
TRIBAL ACTION PLAN

For Implementation of the World Bank Financed
Assam Citizen Centric Service Delivery Project
(ACCSDP)

(Project ID: P1530308)

For
NORTH CACHAR HILLS AUTONOMOUS COUNCIL (NCHAC)

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PART (A)
ACTION PLAN UNDER TRIBAL DEVELOPMENT PLAN
(North Cachar Hills Autonomous Council, DimaHasao.)

1. Introduction

a) Overview on the respective Autonomous Councils.

The North Cachar Hills (presently DimaHasao) as 'United Mikir and North Cachar Hills Autonomous District' was inaugurated on 19th April 1952 which was later raised into a full-fledged Autonomous District in 1970 vide Notification No. AAP.134/68/19 dated 30th Jan.1970 with a geographical area of 4889.91 km². During the colonial time, North Cachar Hills was formed as a separate sub-division in 1853. In 1876 the sub-division was again placed under the management of a Deputy Commissioner of the Cachar District. In 1880, NC Hills was placed under an Assistant Superintendent of Police under the Cachar District. The 1935 Govt. of India Act placed NC Hills under Excluded Areas under the administration of the Governor. After independence, the Mikir and NC Hills were created into an administrative whole having two separate Autonomous District Councils independent of each other which were however placed under one Deputy Commissioner who functioned from Diphu.

In 2010, North Cachar Hills district was renamed as DimaHasao with its administrative head quarter at Haflong, a picturesque hill station. The Autonomous District is bounded on the East by Manipur and part of Nagaland State, on the West by Meghalaya and part of KarbiAnglong Autonomous District, and on the North by KarbiAnglong and part of Nogaon District. According to 2011 Census data, DimaHasao is the least populous district in the State of Assam with 214, 102 at a decadal growth rate of 13.84%. The sex ratio stands at 932 and the literacy percentage is 77.54.

b) Assam RTPS Act and CCSD project in brief.

The Assam Right to Public Services Act, 2012 was adopted 2nd May 2012 and assented to by the Governor on 27th April 2012 which was made applicable to the whole of Assam subsequently on 19th April 2013 except in the 6th Scheduled areas, viz. KarbiAnglong, DimaHasao and BTAD. Now the NC Hills Autonomous Council (NCHAC) has taken a resolution to that effect and notified a number of services vide Notification No. NCHAC/GAD/Misc/8/2017-18/122 Dt. Haflong, 22nd February 2018.

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 of the district, resulting in a greater need for some services; but access to such services is being 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 and the North Cachar Hills/DimaHasao district of Assam. Hence, the North Cachar Hills Autonomous Council has decided for setting up of 7(Seven) Public Facilitation Centres(See in TAP –B) in the district also keeping in mind for increasing more PFCs or Additional PFCs in the district for serving its citizens of India.

The mainland India is connected to northeast 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 de-territorialisation 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 services¹ 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.

Assam Citizen Centric 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).

2. Background for and Objective of Tribal Action Plan

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. Tribals are living throughout the state; but in certain districts such as DimaHasao, KarbiAnglong, 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 CCSD project as appropriate.

a) Brief on 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 are substantial 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.

b) Demographic and Socio-Economic Profile of the District.

DimaHasao District: According to the 2011 census DimaHasao district has a population of 213,529,^[1] roughly equal to the nation of Samoa^[8] This gives it a ranking of 588th in India (out of a total of 640).^[1] The district has a population density of 44 inhabitants per square kilometre (110/sq mi) . Its population growth rate over the decade 2001-2011 was 13.53%.^[1] DimaHasao has a sex ratio of 931 females for every 1000 males,^[1] and a literacy rate of 78.99%.^[1]

The major indigenous communities inhabiting the district are Dimas Kachari, Karbi, Zeme Naga, Hmar, Kuki, Biata, Hrangkhoh, Khasi-pnars, Rongmei Naga, Khelmas and Vaiphei. Non-indigenous communities includes Bengali, Nepali tribes, Deshwali tribes and few other communities who have made the district their home.

