



सत्यमेव जयते
Ministry of Housing and Urban Affairs
Government of India



Handbook on

Social Security Provisions and Schemes for Ground Functionaries

Sustainable Cities Integrated Approach Pilot in India





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Government of India

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Social Security Provisions and Schemes for Ground Functionaries

Sustainable Cities Integrated Approach Pilot in India

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TITLE

Handbook on Social Security Provisions and Schemes for Ground Functionaries

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Sustainable Cities Integrated Approach Pilot in India

Component 3: Partnerships, Knowledge Management and Capacity Building

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About the Project

"Sustainable Cities Integrated Approach Pilot in India" is one of the projects under the Global Environment Facility's Sustainable Cities Programme. The project is led by the United Nations Industrial Development Organization (UNIDO). The aim of the project is to integrate sustainability strategies into urban planning and management in order to create a favourable environment for investment in infrastructure and service delivery, thus building the resilience of cities. The project has three main components—Sustainable urban planning and management; Investment projects and technology demonstration; and Partnerships and knowledge management. The National Institute of Urban Affairs (NIUA) has been engaged to undertake the implementation of tasks outlined under the third component, i.e. Partnerships and knowledge management.

NIUA will help build a multi-sectoral partnership platform to ensure the implementation of sustainable city strategies based on an understanding of the various technical, financial, political, social and business issues and challenges of different stakeholders/partners. The project aims to enhance capacity for urban governance in general, and in particular, sustainable energy and environmental management, investment and finance, ICT integration for efficient service delivery, and transformative urban planning approaches. It focuses on the three sectors of solid waste management, used water management and water management. As a first step, NIUA conducted a Training and Assistance Need Analysis (TANA) to understand the requirements of various stakeholders in the five pilot cities (Bhopal, Guntur, Jaipur, Mysuru, and Vijayawada). This analysis provided the necessary information for developing an on-the-job training program. Based on the findings of the TANA, NIUA prepared the training modules and curriculum for various stakeholders in the cities mentioned above. The training modules will be used to deliver training in the cities and then scaling up the capacity building activities of the project.

About the Handbook

A set of Training of Trainers (TOT) Modules and Handbook are developed based on the findings of TANA that was conducted for the front line workers & ground functionaries. It comprises the following:

1. ToT Module on Social Social Security Provisions and Schemes for Ground Functionaries.
2. ToT Module on Enhancing Leadership Skills in Ground Functionaries and Creating an Inclusive Work-place
3. ToT Module on Occupational Health and Safety of Ground Functionaries
4. Handbook on Social Security Provisions and Schemes for Ground Functionaries

This handbook is a complementary document and should be read along with the Training Module on Social Social Security Provisions and Schemes for Ground Functionaries.

Contents

<i>About the Project</i>	v
<i>About the Handbook</i>	vii
<i>Getting Started</i>	xi
<i>Abbreviations</i>	xiii
<i>Required Documents</i>	xv
<i>The application process for major programmes:</i>	
Employee Social Insurance (ESI)	1
Employee Provident Fund (EPF)	3
Enrolment in the E-Shram portal	7
<i>Annexure - I</i>	8

Getting Started



Objective of the handbook

The objective of the handbook is to inform the workers about the pre-requisite documents for enrolling in EPF, ESI and E-Shram, and the process to access the account in each of these three portals.



How was the handbook developed

The handbook was developed after a thorough reading of the application process in each of these three schemes.



Profile of handbook users

This handbook is for trainers who are going to train workers on social security provisions. It is a complementary document and should be read along with the ToT module on Social Security Provisions and Schemes for Ground Functionaries. In case this document gets translated in the languages spoken and read by the workers, copies of the handbook can be shared with the workers participating in the workshop.

Abbreviations

EPF	Employee Provident Fund
ESI	Employee State Insurance
ESIC	Employees' State Insurance Corporation
IPN / IP Number	Insurance Person Number
PAN	Permanent Account Number
PF	Provident Fund
TANA	Training and Assistance Need Analysis
UAN	Universal Account Number
UNIDO	United Nations Industrial Development Organization

Required Documents

For any social security application, the following documents need to be in place. These documents in common parlance are referred to as KYC or Know Your Customer/Client.

