

“ IMPROVING ACCESS TO INFORMATION AND DELIVERY OF PUBLIC SCHEME
IN REMOTE AND BACKWARD DISTRICT OF NORTH EAST INDIA PROJECT”

Service Provider Handbook



PUBLIC AFFAIRS CENTRE
Committed to Good Governance

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Abbreviations

ACTED	Agency for Technical Cooperation and Development
APL	Above Poverty Line
AAAY	Antdaya Anya Yojana
APIO	Assistant Public Information Officer
BPL	Below Poverty Line
CRC	Citizen Report Card
CSC	Community Score Card
CSO	Civil Society Organization
CHC	Community Health Centre
CIC	Central Information Commission
DRDA	District Rural Development Agency
GP	Gram Panchayat
ICDS	Integrated Child Development Services
IAAY	Indira Awaas Yojana
IMR	Infant Mortality Rate
IHHL	Individual Household Latrine
IGNWPS	Indira Gandhi National Widow Pension Scheme
IGNOAPS	Indira Gandhi National Old Age Pension Scheme
IGNDPS	Indira Gandhi National Disability Pension Scheme
JSSK	Janani Shishu Suraksha Karyakram
MMR	Maternal Mortality Ratio
MDM	Mid-Day Meal
MGNREGA	Mahatma Gandhi National Rural Employment Guarantee Act
NEICORD	North East India Committee On Relief and Development
NRHM	National Rural Health Mission
NFBS	National Family Benefit Scheme
NA	Not Applicable
NBA	Nirmal Bharat Abhiyan
NSAP	National Social Assistance Programme
OBC	Other Backward Class
PAC	Public Affair Centre
PHC	Primary Health Centre
PIO	Public Information Office
RKVY	Rashtriya Krishi Vikas Yojana
RGVY	Rajiv Gandhi Grameen Vidyutikaran Yojana
RTI	Right To Information
RSBY	Rashtriya Swasth Bima Yojana
SC	Schedule Caste
ST	Schedule Tribe
SIC	State Information Commission
TSC	Total Sanitation Campaign
TPDS	Targeted Public Distribution System
UIDAI	Unique Identification Authority of India
VC	Village Council

Introduction of “The Service Provider Handbook” from Govt Official



**North Eastern Region Community Resource Management Project for Upland Areas
NERCORMP**

**A joint Project of
Government of India**

**North Eastern Council, Ministry of Development of North Eastern Region and
International Fund for Agriculture Development (IFAD)**

Sympli building, first floor, Near Law College, Malki-Dhanketi, Shillong—793001, Meghalaya, India
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Enabling poor rural people
to overcome poverty

Introduction to the Service Provider Handbook

I am pleased to introduce the “Service Provider Handbook” developed by ACTED and NEICORD as part of their project “Improving Access to Information and Delivery of Public Schemes in Remote and Backward Districts of North East India”.

Over the years, the Government of India has been serving and extending support to the people of North East India through various Public Schemes. However, the people especially those in remote areas and villages have very limited knowledge about such Public Schemes. They are unaware of their entitlements under the schemes eligibility and the process to access them. A handbook such as this, which contains all relevant information about the 10 selected Public Schemes will help to increase the level of awareness among citizens and communities. In turn, this will also help to reduce the gap between ‘Service Providers’ and the ‘Service Users’. Eventually, the Government will be able to serve the people better and provide services more effectively for the welfare and development.

This Handbook will be useful not only to the staff of the Project and relevant officials of government departments, but also others such as CSOs, NGOs, CBOs and SHGs in the region. I am sure the Handbook will help the people, for whom the public schemes are intended for, to know more and benefit from the schemes.

(L. Baite. IFS)
Managing Director

Foreword from ACTED

This service provider handbook has been developed as part of one activity of ACTED's project on "Improving Access to Information and Delivery of Service Schemes in Remote and Backward District of North East India" funded by the European Union. It is the first published handbook of its kind and is part of many other activities under the current project to increase awareness and information on public schemes among community members.

The handbook contains relevant information on the 10 selected Central Sponsored Schemes covered by the project as well as information on "Right to Information (RTI)" and Aadhaar. You will find as well details of the schemes and entitlements, eligibility criteria, procedure to access entitlements and also the contact details/addresses of the concern department responsible for rolling out the schemes in all the 7 districts covered, as well as information on grievance redressal mechanisms.

Five copies have been printed for each of the 200 targeted GPs and kept local either in GP offices, SHGs or with citizen volunteers. The handbook is available in English and four local languages: Assamese, Bengali, Khashi and Mizo.

We encourage Gram Panchayat/Village Council offices, SHG groups, NGOs/CBOs and Citizen Volunteers to use the handbook as a tool which will let community members to approach directly the concerned departments for service provision.

In that sense, we hope that this handbook will contribute to bridge the key information gap amongst service providers and users/beneficiaries, and make an impact on beneficiaries' life as to their full entitlements in the 7 districts covered by the project.

Cyril Pouloupoulos
Country Representative, ACTED India

Foreword from NEICORD

‘Improving Access to Information and Delivery of Public Schemes in Remote and Backward Districts of North East India’ is a project being implemented in seven districts of five states of North East India. This “Service Providers Handbook” has been developed under this Project as a compilation of information about the ten schemes covered by the Project, in particular about entitlements, eligibility criteria, application processes therein, and RTI and Aadhaar.

This Handbook is intended for use by various stakeholders - the citizen for whom these schemes are intended, service providers, local civil society organizations, non-governmental organizations, village councils and panchayats. Staff and volunteers of the Project will use this in their campaigns and other activities to bridge gaps in information towards better services provided and used.

Access to correct and complete information is one of the more critical components in improving the quality and coverage of public service provision and utilization in our country. I hope that this Handbook fulfils this need.

Sundar Daniel
Executive Director, NEICORD

Background

About the Project:

The European Union in India has funded 14 projects across 20 states reaching 20 million people with the objective to increase and improve the access, delivery and quality of public services in order to contribute to reducing poverty and social exclusion. One of these projects, “Improving Access to Information and Delivery of Public Service Schemes in Remote and Backward Districts of North East India”, is implemented by ACTED along with implementing partners in 5 North Eastern States of India. The project seeks to achieve three main results:


- ◇ *Enhanced access, transparency and quality of information to ten public schemes with a particular focus on enhancing access for the most marginalised and women.*
- ◇ *Improved access to and quality of public services, particularly for the most marginalised and women.*
- ◇ *Enhanced accountability of public service delivery providers.*

The project aims to improve access to quality information and services provided under 10 selected centrally sponsored schemes. The project also promotes active community participation and increased accountability among service providers, to advance overall living standards.

10 central sponsored public schemes covered by the project;

1. JananiShishuSurakshaKaryakram (JSSK)
2. Integrated Child Development Services (ICDS)
3. Indira Awaas Yojana (IAY)
4. Mid-Day Meal (MDM)
5. Mahatma Gandhi National Rural Employment Guarantee (MGNREG)
6. RashtriyaKrishiVikas Yojana (RKVY)
7. Nirmal Bharat Abhiyan (Total Sanitation Campaign) (NBA/TSC)
8. Rajiv Gandhi Grameen Vidyutikaran Yojana (RGGVY)
9. National Social Assistance Programme (NSAP)
10. Targeted Public Distribution System (TPDS)

The project is implemented in 7 backward districts of 5 North Eastern States for a duration of 48 months (1st Jan 2014 to 31st Dec 2017). Approximately 665,000 households (3.7 million populations) are to benefit from the project.

	Selected District Name	State Name
	Cachar	Assam
	Goalpara	
	Chandel	Manipur
	Churachandpur	
	Ri-bhoi	Meghalaya
	Lawngtlai	Mizoram
	Wokha	Nagaland

Major Activities proposed under the project include:

- Surveys – (Citizen Report Cards and Community Score Cards)
- Preparation of District Action Plans
- Development and dissemination of a Service Provider Handbook
- Promotion of Adhaar roll out
- Promotion and facilitation of “Right To Information (RTI)”
- Multi-Stakeholder audit
- Assessment of officials at district, sub-division, block and Village/Panchayat levels
(Capacity and Constraints, Training mechanism, manuals, processes, budgeting, planning, implementation, monitoring and grievance redressal etc.)
- Information campaign
 - TV, radio and print media*
 - Village level events, including house to house visits by volunteers*
 - Establishment of/support to Common Service Centers*
 - Phone based alerts*
- Formation of District and Regional level forums and continuous provision of guidance/inputs
- Sharing and lessons learnt workshops at District, State and Regional levels .

About the Handbook:

This handbook has been developed with the purpose to provide the information related to each of the selected 10 central sponsored schemes such as: entitlements/benefits, eligibility criteria, details on how to access entitlements, and most importantly, the contact details of nodal persons/ departments responsible for scheme roll out at district and state level as well as information on grievance redressal mechanisms and information on RTI as well as Aadhaar.

By providing the contact details of relevant officials at State and District level, ACTED and its partners, especially NEICORD and CSOs will encourage community members to directly approach those responsible for service provision, thus increasing their accountability.

The objective of developing this handbook is to bridge key information gap amongst service providers and users/beneficiaries, in particular on their full entitlements in the 7 districts covered by the project.

The handbook is also referred for developing the content for the information campaign and phone based alerts. This handbook is available in English and other 4 local languages: Assamese, Bengali, Khasi and Mizo.

About the Organizations

About European Union – EuropeAid (Funding Agency):

Within the European Commission, EuropeAid is the Directorate-General responsible for designing EU development policy and defining sectoral policies in the field of external aid, in order to reduce poverty in the world, to ensure sustainable economic, social and environmental development and to promote democracy, the rule of law, good governance and the respect of human rights. EuropeAid also fosters coordination between the EU and Member States on development cooperation and also ensures the external representation of the European Union. EuropeAid is responsible for implementing the European Union's external aid instruments which are financed by the European Budget and the European Development Fund (ec.europa.eu/europeaid).

About Agency For Technical Cooperation and Development (ACTED):

ACTED is a non-governmental organisation operating in 34 countries with headquarters in Paris, founded in 1993. Independent, private and not for profit, ACTED respects a strict political and religious impartiality, and non-discrimination. ACTED responds to emergencies, provides recovery and rehabilitation support and contributes to the achievement of the Millennium Development Goals through interventions that seek to cover multiple aspects of humanitarian and development crises through a multidisciplinary approach (acted.org).

North East India Committee on Relief and Development (NEICORD):

NEICORD is a Christian humanitarian organisation involved in relief and development in North East India. NEICORD adopts an integrated community development approach focusing on capacity building, relief and rehabilitation. NEICORD works with churches, community based organisations, civil society organisations and government irrespective of caste, colour, creed and religion (neicord.org).

Public Affairs Centre (PAC):

PAC is a not for profit think tank located in Bangalore, Karnataka. PAC is dedicated to improving the quality of governance in India by disseminating research findings, facilitating collective citizen action through awareness raising and capacity building activities, and providing advisory services to state and non-state agencies. The Centre is globally known for its pioneering Citizen Report Cards (pacinida.org).

