

**THE WORLD BANK FINANCED
ASSAM CITIZEN CENTRIC SERVICE
DELIVERY PROJECT (ACCSDP)
(Project ID: P150308)**

Environmental Management Plan
(Updated 12th Apr 2017)

ARIAS Society

**(Assam Rural Infrastructure and Agricultural
Services Society)**

GOVERNMENT OF ASSAM

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Project Description

The proposed Project is an Investment Project Financing (IPF) of US\$ 39.2 million with a technical assistance and a results-based financing components .The Project adopts an integrated approach to improve access and accountability, addressing both the supply-side and demand-side aspects of service delivery. Project interventions will (i) strengthen RTPS implementation; (ii) support process re-engineering in targeted services; (iii) develop Public Facilitation Centers to deliver services electronically at the block and circle levels; and (iv) promote citizen engagement. The selection of services targeted in this Project is based on government priorities, citizen consultations in underserved areas, and services of importance to disadvantaged communities.

The Project consists of two components .Component One :Technical Assistance (US\$ 31.7 million)will finance activities designed to strengthen RTPS implementation; support process reforms/e-enablement in targeted services; establish Public Facilitation Centres ; and create citizen feedback mechanisms. Both components will disburse against eligible expenditures upon submission of IFRs. Additionally, Component Two: Results-based Financing (US\$ 7.5million) provides incentives for achieving results with respect to improving the access and accountability of RTPS services, will disburse upon achievement of Disbursement Linked Indicators (DLIs) associated with agreed eligible expenditure programs (EEPs).

Component 1: Technical Assistance (US\$ 31.7 million IDA; US\$ 7.925 million GoA)

This component will provide specialized technical assistance to support implementation of the government program and the achievement of the PDO. Eligible expenditures under this component are consulting and non-consulting services, acquisition of goods, training and operating cost. This component will provide funding for the following4 sub-components:

- (i) *Sub-component 1. Strengthening RTPS implementation:*** Activities under this sub-component will include the creation of (i) a comprehensive RTPS ICT platform for automated tracking of individual service requests and appeals, actions taken by the designated officer and staff, and rule-based escalation in case of time overruns beyond the stipulated period; (ii) a Management Information System (MIS), along with institutional mechanisms, to ensure that data from the MIS is used for calibrating the implementation of RTPS, and (iii) an online portal to promote proactive disclosure related to citizens' entitlements under the Act and procedures for accessing RTPS services, as well as allow citizens to apply for services online. The online portal will leverage, wherever feasible, the existing core infrastructure and services such as SSDG, SP and e-District; and efforts will be made to align its design with the architecture of GI Cloud initiatives (Megh Raj) of Government of India.In addition, this sub-component will finance two other activities, including(iv) capacity-building to support adaptation to electronic processing, and (v) the design and implementation of a change management strategy. Finally, the Project will support the creation of a high-level delivery unit with adequate authority and capacity to drive RTPS implementation across the state. The delivery unit will rely heavily on knowledge transfers from across the Indian states as well as globally particularly with regard to the reform of processes, the establishment of the delivery unit, and the implanting of new technological solutions, including an on-line portal, data mining, electronic grievance redress, and an MIS-based monitoring system.
- (ii) *Sub-component 2. Supporting Process Re-engineering in Targeted Services.*** Activities under this sub-component will include: (i) integration of electronic approaches to G2C service delivery with 18 targeted RTPS services initially within four Departments/Agencies (Revenue and Welfare of Plain Tribes and Backward Classes, and Transport as well as, the Guwahati Municipal Corporation; (ii) process simplification, such as delegating responsibilities to lower levels of government, reducing the number of supporting documents required to access services; (iii) improving the field verification system for delivery of selected services, and streamlining the issuance of digitally signed certificates ; (iv) the development of a quality management system within departmental delivery processes; and (v) the creation of an integrated electronic repository of government-issued certificates available online

.The electronic repository would conform to IDCA standards and IS27001 standards on security. The project will try to leverage the State Data Centre, as and when it becomes operational and conforms to IDCA and IS27001 standards .Other services may be chosen as the project demonstrates success in re-engineering these 18 services.

