



# Social Monitoring Report

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## **PUBLIC**

Semestral Report: August 2023 – January 2024  
July 2024

## India: Assam Skill University Project

Prepared by Skill, Employment and Entrepreneurship Department (SEED) Government of Assam for the Asian Development Bank (ADB).

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**Asian Development Bank**

# **Semi-Annual Social Monitoring Report (SSMR)**

SFG Log: 6190

**Executing Agency: Skill, Employment and Entrepreneurship Department (SEED)  
Government of Assam**

**IND: Assam Skill University Project, Loan No.:4166 IND, Project Number:53277 - 002**

**Reporting Period August, 2023 - January, 2024**



**Asian Development Bank**

## **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 People's 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
Gol	: Government of India

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## 1. Introduction

The project will assist the Government of Assam in strengthening its skills education and training system to ensure decent employment for all and accelerate sustainable and inclusive infrastructure and industrial development. It will create pathways for skills progression and mobility between technical and vocational education and training (TVET) and higher education through the establishment of a skill university, and will raise skill levels to enhance the productivity and competitiveness of industries in Assam. The project will enhance skills and employability of youth and adults, especially women and those from disadvantaged groups, and improve their prospect of getting higher-paying, decent jobs. The project will form part of the strategic engagement of the Asian Development Bank (ADB) with the Government of Assam for economic corridor development, environmental sustainability, and climate change.

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 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 in 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; 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 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.

**A. Civil works packages:**

Proposed civil work will be undertaken in ASUP for two packages which includes: (i) Land preparation and construction of boundary wall; (ii) Detailed design and construction of ASU campus and allied facilities.

**B. Objective of Semi-annual Monitoring**

The general objective of this Semi-annual Monitoring Report is to present the progress on safeguard measures and implementation in the project for the period August 2023-January 2024.