DimaHasao District is a land of sensuousness. The population of the district is of various tribes and races who maintain their own dialect, culture, customs and usages. Apart from various tribes, non-tribals also account for a sizable amount of the population. They are mostly government employees, traders, graziers living in urban and semi-urban area. The small and serene villages shelter the lovely people – warm and fascinating – and as colourful as the land itself. In 2006 the Indian government named DimaHasao one of the country's 250 most backward districts (out of a total of 640).^[7] It is one of the eleven districts in Assam currently receiving funds from the Backward Regions Grant Fund Programme (BRGF).^[7]

The Dimas Kacharis greatly inhabit the northern half of the DimaHasao district and the ravines of the Jatinga valley and the adjoining areas. The Zemes are distributed in the hills beyond the Diyung valley and parts of adjoining Manipur and Nagaland states. Oldest Hmar villages are located in the Jinam Valley area. Karbis are located mainly in the Umrongsong region of the district bordering Karbi Anglong and Meghalaya's Jaintia Hills. The Biata tribe is located in the Kharthong constituency spreading into the other side of the Kopili River.

c) Socio-economic indicators of Development

DimaHasao is a mineral resource rich district with coal, limestone, carbonaceous shale, magnesia etc. It is rich in varieties of bamboo and the bamboo forest occupies more than 63% of the total geographical area. 20 species of bamboo out of the reported 33 species in Assam are found in the district. The district has a forest cover of 88.71%, however only 4.31% is under dense forest with evergreen tropical forest, semi-evergreen forest and tropical moist and dry deciduous forest, and sub-tropical forest types. A huge 90% of the population is agriculture dependent. Jhum cultivation is still prevalent as only 1.29% of the total geographical area is under settled agriculture. Due to its particular geographical feature, only 1.88 lac hectares of land is suitable for cultivation. There is a gross cropped area of 30,991 hectares of which 23,698 hectares are covered by field crops and 7,293 hectares by horticultural crops.

Economy of the district is agro-based and largely dependent on bamboo. There is a huge potential of medicinal and aromatic plants (MAP) besides marketing of horticultural products and promoting tourism. There is also a huge potential for setting up small hydro-power plants as out of the total 93 sites identified for the State by Assam Power Generation Corporation Limited (APGCL), DimaHasao offers 26 sites (the other 45 being located in neighbouring KarbiAnglong) with a projected power output of 29.90 MW. However, communication infrastructure remains a big stumbling block due to difficult terrains.

The district has 79 govt. medical institutions at 36.90 lakh population per such govt. medical institution. Similarly, there are 206 beds for 96.22 lakh population. (2015)

d) Community oriented practices, social capital and customary tribal laws

Each community has a variety of social practices which enable it to deal with several issues from grass-root perspectives as a time-tested mechanism to engage the community members to solve problems which help them improve the living conditions, particularly of the most vulnerable sections. Such social practices facilitate social actions and strengthen the community as a whole in the interest of creating accesses to equality, empowerment and social justice.

The various stakeholders in the community, such as respected elders who guide and interpret cultural, social and religious practices, and experienced activists from various fields etc. who come together and cooperate to form a nucleus within the community to help its citizens and the disadvantaged sections. The tribal social life is built around large network of clans and inclusive social behaviour which enable the community to work together and

pursue common goals and objectives, which can be summed as the social capital of the society concerned.

In tribal societies in predominantly rural settings, traditional social values and practices are still sustained which are the social capitals for the communities concerned in spite of globalisation induced modernity. Traditional knowledge and institutions still play crucial roles in the society where both codified and yet to be codified customary practices are honoured as a means to sustain tribal identity and as a balance between tradition and continuity. Tribal customary laws, particularly in the present context of DimaHasao, it has special relevance as the Constitution of India recognizes the need of distinct administrative and political structure for the tribal people by inserting Articles 244(2) and 275(1). Customary laws among the concerned tribal communities are still vital so far as dealing with crucial issues pertaining to inheritance, marriage, divorce, property, gender equality, community ownership of land and other social and cultural practices. Tribal villages are run according to customary laws where disputes and certain levels of petty crimes are settled without having to invite the provisions of CrPC/IPC etc. This helps the rural tribal communities to cut down on costs while also ensuring effective and affordable services in community level.

e) Issues pertaining to tribal people

The term 'tribal people' is equated with 'Indigenous Peoples' (IP) which is used generically 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.

