

Social Safeguard Due Diligence Report

Project Number: 53277-002
Loan No: 4166-IND

March 2022

India: Assam Skill University Project

Prepared by the Skill, Employment and Entrepreneurship Department (SEED) of the Government of Assam (GoA) for the Asian Development Bank. This Social Safeguard Due Diligence Report is a document of the borrower. The views expressed herein do not necessarily represent those of ADB's Board of Directors, Management, or staff, and may be preliminary in nature.

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GOVT OF ASSAM
ASSAM SKILL DEVELOPMENT MISSION
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No. ASDM/ASUP/12/2022/73

Dated 4th April 2022

To

Ms. Asako Maruyama
Senior Education Specialist
Asian Development Bank

Subject: Endorsing the Social Safeguard Due Diligence Report (Project No. 53277-002)

Ref. ASDM-49/2017/514 dated 20th April 2021

Madam,

With reference to the above, the Social Safeguard Due Diligence Report based on the due diligence study conducted for the entire 250 bighas of the land proposed for the Assam Skill University is submitted herewith. (Project No. 53277-002).

We hereby express our endorsement of the Social Safeguard Due Diligence Report for the Assam Skill University Project.

Yours faithfully



Chief Executive Officer
Assam Skill University Project

Memo No. ASDM/ASUP/12/2022/73

Dated 4th April 2022

Copy to:

1. P.S to Principal Secretary, Skill Employment and Entrepreneurship Department for kind appraisal to Principal Secretary
2. Office copy


Chief Executive Officer
Assam Skill University Project

ABBREVIATIONS

ASU	:	Assam Skill University
SEED	:	Skill, Employment, and Entrepreneurship Department
GoA	:	Government of Assam
ADB	:	Asian Development Bank
NSQF	:	National Skills Qualification Framework
TVET	:	Technical and Vocational Education and Training
R&D	:	Research and Development
EA	:	Executing Agency
IA	:	Implementing Agency
ASDM	:	Assam Skill Development Mission
PMU	:	Project Management Unit
IPP	:	Indigenous Peoples Plan
ASUP	:	Assam Skill University Project
SPS	:	Safeguard Policy Statement
IP	:	Indigenous People
IR	:	Involuntary Resettlement
GRM	:	Grievance Redress Mechanism
PSC	:	Project Steering Committee
PD	:	Project Director
CSQA	:	Construction Supervision and Quality Assurance
PMC	:	Project Management Consultant
GoI	:	Government of India

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A. Project Background

The National Policy for Skill Development and Entrepreneurship, 2015 envisaged the establishment of skill universities in India. Skill universities are intended to offer industry-aligned skills education and training programs with multiple entry and exit options leading to National Skills Qualification Framework (NSQF) level 4 qualifications and above. They are integrated with higher education to create pathways for progression and mobility. They are also expected to conduct industry-relevant applied research and development (R&D), train the trainers and faculty of ITIs and polytechnics, and promote quality and industry-relevant training courses provided by various institutions as a hub. The concept of skill university anticipates the reform of the higher education system, laid out in the National Education Policy 2020, into a multidisciplinary and flexible system with multiple entries and exit points by integrating professional education and Technical and Vocational Education and Training (TVET).

In September 2020, the Assam Legislative Assembly passed the Assam Skill University Act to establish Assam Skill University (ASU) in accordance with the regulations of the Government of India's University Grants Commission. The Government of Assam envisages ASU to (i) distinguish itself as a premium institution with its campus equipped with state-of-the-art facilities and technologies; (ii) conduct skills education and training integrated with higher education, applied R&D, entrepreneurship education, and support; and (iii) raise skill levels to enhance the productivity and competitiveness of industries in Assam and the North Eastern Region. The state government also expects ASU to cater to the needs of students; TVET and higher education institutions; and industries in neighboring countries, which face similar challenges in skills education and training, and with which the state has long-standing relationships.

The ASU is proposed in Gerimari Chapori village under Mangaldoi Sub-division in Darrang district. It is located about 74 kilometers east of Guwahati and falls within 25 kilometers of National Highway 27 connecting Guwahati with other major cities in Assam. National Highway 27 is integrated with other modes of transport (airways, waterways, and railways) and provides important connectivity to neighboring states and countries.

The project is aligned with one of the strategic priorities of ADB's country partnership strategy for India (2018–2022), boosting economic competitiveness to create more and better jobs by addressing the skills gap to support industrialization. It will also support the following operational priorities of ADB's Strategy 2030: (i) addressing remaining poverty and reducing inequalities and accelerating progress in gender equality by improving access to skills education and training integrated with higher education to ensure pathways for progression and mobility, especially for female students; (ii) tackling climate change, building climate and disaster resilience, and enhancing environmental sustainability by adopting climate mitigation and adaptation measures; (iii) strengthening governance and institutional capacity by integrating digital technologies in-service delivery; and (iv) fostering regional cooperation and integration by supporting partnerships between ASU and institutions, and industries in neighboring countries.

The project is aligned with the following impacts: decent employment for all ensured and inclusive of sustainable infrastructure and industrial development accelerated. The project will have the following outcome: industry-aligned and flexible skills education and training system strengthened in Assam. The project will have five outputs.

Output 1: University management and operating systems, business models, and faculty development and management systems developed. For the sustainable operation of ASU,

the project will support the development of ASU's (i) management and operating systems; (ii) leadership and management skills; (iii) student service systems and programs; (iv) business and financial models for skills education and training programs, applied R&D, and other services; (v) faculty recruitment, professional development, and performance appraisal and incentive systems; and (vi) digital campus platform, including systems for building and facility management; teaching and learning management; labor market intelligence; technology-enabled learning (e.g., simulation, augmented reality, and virtual reality); and online education. A framework of credits and pathways for skills education and training programs, including the recognition of prior learning, will be developed. Strategies to recruit, support, and retain female students, faculty, and staff, as well as those from disadvantaged groups, will also be prepared.

Output 2: Environmentally sustainable and climate-resilient university campus and facilities developed. The project will support the design and construction of environmentally sustainable and climate-resilient ASU campus and facilities equipped with state-of-the-art technologies. ASU campus and facilities will comply with green building standards and adopt energy- and water-saving systems and climate adaptation measures. A sustainable campus and facility management strategy will be developed to reduce emissions and enhance energy efficiency. Features to address the needs of females and disadvantaged groups will be incorporated into the design of the ASU campus and facilities. The campus will open in 2024.

Output 3: Industry-aligned and flexible skills education and training programs designed and delivered. The project will support, in collaboration with internationally and nationally renowned institutions and industries, the establishment of skills education and training programs at NSQF level 4 and above (certificate, diploma, advance diploma, bachelor of vocation degree, post-graduate diploma, master of vocation degree, and doctor of philosophy degree) at ASU for dropouts and graduates from senior secondary education, ITIs, polytechnics, engineering colleges, and universities, as well as professionals and working-age population. These programs will integrate modules on environmental sustainability and climate change, and entrepreneurship. The delivery of skills education and training programs will start in 2023, ahead of the ASU campus opening, using online and off-campus modalities. The project will also support the development of (i) career development programs and services, including those for female students and those from disadvantaged backgrounds; (ii) programs to develop soft skills such as communication and collaboration, and foreign language skills; and (iii) continuing education programs, including micro and alternative credential programs and customized programs for industry partners.

Output 4: Capacity to manage and support entrepreneurship, applied research and development, and technology transfer developed. The project will support the establishment of a faculty of entrepreneurship and innovation, which will (i) develop and manage networks of industry partners, alumni, business support, and funding organizations through an office of industry engagement and commercial ventures; (ii) provide support for the other faculties to deliver entrepreneurship education and support; (iii) manage incubator facilities and programs; (iv) manage joint and contract R&D, consultancy, and technology transfer for industry partners; and (v) provide support for the other faculties to develop, manage, and operate R&D facilities. A digital platform for entrepreneurship education and support applied R&D projects, and technology transfer will be developed. Feasibility studies for the establishment of industry-specific technology services, R&D, testing, and certification facilities in collaboration with industry and other institutions to promote digital and green transformation will also be supported.

