SFG2074

THE WORLD BANK ASSISTED

ASSAM CITIZEN CENTRIC SERVICE DELIVERY PROJECT

Environmental Management Plan

ARIAS Society

(Assam Rural Infrastructure and Agricultural Services Society)

GOVERNMENT OF ASSAM

TABLE OF CONTENTS

Project Description

The proposed Project is an Investment Project Financing (IPF) of US$ 39.2 million with results-based financing. The Project takes an integrated approach to improve access and accountability addressing both the supply-side and demand-side aspects of service delivery. Project interventions aim to (i) strengthen RTPS implementation; (ii) support process re-engineering in targeted services; (iii) set up one-stop service centers; and (iv) promote citizen engagement. The selection of departments and services targeted by the Project is based on Government priorities for improving service delivery, citizen consultations in underserved areas, and services of importance to disadvantaged communities.

The Project Components include:
1. Component 1: Technical Assistance
2. Component 2: Results-based Financing

Component 1: Technical Assistance (*US$ 31.7 million IDA; US$ 7.925 million GoA*)
This component will provide specialized technical assistance to support implementation of the government program and the achievement of Project results. Eligible expenditures under this component are consulting and non-consulting services, and acquisition of goods and operating costs. This component will provide funding for the following sub-components:

(i) Sub-component 1. Strengthening RTPS implementation:
- **ICT Platform:** This activity involves creating an ICT platform for the automated tracking of individual service requests and appeals under RTPS; actions taken by designated officers and staff; and rule-base escalation in case of time overruns.
- **Management Information System:** An RTPS Management Information System (MIS) would be designed to facilitate centralized monitoring related to compliance with RTPS requirements and administrative actions for resolving bottlenecks.
- **Online Portal:** In addition, the Project will finance the creation of an online portal, which will offer information on the procedures and processes needed to access services as well as allow citizens to apply for certain services online. The portal would be made available in Assamese, Bengali and English. It would have easy to use navigation, and search and browse features. The portal will be designed with capabilities to promote proactive disclosure related to citizens' entitlements under the Act and procedures for accessing RTPS services. The platform will also allow citizens to apply for RTPS services online, moving towards an operating model that eliminates the need for a physical visit to departmental offices. The Portal would also serve as a gateway to access 15 RTPS services under the Revenue and Welfare of Plain Tribes and Backward Castes (WPT&BC) departments as well as the Guwahati Municipal Corporation and the Transport Department.
- **Training and Capacity Building:** The Project will develop and implement an extensive training and capacity program to support staff adaptation to electronic processing as well as developing a citizen-centered approach to service provision.
- **Change Management:** A strong effort will be made to build consensus in support of the change and mitigate resistance. A specialist consulting firm will be hired to implement strategy for managing the change process.
- **Establishment of RTPS Delivery Unit:** The Project will support the creation of a high-level delivery unit with adequate authority and capacity to drive RTPS implementation across the state. The Delivery Unit will have a mandate to: (i) drive delivery of high-priority public services by providing support to departments to overcome key delivery

challenges; (ii) monitor service delivery performance across government; and (iii) address cross-cutting administrative obstacles that impacts service delivery to citizens. Effective functioning of a strong delivery unit will make sure that the Project's results are properly institutionalized within government.

(ii) Sub-component 2. Supporting Process Re-engineering in Targeted Services

Electronic approaches to G2C service delivery would be initiated with 18 RTPS services of the Revenue, WPT&BC, Transport Departments as well as the Guwahati Municipal Corporation. Back end processes of these departments will be simplified, wherever relevant re-engineered, and automated building on previous efforts by the state. Electronic service delivery will include electronic submission and acceptance of citizens' applications (either at one-stop-centers and/or remotely through the Portal where feasible) for all notified RTPS services. In addition, reforms for targeted services will involve (i) automated electronic transmission of citizens' applications to departments, (ii) rule-based electronic work-flows for back end processing by departments, and (iii) secure electronic delivery of digitally authenticated certificates/documents delivered at one-stop-centers and/or downloaded from the portal where feasible.

Table A.2.1: 18 RTPS Services for Process Reengineering

- Mutation of property ownership
- Certified copy of land records
- Registration of property documents
- Non-encumbrance certificate
- Certified copy of registered sale deeds
- Marriage certificate
- Certified copy of mutation order
- Partition of property
- Scheduled Caste certificate
- Non-creamy layer other Backward Caste certificate
- Guwahati Municipal Corporation Services (Issuance of birth certificates, death certificates, trade licenses, mutation certificates, building permissions) – 4 services.
- Transport Services (Issuance of driving licenses, vehicle registration, permits for commercial vehicles, fitness/pollution-under-control certificates for vehicles) – 4 services.

(iii) Sub-component 3. Setting up One-Stop-Service Centers

The Project will establish 400 One-Stop-Service Centers, at the Block and Circle offices and certain designated offices such as Sub-Registrar Offices of the Revenue department. The Project would make strategic investments to ensure that critical ICT infrastructure and reliable internet connectivity with appropriate bandwidth is available in all 400 One-Stop-Service Centers locations for registering and tracking applications for RTPS services; and delivery of ten targeted bellwether services, using electronic means. These one-stop-shop service centers will also have the ability to effect electronic payment transactions.[1] By bringing electronic service delivery down to the block and circle levels, the Project will bring services closer to citizens.

---

[1] Almost all RTPS services have a service fee associated with it; and physical submission of cash (or any other instruments such as Treasury Challan) would create additional hassles for the citizen requesting the service. The electronic payment approach would help avoid cash payments and enable a system that allows for online payment during the course of application at the one stop service access centers. For these kind of transactions, Govt. of India has established "PayGov India" (an e-payment gateway) to make online payment using net banking, credit cards and debit cards. With the RuPay card being made available to all under the new Pradhan Mantri Jan Dhan Yojna (PMJDY), anyone would be able to use these cards for making electronic payment.

