

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

Service Provider Handbook

in English



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Abbreviations

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

Introduction of “The Service Provider Handbook” from Govt Official



Enabling poor rural people
to overcome poverty

North Eastern Region Community Resource Management Project for Upland Areas NERCORMP

A joint Project of
Government of India

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

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Introduction to the Service Provider Handbook

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

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

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

(L. Baite. IFS)
Managing Director

Foreword from ACTED

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

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

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

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

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

Cyril Pouloupoulos
Country Representative, ACTED India

Foreword from NEICORD

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

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

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

Sundar Daniel
Executive Director, NEICORD

Background

About the Project:

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


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

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

10 central sponsored public schemes covered by the project;

1. JananiShishuSurakshaKaryakram (JSSK)
2. Integrated Child Development Services (ICDS)
3. Indira AwaasYojana (IAY)
4. Mid-Day Meal (MDM)
5. Mahatma Gandhi National Rural Employment Guarantee (MGNREG)
6. RashtriyaKrishiVikasYojana (RKVY)
7. Total Sanitation Campaign (Household) / Swachha Bharat Mission
8. Rajiv Gandhi Grameen VidyutikaranYojana (RGGVY)/ Din Dayal Upadhyaya Gram Jyoti Yojana (DDUGJY) (Rural Electrification)
9. National Social Assistance Programme (NSAP)
10. Targeted Public Distribution System (TPDS)

The project is implemented in 7 backward districts of 5 North Eastern States for a duration of 48 months (1st Jan

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

Major Activities proposed under the project include:

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

About the Handbook:

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

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

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

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

About the Organizations

About European Union – EuropeAid (Funding Agency):

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

About Agency For Technical Cooperation and Development (ACTED):

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

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

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

Public Affairs Centre (PAC):

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

Information on Schemes

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

Addresses: Janani Sishu Suraksha Karyakram

State Name	Address/Contact Details	District Name	Contact Details
Assam	Office of the Mission Director National Health Mission (NRHM), Assam Saikia Commercial Complex Srinagar Path, Christian Basti G.S Road, Guwahati- 781005	Cachar	Joint Director Health & District Programme Management Unit. National Health Mission. Jail Road, Silchar, O.P. Silchar, Assam. 788033. <i>Tele. No.: 03842 264019</i>
		Goalpara	Mrs. Sabana Choudhury, District Program Manager, National Health Mission, Goalpara, Nayapara-783101 <i>Mobile: 9435341961</i>
Manipur	STATE HEALTH SOCIETY National Rural Health Mission Directorate of Family Welfare, B.T.Road Imphal- 795 001 Manipur. <i>Phone: +91-92060-42181</i> <i>Email: shms99@gmail.com</i>	Chandel	Mr. H. Kobor Anal, Chairperson Cum Convenor Planning -NHM, District Hospital, Chandel-795127, Manipur. <i>Mobile: 9436029020</i>
		Churachandpur	Shri: Seiboi Mate DPM (NRHM/JSSK) District Hospital/ Health/NRHM/NRM District Hospital, Churachandpur, Manipur-795128. <i>Email:slumdog.enterpriese@gmail.com</i> <i>Mobile: 9862152829</i>
Meghalaya	NATIONAL RURAL HEALTH MISSION (NRHM), Directorate of Health Services, Red Hill Laitumkhrah, Shillong-793003 <i>Ph- 0364-2506460/ 2506552,</i> <i>Fax-0364-2506244</i> <i>E-mail:nrhmmegh@gmail.com</i>	Ri-Bhoi	CMO Office (& DMU office), Nongpo, Ribhoi, Meghalaya Dr. Pdah DMHO <i>Mobile No.: +91 9436305792 &</i> Ms Laitsie Marbaniang DPM <i>Mobile No.: +91 9774936916</i>
Mizoram	Directorate of Health Services, Mizoram State Health Society, Govt of Mizoram, Dinthar, Aizwal - 796001, Mizoram <i>Phone No.: 0389- 2313721</i> <i>Email: nrhmmizoram@yahoo.com</i>	Lawngtlai	Dr.HC Thangkima, CMO Office Lawngtlai, Lawngtlai III, Lawngtlai District Mizoram Pin 796891 <i>Tele. No.: 03835-232515</i>
Nagaland	State Programme Manager, Directorate of Health & Family Welfare Ruziezou, Nagaland Kohima- 797001 <i>Mobile: +91-9436000463</i> <i>Email: drkevi.med@gmail.com</i> <i>Email: nrhmnagaland@gmail.com</i>	Wokha	Dr. Enrithung Kikon Chief, Medical officer, Wokha, Nagaland-797111 <i>Mobile: +91-9436809646</i>

