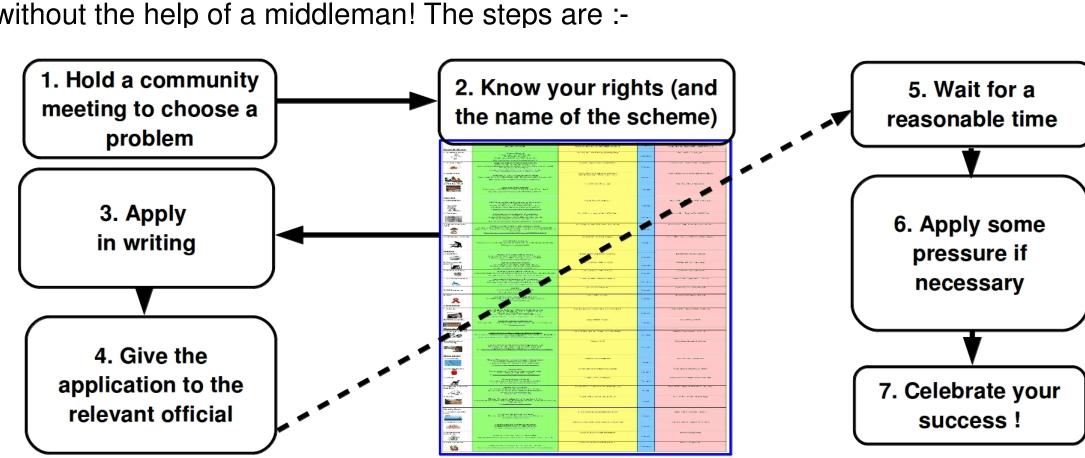
7 steps to a better community!

This poster is designed to help you and your community improve your lives! The government has many schemes designed to help ordinary people like you, but sadly, many of the benefits don't reach people. That is partly because many people don't know their rights & partly because some government officers are lazy or corrupt! Because of this, middlemen take money from people to help them get these benefits, when they should be free. This poster takes you through 7 simple steps to increase the chances for you and your community to get those benefits to which you are entitled without the help of a middleman! The steps are :-



A Process for Ordinary People



1. Hold a community meeting to choose a problem

Community Problems & Individuals problems Individual problems, like not getting a pension or a ration card tend to be easier to resolve. If you face one of these individual problems, you can work through the last 6 steps in this poster to resolve it yourself. If you succeed, then why not help someone else, poorer than you, to solve their similar problem – but DON'T take a fee! Some problems however, like the lack of electricity, or lack of clean drinking water, affect the whole village/colony. These problems are often harder to resolve and need a unified community effort. If your village has community problems like this, then hold a community meeting to decide which problem to focus on first. In the meeting:-

* Remember that everyone is important & should be heard, so invite lots of different people, especially the 'little people' like women, children, older people, people with disabilities, not just the 'big people'. * Choose someone who's fair and respected by everyone to run the meeting.

* Listen to everyone's opinions. Repeat what people say to check you've understood the person correctly and to help them know that you've understood them. * Don't let anyone dominate the meeting. If they try, then repeat what they say again to assure them you've understood them. Hopefully, with that assurance they will quieten down by themselves.

* Seek agreement on which problem to try to solve first. Don't just do what the 'big people' say, but talk about it until everyone agrees on which problem to solve first.

Aim to choose a problem which:-* Affects OTHERS more than you (to show you are NOT doing this for your own benefit).

* People have plenty of passion to deal with the problem. * Affects many people in the village, not just a few.

* Won't create enemies (eg trying to stop alcohol may be too difficult initially) * Won't take too much money or time to tackle.

* Other people in your Block or District have successfully solved.

3. Apply in writing

Some applications require a particular form available from the government office. Otherwise, write your application on blank paper to the relevant department (see yellow 'Local Office' column in table) & include: -

. A clear statement of your problem: For example; There is no sealed road to your village, making travel to your village in monsoon very dificult. A photo of the problem (e.g. a muddy road) makes the application even better.

