost:</b> Nil  <b>Documents:</b> Nil</p>	<p>Moderate            1 month</p>	<p>State head office of Mid Day Meal Authority</p>

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<b>I.D. Docs</b>				
<b>1. Aadhaar Card</b>	<b>Scheme: Aadhaar Card</b> <a href="#">Web info here</a> * Main identity card for any Indian resident. * Includes biometrics (updated at 5 years and 15 years)	<b>Where:</b> At local Enrolment Centre. Get appointments and check status <a href="#">here</a> . <b>Cost:</b> Enrol 0, Update details Rs50, biometrics Rs100 <b>Docs:</b> Proof of ID, address & age. List <a href="#">here</a> .	Easy 1 month	Regional office of Unique Identification Authority of India (see <a href="#">here</a> , selct language then scroll to bottom of page for Regional office).
<b>2. Income certificate</b>	<b>Scheme: Aay Praman Patra</b> * Needed for ration card, pension, (girl child payment) (BSY), Housing scheme (PMAY) etc	<b>Where:</b> At local CSC/JSK <a href="#">here</a> <b>Cost:</b> Rs100-200 (at CSC/JSKs) <b>Documents:</b> Aadhaar, photo, Parshad letter	Moderate 2 weeks	District Magistrate or Tehsildar
<b>3. PAN Card</b>	<b>Scheme: PAN Card</b> <a href="#">Web info here</a> * Compulsory if paying Income tax Available to non tax payers too	<b>Where: OnLine:</b> <a href="#">here</a> , or local CSC/JSK <a href="#">here</a> <b>Cost:</b> Rs107 <b>Documents:</b> Aadhaar, 2 photos	Easy 1 month	State Head office of Income Tax Department
<b>4. Election Identity Card</b>	<b>Scheme: Election Identity Card</b> <a href="#">Web info here</a> * Any Indian citizen over 18 yrs can have name entered on Electoral Role & get Election ID Card.	<b>Where: Online:</b> <a href="#">here</a> , or local CSC/JSK <a href="#">here</a> <b>Cost:</b> Nil <b>Documents:</b> Form 6, 1 proof of ID, address (bill/ bank account/ DL) & age (if under 21yrs)	Moderate 1 month	State Chief Electoral Officer
<b>5. Bank Account</b>	<b>Scheme: PM Jan Dhan Yojana</b> <a href="#">Web info here</a> * Anyone over 10 years can open a bank account.	<b>Where:</b> Any bank <b>Cost:</b> PM JDY Rs0. Otherwise Rs500-1,000 <b>Docs here:</b> Aadhaar, 2 photos	Moderate 1 day	State Head office of bank to which you applied
<b>6. Birth/Death Certificate</b>	<b>Law: Registration of Births and Deaths Act 1969</b> <a href="#">Web info here</a> (See Sec 8 & Sec 12)) * Birth certificate for any child born in India * Death certificate for anyone who dies in India	<b>Where:</b> If birth in government hospital, go to hospital. If birth not in hospital, go to SDM. <b>Cost:</b> Nil (if birth at Gov't hosp). Rs100 (if private) <b>Docs:</b> <u>Birth:</u> Hospital discharge slip <u>Death:</u> Burial/cremation slip	Moderate 1 month	District Magistrate or Tehsildar
<b>7. OBC certificate</b>	<b>Scheme: Reservation</b> <a href="#">Web info here</a> * Caste certificate for any SC, ST or OBC citizen	<b>Where:</b> go to in person at Sub-Di Magistrate <b>Cost:</b> Rs300 at JSK <b>Documents:</b> Aadhaar, Affidavit on caste	Moderate 3 months	District Magistrate or Tehsildar
<b>8. Labour Card</b>	<b>Law: Building Other Construction Workers Act 1996</b> <a href="#">Web info here</a> (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.	<b>Where:</b> On-line in some states <b>Cost:</b> 100 (at JSK) <b>Documents:</b> (Listed <a href="#">here</a> ) Aadhaar, Ration, Bank a/c, photos, proof of employment.	Moderate 1 month	State head office of Dept of Labour

