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

TRIBAL DEVELOPMENT PLAN

(Updated 12th Apr 2017)

ARIAS Society

**Assam Rural Infrastructure and Agricultural Services Society
GOVERNMENT OF ASSAM**

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1. INTRODUCTION

1.1   Background

Affordable access to public services, especially for the poor people, is one of the key imperatives for inclusive growth. Higher proportion of poor and underprivileged people reside in remote rural areas, resulting in a greater need for some services; but access to such services can be seriously constrained by remoteness, lack of connectivity and weak service delivery capacities in frontline offices. This is specially the case in respect of seven north eastern states of India. It is connected to East India via a narrow corridor squeezed between independent nations of Bhutan and Bangladesh. It comprises the contiguous Seven Sister States (Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, and Tripura), plus the Himalayan state of Sikkim, and Jalpaiguri Division. Except for the Goalpara region of Assam, the rest did not become part of political India until the 19th century and later. The Brahmaputra valley area of Assam became a part of British India in 1824, with the hill regions annexed later. Sikkim was annexed to the Indian union through a referendum in 1975; it was recognized as part of Northeast India in the 1990s.

The Siliguri Corridor in West Bengal, with a width of 21 to 40 kilometres (13 to 25 miles), connects the North Eastern region with the main part of India. The region shares more than 4,500 kilometres (2,800 mi) of international border (about 90 per cent of its entire border area) with China (southern Tibet) in the north, Myanmar in the east, Bangladesh in the southwest, and Bhutan to the northwest.

Northeast India is generally considered to be a backward enclave in a progressing economy and one of the most challenging regions of the country to govern. It has been the site of separatist movements among the tribal peoples, who speak languages related to Tibeto-Burman. Northeast India constitutes about 8% of India's size; roughly 3/4th the size of the state of Maharashtra. Its population is approximately 40 million (2011 census), 3.1% of the total Indian population. The economy is agrarian. Little land is available for settled agriculture. Along with settled agriculture, jhum (slash-and-burn) cultivation is still practiced by a few indigenous groups of people. The inaccessible terrain and internal disturbances has made rapid industrialization difficult in the region.

In the 21st century, there has been recognition among policy makers and economists of the region that the main stumbling block for economic development of the Northeastern region is the disadvantageous geographical location. It has been argued that globalization propagates deterritorialisation and a borderless world which is often associated with economic integration. With 98 percent of its borders with China, Myanmar, Bhutan, Bangladesh and Nepal, Northeast India appears to have a better scope for development in the era of globalisation. As a result, from the new policy developed,one direction the Northeastern region must be looking upto as a new way of development lies with political integration with the rest of India and economic integration with the rest of Asia, with East and Southeast Asia in particular, as the policy of economic integration with the rest of India did not yield much dividends. With the development of this new policy the Government of India directed its Look East policy towards developing the Northeastern region. This ,"India's Look East Policy' has now been given a new dimension in the recent times. One of the key elements is to look inward, into improving the service delivery within the region/ states. Assam state (specially, its capital, Guwahati) which literally serves as a gateway for the entire region has made significant efforts in this direction, towards, enabling citizen services.

Government of Assam has recognized the need to strengthen service delivery access, and had enacted the Assam Right to Public Services Act 2012 to ensure citizens' access to public services in timely,

efficient, and accountable manner. The Act enables the citizens of Assam to get notified public services[1] within a stipulated timeframe and also fixes responsibilities on public servants to provide these services in a time–bound manner. A formal appellate process under the Act has provision of penalizing designated government official for his/her failure to give the services as sought by the citizens within a stipulated time. 55 services related to 14 departments have so far been notified by the State government under the RTPS Act; these notified services are listed in Annex 1.

Government to Citizens (G2C) services in Assam are being provided by approximately 31 departments . Most of the 31 G2C Departments maintain their own individual offices at the District level, and have direct contact with citizens with respect to the services they deliver. The District Office, headed by the Deputy Commissioner, plays the lead role in service provision – managing sub-divisional, circle and block operations. Service delivery capacity is nevertheless weak at many offices at district and sub-district levels.

On a request from the Government of Assam, the World Bank has committed $39.2 million loan under Assam Citizen-Centered Service Delivery Project (ACCSDP) to support and enhance the state initiatives for improving citizens' access to public services and strengthen accountability under the ARTPS Act 2012. Earlier, through a Non-Lending Technical Assistance (NLTA), the World Bank had supported analysis of public administration constraints to service delivery for enabling a clear understanding of bottlenecks and challenges to service delivery access. Simplification and streamlining of administrative procedures, reduction in levels for processing service delivery requests, and preparation of a comprehensive ICT plan and associated backend process re-engineering for efficient G2C service delivery emerged as certain key recommendations of this analytical work. Most of these recommendations have been incorporated in the design of the project activities.

1.2   Assam Citizen Centeric Service Delivery Project (CCSDP)

Assam Citizen Centeric Service Delivery Project (CCSDP) aims to serve the citizens of Assam, especially the poor, through effective RTPS implementation in the State. The Project Development Objective (PDO) is "*To improve access in the delivery of selected public services in Assam.*" With a financial outlay of US$ 49 million, the CCSD project takes an integrated approach to improve citizens' access to public services and strengthen accountability, addressing both the supply-side and demand-side aspects of service delivery.

The project consists of two components. *Component One*: Technical Assistance (US$ 31.7 million) will finance activities designed to: (*i*) strengthen RTPS implementation; (*ii*) support process reforms/e-enablement in targeted services; (*iii*) establish Public Facilitation Centres; and (*iv*) create citizen feedback mechanisms.. *Component Two*: Results-based Financing (US$ 7.5 million) 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 One: Technical Assistance (*US$ 31.7 million IBRD; 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:

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[1] Notified public services are services which are notified by the State government under this Act.The vast majority of these services are government authorizations, approvals, licenses or certifications required by citizens to access other benefits and entitlements.

- *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 applyfor 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 (MeghRaj) 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 ofa high-level delivery unit with adequate authorit 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.

- *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 repositoryof 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.

- *Sub-component 3 . Setting up Public Facilitation Centers* . Activities under this sub-component will include (i) creating about 428 Public 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.

- *Sub-component 4 . Promoting Citizen Engagement .* 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 Two: **Results-Based Financing (***US$ 7.5 million IBRD; 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.[2]

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[2]The Secretaries of the respective Councils have agreed in principle to pursue the extension of the RTPS Act to the Autonomous Councils. The Secretaries are Government of Assam appointees who liaise with the Councils. The process of endorsement is as follows: The Chief Executive Member of each Autonomous Council tables a resolution in the Council extending the RTPS Act, the Council endorses (or rejects) the resolution, and the Secretary then issues a notification completing the process.

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)

Project DLIs	*Rationale*
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.

Because RTPS services are used heavily by the poor in order to obtain documentation needed to access a variety of government programs and entitlements, the project would bring significant benefits to the poorer citizens; the extension of RTPS to tribal areas under this project will expand the access of these services to the tribal population of Assam.

The preparations of ACCSD Project involved conduct *of* scoping studies and assessments, which include the Social Assessment (SA) study. The Social Assessment was carried out to identify, assess and address the social issues of significance in the context of achieving project development objectives.

1.3   Social Assessment

The project preparation recognizes that the beneficiary profile is not homogeneous, rather, quite diverse comprising a number of sub-groups identifiable on the basis of their differential endowment, gender, ethnicity, different economic groups and other regional features. The challenge therefore lies in addressing the requirements of all social groups, with special attention towards the poor and socially excluded groups. Assam is an ethnically diverse state with different languages, traditions and cultural practices; its diversity makes it challenging to develop a service delivery system which can respond flexibly to different needs. Also, there are multiple stakeholders to the project, who would have varying degrees of influence and impact on project activities and outcomes. This makes it necessary for the project to provide a framework for participation of all key stakeholder groups and solicit their contributions towards project design and delivery mechanisms.

There are 3.88 million tribal people in Assam, which accounts for 12.45% of the total population. Tribal people are living throughout the state; but in certain districts such as Dima Hasao, Karbi Anglong, Dhemaji, Baksa, Chirang, Udalguri, Kokrajhar, Lakhimpur & Goalpara tribal predominance is significantly high. It has also been ascertained that the tribal people do have a collective attachment to their traditional customs and habitat; and because of this, issues related to them require special measures to ensure that tribal peoples are included in and benefit from the project as appropriate.

The key objective of this Social Assessment (SA) study is to understand and address social development issues, and ensure accomplishing the outcomes in terms of inclusion, cohesion, equity, security and accountability. The specific objectives of the study are:

- Mapping of project stakeholders and conducting detailed stakeholder consultations.

- Assessing the social impacts of the proposed project interventions

- Review and suggest, as appropriate, the legal, policy and institutional aspects to enable accomplish the principles underpinning the approach

- Developing measures to enhance positive impacts and mitigate negative impacts, if any.

The initial enquiries have revealed that there is no need to trigger Bank's Operational Policies on Involuntary Resettlement (OP 4.12) as all the project facilities will be housed in the existing buildings and hence do not require land. However, given the enquiries revealed the presence of significant tribal population (as well as clearly designated tribal areas)(Operational Policies on Indigenous Peoples (OP 4.10) needs to be triggered.

The OP 4.10 aims at providing a voice to the indigenous peoples (Scheduled Tribe or Tribals in India) in design and implementation of the project; and to ensure that intended project benefits are culturally appropriate that foster full respect for their dignity and human rights. Also the policies of both Government of India and the State Government attribute high priority to ensuring that the benefits of development get equitably distributed to the tribal people as well.

This in view, a Tribal Development Plan has been prepared to ensure tribal inclusion and equity.

1.4   Tribal Development Plan

The initial scoping and preliminary assessments made during the project preparation has established that the profiles project beneficiaries are diverse, comprising of a number of societal and ethnic sub-groups and other regional features. There is substantial number of tribal people in the project area; and they do have a collective attachment to the project interventions and outcomes, especially in the scheduled area. It is clear that the program interventions will not affect adversely the tribal people, but, they do require special attention from the view point of ensuring inclusion and equity. Accordingly, the Tribal Development Plan (TDP) is developed to address tribal issues up-front and provide culturally compatible resolutions that ensure focused and exclusive attention towards tribal / indigenous people. The objectives of the Tribal Development Plan are to ensure that the tribal populations are: i) adequately and fully consulted; (ii) enabled to participate in the project and derive full benefits; and (iii) that the project's institutional and implementation arrangements take due note of the existing governance in the tribal areas as specified under the Constitution of India and relevant legal provisions.

This document along with other assessments will inform the final design of the project and underscore the importance that needs to be given to tribal and other vulnerable social groups.