## 1. Description of Project Area:

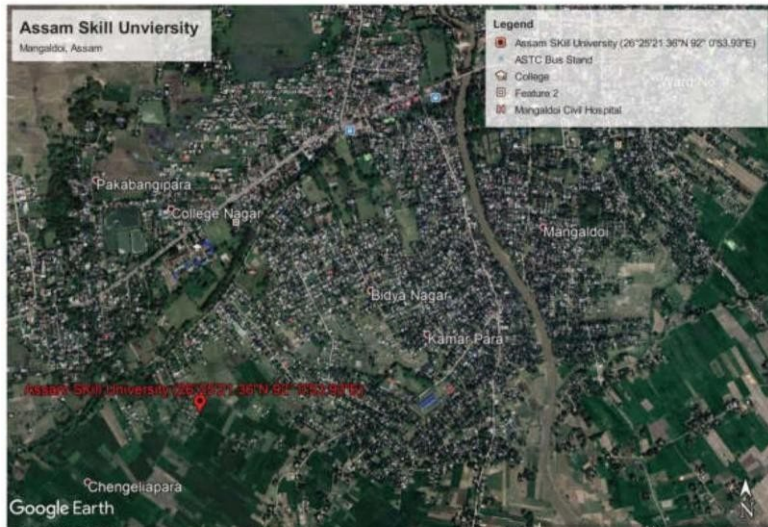
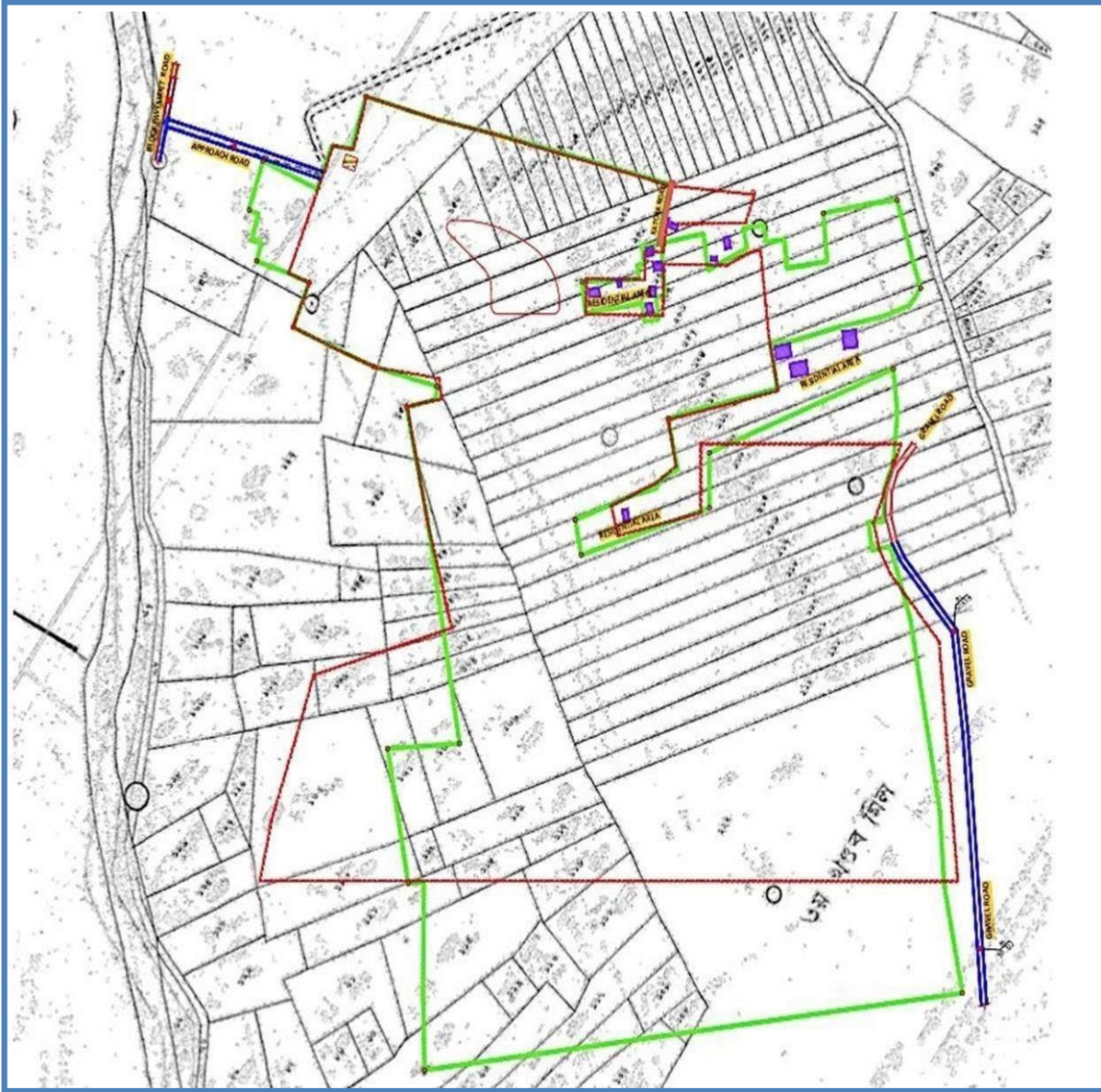


Figure-1 The location of the project is depicted in figure - 1

The proposed ASU site is located in Gerimari Chapori village under Mangaldai Sub-division in Darrang district of Assam. It is located about 74 kilometers east of Guwahati, and falling within 25 kilometers of National Highway 27 connecting Guwahati with other major cities in Assam.

ASUP will require a total land area of 250 Bighas for construction of proposed Skill University campus. Out of the total available land area, 250 Bighas has been allotted by Assam Skill Development Mission (ASDM) for development of the mentioned campus. The mentioned land parcel belongs to Government of Assam and it has been transferred in favor of Assam Skill University, Assam Skill Development Mission. Documents related to the land area of the project (i.e., land allotment Letter, land handing over certificate, land possession certificate and government order for demarcation of land in favor of Assam Skill University) have been given in the SSMR for the reporting period of February 2022 to July 2022).

Figure 2: The project area superimposed of the revenue map with layout plan is depicted in figure-2



**Note:** The red line shown in the map is for the previously proposed 210 bighas of land area and the green line indicates the 250 bigha of land area.

## **2. Institutional Arrangements:**

The Government of Assam's 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.