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<b>Income</b>				
<p><b>1. NREGA</b></p> 	<p><b>Law: National Rural Employment Guarantee Act 2005</b></p> <p>Web info <a href="#">here</a> (See Sec 3(1))</p> <p>* 100 days work per rural family</p> <p>* Paid minimum wage (at least Rs241 per day) <a href="#">here</a></p>	<p><b>Where:</b> Local Gram Panchayat <b>Cost:</b> Nil <b>Documents:</b> Aadhaar card</p>	<p>Moderate 2 months</p>	<p>State head office of Rural Development Dept</p>
<p><b>2. Pensions</b></p> 	<p><b>Scheme: National Social Assistance Program</b></p> <p>Web info <a href="#">here</a> (See page 4)</p> <p>*At least Rs200 Old Age Pension for BPL people over 60</p> <p>*At least Rs300 Widow's pension for BPL widows 40-79</p> <p>* Most states is Rs500 or more</p>	<p><b>Where:</b> In some states (eg UP <a href="#">Online</a>); or CSC/JSK <a href="#">here</a>, or Social Welfare at Tehsil. <b>Cost:</b> Free (but Rs200 for Income Cert) <b>Documents:</b> Form <a href="#">here</a>, Letter from Sabasad, Aadhaar, Bank a/c, Income certif (&lt;200K widow, &lt;56/46K others) Death Cert (Widows), Disability Cert (PWDs) 2 photos</p>	<p>Moderate 3 months</p>	<p>State head office of Department of Social Welfare</p>
<p><b>3. Payment for girl child</b></p> 	<p><b>Scheme: Balika Samridhi Yojana (BSY)</b></p> <p>Web info <a href="#">here</a></p> <p>* Deposit Rs500 for BPL family on birth of (up to 2) girls</p> <p>* More deposits for various stages of education</p> <p>* Can be withdrawn once girl reaches 18 &amp; unmarried.</p>	<p><b>Where:</b> Anganwadi Centre <b>Cost:</b> Nil <b>Documents:</b> Aadhaar, Bank account, Birth cert, BPL ration/ Income cert, photo.</p>	<p>Moderate 1 month</p>	<p>State head office of Department Women &amp; Children</p>
<p><b>4. Death of breadwinner</b></p> 	<p><b>Scheme: National Family Benefit Scheme</b></p> <p>Web info <a href="#">here</a> (See page 4)</p> <p>*Rs 20,000 (Rs30K in UP) lump sum on death of breadwinner (who is less than 60 years old).</p>	<p><b>Where:</b> Local office of Dept of Social Welfare <b>Cost:</b> Nil <b>Documents:</b> Form <a href="#">here</a>, Aadhaar, pehchan patr (or Ration card), Bank a/c, Income Cert (&lt;56k urban, &lt;46 rural) Death certificate, Deceased Aadhaar</p>	<p>Moderate 2 months</p>	<p>State head office of Department of Social Welfare</p>