1.5   Structure of the Report

The overall report is divided in following sections covering specific details.

Section 1   covers introduction, details of tribal scenario in Assam, legal and institutional framework (Chapter 1,2,3)

Section 2   covers stakeholder consultations, inferences from social assessment and issues emerging from these, relevant for the Tribal Development Plan (Chapter 4)

Section 3   includes the Tribal Development Plan covering strategy, implementation process, cost and financing plan, M&E Framework and grievance redressal mechanism for TDP (Chapter 5)

2. TRIBAL SCENARIO IN ASSAM

2.1 Assam at a glance

The State of Assam is situated just below the eastern Himalayan foothills and lies between 89°5'- 96°1' East and 24°3'- 27°58' North. Assam is surrounded by six of the other seven north-eastern states (together called as 'seven sisters'): Arunachal Pradesh, Nagaland, Manipur, Mizoram, Tripura, and Meghalaya. Geographically Assam and these States are connected to the rest of India via a strip of land in West Bengal called the Siliguri Corridor or "Chicken's Neck". Assam shares international borders with Bhutan and Bangladesh.

Assam covers a territory of 78, 438 sq km, roughly a fourth of it comprising rugged hills and the rest verdant alluvial plains. Topographically it can be divided into three distinct zones: the Brahmaputra valley in the north; the Hills of Karbi Anglong and Dima Hasao; and the Barak valley in the south. The alluvial Brahmaputra valley commands the lion's share of Assam's territory.

A significant geographical aspect of Assam is that it contains three of six physiographic divisions of India - The Northern Himalayas (Eastern Hills), The Northern Plains (Brahmaputra plain) and Deccan Plateau (Karbi Anglong). The River Brahmaputra, the life-line of Assam becomes a braided river (at times 10-16 km wide) and with tributaries, creates a flood plain. The hills of Karbi Anglong and Dima Hasao (North Cachar) which are now eroded and dissected were originally parts of the South Indian Plateau system. In the south, the River Barak originates in the Barail Range (Assam-Nagaland border) flows through the Cachar district with a 40–50 km wide valley and enters Bangladesh with the name Surma River. The Brahmaputra and the Barak rivers are part of the National Waterway 2 and 6 respectively and together cover almost 1000 Km across the State.

Land, Agriculture and Forests

Due to the influence of Brahmaputra and Barak rivers the State is bestowed with vast alluvial plains; and it continues to be predominantly agrarian state. The soil and climatic condition of the plains is quite suitable for the cultivation of the variety of crops and the climatic condition of the hill areas are quite suitable for cultivation of certain crops like tea and rubber. Assam has an agriculture based economy and more than 70 per cent of the population depends on agriculture as its primary source of livelihood.

The principal food crops produced in the State are rice (paddy), maize (corn), pulses, potato, wheat, etc. In the interior hilly areas, the tribal people practice shifting cultivation, and raise mixed crops along with paddy in jhum cultivation. The principal cash crops are tea, jute, oilseeds, sugarcane, cotton, and tobacco. Tea is the most important cash crop in Assam; and makes up for more than 50% of all India production. The State is known world-wide for its tea.

The State of Assam is enriched with extensive forest area and also rich with different species and strains of floras and faunas along with valuable forest products. The recorded forest area of Assam is 26,832 sq. km; and forest cover constitutes 35.28% of total land area of this State.

Economy

In comparison to the other States of India, the economic profile of Assam (with per capita NSDP around Rs. 50,000.00) is not very promising. However, among eight States of the North Eastern Region, Assam is most industrially advanced State. There are several large, medium and small scale industries based on the resources like agriculture, forest and minerals available here.

Assam is endowed with petroleum, natural gas, coal, limestone and many other minor minerals such as magnetic quartzite, kaolin, clay and feldspar. The Upper Assam districts are major reserves of oil and gas. It is estimated that Assam and surrounding region possess around 150 million tonnes of petroleum reserves. Presently, Assam is the 3rd largest producer of petroleum (crude) and natural gas in the

country accounting for 16% and 8% respectively of the total production of this mineral in the country. A Tertiary coal belt is located in Tinsukia, Dibrugarh, Sivasagar, Karbi Anglong and Dima Hasao districts with an estimated reserve of 370 million tonnes. Papers, Cement and Petrochemicals are some other industries of Assam.

2.2. Demographic & socio-economic profile of tribal and related issues

As per the 2011 census, the total population of Assam is 3,12,05,576; the decadal growth of population is 17.07% while in previous decade it was 18.85%. The population of Assam constitutes 2.58% of India's total population. The Gender Ratio in Assam is 958 women for each 1000 men; and it has improved substantially over the last decade. The gender related development indices in Assam are more-or-less favourable compared with the corresponding national figure, implying lesser instances of gender-based disparity in the State. Women enjoy better status as compared to women in India in terms of decision making power at the household level; however women's participation in political process or in the government services is low.

The tribal population is 38,84,371, which is 12.4% of the total population of the state. The tribal peoplw in Assam constitute 3.72% of total tribal population of the country. The State has registered 17.4% decadal growth of tribal population in 2001-2011 which is slightly higher than the overall decadal growth for the state. The overall sex ratio among tribal people is 984, which is marginally less than the national average of 990. The tribal population in Assam is predominantly rural with 94.4% residing in rural areas.

Assam is an ethnically diverse state with different languages, traditions and cultural practices; it is the melting pot of a large number of ethnic tribes and races, which have infused richness in the cultural tapestry of Assam. Major tribes of Assam are: Bodo (35.1%), Mishing (17.52%), Karbi (11.1%), Rabha (7.6%), Sonowal Kachari (6.5%), Lalung (5.2%), Garo (4.2%), and Dimasa tribes (3.2%). They constitute ninety per cent ST population of the state. The other tribal people in Assam are Deori, Hajong, Thengal Kachari, Khasi, Jaintia, Mech, Chakma, Mizo, Hmar, Kuki tribes, Naga tribes, Barmans (in Cachar), Man (Tai speaking), Khampti and Singhpho tribes. The spatial distribution of tribal population in Assam could be broadly classified under two groups: Hill tribes and Plain tribes.

Seven districts of Assam have ST population of more than 25%. These districts are:

District	Total Population	ST Population	Percentage of ST
Dima Hasao	214,102	151,843	70.9
Karbi Anglong	956,313	538,738	56.3
Dhemaji	686,133	325,560	47.4
Baksa	950,075	331,007	34.8
Chirang	482,162	178,688	37.1
Udalguri	831,668	267,372	32.1
Kokrajhar	887,142	278,665	31.4

These seven districts together account for 53.3% of the tribal population of the State. Inter-district variation of ST population in other districts is however quite large – as low as 0.1% in Hailakandi district to as high as 23% in Goalpara and 23.9% in Lakhimpur district. Another interesting aspect of distribution of tribal population in Assam is that most of the plain tribes are inhabitants of Brahmaputra valley and only a small proportion lives in Barak Valley.

The literacy rate among tribal people in Assam is 72.1%, which broadly mirrors the overall literacy rate of the state; and is well above the national average. However the gap between the male and female literacy rate (79% & 65% respectively) highlights that tribal women are still lagging behind on educational attainment.

The overall economic condition of an average tribal household appears to be similar (or slightly better) than that of an ordinary household. In Census 2011, only 18.6% tribal households had reported absence of any durable household assets, which is 5 percentages lower than that of all social groups. However access to banking services and grid electricity are considerably lower.

Demographic diversity, together with complex socio-economic dynamics in Assam have resulted in inequities of service access; certain groups of the society are at a disadvantage in accessing government services. Notable among these groups are the tribal people, especially those in the scheduled areas; but beyond them, communities living in riverine areas and forest villages near the border areas, and migrant tea-garden workers of Adivasi origin (commonly termed as Tea-tribe communities) also are at disadvantage.

2.3. Identification of Indigenous Peoples

The term "Indigenous Peoples" is used in a generic sense to refer to a distinct, vulnerable, social and cultural group possessing the following characteristics in varying degrees:

- Self-identification as members of a distinct indigenous cultural group and recognition of this identity by others;

- Collective attachment to geographically distinct habitats or ancestral territories in the project area and to the natural resources in these habitats and territories

- Customary cultural, economic, social, or political institutions that are separate from those of the dominant society and culture; and

- An indigenous language, often different from the official language of the country or region.

Because of the varied and changing contexts in which Indigenous Peoples live and because the World Bank recognizes that there is no universally accepted definition of "Indigenous Peoples", this policy does not define the term. Indigenous Peoples may be referred to in different countries by such terms as "indigenous ethnic minorities," "aboriginals," "hill tribes," "minority nationalities," "scheduled tribes," or "tribal groups." Essentially, indigenous people have a social and cultural identity distinct from the 'mainstream' society that makes them vulnerable to being overlooked or marginalized in the development processes.

The Scheduled Tribes are generally classified on the basis of geography, language, physical characteristics, occupation and cultural contact. Article 342 of the Constitution and relevant Statues use the following characteristics to define indigenous peoples (Scheduled Tribes): (i) indications of primitive traits; (ii) distinctive culture; (iii) geographical isolation; (iv) shyness of contact with the community at large; and (v) social and economic backwardness before notifying them as a Scheduled Tribe. In the context of CCSD Project, Scheduled Tribes therefore naturally constitute Indigenous Peoples in Scheduled Areas (elaborated later in this chapter). In non-scheduled areas, settlements with significant ST households with distinctive culture and language, and are characterized by socio-economic backwardness could be identified as IPs.

2.4. Governance and Administration

The State of Assam is divided into 4 divisions (namely Upper Assam, Lower Assam, North Assam and Hills and Barak Valley Division) each headed by a Commissioner. The Commissioner oversees the activities of a number of districts. In total the State of Assam is divided into 32 districts.