2. The right you have to this scheme & the relevant law: (see green 'Your rights' column in table). For example; Under Pradhan Mantri Sarak Yojna the government has promised a paved road to all villages with more than 500 population. 3. Your request that is specific and clear: What do you want, by when. For example;

You want your village to be connected by a paved road within a year - by 2nd April 2015. (see blue 'Time' column in table for a reasonable time) 4. Pressure: If you don't get this, what you will do. For example; If you don't get the

paved road by 2nd April 2015, you'll lodge RTI. NB Copy your application to the higher government official responsible for this scheme

(see pink 'Higher Official' column in table), so the local officer is more likely to respond to you. An example letter might look like this:-

The Manager, Public Works Dept Fatehpur District, Uttar Pradesh 2nd April, 2014.

Re: Paved road for Sivarampur under Pradhan Mantri Sarak Yojana

Dear sir, I live in Sivarampur village in District Sonapur, Uttar Pradesh. Its population is approximately 1,350. I state that:-

1. The road to my village has never been paved. Hence, travelling to my village is difficult, especially in monsoon. I've attached a photo to show that. 2.I note from the Pradhan Mantri Gram Sarak Yojana, that the Government of India has promised all villages of more than 500 population to be connected by an all

weather road. (see green 'Your Rights' column in table) 3. Since my village has 1,350 residents, I would therefore like to apply for a paved road to my village. I would like this road to be made by 2nd April 2015. 4.If this is not done, I will lodge an RTI to know what has happened with this

Kind regards, Ramesh Kumar,

application.

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

Copy UP State Public Works Dept

4. Give the application to the relevant official

After writing the application, you could **post** it to the relevant department (see yellow 'Local Office' column). If you do that, then send it registered post and keep the receipt, so you have proof of sending it. It may have more impact however, to give the application to the officer in person. If you do that, then:-Prepare well for the meeting

Take someone else (to support each other and be witness to any bribe).

• Get an appointment if possible (so you don't waste your time). • Dress formally (so you appear as a person serious about his/her rights).

• Have your diary, paper & pen (so you can write down any future dates/promises) • Take 2 copies of any letter or document you want to present (so you can give one and get a 'received' copy to keep).

 Take copies of originals of any documents you may have to submit (so you can show, but not give, your original).

• Expect excuses! Be prepared for this so you don't get angry when you hear them Know your rights (see Green 'Your Rights' column)

• Know where the office is (see yellow 'Local Office' column) so you arrive on time. • Learn this officer's superior's name & address (see pink 'Higher Office' column)

so you can apply effective pressure. • Before you go in, decide what pressure you're prepared to use (see 6th step). Decide which of you will speak.

During the meeting

Introduce yourself and check the officer's name & designation (so you don't

mistakenly start talking to his peon!) Clearly state your purpose for coming. Assure the officer that you don't want to

take much of his/her time. • If you are giving an application, be sure to get a 'received' stamp on your copy, so

that you have proof of it later. • If the officer gives excuses, stay calm! If there's an argument, you will lose! • Repeat whatever s/he says to you (whether negative or positive) (When the officer

hears his unreasonable response repeated, he might soften it.)

• Don't accept "maybe later", since "later" tends to mean 'never'. Fix any future date. • Clearly state whatever pressure you intend to make (see options in 6th step).

• Thank him/her! (Because thanking is an unusually nice thing to do, the officer will appreciate it and may make your next visit easier.)

If an officer asks you for a bribe then:-• Ask him/her to show you where the fee is written down (to highlight it as illegal).

• Say you'll happily pay the fee if he gives you a receipt (also to highlight it is illegal). Repeat his/her request loudly, so that others hear and she/he is embarrassed. If he/she persists, note the details of the interaction in a way that the officer knows you're doing it. Note the day, time, place & exact demand. Note the officer's name & designation. If she/he refuses to give this, then note down any feature that might identify him/her like a name badge or which desk she/he is sitting at.

After the meeting:-

Record what happened including:-Date & time of meeting;

 Who you met with; What was said/ the result of the meeting;

Keep safely the 'received' copy of any application;

 Putting any follow up on the appropriate date in your diary. Take any action you said you would take (lodge RTI etc) by the date you said.