Tribal people or IPs live in varied and changing socio-economic, political and cultural contexts. However, there is no universally accepted definition of IP and it is not within the purview of this policy to 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 contacts. Article

342 of the Constitution and relevant statutes 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. 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.

3. Legal Framework and Institutional Arrangements for Local Governance Constitutional Safeguards

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 KarbiAnglong and DimaHasao 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:

KarbiAnglong Autonomous Council (KAAC): KarbiAnglong came into being as a full-fledged separate district. The Autonomous Council covers the three sub-divisions of Diphu, Bokajan and Hamren. Hamren civil sub-division has now been recognised as a separate district known as KarbiAnglong West;

North Cachar Hills Autonomous Council (NCHAC/DHAC): The DimaHasao Autonomous Council is an autonomous council constituted to administer the district and to develop the Dimasa people. It covers the three sub divisions viz:-Haflong, Maibang and Diyungbra.

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

The Autonomous Council of KarbiAnglong is constituted with 30 members of which 26 are elected and 4 nominated while that of North Cachar Hills is 28 elected and 2 nominated. The unrepresented communities are nominated by the Governor of Assam. Bodoland Territorial Council is constituted of 46 members: 40 are elected and 6 nominated.

These Autonomous Councils have been conferred with powers to make laws within its areas on subjects delegated to them. No Act of the State Legislature with respect to which an Autonomous 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 KarbiAnglong and DimaHasao, traditional system of land tenure is practiced under village level authority; communal ownership of land is the norm in these areas and on 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 the Autonomous Councils as per the relevant rules of the State. The revenue administration in BTC is similar to the one being practiced in non Sixth Schedule plains areas of Assam.

4. Other legal provisions and safeguards

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 whose 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 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 resources 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 give 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.

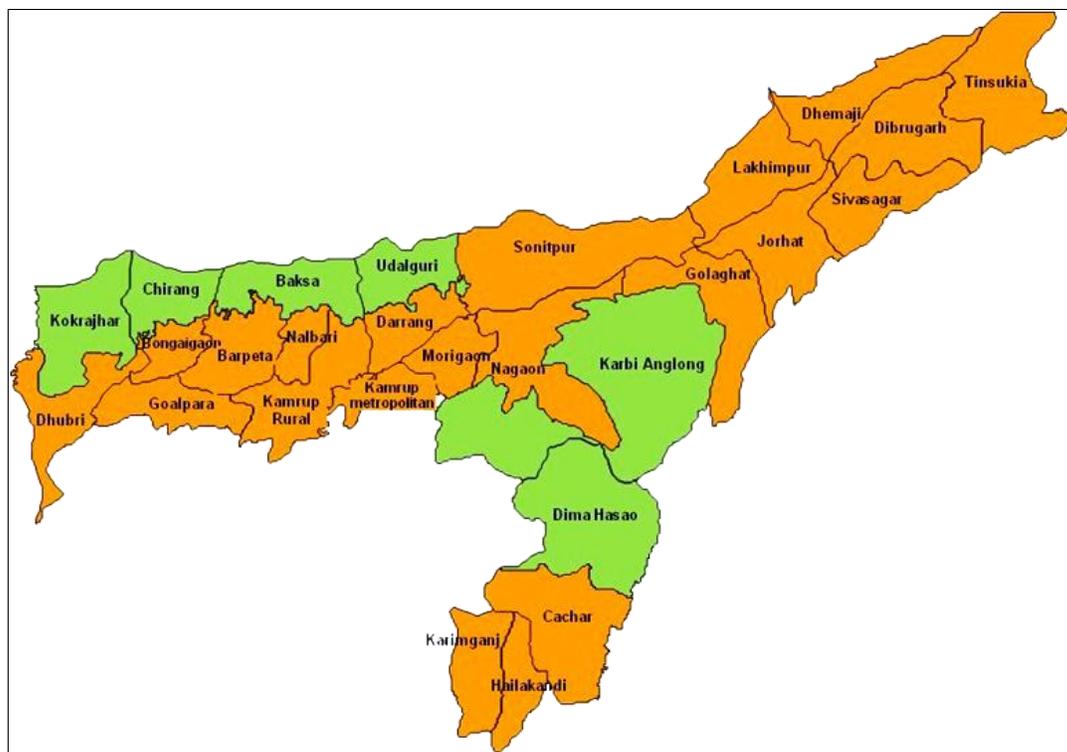
World Bank (Operational Policy) **OP 4.10**

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 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.