Documents required:

- 1. Unique Identification Number or Aadhar Card-** The Aadhar Card should have the correct spelling and address and should be linked to a valid mobile number (currently in use).
- 2. Bank Account Number or copy of the passbook-** The bank account number should be linked with the Aadhar Card or Number and also linked with a valid mobile number.
- 3. Permanent Account Number (PAN Card)-** It should be linked with the Aadhar Card and the bank account. The spelling on the PAN Card should match with the details on the Aadhar Card or the Unique Identification Number: Aadhar Portal.
- 4. Address Proof-** Election Voter Identity Card or Ration Card with the correct spellings and address.
- 5. Additional requirements-** Income certificates are required to access schemes for Scheduled Castes/Scheduled Tribes, Other Backward Classes and Economically Weaker Sections.
- 6. Mobile Number-** As mentioned above, both Aadhar Card and Bank Account require a valid mobile number. This mobile number needs to be correct and linked to both Aadhar Card and Bank Account and should be functional to receive OTPs generated while enrolling in various schemes. The sanitation workers should be informed that they should avoid changing phone numbers frequently.



Application process
for major programmes:

Employee Social Insurance (ESI)



Using the mentioned documents, all employers are required to register the workers on the Employees' State Insurance Corporation (ESIC) portal. The employer uses the following link for logging and filling in the details of the workers.

<https://www.esic.in/ESICInsurance1/ESICInsurancePortal/PortalLogin.aspx>


The workers are not required to do anything as long as they are registered in the ESIC portal. They can download the E-Pehchan Card, which is a valid proof of their enrolment from the link www.esic.in/EmployeePortal/login.aspx

The employees or employers can use the login details of the employer to access the column for downloading the E-Pehchan Card. To avail the E-Pehchan Card, the workers should have the Insurance Person Number (IPN or IP Number) handy, along with an Employer Code Number. These details should be with the employer if they have registered the workers on the portal.


ESIC E Pehchan Card PDF Download Process

Step 1: To download ESIC E Pehchan card login to employer ESIC portal with establishment ESIC code and password.

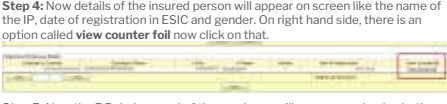
Step 2: Now on the home page there is an option called e-Pehchan card under the employee section, now click on **e pehchan card option**.



Step 3: Now a new page will open there enter the IP number of the insured person and click on view.



Step 4: Now details of the insured person will appear on screen like the name of the IP, date of registration in ESIC and gender. On right hand side, there is an option called **view counter foil** now click on that.



Step 5: Now the E Pehchan card of the employee will open, now check whether all the details like nominee details, family members details and dispensary details are present or not. If they are not present then update those details and take the print out of E Pehchan card.

**EMPLOYEES' STATE INSURANCE CORPORATION
e Pehchan Card**

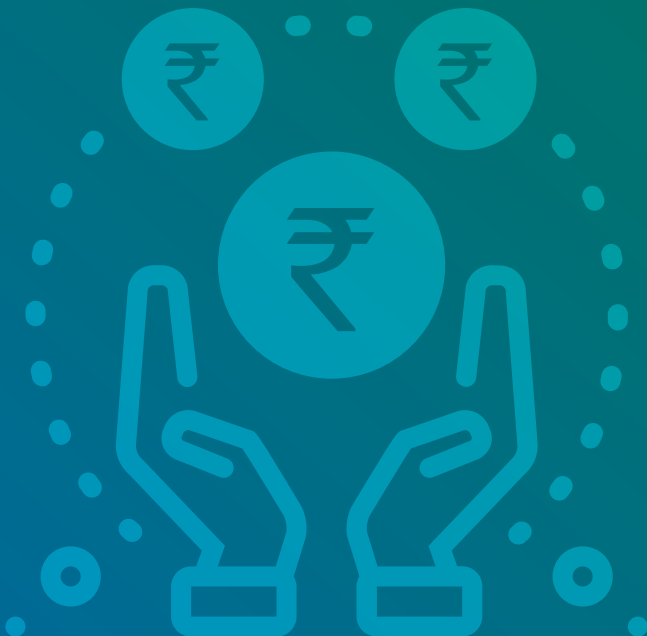


Step 6: Now sign on this ESIC card and affix your family photograph and attest the photograph with your employer and finally take the signature of the ESIC officer.



