

Schemes Guide Book

2016



Compiled by:

Misaal

Foreword

This volume is meant to be a helpful guide for Misaal fellows and associates, to use in their struggles to educate, organise and enable the community at large to access rights – laws, services and entitlements - and become empowered citizens. The volume is, accordingly, set up to perform that role. It is organised in sections, each on a specific public programme broken down by schemes. These are mostly universal, that all citizens of the country can access, although there are some ‘minority’ specific schemes too. The national government is the sponsor (and provider) of most social sector programmes, although states too have their specific interventions, some more, some less.

Taken together, the main thematic focus of this handbook, representing Misaal’s own thematic focus, is about education, health, livelihoods, services and social security – pensions, food security, and such like. The volume provides information on public schemes relating to those sectors. Given Misaal’s concerns, the volume also covers public programmes that seek to ‘develop’, ‘capacity build’, and ‘empower’ minority communities and areas. And finally, the volume, in order to provide practical solutions, also catalogues the various programmes available for grievance redressal.

In seeking to act as a helpful guide for action, the various scheme narratives are structured by bits of information that users will most need and use. These, in our case, are: brief description of the scheme, including the entitlements they provide; eligibility criteria, if any, for accessing the scheme; application process; documents required to be enclosed; and finally state actors responsible for implementing the particular schemes. Helpful tools, such as application format, templates for affidavits required, or certificate templates are also included. Where complaints and grievance redressal procedures exist, these have also been included. The purpose, as stated, is to make the volume as useful a tool for action, as possible. We hope it serves that purposes.

Finally, a disclaimer. All information contained in the volume has been accessed from public sources, mostly websites, of relevant programmes and schemes. At many places, we have used sections from these sources, verbatim. On these occasions and also where we have based our narrative extensively on published sources, we have provided links to those sources. Regardless, the source of all of our material is descriptions of public programmes provided by concerned government authorities. Descriptions change from time to time, and therefore, it is possible that some information in this volume could be out of date. We hope to update those periodically, in subsequent editions of this handbook.

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EDUCATION

PRE-MATRIC SCHOLARSHIP SCHEME

Website: <https://www.scholarships.gov.in/> | **Helpline:** 0120– 6619540, 1800112001

The scholarship will be awarded for studies in India in a government or private school from class I to class X. 30% of scholarship will be earmarked for girl students.

Eligibility:

Scholarship will be awarded to the students who have secured at least **50%** marks in the previous final examination and annual income of their parents/guardian from all sources does not exceed Rs. **1 lakh**.

To confirm eligibility, candidate can visit <https://www.scholarships.gov.in/schemeEligibilityPage>

Selection:

As the number of scholarships for minorities available in a year is fixed and limited it is necessary to lay down preference for selection. Inter-se selection weightage is to be given to poverty rather than marks. In case of the renewal applications, such applications would be fully exhausted before the new applications are considered

Duration:

The scholarships will be provided for the entire course. Maintenance allowance will be given for 10 months only in an academic year.

How to Apply:

Candidates should visit <https://www.scholarships.gov.in/> in order to enroll themselves for scholarship. From the session 2016-17, the process has been made online. A detailed guide is available on: www.scholarships.gov.in/public/schemeGuidelines/NSP2.0OperationManualDraftII.pdf

Documents Required:

1. Adhaar Card
2. Mark-sheet of the previous year
3. Fee Receipt for the current year
4. Income Certificate of the parents/guardian
5. Proof of bank Account in the name of Student
6. Photograph
7. Domicile Certificate
8. Self declaration of Minority community by the student.

Renewal of Scholarship:

The scholarship, once awarded, may be renewed during next academic year of the course on the production of certificate that the student has secured 50% marks. This can be done by visiting: <https://www.scholarships.gov.in/>

Helpline:

Candidates can contact the nearest Minority Welfare office or call on the following numbers in case of doubts or clarifications: 0120 – 6619540, 1800112001.

POST-MATRIC SCHOLARSHIP SCHEME

Website: <https://www.scholarships.gov.in/>

| **Helpline:** 0120– 6619540, 1800112001

The scholarship is to be awarded for studies in India in a government or private higher secondary school/college/university, including such residential institutes of the Government and eligible private institutes.

Eligibility:

Scholarship will be awarded to the students who have secured not less than 50% marks or equivalent grade in the previous final examination and the annual income of whose parents/guardian from all sources does not exceed Rs.2.00 lakh.

To confirm eligibility, candidate can visit <https://www.scholarships.gov.in/schemeEligibilityPage>

Selection:

Students from BPL families, having the lowest income shall be given preference in the ascending order. The renewal applications would be fully exhausted before the new applications are considered. Scholarships will not be given to more than two students in a family.

Duration:

The scholarships will be provided for the entire course. Maintenance allowance will be given for 10 months only in an academic year.

How to Apply:

Candidates should visit <https://www.scholarships.gov.in/> in order to enroll themselves for scholarship. From the session 2016-17, the process has been made online. A detailed guide is available on:

www.scholarships.gov.in/public/schemeGuidelines/NSP2.0OperationManualDraftII.pdf

Documents Required:

1. Student's Photo.
2. Institution Verification Form
3. Self declaration of Income Certificate by the student.
4. Self declaration of community by the student.
5. Previous Academic Mark sheet' as filled in Form.
6. Fee Receipt of current course year.
7. Proof of Bank Account in the name of student.
8. Aadhaar Card
9. Residential Certificate

Renewal of Scholarship:

The scholarship, once awarded, may be renewed during next academic year of the course on the production of certificate that the student has secured 50% marks. This can be done by visiting: <https://www.scholarships.gov.in/>

Helpline: Candidates can contact the nearest Minority Welfare office or call on the following numbers in case of doubts or clarifications: 0120 – 6619540, 1800112001.

MERIT CUM MEANS SCHOLARSHIP SCHEME

Website: <https://www.scholarships.gov.in/>

Helpline: 0120– 6619540, 1800112001

The objective of the Scheme is to provide financial assistance to the poor and meritorious students belonging to minority communities to enable them to pursue professional and technical courses. Every year 20000 scholarships are distributed among the students of minority communities throughout the country based on the state-wise population of these communities.

Hostellers can get Rs. 30,000 per annum and Day Scholars will get Rs. 25,000 as maintenance allowance and course fee.

Conditions For Scholarship:

- i) Financial assistance will be given to **pursue graduate level or post graduate level** technical and professional courses from a recognized institution.
- ii) Students who get admission to a college to pursue technical/professional courses, on the basis of a competitive examination will be eligible for the scholarship.
- iii) Students who get admission in without taking any competitive examination will also be eligible for scholarship. However, such students should have not less than **50% marks** at higher secondary/graduation level. Selection of these students will be done strictly on merit basis.
- iv) Continuation of the scholarship in subsequent years will depend on successful completion of the course during the preceding year.
- v) A scholarship holder under this scheme will not avail any other scholarship/stipend for pursuing the course.
- vi) The annual income of the beneficiary/parent or guardian of beneficiary **should not exceed Rs.2.50** lakh from all sources. The Income Certificate would remain valid for One Year.