5. Administration of Sixth Schedule 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: KarbiAnglong, DimaHasao, 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.

6. District, Sub-district and Community Level Institutions

Among the tribals people of DimaHasao, there used to be village institutions which were well-organised and elaborate. Village councils were of two tiers headed by village headman who was guided and advised by two sets of elders.

In DimaHasao, village headmen are either traditionally appointed/inherited or appointed by the Autonomous Council who are consulted to resolve certain issues.

PART (B)
ACTION PLAN UNDER TRIBAL DEVELOPMENT PLAN
(North Cachar Hills Autonomous Council, DimaHasao.)

7. Action Plan under Tribal Development Plan under the Project

As can be seen from the above discussions, DimaHasao is a special administrative zone which is a rural district in nature and has many infrastructural deficiencies in the key areas of electric supply, and road connectivity etc. The most important aspect to be considered under the Tribal Development Plan for development in the council area in terms of providing access to the much needed citizen centric services is to take effective steps for strengthening of the RTPS Act along with improvement of Public Facilitation Centres to ease in delivery of services followed by awareness generation amongst the people on the provisions of RTPS Act. For implementation of the Project, the Council will undertake activities for implementation of the ARTPS Act.

A. Extension of RTPS Act and Notification of Services under ARTPS Act, 2012 (5.3.1 – TDP):

- (1) Government of Assam has given effect to the Act throughout the state except the sixth schedule area vide a notification during 2013. Now the North Cachar Hills Autonomous Council (NCHAC) has taken resolution to

that effect and notified a number of services shown below vide Notification No.NCHAC/GAD/Misc/8/2017-18/122 Dt.Haflong,22nd February 2018.

Sl. No	Departments	Names of Services
1.	Revenue & Settlement	Permanent residential certificate (PRC) in rural &urban areas.
2.	Revenue & Settlement	Jamabandi copy under rural &urban areas
3.	Revenue & Settlement	NOC for immovable properties in both urban& rural areas
4.	Health & Family Welfare	Birth Certificate in both rural &urban areas
5.	Health & Family welfare	Death Certificate in both rural &urban areas
6.	Health & Family welfare	Delayed registration of birth in both rural &urban areas
7.	Health & family welfare	Delayed registration of death in both rural &urban areas

(2) **Extension of services to be notified under ARTPS**

The NCHAC has plans to include more services during the project period in a phased manner. For this purpose, the council will discuss with relevant departments and try to improve service delivery mechanisms. The following services will be considered during 2019.

Sl. No.	Department	Name of Services
1.	Land Revenue	Certified copy of Jamabandi&Chitta copy.
2	-do-	Land Patta: both AK patta& Periodic patta.
3.	-do-	Land revenue Clearance Certificate by RO.
4.	-do-	Land valuation certificate
5.	-do-	Income Certificate for farmers
6.	-do-	Income Tax Exemption certificate.
7.	-do-	Non encumbrance certificate.
8.	-do-	Dao Tax Pass(toll)(Work Permit for migrant labours)
9.	Taxation(Finance)	Trade Licences
10.	Taxation(Finance)	Professional Tax clearance certificate
11.	Taxation(Finance)	Contract and supply permit
12.	Taxation(Finance)	No Due Certificate
13.	Town Committee	Municipal holding certificate.