Information on Schemes

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

Addresses: Integrated Child Development Services

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

Information on Schemes

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

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

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

Information on Schemes

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

Information on Schemes

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

Addresses: Indira Awaas Yojana

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

Information on Schemes

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

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

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

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

Information on Schemes

Scheme Name	6. Total Sanitation Campaign (TSC)/ Swachha Bharat Mission (SBM)
Background Information	Swachh Bharat Mission (SBM) previously called Nirmal Bharat Abhiyan (NBA) is a community led total sanitation programme. To accelerate the efforts to achieve universal sanitation coverage and to put focus on sanitation, the Prime Minister of India launched the Swachh Bharat Mission on 2nd October, 2014. The Mission Coordinator shall be Secretary, Ministry of Drinking Water and Sanitation (MDWS) with two Sub-Missions, the Swachh Bharat Mission (Gramin) and the Swachh Bharat Mission (Urban), which aims to achieve Swachh Bharat by 2019, as a fitting tribute to the 150th Birth Anniversary of Mahatma Gandhi, which in rural areas shall mean improving the levels of cleanliness in rural areas.
Objective (s)	<ul style="list-style-type: none"> • Bring about an improvement in the general quality of life in the rural areas, by promoting cleanliness, hygiene and eliminating open defecation • Accelerate sanitation coverage in rural areas to achieve the vision of Swachh Bharat by 2nd October 2019 • Motivate Communities and Panchayati Raj Institutions/Village Council/local self government to adopt sustainable sanitation practices and facilities through awareness creation and health education • Encourage cost effective and appropriate technologies for ecologically safe and sustainable sanitation • Develop wherever required, Community managed sanitation systems focusing on scientific Solid & Liquid Waste Management systems for overall cleanliness in the rural areas
Eligibility	<p><i>Of the various component under “SBM”, the project covers the component of “Construction of Individual Household Latrines”</i></p> <ul style="list-style-type: none"> ◇ All Below Poverty Line (BPL) households ◇ Identified APLs households (Above Poverty Line) households restricted to SCs/STs, small and marginal farmers, landless labourers with homestead, differently abled persons and women headed households. ◇ All houses constructed by beneficiaries under Indira Awaas Yojana (IAY)/ State rural housing schemes which do not have toilets are eligible for the incentive for creation of sanitation facilities.
Entitlements	<p>Provision of Individual Household Latrine (IHHL)</p> <ul style="list-style-type: none"> ◆ Provision of part financing for construction of IHHL. The incentive is given in a cash payment after the beneficiary completes the construction of the toilet. ◆ The Incentive amount provided under SBM(G) to Below Poverty Line (BPL) / identified APLs households will be up to Rs.12,000 for construction of one unit of IHHL and provide for water availability, including for storing for hand-washing and cleaning of the toilet.

Scheme Name	6. Total Sanitation Campaign (TSC)/ Swachha Bharat Mission (SBM)
Contd... (page—22) Eligibility	<ul style="list-style-type: none"> ♦ The payment of Incentives will be either in cash or in the form of construction materials or credit vouchers for such materials. In case of Individuals being paid the incentive, if required, States will decide to provide Incentives to households in two phases, one at the pre-construction stage and the other on completion of construction and usage ♦ Under the SBM a Rural Sanitary Mart (RSM) is established as outlet to dealing with the material, hardware and designs required for the construction of sanitary latrines, soakage and compost pits, vermi-composting, washing platforms, certified domestic water filters and other sanitation and hygiene accessories etc. ♦ The main aim of having a RSM is to provide material, services and guidance needed for constructing different types of latrines and other sanitary facilities for a clean environment at a place near the residence of the beneficiaries
Application process & documents required	<ul style="list-style-type: none"> ⇒ All households under categories entitled are identified by a committee comprising of Block Development Officer (Village Council/Village Panchayats), Deputy Block Development Officer and Village Panchayat President. ⇒ The list prepared by the Committee is approved by the Village Council/ Authority/Grama Sabha ⇒ There is no as such prescribed application format. However, once the family is identified by the committee and informed, the family will have to submit an application to the Village Council/Village Panchayat/Gram Panchayat on piece of plain paper.
Other Information	<ul style="list-style-type: none"> ♦ The construction of household toilets should be undertaken by the household itself and on completion and use of the toilet, the cash payment can be given to the household ♦ There is no mandatory design type. Individual houses choose from a menu of options for their household latrine, allowing flexibility according to requirement and financial position.

