Pictorial Training Manual
in English
EU in India has funded 14 projects covering 20 million populations for 4 years duration (January 2014 to December 2017). “Improving Access to Information and Delivery of Public Schemes in Remote and Backward Districts of NE States of India” is one of those project, which is implemented by ACTED along its partner NEICORD and PAC. The project covers 7 districts of 5 States namely; Cachar and Goalpara districts in Assam, Chandel and Churachandpur districts in Manipur, Ribhoi district in Meghalaya, Lawngtlai district in Mizoram and Wokha district in Nagaland.

As part of the project, interaction was made with the government officials/service providers at District, Block and Village level in order to understand/review the existing training manuals, training processes etc. in relation to the 10 schemes covered by the project; JSSK, ICDS, MDM, TPDS, IAY, NBA, MGNREGA, RGGVY, RKVY and NSAP. This process/assessment was lead by ACTED’s AMEU with the support of its partner NEICORD along with the District Forum members.

Based on the overall findings, it has been recommended to develop a pictorial training manual/module, which would be easy to use/refer by the service providers and volunteers especially at field/village level. Therefore, this pictorial handbook have been developed which contain picture as well as information on various entitlements under each of the scheme. This handbook is especially for the village level volunteers under the project as well as the field/village level service providers and PRI/VC representatives of the 200 villages covered by the project for village level information campaign in the 7 districts. Relevant training on the handbook and its usage would be provided to all the volunteers and the VC/PRI members.
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**User’s Instruction**

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2. Janani Sishu Shiskha Karyakram (JSSK)
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4. Mid Day Meal (MDM)
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8. National Rural Employment Guarantee Act (MGNREGA)
9. Rashtriya Krishi Vikas Yojana (RKVY)
10. Targeted Public Distribution System (TPDS)
User’s Instruction i.e. Volunteers’ Guide:

- This flip book consists information on entitlements under the 10 schemes covered by the project; JSSK, ICDS, MDM, TPDS, IAY, NBA/TSC, MGNREGA, RGGVY, RKVY and NSAP.

- It will be used especially by the volunteers, field level workers/service providers etc. for awareness generation/sensitization on schemes during their field visits/household visits through face to face sensitization/counseling.

- Before beginning the interaction/session, please greet the respondent/family that you (volunteer/field level service provider) are visiting, and explain the purpose of visit. The purpose of the visit is to explain the respondent/family about the above 10 central schemes covered by the project.

- While interacting with the respondent, hold the book, and facing the picture towards her/them, with the write up towards you (Volunteer). Make sure that the distance is close enough to her/him/them as well as you (volunteer), so that, she/he could see the picture properly, at the same time you (volunteer) can also see and read the write ups/messages.

- Ask the respondent if she/he could see the picture, and followed with the question; what she could see/observe in the picture.

- Have enough patients to listen to her response. If she/he is able to give the right response, acknowledge her/him (e.g. very good, you could know it or well done etc.).

- Then ask his/her to explain the situation given in the picture. If she/he is able to give/explain it correctly by providing all information on scheme entitlements, you should appreciate her/him again, and request her/him to pass on the similar messages to others in the community.

- If she/he is not able to tell the right answer or anything, you should explain it. Explain what is the there in the picture, what are the entitlements under the scheme, who are eligible, where the facilities are available, application processes, where to submit complain (if any) etc.

- By the end of the interaction, make sure that the individual respondent/family is aware about:
  - Various entitlements under the scheme
  - Where the services are available
  - Application processes (if required)

- ***The service provider handbook given to you may also be referred for more detailed information.***
Scheme Name: 1. Janani Sushu Suraksha Yojana (JSSK)

Messages to be given

Eligibility:
- 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 for Pregnant Women
- Free and zero expense Delivery and Caesarean Section
- Free Essential Diagnostics
- (Blood, Urine tests and Ultra-sonography etc)
- Free Drugs and Consumables
- Free Diet during stay in the health institutions
- (up to 3 days for normal delivery & 7 days for caesarean section)
- Free Provision of Blood (on replacement basis)
- Free Transport from Home to Health Institutions
- Free Transport between facilities in case of referral
- Drop Back from Institutions to home after 48hrs stay
- Exemption from all kinds of User Charges

Entitlements for Sick Infant upto 1 year of age
- Free and zero expense treatment
- Free drugs and consumables.
- Free diagnostics.
- Diet for mother during the stay of sick children in hospital for 5 days
- Free provision of blood
- (Donors to be provided by attendants)
- Free transport from home to health institution
- Drop Back from Institutions to home
- Free Transport between facilities in case of referral
- Drop Back from Institutions to home
- Exemption from all kinds of User Charges
Scheme Name: Integrated Child Development Services (ICDS)

Messages to be given

**Eligibility:**
- Pregnant women
- Nursing Mother
- Children less than 6 years of age
- Adolescent girl (11 to 18 years of age)

<table>
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<th>Service Users/Beneficiaries</th>
<th>Service Provided</th>
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<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>
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Scheme Name: 3. Mid Day Meal (MDM)

Messages to be given

Eligibility:
- All children studying in Government/Local Body, Government Aided Schools and Schools run under Central Government

Entitlements:
- 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.