How to Apply:

Candidates should visit <https://www.scholarships.gov.in/> in order to enroll themselves for scholarship. From the session 2016-17, the process has been made online. A detailed guide is available on:

www.scholarships.gov.in/public/schemeGuidelines/NSP2.0OperationManualDraftII.pdf

Documents Required:

1. Student's Photo.
2. Institution Verification Form
3. Self declaration of Income Certificate by the student.
4. Self declaration of community by the student.
5. Previous Academic Mark sheet' as filled in Form.
6. Fee Receipt of current course year.
7. Proof of Bank Account in the name of student.
8. Aadhaar Card
9. Residential Certificate

Helpline: Candidates can contact the nearest Minority Welfare office or call on the following numbers in case of doubts or clarifications: 0120 – 6619540, 1800112001.

JAWAHAR NAVODAYA VIDYALAYA

Website : <http://nvshq.org/>

Jawahar Navodaya Vidyalaya (JNV) is an attempt from the government to address the divide between the quality of education provided by the private schools and government schools. It focuses on connecting children mainly from rural background with a quota of 75 percent while 25 percent is reserved for urban children. JNVs provide children with quality education, in a residential set up, comparable to the best in a private residential school system, and with no cost involved. In the current academic session, out of 251 students of Class-XII who appeared for JEE, 238 qualified, ensuring admission in the National Institutes of Technology with a success rate of 94.8%, compared to the national average of 16.7%.

There are a total of **598 JNVs** spread across **all the districts** and the students can take **admission in Class-VI through selection test**. The intake in Class-VI in every school is 80. One third seats are reserved for girls.

Eligibility for Admission: (for session **2016-17** session)

- Age between 10-years (please verify with the age bracket of the year of application)
- Must be enrolled/studying in **Class-V** in the current session
- Must be a student of government / government aided / government recognized school
- Must a resident of **same district** where application will be made

Where to get the Application Form:

- Block Education Officer (BEO)
- District Education Officer (DEO)
- Headmaster of school where he/she is studying
- Principal, Jawahar Navodaya Vidyalaya.
- Alternatively, the form and other formats can be downloaded here (<https://goo.gl/Nccv1V>)

How to submit an Application Form

Duly filled in application form must reach the **Block Education Officer** latest by **16th September 2016**. It shall be **signed by the Head of the school** where the child is studying in Class-V. Candidates are advised to **get the acknowledgement** from the BEO at the time of submission of Application Form.

Important Dates:

Form submission : September | Examination : January | Result : 1st week of April

Composition of the Test:

The selection test will be of two-hour duration and will have 3 sections with only objective type questions. There are 100 questions in all of 100 marks. Students can give test in **Hindi, English** or **Urdu**.

Type of Test	Number of Questions	Marks	Duration
Mental ability Test	50	50	60 Minutes
Arithmetic Test	25	25	30 Minutes
Language Test	25	25	30 Minutes
Total	100	100	2 Hours

For more information, you can download the prospectus from <http://goo.gl/mokMiW/>

KASTURBA GANDHI BALIKA VIDYALAYA

Kasturba Gandhi Balika Vidyalaya (KGBV) is a scheme launched in July 2004, for setting up residential schools at upper primary level for girls belonging predominantly to the SC, ST, OBC and minority communities. The scheme is being implemented in educationally backward blocks of the country where the female rural literacy is below the national average and gender gap in literacy is above the national average. The scheme provides for a minimum reservation of 75% of the seats for girls belonging to SC, ST, **OBC or minority** communities and priority for the remaining 25%, is accorded to girls from families below poverty line.

2578 KGBVs were sanctioned by Government of India. Of these, 427 KGBVs have been sanctioned in Muslim concentration blocks, 612 in ST blocks, 688 in SC blocks. A total of 750 residential schools would be opened in educational backward blocks.

केजीबीवी में देय निःशुल्क प्रावधान :-

सभी बालिकाओं को आवास।

- पुस्तकें तथा शिक्षण सामग्री।
- स्कूल यूनिफार्म, स्वेटर, जूते-मोज़े।
- दैनिक उपयोग वस्तुओं तथा साबुन, तेल, तोलिया, टूथ-पेस्ट, कंघा, चप्पल, सेनेटरी नेपकिन इत्यादि।
- प्रतिमाह 100/- बालिकाओं के व्यक्तिगत बैंक खाते में जमा।

Eligibility: The admission can be taken in Class-VI or Class-IX

Documents Required:

1. 2 Photographs
2. Mark-sheet of the previous year
3. Proof of Age
4. Adhaar Card
5. Proof of BPL
6. Affidavit stating non-admission in any other school

How to Apply:

A candidate can visit the school and collect the form from the school. Based on the availability of seats and eligibility, the admission can be granted by the school.

RIGHT TO EDUCATION

The Constitution (Eighty-sixth Amendment) Act, 2002 inserted Article 21-A in the Constitution of India to provide free and compulsory education of all children in the age group of six to fourteen years as a Fundamental Right in such a manner as the State may, by law, determine. The Right of Children to Free and Compulsory Education (RTE) Act, 2009, which represents the consequential legislation envisaged under Article 21-A, means that every child has a right to full time elementary education of satisfactory and equitable quality in a formal school which satisfies certain essential norms and standards.

The RTE Act provides for the:

- Right of children to free and compulsory education till completion of elementary education in a neighbourhood school.
- It clarifies that ‘compulsory education’ means obligation of the appropriate government to provide free elementary education and ensure compulsory admission, attendance and completion of elementary education to every child in the six to fourteen age group.
- It makes provisions for a non-admitted child to be admitted to an age appropriate class.
- It lays down the norms and standards relating inter alia to Pupil Teacher Ratios (PTRs), buildings and infrastructure, school-working days, teacher-working hours.
- It provides for rational deployment of teachers by ensuring that the specified pupil teacher ratio is maintained for each school, rather than just as an average for the State or District or Block, thus ensuring that there is no urban-rural imbalance in teacher postings. It also provides for prohibition of deployment of teachers for non-educational work, other than decennial census, elections to local authority, state legislatures and parliament, and disaster relief.
- It provides for appointment of appropriately trained teachers, i.e. teachers with the requisite entry and academic qualifications.
- It prohibits (a) physical punishment and mental harassment; (b) screening procedures for admission of children; (c) capitation fee; (d) private tuition by teachers and (e) running of schools without recognition.
- And all un-aided and aided private schools and those in SPECIFIED CATEGORY (such as the Kendriya Vidyalayas, Navodyayas, Sainik Schools) except for Minority Institutions, must provide free education to at least 25 percent of students at the entry level.

For more information, you can log on to Ministry Website <http://mhrd.gov.in/rte>

LIVELIHOOD

MGNREGA

Website: <http://www.nrega.nic.in/netnrega/home.aspx>

The National Rural Employment Guarantee Act, 2005 (NREGA) guarantees 100 days of employment in a financial year to any rural household whose adult members are willing to do unskilled manual work.

Key Features:

Eligibility: Any person who is above the age of 18 and resides in rural areas is entitled to apply for work.