Output 5: Access to professional development and quality skills education and training

resources improved. Drawing on the systems, resources, and networks developed across different faculties at ASU, the project will support ASU to establish itself as a hub for (i) professional development and quality skills education and training resources for trainers and faculty of ITIs and polytechnics, and (ii) partnerships with TVET and higher education institutions in neighboring countries (e.g., Bangladesh, Bhutan, and Nepal). The project will support the establishment of a faculty of curriculum and faculty development, which will (i) conduct research on instruction, training, curricula, and assessment; (ii) support the professional development of ASU's faculty and staff; (iii) deliver pre-and in-service training programs for trainers and faculty of ITIs and polytechnics; and (iv) disseminate state-of-the-art curricula, instructional and assessment strategies and approaches, and training materials. A digital platform to manage the professional development of trainers and faculty of ITIs and polytechnics will be developed. Further, the project will assist ASU in forming partnerships with TVET and higher education institutions in neighboring countries and developing skills education and training programs for common strategic industries, leveraging ASU's locational advantage at the center of various regional cooperation programs.

The Skill, Employment and Entrepreneurship Department (SEED) of the Government of Assam (GoA) will be the executing agency (EA) and Assam Skill Development Mission (ASDM) will be the implementing agency (IA) of the project. ASDM has established a project management unit (PMU) to carry out day-to-day project management activities.

The government has requested a regular loan of \$112 million from ADB's ordinary capital resources to help finance the project. The loan will have a 20-year term, including a grace period of 5 years; an annual interest rate determined in accordance with ADB's London interbank offered rate (LIBOR)-based lending facility; a commitment charge of 0.15% per year; and such other terms and conditions set forth in the draft loan and project agreements. Based on the straight-line method, the average maturity is 12.75 years, and there is no maturity premium payable to ADB. ADB will finance the expenditures in relation to civil works, equipment and furniture, printing and materials, training and workshops, consulting services, project management, and contingencies. The Government of Assam will finance operating costs of ASU, interest, and commitment charges. The loan agreement has been signed between ADB and the Government of Assam on 17th December 2021 with the loan effectiveness date of 18th February 2022.

B. Social Safeguard Planning and Implementation Status

All components under the proposed project will be constructed within the proposed university campus and on encumbrance-free land owned by the Government. The project is category C for involuntary resettlement. No land will be acquired permanently or temporarily, from a private person/household, business establishment, or community. Any portion of the land that would trigger involuntary resettlement will be excluded.

The project is category B for indigenous peoples. Assam was home to 3.88 million scheduled tribe people who accounted for 12.4% of the total population, according to the 2011 Census. The project is not expected to cause any adverse impacts on the scheduled tribe population but benefit them. Youth and adults from scheduled tribe groups will have access to industry-aligned skills education and training, which would enhance their prospect of getting higher-paying, decent jobs. An indigenous peoples plan (IPP) has been prepared with measures to improve access to skills education and training, and career development programs and services for the scheduled tribe population and disclosed on the ADB website.

The ASDM through its PMU will coordinate the implementation and monitoring of the IPP with ASU, the SEED, and other government departments. A full-time gender and indigenous people's specialist will be appointed to the PMU to (i) facilitate the implementation of IPP; (ii) apply the project GRM together with the PMU environment specialist; (iii) organize training on IPP, and (iv) prepare and submit semiannual social safeguards monitoring reports. The PMU gender and indigenous people's specialist will be supported by the social development specialist from the consulting firm for project management support. Additionally, the consulting firm for student outreach support will assist ASU in implementing the IPP.

C. Need and Objective of the Due Diligence

The social safeguard due diligence (screening assessment) carried out by the project team during the project preparation and loan processing stage has confirmed that no land will be acquired permanently or temporarily from a person, household, business, or community; and that all civil works will take place on the government-owned land allotted for ASU which is free from encumbrance. Any portion of the land that would trigger involuntary resettlement will be excluded.

The social safeguard condition under the Loan Agreement signed between ADB and GoA for this project states that the EA/IA needs to ensure that the project does not involve any involuntary resettlement impacts or risk on indigenous peoples within the meaning of the SPS. In the event that the project does have any such impact, the borrower shall take or cause the EA to take all steps required to ensure that the project complies with all applicable laws and regulations of the Borrower and State and with the SPS.

During the project concept stage, 100 bighas of land were allotted for the ASU, and the project team completed social screening¹. Subsequently, in January 2021, the government of Assam, through the land advisory committee of the Darrang district, recommended additional 150 bighas of land for the project. Based on this recommendation, the ASDM carried out the engineering survey and prepared a preliminary design layout covering an area of 210 bighas (69.5 acres) of land. The project team updated the social screening for the RRP stage, and the social safeguards categorization was finalized and approved. However, the ASDM received the formal allotment for the 150 bighas land from the government in October 2021; considering the future expansion and availability of adjacent government land, ASDM revised the project layout covering the entire 250 bighas of land. As per the revised project design layout, some plots/areas of the previously proposed layout are excluded, and new plots/areas are added to the final design layout.

A social safeguard due diligence study is needed to assess the IR and IP impacts due to the inclusion of additional 40 bighas of land to the previously proposed 210 bighas, including a changed layout for the construction of the ASU. The objective of the social safeguard due diligence study is to assess and confirm that the proposed project does not require any private land acquisition and results in any resettlement impacts or causes any risks to indigenous people in accordance with ADB SPS.

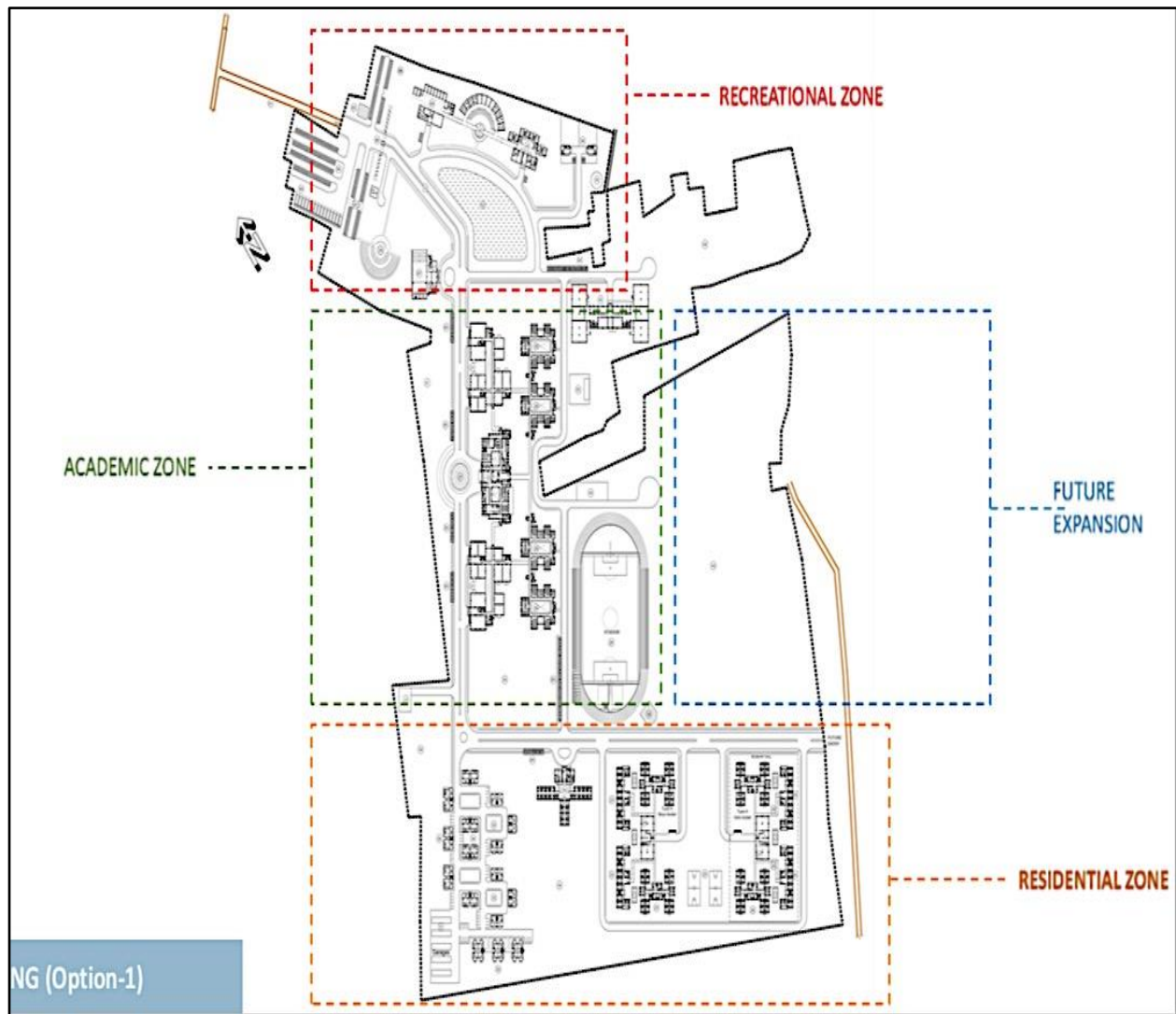
D. Details of Proposed Project Components