The implementing agency (IA) for the project is ASDM. The IA's responsibilities include (i) Project planning and budgeting; (ii) Day-to-day assistance, supervision and guidance for the project site team and consultant; (iii) Review ASU's components for due diligence requirements and approve civil work packages 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 the Principal 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 member. 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 on hired basis. This PMU also have safeguards specialists (Social and Environment). The Environment Specialist has been appointed in the month of September 2021 and the Gender and Indigenous People Specialist has been appointed in the month of June 2022. The PMU will be the nodal agency for 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 ASU campus is being supervised by the Construction Supervision and Quality Assurance (CSQA) firm. The CSQA firm is 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) has been engaged to provide support to the PMU in overall planning, risk management, implementation, monitoring, reporting, and evaluation under the project. The PMC team has experienced professionals specializing in areas such as Procurement, Architecture, Social Safeguards, Environmental Safeguard, Gender, Finance, etc. The PMC's Gender Expert has been engaged since February 2022 and the Social Development Expert has been engaged and mobilized since June 2022 on intermittent basis.

### **Monitoring Result:**

The Gender and IP Specialist of the PMU assisted by PMC is monitoring social safeguard implementation measures, IPP implementation and GESI plan implementation. Semiannual Social Monitoring Report (SSMR) will describe the progress of the implementation and any compliance issues and corrective actions required. SSMR closely follows the IPP plan implementation and monitoring indicators agreed at the time of IPP plan approval. Monitoring result for the reporting period of August, 2023 to January, 2024 is given below in **Table 1**.

The extent of monitoring activities, including their scope and periodicity, will commensurate with the project's risks and impacts. Monitoring will involve administrative monitoring to ensure that implementation is as per schedule and problems are dealt with on a timely basis. The EA and IA is required to implement safeguard measures and relevant safeguard plan, and to submit periodic monitoring reports on their implementation performance.

**Table 1: Monitoring Result from August, 2023 to January, 2024**

<b>Package</b>	<b>Disclosure of detail GRM and project information dissemination to the Communities</b>	<b>Stakeholders Consultations done with community in general/vulnerable groups</b>	<b>Status of Redressal of grievances</b>	<b>Presence and impact on indigenous people</b>	<b>Remarks</b>
<b>CW 01</b>	Yes, it has been communicated to the communities while discussing with them.  Displaying of GRM/GRC board at construction site has already been done.  Going forward, more banners and posters will be displayed.	Yes, public consultations are being done on regular basis.	No grievance received during the reporting period under this package	No Indigenous people's population has been found to be present within the target area and no IP is going to be adversely impacted due to project initiatives.	Monitoring is a continuous process and will be carried throughout the project period.
<b>CW 02</b>	Yes, it has been communicated to the communities while discussing with them.  Displaying of GRM/GRC board at construction site has already	Yes, public consultations are being done on regular basis at site.	No grievance received during the reporting period under this package	No Indigenous people's population has been found to be present Within the target area and no IP is going to be adversely	Monitoring is a continuous process and will be carried throughout the project period.

	<p>been done. Going forward, more banners and posters will be displayed.</p>			<p>impacted due to project initiatives.</p>	
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### 3. Involuntary resettlement impacts:

The ASU project is categorized as 'C' since it is devoid of any land acquisition or involuntary resettlement impact on people (As per the definition of ADB's SPS 2009). All civil works will be carried out on government-owned land transferred to ASDM for this purpose. Land required for the civil works packages have been identified and there will be no land acquisition or permanent or temporary displacement of people as a result of civil works. The semiannual monitoring report confirms that none of the project activity caused involuntary resettlement impacts in the reporting period. The aim of minimizing land acquisition and resettlement impacts has been included in the project design.

### 4. Indigenous Peoples Plan:

As per ADB's SPS 2009, the project is categorized as "B" for Indigenous People, though the implementation of the project, will not entail any kind of adverse impact on the Indigenous population. In fact, the project aims to benefit the scheduled tribe population in the northeastern region. There are nearly 200 scheduled tribe communities in the northeastern region and the scheduled tribe population constitutes more than 80% of the population in Meghalaya, Mizoram, and Nagaland. ASU will not only provide admission to students from all over India, including those from the northeastern region, but also improve access to professional development and quality skills education and training resources for trainers and faculty of ITIs and polytechnics in the region. Labour information report is being collected on monthly basis from CW02 to keep record of the total number of labours including number of IP's appointed by the contractors at ASU site (**Appendix: 13-17**). A draft IPP has been prepared which is given as **appendix: 20**.