Entitlement: Any applicant is entitled to work within 15 days, for as many as he/she has applied, subject to a limit of 100 days per household per year.

Distance: Work is to be provided within a radius of 5 kilometres of the applicant's residence if possible, and in any case within the Block. If work is provided beyond 5 kilometres, travel allowances have to be paid.

Wages: Workers are entitled to the statutory minimum wage applicable to agricultural labourers in the state, unless and until the Central Government "notifies" a different wage rate. If the Central Government notifies, the wage rate is subject to a minimum of Rs. 60 per day.

Timely payment: Workers are to be paid weekly, or in any case not later than a fortnight. Payment of wages is to be made directly to the person concerned in the presence of independent persons of the community on pre-announced dates.

Unemployment allowance: If work is not provided within 15 days, applicants are entitled to an unemployment allowance: one third of the wage rate for the first thirty days, and one half thereafter.

Worksite facilities: Labourers are entitled to various facilities at the worksite such as clean drinking water, shade for periods of rest, emergency health care, and child-minding.

How to get work:

Any person willing to get work should make an application to Gram Panchayat demanding work. She or he will be issued a job card against which work can be demanded.

Documents Required:

1. Photograph
2. Adhaar card
3. Bank Account

Grievance Redressal:

A person not getting work or job card can contact Block Panchayat, Programme Officer MGNREGA, Zila Panchayat or District Program Coordinator.

Alternatively, one can file a complaint by visiting:

<http://164.100.129.6/netnrega/statepage.aspx?check=pgr&lvl=citizen&Digest=Ah5boauEAQAnYfahMVB4jw>

DEEN DAYAL ANTYODAYA YOJANA
National Rural Livelihood Mission (NRLM)

Website: <http://aajeevika.gov.in/>

National Rural Livelihood Mission (NRLM) is a poverty alleviation project implemented by Ministry of Rural Development, Government of India. This scheme is focused on promoting self-employment and organization of rural poor. The basic idea behind this programme is to organize the poor into SHG (Self Help Groups) and make them capable for self-employment.

Who are eligible for benefits under NRLM?

The NRLM Target Households (NTH) are identified through the Participatory Identification of Poor (PIP) instead of the BPL. The PIP is a community-driven process where the CBOs themselves identify the poor in the village using participatory tools. The list of poor identified by the CBO is vetted by the Gram Sabha.

What are the functions of the group?

SHGs are affinity-based savings and credit groups to begin with. They offer solidarity. They provide microfinance services – savings, credit, bank linkages, insurance, remittances, equity etc. They also offer collectivization and group activities. The SHGs offer social security and social action in various fronts including health, nutrition, food, gender, convergence etc., directly or through their federations.

How are the SHGs supported under NRLM?

Support to the SHGs of poor is in terms of knowledge, skills, funds, bank linkages and interest subvention. NRLM ensures that the poor are provided with the requisite knowledge and skills to the members, the leaders and the bookkeepers of the SHGs for: managing their institutions, enhancing their credit absorption capacity and credit worthiness, linking up with markets, managing their existing livelihoods, etc.

What other measures has NRLM taken towards Financial Inclusion?

NRLM facilitates the SHGs to open and operate bank accounts and bank linkages. It also facilitates access to insurance to members. It is encouraging individual members too to open bank accounts.

Aajeevika is encouraging public sector banks to set up Rural Self Employment Training Institutes (RSETIs) in all districts of the country on line lines of Rural Development Self-Employment Institute (RUDSETI) model for promoting self-employment.

For more information, you can refer: http://msrls.nic.in/documents/6_PIP-NRLM.pdf

DEENDAYAL ANTYODAYA YOJANA
National Urban Livelihoods Mission (NULM)

Website: <http://nulm.gov.in/>

NULM aims to reduce poverty and vulnerability of the urban poor households by enabling them to access gainful self employment and skilled wage employment opportunities, resulting in an appreciable improvement in their livelihoods on a sustainable basis, through building strong grassroots level institutions of the poor. The mission would aim at providing shelters equipped with essential services to the urban homeless in a phased manner. In addition, the mission would also address livelihood concerns of the urban street vendors by facilitating access to suitable spaces, institutional credit, social security and skills to the urban street vendors for accessing emerging market opportunities.

NULM Strategy:

1. Building capacity of the urban poor, their institutions and the machinery involved in the implementation of livelihoods development and poverty alleviation programmes through handholding support.
2. Enhancing and expanding existing livelihoods options of the urban poor
3. Building skills to enable access to growing market-based job opportunities offered by emerging urban economies
4. Training for and support to the establishment of micro-enterprises by the urban poor – self and group
5. Ensure availability and access for the urban homeless population to permanent 24- hour shelters including the basic infrastructural facilities like water supply, sanitation, safety and security
6. Cater to the needs of especially vulnerable segments of the urban homeless like the dependent children, aged, disabled, mentally ill, and recovering patients etc., by creating special sections within homeless shelters and provisioning special service linkages for them
7. To establish strong rights-based linkages with other programmes which cover the right of the urban homeless to food, healthcare, education, etc. and ensure access for homeless populations to various entitlements, including to social security pensions, PDS, ICDS, feeding programmes, drinking water, sanitation, identity, financial inclusion, school admission etc., and to affordable housing.
8. To address livelihood concerns of the urban street vendors by facilitating access to suitable spaces, institutional credit, social security and skills to the urban street vendors for accessing emerging market opportunities.

SEEKHO AUR KAMAO (LEARN AND EARN)

Website: <http://www.seekhoaurkamao-moma.gov.in/>

The "Seekho Aur Kamao(Learn & Earn)"- The Scheme for Skill Development of Minorities aims to upgrade the skills of the minority youths in various modern/traditional vocations depending upon their educational qualification, present economic trends and the market potential. This scheme helps the minority communities to find employment and make them eligible for self-employment based on skills.

This scheme initiated the skill development programme for Modular Employable Skills (MES) which are approved by National Council for Vocational Training (NCVT) of India. The MES courses approved by NCVT include the majority of traditional skills being practiced by the minority communities. The courses included are Embroidery, Chikankari, Zardosi, Patchwork, Gem and Jewelry, Weaving, Wooden works, Leather goods, Brass metal works, Glass wares, Carpet etc. Other courses approved by NCVT will also be taken up in a particular State or region depending on the demand and local market potential.

Eligibility:

- Candidate must be between the age group of 14-35
- Candidate must belong to a minority community
- Minimum qualification is 5th Class

Key Features of the Scheme:

1. The minimum duration training programmes is of minimum 3 months duration.
2. This training includes soft skills training, basic IT training and basic English training.
3. The prime objective of this training is to have gainful and sustainable employment for the youth.
4. The student/candidate/trainee is selected on the basis of aptitude and capability from the options of Sector specific Vocational Skills Program.
5. Its focus is mainly as per the industry requirement.
6. The skills training for modern skills must give output as minimum of 75% placement and out of that at least 50% placement should be in organized sector.