(iii) Sub-component 3. Setting up Public Facilitation Centers: Activities under this sub-component will include (i) creating about 425Public Facilitation Centers in blocks/circles and other designated offices;(ii) equipping them with critical ICT infrastructure and reliable broadband connectivity to handle RTPS requests and deliver e-enabled targeted services ; (iii) hiring contracted staff to operate centers (two per center), and (iv) supporting other incidental costs (e.g., maintenance).This sub-component will also support the development of a Public Private Financing and licensing framework. Beyond these, the Project would explore alternative methods such as the use of Online to Offline (O2O) mechanisms , in view of the limited ICT connectivity in the state .Given that the connectivity solutions under this subcomponent focus primarily on the block and circle levels, such O2O mechanisms could play a vital role in bringing services even closer to local communities .The O2O mechanism will leverage Mobile Service Delivery Gateway (MSDG) / Mobile Seva of MietY to enable service delivery on mobile devices .In addition, Citizens would have the option to access these services electronically from a nearby Common Service Centre (CSC) with reliable network connectivity .It is expected that Public Facilitation Centers will adopt a PPP mode for delivery once the delivery of services has stabilized; services will be appropriately priced as part of a fee-based revenue model to facilitate sustainability.

(iv) Sub-component 4. Promoting Citizen Engagement (CE): Activities supported will include: (i) a state-wide Information and Education Campaign (IEC) to publicize the provision of RTPS Act and the procedures related to accessing RTPS services; (ii)the creation of an effective beneficiary feedback mechanisms in service delivery systems, involving the development of a mobile phone and web-based citizen feedback system with respect to individual service delivery transactions .This electronic approach for beneficiary feedback would be integrated into the ICT platform (sub-component 1) to automatically elicit feedback after the service is delivered. Such feedback will be analyzed and used to pinpoint specific areas for further improvements; and (iii) the establishment of a toll-free call center to provide assistance to citizens in accessing services. The call center will also register, collate and forward any reported grievances to the relevant department for resolution within the stipulated time. Information on the status of complaint resolution would be a key area of focus for the Management Information System (MIS).

Component 2: Results- based financing (US\$ 7.5 million IDA; US\$ 1.875 million GoA)

1. This component aims to support the Government of Assam to implement critical public management reforms related to delivery of public services .Specifically, this component supports the Government’s Program which aims to broaden access to RTPS services particularly with regard to scheduled areas, increase the number of notified services and incentivize the establishment of Public Facilitation Centers across the state. For more details about the activities and the expected results see Annex 2.

2. A result-based financing approach will be used to provide incentives for achieving key results .It will disburse upon achievement of key results as measured by the Disbursement Linked Indicators (DLIs) included in Table 1 and against the execution of agreed-to Eligible Expenditures Programs (EEPs) included in Table 2.

3. Disbursement-Linked Indicators (DLIs):Four DLIs have been selected for providing incentives to expand the coverage of RTPS to tribal districts; increase the number of services notified under the law; promote the setting-up of Public Facilitation Centers; and encourage the use of RTPS services by an increasing number of citizens.

i. DLI 1: Increase in the volume of applications submitted on-line for RTPS services(US\$2.5 million).The Project will also incentivize citizens’ increased access to services under RTPS, given

that citizens are mostly unaware of the Act and how to access services under its provisions; and number of citizens accessing RTPS services is meager.

ii. DLI 2: Public Facilitation Centers fully operational (US\$1 million). The fully equipped and adequately staffed centers would be required to function at least six hours on all working days to receive RTPS service requests and be able to electronically deliver the targeted set of RTPS services.

iii. DLI 3: Access to RTPS Services expanded [in underserved areas of Assam][to Tribal Districts](US\$2.5 million). The RTPS Act has not been implemented in the six autonomous districts and formal endorsements of the Autonomous Councils would be required before an Act of the State Legislature is enforced within their jurisdiction. The Government of Assam has initiated dialogue with the Autonomous Councils to extend the coverage of RTPS Act to all these six autonomous districts.

iv. DLI 4: Increased number of services notified under RTPS Act (US\$ 1.5 million). The result based financing approach would also incentivize expansion of the number of services from the present 55 services to at least 80 services over the next five years. Some key services such as the issuance of ST and income certificates and income certificates would be notified as RTPS services over time.