Information on Schemes

Scheme Name	1. Janani Sishu Suraksha Karyakram (JSSK)
Background Information	JSSK is a scheme launched in June 2011, by Ministry of Health and Family Welfare, Government of India under National Health Mission with an aim to encourage all pregnant women to deliver in Public Health Facilities.
Objective (s)	<ul style="list-style-type: none"> ◆ To encourage all pregnant women to deliver in Public Health Facilities and fulfil the commitment of achieving cent per cent Institutional deliveries. ◆ It will also help to reduce the Maternal Mortality Ratio (MMR) and Infant Mortality Rate (IMR).
Eligibility	<ul style="list-style-type: none"> ◆ All pregnant women going to government health institution for delivery ◆ All sick infant (below 1 year of age) going to government health institution for treatment
Entitlements	<p><u>Entitlements for Pregnant Women:</u></p> <ul style="list-style-type: none"> * <i>Free and zero expense Delivery and Caesarean Section</i> * <i>Free Essential Diagnostics (Blood, Urine tests and Ultra-Sonography etc)</i> * <i>Free Drugs and Consumables</i> * <i>Free Diet during stay in the health institutions (up to 3 days for normal delivery & 7 days for caesarean section)</i> * <i>Free Provision of Blood (on replacement basis)</i> * <i>Free Transport from Home to Health Institutions</i> * <i>Free Transport between facilities in case of referral</i> * <i>Drop Back from Institutions to home after 48hrs stay</i> * <i>Exemption from all kinds of User Charges</i> <p><u>Entitlements for Sick Infant up to 1 year of age after birth</u></p> <ul style="list-style-type: none"> * <i>Free and zero expense treatment</i> * <i>Free drugs and consumables.</i> * <i>Free diagnostics.</i> * <i>Diet for mother during the stay of sick children in hospital for 5 days</i> * <i>Free provision of blood. (Donors to be provided by attendants)</i> * <i>Free transport from home to health institution</i> * <i>Drop Back from Institutions to home</i> * <i>Free Transport between facilities in case of referral</i> * <i>Drop Back from Institutions to home</i> * <i>Exemption from all kinds of User Charges</i>
Application process & documents required	NA (Those who admits to the government public hospital for having the above mentioned services, will automatically get the access to the entitlements, and there is no as such application process for the same)

Addresses: Janani Sishu Suraksha Karyakram

State Name	Address/Contact Details	District Name	Contact Details
Assam	Office of the Mission Director National Health Mission (NRHM), Assam Saikia Commercial Complex Srinagar Path, Christian Basti G.S Road, Guwahati- 781005	Cachar	Joint Director Health & District Programme Management Unit. National Health Mission. Jail Road, Silchar, O.P. Silchar, Assam. 788033. <i>Tele. No.: 03842 264019</i>
		Goalpara	Mrs. Sabana Choudhury, District Program Manager, National Health Mission, Goalpara, Nayapara-783101 <i>Mobile: 9435341961</i>
Manipur	STATE HEALTH SOCIETY National Rural Health Mission Directorate of Family Welfare, B.T.Road Imphal- 795 001 Manipur. <i>Phone: +91-92060-42181</i> <i>Email: shms99@gmail.com</i>	Chandel	Mr. H. Kobor Anal, Chairperson Cum Convenor Planning -NHM, District Hospital, Chandel-795127, Manipur. <i>Mobile: 9436029020</i>
		Churachandpur	Shri: Seiboi Mate DPM (NRHM/JSSK) District Hospital/ Health/NRHM/NRM District Hospital, Churachandpur, Manipur-795128. <i>Email:slumdog.enterpriese@gmail.com</i> <i>Mobile: 9862152829</i>
Meghalaya	NATIONAL RURAL HEALTH MISSION (NRHM), Directorate of Health Services, Red Hill Laitumkhrah, Shillong-793003 <i>Ph- 0364-2506460/ 2506552,</i> <i>F a x - 0 3 6 4 - 2 5 0 6 2 4 4</i> <i>E-mail:nrhmmegh@gmail.com</i>	Ri-Bhoi	CMO Office (& DMU office), Nongpo, Ribhoi, Meghalaya Dr. Pdah DMHO <i>Mobile No.: +91 9436305792 &</i> Ms Laitsie Marbaniang DPM <i>Mobile No.: +91 9774936916</i>
Mizoram	Directorate of Health Services, Mizoram State Health Society, Govt of Mizoram, Dinthar, Aizwal - 796001, Mizoram <i>Phone No.: 0389- 2313721</i> <i>Email: nrhmmizoram@yahoo.com</i>	Lawngtlai	Dr.HC Thangkima, CMO Office Lawngtlai, Lawngtlai III, Lawngtlai District Mizoram Pin 796891 <i>Tele. No.: 03835-232515</i>
Nagaland	State Programme Manager, Directorate of Health & Family Welfare Ruziezou, Nagaland Kohima- 797001 <i>Mobile: +91-9436000463</i> <i>Email: drkevi.med@gmail.com</i> <i>Email: nrhmnagaland@gmail.com</i>	Wokha	Dr. Enrithung Kikon Chief, Medical officer, Wokha, Nagaland-797111 <i>Mobile: +91-9436809646</i>

Information on Schemes

Scheme Name	2. Integrated Child Development Services													
Background Information	ICDS was established by the Ministry of Woman and Child Welfare Government of India in 1975, and has been instrumental in improving the health and wellbeing especially of mothers and children under 6 years of age by providing health and nutrition education, health services, supplementary food, and pre-school education.													
Objective (s)	<ul style="list-style-type: none"> ◆ <i>Improve the nutritional status of preschool children aged 0-6 years</i> ◆ <i>Lay the foundation for proper psychological, physical and social development of the child</i> ◆ <i>Reduce the incidence of mortality, morbidity, malnutrition and school drop out</i> ◆ <i>Achieve effective coordination of policy and implementation in various departments to promote child development</i> ◆ <i>Enhance the capability of the mother to look after the normal health and nutritional needs of the child through proper nutrition and health education</i> 													
Eligibility	Pregnant women Nursing Mother Children less than 6 years of age Adolescent girl (11 to 18 years of age)													
Entitlements	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Service Users/ Beneficiaries</th> <th style="text-align: center;">Service Provided</th> </tr> </thead> <tbody> <tr> <td>Pregnant Women</td> <td>Health check-ups, supplementary nutrition, health education</td> </tr> <tr> <td>Nursing Mothers</td> <td>Health check-ups, supplementary nutrition, health education</td> </tr> <tr> <td>Children less than 3 years</td> <td>Supplementary nutrition, health check-ups, immunisation, referral services</td> </tr> <tr> <td>Children between 3-6 years</td> <td>Supplementary nutrition, health check-ups, immunisation, referral services, non formal education</td> </tr> <tr> <td>Adolescent Girls (11-18 years)</td> <td>Supplementary nutrition, health education</td> </tr> </tbody> </table>		Service Users/ Beneficiaries	Service Provided	Pregnant Women	Health check-ups, supplementary nutrition, health education	Nursing Mothers	Health check-ups, supplementary nutrition, health education	Children less than 3 years	Supplementary nutrition, health check-ups, immunisation, referral services	Children between 3-6 years	Supplementary nutrition, health check-ups, immunisation, referral services, non formal education	Adolescent Girls (11-18 years)	Supplementary nutrition, health education
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Nursing Mothers	Health check-ups, supplementary nutrition, health education													
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Children between 3-6 years	Supplementary nutrition, health check-ups, immunisation, referral services, non formal education													
Adolescent Girls (11-18 years)	Supplementary nutrition, health education													
Application process & documents required	NA (There is no application process, all the eligible persons will have access to the services mentioned above from nearest Anganwadi Centre)													
Other Important Information	All these services are provided in the Anganwadi Centre which is located within the community itself. There are an Anganwadi Worker and a Helper in the Anganwadi Center, who provide these services. The Centre opens for 6 days per week In areas like hilly terrain, reverie area, tribal area, and difficult area, there should be one Anganwadi Centre for each 300 to 800 persons and one Mini-Anganwadi Centre covering 150 to 300 persons. In other rural and urban area, it is one Anganwadi Centre for a population of 400 to 800 and one Mini-Anganwadi Centre for 150 to 400 persons.													

Addresses: Integrated Child Development Services

State Name	Address/Contact Details	District Name	Contact Details
Assam	Directorate of Social Welfare, Assam Paki Ghat, MG Road, Uzan Bazar, Guwahati- 781001 <i>Tele No.: 0361-2541169</i>	Cachar	District Social Welfare Officer, Meherpur, Silchar, P.O. Silchar, Assam. <i>Mobile No.: +91 9707024345</i>
		Goalpara	Mrs. H Borah, District Social Welfare Officer Baladmari -783121, Goalpara, Assam <i>Mobile No.: +91 9435402434</i>
Manipur	Department of Social Welfare Directorate Complex AT Line (2 nd MR Gate) Imphal West- 795001	Chandel	Ms. Th. Mangjaobi Devi, District Programme Officer, Chandel Mini - Secretariat, Chandel—795127, Manipur, <i>Mobile No.: +91 9612105249</i>
		Churachandpur	Smt: Jounaikim DPO Social welfare (ICDS)cell Tiddim Road, Near Police station Lamka Churachandpur District, Manipur—795128. <i>Mobile No.: +91 9612865689</i>
Meghalaya	Directorate of Social Welfare, Lower Lachumiere, Shillong – 793001 <i>Tele No.: 0364-2225187</i>	Ri-Bhoi	District Social Welfare Officer, Nongpoh - 793102 <i>Tele No.: (953638) 232551 (O)</i> <i>Mobile No.: +91 9436100877</i>
Mizoram	Social Welfare Directorate Chaltlang, Aizawl, Mizoram 796012 <i>Tele No.: 0389- 2340923 (O)</i> <i>Tele No.: 2343530 (O)</i>	Lawngtlai	Mrs. Biaksiami, CDPO, ICDS Office, Government of Mizoram, Lawngtlai Bazar, Lawngtlai District, Mizoram. Pin:796891 <i>Tele No.: 03835-232285</i>
Nagaland	Social Welfare Department New Secretariat Complex, Below D.I.P.R. Office, Kohima—7970001, Nagaland <i>Tele No.: 0370 2221757</i>	Wokha	Mr. Imtiakum, DPO, Dist. Programme Office, PWD Colony, Wokha, Nagaland-797111 <i>Mobile No.: 9436439040</i>