How To Apply:

A candidate can contact any of the followings:

1. The District Collector
2. Deputy Commissioner
3. Sub Divisional Officer
4. Block Development Officer

For more information log on to:

1. Hindi (http://www.seekhoaurkamao-moma.gov.in/WriteReadData/learnandearn_hindi.pdf)
2. English (<http://www.newincept.com/seekho-aur-kamao-learn-earn-the-scheme-for-skill-development-of-minorities.html>)

PRADHAN MANTRI KAUSHAL VIKAS YOJANA (PMKVY)

Website: <http://pmkvyofficial.org/> and <http://msde.gov.in/pmkvy.html>

Pradhan Mantri Kaushal Vikas Yojana (PMKVY) is the flagship scheme of the Ministry of Skill Development & Entrepreneurship (MSDE). The objective of this Skill Certification Scheme is to enable a large number of Indian youth to take up industry-relevant skill training that will help them in securing a better livelihood. Individuals with prior learning experience or skills will also be assessed and certified under Recognition of Prior Learning (RPL). Under this Scheme, Training and Assessment fees are completely paid by the Government.

Eligibility:

- First time job entrants
- Class 10 or 12 drop-outs
- Applicant has to provide Aadhar card number, mobile number, PAN card or election card.

Who will provide training:

- National Skill Development Corporation (NSDC) with 187 training partners
- These partners have 2300 training centers in total
- Central & State affiliated training providers

Curriculum: Under this scheme, training will be given on following apart from skills required:

- Soft skills
- Work ethics
- Personality development
- Behavioral development
- Cleanliness and others

PMKVY Registration Process – How to Apply ?

Step 1 : Find a Training Center

- First of all you need to find the training center that provides the training in the skill you are interested to learn
- You need to Visit [this page to find the training center](#)
- Once you are on that page, you can search for the training center in various ways i.e. You can search –
- By sector, By Location, By Sector & Location & By Training Partner
- We advise you to use the option, “By Sector & Location”. Using this Option you will able to select the skill and nearest location too
- Select State, District & Sector and Click on Find Now
- You will see the list of training centers along with the contact information

Step 2 : Learn A Skill

- Once you have identified the training center, contact them and Start Learning your desired skill

Step 3 : Get Enrolled

- Through the training center you will be enrolled. Your details will be submitted to the database

Step 4 : Be Assessed and Certified

- Towards the end of your Course, an Assessment agency will assess you
- If you pass the assessment process and have a valid aadhaar card, a govt certification and skill card will be given to you

Step 5 : Gain A Reward

- Passing in the assessment will make you Eligible for the Monetary Award i.e. You will get money after the successful completion of the course. The amount will be transferred directly to your bank account.

Below are the details of monetary award to be offered.

NSQF Levels	For Skills Training		For Recognition of Prior Learning (RPL)	
	Manufacturing, Plumbing & Construction sectors	Other sectors	Manufacturing, Plumbing & Construction sectors	Other sectors
Level 1 & 2	7,500	5,000	2,500	2,000
Level 3 & 4	10,000	7,500		
Level 5 & 6	12,500	10,000		

Helpline :

Official helpline has been set up by the concerned department to help the interested persons.
PMKVY Toll Free Number – 08800055555

For more details visit:

1. <http://www.skilldevelopment.gov.in/assets/images/PMKVY%20Scheme%20booklet.pdf>
2. <http://pmkvyofficial.org/Index.aspx>

**HOUSING
&
OTHER SERVICES**

PRADHAN MANTRI GRAMIN AWAAS YOJANA
(INDIRA AWAS YOJNA)

Website: www.iay.nic.in/

This scheme aims to provide housing for the rural poor in India. It targets the to benefit Scheduled Castes/Scheduled Tribes, freed bonded labourers, minorities and non-SC/ST rural households in the BPL category, widows and next-of-kin to defence personnel/paramilitary forces killed in action (irrespective of their income criteria), ex-servicemen and retire scheme.

Benefits:

1. Rs 1.20 lakh for the construction of the house
2. Rs. 12,000 for the construction of the toilets
3. A beneficiary can take a loan of Rs 70,000 as well, along with the above benefits.

How to get the benefits under PMGAY:

Gram Panchayat under the supervision of Zila Panchayat creates a list of families who are to be given the houses under the scheme. Two separate wait-lists are maintained, one for SC/ST and another for Non-SC/ST. The beneficiaries, restricting to the allocated number, will be selected from the Permanent IAY Wait-lists prepared on the basis of BPL lists in order of seniority in the list.

Candidates have to apply filling the application form after applying for IAY house. The application will be forwarded to district offices. District level officer will be approving fund for your home. After that your fund will be transferred to your bank account.

Release of Funds:

- The first installment should be given on the Awaas Divas along with the sanction order. It should not be more than 25% of the unit cost.
- The 2nd installment should be released on reaching the level lintel. It should not be less than 60% of the unit cost.
- The 3rd installment 15% should be given only after the house including the sanitary latrine is constructed and the beneficiary starts living in the house.

Tracking and Monitoring of the Progress:

A candidate can check the status of application on: <http://iay.nic.in/netiay/Beneficiary.aspx>

Grievance Redressal:

1. Written application can be submitted to the B.D.O at the Block Level.
2. An application to District Magistrate can be given in case of failure at Block Level.

For details, please visit <http://rural.nic.in/sites/downloads/programmes-schemes/prog-schemes-ruralhousing-iaygd2.pdf>

PRADHAN MANTRI JAN-DHAN YOJANA

Website: <http://www.pmjdy.gov.in/>

Pradhan Mantri Jan-Dhan Yojana (PMJDY) is National Mission for Financial Inclusion to ensure access to financial services, namely, Banking/ Savings & Deposit Accounts, Remittance, Credit, Insurance, Pension in an affordable manner.

Account can be opened in any bank branch or Business Correspondent (Bank Mitra) outlet. PMJDY accounts are being opened with Zero balance. However, if the account-holder wishes to get cheque book, he/she will have to fulfill minimum balance criteria.

Documents required to open an account:

1. If Aadhaar Card/Aadhaar Number is available then no other documents is required. If address has changed, then a self certification of current address is sufficient.
2. If Aadhaar Card is not available, then any one of the following Officially Valid Documents (OVD) is required: Voter ID Card, Driving License, PAN Card, Passport & NREGA Card. If these documents also contain your address, it can serve both as Proof of Identity and Address.

If a person does not have any of the officially valid documents mentioned above, but it is categorized as 'low risk' by the banks, then he/she can open a bank account by submitting any one of the following documents:

1. Identity Card with applicant's photograph issued by Central/State Government Departments, Statutory/Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks and Public Financial Institutions.
2. Letter issued by a gazette officer, with a duly attested photograph of the person.

Special Benefits under PMJDY Scheme

1. Interest on deposit.
2. Accidental insurance cover of Rs. 1 lac
3. No minimum balance required.
4. The scheme provide life cover of Rs. 30,000/- payable on death of the beneficiary, subject to fulfillment of the eligibility condition.
5. Easy Transfer of money across India
6. Beneficiaries of Government Schemes will get Direct Benefit Transfer in these accounts.
7. After satisfactory operation of the account for 6 months, an overdraft facility will be permitted (limited to Rs. 5000, only one account per household, preferably lady of the household).
8. Access to Pension, insurance products.