Application process
for major programmes:

Employee Provident Fund (EPF)



The employer has to use the documents mentioned earlier to register the worker in the EPF portal, so that the worker can avail the EPF services. After registration, a Universal Account Number (UAN) is created and the employer shares the same with the workers.

The workers can activate their UAN by accessing this link: https://unifiedportal-mem.epfindia.gov.in/memberinterface/no-auth/uanActivation/activationForm?_HDIV_STATE_=10-8-DBC21B39D0B45905C8239B7556BEDB33

To log into the system, the worker will be required to use the mobile number they provided to the employer for registration. On that mobile number, a one-time password (OTP) will be received using which they can log into the system for availing a UAN number. Once the UAN number is available, the worker needs to validate the Aadhar Number.

The link would ask for validation of the Aadhar Number, which the worker shared with the employer for registration, along with the registered name and mobile number. Based on the Aadhar identification, the worker would receive the authorization PIN on their mobile phone and using the same PIN they can log in and activate their UAN. The UAN needs to be connected with the bank account.



- To find out the UAN number, employees can login into the account by using their phone number, which is linked to the Aadhar Card.
- In case you have already registered under UAN and would like to activate it, you can provide the above given details and access your account and activate it.

Documents must for EPF

1. Aadhar Number
2. PAN Number
3. Bank Account Details
4. UAN number, in case already registered to access your account.
5. Phone number linked with Aadhar to get OTP

The screenshot displays the 'Activate Your UAN' page on the EPF Member e-SEWA portal. The page header includes the EPF logo and the text 'EMPLOYEE PROVIDENT FUND ORGANISATION, INDIA' and 'UNIVERSITY OF LABOUR & EMPLOYMENT, GOVERNMENT OF INDIA'. The user is logged in as 'Universal Account Number (UAN) MEMBER e-SEWA'. The main heading is 'Activate Your UAN'. Below this, there is a note: 'Details to be entered below should be as per EPFO records.' The form contains several fields: 'UAN' (with a search icon), 'State Member ID' (with dropdowns for 'Select State' and 'Select Office'), 'Name *', 'State of Birth *', 'Mobile No. *', 'Email Id', and 'Captcha *'. There are also buttons for 'Get Authentication Pin' and 'Back'.

In case the worker would like to withdraw PF, they must follow the instructions given in the following document.

The above-given programmes are only valid for those who are employed through contractual arrangements or are working on the payroll of the urban or rural local bodies. In case the employer-employee relationship is unclear and the worker is in informal working conditions and is recognized by the municipal authorities like the waste-pickers, the worker can be enrolled in the E- Shram portal.





Application process
for major programmes:

Enrolment in the E-Shram portal



This particular enrolment is for the workers who are not enrolled in the ESI programme. It includes workers like waste-pickers, sorters in the Material Recovery Facility or Dry Waste Collection Centres in the city. To enrol the worker, the following documentation is required: Valid Mobile Number and Aadhar Number. The workers can be enrolled in E-Shram by using the following portal. <https://eshram.gov.in/home>

Workers need to register by adding the phone number linked with the Aadhar Number. The mobile number will receive OTP for both registering and later logging in.

(See Annexure I)



Annexure - I

Registration Process

The screenshot displays the 'Self Registration' form on the Ministry of Labour & Employment website. The page header includes the government logo, the text 'Ministry of Labour & Employment', the 'ई-श्रम' logo, and a user profile picture. A navigation bar contains links for Home, Dashboard, State Login, CIC Portal, and Contact Us. The main content area is split into two columns. The left column, titled 'Information required for registration', lists four items: Aadhaar number, Aadhaar linked/active mobile number, Bank account details, and Age (18-60 years). The right column, titled 'Self Registration', contains the following fields and options: 'Aadhaar linked mobile number is preferred*' with an input field; 'Enter Captcha*' with a CAPTCHA image showing 'GDTW95' and an input field; 'Are you a member of?' with radio buttons for 'Yes' and 'No' for both 'Employee Provident Fund Organization (EPFO)' and 'Employee State Insurance Corporation (ESIC)'. A green 'Next Step' button is located at the bottom of the form.