14.	Transportation	Vehicle registration for transport.
15.	Transportation	Vehicle registration for non-transport.
16.	Transportation	Duplicate Driving License.
17.	Transportation	Duplicate vehicle registration for transport.
18.	Transportation	Duplicate vehicle registration for non-transport.
19	AH & V	Health Certificate for Animals
20	AH & V	Livestock carrying Vehicle Certificate
21	Health & Family Welfare	Physical Fitness Certificate

(3) Remaining services under various departments will be considered during 2020 and 2021 and by the end of 2022, the council has a target to include the remaining services –

Sl. No.	Department	Names of Services
1.	AH & V	Post Mortem Report
2.		Valuation Certificate of animal/bird for insurance
4.	Health	Issuance of Disability Certificate
5.	Labour & Employment	Registration of Name in Employment Exchange
6.	Labour & Employment	Renewal of Registration of Name
7.	Market Department/Town Committee	Registration of Establishment under Assam Shops & Establishment Act, 1971
8.	Market Department/Town Committee	Renewal of Registration Certificate
9.	Market Department	Land valuation within the notified market areas of the DimaHasao.
10.	Market Department	Land possession certificate within the notified market areas of the DimaHasao.
11.	Market Department	Land holding within the notified market areas of the DimaHasao.
12.	Market Department	Transfer and Non-encumbrance certificate within the notified market areas of the DimaHasao.
10.	Town Committee	Renewal of Registration Certificate of Establishment under Assam Shops & Establishment Act, 1971
11.	Town Committee	Issuance of Duplicate Copy of Registration of Establishment under Assam Shops &

		Establishment Act, 1971
12	Town Committee	Holding Certificate of Urban Areas
13.	Cooperation	Registration of co-operative societies under Cooperative Societies Act, 2007
14..	Land Revenue	Issuance of non-Encumbrance Certificate
15.	-do-	Issuance of Certified Copy of Registered Document
16.	-do-	Office Mutation/Transfer.
17.	-do-	Certified copy of mutation/Transfer.
18.	-do-	Registration of documents.
19	Town Committee	Permission for Construction of Building.
20.	-do-	Certified copies of Public Documents.

(4) Notification of Designated Public Servant(DPS)/Appellate Authority(AA) Reviewing Authority (RA)

The council will take up necessary steps for notification of DPS, AA and RA in consultation with concerned departments.

B. Improvement of Public Facilitation Centres (5.3.3-TDP)

NC Hills Autonomous Council area having difficult terrain and remoteness are devoid of any Public Facilitation Centers with adequate IT equipment and Internet Facilities, except for a few located in District Headquarter and Sub Division Headquarter. This compels the citizens to come over to the district headquarter from far flung area and that too costing them a lot. In order to provide access to the services at the door step, the need of setting up of Public Facilitation Centers with adequate facilities is well appreciated by the Council. Therefore, the following activities will be undertaken by the Council:

(1) Identification of sites for setting up PFCs –

As of now, the PFCs located in the District Head quarters are functioning and that too with least manpower and poor connectivity. Considering the woes and worries of the citizens, the Council has identified the following locations where PFCs shall be set up.

Sl No	Name of Development Block	Name of District	Proposed Site of PFC	Population
1	Harangajao Block	DimaHasao	Council Premise	40,000

2	Harangajao Block	DimaHasao	Harangajao	25,000
3	Jatinga valley development Block	DimaHasao	Mahur	32,000
4	Deyung valley development Block	DimaHasao	Maibang	42,000
5	Sangbar	DimaHasao	Umrangso	25,000
6	Diyung Valley development Block	DimaHasao	Diyungbra	28,000
7	Sangbar Block	DimaHasao	Dihangi	30,000

The above PFC sites have been selected looking at the following aspects;

1. All the sites are located at Block Offices (except serial no. 1 & 5) where citizens in large number gather for getting services.
2. All the sites do have Government Building for setting up of PFCs.
3. All the sites are having electricity facility.
4. Most of the locations are situated in remote areas and inhabited by rural people.

(2) Apart from the above locations, the council will verify the need of PFCs in other areas where there is more assembly of people who could utilise the facility to get the services online. This will be ascertained after the field survey.