### Implementation of Action Plan for Indigenous People:

Depending on the findings of the initial assessment and consultations with various stakeholders, the following measures are considered necessary to improve access to skills education and training, career development, entrepreneurship programs and services under ASU for the scheduled tribe population.

**Table 2** below shows the potential activities.

**Table 2: Implementation of Action Plan for Indigenous People**

Components	Potential Activities	Timeline
Strategies	ASU will prepare and adopt, with the support of the consulting firm for ASU management and operating system development, strategies to promote interest from, and enrolment of, females and disadvantaged groups, including the scheduled tribe population, at ASU.	After the construction and completion of the ASU Campus
Outreach	In order to attract more and more students and also to improve participation in skill education from the scheduled tribes and also the females from rural areas, promoting awareness and reaching out to prospective students and their families, especially in rural areas and scheduled tribe communities in Assam and the other northeastern states, PMU, with the support of the consulting firms for project management support and outreach support, will prepare a plan for promotional activities and undertake outreach activities which should identify target groups among prospective students with higher proportions of the scheduled tribe population.	During the ASU Campus construction stage
Stipends, scholarships, and other financial aid for students	Scholarship and other financial aid schemes and programs for students from scheduled tribe groups supported by the central and state governments shall be applied to students at	During conducting of outreach activities and after opening of the University.

	ASU. ASU will make the information on the schemes and programs available to prospective students and their families and facilitate the application processes through its student services.	
Residential facilities for students, faculty, and staff	The ASU campus and facilities will be designed and constructed in a barrier free and universally accessible manner with facilities, safety and security measures for female students, faculty, and staff members. In this regard, preferential treatment will be offered to students, faculty, and staff from disadvantaged backgrounds, including scheduled tribe groups.	During and after construction of the ASU campus
Career development programs and services, soft and language skills development programs.	ASU will track progress of each student in its skill education and training programs and develop and deliver career development programs and services, and soft and language skills development programs, especially for female students and scheduled tribe groups, to help them succeed in skills development, further study, entrepreneurship, job search, and career development.	After opening of the University and conducting of the skill education related classes
Skills education and training programs addressing skills needs of industries	Under partnership agreements, ASU will establish skills education and training programs that address skills needs of industries at the local, national, and regional levels in various sectors. Where appropriate, programs will be designed to build on the existing skills among local communities, including scheduled tribe communities, in traditional trades.	After opening of the University and conducting of the skill education related classes

**Table 3: Institutional Roles and Responsibilities of IPP Implementation**

<b>Institutional Role &amp; Responsibilities of Indigenous Peoples Plan Implantations</b>				
<b>Sl. No.</b>	<b>Responsible Agency</b>	<b>Activities/ Action</b>	<b>Implementation schedule/ Timeline</b>	<b>Remarks</b>
1	PMU, CS-05	Preparation of strategies to promote interest and enrollment of females and disadvantaged groups, including the scheduled tribe (ST) population at ASU	2023	The final plan and month wise/quarter wise timeline will be made after on boarding of CS04 and CS05 consultatnts
2	PMU, CS-05	Preparation of a plan to conduct promotional and outreach activities to improve awareness among students and reaching out to prospective students and their families, especially in rural areas and scheduled tribe (ST) communities especially in the districts of Assam and north eastern states with higher proportions of the scheduled tribe (ST) population	2023-2025	
4	PMU, CS-05	Dissemination of information on the scholarship and other financial aid schemes and programs to prospective students and their families through its student services	2023-2025	
5	PMU, CS-05	Dissemination of information on ASU's residential facilities to all prospective students, faculty, and staff and preferential treatment for students, faculty, and staff from disadvantaged backgrounds, including scheduled tribe (ST)	2023-2027	
6	PMU, CS03	Development and delivery of career development programs and services, and soft and language skills development programs, especially for female students and students from disadvantaged backgrounds, including scheduled tribe (ST) groups	2023-2027	

7	PMU, CS03	Design and delivery of skills education and training programs building on the existing skills among local communities, including scheduled tribe (ST) communities in traditional trades	2023-2027
8	PMU, CS01	Operation of GRM, monitoring, reporting and evaluation, and organization of training workshops	2023-2027