Addresses: Swachh Bharat Mission (SBM)

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

Information on Schemes

Scheme Name	7. National Social Assistance Programme (NSAP)
Background Information	A National Policy for Social Assistance was introduced in 1995 by Ministry of Rural Development, and is referred as National Social Assistance Programme (NSAP).
Objective (s)	<p>NSAP aims to ensure minimum national standards for social assistance in addition to benefits states provide.</p> <p>It comprises of <u>5 schemes (though the project focuses on first three i.e. Pension Schemes)</u>:</p> <ol style="list-style-type: none"> 1. Indira Gandhi National Old Age Pension Scheme (IGNOAPS) 2. Indira Gandhi National Widow Pension Scheme (IGNWPS) 3. Indira Gandhi National Disability Pension Scheme (IGNDPS) 4. National Family Benefit Scheme (NFBS)
Eligibility	<p>The applicant must belong to a Below Poverty Line (BPL) family according to the criteria prescribed by the Government of India.</p> <ol style="list-style-type: none"> 1. <u>For IGNOAPS</u>: Individuals (male or female) aged 60 years and above living below the poverty line 2. <u>For IGNWPS</u>: The widows aged 40 years and above living below the poverty line. 3. <u>For IGNDPS</u>: The eligible age for the pensioner is 18 years and above and the disability level has to be 80% (single or multiple) living below the poverty line. Dwarfs will also be an eligible category for this pension. 4. <u>For Annapurna Scheme</u>: Those eligible old aged persons who have remained uncovered under the IGNOAPS. 5. <u>For NFBS</u>: A lumpsum assistance to the bereaved household in the event of death of the bread-winner living below the poverty line will be given by the Government. 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 whilst he/she is more than 18 years of age and less than 60 years of age.
Entitlements	<ul style="list-style-type: none"> ♦ The pension is Rs.200 p.m. for persons between 60 years and 79 years. For persons who are 80 years and above the pension is Rs.500/- per month. State Governments may contribute over and above to this amount.

Scheme Name	7. National Social Assistance Programme (NSAP)
Entitlements	<ul style="list-style-type: none"> • Indira Gandhi National Widow Pension Scheme (IGNWPS): Central contribution of pension is Rs. 300/- per month per beneficiary. After attaining the age of 80 years, the beneficiary will get Rs.500/- per month. State Governments may contribute at least an equal amount. • Indira Gandhi National Disability Pension Scheme (IGNDPS): Central contribution of pension is Rs. 300/- per month per beneficiary and after attaining the age of 80 years, the beneficiary will get Rs.500/- per month. State Governments may contribute over and above to this amount. • National Family Benefit Scheme (NFBS): The amount of central assistance under the NFBS scheme is Rs. 20000/- 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. The assistance would be given to every case of death of breadwinner in a family. • Annapurna Scheme: 10 kgs of food grains (wheat or rice) is given per month per beneficiary. The scheme aims at providing food security to meet the requirements of those eligible old aged persons who have remained uncovered under the IGNOAPS
Application process & documents required	<p>Documents Required:</p> <ul style="list-style-type: none"> • IGNOAPS: Age proof certificate, BPL certificate, Photocopy of Bank or Post Office Account Passbook, One Passport Size photo • IGNWPS: Death Certificate of Applicant's Husband, Age proof Certificate, BPL Certificate, Photocopy of Bank or Post Office Account Passbook One Passport Size photo • IGNDPS: Attested photocopy of Disability Certificate from Social Welfare Department or Certificate of Mental/Physical Disability issues by Medical Board under the Supervision of CMO. Attested photocopy of Bank or Post Office Passbook, One PassPhoto and Age proof Certificate, BPL Certificate • NFBS: Death Certificate of Primary Bread Winner, Report of Post Mortem (in case of un-natural death), BPL Certificate, Age Proof Certificate
Application process & documents required	<p>* There is no as such particular format for application. It may be submitted to Village Council/Village Panchayat on a piece of plain paper mentioning the BPL card number.</p>
Other Important Information	<ul style="list-style-type: none"> ♦ To access NSAP the concerned department (Social Welfare Department in other State, and Rural Development Department in State of Assam and Meghalaya) is to be contacted. ♦ Gram Panchayats (or equivalent as village/local level such as Village Council, Headman, Ward member etc.) are responsible for the dissemination of information in regard to the procedure for securing benefits under the scheme.