Table 1: Disbursement-Linked Indicators (DLIs)

<i>Project DLIs</i>	<i>Rationale</i>
DLI #1: Number of applications submitted on-line for RTPS services.	Facilitate access to more accountable, effective and transparent public services by citizens of Assam.
DLI #2: Public Facilitation Centers fully operational	Facilitate access to public services through the geographical expansion of the service access center network to district, sub-division, circle and block offices.
DLI #3: Access to RTPS Services expanded [in underserved areas of Assam][to Tribal Districts]..	Expand coverage of Assam RTPS Act to all Autonomous Council districts administered by Autonomous Councils under the 6th Schedule of the Indian Constitution.
DLI #4: Number of services notified under the RTPS Act	Notifying additional services under the Assam Right to Public Service Act for simplified, time-bound service delivery.

Environmental Impacts and their Management

The project activities are mostly benign with few adverse environmental impacts,. The project will not involve a n y major civil works. The limited impacts mostly pertain to the following activity:

- Use of generators
- Batteries (some of which may use lead),
- Electronic items like computers, printers, etc.

In addition, temporary impacts during installation may occur during construction. In order to handle these in line with GoI and World Bank stipulations, a 4-part format has been developed (Annex 1) for use by the field staff as well as PMU. This in view, the World Bank’s Operational Policy (OP) 4.10 is triggered. This 4-part format will help to identify and mitigate any adverse impact on environment that may arise due to any project activity. This will ensure following aspects:

- Safe and systematic storage, handling and disposal of potentially hazardous materials
- Recycling of hazardous waste and e-waste

- Temporary impacts during installation and small construction are properly managed
- Risk to safe movement of people using the facility is minimized

Implementation Arrangements

The Project will use existing state-level institutional arrangements to support the management and implementation of the envisaged activities. The Project will be implemented through the Assam Rural Infrastructure and Agriculture Services (ARIAS) Society, which manages Bank-financed projects in Assam. The State Project Director of ARIAS Society will serve as Project Director of this Project. This existing institutional arrangement will be beneficial for coordination among GoA departments and streamlining fiduciary arrangements. The existing procurement and financial management specialists of ARIAS will facilitate all fiduciary activities related to the Project.

A Project Management Unit (PMU) within ARIAS Society will coordinate with all participating agencies and liaise with the Bank. The PMU will oversee technical inputs, consolidate required documentation, and conduct financial management and procurement activities. The Project Director and the PMU will be responsible for ensuring compliance with the Bank's financial management, procurement regulations and safeguard requirements, and will report to the Bank on a regular basis.

The PMU, will share the EMP with the participating block officials. The EMP has a 4-part checklist of which 3 are to be filled up in the field by the block officials. Consultations have been organized with stakeholders in February 2016 to seek their views on the draft EMP, which has been publicly disclosed as a mandatory part of the environmental safeguard requirements.

Once these formats are filled up at the beginning of each of the sub-project,, PMU will confirm the same and track the progress in a 4th format which would be available for review. The implementation of the relevant measures, including regulatory permissions, wherever required, would be confirmed by the block officials and verified by ARIAS Society during the site visits.

A previous draft of this EMP was consulted with stakeholders on 9th Feb. 2016 and the minutes of this stakeholder consultation workshop are at annexure-2.

**Environmental Management in
Citizen-centric Service Delivery Reform Project in Assam**

(Parts 1-4)

Part 1

Selection of Centre Location

- 1. Does the building have enough space for installation of the equipment to be procured for the Centre?