2. Know Your Rights and the name of the scheme (correct as of April 2014)

Area	Your Rights (Central Govt Schemes only) Name of Scheme Details of benefit Website reference	/write in volir local office	Time to wait till complaint	Write in Volir State office
FOOD & WA' 1. Drinking	Bharat Nirman	Local Public Health		State office:
Water	1 hand pump per 250 people. 40 litres per person. Hand pump less than 1.6 km distance. http://www.nih.ernet.in/rbis/india_information/drinking.htm	Engineering Dept	2 months	Jal Nigam
2. Ration Cards	Targeted Public Distribution Scheme 35kg of grain per family at low price. AAY Card for destitute people (whether or not on BPL list) under which receive Rs2/kg wheat & Rs3/kg rice.	Local Dept of Food & Supplies	1 month	State office: Dept of Food & Supplies
3. Anganwadi	http://www.sccommissioners.org/FoodSchemes/AAY.html	Local Dept of Women & Children (With list of 40 children	6 months	State office: Dept of Women & Children
4. Mid Day Meal	http://www.sccommissioners.org/FoodSchemes/ICDS.html Mid Day Meal Scheme Nutritious meal 200 days a year at school up to 8 th std. http://www.sccommissioners.org/FoodSchemes/MDMS.html	Local School Principal	1 month	Mid Day Meal Authority
INCOME 1. MGNREGA	MG National Rural Employment Guarantee	Local Gram Panchayat		State office:
	Paid minimum wage (at least Rs120 per day) Drinking water, shade & childcare available. http://sccommissioners.org/FoodSchemes/MGNREGA.html	Local Grain Fanonayat	1 month	Dept Rural Development
2. Pensions	National Social Assistance Programme Old Age Pension for BPL people over 60. Higher Old Age Pension for BPL people over 80. Widow's pension for BPL widows 40-59.	Local Department of Social Welfare	3 months	State office: Dept of Social Welfare
3. Payment for girl child	http://nsap.nic.in/guidelines.html (See #14,15 & 16)	Local Department of Women & Children.	1 month	State office: Dept of Women & Children
4. Vocational Training	CHEMES.pdt Jan Shiksha Sanstan (JSS) Inexpensive vocational training in hundreds of institutes around India. http://www.nlm.nic.in/jss.htm	Nearest Jan Shiksha Sanstan	3 months	State Office: Dpt School Education & Literacy
HEALTH 1 Heapitale		A.m. DODY		
1. Hospitals	Rastriya Svasthya Bima Yojna (RSBY) Rs30,000 of medical treatment for BPL families . 1 doctor in every Primary Health Centre (PHC), 4 doctors in every Community Health Centre (CHC). http://rsby.gov.in/about_rsby.aspx	Any RSBY registered hospital	1 month	RSBY State Nodal Officer
2. Pregnancy & Delivery	Janani Suraksha Yojana Free check-ups & hospital delivery. Payment Rs600-Rs1,400 for hospital delivery. http://jknrhm.com/PDF/JSR.pdf (See pages 1 & 2)	Local ASHA, Primary Health Centre (PHC) or CHC	1 month	Chief Medical Officer (CMO) of District Hospital
3. Immunisatiions	National Rural Health Mission Free immunisations for TB (BCG), Polio, DPT, Measles, Mumps, Rubella. http://www.healthy-	Local ASHA, PHC or CHC	1 month	CMO of District Hospital
4. Disability Benefits	india.org/Kids/0_2/immunization.html#a1 National Social Assistance Programme Disability Certificate if more than 40% disabled. Pension if Disability Certificate, BPL & 18-59 years.	CMO of local District Hospital	3 months	State office: Dept Social Welfare
5. TB Treatment.	http://nsap.nic.in/guidelines.html (See #15) DOTS Free treatment Directly Observed Treatment Schedule (DOTS) for people with TB.	Local DOTS Centre	1 month	State office: Dept of Health