Grievance Redressal:

In case of facing problems in opening account or not being able to get proper response, applicant can choose on of the following options:

1. Contact Bank Manager and discuss the issue
2. Call on the National Toll-Free Helplines: 1800-180-1111, 1800-11-0001
3. Visit <http://www.pmjdy.gov.in/> and head to "Contact Us" section
4. State-wise helplines can be accessed from here
<http://www.pmjdy.gov.in/contactinfo?id=TollFreeBlock>

SOCIAL SECURITY

NATIONAL FOOD SECURITY ACT, 2013

Website : <http://pdsportal.nic.in/>

The National Food Security Act, 2013 (NFSA 2013) converts into legal entitlements for existing food security programmes of the Government of India. Upto 75% of the rural population and 50% of the urban population will be covered under TPDS, with uniform entitlement of 5 kg per person per month. However, since Antyodaya Anna Yojana (AAY) households constitute poorest of the poor, and are presently entitled to 35 kg per household per month, entitlement of existing AAY households will be protected at 35 kg per household per month.

Food Grains:

Foodgrains under TPDS will be made available at subsidised prices of Rs. 3/2/1 per kg for rice, wheat and coarse grains for a period of three years from the date of commencement of the Act. Thereafter prices will be suitably linked to Minimum Support Price (MSP).

Other Benefits:

- Pregnant women and lactating mothers will be entitled to meals and maternity benefits of not less than Rs 6000. It is however restricted to two children only.
- The eldest women of the household of age 18 years or above will be the head of the household for the purpose of issuing ration cards.

For more information, please visit: <http://pdsportal.nic.in/>

Applying Ration Card In-Person:

1. Applicant is required to obtain the form from any of the circle office / SDO within your area.
2. Applicants needs a passport size photo of head family member which should be attested by any of the MLA, MP, Gazetted officer or by the municipal corporation of your area. Applicant needs to submit an address proof which can be either voter Id card, recent electricity or water bill, receipt of property tax paid in the current year, LPG connection which should be in the name of the head of the family. If an applicant is having an older ration card, the applicant needs to also submit surrender / deletion certificate. In case of tenant, applicant can submit the copy of No Objection Certificate.
3. After filling the form properly along with all the necessary documents and submit it at the concerned area office.

Applying Ration Card On-line:

1. Check the official website of State and click **“Ration Card Apply On-line”** .
2. Click on the below mentioned link and you will find the registration form. Fill the application form on-line and fill in the correct and appropriate information required.
3. The next step would be to attach the necessary documents and take the print out.
4. After taking out the print out applicant needs to submit the copy of registration in your concerned area office.

Uttar Pradesh: <http://fcs.up.nic.in/upfood/fcsportal/FoodPortal.aspx>

Bihar: <http://sfc.bihar.gov.in/>

Required Documents:

1. Self-Declaration and Certificate From Pradhan/Ward Councillor
2. Proof of Date of Birth (e.g Birth Certificate or X Pass Certificate)
3. Proof of Residence
4. Passport size photograph of Head of the Family which should be attested.
5. Adhaar Card

Grievance Redressal:**Bihar:**

Through website: <http://lokshikayat.bihar.gov.in/>

BPGRS Helpline No: **0612-2201000**

Uttar Pradesh:

Through website: http://fcs.up.nic.in/upfood/accounts/jsk/user/Complain_New_Public.aspx

Toll-Free Helpline: **1800 1800 150**

Pradhan Mantri Ujjwala Yojana

The scheme is aimed to provide LPG connections to BPL households in the country.

Website: <http://www.pmujjwalayojana.in/>

Helpline No.: 18002666696

Eligibility:

- The applicant's name **should be in the list of SECC-2011** data.
- The applicant should be **a women above the age of 18** years.
- The women applicant **should belong to BPL** (Below Poverty Line).
- The women applicant should have a saving bank account in any nationalized bank.
- The applicant's household **should not** already own a LPG connection in anyone's name.

Required Documents:

Below is the list of mandatory documents to be attached along with the application form:

1. BPL Certificate Authorized by Panchayat Pradhan / Municipality Chairman
2. BPL Ration Card
3. One Photo ID (Aadhar Card or Voter ID Card)
4. One Recent Passport Size Photograph

For complete list of documents for Ujjwala Yojana, [click here](#)

How to Apply:

The eligible women candidates from BPL families can apply for the scheme by filling up the Ujjwala Yojana KYC application form (in prescribed format).

- The interested candidates require to fill the 2 page application form and attach required documents along with the form.
- The applicants also need to mention their requirement of cylinder type i.e. 14.2KG or 5KG.

KYC Application forms for Ujjwala Yojana can also be downloaded [from here](#) and submitted to nearest LPG outlet along with required documents.

Financial Assistance:

The scheme provides a financial support of Rs. 1600 for each LPG connection to the eligible BPL households. The connections under the scheme will be given in the name of women head of the households.

The government will also provide EMI facility for meeting the cost of stove and refill.

THE NATIONAL SOCIAL ASSISTANCE PROGRAMME(NSAP)

Website: <http://nsap.nic.in/>

National Social Assistance Programme is a social security and welfare programme to provide support to aged persons, widows, disabled persons and bereaved families on death of primary bread winner, belonging to below poverty line households.

NSAP at present comprises of **Indira Gandhi National Old Age Pension Scheme (IGNOAPS)**, **Indira Gandhi National Widow Pension Scheme (IGNWPS)**, **Indira Gandhi National Disability Pension Scheme (IGNDPS)**, **National Family Benefit Scheme (NFBS)** and **Annapurna Scheme**.

Indira Gandhi National Old Age Pension Scheme (IGNOAPS):

The Indira Gandhi National Old Age Pension Scheme is old age non-contributory pensions scheme which covers those Indians who are above 60 years of age and also who live below poverty line.

Eligibility: All the individuals are eligible who are above 59 years of age and below poverty line to apply.

Pension Amount

All the beneficiaries of IGNOAPS of 60-79 years of age receive Rs. 200 as monthly pension. Those who are above the age of 80 years receive Rs. 500 as their monthly pension.

Indira Gandhi National Widow Pension Scheme (IGNWPS):

Eligibility: Widows aged 40 and above and living below poverty line.

Pension Amount: All beneficiaries aged less than 80 years to get Rs.300 monthly pension and those aged above 80 to get Rs. 500 monthly pension.

Indira Gandhi National Disability Pension Scheme (IGNDPS):

Eligibility: The eligible age for the pensioner is 18 years and above and the disability level has to be 80%. Dwarfs will also be an eligible category for this.

Pension Amount: The amount is Rs. 300 per month and after attaining the age of 80 years, the beneficiary will get Rs. 500 per month.

National Family Benefit Scheme (NFBS):

Under this scheme, a lumpsum assistance to the bereaved household in the event of death of the bread-winner between 18 and 60 years of age. It is clarified that any event of death (natural or otherwise) would make the family eligible for assistance.