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<b>Health</b>				
<b>1. Hospitals</b> 	<b>Scheme: PM Jan Arogya Yojana (Ayushman Bharat)</b> <a href="#">Web info here</a> * Rs 5lakh medical treatment for poor families (see <a href="#">p23</a> ) <b>Scheme: National Health Mission (Web here)</b> (see p 6,7) * 5 doctors for Community Health Centres. 1 for a PHC.	<b>For PM JAY</b> <b>Where:</b> Check eligibility on <a href="#">app</a> or <a href="#">online</a> . If eligible (all > 60yrs) go to any govt hospital. <b>Cost:</b> Nil <b>Documents:</b> Aadhaar	Moderate 1 month	Ministry of Health and Family Welfare <a href="#">here</a>
<b>2. Medicines</b>	<b>Scheme: Pradhan Mantri Jan Aushadhi Scheme</b> <a href="#">Web info here</a> * Heavily discounted medicines	<b>Where:</b> Local Jan Aushadhi store (often located in Government hospitals) <b>Cost:</b> 10-60% discount on medicines	Easy 1 day	Dept of Pharmaceuticals <a href="#">here</a>
<b>3. Pregnancy &amp; Delivery</b> 	<b>Law: National Food Security Act 2013</b> <a href="#">Web info here</a> (See Sec 4(a)& 4(b)) * Every pregnant woman gets Anganwadi meals <b>Scheme: PM Matru Vandana Yojana (PMMVY)</b> <a href="#">Web info here</a> (See pp 27,28) * Rs5,000 for first child & Rs6,000 for 2nd, if a girl.	<b>Where:</b> Local Anganwadi, ASHA or PHC <b>Cost:</b> Nil <b>Documents:</b> Nil	Moderate 1 month	Chief Medical Officer of <a href="#">District Hospital</a>
<b>4. Immunisations</b>	<b>Scheme: National Immunisation Schedule (NIS)</b> <a href="#">Web info here</a> * Free immunisations for TB, Polio, Hep B, Diphtheria, Pertussis, Tetanus, Measles, (Brain Fever in some dists)	<b>Where:</b> Local Anganwadi, ASHA or PHC <b>Cost:</b> Nil <b>Documents:</b> Nil	Easy 1 week	Chief Medical Officer of <a href="#">District Hospital</a>
<b>5. TB Treatment</b>	<b>Scheme: National TB Elimination Programme (NTEP)</b> <a href="#">Web info here</a> * Free testing and treatment for TB <b>Scheme: Nikshay Poshan Yojana (NPY) here</b> *Rs1.000 per month during treatment for nutritious diet	<b>Where:</b> Testing at nearby TB unit <a href="#">here</a> or government hospital or clinic <a href="#">here</a> . Medicines at local DOTS Centre <b>Cost:</b> Nil <b>Documents:</b> Aadhaar Card. Bank account.	Easy 2 weeks	District TB Officer <a href="#">here</a> State TB Officer <a href="#">here</a> TB Helpline 1800 11 6666
<b>6. Disability</b> 	<b>Law: The Rights of Persons with Disabilities Act 2016</b> <a href="#">Web info here</a> (See Sec 2(r)) * Pension at least Rs300/mth if 40%, BPL & over 18 <a href="#">here</a> . <b>Scheme: Unique Disability ID</b> <a href="#">Web info here</a> * Identity card for anyone with a disability	<b>Pension:</b> In some states (eg UP <a href="#">Online</a> ); or CSC/JSK <a href="#">here</a> or Social Welfare at Tehsil. <b>Cost:</b> Free (but Rs200 for Income Cert) <b>Documents:</b> Form <a href="#">here</a> , Aadhaar, Bank a/c, Income cert (<56K urban / 46K rural), UDID. <b>UDID</b> Online <a href="#">here</a> . <b>Docs:</b> Aadhaar, photo, Disability Certificate (at District Hospital).	Moderate 3 months	State head office of Dept of Social Welfare
<b>7. Mental Health</b> 	<b>Law: Mental Healthcare Act 2017</b> <a href="#">Web info here</a> * Quality, affordable treatment at govt/NGO facilities	<b>Where:</b> Nearest Government (or Government funded) Mental Health Facility <b>Cost:</b> Nil <b>Documents:</b> Nil	Moderate 1 month	State head office of Dept of Health and Family Welfare

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<b>Education</b>				
<b>1. Schools</b> 	<b>Law: Right to Education Act 2009</b> <b>Web info here</b> (See Sec 3, 12(b) & 25) * Free schooling up to 8 <sup>th</sup> (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))	<b>Regular admission</b> <b>Where:</b> Local government school <b>Cost:</b> Nil, <b>Documents:</b> Aadhaar card <b>For EWS entry to private school</b> <b>Where:</b> Online <a href="#">here</a> . <b>Cost:</b> Nil <b>Documents:</b> Birth Cert, Inc Cert	Moderate 1 month	State head office of Dept of Education
<b>2. Uniforms and books</b> 	<b>Law: Right To Education Rules</b> <b>Web info here</b> * For free uniform & textbooks for all children at primary & upper primary level (See Sct 5 of Rules) * Scholarships for various students <a href="#">here</a>	<b>Uniforms and books</b> <b>Where:</b> At Local govt school (In UP given as direct transfer to bank a/c) <b>Scholarships</b> On-line <a href="#">here</a> <b>Docs:</b> Listed on the website	Moderate 2 months	State head office of Dept of Education
<b>3. Open school</b> 	<b>Scheme: National Institute of Open Schooling</b> <b>Web info here</b> * Inexpensive distance education for anyone up to 12 <sup>th</sup> * Open Basic Education (A)=Std 3, OBE(B)=Std 5, OBE(C)=Std 8, * Secondary (Std 10), Senior Secondary (Std 12)	<b>Where:</b> On-Line <a href="#">here</a> or Local NIOS Centre <b>Cost:</b> <a href="#">here</a> Up to Rs2,600 (excluding any private tuition) <b>Documents:</b> Aadhaar, Photo, Marks sheet (necessary for Gr 12) For Gr 10 self declaration is sufficient.	Easy 1 month	State head office of NIOS
<b>Power and Gas</b>				
<b>1. Electricity</b> 	<b>Saubhagya (may be discontinued)</b> <b>Web info here and here</b> * All unelectrified households are eligible for connection	<b>Where:</b> State DISCOM <b>Cost:</b> 10 monthly instalments of Rs50 =R500 <b>Documents:</b> Varies state to state	Moderate 3 months	State head office of the Power Corporation to whom you applied
<b>2. Gas connections</b> 	<b>Scheme: Ujjwala 2.0</b> <b>Web info here</b> (some browsers may not open) * 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 Ujjwala connection, as long as no other household member has connection	<b>Where:</b> Local Indane or Bharat Gas <b>Cost:</b> Free under Ujjwala. Else Rs4,500 <b>Documents:</b> Form <a href="#">here</a> , Ration card, Aadhaar for all member on ration card, KYC form <a href="#">here</a> , Bank account details, photo	Moderate 15-20 days	<b>For under-filled gas</b> Local gas supplier (using scales <b>Other issues</b> State head office of Indane/ Bharat Gas (where you applied)