6. HIV	http://www.tbcindia.nic.in/faq.html National AIDS Control Organisation Free HIV testing & treatment at Government centres. Free Anti Retroviral Treatment (ART)	Local ART Centre	1 month	State AIDS Control Society
EDUCATION	http://www.naco.gov.in/NACO/			
1. Schools	Sarv Shiksha Abhiyan / Right to Education Act Compulsory schooling up to 8 th standard (14yrs). Maximum 35 children in a class. Private schools to provide 25% seats free to BPL.	Local government school or private school	1 month	State office: Sarv Shiksha Abhiyan
2. NIOS schooling राष्ट्रिय गुना विद्यालये शिक्ष संस्थान	http://www.upefa.com/upefa/rte/rte.pdf National Indian Open School (NIOS) Correspondence (distance) education for anyone up to 12 th standard.	Local NIOS Centre	1 month	State Office: NIOS
HUMAN RIG	http://www.nos.org/ HTS			
1. Domestic violence	Protection of Women from Domestic Violence No domestic violence (including violence, threat of violence, dowry demands or denying food/shelter). http://en.wikipedia.org/wiki/Protection_of_Women_from_	Local Police Station/ Women's Commission	2 weeks	District Commissioner of Police
2. Child Labour/ Trafficking	Domestic Violence Act 2005 Child Labour (Prohibition and Regulation) Act No child under 14 employed in dhaba's or as house help. '1098' free telephone helpline in 200 cities. http://www.childlineindia.org.in/Child-Labour-Prohibition-	Child Line: 1098	2 weeks	State:Department of Labour
HOUSEHOLI	and-Regulation-Act-1986.htm			
1. Electricity	Bharat Nirman /Rajiv Gandhi Grameen Vidyut Yojana Electrical connection for every village. Free electricity to 2.34 crore BPL households. http://powermin.nic.in/bharatnirman/bharatnirman.asp	District Power Supplier	2 months	State Power Corporation
2. Gas connection	Indane Gas Subsidised gas connection for all (if separate cooking area). 9 subsidised gas cylinders a year. http://www.iocl.com/Products/LiquefiedPetroleumGasFAQ.aspx#1	Local Indane or Bharat Gas dealer	2 months	State Indane/Bharat Gas office
3. Toilets	Nirmal Bharat Abhiyan Subsidy of Rs4,600 for building a toilet. http://www.mdws.gov.in/sites/upload_files/ddws/files/pdf s/Final%20Guidelines%20%28English%29.pdf (page 5)		3 months	State Office: Nirmal Bharat Abhiyan
4. Housing, Land for Landless	Indira Awas Yojana Rs70,000 for building house for a BPL family. Approx 400 m² of land for landless BPL families. http://iay.nic.in/netiay/home.aspx	Local office: Dept of Rural Development	1 year	State Office: Dept of Rural Development
5. Roads	Pradhan Mantri Gram Sarak Yojana Sealed road for every village with population of over 500 (or over 250 in hilly areas). http://pmgsy.nic.in/ (PMGSY Scheme and Guidelines)	Local office: Public Works Dept	1 year	State Office: Public Works Dept
IDENTITY DO	OCUMENTS			
1. Election Identity Card Ver Identity Card 1. Ver Identity Card 1. To 1001 90 94 1. To 1001 90 94	Election Commission of India Election card for any Indian citizen over 18 years. www.ceo <state name="">.nic.in</state>	Local Electoral Registration Officer	1 month	State: Chief Electoral Officer
2. Aadhar Card	Unique Identity Authority of India Aadhaar Card for any resident in India. http://uidnumber.org/aadhaar/what-is-aadhaar/	Aadhaar Card team when they come to your village	1 month	Unique Identity Authority of India
3. Birth/Death Certificate	Birth or death certificate for any Indian. http://www.advocatekhoj.com/library/legalforms/howdoi/index.php?Pno=birthcertificate.php	Local Sub-Divisonal Magistrate	1 month	District Magistrate
4. Caste certificate	Caste certificate for any SC, ST or OBC citizen.	Local Sub-Divisonal Magistrate	3 months	District Magistrate