Addresses: National Social Assistance Program (NSAP)

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

Information on Schemes

Scheme Name	8. Rajiv Gandhi Grameen Vidyutikaran Yojana (RGGVY) / Deen Dayal Upadhyaya Gram Jyoti Yojana (DDUGJY)
Background Information	<p>'Rajiv Gandhi Grameen Vidyutikaran Yojana' was launched by Ministry of Power in 2005 with the aim of attaining the National Common Minimum Programme (NCMP) goal of providing access to electricity to all households in the country. Rural Electrification Corporation Ltd (REC) is the Nodal Agency responsible for implementation.</p> <p>In 2015 a new rural electrification scheme launched by Government of India as Deen Dayal Upadhyaya Gram Jyoti Yojana(DDUGJY) and the earlier scheme for rural electrification viz. Rajiv Gandhi Grameen Vidyutikaran Yojana (RGGVY) has been subsumed in the new scheme as its rural electrification component</p>
Objective (s)	<p>Deen Dayal Upadhyaya Gram Jyoti Yojana for rural areas having following objectives:</p> <ul style="list-style-type: none"> ◆ To provide electrification to all villages ◆ Feeder separation to ensure sufficient power to farmers and regular supply to other consumers ◆ Improvement of Sub-transmission and distribution network to improve the quality and reliability of the supply ◆ Metering to reduce the losses ◆ Giving Electricity Connection to Below Poverty Line (BPL) families free of charge.
Eligibility	<ul style="list-style-type: none"> ◆ Villages or hamlets with population of 100 or more are eligible. ◆ Below Poverty Line (BPL) Households are eligible for free connections. ◆ Above Poverty Line (APL) Households can get a connection but they must pay for their connections at the State prescribed connection charges and no subsidy is available.
Entitlements	<p>◇ If you are a BPL household living in an area covered by the RGGVY/DDUGJY scheme you are entitled to free electricity connection.</p> <p>***If you are a BPL household living in an area covered by the RGGVY & DDUGJY scheme you are entitled to free electricity connection.</p> <p>***The entitlement is for free electric connection, but not for free usage. Therefore, the bill/usage amount is not for free of cost, and has to be paid</p>
Application process & documents required	<ul style="list-style-type: none"> • If you are a BPL household Village Council or Authority/Gram Panchayat will approve your application. • There is no as such prescribed format, and the applicant may submit the application to Village Council/Panchayat Office on the piece of plain paper along with photocopy of BPL card.

Addresses: Rajiv Gandhi Grameen Vidyutikaran Yojana (RGGVY)

State Name	Address/Contact Details	District Name	Contact Details
Assam	Assam Power Distribution Company Limited, Six Mile, Guwahati- 781022	Cachar	Deputy General Manager Assam Power Distribution Company Limited, Meherpur, Silchar-15, Assam. <i>Mobile No.: +91 9435070855</i>
		Goalpara	Mr. Madhav Sharmah (Divisional Office—Bongaigaon, APDCL, RGGVY) Goalpara Sub-Division, Baladmari-783121 <i>Mobile No.: +91 9435341932</i>
Manipur	Electricity Department. Govt. of Manipur, Keisampat, Imphal-795001, Manipur	Chandel	Mr. N. Kunjeshore DGM-Chandel Division, Electricity Dept, Chandel -795127, Manipur. <i>Mobile No.: +91 9774026907</i>
		Churachandpur	Mr. Khampu Executive Engineer, Electricity Department Bijang, Churachandpur, Manipur-795128. <i>Mobile No.: +91 9862573650</i>
Meghalaya	Meghalaya Energy Corporation Limited, Lum Jingshai, Short Round Road, Shillong, Pin – 793001, Meghalaya <i>Tele. No.: (0364) 2590610/ 2590742/ 2590710/ 2591843/ 2591259</i> <i>Email : 1.meecl.webportal@gmail.com</i>	Ri-Bhoi	Mr. Singh Executive Engineer MeECL Ribhoi District <i>Mobile No.: +91 9435041337</i>
Mizoram	Power & Electricity Deptt. Govt. of Mizoram. Aizwal, Mizoram -796001	Lawngtlai	Mr. Hemsat Chongloi SDO Office, Power & Electricity dept, Government of Mizoram, Lawngtlai Electric Veng, Lawngtlai District Mizoram. Pin: 796891; <i>Tele. No.: 03835-232240</i>
Nagaland	Nagaland Electricity Regulatory Commission (NERC), Old MLA Hostel Complex, Nagaland, Kohima - 797001. <i>Phone : 0370-2292101 (O) 2241592 (R)</i> <i>Fax : 0370-2292104 (O)</i> <i>Email: nerc_kohima@yahoo.com</i>		Apen Lotha, Executive Engg. Electrical Dept. Wokha, Nagaland-797111

Information on Schemes

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

Addresses:

RashtriyaKrishiVikasYojana(RKVY) /National Agriculture Development Programme (NADP)