Information on Schemes

S c h e m e Name	3. Mid Day Meal Scheme (MDM)																												
Background Information	<p>The Mid Day Meal Scheme is a programme of the Government of India (Ministry of Human Resource Development under the Department of Social Education and Literacy), which is designed to improve the nutritional status of school-age children nation-wide.</p> <p>The programme provides free food/lunches on working days for children in Primary and Upper Primary Classes in Government, Government Aided, Local Body, Education Guarantee Scheme, and Alternate Innovative Education Centres, Madarsa and Maqtabas supported under Sarva Shiksha Abhiyan, and National Child Labour Project schools run by the Ministry of Labour.</p>																												
Objective (s)	The objective of the MDM Scheme is to enhance enrolment, retention and attendance, and simultaneously improve nutritional levels among children.																												
Eligibility	All children studying in Government/Local Body, Government Aided Schools and Schools run under Central Government																												
Entitlements	<p>Every child is eligible for 100 grams of food grains at primary stage and 150 grams at upper primary stage on each school day. For children in classes I – V, a meal with a nutritional value of 450 calories and 12 grams of protein is provided. For children in upper primary classes, a meal containing of 700 calories and 20 grams of protein is provided. In addition to rice/chapattis, the meal includes pulses, vegetables depending upon local availability.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2" style="text-align: center;">Sl. No.</th> <th rowspan="2" style="text-align: center;">Items</th> <th colspan="2" style="text-align: center;">Quantity per day/Child</th> </tr> <tr> <th style="text-align: center;">Primary</th> <th style="text-align: center;">Upper Primary</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>Food-grains</td> <td style="text-align: center;">100 grms</td> <td style="text-align: center;">150 grms</td> </tr> <tr> <td style="text-align: center;">2</td> <td>Pulses</td> <td style="text-align: center;">20 grms</td> <td style="text-align: center;">30 grms</td> </tr> <tr> <td style="text-align: center;">3</td> <td>Vegetables (leafy also)</td> <td style="text-align: center;">50 grms</td> <td style="text-align: center;">75 grms</td> </tr> <tr> <td style="text-align: center;">4</td> <td>Oil & fat</td> <td style="text-align: center;">5 grms</td> <td style="text-align: center;">7.5 grms</td> </tr> <tr> <td style="text-align: center;">5</td> <td>Salt & condiments</td> <td style="text-align: center;">As per need</td> <td style="text-align: center;">As per need</td> </tr> </tbody> </table> <p>Components of MDM</p> <ul style="list-style-type: none"> ⇒ <i>Free supply of 100 grams of food grains per child per school day at Primary level and 150grams per child per school day at Upper Primary level.</i> ⇒ <i>Cost of cooking and cost for engaging a cook/assistant (@ Rs.1000/month).</i> ⇒ <i>Provision of mid day meal during summer vacation in drought affected areas</i> 			Sl. No.	Items	Quantity per day/Child		Primary	Upper Primary	1	Food-grains	100 grms	150 grms	2	Pulses	20 grms	30 grms	3	Vegetables (leafy also)	50 grms	75 grms	4	Oil & fat	5 grms	7.5 grms	5	Salt & condiments	As per need	As per need
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Application process & documents required	<p>NA (There is no as such application process involved. Those children who are enrolled/attending the above mentioned schools will automatically get the services in the school itself)</p>																												
Other Important Information	<p>The community has an important role in monitoring and implementation of the scheme. The community can monitor the scheme on a daily roster basis. Representatives of Village Council/ Authority or Gram Panchayats/Gram Sabhas, Parent Teacher Associations, etc. can monitor on regular/daily basis in terms of:</p> <ul style="list-style-type: none"> ◆ <i>Regularity and wholesomeness of the MDM</i> ◆ <i>Cleanliness in cooking and serving</i> ◆ <i>Timeliness for procuring good quality ingredients, fuel, etc.</i> ◆ <i>Variety of menu</i> ◆ <i>Social and gender equity</i> 																												

Other Important Information	<p>The menu of the meal is decided based on the locally available food items. The weekly menu is decided by local authorities i.e. Village Council or Authority/ Panchayats, Self-Help Groups, etc.</p> <p>The school has to display the menu (on the notice board or on school wall, etc.). Along with this, schools are also expected to display the following;</p> <ul style="list-style-type: none"> * Quantity of food grains received, date of receipt * Quantity of food grains used * Other ingredients purchased and used * Number of children who received MDM * Daily Menu * Roster of Community Members
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Addresses: Mid Day Meal Scheme

State Name	Address/Contact Details	District Name	Contact Details
Assam	The Directorate of Elementary Education, Kahilipara, Guwahati- 781019, Assam	Cachar	District Elementary Education Officer. Jail Road, Silchar, P.O. Silchar, Assam. 788033.
		Goalpara	Mr. Niranjan Ojha, DPO SSA(MDM), Baladmari, Goalpara- 783121 <i>Mobile No.: +91 9435149120</i>
Manipur	Department of Education (S) Near Governor Office/ Bungalow (Kanglapat) Imphal West- 795001 <i>Tele. No.: 0385-2451007</i>	Chandel	Mr. L.R. Koireng DI, ZEO-Chandel, Panch Village, Chandel-795127. Manipur. <i>Mobile No.: +91 9402050479</i>
		Churachandpur	Mr. Khaikhanlian Guite DI/DNO. Education(ZEO) Churachandpur, Chengkong, Churachandpur, Manipur-795128 <i>Mobile No.: +91 9856118366</i>
Meghalaya	Directorate of Elementary and Mass Education, Laitumkhrach, Shillong <i>Tele. No.: 0364-2505329</i> <i>Email: megmdm@yahoo.co.in</i>	Ri-Bhoi	Mr. P.C.Das Inspector of School, Nongpo, Ribhoi Dist <i>Tele. No.: 03638-232194</i> <i>Mobile No.: +91 9435048807</i>
Mizoram	Directorate of School Education Mc Donald Hill, Zarkawt Aizawl, Mizoram 796009 <i>Email: dsemizoram@gmail.com</i>	Lawngtlai	Mr. Vanlalvuana, Dy.District Coordinator, SSA office, Lawngtlai near LADC office, Government of Mizoram, Lawngtlai District Pin: 796891
Nagaland	Directorate of School Education, Upper Bayavü Hill, Kohima, Nagaland 797121	Wokha	N. Marius Lotha, District Education Officer, Wokha, Nagaland-797111 <i>Contact: +91 9612817143/ +91 9436076907</i>

Information on Schemes

Scheme Name	4. Indira Awaas Yojana
Background Information	IAY is a flagship programme of the Ministry of Rural Development launched in 1996, as part of a larger strategy of rural poverty eradication. It is a public housing scheme for houseless families and those living in dilapidated & kutcha houses. There is also a component that provides housing sites to landless families.
Objective (s)	The Objective of the Indira Awaas Yojana is primarily to help construction/ Upgrading of houses of members of Scheduled Castes/Scheduled Tribes (SC/ST), to free up bonded labourers and other below the poverty line non- Scheduled Castes/Scheduled Tribes rural households by providing them a financial assistance lump sum.
Eligibility	<p>Eligibility:</p> <ul style="list-style-type: none"> ◆ Below Poverty Line (BPL) rural households (60% Reserved for SC/ST, 15% Minority, 25% General) ◆ Priority is given to PTGs (Particularly Vulnerable Tribal Groups) and beneficiary families of the Forest Rights Act. ◆ Priority is also given to families of manual scavengers, including those rehabilitated and rehabilitated bonded labourers. <p>(The land should be in the name of female/wife or jointly)</p> <p>Thereafter, priority is given to:</p> <ul style="list-style-type: none"> ◆ Female widows, divorced, women victims of atrocities and those whose husbands are missing for at least three years, and, women headed families ◆ Mentally challenged persons (with at least 40% disability) ◆ Physically challenged persons (with at least 40% disability) ◆ Transgender persons ◆ Widows and next-of-kin of members of defence/paramilitary/police forces killed in action (even if not BPL) ◆ Other houseless BPL families
	Kutcha House- house having no/ proper permanent structure (such as house with bamboo wall and tin roof without ceilings)
Entitlements	<ul style="list-style-type: none"> ◆ Financial assistance for construction of a new house: Full grant of Rs. 70,000/- per unit for plain areas and 75,000/- for hilly/difficult areas. Further an IAY beneficiary can avail of a top-up loan of up to Rs. 20,000/- under the Differential Rate of Interest (DRI Scheme) from any Nationalised Bank at an interest rate of 4% per annum. ◆ Financial assistance for upgradation of kutcha or dilapidated house: Upgradation from kutcha house to pucca/semi pucca house is Rs. 15,000/-. ◆ Financial Assistance/Provision for House Sites: Provision for House Sites is Rs. 20,000/-. Relevant District Collectors identify land available and allot land to eligible landless families. Land selected must be fit for house construction in terms of connectivity, availability of drinking water, access to public services, etc.

Information on Schemes

Scheme Name	4. Indira Awaas Yojana
Application process & documents required	<p>There is no prescribe format for application of IAY, and it could be simply applied by writing on a plain paper to the Village Council or Authority President/Village Headman/Panchayat President</p> <p>Following documents need to be enclosed with the application:</p> <ul style="list-style-type: none"> * Copy of “Patta” (Proof of Land Document) * Copy of BPL Card * Copy of Bank Account Passbook or Post Office Account Passbook <p>The selection of the beneficiary is done by the Village Panchayat (Village Council or relevant/ equivalent local government body) based on the criteria mentioned above/earlier.</p> <p>Village Council/Authority/Panchayat will also help the applicant in writing (in local officials language) the application if any as such help is needed <i>(there is no charges for such help, and is free of cost)</i></p>
Other Information	<p>There is no mandatory design type. Options relating to locally available construction materials and building technologies will be provided to the beneficiary along with cost implications. House design is decided by the beneficiary.</p> <p>The beneficiary must also have an account in the bank. The fund is transferred into the Bank/ Post Office account of each beneficiary. Release of instalments in cash to beneficiaries is not permissible under IAY. Allotment of the IAY house shall be jointly in the name of husband and wife except in the case of widow/unmarried/separated person.</p> <p>For all IAY houses, construction of toilets has to be done through the support under Nirmal Bharat Abhiyan (NBA). At district, the scheme is implemented through Zilla Parishad, however, at local level, especially for selection of beneficiary, it is done by Village Council/Village Authority</p>
Pucca House: Permanent Cemented House	