1001 0700 | Government of India #Screen Reader Access #Tap to zoom content Select Language





Home Dashboard State Login CSC locator Contact Us

Information required for registration

-  Aadhaar number
-  Aadhaar linked active mobile number
-  Bank account details
-  Age should be between 16-59 years (27-08-1961 to 24-06-2006)

Self Registration

Aadhaar linked mobile number is preferred *

Enter OTP 35.00

1001 0700 | Government of India #Screen Reader Access #Tap to zoom content Select Language





Home Dashboard State Login CSC locator Contact Us

Aadhaar Number *

[View Consent Form English / Hindi](#)

I agree to the terms & conditions for registration under eSHRAM Portal
 मैं एआधार सेवा के लिए एकीकरण के लिए और यहाँ से सहमत हूँ



1800 12000 / Government of India

Ministry of Labour & Employment

ई-श्रम

Logout

REGISTRATION FORM

YOUR PERSONAL PARTICULARS (आपका निजी विवरण)

Your personal particulars as per Aadhaar

Name: _____

Date of Birth: _____

Gender: _____

Address: _____

Locality: _____

Pin Code: _____

Country: India

Your Aadhaar linked to: **Mobile Number**

Birth Aadhaar Dialect Status: **Active**

I agree that all the information shown above are correct

1800 12000 / Government of India

Ministry of Labour & Employment

ई-श्रम

Logout

REGISTRATION FORM

YOUR PERSONAL PARTICULARS (आपका निजी विवरण)

PERSONAL INFORMATION (आपका निजी विवरण)

Registration Mobile Number: _____

Emergency Mobile Number: _____

Email: _____

Marital Status: _____

Health Category: _____

Blood Group: _____

Differently Abled: Yes No

Nominee Details

Would you like to fill nominee details? Yes No

100 | Government of India

MINISTRY OF LABOUR & EMPLOYMENT

ई-श्रम

REGISTRATION FORM

PERSONAL PARTICULARS

RESIDENTIAL DETAILS

Home Town*

Current Address

House Number*

Locality

State*

District*

Sub-District/Taluk*

Pin Code*

Choosing an alternate location*

Applicant Address*

REGISTRATION FORM

100 | Government of India

MINISTRY OF LABOUR & EMPLOYMENT

ई-श्रम

100 | Government of India

MINISTRY OF LABOUR & EMPLOYMENT

ई-श्रम

REGISTRATION FORM

PERSONAL PARTICULARS

EDUCATION QUALIFICATION

Education Qualification*

Education Certificate

Monthly Income (Rs)*

Income Certificate

REGISTRATION FORM

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MINISTRY OF LABOUR & EMPLOYMENT

ई-श्रम

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Ministry of Labour & Employment

ई-श्रम

Logout

REGISTRATION FORM

- YOUR PERSONAL PARTICULARS
- PERSONAL INFORMATION
- EDUCATION
- SELECTION QUALIFICATION
- OCCUPATION AND SKILLS**
- EMPLOYMENT
- WORKING EXPERIENCE
- CONTACT

Occupation and Skills

Primary Occupation*
Click to view help

Working experience in Primary Occupation* (in years)

Secondary Occupation*
Click to view help

Occupation Certificate*

How did you acquire skills?

Skills to be upgraded

[Link](#) [Save & Continue](#)

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Ministry of Labour & Employment

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Logout

REGISTRATION FORM

- YOUR PERSONAL PARTICULARS
- PERSONAL INFORMATION
- EDUCATION
- SELECTION QUALIFICATION
- OCCUPATION AND SKILLS**
- EMPLOYMENT
- WORKING EXPERIENCE
- CONTACT

Occupation and Skills

Primary Occupation*
Click to view help

Working experience in Primary Occupation* (in years)

Secondary Occupation*
Click to view help

Occupation Certificate*

How did you acquire skills?