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

Information on Schemes

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

Information on Schemes

Scheme Name	10. Targeted Public Distribution System (TPDS)
Other Information	<p><u>National Food Security Act, 2013</u> : As passed by the Parliament, Government of India has notified the National Food Security Act, 2013 on 10th September, 2013 with the objective to provide for food and nutritional security in human life cycle approach, by ensuring access to adequate quantity of quality food at affordable prices to people to live a life with dignity. The Act provides for coverage of upto 75% of the rural population and upto 50% of the urban population for receiving subsidized foodgrains under Targeted Public Distribution System (TPDS), thus covering about two-thirds of the population. The eligible persons will be entitled to receive 5 Kgs of foodgrains per person per month at subsidised prices of Rs. 3/2/1 per Kg for rice/wheat/coarse grains. The existing Antyodaya Anna Yojana (AAY) households, which constitute the poorest of the poor, will continue to receive 35 Kgs of foodgrains per household per month.</p> <p>1. Coverage and entitlement under Targeted Public Distribution System (TPDS) : 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.</p> <p>Subsidised prices under TPDS and their revision: 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).</p> <p>Maternity Benefit: Pregnant women and lactating mothers will also be entitled to receive maternity benefit of not less than Rs. 6,000.</p> <p>Food Security Allowance: Provision for food security allowance to entitled beneficiaries in case of non-supply of entitled foodgrains or meals.</p> <p>Penalty: Provision for penalty on public servant or authority, to be imposed by the State Food Commission, in case of failure to comply with the relief recommended by the District Grievance Redressal Officer.</p> <p>Women Empowerment: Eldest woman of the household of age 18 years or above to be the head of the household for the purpose of issuing of ration cards.</p> <p>There is another scheme which is taken care by PDS for destitute, aged 65+ years and not covered by IGNOAPS. The scheme is referred as “Annapurna Scheme “</p> <p>Annapurna: Aims to provide food security to meet the requirements of senior citizens who, though eligible, have remained uncovered under the IGNOAPS. Under the Annapurna Scheme 10 kgs of food grains per month are provided free of cost to the beneficiary.</p>

Addresses: Targeted Public Distribution System (TPDS)

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

Right To Information

The Right to Information:

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

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

Public Authority under RTI :

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

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

Meaning of “information” under RTI :

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

Rights of a citizen under RTI :

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

Proactive disclosure by the public authority :

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

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

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

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

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

Right To Information

Public Information Officer :

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

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

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

Responsibilities of PIOs & APIOs

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

Ways of asking information from the Public Authority :

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

Payment for Information:

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

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

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

Supplying of information may be denied by the Public Authority :

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

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

If PIO does not provide information:

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

Information Commission :

A) The Central Information Commission

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

B) The State Information Commission

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

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

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

Powers of State Information Commission

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

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

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

Suggested format for applications:

Format -1

<u>Application under RTI Act 2005</u>	
To, Public Information Officer (write full address) ----- ----- -----	
Name of the Applicant (with full address)	
Subject (Only in one line)	
Reference (if any)	
Period to which information relates to (if any)	
Information Required (word limit= 150 words)	
Particulars of initial fee	Indian Postal Order Number..... Or details of payment receipt Or a copy (photocopy) BPL card (if applicant is BPL)

Steps of filing RTI (Refer the format 1):

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

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

Suggested format for applications:

Format –2

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

To,

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

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

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

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

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

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

Aadhaar

Aadhaar:

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

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

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

Information Required for AADHAAR Enrolment

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

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

1. Demographic Information:

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

2. Information on Banking

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

3. KYR+ Information

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

4. Biometric Information:

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

How to apply to Aadhaar?

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

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

Benefits of Aadhaar:

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

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

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

AADHAAR Enrolment Form



AADHAAR ENROLMENT / CORRECTION FORM

Aadhaar Enrolment is free and voluntary. Correction within 96 hours of enrolment is also free. No charges are applicable for Form and Aadhaar Enrolment. In case of Correction provide your EID, Name and only that field which needs Correction.

In case of Correction provide your EID No here: | | | | | | | | | | | | | | | | | | | | dd | mm | yyyy | hh: mm: ss |

Please follow the instructions overleaf while filling up the form. Use capital letters only.