http://www.advocatekhoj.com/library/legalforms/howdoi/i

ndex.php?Pno=castecertificate.php

3 months

5. Wait for a reasonable time

It takes time to build hand pumps or roads. Government officers have many people to satisfy, so it's good to wait a reasonable period of time (see blue_'Time' column in table) before you do anything else. In the application letter you specified by when you wanted the action taken. As that time approaches, give the officer a phone call, to remind him and to keep a little pressure on him!

6. Apply some pressure if necessary

If your application is not successful after waiting the reasonable time, it is good to apply a little pressure on the government officer. Run a community meeting to decide which of these possible ways of applying pressure is best:-

• Complaining to the higher ranking officer (see pink 'Higher Official' column) • Lodging a Right To Information (RTI) application to the department where you applied. (There is an example RTI below to make writing one easy); • For Food & Income schemes, contact the Advisor to the Supreme Court

Commissioner in your state (see below for contacts); • Conducting a non-violent sit-in protest ('dharna') outside the officer's office; • Contacting anyone you know in the **media**, who may be willing to write a story

on the situation. After you've tried one pressure mechanism, meet again to evaluate how

successful (or not) it was and, if you haven't succeeded yet, decide what pressure to apply next. Don't give up hope!

Contacts for the Advisors to the Supreme Court Commissioners http://www.righttofoodindia.org/comrs/comrs_advisors.html) **Phone** <u>E-mail</u> Bihar koshish pt@yahoo.com 094310 21035 Chattisgarh Sr Samir Garg 09425 583395 koriya@gmail.com Delhi Vandana Prasad chaukhat@yahoo.com 09891 552425 Jharkhand Sr Balram balramjo@gamil.com 09934 320657 india.sachinjain@gmail.com 09977 704847 Sachin Jain Arundhati Dhuru arundhatidhuru@gmail.com 09415 022772 W Bengal Anuradha Talwar jsanghaati@gmail.com (033) 2438 2064

Sample RTI - Only underlined writing needs to change Public Information Officer

The Manager, Public Works Dept Fatehpur District, Uttar Pradesh 2nd April, 2015.

Subject: Application under the RTI Act 2005 Regarding application for paved road for Sivarampur village

1. I made an application for a paved road for Sivarampur village to the Manager, Public Works Department on 2nd April, 2014. A copy of that application is attached. No satisfactory action has been taken on my application so far.

Therefore kindly provide the following information:-2. According to the rules of your department, what is the time within which a <u>paved road</u> should be constructed after receipt of an application? 3. Please provide the daily progress made on my application. Please give the names and designations of the officials with whom my application was sitting

during this period. Please show the periods when it was with each officer and what action was taken by that official during that period. 4. What actions will be taken against any officer who did not perform their duties on time and caused this delay? When will this action be taken?

5. When will Sivarampur get its paved road? I am depositing the application fee (Rs10) separately for this RTI.

Thank you. Ramesh Kumar,

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

Copy to: UP State Public Works Dept (see pink 'Higher Official' column)

7. Celebrate your success

Hopefully, after following these simple steps, you will eventually be successful in getting your rights. If you are successful, be sure to:-• Celebrate the success with everyone who was a part of it! Have some cold drinks and samosas!

• Thank the officer who was most helpful in the success. Thanking him/her is a nice thing to do and he may be more likely to help with your next problem.

• Tell people in other villages of your success, so that they're encouraged to try for the same benefit as well. If they're willing to try, then it would be nice to use your experience to help them. But remember, don't take a fee. Just help because you are a nice person! • Decide together again with your community, what problem you want to solve

next! You're back to Step 1!

Advocacy really works some success stories!

Delhi Slum gets Anganwadis The government policy should provide one Anganwadi for every 40 children. In

May 2010, Janta Colony, an informal colony of 60,000 residents in Delhi in which there were no Anganwadis, applied for Anganwadis to be established. Five months later, there was still no result, so they lodged an RTI (Right to Information Act) application. The following month, they received a letter saying that very soon, not one, but seventeen centres would be started in Janta colony! There were more delays, but eventually, in June of 2011, the centres began to open one by one. The whole process had taken over a year, but their dogged perseverance had finally paid off.

Guddan gets a Gas Connection

Guddan had been trying for two years to get a legal gas connection. The officers at the gas office always gave some excuse for not being 'able' to give her the connection. Then Guddan learned about her rights to a gas connection and ways to put on a little pressure. Having that teaching in mind, Guddan went back to the gas office. Again the officer gave some excuses, but this time Guddan threatened to complain to his superior officer in Lucknow, if she didn't get her connection quickly. That simple threat of action was enough and Guddan got her gas connection within

Jharkhand village getting electricity Kadagdoni is a very interior village in Jharkhand, far from the main road. The

chances of this village getting electricity was slim, considering that there were several other villages closer to the road without electricity. The Community Based Organisation (CBO) was trying to get electricity to the village for years, but was faced with persistent demands for a bribe from the the notoriously corrupt Electricity Board. After a little training, the CBO learnt more about their rights under the Rajeev Gandhi Grameen Vidyut Yojana and collectively decided NOT to pay the bribe which was being demanded – but to work together to pressurise the government to get electricity. They applied to their Panchayat leader and also did lot of manual work for the clearing up the road to help the materials reach their village. Eventually they got their electricity connection.