## **5. Grievance Redressal Mechanism (GRM)**

### **A. Grievance Redressal – The Mechanism**

The affected person(s)/aggrieved party can give their grievance verbally or in written to the ASU site office in Mangaldai. Grievances of affected person will first be brought to the attention of the immediate officer (GRO – DPMT, ASDM) in charge of the overall GRM, who can resolve the issue at the site level office with the help of representative of contractor will also be responsible in resolving the specific site level issues. If the matter is not resolved within 7 working days period by the site in charge, it will be brought to the notice of GRC constituted for the purpose at PMU. This GRC shall discuss the issue in its meeting and resolve the issues within 15 working days from the day of receiving the grievance by PMU. If the matter is not resolved by GRC at the PMU level within the stipulated time, it shall be referred to GRC at State Level Project Steering Committee by the officer in charge of the site (DPMT, ASDM) which will resolve the issue within one month of receiving of the complaint at Steering Committee.

However, the aggrieved person/party can bring the matter to the Court of Law at any point of time. The PMU and ASU site office shall keep records of all grievances received including contact details of the complainant, the date of receiving the complaint, nature of the grievance, agreed corrective actions, and the date the actions were taken and their final outcome. A complaint register will be maintained at the construction site. The cost for the operation of GRM will be accounted for in project cost as part of PMU operation.

### **B. Composition of GRC**

**Site Level Grievance Redress Committee (GRC-Site):** This committee is comprising of DPMT, ASDM - Darrang, PMU Communication Manager, PMU Civil Engineer, PMU Environment Specialist, PMU Gender and Indigenous Peoples Specialist, and one locally elected representative from Panchayat. The GRC-Site will be headed by DPMT, ASDM - Darrang.

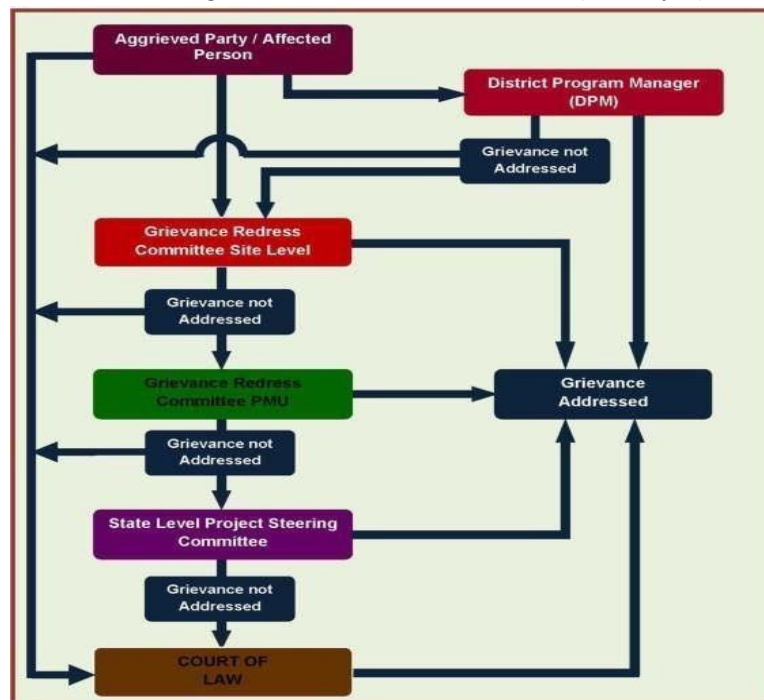
**GRC at PMU level:** GRC at PMU includes the Mission Director ASDM, HR & Admin, ASDM, PMU Gender and Indigenous Peoples Specialist, PMU Environment Specialist

and Legal Advisor, ASDM. The Committee is headed by the Mission Director, ASDM. This committee shall look into the matters, which are referred to and not resolved by GRC at site level. If the matter is not resolved by the GRC at PMU level within 15 working days, then the aggrieved person or party can bring the matter to the state level project steering committee (PSC) which is in charge of the project.

The affected person or aggrieved party can approach the GRC for redress of his/her grievance through any of the following modes:

- **Web based:** A separate corner has been developed at the ASDM website, so that public and affected person can register their complaints in the online column during the execution stage.
- **Project Information Board:** ASU project information board has been installed at the ASU project site. Contact details (name, phone number, and email) of GRO is available on the board (**Appendix 5**).
- **Telephone or e-mail based:** A telephone number is available on the website of ASDM and ASU so that the general public can register their complaint through telephone/mobile phone. An e-mail id has been created and is available on the ASU website so that a complainant can register a complaint through e-mail as well.