The ASU will be comprised of: (a) school of manufacturing and construction; (b) school of

¹ 1 bigha in Assam is equal to 0.3306 Acre of land.

management and finance; (c) school of agriculture and food technology; (d) school of technology; (e) school of sustainability; (f) school of mobility; (g) school of design and creativity; (h) school of tourism, hospitality and wellness; (i) school of healthcare; (j) school of entrepreneurship and innovation; (k) school of life skills and languages; (l) school of lifelong learning; and (m) school of faculty and curriculum development. The built-up area of the ASU will be around 76,131 m². The layout map of the proposed Assam Skill University is presented in the figures 1 below.

Figure: 1 Layout Map of Proposed ASU



For ease of implementation, ASU campus development has been divided into a few phases. Some of these phases, termed as subprojects, will be prepared and supported under the project, while the others will be prepared after the project is completed. The current subproject involves detailed design and construction of ASU campus and facilities, including academic and administration buildings (18386 m²), laboratories (13008m²), workshops (2761m²), staff quarters and guest houses (14609m²), hostels (19526 m²), community center (2316m²), miscellaneous buildings (1079 m²), multipurpose hall (2316 m²), single storied corridor with RCC roof (1144m²), single storied corridor with sheeting roof (3102 m²), and open air theatre (150 m²).

Asbestos products will not be used in the roofing sheets. The subproject also comprises utility infrastructure, including sewage treatment plant (STP) 400 KLD capacity for phase I, space available for future expansion), transformer capacity 4000 kVA, DG set for backup power 1500 kVA and overhead water storage tank (400m³), solar power heating system for 64000 liters per day capacity and roof top solar system for solar power generation 100 kW capacity. The utility infrastructure is included in the built-up area is 76,131 m². Three rainwater-harvesting structures with a combined capacity of 800 m³ will also be provided.

Preliminary design of ASU campus and facilities has been finalized after topographic survey and with due consideration to other climatic and location specific factors such as intense rainfall and earthquake zone V co-efficient. The detailed design and construction of ASU campus and facilities will mainly be for buildings, workshops and laboratories and furnishing these with equipment, instruments, and machinery. In addition to electrifying these buildings and facilities, drainage, water supply and sewage network systems and sewage treatment plant will be installed as part of utility infrastructure. To make campus ambience soothing to the eyes, plantation of shrubs and trees, landscaping in open areas (67487m²), and development of existing small ponds as water bodies shall also comprise this subproject.

E. Methodology for Due Diligence Study

The social safeguard due diligence study is based on review of project related documents including engineering design, review of land ownership related documents of the proposed site, on site observations and assessment of proposed land, review of corresponding land transfer documents and consultation with project team and community living nearby the proposed site.

F. Findings of Due Diligence Study

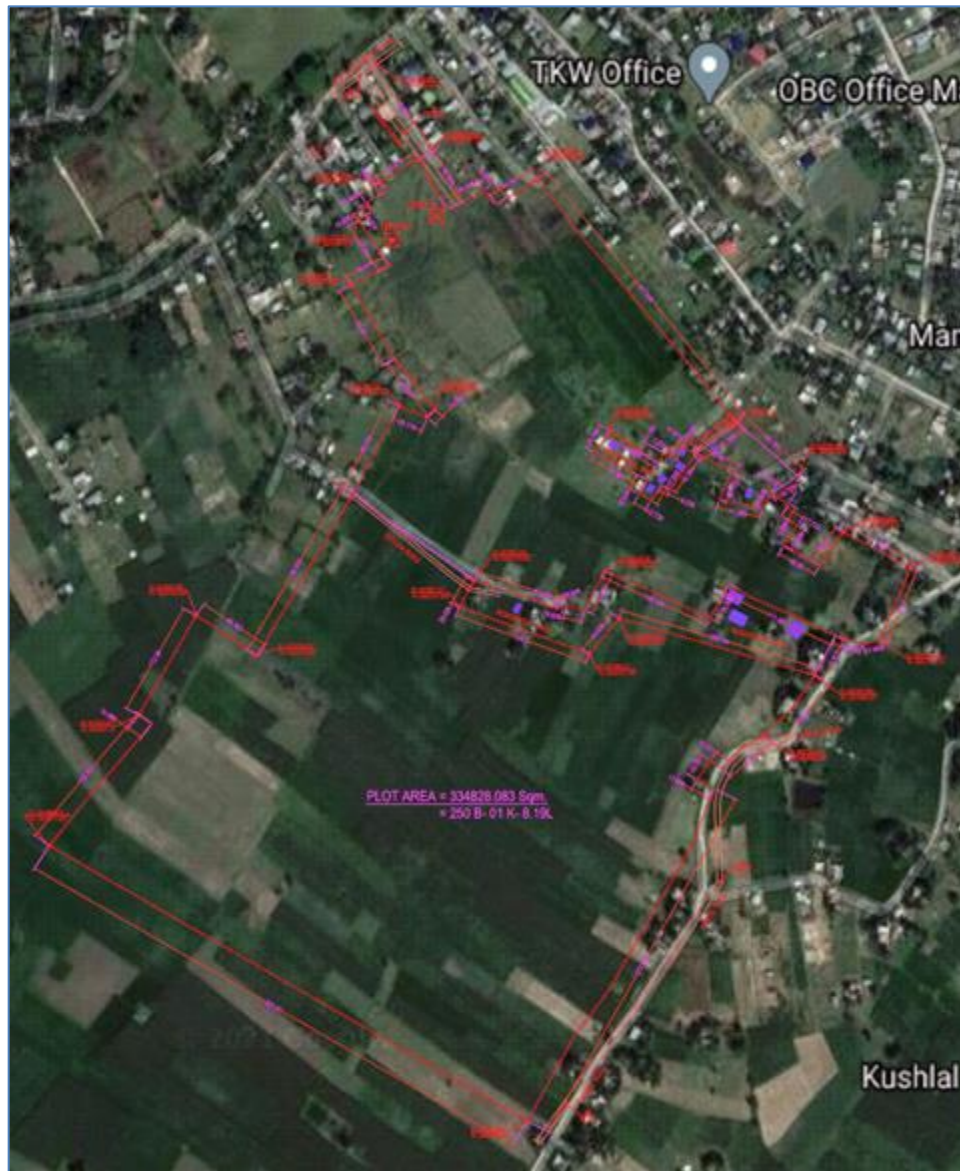
During the project concept stage in October 2020, the Government of Assam had allotted 100 bighas of land to ASDM for the ASU project (letter attached in **Annexure-1**). In January 2021, the Government of Assam, through the Land Advisory Committee chaired by Deputy Commissioner, Darrang recommended another 150 bighas of land for the project in addition to the 100 bighas land (refer to **Annexure-2**). Based on the land advisory committee's recommendation for an additional 150 bighas of land for the project, the ASDM carried out the preliminary engineering survey and design on 210 bighas (69.5 acres) of land. The social safeguards screening checklists were updated for 210 bighas covering the initial engineering design layout for the RRP stage. The social screening assessment conducted for 210 bighas of land during the project processing period confirmed that the preliminary design layout avoided the temporary residential structures existing on the government land in the project area. Further, it was documented that the entire area remains water lodged during the rainy seasons, and the residents living in these temporary houses migrate to nearby highland places. While living in the area during the dry season, some of these people temporarily grow seasonal crops for their additional income. Since the dependency on this land is temporary, and crop cultivation is not their primary source of income, no livelihood loss is envisaged due to the proposed project. Based on the assessment, the project has been categorized as Category-C with regard to the Involuntary Resettlement requirement of SPS 2009.