Addresses: Indira Awaas Yojana

State Name	Address/Contact Details	District Name	Contact Details
Assam	Office of The Commissioner, Panchayat & Rural Development, Panjabari Road, Juripar, Guwahati, Pin- 781037.	Cachar	Project Director, DRDA. P.W.D. Road, Silchar, P.O. Silchar, Assam. 788001. <i>Mobile No.: +91 9435705565.</i>
		Goalpara	Mr. B.K Haloi, Asst. Project Officer (technical) DRDA, Baladmari, Goalpara- 783121 <i>Mobile No.: +91 9435047497</i>
Manipur	New Secretariat Room 125/04, State Monitoring Cell Rural Development and Panchayatu Raj Department Imphal- 795001, Manipur	Chandel	Mr.Suleiman Saka In-Charge, DRDA Office, Chandel-795127, Manipur <i>Mobile No.: +91 8132815364</i> <i>Email: always_saka@yahoo.com</i>
		Churachandpur	Shri: Royal Hangzou APO/DRDA/DC Office, Tuibuong Churachandpur District, Manipur-795128.
Meghalaya	Community & Rural Development, Government of Meghalaya, Addl. Secretariat Building, Shillong - 793 001	Ri-Bhoi	Mr. K. Nongsiej Incharge -IAY DRDA office, Nongpo, RiBhoi <i>Mobile No.: +91 8575980061</i>
Mizoram	Rural Development Department Govt. of Mizoram, Aizawl-79600 <i>Tele. No.: 0389-2323234</i>	Lawngtlai	Mr. Beila Khithie Project Director, DRDA office Lawngtlai, Government of Mizoram, Lawngtlai District, Mizoram. Pin: 796891 <i>Tele. No.: 03835-233210</i>
Nagaland	Department of Rural Development Blocks Govt. of Nagaland, Kohima - 797 001 <i>Tele. No.: 0370 2244050</i>	Wokha	DRDA Office, Wokha, Wokha District Nagaland-797111

Information on Schemes

Scheme Name	5. Mahatma Gandhi National Rural Employment Guarantee Act MGNREGA)
Background Information	MGNREGA was established in 2005 by Ministry of Rural Development, with a mandate to provide at least 100 days of guaranteed wage employment in a financial year to every rural household whose adult members volunteer to do unskilled manual work.
Objective (s)	<ul style="list-style-type: none"> ◆ <i>Social protection for the most vulnerable living in rural India by providing employment opportunities</i> ◆ <i>Livelihood security for the poor through creation of durable assets, improved water security, soil conservation and higher land productivity</i> ◆ <i>Drought-proofing and flood management in rural India</i> ◆ <i>Empowerment of the socially disadvantaged, especially women, Scheduled Castes (SCs) and Schedules Tribes (STs), through the processes of a rights-based legislation</i> ◆ <i>Strengthening decentralised, participatory planning through convergence of various anti-poverty and livelihoods initiatives</i> ◆ <i>Deepening democracy at the grass-roots by strengthening Panchayati Raj Institutions/Equivalent (Such as Village Council, Village Development Board)</i> ◆ <i>Effecting greater transparency and accountability in governance</i>
Eligibility	<p>Eligibility:</p> <ul style="list-style-type: none"> * All adults (18 Years of age and above)of a rural household willing to do unskilled manual work and who have a Job Card. * Even if a person is already employed/engaged in work, he/she has the right to demand employment. * One third of beneficiaries are to be female.
Entitlements	<p>MGNREGA provides not less than 100 days of guaranteed wage employment in a financial year, to every household in rural areas, whose adult members, by application volunteer to do unskilled manual work.</p> <p>Other Entitlements:</p> <ul style="list-style-type: none"> ◆ Safe drinking water, rest breaks and access to a first-aid box that is adequately stocked. ◆ You are entitled to free medical treatment from the State Government in case of any accident during work. ◆ In case of hospitalization; the State Government shall provide complete treatment, medicines, hospital accommodation without any charge and you will be entitled for daily allowance which shall not be less than 50% of wage rate applicable. ◆ I case of death or permanent disability due to accident at work site, the Job card holder will be given Rs.25, 000 or such amount to be decided by Central Government to the legal heir of the deceased or to you in the case of disability.
Application process & documents required	<ul style="list-style-type: none"> ● An application has to be filled before the Sarpanch of your village (or equivalent, like Village Council President). ● The application form is referred as “Form No.-1” which is available with the Village Council/Gram Panchayat Office. This is to be filled up by the applicant and submit it to GP office.

Scheme Name	5. Mahatma Gandhi National Rural Employment Guarantee Act MGNREGA)
<p>Contd... (page—19)</p> <p>Application process & documents required</p>	<ul style="list-style-type: none"> ● GP office will also help you in filling up the application form (if needed). And a dated receipt/acknowledgement of application will be provided to you by the Village Council/ Authority/ Panchayat office. ● The application for registration must be verified by Village Council/Authority/Gram Panchayat to ensure the applicant resides in the village and is an adult. If/when this is authenticated then the Village Council/Authority /Gram Panchayat registers the applicant. ● A Job Card is issued to the registered family within 15 days. Photographs of the adult members of the family who are willing to work must be fixed to the card. The card remains valid for 5 years. ● After a job card has been issued the registered household may apply for work. For this a form named as “Form number 4 A” is to be filled in to be submitted to GP office. ● After applying for job, Village Council or Authority/Gram Panchayat will inform you the details of job location, duration etc. (through Form No. 4B)
<p>Other Important Information</p>	<p>Permissible Work under MGNREGA:</p> <ul style="list-style-type: none"> ● Water conservation and water harvesting ● Drought proofing, afford station and tree plantation ● Irrigation canals including micro and minor irrigation works ● Provision of irrigation facility to land owned by households belonging to the Scheduled Castes and Scheduled Tribes or to land beneficiaries of land reforms or that of the beneficiaries under the Indira Awaas Yojana Scheme ● Renovation of traditional water bodies including de-silting of tanks ● Land development ● Food control and protection works including drainage in water logged areas ● Rural connectivity to provide all-weather access <p>The expected work will be carried out within 5 km radius of Job Card Holder’s residence. If employment is provided beyond a 5 km radius then you (Job Card Holder) are entitled to 10% additional wages.</p> <p>If you are not offered employment within 15 days of your application being received, you are entitled to Daily Unemployment Allowance. The rate shall not be less than one-fourth of the minimum wage rate for the first 30 days during the financial year and not less than one half of the minimum wage rate for the remaining period of the financial year.</p> <p>Applicants/you will be communicated where and when to report for work within 15 days, through a letter sent by the Village Council or Authority/Gram Panchayat/ Programme Officer. There will also be a public notice displayed on the notice board of the Village Council/ Gram Panchayat and at the office of the Programme Officer at the Block level, providing information on the place, date and the names of those provided employment. Report for work with your Job Card on the date specified at the place specified.</p> <p>Wages are to be paid every week, or in any case <i>“not later than a fortnight after the date on which such work was done”</i>. A proportion of the wages in cash may be paid on a daily basis.</p> <p>If you do not report for work within fifteen days of being notified by the Village Council/ Gram Panchayat or Programme Officer, you will not be entitled for unemployment allowance.</p>

Addresses: Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA)

State Name	Address/Contact Details	District Name	Contact Details
Assam	Office of The Commissioner, Panchayat & Rural Development, Panjabari Road, Juripar, Guwahati, Pin- 781037.	Cachar	Project Director, DRDA. P.W.D. Road, Silchar, P.O. Silchar, Assam. 788001. <i>Mobile No.: +91 9435705565</i>
		Goalpara	Mr. Jawaharlal Roy Exe-Engineer, DRDA, Baladmari, Goalpara- 783121 <i>Mobile No.: +91 9854279460</i>
Manipur	New Secretariat Room 125/04, State Monitoring Cell Rural Development and Panchayatu Raj Department Imphal- 795001	Chandel	Mr. KH.Shangrong In-Charge, Accountant DRDA Office, Chandel-795127, Manipur. <i>Mobile No.: +91 8732890475</i>
		Churachandpur	Smt. Jocy Lalrinpui Hmar PO DRDA/DC/(MG-NREGS) DC Office, Tuibuong District Head Quarter, Churachandpur, Manipur-795128. <i>Email:joycy.puii@gmail.com</i> <i>Mobile No.: +91 986211394</i>
Meghalaya	Community & Rural Development, Government of Meghalaya, Addl. Secretariat Building, Shillong - 793 001	Ri-Bhoi	Miss. Pdianghun Marbaniang Coordinator – MNREGA, Nongpo, Ribhoi District <i>Mobile No.: +91 9436116492</i>
Mizoram	Rural Development Department Govt. of Mizoram, Aizawl-796001 <i>Tele. No.: 0389-2323234</i> <i>Email: secy-rd-miz@nic.in,</i> <i>Email: riachho@yahoo.com</i>	Lawngtlai	Mr.Beila Khithie, Project Director, DRDA office Lawngtlai, Government of Mizoram, Lawngtlai District, Mizoram. Pin: 796891 <i>Tele. No.: 03835-233210</i>
Nagaland	Department of Rural Development Blocks Govt. of Nagaland, Kohima - 797 001 <i>Tele. No.: 0370 2244050 (R)</i>	Wokha	DRDA Office, Wokha Wokha District Nagaland-797111

Information on Schemes

Scheme Name	6. Nirmal Bharat Abhiyan (NBA) - Total Sanitation Campaign (TSC)
Background Information	Nirmal Bharat Abhiyan (NBA) previously called Total Sanitation Campaign is a community led total sanitation programme initiated in 1999 by Ministry of Rural Development. NBA is a comprehensive programme to ensure sanitation facilities in rural areas with the broader goal of eradicating the practice of open defecation. The scheme provides for the promotion of a range of toilet options to promote increased affordability. Strong emphasis is also placed on Information, Education and Communication (IEC). NBA is implemented in a campaign mode, taking Village Council/Gram Panchayat as the base unit.
Objective (s)	<ul style="list-style-type: none"> • Bring about an improvement in the general quality of life in the rural areas. • Accelerate sanitation coverage in rural areas to achieve the vision of Nirmal Bharat by 2022 with all gram Panchayats/ Villages in the country attaining Nirmal status. • Motivate communities and Village Council/Panchayati Raj Institutions promoting sustainable sanitation facilities through awareness creation and health education. • To cover the remaining schools not covered under Sarva Shiksha Abhiyan (SSA) and Anganwadi Centres in the rural areas with proper sanitation facilities and undertake proactive promotion of hygiene education and sanitary habits among students. • Encourage cost effective and appropriate technologies for ecologically safe and sustainable sanitation. • Develop community managed environmental sanitation systems focusing on solid & liquid waste management for overall cleanliness in the rural areas.
Eligibility	<p><i>Of the various component under “NBA”, the project covers the component of “Construction of Individual Household Latrines”</i></p> <ul style="list-style-type: none"> ◆ All Below Poverty Line (BPL) households ◆ Above Poverty Line (APL) households restricted to SCs/STs, small and marginal farmers, landless labourers with homestead, differently abled persons and women headed households. ◆ All houses constructed by beneficiaries under Indira Awaas Yojana (IAY)/State rural housing schemes which do not have toilets are eligible for the incentive for creation of sanitation facilities.
Entitlements	<p>Provision of Individual Household Latrine (IHHL)</p> <ul style="list-style-type: none"> • Provision of part financing for construction of IHHL. The incentive is given in a cash payment after the beneficiary completes the construction of the toilet. • Rs.5500/- is the provision given for the cost of IHHL. • Government of India incentive is Rs.3200/-, State Government share is Rs.1400/- and beneficiary contribution is Rs.900/-. • A provision of convergence under MGNREGA to tune of Rs.4500/- covering 20 unskilled and 6 skilled man-days for each IHHL exists.