Table 1: Administrative Setup in Assam

Sl.	District	Sub-Division	Circle
1	Kokrajhar	Kokrajhar, Gossaigaon	Kokrajhar, Gossaigaon, Dotoma
2	Dhubri	Dhubri, Hatsingimari, Chapar	Dhubri, Chapar-Salkocha, Bilasipara, Bagribari, Agomoni, Golokganj, Mankachar, South-Salamara
3	Chirang	Bijni	Sidli, Bijni, Bengtal
4	Bongaigaon	Abhyapuri, Bijni	Bongaigaon, Bijni, Boitamri, Srijangram
5	Goalpara	Goalpara	Balijana, Matia, Rangjuli, Dudhnoi, Lakhipur
6	Baksa	Musalpur, Tamulpur, Salbari	Goreswar, Tamulpur, Baganpara, Baksa, Jalah, Tihu
7	Barpeta	Barpeta, Bajali	Barpeta, Bajali, Sarupeta, Barnagar, Kalgachia, Baghbar, Chenga, Sarthebari
8	Nalbari	Nalbari	Barbhag, Nalbari, Paschim Nalbari, Barama, Banekuchi, Barkhetri, Ghograpar
9	Kamrup	Guwahati, Rangia	Boko, Chamaria, Chaygaon, Hajo, Nagarbera, North Guwahati, Palasbari, Goroimari, Rangia, Kamalpur, Kaya
10	Kamrup Metro	Guwahati	Guwahati. North-Guwahati, Azara, Dispur, Sonapur, Chandrapur
11	Udalguri	Udalguri, Bhergaon	Udalguri, Khoirabari, Harisingia, Kalaigaon, Mazbat
12	Darrang	Mangaldai	Mangaldai, Kalaigaon, Pathorighat, Dalgaon, Khoirabari, Sipajhar
13	Morigaon	Morigaon	Mayong, Moirabari ,Bhurbandha, Kapili, Lahorighat
14	Sonitpur	Tezpur, Biswanath, Gohpur	Tezpur, Biswanath, Gohpur, Helem, Naduar, Chariduar, Dekiajuli
15	Nagaon	Nagaon, Kaliabor, Hojai	Nagaon, Kampur, Raha, Kaliabar, Lanka, Hojai, Doboka, Juria, Samaguri, Dhing
16	Karbi Anglong	Diphu, Bokajan, Hamren	Diphu, Silonijan, Phuloni, Donkamokam
17	Dima Hasao	Haflong, Maibang	Haflong, Maibang, Mahur, Umrangso
18	Cachar	Silchar, Lakhipur	Silchar, Lakhipur, Katigorah, Udharbhond, Sonai
19	Hailakandi	Hailakandi	Hailakandi, Algapur, Katlicherra, Lala
20	Karimganj	Karimganj	Karimganj, Badarpur, Nilambazar, Patharkandi, Ramkrishna Nagar
21	Golaghat	Golaghat, Bokakhat, Sarupathar	Golaghat, Bokakhat, Sarupathar, Dergaon, Morongi, Khumtai
22	Jorhat	Jorhat, Majuli, Titabor	Jorhat East, Jorhat West, Titabor, Teok, Mariani, Majuli
23	Sivasagar	Sivasagar, Nazira, Charaideo	Sibsagar, Nazira, Amguri, Demow, Sonari, Mahmora
24	Lakhimpur	North-Lakhimpur, Dhakuakhana	North-Lakhimpur, Dhakuakhana, Narayanpur, Nowboicha, Bihpuria, Kadam, Subansiri (Ghilamara)
25	Dhemaji	Dhemaji, Jonai	Dhemaji, Jonai, Sissiborgaon, Gogamukh
26	Dibrugarh	Dibrugarh	East Dibrugarh, West Dibrugarh, Chabua, Moran, Tingkhong, Naharkatiya, Tengakhat
27	Tinsukia	Tinsukia, Margherita, Sadiya	Tinsukia, Margherita, Sadiya, Doomdooma

2.5.   The Scheduled Areas

The tribal people normally live in contiguous areas; and their lives are closely associated with the nature – streams, trees, plants, animals etc. It is therefore recognized that maintaining their identities would invariably mean keeping their traditional environ intact with them. Given the contiguous inhabitations, it also becomes simpler to have area approach for development activities and also regulatory provisions to protect their interests. In order to protect the interests of the tribal population, provision of Sixth Schedule is enshrined in the Constitution under Articles 244(2) and 275(1) to enable autonomous administration of the tribal areas of Assam. Six tribal districts of Assam: Karbi Anglong, Dima Hasao, Kokrajhar, Chirang, Baksa & Udalguri have been declared as the Scheduled Areas.
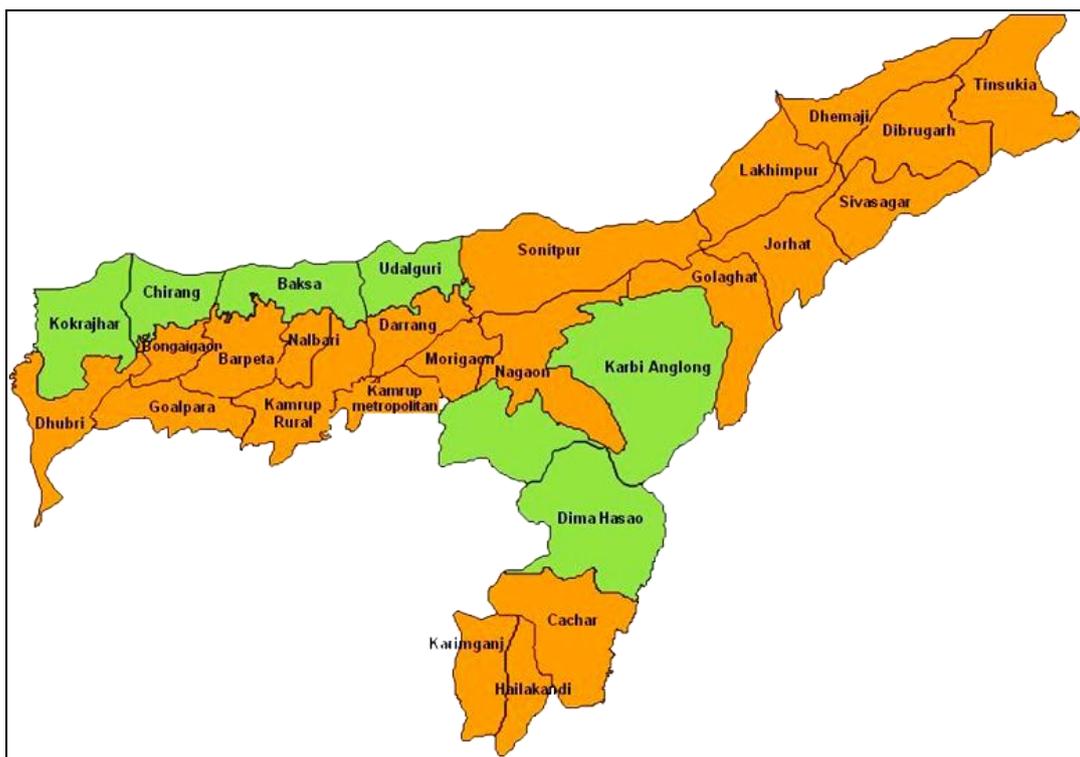
Map of Assam with the Sixth Schedule Districts marked in green

The administration of these autonomous areas is vested in the Autonomous Councils established as per the provisions laid down in the Sixth Schedule. These councils are endowed with legislative, judicial executive and financial powers. They are also expected to oversee the traditional bodies in local tribes. The Autonomous Councils have power to make laws related to land administration and inheritance of property, management of forest and water-resources, regulation of Jhum cultivation practice, establishing village or town committees and matter relating to tribal administration, marriage and social customs. The Autonomous Councils of Assam have been conferred with additional powers to make laws within its areas on delegated subjects.

2.6.   Need for dedicated attention to Tribals

While the tribal population of Assam are not entirely primitive or socio-culturally cut-off, there is a need to minimize the gap of development in the Tribal areas.

The principal objectives of dedicated attention to tribal areas would be to ensure that project engages in free, prior and informed consultation with indigenous people living in the project area and project benefits are equally accessible to them. Also Scheduled Tribes do fully participate in the entire process of preparation, implementation and monitoring of project.

2.7. Tribal Development Plan

It is amply clear that the project will have no negative impacts on any section of the society, including the tribals. However, discriminatory targeting towards tribals would be necessary to ensure that they are 'included' and derive 'equitable' benefits. Thus, the Tribal Development Plan is aimed at critically analyzing from a tribal perspective the systems and processes, the legal environment, ownership of rights and resources, special schemes/ programmes/ institutions in place for their development; their general access to them; assessment of whether the current initiative will positively or negatively impact the tribals, whether it will promote the empowerment of tribals and recommend additional inputs that will help in maximizing the benefits for this constituency. It will also look at the other grievance redressal mechanisms available in the state and their use/access by the tribal groups and their impact.

3. LEGAL AND INSTITUTIONAL FRAMEWORK

3.1. Introduction

According to Article 342 of the Constitution, Scheduled Tribes (STs) are the tribes or tribal communities or part of or groups within these tribes and tribal communities which have been declared as such by the President through a public notification. Parliament, by enactment of law, can include in or exclude any tribe or tribal community or part of group within any tribe or tribal community, from the list of Scheduled Tribes.

Identification of tribes is a State subject. Thus, classification of a tribe depends on the status of that tribe in the respective State. The criterion set[3] followed for specification of a community, as ST are indications of primitive traits, distinctive culture, geographical isolation, shyness of contact with the community at large, and backwardness. Tribal people have a history of vulnerability and prolonged marginalization due to economic and social backwardness, primitive livelihood opportunities and isolation from the mainstream society. Safeguards are therefore provided under the constitution and relevant legislations to protect the interests of tribals. This section reviews such safeguards and the associated laws and regulations governing tribal development and water and sanitation activities in the state.

3.2. Constitutional Safeguards

The constitutional safeguards related to tribals are : (i) Article 14, related to Equal rights and opportunities; (ii) Article 15, prohibits discrimination on grounds of sex, religion, race, caste etc; (iii) Article 15 (4), enjoins upon state to make special provisions for the tribal; (iv) Article 16 (3), empowers state to make special provisions for reservation in appointments or posts in favor of Scheduled Tribes; (v) Article 46, enjoins upon State to promote with special care educational and economic interests of tribal people, protection from social injustice and exploitation; (vi) Article 243D related to the reservation of seats for Scheduled Tribes in Panchayats & Municipalities (vii) Article 275 (1), Grand-in-aid for promoting the welfare of STs; (viii) Article 330, 332, 335, related to the reservation of seats for Scheduled Tribes in Lok Sabha, State Assemblies and official positions in central & state governments; and (ix) Article 339, 340, related to Control of the Union over the Welfare of tribal and powers to investigations thereof. One of the important Act which ensures Social Safeguards of the tribal is "Scheduled Castes and the Scheduled Tribes (Prevention of Atrocities) Act, 1989.