A woman in the family, who is a home maker, is also considered as a 'bread-winner' for this purpose. The family benefit will be paid to such surviving member of the household of the deceased poor, who after local inquiry, is found to be the head of the household. For the purpose of the scheme, the term "household" would include spouse, minor children, unmarried daughters and dependent parents.

In case of death of an unmarried adult, the term household would include minor brothers/ sisters and

dependent parents. The death of such a bread-winner should have occurred. The assistance would be given to every case of death of breadwinner in a family.

Annapurna Scheme:

It aims at providing food security to meet the requirement of those senior citizens who, though eligible, have remained uncovered under the National Old Age Pension Scheme (NOAPS). Under this scheme, 10 kgs of food grains (wheat or rice) is given per month per beneficiary.

Selection and enrollment: The beneficiaries under the scheme are selected in the *Gram Sabhas* and the *Gram Panchayat* distribute the entitlement cards to the beneficiaries.

The minimum criteria and documents required for getting benefits under National Social Assistance Programme (NSAP).

Name of Scheme	Age Group	Age Certificate	Income Certificate	Passport Size Photo 2 Nos	BPL ID No	Other
Indira Gandhi National Old Age Pension Scheme (IGNOAPS)	60 and Above	Yes	Yes	Yes	Yes	-
Indira Gandhi National Widow Pension Scheme (IGNWPS)	Between 40 – 59	Yes	Yes	Yes	Yes	Death Certificate
Indira Gandhi National Disability Pension Scheme (IGNDPS)	Between 18-59	Yes	Yes	Yes	Yes	Disability Certificate
National Family Benefit Scheme (NFBS)	Between 18-39	Yes	Yes	Yes	No	Under BPL Category Certificate & Death Certificate
ANNAPURNA	Above 70	Yes	Yes	Yes	Yes	Applicable only if not covered under IGNOAP Scheme

Along with above, it is important to have Bank Account and Adhaar Card to avail these schemes.

Indira Gandhi Matritva Sahyog Yojana (IGMSY) – A Conditional Maternity Benefit Scheme

This scheme of the Ministry of Women and Child Development (MWCD) for pregnant and lactating mothers is called Indira Gandhi Matritva Sahyog Yojana (IGMSY) – a Conditional Maternity Benefit Scheme that aims to improve the health and nutrition status of Pregnant and Lactating (P & L) women and their young infants by:

1. Promoting appropriate practices, care and service utilization during pregnancy, safe delivery and lactation.
2. Encouraging women to follow (optimal) Infant and Young Child Feeding (IYCF) practices including early and exclusive breastfeeding for the first six months.
3. Contributing to better enabling environment by providing cash incentives for improved health and nutrition to pregnant and lactating women.

The Scheme aims to provide partial compensation for the wage loss so that the woman is not under compulsion to work till the last stage of pregnancy and can take adequate rest before and after delivery.

Benefits:

Under this Scheme, benefit is provided in the form of cash assistance to pregnant and lactating women as per the following conditions:

1. The benefit is restricted to pregnant women for upto the first two live births provided they are of 19 years of age and above.
2. The woman or her husband does not work in Government / Public Sector Undertaking (Central and State)
3. A total cash incentive of Rs. 6000 is deposited in their bank or post office accounts in two installments between the third trimester and till the child attains the age of 6 months subject to fulfillment of maternal and child health conditions.
4. The first installment of Rs. 3000 is to be released during the third trimester once pregnancy is registered at AWC / health center within four months of pregnancy. At least two Ante-natal check-up with Iron Folic Acid tablets and TT injection to be completed.

The second installment is released 6 months after delivery. The health conditions to be fulfilled are:

5. The birth of the child should have been registered
6. The child should have received BCG, DPT I, II and III doses and three OPV doses
7. The mother should have attended atleast three growth monitoring and IYCF counselling
8. Exclusive breast feeding for six months and introduction of complementary feeding as certified by the mother.

Eligibility Criteria:

1. Pregnant women
2. Not less than 19 years old
3. This is her first or second live birth
4. She or her husband does not work in Government / Public Sector Undertaking (Central and State)

AWWs and AWHs may also avail the benefit under the Scheme if they are not receiving paid maternity benefits from the Government and fulfill the above-mentioned 4 criteria.

How to Apply:

- Register at the AWC as soon as she gets to know about her pregnancy
- Sign an undertaking, which the AWW would maintain separately for each beneficiary. This undertaking says that the information given by the beneficiary is true and in case of wrongful claim, the amount paid to her may be recovered. Failing which, she would be liable for prosecution.
- Open a Bank/Post Office account so that cash benefits can be transferred in it
- Ask for services to be provided by AWW and ANM
- Ensure that the services she receives are marked in the MCP Card

CAPACITY DEVELOPMENT FOR MINORITIES

NAI ROSHNI

Website: <http://nairoshni-moma.gov.in/>

Nai Roshni scheme aims for leadership development of minority women, including their neighbors from other communities living in the village/locality, is to empower and to introduce self-confidence in women, by providing knowledge, tools and techniques for interacting with Government of India systems, banks, and intermediaries at all levels.

The effort would encourage and embolden minority women to move out of the confines of their home and community and assume leadership roles and assert their rights, collectively or individually, in accessing services, facilities, skills, and opportunities besides claiming their due share of development benefits of the Government Of India for improving their lives and living conditions. Also, The schemes are to encourage minority women and to increase source of income.

“Nai Roshni” program/Scheme is implemented with the help of non-governmental organizations (NGOs), Civil societies and Government Institutions all over the country. It includes various training modules like Leadership of women, Educational Programmes, Health and Hygiene, Swachh Bharat, Financial Literacy, Life Skills, Legal Rights of Women, Digital Literacy and Advocacy for Social and behavioral change.

Objectives:

The objectives of this scheme are as below:

- To empower and build self-confidence among minority women, including their neighbors from other communities living in the same village/locality, by providing knowledge, tools, and techniques for interacting with Government systems, banks and other institutions at all levels.
- To develop leadership roles and define their rights, collectively or individually, in accessing services, facilities, skills, and opportunities besides claiming their due share of development benefits of the Government of India for improving their lives and living conditions.

Eligibility:

1. Women should belong to one of the minority community
2. The age limit of the women should be 18 years to 65 years.

Benefits:

The benefits of the scheme are in terms of Trainings to women. Below are the training programmes:

1. Non-residential Leadership Development Training in the village/urban locality.
2. Residential Leadership Development Training.
3. Nurturing and Hand Holding Training programme.
4. Concurrent Monitoring and Reporting Training.
5. Various workshop to women empowerment.

How To Apply:

1. Respond to the ministry advertisements published in newspapers, websites & other platforms.
2. Contact to the District Collector Or Deputy Commissioner Or Sub Divisional Officer/Block Development Officer
3. Call Helpline -1800-11-2001 (Toll Free)
4. Visit to the The Nai Roshni website of the Government of India

For more details log on to <http://nairoshni-moma.gov.in/>

THE MULTI-SECTORAL DEVELOPMENT PROGRAMME (MsDP)

Website: <http://msdp.gov.in:8080/msdp/>

The Multi-sectoral Development Programme (MsDP) was conceived as a special initiative of the follow up action on the Sachar Committee recommendations. It is a Centrally Sponsored Scheme (CSS) approved by the Government in the beginning of the 11th five Year Plan and launched in the year 2008-09 in 90 Minority Concentration Districts (MCDs). It is an area development initiative to address the development deficits of minority concentration areas by creating socio-economic infrastructure and providing basic amenities.