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<b>Community</b>				
<b>1. Toilets</b> 	<b>Scheme: Swachh Bharat Mission (Grameen)</b> Rural: <a href="#">Web info here</a> * Cash subsidy of Rs12,000 for building a toilet <b>Scheme: Swachh Bharat Mission (Urban)</b> * Urban: <a href="#">Web info here</a> (see 4.4 on page 13)) * Cash subsidy of Rs4,000 for building a toilet	<b>Where:</b> Rural: at Local Gram Panchayat Urban: On-line <a href="#">here</a> or at CSC/JSK <a href="#">here</a> <b>Cost:</b> Nil <b>Documents:</b> Aadhaar, Bank a/c, photo	Moderate 3 months	Rural: Ministry of Drinking Water Sanitation <a href="#">here</a> Urban: Ministry of Housing and Urban Affairs <a href="#">here</a>
<b>2. Paving and drains</b> 	<b>Scheme (rural): Village Health, Sanitation &amp; Nutrition Committee</b> <a href="#">Web info here</a> (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.)	<b>Where:</b> Village, Health, Sanitation & Nutrition Committee <b>Cost:</b> Nil <b>Documents:</b> ?	Difficult 6 months	State head office of Dept Public Health Engineering (PHED)
<b>3. Housing</b> 	<b>Scheme (rural): Pradhan Mantri Awaas Yojana</b> <a href="#">Web info here</a> (See page viii (#3) & pg 27 (5.1.1) * Rs1,20,000 for house for poor rural families <b>Scheme (urban): Beneficiary led Construction (BLC)</b> <a href="#">Web info here and here</a> *BLC: If you have land, can get up to Rs 1,50,000 to build	<b>Rural: PMAY</b> <b>Where:</b> Rural: Panchayat, BDO or DDO. <b>Cost:</b> Nil <b>Urban: Beneficiary led Construction (BLC)</b> <b>Where:</b> At CSC/JSK <a href="#">here</a> <b>Cost:</b> Nil <b>Documents:</b> Income, caste & residence certificate, land registry, affidavit.	Difficult 1 year+	Rural: Ministry of Rural Development ( <a href="#">here</a> ) Urban: Ministry of Housing and Urban Affairs ( <a href="#">here</a> )
<b>4. Land for Landless</b> 	<b>Scheme (urban): Affordable Housing in Partnership (AHP)</b> <a href="#">Web info here</a> (See #6 Page 9) * Government flat with large subsidy. * Usually decided by lottery.	<b>Affordable Housing in Partnership (AHP)</b> <b>Where:</b> Better for woman to apply. Apply at CSC/JSK <a href="#">here</a> <b>Cost:</b> Free <b>Documents:</b> Aadhaar, Bank account	Highly unlikely 1 year+	Rural: Ministry of Rural Development ( <a href="#">here</a> ) Urban: Ministry of Housing and Urban Affairs ( <a href="#">here</a> )
<b>5. Roads</b> 	<b>Scheme: Pradhan Mantri Gram Sadak Yojana</b> <a href="#">Web info here</a> (See page 1 Sec 1.2) * Sealed road for every village with population of over 500 (or over 250 in hilly areas)	<b>Where:</b> Local office of Public Works Dept <b>Cost:</b> Nil <b>Documents:</b> Various	Difficult 1 year	Ministry of Rural Development ( <a href="#">here</a> )