{Please also consider whether there is enough area for allowing access to these by the appropriate people – including disabled, old, women with young children, etc.}

Yes / No

Instruction: If No; Do not include this site under the project

- 2. Is it located within or in close proximity of an environmentally sensitive area. (like national parks, wildlife sanctuaries, reserve forest, or any other area that is declared as protected area by Govt. of India, State Govt. etc.)

Yes / No

Instruction: If yes; Do not include this site under the project

Date of Evaluation:

Signature:

Name and Designation of the Evaluator:

Confirmation from Project Implementation Unit

The project will not involve any major civil works

Date:

Signature:

Name and Designation of PMU Official:

Instruction:

If Ans. to Question 01 is Yes and question 02 is no then only ; Use Part 2 BEFORE Installation and Operation and Use Part 3 BEFORE Dismantling/Disposal Installation and Operations of Equipment

Part 2

Activity	Issue	Management Measure	Status (USE √ or X and NA where Not Applicable)	Remark
Storage of materials	Safety of workers and people	Safe storage areas to be delineated for materials like steel and glass; Access to be		
Installation of cables; V-Sat equipment, etc.	Safety of site	Area clearly demarcated with tape/barriers Signboards in local language if in public space		
Generator	Noise	Silent Generator installed		
		Generator shielded / away in distant room		
	Safety	Firefighting arrangements		
	Emissions	Consent from Assam Pollution Control Board Applied and/or Obtained		
	Fuel Storage	Secured and isolated storage		
		Firefighting sand buckets; functional		
	Fuel handling	Safe transfer arrangement available for filling up of the generator fuel tank		

Date of Evaluation:

Signature:

Name and Designation of Evaluator:

Confirmation by PMU

Date of Confirmation (Site visit, where undertaken): Signature:

Name and Designation of PMU Official:

Part 3
Handling Not-in-use Equipment

Equipment	Issue	Management Measures	Status (USE ✓ or X and NA where Not Applicable)	Remarks
Computers	E-waste	Storage space available		
		Arrangement for handling and disposal in place in line with E-waste Rules, 2016 as amended from time to time		
	Batteries	Storage space available		
		Arrangement for handling and recycling in place in line with Batteries Rules 2001, as amended from time to time		
Generators	el ms	cycling arrangements in ce in line with Assam Pollution Control Board requirements		

Date of Evaluation:

Signature:

Name and Designation of Evaluator:

Confirmation by PMU

Date of Confirmation (Site visit, where undertaken): Signature:

Name and Designation of PIU Official:

Part 4
Consolidated Tracking Format for PMU

Location (Village, Block, District)	Date of Part 1 Completion	Whether Generator installed	Date of Part 2 Completion	Site visited by (with Date)	Whether Part 3 Completed	Site visited by (with Date)	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)

For Status (USE √ or X and NA where Not Applicable)

Annexure-2



ARIAS SOCIETY

Assam Rural Infrastructure and Agricultural Services Society

(An Autonomous Body under Govt. of Assam)

Project Management Unit (PMU), of

World Bank Funded "Assam Citizen Centric Service Delivery Project" (ACCSDP)

Agriculture complex, Khanapara, G.S. Road, Guwahati-781022 (Assam, India)

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Record Notes of the Public Consultation on Draft Environmental Management Plan (EMP) of the proposed World Bank aided Assam Citizen Centric Service Delivery Project (ACCSDP) held on 9th February'2016 in the Conference Hall of the ARIAS Society, Khanapara, Guwahati-22 , Assam.

A Public Consultation on the Draft EMP of ACCSDP was held on 9th Feb. 2016, which was chaired by Mrs. Panchali Kakati, ACS, Social Development Specialist (SDS) of ARIAS Society. Shri Ananda Das, ACS, Project Manager, ACCSDP & Dr. Sanjay Sarma, i/c Environment Specialist of ARIAS Society were also present during consultation among others. *List of participants during consultation is attached at Annexure-A.*

The consultation was initiated with a welcome address by the Chairperson. The Project Manager, ACCSDP, explained about the Assam Right to Public Service Act. 2012 (ARTPS) and also highlighted the Project Development Objective (PDO) of the proposed ACCSDP.