(3) Activities related to Setting up of Additional PFCs -

In order to set-up additional PFCs, NCHAC will perform the following activities –

Sl. No	Step-1	Step-2	Step-3	Step-4
1.	Conduct surveys of proposed areas/certain offices (including NCHAC office) through a team of officials of the council headed by Secretary IT, NCHAC and identify Gov building for accommodation of the PFC. This process will	Provide space for setting up of additional PFCs (other than those proposed by NCHAC). The council will involve Project Director, DRDA and the BDOs to provide the space (15X15). Also prepare the	The Council will inspect the site preparation through a competent Council Officials to ensure maintenance of standard.	Complete the preparation of the site as per standard designed by ARIAS by June 2019.

	be completed within 2018, 31 st December and inform the ARIAS accordingly	budget for preparation of the site by the BDOs. By February 2019.		
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C. Issuance of ST Certificate as RTPS Service (5.3.2 – TDP)

ST certificate is an important document for any tribal person to get the facilities guaranteed by the Constitution and other Rules and Regulations. This is very much crucial in getting higher education, service sector, loan etc. especially for those living in the Council area. This certificate not being a service under RTPS Act as of now, people are being often deprived of these facilities, rather right in saying is denied. The Council has therefore appreciated this issue. The following activities, will therefore, be done. However, no ST or ST (Hills) certificate is issued by the NCHAC. But it is issued by the Deputy Commissioner of DimaHasao.

NCHAC will have a high level discussion with the Government of Assam to issue notification to issue the said Certificate in a uniform way throughout the State. The council will also hold discussions with other tribal organisations in this regard also for notification under RTPS Act.

Sl No	Present Status	NCHAC Plan
1.	The ST (H) Certificates as at present are being issued through the office of the Deputy Commissioner, DimaHasao on the strength of supporting documents furnished by the NCHAC.	The NCHAC shall take efforts to notify the issuance of ST Certificate in 2019 or in the 2 nd year of the project period.

D. Communication and awareness in local tribal languages (5.3.4-TDP)

The need for upliftment of the people in the DimaHasao in terms of education, digital education and remoteness of the people from the administrative units are some of the aspects to be focussed on to create awareness amongst them on the benefits of the RTPS Act and service delivery systems. To make the implementation of the RTPS Act fruitful, the Council has to undertake activities extensively for creating awareness amongst the people and also to create demand for the services. IEC

activities will have to be conducted in local languages using effective tools. Involvement of the tribal youths, women, NGOs, SHGs will be necessary for the success of the campaign. Council will take the following steps:

Sl. No.	Activities
1.	The Council will form a Committee at the Secretary level with members from the IT Department, Information and Public Relation and other departments as deemed suitable. The committee will liaise with the IEC team to be engaged by ARIASS for the awareness generation programmes.
2.	NCHAC will identify/select locations for holding the awareness programs well in advance. At least one IEC programme will be held in each Block headquarter once a year.
3.	NCHAC will identify local NGOs, Women SHG and Organisations. Training /Awareness programme will be arranged for them so that they can arrange similar kind of training/awareness programme in the villages. (One programme in each village)
4.	NCHAC will support in preparation of audio-visual campaign materials in local tribal language/s in consultation/guidance of the IEC team of the Project

E. Involvement and Empowerment of Women (5.3.5 – TDP)

NCHAC is aware of the importance of women participation in the meaningful implementation of the Project. Women in the council areas are basically looking at the household affairs and not the ones related to activities of the kind i.e. online access to services .The backwardness of the women folk of the council area in computer literacy is another aspect which is essential to take the project forward with a participatory approach, the council desires to take four prone approach to involve the women:

- 1) Arrange a digital literacy programme.
- 2) Group consultations at various locations
- 3) Involvement of women in designing and implementation of IEC campaign
- 4) Women will be identified and capacitated to work as a trainer in the villages at Block level on RTPS Act and rules.

To achieve these, the following activities will be undertaken:

Sl. No	Strategies and activities proposed
	Involvement of women in designing and implementation of IEC campaign
1.	NCHAC shall identify at least 3000 (Three thousand) women for training in digital awareness, through BDOs from each Block areas. The identification will be completed by 31 st March, 2019.