In October 2021, Circle Officer Mangaldoi officially allotted 150 bighas of land in favour of the Assam Skill Development Mission based on the recommendation of the Land Advisory Committee (refer to **Annexure-3**).

The due diligence study conducted for the entire 250 bighas of the land allotted for the ASU also

confirms the same type of features as observed during the previous assessment, and it is proposed on the vacant Government land available on site. The revised engineering drawings with the changed layout design were assessed on the ground and established that the temporary residential structures are fully avoided. Access to these structures and connectivity with the feeder roads are also avoided to ensure that no restrictions are caused due to the project intervention. The avoidance of impacts on the residential structures can be seen in the satellite image presented in **Figure-2**.

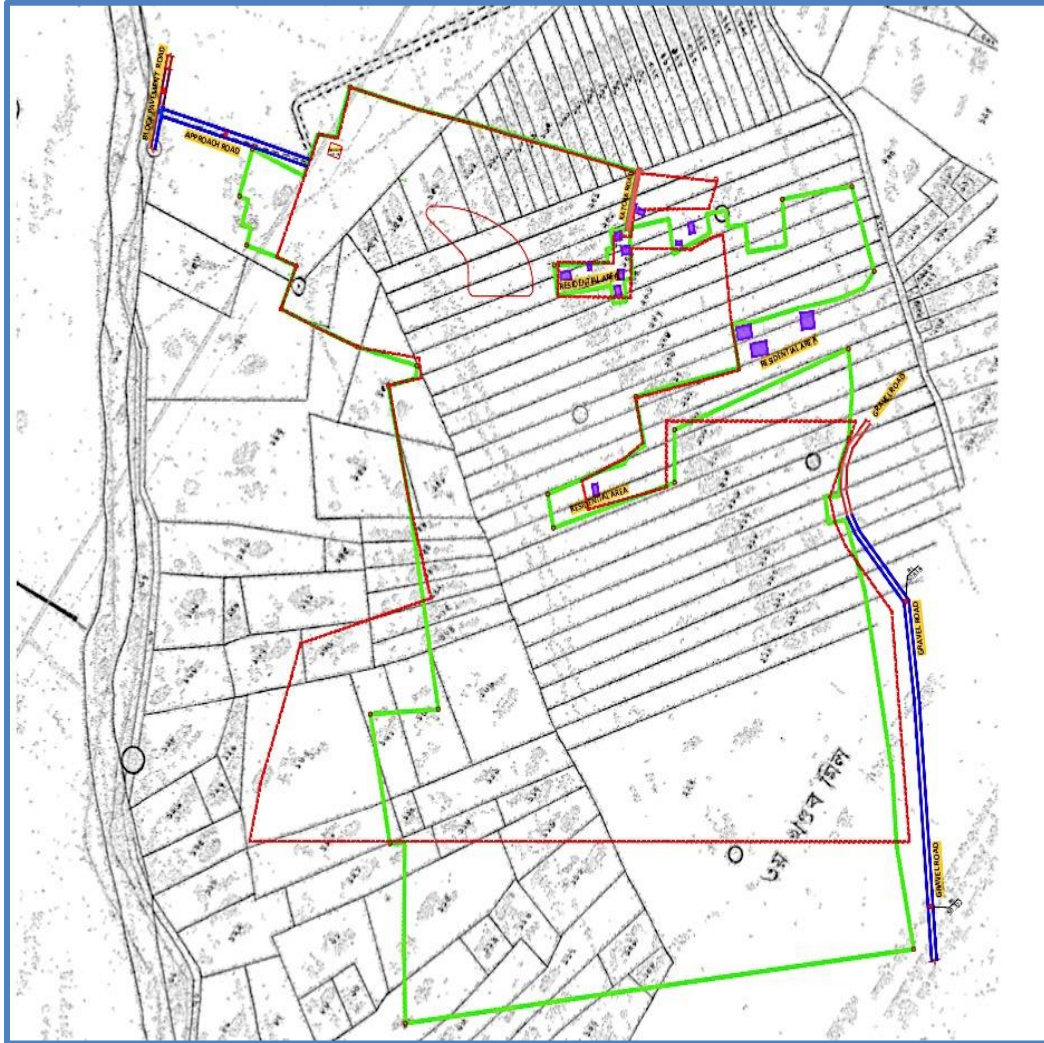
Figure: 2 Satellite Image Showing Proposed ASU



A joint site visit was conducted involving project team and officers from the local Revenue Division during the social safeguard due diligence study for the proposed site. The Mandal (Circle Officer from Mangaldoi Revenue Circle) confirmed the Government ownership of demarcated land for the proposed ASU site. During the visit, it was observed that the wire

fencing has already been installed for areas close to the existing settlement. The layout plan for the previous and current proposals superimposed on the revenue map showing 35 numbers of government plots is presented in **Figure-3**.

Figure: 3 Superimposed Revenue Map with Layout Plan (Previous and Current Proposal)



Note: The red line indicates the layout map for the previously surveyed and designed 210 bighas of land area and the green line indicates the finally proposed 250 bighas of land area.

During the due diligence site visit, it was observed that currently being a dry season, some of the local residents are living in those temporary houses constructed by raising the height of the land. Further, some of them have already grown various crops and vegetables for their consumption and extra earnings. However, these are in the areas far from the site where the contractor has initiated landfilling and leveling work. No work has been carried out in the additional land areas lately included for the proposed ASU.

The consultation with the residents of these temporary structures reveal that they have not constructed any permanent structure because the entire area goes underwater during the rainy season, making the houses inaccessible. They sometimes use boats to access the areas and shift to the nearby highland for the rainy season. Their main sources of income are wage

labourers working in various construction activities and they only cultivate the land for a few months during the dry season. Some of the photographs taken during the site visit are presented below in **Figure: 4**.

Figure: 4. Photographs of Site





The due diligence study confirms that the land proposed for the ASU is owned by Government and no private land acquisition is required. The establishment of ASU will not cause any loss or restriction on existing access roads being used by the communities living around it. Based on the due diligence study it is concluded that the subproject intervention will not cause any IR impacts or pose any risk to IP. The IR and IP screening checklists are provided in **Appendix-4** and **Appendix-5**.

Since the proposed subproject intervention will not trigger any IR or IP impacts, the project categorization in terms of IR and IP will remain the same. The measures suggested under the IPP prepared for the Project will apply for this subproject as well and ensure equitable and fair distribution of project benefits among all tribal populations and others in a culturally responsive manner.