Figure 3: Grievance Redress Mechanism (ASU Project)



One complaint register is also being maintained at the construction site by the contractor where people can register their complaint. In addition to it grievance register format is also available at site and at PMU for people to register their grievances in the prescribed format and put it in the drop-box (photographs of drop box of site and PMU is given in **Appendix 18 and 19** respectively).

- The official copy of the approval letter of Grievance Redressal Mechanism (GRM) was shared as an annexure with the SSMR for the reporting period of February 2022 to July 2022. The grievance redress mechanism for the project is shown in **Figure-3**. No grievances related to social safeguards have been received during the reporting period.
- No grievance has been reported in the current reporting period (**Appendix 8-12**)

## **6. Training, consultation and disclosure:**

### **A. Public Consultations**

Public consultations / Focus Group Discussions (FGDs) are being organized at the site level on regular basis. Stakeholder consultations with multiple stakeholders i.e., women, community (including male, female, and youth) residing nearby the ASU boundary are being organized at the ASU site regularly.

### **B. Training:**

Gender and Indigenous Peoples Specialist attended 2 days training from 24<sup>th</sup> August–25<sup>th</sup> August 2023 on Resettlement Plan Implementation Training in Mumbai organized by ADB. **Appendix: 1-2**

To ensure continued public and stakeholder participation in the ASU project life cycle, periodic consultations and focus group discussion should be continued. The participatory process will ensure that all views are adequately reviewed and suitably incorporated in the design and implementation process.

Electronic version of this IPP has been placed on the official websites of ASDM in both Assamese and English language and the hard copy of the IPP report summary in the Assamese language is available at the PMU-ASUP office, Guwahati for reference.

**Table 4: Schedule of Consultation and Disclosure Activities**

<b>Activities</b>	<b>Target Group</b>	<b>Responsible</b>	<b>Timeline</b>
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 during construction
Disclosure of safety signage, marking pegs and GRM	Key stakeholder agencies including nearby communities	ASUP/contractor with PMU inputs and support	During construction <b>(Appendix 3-4, 6-7)</b>
Seeking Cooperation throughout the project period	Related Departments and nearby communities	ASUP/contractor with PMU inputs and support	Throughout the project period

## 7. Conclusion and recommendation:

The monitoring of social safeguard activities and implementation will be continued throughout the project implementation period. Information dissemination and disclosure has been a continuous process since the beginning of the project which will continue during the whole project period.

The Environment and Gender & IP Specialists of PMU will continue consultations, information dissemination, and disclosure. A project information disclosure banner/poster containing the project information, and contact numbers of GRO, contractor, project engineer, and social safeguards personnel, and concerned engineer in charge and grievance redress process will be prepared and disclosed for the public to access. Various safety signages have been put up at ASU site (**Appendix 6-7**). More such banners and marking pegs will be disclosed at various places at the project site.

Overall development for the reporting period of (August 2023 to January 2024) six months have been moderately progressive against each output and indicator of the project related to Social Safeguards, GRM, and IPP implementation. Outreach activities will be initiated once the consultants dedicatedly meant for outreach activities are engaged, the IPP implementation process would also get initiated simultaneously in the field with targeted communities, institutions, etc. for generating awareness regarding skill education, enrollment, avenues for job placements, creating linkages, etc.

## Appendix 1-2: Photograph and certificate of Resettlement Plan Implementation training



**Appendix 2:**



### **Appendix 3-4: Photographs of marking pegs at ASU site in areas close to habitations**



## Appendix: 4



**Appendix 5: Photograph of project information board in local language at ASU site**



## Appendix 6-7: Photographs of safety signages at ASU site



## Appendix: 7



## Appendix 8-12: Grievance monitoring report from CW02 from Sept.23-Jan.24

GRIEVANCE MONITORING REPORT								
Package number <u>CW02</u>								
Contractor's name <u>PCPL &amp; BIL</u>								
Month <u>September 2023</u>								
Complaint Number	Date	Complaint through (phone/Letter /Site)	Name of Complainer	Male / Female	Complaint details	Action taken by Contractor/ PMU/DSC	Date - Case Resolved (days required)	Remarks - further action if any