1 Pre-Enrolment ID :	2 NPR Receipt/TIN Number :
3 Full Name:	
4 Gender: Male () Female () Transgender ()	5 Age: Yrs OR Date of Birth: DD MM YYYY Declared <input type="checkbox"/> Verified <input type="checkbox"/>
6 Address: C/o () D/o () S/o () W/o () H/o () NAME	
House No/ Bldg./Apt. Street/Road/Lane	
Landmark Area/locality/sector	
Village/Town/City Post Office	
District Sub-District State	
E Mail Mobile No PIN CODE	
7 Details of : Father () Mother () Guardian () Husband () Wife () <small>For children below 5 years Father/Mother/Guardian's details are mandatory. Adults can opt to not specify this information, if they cannot/do not want to disclose.</small>	
Name	
EID/ Aadhaar No.: dd mm yyyy hh: mm: ss	
8 I have no objection to the UIDAI sharing information provided by me to the UIDAI with agencies engaged in delivery of public services including welfare services. (✓) / (x)	
9 Select <input checked="" type="checkbox"/> one of the below (OPTIONAL) (This data cannot be Corrected after Enrolment) <div style="margin-left: 20px;"> <input type="checkbox"/> I want the UIDAI to facilitate opening of a new Bank/Post Office Account linked to my Aadhaar Number and have no objection to sharing my information for this purpose </div> <div style="margin-left: 20px;"> <input type="checkbox"/> I have no objection to linking my present bank account provided here to my Aadhaar number </div> <div style="margin-left: 20px;"> State Bank Name/Branch IFSC Code Account No. </div>	
Verification Type : Document Based () Introducer Based () Head of Family () Select only one of the above. Select Introducer or Head of Family only if you do not possess any documentary proof of identity and/or address. Introducer and Head of Family details are not required in case of Document based Verification.	
10 For Document Based (Write Names of the documents produced. Refer back side of this form for list of valid documents)	
a. POI b. POA	
c. DOB (Mandatory in case of Verified Date of Birth) d. POR	
11 For Introducer Based – Introducer's Aadhaar No. For HoF Based - Details of : Father () Mother () Guardian () Husband () Wife () HoF's Eld/Aadhaar No.: dd mm yyyy hh: mm: ss	
I hereby confirm the identity and address of _____ as being true, correct and accurate.	
Introducer/HoF's Name: Signature of Introducer/HOF	

Consent

I confirm that information (including biometrics) provided by me to the UIDAI and the information contained herein is my own and is true, correct and accurate.

Applicant's signature/Thumbprint

Verifier's Stamp and Signature:

(Verifier must put his/her Name, if stamp is not available)

To be filled by the Enrolment Agency only :

Date & time of Enrolment: _____

Instructions to follow while filling up the enrolment form

Field 2 NPR NUMBER	Resident may bring his/her National Population Register Survey slip (if available) and fill up the column.
Field 3 NAME	Write full name without salutations/titles. Please bring the original* Proof of Identity (POI) document. (See list A below). Variation in Resident's Name in contrast to PoI is permissible as long as the change is minor spelling only, without altering the Name in PoI document. For Example: If Resident's PoI reads "Preeti", then "Priti" can be recorded if Resident wants so.
Field 5 DOB / AGE	Fill in Date of Birth in DDDMMYYYY format. If exact Date of Birth is not known, approximate age in Years may be filled in the space provided. Please bring the original Proof of Date of Birth (DoB), if available. (See list D below). Declared checkbox may be selected if Resident does not have a valid proof of Date of Birth document. Verified checkbox is selected where Resident has provided documents as proof of Date of birth.
Field 6 ADDRESS	Write complete address. Please bring the original Proof of Address (POA) document. (See list B below). Please note that the Aadhaar letter will be delivered at the given address only. <ul style="list-style-type: none"> To include Parent / Guardian / Spouse name as part of the address, select the appropriate box and enter the name of the person. Minor Corrections / Enhancements are permissible to make the address complete without altering the base address as mentioned in the POA document.
Field 7 RELATIONSHIP	<ul style="list-style-type: none"> In case of children below 5 years, it is mandatory to provide father/mother/guardian details with their Aadhaar or EID number. If the resident is not holding a Proof of Identity & using the Head of the Family identity for enrolment, it is mandatory to provide Head of the family's details with his/her Aadhaar or EID number. Please refer illustration below for filling EID. Please bring the original Proof of Relationship (POR) document. (See list C below). For other cases, it is optional for the resident to fill up the relationship details.
Field 8 CONSENT	Resident may specifically express willingness / unwillingness by selecting the relevant box.
Field 9 BANK ACCOUNT	Resident may choose to open a new Aadhaar enabled bank / POSB account or can link existing bank account to Aadhaar number. Relevant details as requested may be provided. This is an optional field.
Field 10 DOCUMENTS	Write the name of Documents for PoI and PoA. In case proof of Date of Birth is available, then write the name of Date of Birth document. If the resident is not holding a Proof of Identity & using the Head of Family based enrolment, then write the name of Proof of Relationship document. For Valid list of documents, please refer list of Documents below.
Field 11 INTRODUCER/HoF	Resident who does not have POI and POA may get enrolled through an Introducer/ Head of Family. Pl contact nearest enrolment centre or your Registrar, for further details.