G. Stakeholders Consultation under the Project

Stakeholder consultation was an important tool to carry out a social safeguard due diligence study. Various stakeholders like project team, officers from Revenue Department, public representatives, community leaders, and the community living nearby the proposed site were consulted and feedback is included in the report. The details of the official consultation carried out during the due diligence study are presented in Table: 1 below.

Table 1: Details of Official Consultation

S. N.	Official Consulted	Issue Discussed
1	Mr. Adil Khan MD, ASDM	Requirement of social safeguard due diligence, project planning and implementation arrangement, project design requirement, technical information, information of additional land requirement, coordination with site visit
2	Mr.Himalay Sarma DPD, ASUP	
3	Mr. Deep Jyoti Baishya DPM, ASDM, Darang	
4	Ms. Sanghita Dutta (Environment Specialist, ASUP)	
5	Ms. Ellora Kalita (Civil Engineer, ASUP)	
6	Mr. Rupom Chetia Bora (Communication Manager, ASUP)	
7	Mr. Babul Bordoloi	

	(Lat Mandal, Gerimari)	information on proposed land, site visit and verification of land boundary
8	Mr. Rezwon Ahmed (Project Coordinator, PMC)	Joint site visit, discussion on project implementation with regards to social and environmental issues.
9	Mr. Anukriti Kaushal (Project Coordinator, PMC)	
10	Mr. Shashi Bhushan (Environment Specialist, PMC)	
11	Ms. Ruchi Jain (Architect, PMC)	
12	Ms. Anandita Roy (Social Development specialist, PMC)	

During the site visit, on-site consultation with local communities involving people's representatives like the village head and Sarpanch and residents of the adjoining area was carried out and discussed about the project and its impacts on the community. The people in general are very much excited about the project and hope the establishment of ASU will bring development to the area. The local leaders are expecting economic development due to the project in terms of employment, business opportunity and appreciation of land value in the area. The residents of the temporary houses are looking forward to employment opportunities during project construction and operation phase. The photographs of consultation during the site visit are presented in **Figure 5** and the attendance sheet is attached under **Annexure-6**.

Figure: 5 Photographs of Consultation at Site





Community engagement, public consultations, and disclosure will be an ongoing exercise throughout the project planning and implementation phase. An indicative list of consultations to be conducted in the future and schedule is presented in Table 2 below. The consultation process will be recorded and documented in the semi-annual social monitoring reports by the PMU with the help of the PMC.

Table 2: Schedule of Consultation and Disclosure Activities

Activities	Target Group	Responsible Agency	Timeline
Awareness Generation about the project activities	Key stakeholder agencies including nearby communities	ASUP/ contractor with PMU inputs and support	During detailed design, prior to start of construction, and continuously, during construction
Disclosure of construction schedule, and GRM	Key stakeholder agencies including nearby communities	ASUP/contractor with PMU inputs and support	During construction

H. Grievance Redressal Mechanism

A three-tier grievance redress mechanism (GRM) has already been established for ASUP. Level-1 will be at the site involving representatives from the project implementing agency for which the site engineer will register the grievances and a grievance box will also be placed at

construction site. Level-2 of the GRM will be at the PMU level headed by the Mission Director of ASDM. The Level-3 GRM structure will be at the State level, headed by the Secretary of SEED, Government of Assam.

At any stage of the grievance redress process, an aggrieved person will be free to access the legal system. The affected person(s)/aggrieved party can give their grievance verbally or in writing. Further, the person(s) / aggrieved party who is, or maybe adversely affected by the sub-project may submit complaints to ADB's Accountability Mechanism². The accountability mechanism provides an independent forum and process whereby people can voice, and seek a resolution of their problems, as well as report alleged violations of ADB's operational policies and procedures. Before submitting a complaint to the Accountability Mechanism, the affected person(s) / aggrieved party should first make a good faith effort to solve their problems by working with the ADB South Asia operations department including the India Resident Mission.

All grievances received during the project implementation will be redressed according to the detailed mechanism presented under **Annexure-7**.

I. Institutional Arrangements

The Government of Assam through the Skill, Employment, and Entrepreneurship Department (SEED) is the executing agency (EA). The EA (i) assumes overall responsibility for the execution of the project and reporting; (ii) engages adequate permanent or fixed-term staff to implement the project; (iii) provides overall strategic guidance on technical supervision and project execution; and (iv) ensures overall compliance with the loan covenants.

1. The implementing agency (IA) for the project is ASDM. The IA responsibilities include (i) project planning and budgeting; (ii) day-to-day assistance, supervision, and guidance for the project site team and consultant; (iii) reviewing ASU components for due diligence requirements and approving subproject proposals; (iv) bidding, evaluation and contract award; (v) managing and disbursing funds; (vi) review compliance with loan covenants, contract specifications, work plans, and quality control; (viii) monitoring and reporting of social safeguards; and (viii) consolidate and submit progress reports, finance and accounting/audit reports, and matters requiring higher-level decision to project steering committee (PSC) and ADB.

A state-level PSC has been established for the proposed project. This committee is chaired by Secretary SEED, with secretaries of industry, agriculture, land and revenue, information technology, health, planning and finance, handloom and textile, tourism, transformation and development, education, public works, social justice and empowerment, and the Vice-Chancellor of ASU as members. The PSC has been empowered to take all decisions on behalf of the state and will provide overall advice and guidance to the EA, IA, and PMU.

ASDM has established a PMU, headed by a full-time project Director (PD) at ASDM, and consisting of personnel drawn from relevant line departments and markets. This PMU also has safeguard specialists (social and environment). The PMU will be the nodal agency for the overall management of all project activities and will be responsible for overall project planning and implementation with day-to-day supervision and guidance for the site team, contractors and consultants.

The construction of the ASU campus will be supervised by the Construction Supervision and

² Accountability Mechanism. <http://www.adb.org/Accountability-Mechanism/default.asp>.

Quality Assurance (CSQA) firm. The CSQA firm will be responsible for: (i) providing day-to-day assistance, supervision and guidance to the contractor; (iii) reporting to PMU; (iv) supervising construction, conducting quality control, advising PMU on approval of progress payments to contractors; and (v) maintaining records and accounts on an up-to-date basis and making these available to ADB, its missions, or auditors for inspection.

The project management consultant (PMC) will be engaged to provide support to the PMU in the overall planning, risk management, implementation, monitoring, reporting, and evaluation of the project. The PMC team will have experienced professionals specializing in areas such as procurement, social safeguards, environmental safeguard, finance, etc. The PMC will assist the PMU and ASDM in meeting the relevant requirements of ADB, GoA, and GoI for project implementation. The PMC team will report and work under the overall guidance of the PMU. In order to ensure effective implementation of safeguard related components in the project, PMU will have safeguard experts (one environmental specialist and one social development specialist). These safeguard experts will ensure the implementation of the environmental management plan and social safeguard actions under the project.

J. Conclusion and Recommendation

Based on the due diligence study carried out for the establishment of ASU with additional land allotment, it is concluded that the project intervention will not cause any IR impacts as the proposed land is Government-owned land and will not involve any acquisition of private land. The residential areas within the allotted land are fully avoided. The seasonal crop cultivators are not primarily dependent on the land and therefore no livelihood loss is envisaged due to utilization of the land. Further, it is confirmed that the establishment of ASU will not have any risk to indigenous people.

Based on the social safeguard due diligence study following recommendations are made, which will be complied with by the ASUP during the project implementation.

- During the subproject implementation, ASUP will ensure that the project does not involve any involuntary resettlement impacts or risks to the indigenous peoples.
- In the event that the project does have any such impact, ASUP will report to ADB and mitigate the impacts as per the requirement of SPS.
- The temporary crops and vegetables cultivated on the land are not to be damaged by any civil work under the project and they will be allowed to harvest their crops.
- The contractor will encourage the local people to participate in available construction works and preference will be given to female labourers.
- The contractor will establish proper labour camps and orient them to ensure avoidance of any conflicting situation with the local residents.
- The project will ensure proper drainage system in the area and will not cause any additional water lodging in the area.
- Awareness program for the GRM will be conducted at site information regarding GRM and civil work schedule will be disclosed by the contractor at project site.
- The project will ensure engagement of all stakeholders and continuous consultation process throughout the implementation period.
- ASUP will ensure periodic reporting to ADB by submitting semi-annual social monitoring report including progress of agreed measures and compliance of loan covenants.