Scheme Name	6. Nirmal Bharat Abhiyan (NBA) - Total Sanitation Campaign (TSC)
Contd... (page—22) Application process & documents required	<ul style="list-style-type: none"> • All households under categories entitled are identified by a committee comprising of Block Development Officer (Village Council/Village Panchayats), Deputy Block Development Officer and Village Panchayat President. • The list prepared by the Committee is approved by the Village Council/Authority/ Grama Sabha • There is no as such prescribed application format. However, once the family is identified by the committee and informed, the family will have to submit an application to the Village Council/Village Panchayat/GP on piece of plain paper.
Other Information	<ul style="list-style-type: none"> ⇒ The construction of household toilets should be undertaken by the household itself and on completion and use of the toilet, the cash payment can be given to the household ⇒ There is no mandatory design type. Individual houses choose from a menu of options for their household latrine, allowing flexibility according to requirement and financial position.

Addresses: Nirmal Bharat Abhiyan (NBA) - Total Sanitation Campaign (TSC)

State Name	Address/Contact Details	District Name	Contact Details
Assam	Office of the Chief Engineer (PHE), Assam, Hengrabari, Guwahati – 781036 <i>Tele. No.: 0361-2261505 (O)</i>	Cachar	Executive Engineer PHE Dev-II, Meherpur, Silchar, Assam. <i>Mobile No.: +91 09435072090</i>
	Block B, Assam Secretariat Dispur, Guwahati -781006 <i>Tele. No.: 0361-2237024 (O)</i>	Goalpara	Mr. Bhaskar Das Asst. Engineer PHED, Baladmari Goalpara- 783121 <i>Mobile No.: +91 943531323</i>
Manipur	PHED Manipur Khoyathong, Imphal Manipur. Pin-795010 <i>Tele. No.: 0385-241168</i> <i>E-Mail: contact@phedmanipur.gov.in</i>	Chandel	Mr. Umakanta Executive Engineer PHED, Chandel—795127 Manipur <i>Mobile No.: +91 9856032462</i>
		Churachandpur	Mr. Thonglet Baite EE/PHED, Coordinator NBA, District Quarter, Churachandpur, Manipur, Pin—795128. <i>Mobile No.: +91 9615503789</i> <i>Email: eeccphed@gmail.com</i>
Meghalaya	Office of the Chief Engineer, Public Health Engineering Shillong, Meghalaya	Ri-Bhoi	Mr. S. Umdor Executive Engineer Public Health Engineering Department Nongpo, Ribhoi District, Meghalaya <i>Mobile No.: +91 9436117124</i>
Mizoram	Engineer-in-Chief Office Khatla (Opposite Tennis Court), Aizawl, Mizoram - 796001 <i>Tele. No.: (0389) - 2322244</i> <i>Fax No : (0389) - 2301706</i> <i>Email ID : phedmizoram@yahoo.com</i>	Lawngtlai	Mr. Ngentluanga Executive Engineer PHE Office, Government of Mizoram, Lawngtlai Vengpui, Lawngtlai District Mizoram, Pin: 796891 <i>Tele. No.: 03835-232235</i>
Nagaland	Public Health Engineering Department Nagaland, Kohima -797001 <i>Tele. No.: 0370 – 222517 (O)</i> <i>Tele. No.: 0370 – 2270054 (O)</i>	Wokha	Vihoto Sumi, Executive Engineer PHED, Wokha, Nagaland-797111 <i>Mobile No.: +91 9436267120</i>

Information on Schemes

Scheme Name	7. National Social Assistance Programme (NSAP)
Background Information	A National Policy for Social Assistance was introduced in 1995 by Ministry of Rural Development, and is referred as National Social Assistance Programme (NSAP).
Objective (s)	<p>NSAP aims to ensure minimum national standards for social assistance in addition to benefits states provide.</p> <p>It comprises of <u>5 schemes (though the project focuses on first three i.e. Pension Schemes)</u>:</p> <ol style="list-style-type: none"> 1. Indira Gandhi National Old Age Pension Scheme (IGNOAPS) 2. Indira Gandhi National Widow Pension Scheme (IGNWPS) 3. Indira Gandhi National Disability Pension Scheme (IGNDPS) 4. National Family Benefit Scheme (NFBS)
Eligibility	<p>The applicant must belong to a Below Poverty Line (BPL) family according to the criteria prescribed by the Government of India.</p> <ol style="list-style-type: none"> 1. For <u>IGNOAPS</u>: Aged 60+ years. 2. For <u>IGNWPS</u>: Widow status and aged between 40-64 years. At 65 years, recipient will be automatically covered under IGNOAPS. 3. For <u>IGNDPS</u>: Aged between 18-79 years and have severe or multiple disabilities. 4. For <u>NFBS</u>: BPL family whose primary bread winner has died while the primary bread winner was aged between 18-65 years.
Entitlements	<ul style="list-style-type: none"> • Indira Gandhi National Old Age Pension Scheme (IGNOAPS): Central contribution of pension is Rs. 200/- per month per beneficiary up to 79 years and Rs.500/- per month per beneficiary aged 80+. State Governments may contribute over and above to this amount. • Indira Gandhi National Widow Pension Scheme (IGNWPS): Central contribution of pension is Rs. 200/- per month per beneficiary. State Governments may contribute at least an equal amount. • Indira Gandhi National Disability Pension Scheme (IGNDPS): Central contribution of pension is Rs. 200/- per month per beneficiary. State Governments may contribute over and above to this amount. • National Family Benefit Scheme (NFBS): Central Assistance is given in the form of a lump sum family benefit for households below the poverty line on the death of the primary breadwinner. The death of the primary breadwinner should have occurred while s/he is aged 18-65 years of age. The amount of central assistance under the scheme is Rs. 40000/-. The family benefit is paid to the surviving member of the household who upon the death of the primary breadwinner is determined to be the current head of household.
Application process & documents required	<p>* There is no as such particular format for application. It may be submitted to Village Council/Village Panchayat on a piece of plain paper mentioning the BPL card number.</p>

Scheme Name	7. National Social Assistance Programme (NSAP)
<p>Contd... (page—25)</p> <p>Application process & documents required</p>	<p>Documents Required:</p> <ul style="list-style-type: none"> • IGNOAPS:Age proof certificate, BPL certificate, Photocopy of Bank or Post Office Account Passbook, One Passport Size photo • IGNWPS: Death Certificate of Applicant’s Husband, Age proof Certificate, BPL Certificate, Photocopy of Bank or Post Office Account Passbook One Passport Size photo • IGNDPS: Attested photocopy of Disability Certificate from Social Welfare Department or Certificate of Mental/Physical Disability issues by Medical Board under the Supervision of CMO. Attested photocopy of Bank or Post Office Passbook, One PassPhoto and Age proof Certificate, BPL Certificate • NFBS: Death Certificate of Primary Bread Winner, Report of Post Mortem (in case of un-natural death), BPL Certificate, Age Proof Certificate
<p>Other Important Information</p>	<ul style="list-style-type: none"> ♦ To access NSAP the concerned department (Social Welfare Department in other State, and Rural Development Department in State of Assam and Meghalaya) is to be contacted. ♦ Gram Panchayats (or equivalent as village/local level such as Village Council, Headman, Ward member etc.) are responsible for the dissemination of information in regard to the procedure for securing benefits under the scheme.

Addresses: National Social Assistance Program (NSAP)

State Name	Address/Contact Details	District Name	Contact Details
Assam	Office of The Commissioner, Panchayat & Rural Development, Panjabari Road, Juripar, Guwahati, Pin- 781037.	Cachar	Chief Executive Officer Cachar Zilla Prasad, Sadarghat, Silchar, Assam. <i>Mobile No.: +91 9435584279.</i>
		Goalpara	Mr. Habbur Rasul Junior asst. ZP, Kachari, Goalpara-782101 <i>Mobile No.: +91 9859213732</i>
Manipur	Department of Social Welfare Directorate Complex AT Line (2 nd MR Gate) Imphal West- 795001	Chandel	Mr. N. Binod Singh DSWO, District Social Welfare Office, Chandel—795127, Manipur. <i>Mobile No.: +91 9863151559,</i> <i>Email: ningthoujambinod@yahoo.co.in</i>
		Churachandpur	Smt. K.Umarani Devi District Social Welfare Officer (DSWO) Chiengkon, Churachandpur, Manipur—795128.
Meghalaya	Community & Rural Development, Government of Meghalaya, Addl. Secretariat Building, Shillong, Meghalaya. Pin - 793 001	Ri-Bhoi	Miss. M. Nongkhlieng Coordinator NSAP <i>Mobile No.: +91 9863081259</i>
Mizoram	Social Welfare Directorate Chaltlang, Aizawl, Mizoram Pin -796012 <i>Tele. No.: 0389 - 2340923 (O)</i> <i>Tele. No.: 0389 - 2343530 (O)</i>	Lawngtlai	Mr. CD.Kima Social Welfare Officer, LADC Lawngtlai LADC Complex, Government of Mizoram, Lawngtlai District, Mizoram Pin - 796891
Nagaland	Social Welfare Department New Secretariat Complex, Below D.I.P.R. Office, Kohima-7970001 Nagaland <i>Tele. No.: 0370 2221757</i>	Wokha	R. Logubu Rengma District Welfare Officer, Wokha, Na- galand. Pin - 797111 <i>Mobile No.: +91 9612365974</i>

Information on Schemes

Scheme Name	8. Rajiv Gandhi Grameen Vidyutikaran Yojana (RGGVY)
Background Information	'Rajiv Gandhi Grameen Vidyutikaran Yojana' was launched by Ministry of Power in 2005 with the aim of attaining the National Common Minimum Programme (NCMP) goal of providing access to electricity to all households in the country. Rural Electrification Corporation Ltd (REC) is the Nodal Agency responsible for implementation.
Objective (s)	<ul style="list-style-type: none"> • Electrifying all villages and habitations. • Providing access to electricity to all rural households. • Giving Electricity Connection to Below Poverty Line (BPL) families free of charge.
Eligibility	<ul style="list-style-type: none"> ◆ Villages or hamlets with population of 100 or more are eligible. ◆ Below Poverty Line (BPL) Households are eligible for free connections. ◆ Above Poverty Line (APL) Households can get a connection but they must pay for their connections at the State prescribed connection charges and no subsidy is available.
Entitlements	<ul style="list-style-type: none"> ◇ If you are a BPL household living in an area covered by the RGGVY scheme you are entitled to free electricity connection. ◇ Under the scheme, electrification of un-electrified BPL households will be financed with 100% capital subsidy amounting to Rs.2200/- per household in all rural habitations. <p>***The entitlement is for free electric connection, but not for free usage. Therefore, the bill/usage amount is not for free of cost, and has to be paid.</p>
Application process & documents required	<ul style="list-style-type: none"> • If you are a BPL household Village Council or Authority/Gram Panchayat will approve your application. • There is no as such prescribed format, and the applicant may submit the application to Village Council/Panchayat Office on the piece of plain paper along with photocopy of BPL card.