It can be summed up that the constitutional protective provisions safeguard tribal people from social injustices and all forms of exploitation, while the developmental provisions promote educational and economic interests. Further, administrative provisions under the Fifth Schedule and Sixth Schedule of the Constitution provide special provision for tribal autonomy and welfare in selected regions of the country. The Sixth Schedule is specifically applicable for Assam (and other North Eastern States of Meghalaya, Tripura and Mizoram)

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[3] These criteria were not spelt out in the Constitution but havebecome well established; and subsumes the definitions contained in 1931 Census, the reports of first Backward Classes Commission 1955, the Advisory Committee (Kalelkar), on Revision of SC/ ST lists (Lokur Committee), 1965 and the Joint Committee of Parliament on the Scheduled Castes and Scheduled Tribes orders (Amendment) Bill 1967.

3.3   Provision of Scheduled Areas under Sixth Schedule of the Constitution

To further provide regional autonomy, protect the interests of the Scheduled tribes and improve their status, certain areas of Assam have been declared as the Scheduled Areas; these areas are usually populated by a predominant Scheduled Tribe. The Sixth Schedule under article 244 (2) of the Constitution provides for establishment of Autonomous councils to substantially administer tribal districts of Assam. These districts are Karbi Anglong and Dima Hasao Districts; and the four Bodoland Territorial Autonomous Districts (BTAD) of Kokrajhar, Baksa, Chirang and Udalguri. These Autonomous Councils of Scheduled Areas are endowed with legislative, judicial executive and financial powers for the benefit tribal people. They are also expected to oversee the traditional bodies in the local tribes:

- Karbi Anglong Autonomous Council (KAAC): The Karbi Anglong came into being as a full-fledged separate district. The council covers the three sub-divisions of Diphu, Bokajan and Hamren;

- Dima Hasao Autonomous Council (DHAC): The Dima Hasao Autonomous District Council is an autonomous council constituted to administer the district and to develop the Dimasa people. It covers the two sub divisions of Haflong and Maibang;

- Bodoland Territorial Council (BTC): the Bodoland Territorial Areas Districts comprising four 4(four) Administrative Districts viz. Udalguri, Baksa. Chirang, Kokrajhar;

The Autonomous Councils of Karbi Anglong and Dima Hasao are constituted with 30 members each, 26 are elected and 4 members are nominated from unrepresented Communities by the Governor of Assam. Bodoland Territorial Council is constituted of 46 members: 40 are elected and 6 are nominated members.

These Autonomous Councils have been conferred with powers to make laws within their areas on subjects delegated to the Councils. No Act of the State Legislature with respect to which a District Council or a Regional Council may make laws, shall apply to any autonomous district or autonomous region in that State unless the respective Autonomous Council gives direction with respect to applicability of the Act in Scheduled Areas under its jurisdiction.

The Autonomous Councils are empowered to constitute traditional Village Councils or Courts for the trial of suits and cases between the parties all of whom belong to Scheduled Tribes, and appoint suitable persons to be members of such village councils or presiding officers of such courts for administration of justice. The Autonomous Councils also exercise the powers of a court of appeal in respect of all suits and cases triable by a traditional Village Council.

In the areas under the Sixth Schedule districts of Karbi Anglong and Dima Hasao, traditional system of land tenure is practiced under village level authority; communal ownership of land is the norm in these areas and in most instances the ownership-titles of land are not available with the customary land owners. Many villages do not have a fixed boundary as the village locations keep shifting; or even the village name since it gets derived from the name of the traditional Village Headman. Land records are maintained by traditional means by the Autonomous Councils. However the revenue administration in BTC is similar to the one being practiced in non Sixth Schedule plains areas of Assam.

3.4. Autonomous Tribal Councils established by State Legislations

In addition, the Government of Assam has constituted six other Autonomous Councils through enactment of law in the State Legislature for social, economic, educational, ethnic and cultural advancement of tribal communities in these autonomous council areas. These Autonomous Councils are entrusted with the responsibilities of formulating integrated development plans for the Council Area, and implement development schemes and programs in adherence to the general policy of the Government. The Council is also authorized to guide customs and traditions of the Scheduled Tribe communities according to the traditional laws.

The Autonomous Councils established through State Legislation are:

- Mishing Autonomous Council (MAC): The council covers as 'Core Area' as well as 'Satellite Areas' in eight districts namely, Dhemaji, Lakhimpur, Sonitpur, Golaghat, Jorhat, Sibsagar, Dibrugarh and Tinsukia;

- Rabha Hasong Autonomous Council (RHAC): The jurisdiction of this council extents upto Rani area of Kamrup district and except some parts of Matia, Balijana and Lakhipur revenue Circles, it embraces almost the entire district of Goalpara;

- Tiwa Autonomous Council (TAC): The council covers western areas of Karbi-Anglong district and in the southern banks of Brahmaputra valley, mostly in Morigaon and Nagaon district where the Tiwa community is residing;

- Deori Autonomous Council (DAC): The council area is scattered in medium/small villages/parts of villages/settlements in seven upper Assam Districts namely Dhemaji, Lakhimpur, Sonitpur, Jorhat, Sibsagar, Dibrugarh and Tinsukia where the Deori community is situated;

- Thengal Kachari Autonomous Council (TKAC): The council area is scattered in Jorhat, Golaghat, Dibrugarh, Lakhimpur, Dhemaji and Karbi Anglong districts of Assam;

- Sonowal Kachari Autonomous Council (SKAC): The council covers 450 villages within the jurisdiction in seven districts of Upper Assam, viz. Dibrugarh, Tinsukia, Dhemaji, Lakhimpur, Sivsagar, Jorhat and Golaghat;

The administrative jurisdictions of these Autonomous Councils cover the Village Councils formed out of blocks of contiguous revenue villages, each having 50% and above the dominant Scheduled Tribes population and other Scheduled Tribes communities residing there. The General Council is constituted with twenty elected members and two members nominated by the Government of Assam. The Members of Parliament and the members of the legislative Assembly, Assam belonging to Scheduled Tribes Reserved Constituencies of the Council Area are ex-officio members of the General Council. The elected members of the General Council elect the Executive Council, comprising of Chairman, Deputy Chairman, Chief Executive Councilor, Deputy Chief Executive Councilor and Executive Councilors. The executive responsibilities of the Autonomous Council are vested with the Executive Council, which is headed by the Chief Executive Councilor.

3.5. Relevant legal provisions to safeguard tribal interests

There are acts, rules and policies which provide the legal framework for ensuring dedicated attention to Scheduled Tribes. The Statutes relevant in the context of the project are: presented below:

The Scheduled Castes and Scheduled Tribes (Prevention of Atrocities) Act, 1989

The act provides for specific provisions to prevent atrocities on the Scheduled Castes and the Scheduled Tribes and suggests State Government to frame rules for the same. These include identification of areas where atrocity may take place or there is an apprehension of reoccurrence of an offence under the Act. The State Government is required to set up a Scheduled Castes and the Scheduled Tribes Protection Cell at the State headquarters under the charge of Director General of Police or Inspector-General of Police. This Cell is responsible for conducting survey of the identified area; maintaining public order and tranquility in the identified area; recommending to the State Government for deployment of special police force or establishment of special police post in the identified area; and restoring the feeling of security amongst the members of Scheduled Castes and the Scheduled Tribes.

The Scheduled Tribes and Other Traditional Forest Dwellers (Recognition of Forest Rights) Act, 2006

FRA is an important watershed in the history of tribal empowerment in India especially relating to tenurial security on forests and forest land; and vest ownership and usage rights to those dependent on forests for their sustenance. The act recognizes and vests the forest rights and occupation in forest land to forest dwelling. Scheduled Tribes and other traditional forest dwellers who have been residing in such forests for generations but their rights could not be recorded. The definitions of forest dwelling Schedule Tribes, forestland, forest rights, forest villages, etc. have been included in Section 2 of the Act.

The Act recognizes individual rights of tribal people to land being cultivated in forest areas; and community rights/ other traditional customary rights, rights to use minor forest produce, rights to collect products from water bodies, grazing rights (both settled or transhumant), rights to biodiversity, cultural diversity, rights to habitation, and right to protect, conserve or manage community forest resource which they have been traditionally protecting and conserving. The Union Ministry of Tribal Affairs is the nodal agency for implementation of the Act while field implementation is the responsibility of the government agencies.

Assam Right to Public Services Act 2012

The RTPS Act ensures citizens' access to public services in timely, efficient, and accountable manner. The Act enables the citizens of Assam to get notified public services within a stipulated timeframe and also fixes responsibilities on public servants to provide these services in a time–bound manner. A formal appellate process under the Act has provision of penalizing designated government official for his/her failure to provide the services as sought by the citizens within a stipulated time. Government of Assam has so far notified 55 services related to 14 departments; most of these notified services carry direct implication and benefits for tribal people. Over next few years, the state Government will notify more services within the ambit of RTPS Act

Assam land and Revenue Regulation (Amendment) Act, 1947

This Act of 1947 was to amend Assam Land and Revenue Regulation 1886, and insert Chapter X, which is aimed at protecting land-ownership rights of indigenous tribal people of Assam. The protective measures include constitution of compact areas, i.e. tribal belts or blocks in regions predominantly inhabited by indigenous tribal people. Land-holders in tribal belts and blocks are barred from transferring their land to any person who is a not permanent resident in that belt or block; or does not belong to a class of people notified under relevant section of the Act. Any ineligible person to whom land is transferred in the belts or blocks in contravention of the provision of the Chapter X, will not have right or title of that land.

World Bank (Operational Policy) **OP 4.10**

The World Bank's Operational Policy on Indigenous Peoples (OP 4.10) aims at ensuring that the development process fosters full respect for the dignity, human rights and cultures of indigenous peoples, thereby contributing to the Bank's mission of poverty reduction and sustainable development. To achieve this objective, Bank-assisted projects which affect indigenous peoples provide them a voice in design and implementation, avoid adverse impacts where feasible, or minimize and mitigate them, and ensure that benefits intended for them are culturally appropriate. The Bank recognizes that indigenous peoples are commonly among the poorest and most vulnerable segments of society and in many countries they have not fully benefited from the development process. It also recognizes that the identities, cultures, lands and resources of indigenous peoples are uniquely intertwined and especially vulnerable to changes caused by development programs. Because of this, issues related to indigenous peoples and their development are complex and require special measures to ensure that indigenous peoples are not disadvantaged and that they are included in and benefit from these programs as appropriate.

3.6. Institutional arrangements for tribal development in Assam

Key government machinery shouldering responsibility for tribal development in the state are

- Department of Welfare of Plain Tribes and Backward Classes (WPT&BC)
- Office of the Development Commissioner for Hill Areas of Assam

Department of Welfare of Plain Tribes and Backward Classes (WPT&BC)

The Department of WPT&BC is responsible for the overall socio-economic development of Schedule Caste, Schedule Tribe (Plains) and Other Backward Class population in the state of Assam; and caters to the welfare needs of approximately 46% of the state population. The department functions as the nodal department for the formulation and implementation of policies and programmes governing the welfare

and development of the Schedule Tribes in the State. This includes channeling funds to BTC and Autonomous Councils (constituted by State Legislature) for the implementation of schemes and programmes.