Annexure 1: Land Allotment Letter for 100 Bigha


GOVERNMENT OF ASSAM
OFFICE OF THE CIRCLE OFFICER: MANGALDAI REVENUE CIRCLE
MANGALDAI : DARRANG

No.MRC- 12/2018/9165

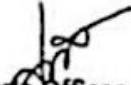
Dtd. 12/10/2020

Land Holding Certificate

This is to certify that a plot of land measuring 100 Bighas covered by Dag No.22 at village Gerimari Chapori under Rangamati Mouza under Mangaldai Revenue Circle is recorded in the name of Skill City, Darrang in pursuance of Govt. order ECF No.53336/2018/26 Dated Dispur, the 13th January,2020.

Schedule of the Land:

Dag No.	Mouza	Village	Area	Remarks
22	Rangamati	Gerimari Chapori	100 Bighas	Recorded in the name of Skill City, Darrang in the Field index.


Circle Officer,
Mangaldai Revenue Circle
Darrang, Mangaldai.

Annexure 2: Recommendation Letter for Additional 150 Bigha



GOVT. OF ASSAM

OFFICE OF THE DEPUTY COMMISSIONER :: DARRANG :: MANGALDAI
(LAND SETTLEMENT BRANCH)

Tel : 03713 222135 :: Fax - 03713 222800, Email : dc-darrang@nic.in. Website : <http://www.darrang.nic.in>

187

No. DRS. 85/2017/187

Dated Mangaldai, the 5th January, 2021

To,

The Mission Director,
Assam Skill Development Mission,
Katabari, NH-37, Guwahati-781035

Sub : Allotment of land in favour of Assam Skill University.

Sir,

With reference to the subject cited above and as per discussion held on 05.01.2021 in the office of the undersigned, I have the honour to inform you that in continuation to earlier allotment of 100 Bighas of land in favour of Assam Skill University vide Govt. letter No. 53336/2018/106 dated 31.07.2020, the Sub-Divisional Land Advisory Committee held on 11.12.2020 has recommended another 150 Bighas of land in favour of Assam Skill University adjacent to earlier allotment in the same village Gerimari consisting of Dag No. 28, 29, 30, 31, 32, 33, 34, 35, 36, 165, 166, 167, 168, 169, 170, 171, 172, 173, 174, 175, 176, 177, 178, 179, 180, 181, 182, 201, 202, 203, 204, 205, 206, 207 and 208 under Rangamati Mouza of Mangaldai Revenue Circle.

This is for favour of your information and necessary action.

Encl : As stated above.

Yours faithfully,

Deputy Commissioner
Darrang, Mangaldai

Annexure 3: Land Allotment Letter for 250 Bigha

GOVERNMENT OF ASSAM
OFFICE OF THE CIRCLE OFFICER: MANGALDAI REVENUE CIRCLE
MANGALDAI : DARRANG

No. MRC.1/2011-12/PI-3/ 595

Dtd. 20/10/2021

ORDER

In pursuance of Govt.letter No.ECF No.53336/2018/106 dated.31/07/2020 and Deputy Commissioner, Darrang, Mangaldai letter No.DRS 89/2017/165 dated 11th September,2020, a team with the following members is hereby constituted to demarcate and hand over possession of 250 Bighas of land covered by Dag No.22,28,29,30,31,32,33,34, 35,36,165,166,167,168,170,171,172,173,174,175,176,177,178,179,180,181,182,201,202,203, 204,205,206,207 and 208 of village Gerimari Chapori under Rangamati mauza in favour of Mission Director, Assam skill Development Mission, Govt. of Assam for establishment of Assam skill University. The team is directed to submit detail field report alongwith the handover/takenover report to the undersigned after the completion of the work.The concerned LM is also directed to correct the land records after handing over the possession of the scheduled land in favour of Assam skill University. The task for demarcation and handing over possession shall commence from 21/10/2021 at 11 AM and shall continue till the completion of the task.

- | | | |
|-------------------------|----------------------------|---------------------------|
| 1.Sri Lohit Deka, SK, | 2. Sri Babul Bordoloi, LM, | 3. Sri Damodar Medhi, LM, |
| 4.Sri Naba Nath, LM, | 5.Sri Dandi Ram Sarma,LM, | 6. Sri Satish Barua, LM, |
| 7.Prasenjit Hainary,LM, | 8.Sri Pulak Deka, LM, | 9. Sri Bhupen Kalita, LM, |
| 10.Prasanta Saha, LM, | 11.Sri Gauranga Mandal, LM | |

Circle Officer,
Mangaldai Revenue Circle,
Darrang, Mangaldai

Memo No. MRC. 1/2011-12/PI-3/ 595

Dtd. 20/10/2021

Copy to:-

- 1.PA to DC for kind appraisal of Deputy Commissioner, Darrang, Mangaldai.
- 2.The Additional Deputy Commissioner(Revenue), Darrang, Mangaldai for kind information.
3. The Officer In-charge, Mangaldai Police Station with a request to depute adequate police personnels with the team for smooth conduct of the demarcation and handing over possession from 21/10/2021 till the completion of the task. Babul Bordoloi, LM(9101477415) may be contacted for all liasoning purposes.
- 4.The District Project Manager, Assam Skill Development Mission, Skill Development Department, Darrang District for kind information and necessary action.
5. Person concern for information and necessary action.

Circle Officer,
Mangaldai Revenue Circle,
Mangaldai Rev. Circle,
Darrang, Mangaldai

Annexure 4: Involuntary Resettlement Impact Categorization Checklist

Proposed Subproject: Establishment of Assam Skill University

Probable Involuntary Resettlement Effects	Yes	No	Not Known	Remarks
Involuntary Acquisition of Land				
1. Will there be land acquisition?		X		The land is owned by the Government
2. Is the site for land acquisition known?	Not Applicable			No land will be acquired. The land is owned by the Government
3. Is the ownership status and current usage of land to be acquired known?	Not Applicable			
4. Will easement be utilized within an existing Right of Way (ROW)?	Not Applicable			
5. Will there be loss of shelter and residential land due to land acquisition?		X		
6. Will there be loss of agricultural and other productive assets due to land acquisition?		X		
7. Will there be losses of crops, trees, and fixed assets due to land acquisition?		X		
8. Will there be loss of businesses or enterprises due to land acquisition?		X		
9. Will there be loss of income sources and means of livelihoods due to land acquisition?		X		
Involuntary restrictions on land use or on access to legally designated parks and protected areas				
10. Will people lose access to natural resources, communal facilities and services?		X		
11. If land use is changed, will it have an adverse impact on social and economic activities?		X		
12. Will access to land and resources owned communally or by the state be restricted?		X		
Information on Displaced Persons:				
Any estimate of the likely number of persons that will be displaced by the Project? [X] No [] Yes [] Not Known				
Are any of them poor, female-heads of households, or vulnerable to poverty risks? [X] No [] Yes [] Not Known				
Are any displaced persons from indigenous or ethnic minority groups? [X] No [] Yes [] Not Known				