Community Interaction Report (at Project Sites)						
Package number						
Contractor's name						
Month						
Date	Event location (Ward no)	Type: Meeting / Training	Topic for discussion	Duration (hours)	Total participants	Total female participants



*[Signature]*

## Appendix: 9

GRIEVANCE MONITORING REPORT								
Package number <u>0002</u>								
Contractor's name <u>PCPL 8112</u>								
Month <u>October 2022</u>								
Complaint Number	Date	Complaint through (phone/Letter /Site)	Name of Complainer	Male / Female	Complaint details	Action taken by Contractor/ PMU/DSC	Date - Case Resolved (days required)	Remarks - further action if any

Community Interaction Report (at Project Sites)						
Package number						
Contractor's name						
Month						
Date	Event location (Ward no)	Type: Meeting / Training	Topic for discussion	Duration (hours)	Total participants	Total female participants

Please attach (i) Report, (ii) Photograph and (iii) Signed Attendance Sheet



## Appendix: 10

GRIEVANCE MONITORING REPORT								
Package number <u>CWO 2</u>								
Contractor's name <u>PCPL &amp; MIL</u>								
Month <u>Nov 2022</u>								
Complaint Number	Date	Complaint through (phone/Letter /Site)	Name of Complainer	Male / Female	Complaint details	Action taken by Contractor/ PMU/DSC	Date - Case Resolved (days required)	Remarks - further action if any
NIL								
NIL								
NIL								
NIL								
NIL								

Community Interaction Report (at Project Sites)						
Package number						
Contractor's name						
Month						
Date	Event location (Ward no)	Type: Meeting / Training	Topic for discussion	Duration (hours)	Total participants	Total female participants
NIL						
NIL						
NIL						
NIL						
NIL						

Please attach (i) Report, (ii) Photograph and (iii) Signed Attendance Sheet



*[Handwritten signature]*

## Appendix: 11

GRIEVANCE MONITORING REPORT								
Package number <u>CW02</u>								
Contractor's name <u>PCPL &amp; BIL</u>								
Month <u>December 23</u>								
Complaint Number	Date	Complaint through (phone/Letter /Site)	Name of Complainer	Male / Female	Complaint details	Action taken by Contractor/ PMU/DSC	Date - Case Resolved (days required)	Remarks - further action if any

Community Interaction Report (at Project Sites)						
Package number						
Contractor's name						
Month						
Date	Event location (Ward no)	Type: Meeting / Training	Topic for discussion	Duration (hours)	Total participants	Total female participants

Please attach (i) Report, (ii) Photograph and (iii) Signed Attendance Sheet



*[Handwritten signature]*

## Appendix: 12

GRIEVANCE MONITORING REPORT								
Package number		CWO2						
Contractor's name		PCPL & BIL (JV)						
Month		January 23						
Complaint Number	Date	Complaint through (phone/Letter /Site)	Name of Complainer	Male / Female	Complaint details	Action taken by Contractor/ PMU/DSC	Date - Case Resolved (days required)	Remarks - further action if any

Community Interaction Report (at Project Sites)						
Package number						
Contractor's name						
Month						
Date	Event location (Ward no)	Type: Meeting / Training	Topic for discussion	Duration (hours)	Total participants	Total female participants

Please attach (i) Report, (ii) Photograph and (iii) Signed Attendance Sheet

*Signature*  
Safety Eng.



## Appendix 13-17: Worker's information report from CW02 from Sept.23-Jan.24

Contractor's Monthly Report

WORKERS' INFORMATION REPORT						
Package number	CW02					
Contractor's name	PCPL & BIL					
Month	September 2023.					
	Own		Semi-skilled		Unskilled	
	Skilled		Semi-skilled		Unskilled	
	Local	Out-station	Local	Out-station	Local	Out-station
Males	70	30	20	10	10	10
Females						
Scheduled tribe						
Grand total						
	Others		Semi-skilled		Unskilled	
	Skilled		Semi-skilled		Unskilled	
	Local	Out-station	Local	Out-station	Local	Out-station
Males						
Females						
Scheduled tribe						
Grand total	150					



## Appendix 14:

## Contractor's Monthly Report

WORKERS' INFORMATION REPORT						
Package number	C 002					
Contractor's name	PCPL & BIL					
Month	October 2022.					
	Own					
	Skilled		Semi-skilled		Unskilled	
	Local	Out-station	Local	Out-station	Local	Out-station
Males	80	30	10	9		
Females						
Scheduled tribe						
Grand total						
	Others					
	Skilled		Semi-skilled		Unskilled	
	Local	Out-station	Local	Out-station	Local	Out-station
Males						
Females						
Scheduled tribe						
Grand total	129.					