Objective:

The programme aims at improving the socio-economic conditions of minorities and providing basic amenities to them for improving the quality of life of the people and reducing imbalances in the identified minority concentration areas during the 12th Five Year Plan period. **The projects to be taken up under MsDP would be related to the provision of better infrastructure for education, skill development, health, sanitation, pucca housing, roads, drinking water, besides schemes for creating income generating opportunities.**

The objective of the scheme would be to fill the gaps in the existing schemes of the Govt. of India by providing additional resources and to take up non-gap filling projects (innovative projects) for the welfare of the minorities.

Area for the Implementation of the Programme:

- The unit of planning for implementation of MsDP would be Block instead of district.
- Blocks with a minimum of 25% minority population falling in the backward districts selected on the basis of backwardness parameters adopted during 11th Five Year Plan, would be identified as the backward Minority Concentration Blocks (MCBs).

The backwardness parameters adopted for identification of the backward districts (same as the one adopted during 11th Five Year Plan) are:

(a) Religion-specific socio-economic indicators at the district level:

- (i) Literacy rate
- (ii) Lemale literacy rate
- (iii) Work participation rate
- (iv) Wemale work participation rate

(b) Basic amenities indicators at the district level:

- (i) Percentage of households with pucca walls
- (ii) Percentage of households with safe drinking water
- (iii) Percentage of households with electricity

A total of 710 such minority concentration blocks falling in 155 backward districts have been identified on the basis of data from Census 2001.

While preparing the Plan for MsDP, the State Govts./UTs would give priority to education, health and skill development including skill training to the minorities. Atleast 10% of the allocation given to the State would be earmarked for the activities related to skill training to minority youth.

PRIME MINISTER'S 15 POINT PROGRAMME

The objective of Prime Ministers 15 Point Programme is to enhance opportunities for education and ensuring an equitable share for minorities in economic activities and employment, through existing and new schemes, enhanced credit support for self-employment, and recruitment to State and Central Government jobs in those districts which have substantial minority population. The term 'substantial minority population' in the 15 Point Programme applies to such districts/sub-district units **where at least 25% of the total population of that unit belongs to minority** communities.

These 15 points are as follows:

1. Equitable availability of the Integrated Child Development Services (ICDS)
2. Improving access to School Education
3. Greater resources for teaching Urdu
4. Modernizing Madarsa
5. Education Scholarships for meritorious students from minority communities
6. Improving educational infrastructure through the Maulana Azad Education Foundation
7. Self-Employment and Wage Employment for the poor
8. Upgradation of skill through technical training
9. Enhanced credit support for economic activities
10. Recruitment to State and Central Services
11. Equitable share in rural housing scheme
12. Improvement in condition of slums inhabited by minority communities
13. Prevention of communal incidents
14. Prosecution for communal offences
15. Rehabilitation of victims of communal riots

For more information, please visit :

http://minorityaffairs.gov.in/sites/default/files/amended_guidelines.pdf

**STATE SPECIFIC
SCHEMES FOR
IMPROVED WELLBEING
OUTCOMES**

SAMAJWADI PENSION YOJANA

Website: <http://sspy-up.gov.in/IndexSW.aspx>

Samajwadi Pension Yojana is one of the pension schemes launched by the Government of Uttar Pradesh to encourage savings among people living below the poverty line and provide them financial assistance. The scheme aims at providing financial assistance to nearly 40 lakhs rural people. Poverty being a major social issue in Uttar Pradesh, the Uttar Pradesh Government introduces this new pension scheme and strives to provide financial assistance at least to one family out three poor families with the help of this scheme.

Eligibility:

1. Any family living below the poverty line (BPL) can apply for this scheme.
2. The family should be based in Uttar Pradesh.
3. A valid proof of residence in Uttar Pradesh is required.
4. The main beneficiary should have a bank account either with any nationalized banks.

Apart from the above-mentioned eligibility conditions, there are some additional terms and conditions a family needs to fulfill in order to be eligible for this scheme which include:

1. If a family has children falling in the age group of 6 to 14 years, those children must be enrolled in any government school so as to avail the benefit of *Samajwadi Pension Yojana*.
2. Children should have minimum 70% attendance at school every month. Attendance will be tracked on daily basis via SMS.
3. The beneficiaries who enjoy the benefits of this scheme should get enrolled in Rashtriya Saksharta Mission. They need to be educated, if they are illiterate.
4. Children below the age 5 years need to be vaccinated regularly at government hospitals.
5. Children must participate in medical tests held in School at a gap of 6 months.
6. Birth of a child should take place in government hospitals. Mothers should be hospitalized for delivery at government hospital.

Key features and benefits of Samajwadi Pension Yojana:

1. The scheme provides a monthly pension of Rs. 500 each rural family.
2. The pension amount increases by Rs. 50 in the subsequent financial years.
3. The maximum pension limit offered by the Samajwadi Pension Yojana scheme is Rs.750 per month.
4. The selection of the families would be done at the Gram Panchayat level.
5. The scheme is particularly designed for families living below the poverty line in Uttar Pradesh.
6. A bank account is mandatory to avail the benefits of this scheme.
7. The pension will be paid to the head of a family. It will be transferred electronically to bank accounts of concerned individuals.

How to Apply:

Any family can apply for the Samajwadi Pension Yojana online. The online application of this scheme is available on the official website of Samajwadi Pension Yojana namely <http://sspy-up.gov.in/>. An applicant needs to first visit the website and follow the following steps:

- Log-in to <http://sspy-up.gov.in>
- Click on the option for downloading the Samajwadi Pension yojana online form
- Fill the downloaded application form.
- Upload the filled application form supported by all required documents

**GRIEVANCE
REDRESSAL
MECHANISMS**

RIGHT TO INFORMATION ACT 2005

Right to Information Act 2005 mandates timely response to citizen requests for government information. The basic object of the Right to Information Act is to empower the citizens, promote transparency and accountability in the working of the Government, contain corruption, and make our democracy work for the people in real sense. It goes without saying that an informed citizen is better equipped to keep necessary vigil on the instruments of governance and make the government more accountable to the governed. The Act is a big step towards making the citizens informed about the activities of the Government.

Format of Application:

There is no prescribed format of application for seeking information. The application can be made on plain paper. The applicant should mention the address at which the information is required to be sent. The information seeker is not required to give reasons for seeking information.

Fee for Seeking Information:

A citizen who desires to seek some information from a public authority is required to send, along with the application, a demand draft or a bankers cheque or an Indian Postal Order of Rs.10/- (Rupees ten), payable to the Accounts Officer of the public authority as fee prescribed for seeking information.