Annexure 5: Indigenous Peoples Impact Screening Checklist

Proposed Subproject: Establishment of Assam Skill University

KEY CONCERNS (Please provide elaborations in the Remarks column)	YES	NO	NOT KNOWN	Remarks
A. Indigenous Peoples Identification				
1. Are there socio-cultural groups present in or use the project area who may be considered as "tribes" (hill tribes, schedules tribes, tribal peoples), "minorities" (ethnic or national minorities), or "indigenous communities" in the project area?				The scheduled tribes comprised 12.4% of the total population in Assam (Census 2011). Major scheduled tribes in Assam include Boro representing nearly 41% of the total tribal population in Assam. In Darrang District, where ASU will be located the scheduled tribes account for 16.6% of the total population in the district (Census 2011). The dominant groups are Boro and Kachari.
2. Are there national or local laws or policies as well as anthropological researches/studies that consider these groups present in or using the project area as belonging to "ethnic minorities", scheduled tribes, tribal peoples, national minorities, or cultural communities?		X		The project site is government- owned land.
3. Do such groups self-identify as being part of a distinct social and cultural group?				There are around 14 recognized Plain Tribe communities, 15 Hills Tribe communities, and 16 recognized Scheduled Caste communities in the state. Many tribes have identified themselves fully with the Asamiyas and have even given up their mother tongue/dialect.
4. Do such groups maintain collective attachments to distinct habitats or ancestral territories and/or to the natural resources in these habitats and territories?				Certain tribal communities do retain their territories and habitats such as the tribal communities located in the hills and in the forest areas. The government has demarcated the land for the communities to protect their interest.
5. Do such groups maintain cultural, economic, social, and political institutions distinct from the dominant society and culture?				The government has mainstreamed the welfare of the tribal population through the District Council, an autonomous body which has the authority to govern the tribal areas. Presently, there are three Autonomous District Councils in Assam under the Six Schedule of the Constitution.

6. Do such groups speak a distinct language or dialect?				Assamese is the main official language of Assam. All the major tribal communities have their own languages. Within a tribal community, there are also many clans that have dissimilarities or varieties in their language. These varieties are known as ethnic dialects. The tribal population are bilingual.
7. Has such groups been historically, socially and economically marginalized, disempowered, excluded, and/or discriminated against?		X		The poverty among the scheduled tribes increased from 29% in 2005 to 32% in 2012. The number of salaried jobs among the scheduled tribes was the least across all other social groups, including the scheduled castes, and other backward castes in 2012.
8. Are such groups represented as "Indigenous Peoples" or as "ethnic minorities" or "scheduled tribes" or "tribal populations" in any formal decision-making bodies at the national or local levels?				Seats are reserved for the scheduled tribes in Village Panchayat, Municipal Council, State Legislative Assembly, and Parliament of India
B. Identification of Potential Impacts				
9. Will the project directly or indirectly benefit or target Indigenous Peoples?	X			Tribal population constitutes 12.4% of the state population. They will benefit from the project as much as others. Measures to enhance access to skills education and training for youths and adults from scheduled tribe groups will be incorporated into the project design.
10. Will the project directly or indirectly affect Indigenous Peoples' traditional socio-cultural and belief practices? (e.g. child-rearing, health, education, arts, and governance)				The scheduled tribes will benefit from the project from having better access to industry-relevant skills education and training programs, which would improve their chance of getting better paying, decent jobs.
11. Will the project affect the livelihood systems of Indigenous Peoples? (e.g., food production system, natural resource management, crafts and trade, employment status)		X		
12. Will the project be in an area (land or territory) occupied, owned, or used by Indigenous Peoples, and/or claimed as ancestral domain?		X		The project site is government- owned land.
C. Identification of Special Requirements				
<i>Will the project activities include:</i>				
13. Commercial development of the cultural resources and knowledge of Indigenous Peoples?		X		

14. Physical displacement from traditional or customary lands?		X		
15. Commercial development of natural resources (such as minerals, hydrocarbons, forests, water, hunting or fishing grounds) within customary lands under use that would impact the livelihoods or the cultural, ceremonial, spiritual uses that define the identity and community of Indigenous Peoples?		X		
16. Establishing legal recognition of rights to lands and territories that are traditionally owned or customarily used, occupied, or claimed by indigenous peoples?		X		
17. Acquisition of lands that are traditionally owned or customarily used, occupied, or claimed by indigenous peoples?		X		

D. Anticipated project impacts on Indigenous Peoples

Project component/activity/output	Anticipated positive impacts	Anticipated negative Impacts
Output 1: University management and operating systems, business models, and faculty development and management systems developed	Students from the scheduled tribes will benefit from career and job counseling, and other student services offered by ASU. Strategies to promote interest from, and enrolment and employment of disadvantaged groups, including scheduled tribes, at ASU will be supported. Faculty members, trainers, instructors, and assessors from the scheduled tribe communities at ASU, industrial training institutes, polytechnics, and engineering colleges in Assam will receive pre-service, induction, and in- service training at ASU's faculty and curriculum development center.	None
Output 2: Environmentally sustainable and climate resilient university campus and facilities developed	will have access to ASU campus and facilities equipped with the state-of- the-art technologies, including teaching spaces, practical training workshops and laboratories, library, administration buildings, dormitories, student leisure facilities, and associated infrastructure.	None
Output 3: Industry-aligned and flexible skills education and training programs designed and delivered	Students from the scheduled tribes will have access to industry-aligned, multidisciplinary, and flexible skills education and training integrated with higher education, which will ensure pathways for progression and mobility. Measures to enhance access for disadvantaged groups will be incorporated in the project design	None

Output 4: Engagement in industry-relevant applied research and development strengthened	Students from the scheduled tribes will have access to training on industry-relevant applied R&D as part of master's of vocation and Ph.D. programs to be offered by ASU.	None
Output 5: International and regional cooperation in skills education and training enhanced	Students and faculty members from the scheduled tribes will have access to leadership and faculty development training, skills education and training, and applied R&D projects, which are aligned with international standards.	None

Annexure 6: Attendance Sheet for Consultation at Site

Project 53388 IND: ASSAM SKILL UNIVERSITY PROJECT

STAKEHOLDER CONSULTATION FOR SOCIAL SAFEGUARD DUE DILIGENCE

Mode: Physical

Date & time: 22/2/22

Venue: ASUP site, Gerimari Chapori, Mangaldoi

Sl.No	Name	Organization	Ph.No	Signature
1	Gajendra Deka	Gaonbura	9957078481	
2	Deep Jyoti Barshya	ASUM	789655595	
3	Bobal Bordoloi	Mangaldai Rev. Circle	9101 97795	
4	Korobijyoti Saikia	Mangaldai Bar Association	9101647560	
5	Bhauati Biswas	(A.P.M)	8473810594	
6	Kalpana Deka	Local		
7	Renu Choudhary	Local	8822 014782	
8	Gulam Ishtiaque	Local	6000407355	
9	EPSITA BARUA	SOCIAL WORKER	86380-98773	
10	Anamika Kalita	social worker	7002327278	
11	Kabita Ankikari	social worker	9866575450	
12	Jibon chandra Deka	social worker	8473861393	
13	Ashendra Narayan Konwar	Do	8403897875	
14	Mimantul. M		9365157153	
15	Kabita Saikia	Gerimari	9706529529	
16	Bhadra Saikia	Gerimari	6700378204	
17	Renu Devi	Gerimari Ansaal Chakita Samiti	8638553219	

Daitting Zilla
Mehila
Samiti
Song & dance
samprada.

Annexure 7. GRC Approval letter and details



GOVERNMENT OF ASSAM
SKILL, EMPLOYMENT & ENTREPRENEURSHIP DEPARTMENT
DISPUR:.....GUWAHATI-6
Block-D, 1st Floor, Janata Bhawan, seed-deptt@assam.gov.in,
<https://skill.assam.gov.in/>

No. SKM.39/2021/28

Dated Dispur, the 16th December, 2021.

From : Smt. Madhuchanda Talukdar, ACS,
Deputy Secretary to the Govt. of Assam,
Skill, Employment & Entrepreneurship Department.

*DDP - ASUP
Legal Adviser*

To : The Mission Director,
Assam Skill Development Mission,
Garchuk, Guwahati 35.

Sub : Modified three tier Public Grievance Redressal Mechanism for Assam Skill University.

Ref : Letter No. ASDM/ASUP/2/2021/13 dtd. 30/11/2021.