The Project would also finance hiring of staff to ensure that the One-Stop-Service Centers are fully operational. Each center will be staffed with two suitably qualified Service Center Operators, one of whom would have IT competences to take care of regular upkeep and maintenance of IT equipment. It would also finance other incidentals linked to the functioning of one-stop-centers (e.g., maintenance).

To address the challenges of power supply constraints, the Project would provide stand-by generators of an appropriate power rating in offices with no reliable power. This would be done after an audit of power availability in one stop service centers and back end processing centers.

Beyond the One-stop-service Centres, the Project would explore alternative methods such as through Online to Offline (O2O) mechanisms, given the limited ICT connectivity in the state. Online to Offline (O2O) is the principle of connecting the Online digital world to the Offline world. O2O would allow services to be transacted in remote locations using Smart Phones and/or mobile internet-connected POS terminals, which then get pushed on-line in batch mode when reliable internet connectivity becomes accessible. Given that the connectivity solutions under this sub-component focus primarily on the block and circle levels, such O2O mechanisms could play a vital role in bringing services even closer to local communities.

(iv) Sub-component 4. Promoting Citizen Engagement (CE)

This is a critical approach to improving accountability associated with service delivery. This component will focus on two sets of activities designed to empower citizens in relation to service delivery providers.

The Project will seek to provide access to information relating to service delivery focusing on ensuring greater awareness of citizen entitlements as well as the procedures and processes for accessing services under the RTPS law. In order to ensure that all groups are targeted and reached, the Project would utilize multiple channels/media that are appropriate to the service, context, geography, user characteristics and other relevant factors. Key steps would be to:

- Undertake a detailed information requirement analysis (including the needs of excluded groups/under-served areas) and develop a realistic state-wide and grassroots Information, Education & Communication (IEC) plan;
- Conduct a state-wide IEC campaign customized to different communities;
- Ensure provision of information in a variety of ways including the on-line portal, notice-boards at RTPS centers, and effective implementation of the *suo motu* disclosure provisions of the Right to Information Act of Indian key service delivery departments.
- Conduct periodic audits on the state of information provision at centers/websites.

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

A result-based financing approach will be used to reinforce the technical assistance program described in Component One and provide incentives for achieving key results. 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 one-stop service centers across the state. Component Two aims to support the Government of Assam to implement critical reforms related to the delivery of public services. It will disburse upon achievement of key results as measured by the Disbursement Linked Indicators (DLIs).

Environmental Impacts and their Management

The project activities are mostly benign with few adverse environmental impacts. The project will not involve in major civil works. The limited impacts mostly pertain to the use of generators, batteries (some of which may use lead), and electronic items like computers, printers, etc. In addition, temporary impacts during installation may occur during construction. In order to handle these in line with GoI and World Bank stipulations, a 4-part format has been developed (Annex 1) for use by the field staff as well as PMU.

Implementation Arrangements

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

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

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

(Parts 1-4)

Part 1
Selection of Centre Location
****
**

Does the building have enough space for installation of the equipment to be procured for the Centre?
{Please also consider whether there is enough area for allowing access to these by the appropriate people – including disabled, old, women with young children, etc.}

Yes / No

Date of Evaluation:

Signature:

Name and Designation of the Evaluator:

****

Confirmation from Project Implementation Unit
The project will not involve in major civil works

Date:

Signature:

Name and Designation of PMU Official:

_____

Instruction:
If <u>Yes</u>;   Use <u>Part 2</u> BEFORE Installation and Operation and
                   Use <u>Part 3</u> BEFORE Dismantling/Disposal

If <u>No</u>; <u>Do not include this site</u> under the project

Part 2
Installation and Operations of Equipment

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

Date of Evaluation:

Signature:

Name and Designation of Evaluator:

****

Confirmation by PMU

Date of Confirmation (Site visit, where undertaken):

Signature:

Name and Designation of PMU Official:

Part 3
Handling Not-in-use Equipment

Equipment	Issue	Management Measures	Status (USE √ or X and NA where Not Applicable)	Remarks
Computers	E-waste	Storage space available		
		Arrangement for handling and disposal in place in line with E-waste Rules, 2011 as amended from time to time		
	Batteries	Storage space available		
		Arrangement for handling and recycling in place in line with Batteries Rules 2001, as amended from time to time (latest 2010)		
Generators	Fuel drums	Recycling arrangements in place in line with Assam Pollution Control Board requirements		

Date of Evaluation:

Signature:

Name and Designation of Evaluator:

****

Confirmation by PMU

Date of Confirmation (Site visit, where undertaken):

Signature:

Name and Designation of PIU Official:

Part 4
Consolidated Tracking Format for PMU

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

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

ARIAS SOCIETY

Assam Rural Infrastructure and Agricultural Services Society
(An Autonomous Body under Govt. of Assam)
Project Management Unit (PMU), of
World Bank Funded "Assam Citizen Centric Service Delivery Project" (ACCSDP)
Agriculture complex, Khanapara, G.S. Road, Guwahati-781022 (Assam, India)
Tel: +91 361-2332125; Fax: +91 361-2332564, email- spd@arias.in, website- www.arias.in

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

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

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

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

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

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

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

2. Uses of plastic should be restricted to the best possible extent during the awareness campaigns.

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

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

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

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

Photographs
Public Consultation on Environment Management Plan (EMP) held on 9th Feb 2016 at ARIAS Society, Khanapara, Guwahati-781022, Assam, India.