Skills to be upgraded

[Link](#) [Save & Continue](#)

क्र.सं.	व्यवसाय का नाम	व्यवसाय का विवरण	आ.सं.	ए.सं.	ए.सं. (ए.सं. 1 से 10 तक)	व्यवसाय का प्रकार	व्यवसाय का प्रकार
1	1011	अनाज और अनाज उत्पादन	999	1	999	अनाज और अनाज उत्पादन	उद्योग
2	1021	दाल और दाल उत्पादन	999	1	999	दाल और दाल उत्पादन	उद्योग
3	1031	फल और फल उत्पादन	999	1	999	फल और फल उत्पादन	उद्योग
4	1041	सब्जी और सब्जी उत्पादन	999	1	999	सब्जी और सब्जी उत्पादन	उद्योग
5	1051	अन्य खाद्य पदार्थों का उत्पादन	999	1	999	अन्य खाद्य पदार्थों का उत्पादन	उद्योग
6	1061	पशुधन उत्पादन	999	1	999	पशुधन उत्पादन	उद्योग
7	1071	अन्य कृषि उत्पादन	999	1	999	अन्य कृषि उत्पादन	उद्योग
8	1081	अन्य कृषि उत्पादन	999	1	999	अन्य कृषि उत्पादन	उद्योग
9	1091	अन्य कृषि उत्पादन	999	1	999	अन्य कृषि उत्पादन	उद्योग
10	1101	अन्य कृषि उत्पादन	999	1	999	अन्य कृषि उत्पादन	उद्योग
11	1111	अन्य कृषि उत्पादन	999	1	999	अन्य कृषि उत्पादन	उद्योग
12	1121	अन्य कृषि उत्पादन	999	1	999	अन्य कृषि उत्पादन	उद्योग
13	1131	अन्य कृषि उत्पादन	999	1	999	अन्य कृषि उत्पादन	उद्योग
14	1141	अन्य कृषि उत्पादन	999	1	999	अन्य कृषि उत्पादन	उद्योग
15	1151	अन्य कृषि उत्पादन	999	1	999	अन्य कृषि उत्पादन	उद्योग
16	1161	अन्य कृषि उत्पादन	999	1	999	अन्य कृषि उत्पादन	उद्योग
17	1171	अन्य कृषि उत्पादन	999	1	999	अन्य कृषि उत्पादन	उद्योग
18	1181	अन्य कृषि उत्पादन	999	1	999	अन्य कृषि उत्पादन	उद्योग
19	1191	अन्य कृषि उत्पादन	999	1	999	अन्य कृषि उत्पादन	उद्योग
20	1201	अन्य कृषि उत्पादन	999	1	999	अन्य कृषि उत्पादन	उद्योग

1000 8000 | Government of India
कृषि और श्रम विभाग
ई-श्रम
Ministry of Labour & Employment

REGISTRATION FORM

1. NEAR REGIONAL PROCELSURE OFFICE

2. NATIONAL IDENTIFICATION

3. AADHAAR

4. PAN CARD/SSAN/BLANKA

5. OCCUPATION AND SKILLS

6. ...

7. ...

8. ...

Occupation and Skills

Primary Occupation (You can select only one)

Working experience in Primary Occupation? (In years)

Domestic Cleaners and Helpers

Domestic Cooks

Domestic Housekeepers

Secondary Occupation (You can select more than one)

Change the list for options

Allowed the type and you can change when you click on it.

Occupation Certificate (You can select only one)

Change the list for options

Allowed the type and you can change when you click on it.

How did you acquire skills?

Change the list for options

Allowed the type and you can change when you click on it.

Skills to be upgraded

Change the list for options

Allowed the type and you can change when you click on it.

[Next](#)
[Save & Continue](#)

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भारत सरकार
Ministry of Labour & Employment

ई-श्रम

Logout

REGISTRATION FORM

- REGISTRATION THROUGH THE WEBSITE
- PERSONAL INFORMATION
- ADDRESS
- EMPLOYMENT DETAILS
- REGISTRATION FOR BENEFIT
- BIOMETRIC
- PERSONAL DOCUMENTS
- CONTACT

Bank Account Details

Bank linking with Aadhaar No

Bank Account Number*

Confirm Bank account Number*

Account holder Name*

Link up for IFSC code*

Bank Name

Branch Name

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Ministry of Labour & Employment