Sir,

With reference to the letter and subject cited above, I am directed to convey the approval regarding modification in the previously approved three tier Public Grievance Redressal Mechanism for Assam Skill University as per recommendation of senior education specialist, ADB.

This has the approval of Principal Secretary, Skill, Employment & Entrepreneurship Department.

Yours faithfully,

[Signature]
16/12/2021
Deputy Secretary to the Govt. of Assam,
Skill, Employment & Entrepreneurship Department.

Memo No. SKM.39/2021/28 A

Dated Dispur, the 16th December, 2021.

Copy to
PS to Principal Secretary, Skill, Employment & Entrepreneurship Department for kind appraisal of
Principal Secretary.

By order etc,

[Signature]
Deputy Secretary to the Govt. of Assam,
Skill, Employment & Entrepreneurship Department.

Grievance Redressal Mechanism for Assam Skill University Project

The grievance redressal mechanism (GRM) for Assam Skill University Project will be established at three levels: (i) on site; (ii) project management unit (PMU); and (iii) Assam State government. Details of the GRM to be established at the three levels are described below. The complainant is free to approach the Court of Law at any time during the process or even before approaching the GRM.

I. LEVEL 1 – ON SITE, Implementing Agency

1. **Grievance Redressal Officer (GRO), Level 1:** DPMT Darrang, ASDM/Communication manager(PMU)
2. **Mode of Complaints:** a) On Site Grievance Redressal Box; b) ASDM Website; c) Telephonic; d) By post
3. **Responsibility for Maintenance of Grievance Register:** Site Engineer.
4. **Process:**
 - i. Grievance Redressal Box will be installed at the site office along with information of the Grievance Redressal Officer at the respective level (designation, address and contact no).
 - ii. In case of any telephonic complaints to the GRO, the receiving officer will register the complaint in the site register.
 - iii. In case a site specific complaint is received through ASDM website, the same will be sent by Gender and Indigenous People Specialist, PMU for ASU Project to the DPMT/communication Manager, via email and letter with copy to the Executive Engineer PWD. Details of the complaint received through website will be recorded in the site register.
 - iv. Grievance register will be maintained at the site by DPMT, to record the details of complaints and corrective action taken.
 - v. DPMT/Communication Manager will be responsible for checking the Grievance Redressal Box everyday /once in a week on a designated day and recording the complaint in the grievance register.
 - vi. **A Site Level Grievance Redressal Committee (GRC)** will be formed headed by the Grievance Redressal Officer. The Committee will comprise of
 - a. DPMT, ASDM;
 - b. Communication Manager, PMU;
 - c. Civil Engineer, PMU;
 - d. Environment specialist, PMU;
 - e. Gender and Indigenous peoples specialist, PMU;
 - f. Locally elected representative of the local panchayat
 - vii. Upon the receipt of the complaint through drop box or website, Communication Manager/DPMT will record the details of the complaint in the register and intimate the Deputy Project Director, PMU) within 2 working days of receipt of the Complaint. The GRO will issue a meeting notice for resolving the complaint to all members of the Committee and the Complainant. The meeting will be conducted within 10 working days of the receipt of the complaint.
 - viii. **Meeting of the GRC:** The members of the GRC will discuss the matter with the complainant and resolve the matter amicably. A letter will be issued to the complainant with reference to the meeting providing the solution to the complaint. Details of the solution and date of letter will be recorded in the Grievance register.
 - ix. In case, **the issue is not resolved during the Meeting of the GRC, Level 1** the GRO will present the matter to the GRO, Level 2 i.e. CEO, ASU Project for resolution by the Grievance Redressal Committee at Level 2. Such an escalation will be made within 7 working days of conducting the GRC Level 1 meeting. Details of the escalation will be recorded in the Grievance register by the Deputy Project Director, PMU.
- **Monthly Grievance Redressal Report:** At the end of every month, GRO level 1 will submit information on the grievances received, date of complaint, corrective action and copy of the letter sent to the complainant to the CEO, ASU Project for information and record on monthly basis.



LEVEL 2 – PMU LEVEL at Implementing Agency

1. **Grievance Redressal Officer (GRO), Level 2:** Mission Director, ASDM and CEO of ASU project.
2. **Mode of Complaints:** a) Grievance Redressal Box at ASDM Office; b) Escalation from GRO Level c) Website d) By post e) Telephonic
3. **Responsibility for Maintenance of Grievance Register:** Gender and Indigenous People Specialist, PMU
4. **Process:**
 - i. ASU Grievance Redressal Box will be installed at ASDM head office along with information of the Grievance Redressal Officer at the respective level (Designation, address and contact no.).
 - ii. In case of any telephonic complaints to the GRO, the receiving officer will register the complaint in the site register.
 - iii. In case of a complaint received through website, the Gender and Indigenous People Specialist, PMU will be responsible for sending the Grievances to the concerned levels by email as well as letter. For e.g.: Site specific complaints to respective Site Engineer (with copy to Ex Eng. HPPWD of the concerned site), Zone level complaints to the concerned Project Manager, PWD. In case the complaint pertains to the PMU level, the same will be put up before the Mission Director, ASDM. All web based complaints will be sent to the concerned levels within 5 working days of receipt of the complaint.
 - iv. Grievance register will be maintained at the Gender and Indigenous peoples Specialist, PMU to record the details of complaints received at the PMU level and action taken.
 - v. **Grievance Redressal Committee, Level 2:** This will be formed at the State level, and will be headed by the MD, ASDM. The committee members will include
 - a. CEO, ASU Project;
 - b. HR & Admin, ASDM;
 - c. Gender Specialist, PMU;
 - d. Environment Specialist, PMU;
 - e. Legal Advisor, ASDM
 - vi. Upon the receipt of the complaint, the GRO will convene a meeting of the Committee within 10 working days. The respective GRO level 2 and Deputy Project Director of PMU will also be called for the meeting. The matter must be resolved by the GRC, level 2 within 30 days of receipt of the complaint.
 - vii. The solution approved by the committee will be formally intimated to the complainant through a letter. Wherein, the solution along with information on level 3 of the Grievance Redressal will also be provided (in case the complainant is not satisfied with the solution provided at the PMU level, she/he may escalate the same to Level 3). In case of an escalation from level 2 to level 3, a copy of the letter will also be sent to the GRO, Level 2.
 - viii. In case the complaint cannot be resolved at by the PMU GRC Level 2, the matter will be escalated by the CEO, ASU Project for presentation in the State Level Steering Committee(SEED) and the same will be communicated to the complainant.
 - ix. **Quarterly Grievance Redressal Report:** At the end of every quarter, Gender and Indigenous Peoples Specialist, PMU will compile information on the grievances received and corrective action taken from all the zones and ASDM. The report will also be included in the Quarterly Progress report on ASU project to be submitted to ADB.

LEVEL 3 – STATE LEVEL, Executive Agency(SEED)

1. **Grievance Redressal Officer (GRO), Level 3:** Senior most Secretary, SEED, Govt. of Assam
2. **Mode of Complaints:** a) Escalation from GRO Level 2; b) Escalation of Complaint by Complainant dissatisfied with Level 2 Solution.
3. **Responsibility for Recording in the PMU Level Grievance Register:** Such complaints will be recorded in the PMU Grievance Register itself by the Gender Specialist, PMU
4. **Process:**
 - i. The grievances which cannot be resolved at the PMU level or where the matter is directly presented to the Principal Secretary by the complainant will be deliberated upon in the SLSC meeting and the solution for the same will be intimated to the complainant via letter. The details will be recorded in the Grievance register and copy of the letter will be provided to all the concerned GRO's for information and record.
 - ii. In case the complainant is still dissatisfied with the solution, he/she may approach the Court of Law.
 - iii. **Quarterly Grievance Redressal Report:** Gender and Indigenous peoples Specialist will include information on such grievances in the Quarterly Grievance report as mentioned at Level 2.