2.	Special camps for women in digital awareness shall be held in at least 6 (six) locations preferably in blocks covering DimaHasao District.
3.	Digital literacy programme will be conducted by a vendor to be engaged by ARIASS or any suitable local agency located in the Council area
4.	NCHAC shall identify suitable agencies, preferably local, to conduct the training program
5.	Necessary curriculum will be designed in consultation with ARIASS and the initiative of IT Department of the Council.
6.	The Council will arrange exposure visits for a group of women trainers and at least 3 women from each Block during the project period.
7.	Women will be identified and capacitated to work as a trainer in the villages at Block level on RTPS Act and rules.
8.	The awareness programme of RTPS Act. will be completed by 2022.

**F. Continued & Concurrent Engagement (5.3.6 – TDP)
(As per ARIAS norms and objectives)**

G. Capacity Building and Change Management (5.4 – TDP):

The staffs and officials of the Council will be required to undergo rigorous training to adapt the upcoming service delivery systems. The Members of Autonomous Councils (MACs) are also required to have some kind of experience and knowledge about the changes to come. Exposure visit by the officials and staffs will be of great help.

The primary responsibility of the Council shall be

1. To identify these people in the Government/Council involved in service delivery
2. To create a Cell within the Council with adequate staff headed by competent officer. This Cell will liaise with the agency hired by ARIASS for the purpose of capacity building.
3. To arrange exposure visits to outside State/Country for selected officials and members of the MACs.
4. Training will be arranged as per the training plan of the Change Management team.

H. Monitoring, Evaluating & Reporting on the Implementation(5.7 – TDP)

The NCHAC shall take the following steps in order to ensure the implementation of the project -

Sl. No.	Step 1	Step-2
1.	A team to be headed by a competent officer of the rank of Secretary in the Council shall be constituted to assess/evaluate the impact of the program in consultation with the NCHAC. The committee shall be notified after the RTPS Portal is put in place.	The team shall ensure a mid-term assessment of implementation of the project and report the same to the council.
2.	Assess the number of online applications in the Council Area submitted for RTPS services.	
3.	Assess whether the PFCs are fully functional.	
4.	Assess whether RTPS ICT platform is operational and used in the council area.	
5.	Assess if access to RTPS Services increased	
7.	Assess the number of applications for selected RTPS services filed by women in the council area.	
8.	Assess RTPS services applications responded to within the legal frame.	
9.	Assess increase in RTPS beneficiary feedback on service delivery.	

I. Grievances Redress Mechanism (5.8 –TDP)

The project envisages robust Grievance redress mechanism including the setting up of Call Centre. The council will focus on this aspect with due importance. And for this purpose, a Grievance Redress Cell will be constituted under an officer of the rank of Joint Secretary of the Council who will be accountable to the Council. The cell will utilise the portal and other systems for redress of the same.

- The block level Public Grievance Centre will be set up with adequate manpower in the centres to handle grievances received through offline mode.
- SOP for the Grievance redress will be designed for effective functioning of these centres. These centres will be continued even after the closure of the project and maintained by Councils.

J. Implementation Units (5.5 – TDP):

For the purpose of doing all the activities as mentioned in this plan, the NCHAC will require an RTPS Delivery Unit in the Council Secretariat with

adequate officials and staffs: A standard operating procedure (SOP) will be worked out in consultation with ARIASS. The primary function of the Unit will be

1. To guide the executing units/officials from time to time.
2. To monitor the progress of all the activities on monthly basis
3. To liaise with the ARIAS Society
4. To issue instructions to the departments as and when required.

The Unit will have the Chief Executive Member (CEM) as the Chairman with Secretary (GAD) as the member Secretary and include members all the Secretaries of the Departments. The Unit will be manned by two support staffs to be selected from the local area having knowledge of local language with adequate qualification to be appointed by ARIAS Society.

The TDP envisages formation of implementation units at the council level to carry out various activities. The Council will set up the following Units:

1. **Apex Body:** A powerful entity at the Council Level is a must to carry forward the activities of the project as well as monitoring the progress.
 - The Council will set up an Apex Body with CEM as Chairman, Principal Secretary as Member Secretary and Secretaries of concerned departments as members.
 - There will be two support persons having computer knowledge to assist the apex committee. There will be budget provision for these support persons and other activities by the apex body.