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<b>Human Rights</b>				
<p><b>1. Domestic violence</b></p> 	<p><b>Law: Protection of Women from Domestic Violence Act 2005</b></p> <p><a href="#">Web info here</a> (See Sec 3)</p> <p>* No domestic violence (including physical, sexual, verbal, emotional or economic abuse, dowry demands or denying food/shelter).</p>	<p><b>Where:</b> Local Police Station <b>Cost:</b> Nil <b>Documents:</b> Nil</p>	<p>Moderate 2 weeks</p>	<p>State Women's Commission <a href="#">here</a></p>
<p><b>2. Child Labour</b></p> 	<p><b>Law: Child &amp; Adolescent Labour (Prohibition &amp; Regulation) Act 1986</b></p> <p><a href="#">Web info here</a> (See Sec 3, Sec 7) and <a href="#">here</a> FAQ16,p21)</p> <p>* No child under 14 employed in dangerous work including dhabas, domestic help &amp; cracker factories. * No more than 6 hrs a day. No work at night (7pm-8am).</p>	<p><b>Where:</b> By Phone to Child Line 1098 <b>Cost:</b> Nil <b>Documents:</b> Nil</p>	<p>Difficult 2 weeks</p>	<p>National Human Rights Commission <a href="#">here</a></p>
<p><b>3. Child Marriage</b></p> 	<p><b>Law: Prohibition of Child Marriage Act 2006</b></p> <p><a href="#">Web info here</a> (See Sec 2 &amp; 11)) and <a href="#">here</a>.</p> <p>* No girl under 21, or boy under 21, can marry (Sec 2). * Punishment anyone assisting Child Marriage (Sec 11).</p>	<p><b>Where:</b> By Phone to Child Line 1098 <b>Cost:</b> Nil <b>Documents:</b> Nil</p>	<p>Difficult 2 weeks</p>	<p>National Human Rights Commission <a href="#">here</a></p>
<p><b>4. Sex Trafficking</b></p> 	<p><b>Law: Immoral Traffic (Prevention) Act 1956</b></p> <p><a href="#">Web info here</a> (See Sec 5 &amp; 17))</p> <p>* 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).</p>	<p><b>Where:</b> Nearest Police Station <b>Cost:</b> Nil <b>Documents:</b> Nil</p>	<p>Difficult 6 months</p>	<p>National Human Rights Commission <a href="#">here</a></p>
<p><b>5. Bonded Labour</b></p> 	<p><b>Law: Bonded Labour System (Abolition) Act 1976</b></p> <p><a href="#">Web info here</a> (See Sec 4)</p> <p>* Bonded labour prohibited. (Sec 4) * Freed of any debt, and can be given compensation * Can be repatriated &amp; help rejoining mainstream</p>	<p><b>Where:</b> District Vigilance Committee <b>Cost:</b> Nil <b>Documents:</b> Nil</p>	<p>Difficult 6 months</p>	<p>National Human Rights Commission <a href="#">here</a></p>

## 2<sup>nd</sup> Step: Decide which problem to tackle first

Compared to community problems like lack of an anganwadi, Individual's problems, like not getting a pension or a ration card, tend to be easier to solve. If you face an individual problem, 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 initially, 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. Also try to invite the Panchayat Secretary, Ward Panch or Sarpanch if you know them, as they may be helpful.
- Beforehand, choose someone who is fair and respected by everyone, to facilitate the meeting.
- The facilitator should listen to everyone's opinion and summarise what people say to check they've understood. She/he should also praise each person for whatever they say, so they are likely to say more later.
- The facilitator should not 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 problem 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 (so the group gets a sense of success quickly);
- Won't create **enemies** (eg trying to stop alcohol or gambling may create enemies);
- Is fairly **urgent** (eg you may 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** (eg pensions [here](#)). Many villages have a Common Service Centre or Jan Seva Kendra (see [here](#)), where you can apply on-line for some identity documents & other schemes. 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, as the photo makes it stand out from other applications.
- 2) **The right you have to the benefit**, with the relevant law or scheme name: (see green 'Your Rights' column in the table above). For example; under the National Food Security Act Sec 2013 5(1)(a), the government should provide an Anganwadi to all children between 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 30<sup>th</sup> Sept 2025. (*See blue 'Difficulty' column in the table for a reasonable time*).
- 4) **Next steps:** 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 30<sup>th</sup> Sept 2025, you'll lodge an RTI to check progress on 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 July, 2025.*