Addresses: Rajiv Gandhi Grameen Vidyutikaran Yojana (RGGVY)

State Name	Address/Contact Details	District Name	Contact Details
Assam	Assam Power Distribution Company Limited, Six Mile, Guwahati- 781022	Cachar	Deputy General Manager Assam Power Distribution Company Limited, Meherpur, Silchar-15, Assam. <i>Mobile No.: +91 9435070855</i>
		Goalpara	Mr. Madhav Sharmah (Divisional Office—Bongaigaon, APDCL, RGGVY) Goalpara Sub-Division, Baladmari-783121 <i>Mobile No.: +91 9435341932</i>
Manipur	Electricity Department. Govt. of Manipur, Keisampat, Imphal-795001, Manipur	Chandel	Mr. N. Kunjeshore DGM-Chandel Division, Electricity Dept, Chandel -795127, Manipur. <i>Mobile No.: +91 9774026907</i>
		Churachandpur	Mr. Khampu Executive Engineer, Electricity Department Bijang, Churachandpur, Manipur-795128. <i>Mobile No.: +91 9862573650</i>
Meghalaya	Meghalaya Energy Corporation Limited, Lum Jingshai, Short Round Road, Shillong, Pin – 793001, Meghalaya <i>Tele. No.: (0364) 2590610/ 2590742/ 2590710/ 2591843/ 2591259</i> <i>Email: l.meecl.webportal@gmail.com</i>	Ri-Bhoi	Mr. Singh Executive Engineer MeECL Ribhoi District <i>Mobile No.: +91 9435041337</i>
Mizoram	Power & Electricity Deptt. Govt. of Mizoram. Aizwal, Mizoram -796001	Lawngtlai	Mr. Hemsat Chongloi SDO Office, Power & Electricity dept, Government of Mizoram, Lawngtlai Electric Veng, Lawngtlai District Mizoram. Pin: 796891; <i>Tele. No.: 03835-232240</i>
Nagaland	Nagaland Electricity Regulatory Commission (NERC), Old MLA Hostel Complex, Nagaland, Kohima - 797001. <i>Phone : 0370-2292101 (O) 2241592 (R)</i> <i>Fax : 0370-2292104 (O)</i> <i>Email: nerc_kohima@yahoo.com</i>		Apen Lotha, Executive Engg. Electrical Dept. Wokha, Nagaland-797111

Information on Schemes

Scheme Name	9. RashtriyaKrishiVikasYojana(RKVY) /National Agriculture Development Programme (NADP)
Background Information	This is a central assistance scheme of the Government of India under Ministry of Agriculture, and implemented by State Governments, primarily aimed at evolving a strategy to rejuvenate the agriculture sector of States. As per the scheme, State Governments have to prepare State and District-level plans related to agriculture and its allied sectors, based on guidelines issued by the Planning Commission, for availing of financial assistance from Central Government.
Objective (s)	<ul style="list-style-type: none"> • Incentivise states to increase public investment in Agriculture and allied sectors • Provide flexibility and autonomy to states in the process of planning and implementation of Agriculture and allied sector schemes • Ensure the preparation of agriculture plans for states/districts based on agro-climatic conditions, availability of technology and natural resources • Ensure that local needs and priorities are better reflected in state agricultural plans • Maximise returns to farmers in Agriculture and allied sectors • Bring about quantifiable changes in the production and productivity of various components of Agriculture and allied sectors through a holistic approach
Eligibility	Scheduled Castes/Scheduled Tribes, Women, Marginalised members of society, Farmers Groups
Entitlements	<ul style="list-style-type: none"> ◆ Material (like seeds) ◆ Loan ◆ Subsidy (For buying Tractor and Power Tailor= Subsidy of INR.45000/- , Power Reaper = Subsidy of INR.40000/-, Pump Set = Subsidy of INR.10000/- & Zero Tillage = Subsidy of INR.15000/-) <p>Other benefits: ⇒ Skill Development Training related to agriculture, horticulture, fishery etc.</p>
Application process & documents required	<p>The services may be availed by individual farmers as well as farmers group such as SHG, user's group.</p> <p>Application on a piece of plain paper may be submitted by interested individual farmer or in group to the office of the Agriculture Department at Block.</p> <p>You have to get a verification document/certificate from Village Council/Village Panchayat as proof of being a farmer</p> <p>Priority is given to Schedule Caste, Schedule Tribe, Women etc.</p> <p><i>(***This is a onetime benefit, and there should be no repeat beneficiary year after year under RKVY)</i></p>

Addresses:**RashtriyaKrishiVikasYojana(RKVY) /National Agriculture Development Programme (NADP)**

State Name	Address/Contact Details	District Name	Contact Details
Assam	Directorate of Agriculture Krishi Bhawan G.S. Road, Khanapara, Guwahati - 781 022 <i>Tele. No.: 0361 2332215, 0361 2333877</i>	Cachar	District Agriculture Officer, Club Road, Near Cachar DC Office, Silchar, Assam
		Goalpara	Mr. Pranav Saikia DAO-In charge District Agriculture Dept. Baladmari, Goalpara- 783121 <i>Mobile No.: +91 9435365806</i>
Manipur	Directorate of Agriculture, Sanjenthong, Imphal – 950001, Manipur	Chandel	Dr. A. Polendro Singh DAO, District Agriculture Office, Chandel -795127, Manipur <i>Mobile No.: +91 8131939625</i>
		Churachandpur	R.K Drodendro Chand DAO, Tuibuong District Head Quarter, Churachandpur, Manipur-795128
Meghalaya	Directorate of Agriculture, Cleve Colony, Shillong - 793003 <i>Tele. No.: 0364 2222460 2280 (O)</i>	Ri-Bhoi	Mr. S. Riahtam DAO, Department of Agriculture Nongpo, Ribhoi District Contact Number- 9615285948
Mizoram	Directorate of Agriculture Tuikual "A" Aizawl, Pin-796001 Mizoram <i>Tele. No.: 0389-2322554</i>	Lawngtlai	Mr. Joel MCS DAO, Lawngtlai District Agriculture office, Government of Mizoram, Lawngtlai III, Lawngtlai District Mizoram. Pin: 796891
Nagaland	Department of Agriculture, Nagaland Civil Secretariat, Kohima <i>Tele. No.: 0370- 2243116 (O) 0370- 2221715 (O)</i>	Wokha	Mr. C. Peter Yanthan District Agriculture Officer, Wokha, Nagaland-797111 <i>Mobile No.: +91 9436009178</i>

Information on Schemes

Scheme Name	10. Targeted Public Distribution System (TPDS)																
Background Information	In June 1997, the Targeted Public Distribution System (TPDS) with focus on the poor was launched by Government of India. The scheme is under Ministry of Consumer Affair, Food and Public Distribution. Under the TPDS, States are required to formulate and implement foolproof arrangements for the identification of the poor for delivery of food grains and for its distribution in a transparent and accountable manner at the FPS level.																
Objective (s)	<ul style="list-style-type: none"> The basic objective of the scheme is to provide food grains to the poor families/ household on subsidised rate 																
Eligibility	<ul style="list-style-type: none"> All families/household 																
Entitlements	<ul style="list-style-type: none"> The scale of issue of food grains (rice and/or wheat) under APL, BPL and AAY has been revised to 35 kg per family per month with effect from 1.4.2002 In most districts covered by the project, rice is provided instead of wheat (Sometimes, States do provide kerosene and sugar too) <p>CENTRAL ISSUE PRICE (CIP) The Central Issue Price (CIP) of food grains being supplied under TPDS is as under:</p> <table style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="4" style="text-align: center;">(Figure in Rs. per kg.)</th> </tr> <tr> <th style="text-align: left;">Commodity</th> <th style="text-align: center;">APL</th> <th style="text-align: center;">BPL</th> <th style="text-align: center;">AAY</th> </tr> </thead> <tbody> <tr> <td>Rice</td> <td style="text-align: center;">8.30</td> <td style="text-align: center;">5.65</td> <td style="text-align: center;">3.00</td> </tr> <tr> <td>Wheat</td> <td style="text-align: center;">6.10</td> <td style="text-align: center;">4.15</td> <td style="text-align: center;">2.00</td> </tr> </tbody> </table> <p><i>* However, there is flexibility for the State to add some additional prices/amount to the above mentioned.</i></p>	(Figure in Rs. per kg.)				Commodity	APL	BPL	AAY	Rice	8.30	5.65	3.00	Wheat	6.10	4.15	2.00
(Figure in Rs. per kg.)																	
Commodity	APL	BPL	AAY														
Rice	8.30	5.65	3.00														
Wheat	6.10	4.15	2.00														
Application process & documents required	<ul style="list-style-type: none"> Application has to be submitted using a prescribed format (available in Village Authority or Council/ Panchayat office and/or nearest ration dealer/shop) Filled in application is to be submitted to the Inspector of Food Supply at your block Along with the filled in format applicant will submit- age proof certificate, residential proof certificate, Copy of BPL Card (in case of BPL applicant), Voter ID or any other ID proof, one Passport size photo etc. 																
Other Information	<p>There is another scheme which is taken care by PDS for destitute, aged 65+ years and not covered by IGNOAPS. The scheme is referred as “Annapurna Scheme”</p> <ul style="list-style-type: none"> Annapurna: Aims to provide food security to meet the requirements of senior citizens who, though eligible, have remained uncovered under the IGNOAPS. Under the Annapurna Scheme 10 kgs of food grains per month are provided free of cost to the beneficiary. 																

