

 Early Warning System

WB-P511844

Assam Governance and Service Delivery Program



Quick Facts

Countries	India
Specific Location	State of Assam
Financial Institutions	World Bank (WB)
Status	Approved
Bank Risk Rating	B
Voting Date	2026-01-13
Borrower	Government of India - State of Assam
Sectors	Communications, Finance, Law and Government
Investment Type(s)	Loan
Investment Amount (USD)	\$ 80.00 million
Project Cost (USD)	\$ 106.25 million



Project Description

According to the Bank's website, the PDO is to strengthen public financial management, delivery of select administrative services and data ecosystem in Assam.

Government of Assam is working towards building stronger institutions, improving allocative efficiency, enhancing resource generation, scaling-up technology adaptation and enhancing citizen participation. AGSDSP will support the Government's vision by modernizing state institutions to enable development through sustainable finance and efficient service delivery.



Early Warning System Project Analysis

The current E&S risk of the proposed operation is ' **Moderate** ' as there are no E&S risks associated with civil works. In an effort to introduce interoperable e-Governance solutions, the Program may procure IT hardware systems which may pose as a key environmental risk for improper management and disposal of e-waste. From a social perspective, the key social risks anticipated under the Program are: (i) all relevant stakeholders and beneficiaries, including vulnerable groups may not be adequately consulted or included during development of policies, frameworks, and e-Governance solutions proposed under the Program; (ii) grievance system (for RTPS, non RTPS, DBT schemes) may not be adequately accessible, transparent and accountable due to lack of digital integration and public awareness; (iii) low awareness among stakeholders and limited Common Services Center (CSC) capacity to implement new services under Sewa Setu could hinder service delivery and uptake. (iv) interventions related to policymaking, procurement systems, and E-governance solutions may not explicitly incorporate E&S considerations; (v) institutional strengthening under the Program through staffing and consultancy may also increase the risk of non compliance with recruitment regulations and labor laws; and (vi) inadequate data protection systems and measures due to use of digital interface (e.g. HRMIS) can result in privacy breaches and unauthorized data disclosure.



Investment Description

- World Bank (WB)

Total Project Cost: US\$ 106.25 million

World Bank Lending: US\$ 80.00 million



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ACCESS TO INFORMATION

To submit an information request for project information, you will have to create an account to access the Access to Information request form. You can learn more about this process at: <https://www.worldbank.org/en/access-to-information/request-submission>

ACCOUNTABILITY MECHANISM OF THE WORLD BANK

The World Bank Inspection Panel is the independent complaint mechanism and fact-finding body for people who believe they are likely to be, or have been, adversely affected by a World Bank-financed project. If you submit a complaint to the Inspection Panel, they may investigate to assess whether the World Bank is following its own policies and procedures for preventing harm to people or the environment. You can contact the Inspection Panel or submit a complaint by emailing ipanel@worldbank.org. Information on how to file a complaint and a complaint request form are available at: <https://www.inspectionpanel.org/how-to-file-complaint>



Bank Documents

- [Appraisal Program Information Document \(PID\)](#)
- [Climate Finance Assessment \(P511844\)](#)
- [Concept Program Information Document \(PID\)](#)
- [Disclosable Version of the ISR - Assam Governance and Service Delivery Program - P511844 - Sequence](#)
- [Disclosable Version of the ISR - Assam Governance and Service Delivery Program - P511844 - Sequence](#)
- [Final Environmental and Social Systems Assessment \(ESSA\) - Assam Governance and Service Delivery Pro](#)
- [India - Assam Governance and Service Delivery Program](#)
- [Official Documents- Disbursement and Financial Information Letter for Loan 9911-IN.pdf](#)
- [Official Documents- Loan Agreement for Loan 9911-IN.pdf](#)
- [Official Documents- Program Agreement for Loan 9911-IN.pdf](#)
- [P511844 - Draft Environmental and Social Systems Assessment \(ESSA\) - Assam Governance and Service De](#)

Media

- [India: World Bank Approves Three Projects in Assam State to Increase Access to Markets, Jobs and Ser](#)