2. PMU in Council (Support to Councils by the Project)

The TDP envisages for setting up of a RTPS Delivery Unit to carry out the activities under the plan. The Council will notify the PMU with the following structure shortly after the adoption of the TAP and approval by ARIAS:

- Senior most Secretary of the Council as the PMU Head
- One IT and BPR Specialist (to be engaged by ARIAS) as member
- Secretary i/c. information Technology as Member
- Departmental Heads (Concerned departments)
- One senior assistant from the Council.
- Two contractual staff to be appointed by Council (With Budget Provision under TAP)

K. Budget

IMPLEMENTATION UNITS (RTPS DELIVERY UNIT)

Sl. No.	Item Head	Unit of Measure	No. of Units	Unit Cost (inRs.)	Time Period	Total cost (in Rs.)
1	Salary of Resource persons	Per staff	2	25,000	5 years	30,00,000
2	Furniture (Three Tables, Three Chairs)	One time				1,50,000
3	Computers	One time	3	50,000		1,50,000
4	Printers	One time	3	15,000		45,000
5	Contingency (POL, Vehicle, Refreshment etc.)	Per year		120,000	5 years	6,00,000
Sub Total						39,45,000

SITE PREPARATION OF PFCs

Sl. No.	Item Head	Unit of Measure	No. of Units	Unit Cost (inRs.)	Time Period	Total cost (in Rs.)
1	Conducting survey of PFCs (That includes overnight halts)	per official	1 person	Rs 8,000	10 days	80,000
2	Preparation of sites	per site	7	1,80,000	NA	12,60,000
3	Inspection of PFCs during site preparation (Including contingency)	Per site	7	Rs 15,000		105,000
Sub Total						14,45,000

INVOLVEMENT AND EMPOWERMENT OF WOMEN

Sl. No.	Item head	Unit of Measure	No. of Units	Unit Cost (inRs.)	Time Period	Total Cost (in Rs.)
1	Survey for beneficiary identification for digital literacy*	Per Surveyor	70 (7*10 surveyor per Block)	5000	1 month	3,50,000
2	Training on digital literacy for tribal women	Per person	3000	200	5days	30,00,000
3	Curriculum design for digital training	Lump sum	one	50,000	NA	50,000
4	Exposure Visit for Master Trainers	Per Person one time	2 women per block from 7 block (14 Nos)	40,000		5,60,000
5	Development of Women Master Trainers (Block level) for RTPS Act. 14 Master Trainers comprising two per Block.	Per Training	1	100,000	1 day	100,000
5	Awareness Camps in	Per camp	14	25,000		3,50,000

	Block					
	Sub Total					44,10,000
SETTING UP OF GRM						
Sl. No.	Item Head	Unit of Measure	No. of Units	Unit Cost (inRs.)	Time Period	Total cost (inRs.)
1	Purchase of Computer	Per Computer	1	50,000	NA	50,000
2	Recurring Cost	Per year		25,000	5 years	1,25,000
3	Dealing Assistant	1	1	25,000	5 years	15,00,000
	Sub Total					16,75,000
CAPACITY BUILDING						
Sl. No.	Item Head	Unit of Measure	No. of Units	Unit Cost (inRs.)	Time Period	Total cost (inRs.)
1	Exposure Visit for Council Members & Staffs/officials	Per Person	6	50,000	NA	3,00,000
	Sub Total					3,00,000
Grand Total – (One Crore seventeen Lakhs and Seventy Five Thousand)						117,75,000

SUMMARY OF BUDGET

Sl. No	Head	Budget
1	Implementation Units (RTPS Delivery Unit)	39,45,000
2	Site Preparation of PFCs	14,45,000
3	Involvement and Empowerment of Women	44,10,000
4	Setting up of GRM	16,75,000
5	Capacity Building	3,00,000
	Grand total	117,75,000

Total (One Crore Seventeen Lakhs and Seventy Five Thousand Only)