It was informed during the discussions that the draft EMP has been uploaded on the Website of ARIAS Society (www.arias.in) and public opinions on the EMP have been invited by giving a wide publicity through local newspapers. The Project Manager, ACCSDP, intimated that there will be limited impacts on the environment, as no major civil works will be undertaken under the project. The selection of locations will be based on availability of existing space for installation of the IT infrastructure/ equipment. The concerned areas will be clearly demarcated with tapes/barriers and signboards in local language and the safety of the workers and all other people will be taken into consideration while installing IT equipment at project sites. Moreover, only silent Generators will be installed, wherever required, to avoid noise pollution.

Other measures like firefighting arrangements, secured and isolated storage, firefighting sand buckets, safe arrangement for filling up of the generator fuel tank will be given due importance. Further, arrangements for handling and disposal of e-waste will be made in accordance with the provision of "E-Waste Rules, 2011" as amended from time to time. Handling of batteries and fuel drums relating to not-in-use equipments will also be taken care of as per existing rules.

The key suggestions/views from various participants/public are recorded as given below:

1. Mr. Arfan Hussain, Assistant General Secretary, SEWA (Socio Educational Welfare Association), Dibrugarh, Assam, vide his e-mail of 9th Feb. 2016, opined that the use of solar energy to run the computers and other equipments at One-Stop-Service Centers will be an encouraging initiative. He also suggested adopting and implementing the 'less-paper concept' under the ACCSDP.
2. Uses of plastic should be restricted to the best possible extent during the awareness campaigns.

The consultation workshop ended with a vote of thanks from the Chair.

(P. Kakati, ACS)
Social Development Specialist
ARIAS Society

Annex-2A
List of Participants during Public Consultation on Draft EMP of ACCSDP

#	Name	Designation
1.	Mrs. Panchali Kakati, ACS	SDS, Chairperson, PCU, ARIAS Society
2.	Mr. Ananda Kr. Das, ACS	Deputy Secretary to the Govt. of Assam, Revenue & DM Deptt., Dispur and Project Manager, CCSD, PCU, ARIAS Society
3.	Mr. Jyoti Prasad Hazarika	Member, Pobitora Eco Tourism Development Society, Pobitora
4.	Mr. Champak Deka	President, Pobitora Eco Tourism Development Society, Pobitora
5.	Mr. Joydeep Shil	Research Scholar, Private Research Centre, NE India
6.	Mr. Sudipta Nag	Research Scholar, Private Research Centre, NE India
7.	Mr. Deba Kumar Dutta	WWF-India, Guwahati
8.	Ms. Phulmani Baro	WWF-India, Guwahati
9.	Mr. Arunava Gupta	Ashoka Trust for Research in Ecology and the Environment (ATREE)
a.	Mr. Sudip Kanta Basistha	AARANYAK, Guwahati
10.	Dr. Nabajit Das	Private Research Centre, NE India
11.	Mr. Sanjib Sarmah	Manager ICT & Nodal Officer, AMTRON
12.	Ms. Jinakshi Chutia	Assistant Professor, B. H. College, Howly, Barpeta
13.	Mr. H.C. Baishya	Agriculture Coordinator PCU, ARIAS Society & DDA, Agriculture Deptt.
14.	Dr. Sanjay Sharma	i/c Environment Specialist & Fishery Coordinator, PCU, ARIAS Society
15.	Mr. A. Deka	Procurement Engineer, PCU, ARIAS Society
16.	Mr. Bhupen Das	Agriculture Coordinator, PCU, ARIAS Society
17.	Mr. Monoj Sarma	Manager, PCU, ARIAS Society
18.	Mrs. Sibani Borthakur	Sr. Financial Management Assistant, PCU, ARIAS Society
19.	Mrs. Ainu M. Baruah	Office Management Assistant, PCU, ARIAS Society
20.	Mr. Jwala Pd. Upadhaya	District Accounts Manager, PCU, ARIAS Society
21.	Mr. D.K. Medhi	M&E Assistant, PCU, ARIAS Society