*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 2,450, of which 272 are children from 6 months – 6 years old. As yet we have no anganwadi. I have attached a list of the 45 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 three anganwadis for our village. I would like these anganwadis to begin by 31 December, 2025.
4. If anganwadis are not begun by 31 Dec 2025, 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

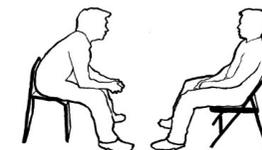


## 4th Step: Talk with government officers in person

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** from the community (to help each other, and to be witness to the conversation);
- 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 the **name and location of the office** (see yellow 'Application' column in the table) so you are on time;
- Before you go into the office, decide what your **next step** will be (if you don't succeed) (see options in 5th step);
- Learn the **officer's superior's name** (see pink 'Where to Complain' column in the table), so you can escalate to a higher authority if necessary; 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 next step** you intend to take (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 an unauthorised payment 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, 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** and the result of the meeting;
- Any **follow up** you intend to take (on the appropriate date in your diary); and
- Keep safely the '**received**' copy of any application.

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: Escalate to higher authority 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! If your application is not successful after waiting the reasonable time, it may be good to escalate to a higher authority. Some ways to do that (from easiest to hardest) are: -

- If possible, **check the status** of your application on-line (for example, Aadhaar [here](#) or pensions [here](#)).
- Once again approach the **original officer** where you applied;
- Using the government **grievance redressal** system (register [here](#));
- For possible corruption in Central Government schemes call the CBI (9839 017772 or 9415 012635);
- Escalate to the **officer's superior** (see pink 'Where to Complain' column in the table);
- Lodging a **Right To Information (RTI)** application to Dept where you applied. You can do that online anonymously [here](#). Alternatively, for Central Government Departments you can do it [on-line here](#), or you can do it in writing (example below);
- Contacting an **NGO** which is active in that field.

**Sample RTI – Only bold writing needs to change**

Public Information Officer  
**Integrated Child Development Scheme**  
**Fatehpur District, Uttar Pradesh**  
**1st January, 2026**

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

Sir,

I made an application for an **anganwadi for Sivarampur village to the Manager, Integrated Child Development Scheme, on 1st July, 2025.** A copy of that application is attached. No satisfactory action has been taken on my application so far. Therefore kindly tell me:-

- 1.** According to your department's rules, what is the time within which **an anganwadi** should be started after receipt of an application?
- 2.** 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.
- 3.** What actions will be taken against any official who did not perform their duties on time? When will this action be taken?
- 4.** When will **Sivarampur get its new anganwadis?**

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 Dept of women and Children** (see pink 'Where to Complain' column in the table)

## 6th Step: Evaluate your work!

If, after escalating to a higher authority, you still haven't succeeded, then:

- 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 **escalate to another authority**, or whether you need any extra help;
- Make a **new plan** for getting the entitlement; and
- 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 entitlement. If you succeed, 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 about your success** to people in other villages and communities, 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 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, Raju 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! 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. A local NGO 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.



**Priya gets 2 years of rations:** An NGO in Uttarkhand ran a training session on the Right to Information (RTI) and Chief Minister's Helpline. During the session, Priya revealed that her family had been denied rations for the past two years. The NGO advised her to file a complaint on the CM Helpline. Priya called the helpline's toll-free number, 1905, on the spot. To everyone's surprise, Priya received an immediate response, and her complaint was registered. The very next day, the Supply Officer contacted Priya and requested that she withdraw the complaint. But Priya stood her ground, refusing to budge until her ration card was issued and the pending ration was delivered. The Supply Officer finally relented, promising to issue the card and provide the ration. Several days later, Priya received her ration card and two years' worth of rations!

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