WPT&BC department is mandated to implement the Tribal Sub-Plan (TSP), which provides for non-divertible flow of outlays within the provisions of Annual Plan; and is the primary mechanism for channelizing the benefits for the development of Schedule Tribes in districts, which are not under Sixth Schedule but have concentration of tribals in a contiguous area.

There are 19 Integrated Tribal Development Projects (ITDPs) for implementation of the Tribal Sub Plan (TSP). The work of ITDP is multi-disciplinary in nature and it functions as a nodal agency for planning, formulation, implementation and monitoring of tribal development programmes. For each ITDP there is a Project Director who is a Senior State Civil Service Officer. The Project Director is empowered with adequate administrative and financial powers so that they function as watch dog to schemes and programmes implemented by ITDP.

> **Integrated Tribal Development Projects in Assam**
> Goalpara, Barpeta, Morigaon, Nagaon, Sonitpur, Lakhimpur, Dhemaji, Tinsukia, Dibrugarh, Sivasagar, Jorhat, Golaghat, Cachar, Karimganj, Hailakandi, Bongaigaon, Kamrup, Kamrup Metro and Nalbari.

There is a Project Implementation Committee (PIC), with a non-official chairperson, to approve beneficiaries and to review implementation of the TSP Schemes; the Project Director of ITDP is the Secretary of Project Implementation Committee. In addition to these ITDPs, the Government of Assam had established Assam Plains Tribal Development Corporation to look after socio-economic development of tribal population under Below Poverty Line.

Advisory Council for the Welfare of Scheduled Tribes is headed by the Minister, Welfare of Plain Tribes and backward Classes. All M.Ps. and M.L.As of the State (Plain Districts) of the respective communities are the members of this State Level Advisory Council. It provides recommendation for proper implementation of programmes and to review the progress of the various sectoral schemes under Tribal Sub-Plan.

Office of the Development Commissioner for Hill Areas of Assam

Development Commissioner for Hill Areas of Assam (DCHA) is the Plan preparation, co-ordination, monitoring and evaluation agency for the Plan Schemes of the two hill districts. DCHA is responsible for allocating fund among the development sectors of the two Autonomous Councils of Karbi Anglong and Dima Hasao districts on the basis of plans prepared by these Councils. This office compiles the physical and financial progress of the Entrusted and Non-entrusted schemes of all sectors and furnishes the same to Government of India.

4. STAKEHOLDER MAPPING AND CONSULTATIONS

4.1. Introduction

As part of the social assessment, consultations were held at community, district and state level with different stakeholders. Summary of the stakeholder consultations outcomes are presented below. These consultations have brought out issues of significance for preparation of Tribal Development Plan.

4.2. Project Stakeholders & Beneficiaries

The stakeholders of CCSD project are,

- Common citizens, notably the poor who depend on basic services of the government

- Tribal people in Sixth Schedule and non-Schedule areas of Assam; and excluded social groups, such as Adivasi migrant workers in Tea Gardens, and residents of riverine and border areas.

- Government of Assam Departments involved in RTPS service delivery; the Autonomous Councils in Sixth Schedule areas; and the Councils established under State Legislations.

- NGOs, civil society and community based groups with specialization working with underserved populations.

By expanding and improving access to public services under RTPS, the project will directly or indirectly offer benefits with regard to land & property ownership, establishing identity and proof of residence, securing social security benefits and entitlements, securing educational scholarships and jobs for Scheduled Tribes and Scheduled Caste communities, and realising inheritance and insurance of the deceased. Citizens face difficulties while accessing Government services and ACCSD Project is expected to significantly improve equity, transparency and curb rent seeking practices. The secondary group of beneficiaries is the officials and staff of targeted departments in state, district and sub-district level offices.

4.3   Consultations with citizens in select districts

A series of consultations were conducted with groups of citizens in six districts: Kamrup, Kamrup Metro, Nalbari, Baksa, Sonitpur and Morigaon. The proportion of tribal population in three of these six districts is higher than that of State average. The specific areas for citizen consultations were selected based upon evidence that citizens residing in these areas experience limited access to public services due to either geographical constraints or other non-physical barriers of service access.

The objective of citizen consultations was to elicit their views and feedback with regard to: (i) awareness of the Assam Right to Public Services (RTPS) Act 2012; (ii) citizens' priorities related to notified RTPS services; and (iii) constraints related to accessing public services (RTPS and non-RTPS). The consultations with citizens pointed out that,

- Most citizens were unaware of RTPS services and where they are provided.

- Most of the citizens face difficulties during service delivery at the District and Sub-district level like cumbersome procedures, wastage of time.

- Certain citizen groups face differential treatment, limiting service access.

- Most of the notified services are important for citizens; however the list of RTPS services should be expanded to include important services such as issuance of Scheduled Tribe certificate.

4.4.   Consultations with Tribal people and related stakeholders

Public consultations with representatives of tribal people have been conducted in three districts: Baksa (Salbari Sub-division), Karbi Anglong (Hamren Sub-division) and Dibrugarh. Of these three, Baksa and Karbi Anglong are Sixth Schedule districts; and the stakeholder consultation in Dibrugarh was attended by representatives of other Scheduled Tribes such as Mishing & Sonowal Kachari communities. More than 200 citizen representatives participated in these consultations, and participation by women were far higher than that of men.

The purpose of these citizen consultations was to,

- *(i)*   share the activities planned and expected results of Assam Citizen Centric Service Delivery (ACCSD) project;

- *(ii)*   elicit responses and participation of beneficiary groups, especially tribal and indigenous communities of that area;

- *(iii)*   identify the issues and concerns; and

- *(iv)*   understand the roles, responsibilities and relationships of tribal stakeholders in context of shaping the social dimensions related to the project.

The consultation process was initiated with a summary of the Assam RTPS Act, its provisions for enabling citizens' easy access to public services, and a succinct presentation on ACCSD Project. This was followed with interactive sessions where the participants were encouraged to raise questions and seek clarifications on project activities and outcomes. The interactive session also strived to gather citizens' views, expectations and suggestions on the project. The proceedings of consultation sessions were

conducted in local languages: Bodo, Karbi and Assamese. Written briefs on the Assam RTPS Act and on ACCSD project were also shared with all participants of these consultations.

In addition to these citizen consultations with citizen stakeholders, interactive sessions were conducted with academia, in particular the tribal affairs specialist from Tata Institute of Social Science (Guwahati Campus) and OKD Institute of Social Change and Development to elicit their perspectives and academic inputs related to tribal development issues and challenges, in the context of ACCSD Project. Focus group discussions were also held with the leadership team of All Assam Tribal Sangha (AATS) to apprise them of the provisions of RTPS Act and to elicit their views with regard to inclusion of ST certificate as one the notified RTPS services.

4.5.   Key results and Issues of Significance

Information generated from the Social Assessment study in the context of access to public services has led to the emergence of a set of key findings and issues of significance:

- Assam is an ethnically diverse state with different languages, ethnicity, traditions, cultural practices. When this diversity is combined with complex socio-economic dynamics in Assam, certain groups of the society are at a disadvantage in accessing government services. Notable among these groups are the tribal people, especially those in the scheduled areas; but beyond them, communities living in riverine areas and forest villages near the border areas, and migrant tea-garden workers of Adivasi origin (commonly terms as Tea-tribe communities) also are at disadvantage.

- The gender related development indices in Assam are more-or-less favourable compared with the corresponding national figure, implying lesser instances of gender-based disparity in the State. Women enjoy better status as compared to women in India in terms of decision making power at the household level; however the percentage of women in the Government services is low. Women's involvement in the political processes is also reportedly low.

- More than half of the State's tribal population is concentrated in seven districts: Dima Hasao, Karbi Anglong, Dhemaji, Baksa, Chirang, Udalguri and Kokrajhar. Six of these districts are Sixth Schedule districts administered by Autonomous Councils. Owing to the constitutional provisions of autonomy, the processes of administration and service delivery are at variance vis-à-vis of other districts. This is particularly relevant for land related services, but is also applicable for subjects delegated to the Autonomous Councils.

- Assam RTPS Act 2012 is yet to be operational in the six Autonomous Council districts. Further, there is very little awareness about the provisions of RTPS Act, even in the districts where this has been implemented.

- Most of the notified services are important for citizens; however the list of RTPS services should be expanded to include services important to tribal people, such as issuance of Scheduled Tribe certificate.

- There are six Autonomous Councils constituted under State Legislation for social, economic, educational, ethnic and cultural advancement of Scheduled Tribes communities. These are not in Scheduled Area, but have contiguous settlements substantial tribal populations; and they do not have direct mandate to deliver services notified under RTPS Act.

- There is discernible gap between the development of tribals in the scheduled and non-scheduled areas as compared to the state scenario, leading to the need of providing special focus and thrust on increasing outreach of development in these areas.

4.6   Recommendation from Stakeholder Consultations

Citizen representatives and relevant stakeholders welcomed the initiatives under ACCSD Project; the overall view was that the project would help strengthen the implementation of ARTPS Act, enhancing accountability of government officials in discharging their responsibilities to common citizens. Also the project would usher in multitude of benefits, including high-quality broadband connectivity; and establishment of one-stop-shop service centres, especially in access deficient Sixth Schedule areas.

However, there is very little awareness about the provisions of RTPS Act, even in the districts where this has been implemented since 2013. The participants of all consultation sessions urged the government to conduct awareness campaigns to generate awareness about RTPS and to inform the community on the procedures of drawing benefits from this act. Simultaneously the participants resolved to generate awareness of RTPS within their community-peers; and there was a demand to make available all relevant materials & IEC content in local language: Bodo, Karbi, Dimasa – so that these could be understood easily by tribal people.

There was also very strong endorsement with regard to including issuance of Scheduled Tribe certificate as one of the notified RTPS services. This certificate is a key document for tribal people to access various government benefits and entitlements of high priority and relevance to all sections of tribal people. Currently, this has been left out of the purview of the Act. A variety of arguments are put forwarded by the officials. Main reason being, the involvement of the AATS (a non-government entity) which necessarily has to endorse each and every application. This is not tenable for the AATS, as the certificate is ultimately issued by the state administration and that a Government endorsement is mandatory for it being recognized outside the state.