Addresses: Targeted Public Distribution System (TPDS)

State Name	Address/Contact Details	District Name	Contact Details
Assam	Office of the FCS & CA, Assam Bhangagarh, Guwahati	Cachar	Deputy Director Food and Civil Supply, Cachar Court Campus, Silchar, Assam. <i>Mobile No.: +91 9435073069</i>
		Goalpara	Shri Balendra Basumatary Deputy Director Food Civil Supplies & Consumer Affairs, Branch), Baladmari, Ward no-7 Goalpara-783121, Assam. <i>Mobile No.: +91 9435087527</i>
Manipur	Department of Consumer Affair, Food and Public Distribution Sangaiprou, Imphal – 795001 Manipur	Chandel	Mr. S. A. Halim DSO, CAF&PD, Chandel-795127, Manipur. <i>Mobile No.: +91 8415971436</i>
		Churachandpur	Shri Ginzasuan DSO PDS/DC Office, District Civil Supply Officer, DC Office, Tuibuong District Head Quarter Churachandpur, Manipur. Pin -795128 <i>Mobile No.: +91 8732024462</i>
Meghalaya	Directorate of Food Civil Supplies & Consumer Affairs, Horse Shoe Building (Ground Floor) Lower Lachumiere, Shillong-793001 <i>Tele. No.: 0364-2224108</i> <i>Email: fcsc-meg@nic.in</i>	Ri-Bhoi	Mr.Marbaniang Inspector of Supply –PDS Office of the PDS Nongpo, Ribhoi District, Meghalaya <i>Mobile No.: +91 9436100038</i>
Mizoram	Directorate of Food, Civil Sup- plies & Consumer Affairs Treasury Square Venghlui, Aizawl -796001 <i>Tele. No.: 0389-2322872</i> <i>Email: fcscamizoram@gmail.com</i> <i>fcscamzr@gmail.com</i>	Lawngtlai	Mr. R. Sanghnuna DCSO, Civil Supply Dept. Government of Mizoram, Lawngtlai III, Lawngtlai District Mizoram, Pin:796891 <i>Tele. No.: 03835-232276</i>
Nagaland	Department of Food and Civil Supplies Nagaland Civil Secretariat, Kohima - 797004 <i>Tele. No.: 0370- 2270253</i>	Wokha	K. Mhonthung Asst. Director Food & Civil Supply, Wokha, Nagaland-797111 <i>Mobile No.: +91 9436002944</i>

Right To Information

The Right to Information:

The Right to Information Act, 2005 (“the Act” or “the RTI Act”) is a historic legislation in the annals of democracy in India. It was introduced on October 12th, 2005 and enforced in all over the country except the State of Jammu & Kashmir. One of the major objectives of the Act is to promote transparency and accountability in the working of every public authority by enabling citizens to access information held by or under the control of public authorities.

Concurrently, it is the duty of all public authorities to provide information sought by citizens.

Public Authority under RTI :

Any department of the central or state government, Village Council/Authority/ Panchayati Raj Institutions, any other organization or institution (including NGOs) that is established, constituted, owned, controlled or substantially financed, directly or indirectly, by the state or central government.

Example: DRDA office, NHRM offices at State, District and Block, CHC, PHC, Electricity Department, Agriculture Department, Food and Civil Supply Office, ICDS office etc.

Meaning of “information” under RTI :

All Records, documents, memos, e-mails, opinions, advices, press release, circulars, orders, logbooks, contracts, reports, papers, samples, models & all data held in any electronic form within the custody of the Public Authority.

Rights of a citizen under RTI :

- Any citizen have the right to access the information from any department/public authority without giving any reason.
- Even there is right to obtain certified copies of documents/records.
- Right to inspect the records, documents, sample and even the overall work.
- Right to take the notes and/or extracts.
- Right to obtain the information in the form of diskettes, floppies, tapes, video cassettes or in any other electronic mode or through printouts where such information is stored in a computer or in any other device.

Proactive disclosure by the public authority :

This enables the citizen to know the functioning of the public authority. Every Public Authority should bring out the following information in public domain under section 4(1) of the act - Regularly.

Under Section 4 (1) a : List of records available with public authority

Under Section 4 (1) b: Function, power and duties of its officers, norms set for the discharge of functions, list of rules/regulations used by its employees, arrangement that exists for consultation with public, budget allocated indicating the particulars of all plans, list of schemes and reports on disbursements made, names/designations of the Public Information Officers, etc.

Under Section 4 (1) c: Relevant facts while formulating policies or announcing decisions which effect public

Under Section 4 (1) d: Reasons for its decisions/policies

Right To Information

Public Information Officer :

In each department/Office an existing officer is designated as a Public Information Officer (PIO) and another as Assistant Public Information Officer (APIO) in addition to their regular duties they perform the duties of a PIO/APIO. Also within the same office a senior official/public representative is designated as First Appellate Authority.

He/ She accepts the request forms and provides information sought by citizen.

Eg of PIO/APIO: The Head Master of a school, Medical Officer in a PHC or CHC, etc.

Responsibilities of PIOs & APIOs

- Accept requests for Information
- Render reasonable assistance to citizens requesting for information
 - ⇒ *Reduce oral request into writing*
 - ⇒ *Assist disabled persons (such as; physically challenged person) in writing application*
- Seek assistance of any other officer where necessary
 - ⇒ *Such officer shall be treated as PIOs*
- Disposal of Requests
- Communicate the right to appeal and the details of the Appellate Authority to whom the applicant can appeal.

Ways of asking information from the Public Authority :

- Identify the office/department from which you need the information
- Write an application (In English, Hindi or official language of the area) to the PIO or APIO of that office/department with a contact details and specified particular of information's.
- The mode of electronics application (e-mails) also be treated as RTI application
- There is no prescribed application format. You can apply in plain paper. However, a possible format is in last of page of this document (which may be referred or used)
- Make sure that you write 'Application under RTI' on the top of the application and in case of e-mails within the subject line.
- Instead of asking for straight questions, rather ask for information:
 - ◆ Do not ask questions this way (as given below)
 - ⇒ Why no action is taken by the Food Inspector on my application for a ration card?
 - ◆ Ask this way for information (as given below)
 - ⇒ Please provide us/me a copy of the list of beneficiaries of IAY with process adopted for selection as well as reasons for selecting them?
- Mention the initial fee details in the application.
- Make sure you get an acknowledgement.

Payment for Information:

- The general public has to pay Rs.10 as initial fee with the application.
- You can attach a postal order/court fee of Rs.10 or you can pay it in that office.
- Enclose it with the application. Retain the proof of payment.
- If the information asked is under Section 4 of RTI, there is no initial fee.
- If the applicant is a BPL card holder, she/ he do not have to pay the initial fee of Rs.10. However, along with the application, she/he needs to enclose a photocopy of the proof (for eg. BPL ration card)
- The public authority will charge Rs.1 per page for information under Section 4, and for other information other than those under section 4, the public authority will charge Rs.2 per page for other information.
- However, a BPL card holder gets free of cost for up to 100 pages.
- If the information is provided in a CD, it will be charged Rs.50.
- If you want to check the files to cross verify the information provided, you can do so for free in the first hour. From second hour onwards you will be charged Rs.20/- per hour.
- If the Information is not provided in the stipulated time limit then the information will be provided for free.

Important timeline for getting information (that one has applied for):

- The PIO should provide it to you in 30 days.
- He will communicate to you the cost of information by a letter. You will have to pay the cost. The days you take to pay the cost from the day you receive the cost of information is not included in 30 days cycle of the PIO.
- If your application was received by an APIO, then PIO should provide it to you in 35 days.
- If third party information is asked, PIO should provide it in 40 day (Ex: The wife of a government employee can ask the information on her husbands' salary).
- If the information asked pertains to life and liberty of an individual, it should be given in 48 hours. Ex: Information on whereabouts of a person who is detained by the police without warrant.
- If the information asked is not with that office, the PIO should transfer it the correct PIO/office in 5 days.

Supplying of information may be denied by the Public Authority :

• If category of information belongs to section 8 &9 of the RTI Act, 2005
(**Section 8:** Information, disclosure of which would prejudicially affect the sovereignty and integrity of India, the security, strategic, scientific or economic interests of the State, relation with foreign State or lead to incitement of an offence and **Section 9:** May reject a request for information where such a request for providing access would involve an infringement of copyright subsisting in a person other than the State.)

- a) But will be disclosed if public interest overweighs the harm of protected interest and
 - b) 20 years have elapsed after occurrence of incident except in certain cases
- Form in which information sought would disproportionately divert the resources of the Public authority
 - Cause harm to safety or preservation of records

If PIO does not provide information:

- If you don't receive the information in time you can file a first appeal with the First Appellate Authority, who a designated (as notified) higher officer in the same office within 30 days from the day the information was due. You will be asked to appear for a hearing.
- If the first appeal proves unsatisfactory or not heard, you can file a second appeal with the State Information Commission within 90 days from the day the first appeal is held OR was supposed to be held.
- You could also file a complaint with the State Information Commission if the PIO refuses your request, if unreasonable fees are demanded, or incomplete, misleading or false information is given, etc.
- You will be asked to appear for a hearing by the State Information Commission in both situations either first appeal or complaint. The onus lies on the PIO to provide reasons for not providing information. If the reasons given by the PIO are found to be unreasonable he could be fined Rs.250 per day upto Rs.25000 by the Information Commissioner. He will also be ordered to provide information.
- If you have suffered any loss or harm, you can claim compensation from the public authority.
- The PIO may deny information if the information asked is sensitive and compromises the state's position. He should formally communicate to you the reasons.

Information Commission :

A) The Central Information Commission

Central Information Commission constituted by the Central Government through a Gazette Notification. The Commission includes 1 Chief Information Commissioner (CIC) and not more than 10 Information Commissioners (IC) who are appointed by the President of India. Commission has its Headquarters in Delhi. Other offices are established in other parts of the country with the approval of the Central Government.

B) The State Information Commission

The State Information Commission constituted by the State Government through a Gazette notification. It has one State Chief Information Commissioner (SCIC) and not more than 10 State Information Commissioners (SIC) appointed by the Governor. The headquarters of the State Information Commission will be at such place as the State Government may specify. Other offices may be established in other parts of the State with the approval of the State Government.

Help/support could be sought from “Information Commissions” by those:

- ⇒ Who has not been able to submit an information request because a PIO has not been appointed;
- ⇒ Who has been refused information that was requested;
- ⇒ Who has received no response to his/her information request within the specified time limits;
- ⇒ Who thinks the fees charged are unreasonable;
- ⇒ Who thinks information given is incomplete or false or misleading; and
- ⇒ Any other matter relating to obtaining information under this law.

Powers of State Information Commission

- ⇒ May pass order to provide information.
- ⇒ May require the Public authority to publish information.
- ⇒ May order enhancement of provisions for training.
- ⇒ May require to submit annual report.
- ⇒ May order to compensate the complainant/appellant.
- ⇒ May impose penalty on PIO/APIO.

Power to order inquiry if there are reasonable grounds. CIC/SIC will have powers of Civil Court such as:

- ⇒ Summoning and enforcing attendance of persons, compelling them to give oral or written evidence on oath and to produce documents or things.
- ⇒ Requiring the discovery and inspection of documents.
- ⇒ Receiving evidence on affidavit.
- ⇒ Requisitioning public records or copies from any court or office.
- ⇒ Issuing summons for examination of witnesses or documents.
- ⇒ Any other matter which may be prescribed.