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Items</th>
<th>Quantity per day/Child</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td>Primary</td>
</tr>
<tr>
<td>1</td>
<td>Food-grains</td>
<td>100 gr</td>
</tr>
<tr>
<td>2</td>
<td>Pulses</td>
<td>20 gr</td>
</tr>
<tr>
<td>3</td>
<td>Vegetables (leafy also)</td>
<td>50 gr</td>
</tr>
<tr>
<td>4</td>
<td>Oil &amp; fat</td>
<td>5 gr</td>
</tr>
<tr>
<td>5</td>
<td>Salt &amp; condiments</td>
<td>As per need</td>
</tr>
</tbody>
</table>
Scheme Name: 4. Indira Awaas Yojana (IAY)

**Messages to be given**

**Eligibility:**
- 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.

(The land should be in the name of female/wife or jointly)

Thereafter, priority is given to:
- 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
Entitlements:

- **Financial assistance for construction of a new house:** Full grant of Rs. 70,000/- per unit for plain areas and Rs. 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.

Application process:

- 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.

Following documents need to be enclosed with the application:

- Copy of “Patta” (Proof of Land Document)
- Copy of BPL Card
- Copy of Bank Account Passbook or Post Office Account Passbook

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.

Village Council/Authority/Panchayat will also help the applicant in writing (in local officials language) the application if any as such help is needed *(there is no charges for such help, and is free of cost)*
Scheme Name: 5. Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA)

Messages to be given

Eligibility:
- 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:
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.

Other Entitlements:
- 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.
- In 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.
Scheme Name: 5. Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA)
Contd... Messages to be given (MGNREGA)

Messages to be given

Application Process:

- 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.

- 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)
स्वच्छ भारत
एक कदम स्वच्छता की ओर

Office of the SARU PANCHAYAT & VILLAGE AUTHORITY
Scheme Name: 6. Nirmal Bharat Abhiyan (NBA)/Total Sanitation Campaign (TSC)

Messages to be given

Eligibility:
Of the various component under “NBA”, the project covers the component of “Construction of Individual Household Latrines”

- 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 AwaasYojana (IAY)/State rural housing schemes which do not have toilets are eligible for the incentive for creation of sanitation facilities.

Entitlements:

Provision of Individual Household Latrine (IHHL)
- 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. 12000 is provided to the individual household for the construction of IHHL.

Application Process:
- 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.
Scheme Name: 7. National Social Assistance Programme (NSAP)

Messages to be given

Eligibility:

The applicant must belong to a **Below Poverty Line** (BPL) family according to the criteria prescribed by the Government of India.

- For IGNAPS: Aged 60+ years
- For IGNWPS: Widow status and aged between 40-64 years. At 65 years, recipient will be automatically covered under IGNAPS
- For IGNDPS: Aged between 18-79 years and have severe or multiple disabilities
- For NFBS: BPL family whose primary bread winner has died while the primary bread winner was aged between 18-65 years
Scheme Name: 7. National Social Assistance Programme (NSAP) Contd.... Messages to be given (NSAP)

**Messages to be given**

**Entitlements:**

- **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:**

- 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.

**Documents Required:**

- **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 Pass Photo 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
Scheme Name: 8. Rajiv Gandhi Grameen Vidyutikaran Yojana (RGGVY)

Messages to be given

Eligibility:
- 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:
- 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.3000/- per household in all rural habitations.

***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

Application Process:
- 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.
Scheme Name: 9. RashtriyaKrishiVikasYojana (RKVY) /National Agriculture Development Programme (NADP)

Messages to be given

Eligibility:
- Scheduled Castes/Scheduled Tribes
- Women
- Marginalised members of society
- Farmers Groups

Entitlements:
- 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/-)

Other benefits:
- Skill Development Training related to agriculture, horticulture, fishery etc.

(*This is a onetime benefit, and there should be no repeat beneficiary year after year under RKVY)

Application process:
- The services may be availed by individual farmers as well as farmers group such as SHG, user’s group.
- 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.
- You have to get a verification document/certificate from Village Council/Village Panchayat as proof of being a farmer
- Priority is given to Schedule Caste, Schedule Tribe, Women etc.
Scheme Name: 10. Targeted Public Distribution System (TPDS)

Messages to be given

Eligibility:
- All families/household

Entitlements:
- The scale of issue of foodgrains (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)

Application Process:
- 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.
Organization Offices:

Agency for Technical Cooperation and Development
Apartment Number 1B/1
Taj Apartment, Rao Tula Ram Marg
New Delhi-110022

North East India Committee On Relief & Development
Shalom Nongrimbah Road,
Lai umkhrah, Shillong—793003, Meghala ya

Public Affairs Centre
House No.15, IADB Industrial Area,
Bommasandra-Jigani Link Road,
Bangalore – 562106