Citizen representatives and stakeholders appreciated that the project has initiated the process of expanding the provisions of RTPS to Sixth Schedule districts administered by Autonomous Council; and recommended that procedural formalities in this regard should get completed expediently, so that citizens of these districts can avail benefits of this Act rather soon. It also emerged that service delivery processes in Sixth Schedule Autonomous Council districts are different than the ones followed in other districts; and the project needs to invest efforts to study and understand institutions, actors & processes for service delivery; and adopt pragmatic protocols of re-engineering / simplifying these aspects.

The participants of stakeholder consultations also felt that while the RTPS Act has provision of penalizing designated government official under a formal appellate process, this penalty provision should primarily be used as deterrent. If a service is not being delivered on time, the concerned authorities of the department should proactively take steps to ensure that the applied service gets delivered in time, and not wait for the applicant's complaint related to non-delivery / delayed delivery of the requested service. Going for appeal against deficient service delivery puts additional burden for tribal people living in remote locations and difficult terrains.

Consultations specifically recommended that adequate efforts be made for local level capacity building (to enable them not only to manage the kiosk centers but also respond to community requirements in a reasonable time frame) and ensure local level employment opportunities.

5. TRIBAL DEVELOPMENT PLAN

5.1 Introduction

The social assessment study brought out that no negative impacts are envisaged on any section of the society, including 'tribals'. However, it brought out explicitly that (i) some of the ST groups do have a distinct cultural identity as compared to other groups;and (ii)they have special developmental needs especially in the Sixth Schedule areas, which arises from the constitutional provisions and safeguards for tribal people. In this context and in compliance with the World Bank's Operational Policy for Indigenous People (OP4.10), the Tribal Development Plan (TDP) has been prepared, to specifically address the issues of significance for tribal people; provide for culturally compatible benefits within the project framework; and to ensure their participation in the project processes.

Under the Disclosure Policy, this Tribal Development Plan has been discussed with and disclosed to the key stakeholders mentioned above. This Plan is thus informed by all the suggestions and recommendations received during its preparation. Further, this Tribal Development Plan has already been disclosed to the public on the project web-site of Government of Assam; and printed copies of the plan will be placed in government offices and other public locations for easy access by the tribal population.

5.2. Objective of Tribal Development Plan

The objectives of the Tribal Development Plan are to ensure that (*i*) the tribal populations are adequately and fully consulted by the project; (*ii*) tribals take part in the entire process of preparation, implementation and monitoring of project;(*iii*) project benefits are equally accessible to the tribals living in the project area; they are provided with special assistance as per prevailing laws and policies because of their culture identities and to minimize further social and economic imbalances within communities; (*v*) developing an institutional and implementation arrangement as well as capacity building measures for the implementation of the TDP, associated disclosure mechanisms and addressing any grievances; and (*vi*) there is in place monitoring and reporting arrangement, including mechanisms and benchmarks appropriate to the project.

Further, a grievance redress mechanism has also been developed to resolve grievances related to service access by tribal people.

5.3. Strategies for Tribal Development Plan

The tribal development strategy of the project builds on existing government framework and traditional systems of tribal societies to extend the benefits of Assam RTPS Act to tribal people of Sixth Schedule areas and those residing in other districts. The project seeks to provide access to information relating to service delivery focusing on procedures and processes for accessing services under the RTPS law; and will establish One-Stop-Service Centers to RTPS service delivery closer to tribal people. Concepts of community collaboration and community driven development principles of equity, inclusion, participation, autonomy and accountability would form core of tribal development strategy. Activities under the project do focus on capacitating citizen stakeholders and creating an enabling environment to strengthen structured engagement between service providers and tribal community members

5.3.1. Extension of RTPS Act to the Sixth Schedule Areas

Extension of the Act. The RTPS Act has not been implemented in the six districts administered under the Sixth Schedule; formal endorsements of the Autonomous Councils is required before an Act of the State Legislature is enforced within their jurisdiction, and that process was not pursued effectively. This anomaly was noted during the project preparation stage; and Government of Assam has initiated dialogues with the Autonomous Councils to extend the coverage of RTPS Act to all these six districts. The project is incentivizing this initiative under the framework of result-based financing, with a commitment to disburse US$ 2.5 Million of finance, on achievement of this result. Towards realization of this result, the Karbi Anglong Autonomous Council (KAAC), Dima Hasao Autonomous Council (DHAC) and Bodoland Territorial Council (BTC) will formally adopt resolution to implement the act within their territorial jurisdiction. The Councils would also decide on the elements of RTPS and services that are relevant to their context; and if there are other services that they would like to bring within the ambit of RTPS within their jurisdiction.

External Facilitation. Expanding the RTPS Act to Sixth Schedule areas would call for the Autonomous Councils to realistically assess the institutions, actors and processes for service delivery; and accordingly frame pragmatic protocols of refining / re-engineering these aspects. This exercise might include (but not limited to) synthesis between customary tribal laws & practices, and government procedures. The project would provide external consultancy support to assist the Councils to undertake this exercise, leading to appropriate changes in their Statute. Additionally the project will finance establishment of the RTPS Delivery Unit to develop permanent institutional capacity within Autonomous Councils for driving the RTPS mandate.

5.3.2. Issuance of Scheduled Tribe certificate as RTPS services

The Scheduled Tribe certificate is the proof of individual person belonging to Scheduled Tribe, as specified in the Constitution; and this is the pre-requisite for accessing all safeguards and entitlements for Scheduled Tribe people. In non-Sixth Schedule districts of Assam, the ST certificate is issued by the Deputy Commissioner on the basis of identification and certificate by All Assam Tribal Sangha (AATS),

the apex representative entity of plains tribals of Assam. In the Sixth Schedule district, the certificate gets issued on recommendation of the Autonomous Councils.

Owing to complex procedural formalities and involvement of non-government stakeholders in the issuance of Scheduled Tribe certificate, this service for tribal people was not included in the list of 55 services notified under the RTPS Act. However, there has been strong consensus from all tribal stakeholders that issuance of ST certificates is a critically important for tribal people, and must be brought under the ambit of RTPS Act. Within the framework of result-based financing of ACCSD Project, provisions have been made to incentivize inclusion of more public services under RTPS; and issuance of ST certificate would be one of those new RTPS services.

5.3.3. Public Facilitation centers to bring service delivery closer to tribal people

ACCSD project will establish about 66 One-Stop-Service Centers in the Sixth Scheduled districts of Karbi Anglong, Dima Hasao and BTAD areas. Overall, there will be about 400 such Centres across the State, which will serve as effective 'single window' to handle RTPS requests and deliver e-enabled targeted services. Citizens could also track the status of their RTPS application at these Centers. Each center will be staffed with two suitably qualified Service Center Operators

The project envisages establishment of these One-stop-Service centers at the Block, Circle and certain designated offices; however in the Sixth Schedule areas, the locations of these centers would be decided by the Autonomous Councils, taking due note of difficult terrain; and the distance to be traversed to access these centres. The Tribal Development Plan proposes to establish 14 additional One-Stop-Centres in Sixth Schedule Areas, in addition to the planned 52 centers at the Block and Circle offices and certain designated offices of these six districts. The final number of One-stop-service centers is still being worked out, and this might increase in the times to come.

Beyond these, the people of contiguous tribal habitations of Dhemaji, Dibrugarh, Lakhimpur, Sonitpur, Morigaon & Goalpara districts would have benefits of more than 60 One-stop-centres being established there. By getting all the RTPS services accessible at block, circle and other sub-district levels, the project will bring delivery of RTPS services closer to tribal people.

5.3.3.1 Options of alternate energy especially solar-energy would be explored for smooth operation of these Centres, given that supply of power from the grid is quite erratic in most of the tribal areas. Special operation & maintenance (O&M) measures would also be put in place to ensure that ICT and connectivity equipments are fully operational even in remote locations

5.3.4 Communication and awareness in local tribal languages

ACCSD Project will get operational, an inclusive communication strategy to provide user-centered information to all citizens, aimed at creating the demand push for RTPS; and tribal communities are an important and key constituency this communication effort. The project will ensure due sensitivity among government functionaries, programme implementers, elected representatives, service providers, community, the media and all other stakeholders about the special needs of the tribal communities.

The project would initiate a state-wide IEC (Information, Education & Communication) campaign with approaches customized to the information needs of all communities, with special emphasis of strengthening outreach to tribal people. The campaign will make sure that all key messages are communicated in local tribal languages, using various traditional communication media and art-forms such as music, folk dance, drama etc (in addition to   mainstream print & electronic media and outdoor channels). At every stage of campaign effort, the efficacy of IEC strategy and results would be evaluated, to identify mechanisms for institutionalizing engagement of tribal and relevant disadvantaged communities; and these would be factored in the annual implementation plan of the project.

5.3.5   Women involvement in the project

Women involvement will be planned through formal and informal group consultations so that their participation is ensured during preparation and implementation of the project. Exploratory efforts will be made to build the capacity of local educated women towards managing the Centers either directly or on a franchising basis.

5.3.6.   Continued & concurrent engagement

There will be continued engagement with tribal communities during project preparation and implementation, so that the due benefits flow to the tribals in an effective way. The project will involve/associate local citizen groups, youth organizations and civil society organizations of repute to work as intermediary between the government departments and the tribal people. These engagements will be targeted towards making sure that the tribal communities are fully aware of their rights and entitlements, and are able to voice their needs during project preparation; and will facilitate the tribal people's participation during project implementation at local level.

5.3.7   Mid-term assessment of Tribal Development Plan

There will be a mid-term assessment of Tribal Development Plan after two years of project implementation to take stock of project implementation and its influence/impact on tribal communities in Sixth Schedule and non-Scheduled areas; and to recommend corrective action, as necessary. This mid-term assessment of Tribal Development Plan could be conducted just prior to the Mid-term Review (MTR) mission, which is expected to take place in December, 2019.

5.4 Capacity Building and Change Management

ACCSD Project plans to roll-out an extensive capacity building program to support staff adaptation of citizen-centered approach to service provision. The training programmes will include modules that address inclusion issues and the needs of tribal and other disadvantaged groups in remote areas. Change management, which could be defined as "*the application of a set of tools, processes, skills and principles for managing the people side of change to achieve the desired outcomes of a change project or initiative[4]*", will be an essential element of all actions taken under this component. The capacity building and change management plans shall make specific provisions for these efforts. The objective is to help increase the service-providers' sensitivity for and responsiveness to the needs of tribal and other vulnerable groups and remote areas to enhance the quality of services provided to tribal people.

5.5.   Implementation Arrangements

The Project uses existing state-level institutional arrangements to support the management and implementation of the project activities. Assam Rural Infrastructure and Agriculture Services (ARIAS) Society, which manages Bank-financed projects in Assam has been mandated to manage the project. The State Project Director of ARIAS serves as the Project Director of ACCSD Project.