Suggested format for applications:

Format -1

Application under RTI Act 2005

To,
Public Information Officer
(write full address)

Name of the Applicant (with full address)	
Subject (Only in one line)	
Reference (if any)	
Period to which information relates to (if any)	
Information Required (word limit= 150 words)	
Particulars of initial fee	Indian Postal Order Number..... Or details of payment receipt Or a copy (photocopy) BPL card (if applicant is BPL)

Steps of filing RTI (Refer the format 1):

1. Once you have the issue for which you are filing the RTI, first you need to find out which department or office you will file it with. For example, for JSSK, you will file it to the PIO of NRHM at State/District/Block, etc. If it is in a school, you can file it directly to the concerned school.
2. At the top of the page (on the left hand corner), write “To the Public Relation Office” followed by the department/office name, and its full address.
3. Then, you will write your full name and full address (as you being the applicant). If you are helping someone filing it, write name and address of the applicant, who is filing the RTI.
4. This will be followed by a line of subject in single and short line i.e. what you are actually asking for. For example, seeking information on number of individual provided with job card under MGNREGA.
5. Then mention the period to which information related to. For example, for the month of January 2014, for March to May 2014, etc.
6. Then you will write a brief note or explanation on what information you are seeking for (for which the RTI is filed). You will have to write this within 150 words limit.
7. Then write the postal order number if you are paying a fee through postal order. If you are paying the fee directly to the concern department or office, then mention the receipt number of the receipt of payment. Attached copy of the postal order or fee payment receipt with the copy of RTI filed. If you are BPL, then you will not be required to pay fee. In such case you have to attach a photocopy of your BPL card.

***Keep a photocopy of the same RTI filed, postal order or proof of initial fee and copy of the acknowledgement received from PIO/APIO with you for record. You may require it, if you do not receive any response, and file a appeal or complain for not receiving the response.

Suggested format for applications:

Format –2

**First/Second Appeal/Complaint Under Section 19 of
The Right to Information Act 2005**

To,
 -----(Write Designation of the first/second appellate/complaint authority with full address)

Name of the Applicant (with full address)	
Subject (Only in one line)	
Reference (if any)	My application under RTI act 2005, dated..... addressed to the PIO..... of office (copy enclosed with this application)
Officer name, designation (with tele- phone number) of PIO against whom the appeal is made	
Particulars of PIOs orders/numbers and date (if any)	
Brief facts leading to this appeal:	
Prayer/Relief sought (Example: release of information for free of cost, compen- sation etc.)	
Appeal ground for prayer/relief	
Verification by the appellant (applicant)	I attest all the information in this application is true and correct to my knowledge
Index of documents in support of appeal	Copy of original application (self attested) Copy of acknowledgement issued by PIO/APIO on receipt of applicant Copy of postal order or proof of initial fee Copy of responses from PIO (if any as such)

Steps for submitting First/Second Appeal/complain (Refer Format 2):

This is the format used for seeking the information again, when the RTI that you have filed is not being answered within a given time frame (35 days or 40 days), or if you are not satisfied with the response received. This has to be applied to a higher authority within 30 days of due date of previous RTI filed.

1. This is to be addressed to the first appellate authority (who is a designated higher officer in the same department where the RTI was filed by you). Therefore, identify the person/official in the department who is designated as first appellate authority. Write his/her designation and full address on the top of the page (on left hand corner).
2. Then write your name and address (i.e. applicant)
3. Write the subject. For example, follow up on RTI filed in relation to JSSK
4. Then you have to provide a reference for filing this appeal/complain. Here you will mention the date of the RTI filed and the concern department name. Enclose as well a photocopy of the previous RTI file with this application/appeal
5. Mention the name of the office, his/her designation against whom the appeal is made (i.e. details the person/officer to whom you have filed the previous RTI)
6. Then write a brief fact/reason for filing this appeal. For example, response for the RTI filed in relation to JSSK data for the month of January 2014 has not been received even after the due date)
7. Then write the request/relief sought. For example, release of information JSSK data for month of March 2014
8. Following this, write an appeal ground (an explanation) for request/relief. Here, write the reason for which the information is required (for example, we require the data for conducting a social audit, or I want to know how many people have been benefited by the scheme/JSSK)
9. Then yourself, i.e. the applicant, have to verify that all information in this application is true/correct and do a self attestation to the application (for example. I agree/verify that all information in this application is true to my knowledge.... Then put your name and signature)
10. Do not forget to enclose the following documents along with your signed/self attested application (appeal/complain)
 - a. *Copy of the acknowledgement issue by PIO (of previous RTI filed)*
 - b. *Copy of the postal order or proof of initial fee*
 - c. *Copy of response from PIO (if any as such)*

3 Appellate Authority- A person senior to PIO in the same department, who has the authority to review, issue necessary order in relation to the RTI and take decision on the particular case/matter.

Aadhaar

Aadhaar:

The Unique Identification Authority of India (UIDAI), is an agency of the Government of India responsible for implementing the AADHAAR scheme, a unique identification project. It was established in February 2009.

- *Aadhaar is a 12 digit individual identification number issued by the Unique Identification Authority of India on behalf of the Government of India.*
- *This number will serve as a proof of identity and address, anywhere in India, but not citizenship.*
- *The number will be unique, which means that no two residents will have the same number nor can one resident have more than one Aadhaar number.*
- *Aadhaar letter received via India Post and e-Aadhaar downloaded from UIDAI website are equally valid*

Any individual, irrespective of age and gender, who is a resident in India and satisfies the verification process laid down by the UIDAI can enrol for Aadhaar. Each individual needs to enrol only once which is free of cost. Each Aadhaar number will be unique to an individual and will remain valid for life. Aadhaar number will help you provide access to services like banking, mobile phone connections and other Govt and Non-Govt services in due course.

Information Required for AADHAAR Enrolment

Residents are enrolled for Aadhaar at Enrolment Centers that are set up by Registrars and Enrolment Agencies based on guidelines and standards laid down by UIDAI.

UIDAI has specified that in order to issue Aadhaar to the resident, the following types of information about the resident will need to be captured.

1. Demographic Information:

This information is also known as “Know Your Resident” (KYR) data. This is the basic information that is mandatory to enrol for Aadhaar. Demographic information that is collected includes: Name, Address, Gender and Date of Birth.

2. Information on Banking

Additionally, information related to the Resident’s bank account might be given if the resident desire to have it with his Aadhaar number, or the resident can opt for a new Aadhaar linked bank account. However, this is optional and the decision rests with the resident.

3. KYR+ Information

In addition to KYR data, State government may need additional information about residents for better targeting their welfare schemes like PDS, MGNREGA, RSBY, etc. For example, they may need information on number of family members, marital status, BPL status or ration card number or NREGA job card number etc. All the additional information apart from Name, Address, Gender and Date Of Birth are generally known as KYR+.

4. Biometric Information:

In addition to the demographic data, the biometrics information is also collected. Biometrics is the measurement of physical characteristics of the human body, such as fingerprints, facial features (photo), or retinal image. These are highly unique characteristics and can be used to verify the identity of individuals without error and duplication. Technology devices such as scanners and cameras now allow us record these physical features.

How to apply to Aadhaar?

Anyone who is resident of India satisfying the UIDAI process can avail AADHAAR card.

- Documents required are AADHAAR application form, photo identification proof and address proof.
- One may go to the official Aadhaar enrolment department existing in their respective area. In the Districts covered by the project, it is being done by the District Administrative Office (which is also referred as Deputy Commissioner Office of the district).
- For filling up the form and submission of the same, one may even take help of volunteers available in the enrolment centre.
- At enrolment centre fingerprint, photograph and iris scan will be required (which will be taken there itself) as part of the protocol to feed into database
- A temporary slip with enrolment number will be provided as an acknowledgement
- Based on your documents your details will be verified and in case, if all comes right an AADHAAR number will be sent to your address .

Benefits of Aadhaar:

The Aadhaar becomes an important means of ensuring that the services are effectively delivered particularly to the poor, by enabling resident to clearly identify themselves to service providers. Poor residents in India face two main challenges when it comes to service delivery:

- The denial of service, since many of them lack a proof of identity/address. For example, many destitute individuals in India lack identity documents to establish who they are, and are therefore excluded from BPL and other pro-poor programmes. Women, and the members of marginalized groups such as tribal, suffer due to the lack of such documents.
- Problems in disbursing welfare benefits due to the difficulty governments face in confirming whether benefits reached the right person or not.
 - ◆ Like in case of MGNREGA, Aadhaar authentication will guarantee workers presence at work site, and Aadhaar enabled payment platform could help in efficient payment of wages through banking system (by linking Aadhaar number with Bank account of resident)
 - ◆ Similarly in case of other schemes/services such as Targeted Public Distribution System (TPDS), Mid Day Meals, Integrated Child Development Scheme (ICDS), Aadhaar authentication will help/ensure targeted and guaranteed delivery of benefits/services to the beneficiaries/service users.

The Aadhaar offers the poor to clearly verify their identity, without the need of the additional documentation. It also helps individuals confirm once they have received a benefit, by providing their Aadhaar number and verifying information (such as a fingerprint).



Important Website/Link (for reference):

S. No	Link	Description of the Link
1	http://nrhm.gov.in/nrhm-components/rmch-a/maternal-health/janani-shishu-suraksha-karyakram/background.html	For information, guidelines, materials related to Janani Sishu Suraksha Karyakram (JSSK) under National Health Mission (Ministry of Health and Family Welfare)
2	http://wcd.nic.in/icds/	Provides all information related to Integrated Child Development Services (ICDS) under Ministry of Woman and Child Development
3	http://iay.nic.in/	For information related to Indira Awaas Yojana (IAY) under Ministry of Rural Development
4	http://mdm.nic.in/	For information related to Mid Day Meal Scheme under Ministry of Human Resource Development (Department of School Education and Literacy)
5	http://www.nrega.nic.in/	For information on Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA) under Ministry of Rural Development
6	http://rkvy.nic.in/	For information on Rashtriya Krishi Vikas Yojana (RKVY) under Ministry of Agriculture
7	http://tsc.gov.in/	For information on Nirmal Bharat Abhiyan (NBA) under Ministry of Rural Development
8	http://rggvv.gov.in/	For information on Rajiv Gandhi Grameen Vidyutikaran Yojana (RGGVY) under Ministry of Power
9	http://nsap.nic.in/	For information on National Social Assistance Programme (NSAP) under Ministry of Rural Development
10	http://dfpd.nic.in/	For information on Targeted Public Distribution System under Ministry of Consumer Affairs, Food and Public Distribution
11	https://eaadhaar.uidai.gov.in	For Information on Aadhaar (and UIDAI)
12	http://righttoinformation.gov.in/	For information on Right To Information Act (RTI Act)

Common Service Centers

Common Service Centre:

One of the important components of the project is “Common Service Centres” (CSC) which are established in different suitable locations of the 7 Districts covered.

A CSC is essentially a place with a personal computer, a wireless connection and other equipment such as printer/scanner, photocopy machine, etc. Through computer and Internet access, the CSCs can provide/ are expected to have services related computer training, office applications, CD burning, scanning, printing, digital imaging, etc., and may also act as an internet café.

The other major role of the CSC under the project would be:

- It would also act as an access point for the people on information related to the 10 key schemes selected such as;
 - ◊ Information on entitlements related to each schemes
 - ◊ Where to avail services
 - ◊ How to avail services, etc.
- Also help in filling the application form (where an application form needs to be filled, for scheme such as IAY, MGNREGA, NSAP, NBA, TPDS, RGGVY, RKVY)

As part of this project, 35 CSCs (5 CSCs each in each of the 7 districts) have been established, and district wise contact details and location of the common service centre are provided below (next page):