How to submit an RTI application:

You will need a proof, that your RTI application has been received by the PIO. The tested methods to submit a RTI application are:

- **Personally, by hand:** Please ensure that you get your copy of the application and proof of payment duly stamped, signed and dated, either by the PIO or by the inward department
- **Registered Post AD:** The AD card will act as proof of submission, after it is returned to you by the postal department. In case the AD card does not come back with a proper stamp, signature and date of receipt, follow up with the dispatching post office to get the AD card completed.
- **Speed Post:** Do not use ordinary post, private courier companies, etc. since these will not provide you with a confirmed proof of delivery.

Alternatively, one can file an RTI (for public authorities under Central Government) **online** by visiting <https://rtionline.gov.in/>

What is the time limit under which information can be obtained under RTI Act?

Various time limit has been prescribed under which the information can be obtained under Right to Information Act. These time limits are prescribed by the Act itself, and failing which an RTI Applicant can approach appropriate authorities for relief.

Following are the various time limits specified in the RTI Act 2005:

- For matters involving "Life and Liberty", the time limit for the PIO to provide information is 48 Hours.
- For PIO to reply to application 30 days from date of receipt of application
For PIO to transfer to another PA under Sec 6(3) 5 days from date of receipt of application

- For PIO to issue notice to 3rd Party 5 days from date of receipt of application
For 3rd Party to make a representation to PIO 10 days from receipt of notice from PIO
- For PIO to reply to application if 3rd Party involved 40 days from date of receipt of application
- For applicant to make First Appeal 30 days from date of receipt of PIO's reply or from date when reply was to be received
- For First Appellate Authority to pass an order 30 days from receipt of First Appeal or Maximum 45 days, if reasons for delay are given in writing
- For applicant to make Second Appeal before CIC/SIC 90 days from receipt of First Appeal orders or from the date when orders were to be received
- For CIC/SIC to decide Second Appeal No time limit specified
3rd Party can be anyone other than the citizen applying for information

Who are the Appellate Authorities and what are the key provisions for appeal under the Act ?

1. First Appeal: First appeal to the officer senior in rank to the PIO in the concerned Public Authority within 30 days from the expiry of the prescribed time limit or from the receipt of the decision (delay may be condoned by the Appellate Authority if sufficient cause is shown).
2. Second Appeal: Second appeal to the Central Information Commission or the State Information Commission as the case may be, within 90 days of the date on which the decision was given or should have been made by the First Appellate Authority (delay may be condoned by the Commission if sufficient cause is shown).
3. Third Party appeal against PIO's decision must be filed within 30 days before first Appellate Authority; and, within 90 days of the decision on the first appeal, before the appropriate Information Commission which is the second appellate authority.
4. Burden of proving that denial of Information was justified lies with the PIO.
5. First Appeal shall be disposed of within 30 days from the date of its receipt. Period extendable by 15 days for reasons to be recorded in writing.

[Section 19 (6)] 6. There is no time limit prescribed under the Act for deciding second appeals.

PUBLIC GRIEVANCE REDRESSAL PORTAL (PG PORTAL)

Website: <http://pgportal.gov.in/Default.aspx>

The Department of Administrative Reforms And Public Grievances is the nodal agency to formulate policy guidelines for citizen-centric governance in the country. Redress of citizens' grievances , being one of the most important initiatives of the department, DAR&PG formulates public grievance redress mechanisms for effective and timely redress / settlement of citizens' grievances.

The DAR&PG has been making endeavours to bring excellence in public service delivery and to redress grievances of citizens in a meaningful manner by effectively coordinating with different Ministries and Departments of the Government and trying to eliminate the causes of grievances.

This is a Government of India Portal aimed at providing the citizens with a platform for redress of their grievances. If you have any grievance against any Government organization in the country, you may lodge your grievance here which will go to the Ministry/Department/State Government concerned for immediate redress.

How to Use:

In case of any unresolved grievance, a candidate can log on to <http://pgportal.gov.in/Default.aspx> and file a complaint under the respective ministry or department. Website is available in Hindi as well as in English.

Alternatively, Android users can download the App by using the below give QR Code:



TEHSIL DIWAS (Uttar Pradesh)

Website: <http://tehsildivas.up.nic.in/tehdiv/default.aspx>

तहसील दिवसों में जन सामान्य सरकार से संबंधित अपनी समस्याओं को लेकर समस्त तहसील स्तरीय अधिकारियों से मिल सकते हैं। प्रत्येक आवेदनकर्ता को उसके आवेदन की एक रसीद दी जाती है, जिसमें दस अंकों का क्रमांक अंकित रहता है। प्रदेश में प्राप्त सभी आवेदनों पर की गयी कार्यवाही का विवरण पूर्णतः पारदर्शी तरीके से इस वेबसाइट पर प्रदर्शित किया गया है, जिनका अवलोकन कोई भी व्यक्ति कर सकता है।

यदि आप अपनी शिकायत के निस्तारण से असंतुष्ट हैं तो निस्तारण का प्रिंट आउट लेकर अपने जिलाधिकारी से किसी भी कार्य दिवस में प्रातः 10-12 बजे के बीच में सम्पर्क कर सकते हैं अथवा पुनः तहसील दिवस में आवेदन दे सकते हैं। कृपया पुनः आवेदन में इस विषय में आप द्वारा दिये गये सभी पूर्व आवेदनों के दस अंकों के क्रमांको का उल्लेख अवश्य करें।

BIHAR RIGHT TO PUBLIC SERVICE ACT, 2011

The Right to Service Act 2011, actualized on August 15, 2011, had made it required for the state government and its offices to stretch out administrations to individuals inside of a stipulated time outline. The Act as of now covers 30 administrations and 10 divisions. Authorities neglecting to meet the due date can confront punishments going from INR 500 to 5,000 also, rejection structure administration, in great cases. Data and Communication Technology devices have been used to make the procedure of usage and observing streamlined, debasement free, concentrated, and less work concentrated.

Some salient features of the act are:

- Time bound conveyance of advised administrations to subjects as a privilege.
- Receipt for affirmation of use.
- Individual Designated Public Servants made responsible for conveyance of administrations.
- 50 administrations in 10 offices chose in the first stage.
- Provision for first and second requests, and audit if there should arise an occurrence of postponement or refusal of administration.
- Defaulting authorities to be punished INR 500 to 5000; distressed authority may request against punishment.
- Adoption of ICT devices for usage and observing of the system: Adhikar programming created in-house.
- Field level IT Managers, Assistants and Executive Assistants enlisted for overseeing the IT frameworks at diverse levels of organization.
- Provision for tracking applications.

Key Benefits:

- A government hospital will have to issue a post-mortem report in three days.
- The electricity department must repair a breakdown in an urban area within six hours.
- Caste, income and domicile certificates have to be issued within 30 days.
- Social security pension issues must be settled within 42 days
- Educational institutes will have to respond to requests for a scholarship scheme within 30 days from the date of application
- Three critical testaments – station, residential and wage—can be obtained inside of two working days, all through Bihar by appealing to under ‘Tatkal Service’ to the concerned circle officer (CO) under the Right to Public Service (RTPS) Act.

To access these services, log on to the official website <http://210.212.23.51/rtps/>

On this website, you can **Apply Online**, file a complaint and track the status of Application.