The Project Management Unit (PMU) within ARIAS will coordinate with all participating departments and agencies; and will oversee technical inputs, consolidate required documentation, and conduct financial management and procurement activities. A nodal officer in each of the implementing departments and agencies will coordinate project activities, with the support of PMU-appointed project staff. Such implementation units will also be set-up at the Karbi Anglong Autonomous Council (KAAC), Dima Hasao Autonomous Council (DHAC) and Bodoland Territorial Council (BTC). The PMU appointed project staff will assist with the implementation of process re-engineering, and the conduct of change management and capacity-building initiatives. In addition, the Project finances hiring of two suitably qualified staff to operate the each of the One-Stop-Service Centers, being established in the tribal areas.

"The existing structure of ARIAS Society with co-opted members from the Administrative Reforms & Training (AR&T), Revenue and Disaster Management, Welfare of Plain Tribes & Backward Classes

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[4] Definition provided by Prosci, a global firm providing change management services.

(WPT&BC), Transport, Guwahati Municipal Corporation(GMC), Information Technology(IT), Finance, Planning & Development(P&D), Health & Family Welfare, Personnel Departments into the Project Guidance Council / Governing Body will be responsible for implementation and monitoring the Project's goals and targets".

5.6. Budgets for Tribal Development Plan

Sl. No.	Particulars of Investments	Proposed Budget (US$)	
		Component 1	Component 2
1.	Extension of RTPS Act to the Sixth Schedule Areas	100,000	2,500,000
2	Support to Autonomous Councils for BPR/IT enablement	1,000,000	
3.	Issuance of Scheduled Tribe certificate		60,000
4.	Establishment of One-stop-Service Centres in the Sixth Schedule districts	2,475,000	
5.	Communication and awareness in tribal languages	400,000	
6	Capacity Building and Change Management	300,000	

5.7. Monitoring & Evaluation Mechanism

The project will build sustainable M&E practices through the strengthening of existing systems and the use of data to monitor the result indicators:

PDO-level Results Indicators

- Number of applications submitted online for RTPS services

- Number of Public Facilitation Centers fully operational

Intermediate Results Indicators

- RTPS ICT platform is operational

- Access to RTPS Services expanded [in underserved area of Assam][To Tribal Districts]

- Number of services notified under RTPS Act

- Number of applications for selected RTPS services filled by women

- RTPS services applications responded to within the legal frame

- Increase in RTPS beneficiary feedback on service delivery .

The monitoring system is designed to provide concurrent and triangulated feedback to the key stakeholders of the project about progress towards achieving the project's key goals. The M&E system will rely on various data sources to track progress, including data generated by the centralized RTPS platform and/or sourced from departments; feedback collected from mobile or web-based applications relating to transactions as well as information from the call center. Mechanisms would also be put in place to strengthen tracking of selected RTPS services, through alternate methods of obtaining data, such as use of exit polls and surveys of service users by an outbound call centre.

A survey instrument will be developed to gather input from citizens to validate administrative data and measure satisfaction; the survey instruments will have definitive focus on the satisfaction levels of tribal beneficiaries and would aim at capturing issues relevant to their context. Performance indicators, monitored by the implementing agency, will also be cross-checked with actual feedback from the tribal people and triangulated with government data wherever possible.

5.8. Grievance Redress Mechanism

The project has placed special emphasis on receiving and responding adequately to key grievances by citizens. The grievance redress mechanisms could be activated through physical paper based complaints, and electronically on the web and mobile telephones. The project would support investments to activate effective beneficiary feedback systems, which would automatically elicit feedback through mobile based interaction, after the service gets delivered; additionally, a toll-free call center will be established to register, collate and forward any reported grievances to the relevant department for resolution within the stipulated time. Ease of use would be the key driver of these grievance redress mechanisms, so that these could easily be assessed by the tribal people, even from remote areas.

The other important focus of grievance redress mechanism would be on securing systemic change with well laid out procedure and escalation measures to respond and resolve the registered complaints/grievances within an appropriate time period. This would involve assessment of existing department-specific complaints system and its use by tribal people in both Sixth Schedule and non-Schedules areas. The outcome of such analysis will be used to pinpoint specific areas for improving the process of grievance redress mechanism.

Citizens' grievances typically relate to complaints on service unavailability, non-delivery against commitment and malpractices; information on complaints status and their resolution could thus be a key indicator to tracking the status of service access. The RTPS Delivery Unit, both at the State level and in the Autonomous Councils will regularly track resolution of grievances registered by people. The effectiveness would be measured in terms of count and repetitiveness of complaint received, acceptance of anonymous feedback, and time taken for corrective action.

The revamped grievance redress mechanism would be operational within the first year of project execution; would serve as single channel for accepting all grievances related to the access of all services, including the basic public services on access to Health and Education services. This GRM system would also function as the vehicle of receiving probable complaints related to implementation of ACCSD Project; and the PMU will put in place a transparent process of redressing grievances within a reasonable timeframe. The status of grievance redressed would be disseminated on fortnightly basis; and these would be published on the project website.

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ANNEXURES

ANNEXURE 1: LIST OF NOTIFIED SCHEDULED TRIBES IN ASSAM

I. In the autonomous Districts of Karbi Anglong and Dima Hasao	II. In rest of the districts of Assam including Bodoland territorial Areas District (BTAD)
1. Chakma	1. Barmans in Cachar
2. Dimasa, Kachari	2. Bodo, Borokachari
3. Garo	3. Deori
4. Hajong	4. Hojai
5. Hmar	5. Kachari, Sonwal
6. Khasi, Jaintia, Synteng, Pnar,War, Bhoi, Lyngngam	6. Lalung
7. Any Kuki tribes	7. Mech
8. Lakher	8. Miri
9. Man (Tai speaking)	9. Rabha
10. Any Mizo (Lushai) tribes	10. Dimasa
11. Karbi	11. Hajong
12. Any Naga tribes	12. Singhpho
13. Pawi	13. Khampti
14. Syntheng	14. Garo
15. Lalung	

Sl.	Service	Department	Purpose: Why does a Citizen need this Service
1	Office Mutation	Revenue	The Office Mutation Certificate acts as a proof of transfer (through inheritance or transaction) of land ownership.
2	Certified copy of Jamabandi or record of rights/chitha	Revenue	The Jamabandi & Chitha (Assamese words that roughly translate to "record of rights") Certificates act as a proof of land ownership. These certificates are essential for applying for loans, permanent residency and caste certificates.
3	Registration of documents	Revenue	Registration is essential for the legal validation of certain documents (primarily related to land ownership).
4	Non Encumbrance Certificate	Revenue	The Non Encumbrance Certificate certifies that the citizen is the sole owner of a land. It is essential for applying for loans and mortgage/ collateral of land.
5	Certified copy of the registered document	Revenue	This allows citizens to ask for a certified copy of any previously registered document for whatever purpose.
6	Marriage Certificate	Revenue	The Marriage Certificate acts as a proof of marriage under court jurisdiction. It is used predominantly in urban areas for loan and visa applications.
7	Certified copy of mutation order	Revenue	Certified copy of the mutation confirmation form.
8	Perfect partition	Revenue	Proof of partition of land between two or more entities.
9	Duplicate Mark sheet by SEBA (Board Of Secondary Education, Assam)/ AHEC (Assam Higher Secondary Education Council)/ State Madrasa Board	Secondary Education	Duplicate copy of the original mark sheet. If the original mark sheet is misplaced, the duplicate copy can be used for college ,job applications etc.
10	Duplicate pass certificate by SEBA/AHEC/ State Madrassa Board	Secondary Education	Duplicate copy of the original pass certificate. If the original pass certificate is misplaced, the duplicate copy can be used for college, job applications etc.
11	Migration Certificate by SEBA/AHEC	Secondary Education	Students require migration certificates to seek college admissions.
12	Birth Certificate	Guwahati Developmen	A Birth Certificate acts as a proof of birth. This certificate is required at the time of

Sl.	Service	Department	Purpose: Why does a Citizen need this Service
		t Department (GDD).	school/college admissions, for opening a bank account, applying for a ration card/BPL card, applying for student loans, applying for Permanent Residence Certificate (PRC) etc.
13	Delayed registration of birth	GDD	In case a Birth Certificate is not given on time, a delayed registration of birth can be issued. The application for a delayed registration must be made one year after the birth.
14	Death Certificate	GDD	A Death Certificate is required to claim insurance and inheritance benefits, mutation rights etc.
15	Delayed registration of death	GDD	In case a Death Certificate is not given on time, a delayed registration of death can be issued. The application for a delayed registration must be made one year after the death.
16	Permission for construction of building	GDD	This service relates to the approval of a building construction blueprint plan and the permission to begin construction.
17	Trade license	GDD	Trade licenses are required to set up shops/businesses in urban areas.
18	Certified copies of public documents	GDD	This service allows citizens to request a certified copy of any previously registered document.
19	Municipal Holding Certificate	GDD	Once a building has been constructed, each unit is given a holding number for property tax purposes. This allows the units to obtain public utilities.
20	Holding Mutation	GDD	A Holding Mutation is required in case the Municipal Holding Certificate has to undergo a transition in ownership for inheritance purposes etc.
21	Learner's License for transport	Transport	A learner's license for commercial vehicles enables citizens to learn driving.
22	Learner's license for non -transport	Transport	This refers to a learner's license for non-commercial vehicles.
23	Driving license for transport	Transport	A driving license is used as a proof of identity for commercial transport purposes.
24	Driving license for non-transport	Transport	A driving license that can be used as proof of identity for non-commercial transport

Sl.	Service	Department	Purpose: Why does a Citizen need this Service
			purposes.
25	Vehicle registration for transport	Transport	Registration of a commercial vehicle.
26	Vehicle registration for non-transport	Transport	Registration of a non-commercial vehicle.
27	Duplicate driving license	Transport	In case the original driving license is misplaced, a duplicate copy can be obtained from the Transport department.
28	Duplicate vehicle registration for transport	Transport	In case the original registration document for a commercial vehicle is lost, a duplicate copy can be obtained from the Transport department.
29	Duplicate vehicle registration for non-transport	Transport	In case the original registration document for a non-commercial vehicle is lost, a duplicate copy can be obtained from the Transport department.
30	Birth Certificate in rural areas	Health	A Birth Certificate acts as a proof of birth. This certificate is required at the time of school/college admissions, for opening a bank account, applying for a ration card/BPL card, applying for student loans, applying for PRC etc.
31	Death Certificate in rural areas	Health	A Death Certificate is required to claim insurance and inheritance benefits, mutation rights etc.
32	Delayed registration of birth in rural areas	Health	In case a Birth Certificate is not given on time, a delayed registration of birth can be issued. The application for a delayed registration must be made one year after the birth.
33	Delayed registration of death in rural areas	Health	In case a Death Certificate is not given on time, a delayed registration of death can be issued. The application for a delayed registration must be made at least one year after the death.
34	Issuance of disability certificate	Health	Disability certificate is required to access government benefits/entitlement allocated for the disabled.
35	Scheduled Caste (SC) Certificate	WPT&BC	SC certificate is required to seek education scholarships, college admissions and jobs that fall under the SC quota (seven percent in Assam)