*Signature*

## Appendix 15:

## Contractor's Monthly Report

WORKERS INFORMATION REPORT						
Package number	CW01					
Contractor's name	PCPL & BIL					
Month	November					
	Own					
	Skilled		Semi-skilled		Unskilled	
	Local	Out-station	Local	Out-station	Local	Out-station
Males	50	20	50	9		
Females						
Scheduled tribe						
Grand total						
	Others					
	Skilled		Semi-skilled		Unskilled	
	Local	Out-station	Local	Out-station	Local	Out-station
Males						
Females						
Scheduled tribe						
Grand total	129					



*[Handwritten signature]*

## Appendix 16:

## Contractor's Monthly Report

WORKERS' INFORMATION REPORT						
Package number	1C6002					
Contractor's name	PCPL & BTL					
Month	December 23					
	Own					
	Skilled		Semi-skilled		Unskilled	
	Local	Out-station	Local	Out-station	Local	Out-station
Males	70	70	100	40		
Females						
Scheduled tribe						
Grand total						
	Others					
	Skilled		Semi-skilled		Unskilled	
	Local	Out-station	Local	Out-station	Local	Out-station
Males						
Females						
Scheduled tribe						
Grand total	280					

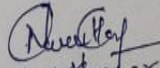


*Signature*

## Appendix 17:

Contractor's Monthly Report

WORKERS' INFORMATION REPORT						
Package number	C202					
Contractor's name	PCPL & BIL (JV)					
Month	January 24					
	Own					
	Skilled		Semi-skilled		Unskilled	
	Local	Out-station	Local	Out-station	Local	Out-station
Males	35	45	39	72	122	112
Females						
Scheduled tribe						
Grand total	425/—					
	Others					
	Skilled		Semi-skilled		Unskilled	
	Local	Out-station	Local	Out-station	Local	Out-station
Males						
Females						
Scheduled tribe						
Grand total						

  
 HSE Manager  
 B. Nisanti Rao



  
 Safety Eng...

**Appendix 18: Photograph of the current position of the grievance box at ASU site**



### Appendix 19: Photograph of grievance box at PMU office



## Appendix 20: Draft IPP

ASSAM SKILL UNIVERSITY PROJECT (ASUP) - Loan Number: 4166-IND IPP																	
Key Activities and Implementation Schedule																	
		2024				2025				2026				2027			
Activities	Sub Activities	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Outreach of NGO/Organization for mobilizing students to take admission at Assam Skill University	1.1. Develop and finalize the mobilization, IEC and selection strategy for Interest from, and enrolment and employment of women and disadvantaged groups, including scheduled tribe groups																
	1.2. Development of IEC material i.e. poster, leaflet etc.– program specific and channel specific																
	1.3. Finalization of Mobilization and IEC guidelines and roles and responsibilities of different stakeholders viz. ASU, branding and communication firm, training implementation partners industry																
	1.4. Revisit and mobilization strategy and update as required for promotional and outreach activities to encourage the enrollment of disadvantage groups.																
	1.5. Finalize admission for each Programme																
	1.6. Develop of test materials bank for entrance test																
	1.7. Undertake regular admissions (through entrance tests)																
	1.8. Identifying and partnering with potential testing centers in Assam and other States																
	1.9. Developing and finalizing counselling SOP																
	1.10. Revisit the admission and counselling process and initiate changes as required																
Create an enabling environment and development of all facilities to be provided in University Campus	2.1 Develop a sustainable campus including academic and administration buildings, laboratories, practical training workshop, library, student and staff residential facilities.																
	2.2. Development of IT enabled solutions and other platforms specifications and allied documents for ASU's digital campus																
	2.3 Students from scheduled tribe groups will have access to ASU campus																

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