ई-श्रम

Logout

REGISTRATION FORM

- REGISTRATION THROUGH THE WEBSITE
- PERSONAL INFORMATION
- ADDRESS
- EMPLOYMENT DETAILS
- REGISTRATION FOR BENEFIT
- BIOMETRIC
- PERSONAL DOCUMENTS
- CONTACT

Bank Account Details

Bank linking with Aadhaar No

Bank linked with Aadhaar NO/AY/BI

Register with bank account* Yes No BI

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REGISTERED USER ACCOUNT

My Profile

REGISTERATION FORM

Bank Account Details

Bank existing with Aadhaar? No Yes

Bank linked with Aadhaar

Register with bank account?

Bank Account Number*

Confirm Bank Account Number*

Account Holder Name*

Link up for IFSC Code*

Bank Name

Branch Name

Bank Account Number

Confirm Bank Account Number

Account Holder Name

IFSC Code

Bank Name

Branch Name

Save & Continue

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REGISTERED USER ACCOUNT

My Profile

REGISTERATION FORM

Preview/Self Declaration

Name

Date of Birth

Gender

Address

Photo

Mobile Number

Marital Status

His/Her Name

Postal Category

Ward Group

Differently Abled

Signature Detail

- ▶ PERSONAL PARTICULARS OF THE APPLICANT
- ▶ PERSONAL IDENTIFICATION
- ▶ ADDRESS
- ▶ EDUCATION QUALIFICATION
- ▶ OCCUPATION AND SKILLS
- ▶ BANK DETAILS
- ▶ PROVISION OF DECLARATION

Migrant Worker

Permanent Address

Qualification

Monthly Income

Primary Occupation

Working experience in Primary Occupation

Bank Account Started with Aadhaar

Bank Account Details

Bank linked with Aadhaar

Declaration

I solemnly declare that all the information furnished in this registration form is true to the best of my knowledge. I take the responsibility for the correctness of the information furnished by me for this registration.

Further it is declared that

1. I am not a member of EPIC, EPFO,
2. I am not an income tax payer,
3. All the information provided by me may be released at the time of receipt of any scheme related monetary benefits under social security code of government of India.

I undertake that, I am neither a member of Government services/PSUs, nor an income tax payer. I also undertake that the information furnished in the registration form is true to the best of my knowledge. If any of the facts provided by me is found to be incorrect, it shall be liable for legal action as deemed appropriate.

- ▶ PERSONAL PARTICULARS OF THE APPLICANT
- ▶ PERSONAL IDENTIFICATION
- ▶ ADDRESS
- ▶ EDUCATION QUALIFICATION
- ▶ OCCUPATION AND SKILLS
- ▶ BANK DETAILS
- ▶ PROVISION OF DECLARATION

Migrant Worker

Permanent Address

Qualification

Monthly Income

Primary Occupation

Working experience in Primary Occupation

Bank Account Started with Aadhaar

Bank Account Details

Bank linked with Aadhaar

Declaration

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Registration Form

Permanent Address: [Redacted]

Qualification: [Redacted]

Monthly Income: [Redacted]

Primary Occupation: [Redacted]

Working experience in Primary Occupation: [Redacted]

Bank Account linked with Aadhaar: [Redacted]

Bank account details: [Redacted]

Bank linked with Aadhaar: [Redacted]

Declaration:

I solemnly declare that all the information furnished in this registration form is true to the best of my knowledge. I take the responsibility for the correctness of the information furnished by me for registration.

Further it is declared that:

- I am not a member of ESIC/EPFO;
- I am not a member tax payer;
- All the information provided by me may be validated at the time of receipt of any scheme related monetary benefits under social security code of government of India.

I undertake that, I am neither a member of Government services/PSUs, nor an income tax payer. I also undertake that the information furnished in the registration form is true to the best of my knowledge. If any of the facts provided by me is found to be incorrect, it shall be liable for legal action as deemed appropriate.

OTIS *

[I declare] [Submit]

REGISTRATION FORM

Thank you for registering as Unorganized Worker. Your UAN number has been sent by SMS to your registered mobile 8000000000.

UAN Card

[Download UAN Card]

Notes:



National Institute of Urban Affairs

National Institute of Urban Affairs

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