Sl.	Service	Department	Purpose: Why does a Citizen need this Service
36	Non-creamy layer certificate	WPT&BC	Non-creamy layer certificate is required to prove a citizen's eligibility to claim access to government benefits under the SC, ST and OBC quota.
37	Next of kin certificate	GAD	This certificate enables the next of kin to avail of compensation or inheritance benefits.
38	Registration of individuals in the Employment Exchange	Labour & Employment	Registration of a citizen in the Employment Exchange.
39	Registration of Establishments under the Assam Shops and Establishment Act,1971	Labour & Employment	Registration of business establishments and shops under the Assam Shops and Establishment Act, 1971.
40	Renewal of registration certificate of the Establishments under Assam Shops & Establishment Act,1971	Labour & Employment	Periodic renewal of the registration certificates of business establishments and shops.
41	Duplicate copy of Registration Certificate of the Establishments under Assam Shops & Establishment Act, 1971	Labour & Employment	In case the original registration document is misplaced, a duplicate copy can be obtained by business establishments and shops.
42	Registration of co-operative societies under Co-operative Societies Act,2007	Co-operation	A co-operative society must register itself with the Registrar of Co-operatives.
43	Issuance of Permanent Resident Certificate (PRC) for higher education	Political	A PRC is required to establish a citizen's nationality. It is required during college admissions.
44	Issuance of Residential Status Certificate/ Report for Kisan Seva Kendra Dealership under Indian Oil Corporation Ltd.	Political	Residency certificate is required to establish the residency status in a locality.
45	Issuance of NOC for fire safety of building	Home	An NOC for fire safety confirms a building's adherence to fire safety laws.
46	Renewal of NOC for fire safety of building	Home	The Renewal of NOC for fire safety re-confirms a building's adherence to fire safety laws.
47	Issuance of Fire Attendance Certificate	Home	This certificate is required for all public, commercial and multi-storied buildings.
48	Application of registration under Rule 13(1) of The Assam Value Added Tax Act, 2005	Finance	A registration that all businesses must complete under the Assam VAT Act.
49	Application for grant of declaration in forms C or F under Rule 12 of the CST	Finance	Commercial establishments are required to obtain declarations under these statutory forms.

Sl.	Service	Department	Purpose: Why does a Citizen need this Service
	(Registration & Turnover) Rules, 1957		
50	Post mortem report of animals/birds	Animal Husbandry And Veterinary Department (AH &V)	A report that is required to claim insurance benefits in case of the death of one's cattle or poultry.
51	Valuation certificate of animal/bird for insurance	AH&V	A valuation certificate is required to claim insurance benefits in case of the death of one's cattle or poultry.
52	Birth Certificate in Urban areas other than the Guwahati Municipal Corporation (GMC) area	UDD	A Birth Certificate acts as a proof of birth. This certificate is required at the time of school/college admissions, for opening a bank account, applying for a ration card/BPL card, applying for student loans, applying for PRC etc.
53	Death Certificate in Urban areas other than GMC area	UDD	A Death Certificate is required to claim insurance and inheritance benefits, and mutation rights etc.
54	Delayed Registration of Birth in Urban areas other than GMC area	UDD	In case a Birth Certificate is not given on time, a delayed registration of birth can be issued. The application for a delayed registration must be made one year after the birth. An affidavit is required for this purpose; hence there is a separate procedure.
55	Delayed Registration of Death in Urban areas other than GMC area	UDD	In case a Death Certificate is not given on time, a delayed registration of death can be issued. The application for a delayed registration must be made one year after the birth. An affidavit is required for this purpose; hence there is a separate procedure.

ANNEXURE 3: DETAILS OF PARTICIPANTS AT THE DISTRICT CONSULTATIONS

Stakeholder Group	Participants	Salbari (Baksa)	Hamren (Karbi Anglong)	Dibruragh
Date of Consultation		**28 October 2015**	**3 November 2015**	**6 November 2015**
Tribal Community	Men	12	10	7
	Women	31	57	38
Govt Officials	Men	5	9	8
	Women	0	4	7
Civil Society Representatives	Men	6	6	4
	Women	2	1	3
Others (Media, Pvt Sector, FBO etc.)	Men	2	2	1
	Women	0	2	2
Total	Men	25	27	20
	Women	33	64	50

Salbari (Baksa)		Hamren (Karbi Anglong)		Dibrugarh	
Men	**Women**	**Men**	**Women**	**Men**	**Women**
Samey Boro	Sabita Boro	Partha Jahari	Kamakhya Deka	Ananda Kumar Das	Purnima Saikia
Thalep Boro	Hira Moni B. Makak	Ananda Kumar Das	Sameli Engjanpi	Dr. S. Satish	Upanjali Sonowal
Bolen Swargiary	Rwisumwi Basumatary	Krishna Prasad Sarma	Binita Bordoloi	Ranitya Saikia	Krishna Sonawal
Sunil Boro	Krishna Boro	Biswajit Saikia	Runu Bala Das	Dr. Mahesh Nath Sonowal	Rumi Sonowal
Gargoram Musahary	Rina Boro	Dr. S. Satish	Harkanti Deka	Bidhaw Rajkonwar	Ranju Sonowal
Bijon Goyary	Monika Boro	Tuli Ram Ronghang	Sika Engtipi	Arun Saikia	Gitanjali Sonowal
Kumud Boro	Vonita Boro	Wenish Teron	Kabon Teronpi	Thow Deslle	Krishna Sonowal
Sachindra Basumatary	Sunita Goyary	Kache Timung	Rosenerry Hansipi	Purnananda Deori	Deepa Sonowal
Palash Basumatary	Nirmali Basumatary	Rihu Senarpi	Maijle Teranpi	Tridip Baruah	Nilima Deuri
Rulul Boro	Lanti Swargiary	Kasue Terron	Reepali Narzary	Prohlad Mech	Lalita Gogoi
Dipul Boro	Samy Mohilary	Shashi Kt. Tumung	Renu Tissoni	Deepali Mech	Tankeshwari Dihingia
Daoharu Boro	Labari Goyary	Miun Brahma	Ranu Engjaipi	Rupak Sonowal	Manumoti Sungkrang
Dhrubajit Boro	Dale Gorary	M. Parate	Rupali Narzary	Bludev Phukan	Bonti Kaman
Hussayum Khan	Poty Basumatary	Long Sing Tokbim	Junaki Rangpipi	Fakhrul	Lakhi Sungkrang
Bhudadev Basumatary	Dagli Boro	Chandra sing Teron	Pramila Khaklari	Dhruba Gogoi	Rumi Doley
Voenchik Uzir	Sarala Boro	Dhon Sing Teron	Jun Narzary	Robin Buragohain	Punam Sungkrang
Someran Boro	Shina Basumatary	Sevy Teron	Rita Basumatary	Dilip Kr. Borah	Rina Gogoi
Dharani Dhar Boro	Bhatima Boro	Harsing Engti	Kareng Terongpi	N. Sonowal	Chimi Chutia Hazarika
Kandarpa Parme	Ela Boro	Larsing Teron	Runi Ronghongpi	Krishna Gogoi	Tulumoni Mech
Sanjay Basumatary	Menka Mushahari	Johu Rongpi	Bina Mai Englengpi	Premo Rajbonshi	Buli Devi Konwar
Nandeswar Das	Dandi Daimary	Apurva	Basapi Engtipi		Bobby Upadhyay
Dhanajoy Kor	Dipali Dhar	Rul Sing Kro	Basupi Hamsepi		Jyanlata Rajbongshi
Dipak Sarma	Bilaisree Daimary	Sar-im Rongphor	Sinte Kropi		Anima Saikia
Samiran Mondal	Rimakhang Basumatary	Sonsing deva	Tina Kropi		Meghali Saikia
Uttam Kr. Brahma	Namoli Basumatary	Rev. Pilkingson Teron	Hangma Basumatary		Minoti Saikia
	Rupa Basumatary	Chandra Sing Teron	Kareng Terrangpi		Bornali Boruah
	Padma B. Mark	Dipak Banik	Bina Tirroni		Rijuma Das
	Namali Basumatary		Rita Basumatary		Purobo Sonowal

Salbari (Baksa)		Hamren (Karbi Anglong)		Dibrugarh	
Men	**Women**	**Men**	**Women**	**Men**	**Women**
	Anita Boro		Jun Narzary		Rajumoni Dutta
	Soombli Boro		Rotneswary		Runu Sonowal
	Rina Goyari		Avuara Kropi		Nibha Baguri
	Ela Boro		Sobita Brahma		Deepa Sonowal
	Nirmali Nath		Urmila Basumatary		Dinmoni Baglari
			Tapasi Debnath		Parul Sonowal
			Sadhana Keshary		Iramoni Gogoi Handique
			Rani Phangehopi		Bulbuli Sonar
			Debara Ronghangpi		Madhabi Devi
			Monjulee Engtipi		Punam Sheel
			Parboti Treonpi		Rima Bora
			Fbrom Beypi		Sewmin Gogoi
			Jenebi Hanspi		Gita Baruah
			Maria Beypi		Deepali Dutta
			Regita Beypi		Anjula Saikia
			Kajek Ronghangpi		Jeoti Gohain
			Elamai Phongchotri		Bornali Borpatra
			Purnima Terongpi		Premananda Chutia
			Kaet Rongpipi		Punirma
			Roma Rai		Bidya Tahu
			Homsera Beypi		Unbawati Pegu
			Anita Wary Mainao		Kalpana Khaund
			Ranu Engjaipi		
			Leele Narzary		
			Junaki Rongpipi		
			Gluih Tengpi		
			Indira Lokbipi		
			Basapi Tissopi		
			Komir Beypi		
			Khirla Terrangpi		
			Alice Tumungpi		
			Rahila Ronshunpi		
			Kutu Kropi		
			Basonti Ronghangpi		
			Punima Rangpi		
			Geta Beypi		
Total participants: Women 33; Men 25		Total participants: Women 64; Men 27		Total participants: Women 50; Men 20	