List A. POI documents

1. Passport
2. PAN Card
3. Ration/ PDS Photo Card
4. Voter ID
5. Driving License
6. Government Photo ID Cards/ service photo identity card issued by PSU
7. NREGS Job Card
8. Photo ID issued by Recognized Educational Institution
9. Arms License
10. Photo Bank ATM Card
11. Photo Credit Card
12. Pensioner Photo Card
13. Freedom Fighter Photo Card
14. Kisan Photo Passbook
15. CGHS / ECHS Photo Card
16. Address Card having Name and Photo issued by Department of Posts
17. Certificate of Identity having photo issued by Gazetted Officer or Tehsildar on letterhead
18. Disability ID Card/handicapped medical certificate issued by the respective State/UT Governments/Administrations

List B. POA documents

- | | |
|---|--|
| <ol style="list-style-type: none"> 1. Passport 2. Bank Statement/ Passbook 3. Post Office Account Statement/Passbook 4. Ration Card 5. Voter ID 6. Driving License 7. Government Photo ID cards/ service photo identity card issued by PSU 8. Electricity Bill (not older than 3 months) 9. Water bill (not older than 3 months) 10. Telephone Landline Bill (not older than 3 months) 11. Property Tax Receipt (not older than 3 months) 12. Credit Card Statement (not older than 3 months) 13. Insurance Policy 14. Signed Letter having Photo from Bank on letterhead 15. Signed Letter having Photo issued by registered Company on letterhead 16. Signed Letter having Photo issued by Recognized Educational Institution on letterhead 17. NREGS Job Card 18. Arms License 19. Pensioner Card 20. Freedom Fighter Card | <ol style="list-style-type: none"> 21. Kisan Passbook 22. CGHS / ECHS Card 23. Certificate of Address having photo issued by MP or MLA or Gazetted Officer or Tehsildar on letterhead 24. Certificate of Address issued by Village Panchayat head or its equivalent authority (for rural areas) 25. Income Tax Assessment Order 26. Vehicle Registration Certificate 27. Registered Sale / Lease / Rent Agreement 28. Address Card having Photo issued by Department of Posts 29. Caste and Domicile Certificate having Photo issued by State Govt. 30. Disability ID Card/handicapped medical certificate issued by the respective State/UT Governments/Administrations 31. Gas Connection Bill (not older than 3 months) 32. Passport of Spouse 33. Passport of Parents(in case of Minor) |
|---|--|

List C. POR documents

1. PDS Card
2. MNREGA Job Card
3. CGHS/State Government/ECHS/ESIC Medical card
4. Pension Card
5. Army Canteen Card
6. Passport
7. Birth Certificate issued by Registrar of Birth, Municipal Corporation and other notified local government bodies like Taluk, Tehsil etc.
8. Any other Central/State government issued family entitlement document.

List D. DOB documents

1. Birth Certificate
2. SSLC Book/Certificate
3. Passport
4. Certificate of Date of Birth issued by Group A Gazetted Officer on Letterhead

Illustration for filling up EID No.

Acknowledgement/ Resident Copy- पावती / शिवाजी रसीद		AADHAAR	
Enrolment No./आधार संख्या: 0008/12345/00020	Date/दिनांक: 28/04/2011 15:50:16		
*** This is not the Aadhaar number ***			
OR EID No: 0008123450002028042011155016			

*In instances where original documents are not available, copies attested / certified by a public notary / gazetted officer will be accepted.



Important Website/Link (for reference):

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

Common Service Centers

Common Service Centre:

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

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

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

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

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

Sl.	Name of CSC owner & CSC Address	Sl.	Name of CSC Owner & CSC Address
1	Mr. Samuel Suchen Atukhal, Po –Fulertal Contact Number: 9508262912	11	Mr. Angshem Tontang Biyang Vill, Chandel Dist, Manipur. Contact Number: 9957391765
2	Mrs. Zosangpui Deger Compound Fulertal, Cachar District, Assam Contact Number: 9859738514	12	Mr. Moshal Ronglo Kangshim Vill, PO- Kakching, Chandel District- 895108, Manipur Contact Number: 9424086400
3		13	Mr. S. Rengkhuiril Aimol Aimol Ngairong Village, PO- Pallel, Chan- del District-795135 Number: 8575276231
4	Mr. Chandra Sekhar Acharjee Pailapoor, Labac Road, Cachar District, Assam- 788098. Contact Number: 9435420368	14	Mr. Silshi Loveson Lamkang Charangching Khullen Village, Chandel, Manipur 795127 Contact Number: 9402882296
5	Mr. Kinthuingam Ruangmei Ramgaizang, Jirighar Cachar District, Assam. Contact Number: 9862636169	15	Mr. W.S. Tharing Anal Chakpikarong Main Bazaar, Chandel dist, -795102, Manipur Contact Number: 9402273821
6	Mr. Lalhmathuoi Taite Markhawlien, PO-Fulertal Cachar District, Assam- 788106. Contact Number: 8811803794	16	Mr. Derek Thangkhosiam Suantak Computer Terminal, Hill-Town, Churachandpur-795128, Manipur Contact Number: 8119978505
7	Mr. Prabin Kumar Singh Balladhun T.E, PO-Balladhun Cachar District, Assam- 788107. Contact Number: 9401859362	17	Mr. T. Jangthong Haokip L. Phaimol, Near Tidim Road Churachandpur, Manipur Contact Number: 8118976428
8	Mr. Sanjoy Kurmi Joypur, Rajabazaar, Cachar District, Assam- 788107. Contact Number: 9957327425	18	Mrs. Lhingneilam Jubilee Veng, Molnom Chirachandpur- 795128, Manipur Contact Number: 9856465919
9	Th. Momoco Devi Laboc Part-IV, PO- Pailapool, PS- Lakhipur, Cachar District, Assam-788098 Contact Number: 8402035979	19	Mr. Thangmin Lien Tuibong, Churachandpur Manipur Contact Number: 9774799568
10	Mr. Thokchom Biswanath Binnakandi Part-II, Binnakandi, Cachar District, Assam-788126 Contact Number: 9613367417 0384-287034	20	Ms. Vahnei Chaong Family Lane, Bijang Chirachandpur, Manipur Contact Number: 9856903067

Sl.	Name of CSC owner & CSC Address	Sl.	Name of CSC Owner & CSC Address
21	Mr. Kitboklang Matlai <i>Lewmawlong, Nongpoh, Ri Bhoi District, Meghayala, Pin- 793102</i> Contact Number: 9856755914	29	Mr. Akash Khakhalary Simlapara Village, PO-Dhaigaon, Goalpara- 783126Contact Number: 9706114985
22	Mr. Frankie Nongsiej Umsning Proper B, Umsning 793105, G.S.Road, Ri-Bhoi District, Meghalaya Contact Number: 9856959131	30	Mr. Akimul Haque Rabhapara Village, PO-Chakla, PS-Matia, Goalpara District- 783125. Contact Number: 8133847897
23	Mr. Kerlang Laloo Nongthymmai Market, Raid Madan Kyrdem, P.O/P.S-Umiam, Ri Bhoi District, Meghalaya- 793103 Contact Number: 9856755914	31	Mr. Ashim Kumar Rabha Village- Hadi Para, P.O.- Rangjuli, Goalpara- 783130, Assam Contact Number: 9864647074
24	Ms. Anjelica Nongseij Nongpoh Bazar/Market 8730992174	32	Mr. Bimal Barman Bausatari Village, PO-Dhumer Ghat, PS- Lakhipur, Goalpara District- 783330 Contact Number: 7896283397
25	Mr. Wonchio Odyuo Near Doyang Hydro Electric Project, Doyang, Wokha District, Nagaland Contact Number: 9436810174/8413846839	33	Mr. Chitranjan Sutradhar Agia Bazar, Goalpara District, Assam- 783120. Contact Number: 9957391765
26	Mr. N. Chenithung Yanthan Wokha Main town, Near Police Point, Wokha District- 797111, Nagaland Contact Number: 9436078541	34	Mr. Pranjal Das Durgamandir, P.O. – BALADMARI, DIST./P.S. GOALPARA, PIN – 783121, ASSAM Contact Number: 9706114985
27	Mr. Yiron Patton Bhandari Town, PO- Bhandari Wokha District-797099, Nagaland Contact Number: 8119824027	35	Mr. Rajib Khakhalary Kushdhowa Village, PO-Kushdhowa, PS- Rangjuli, Goalpara District- 783124, Assam Contact Number: 8724875310/9678041615
28	Mr. Ahindra Rabha Balukdubi Village, PO- Baluk Dubi Goalpara District, Assam- 783101. Contact Number: 9864756353		

Organization Offices:-

Agency for Technical Cooperation and Development

Apartment Number 1 B/1
Taj Apartment, Rao Tula Ram Marg
New Delhi-110022

North East India Committee On Relief & Development

Shalom Nongrimbah Road,
Laitumkrah, Shillong—793003, Meghalaya

Public Affairs Centre

House No.15, KIADB Industrial Area,
Bommasandra-Jigani Link Road, Bangalore – 562106

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