

**TRIBAL DEVELOPMENT PLAN
Under "Serv Sewa" Project**



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GOVERNMENT OF MADHYA PRADESH**

1. Background

It has been recognized world over that good governance is essential for sustainable development, both economic and social. The three essential aspects emphasized in good governance are transparency, accountability and responsiveness of the administration. "Citizens' Charters" initiative is a response to the quest for solving the problems which a citizen encounters, day in and day out, while dealing with the organizations providing public services.

On the similar lines Government of Madhya Pradesh (GoMP) intends to provide the public services to its citizen by improving Government to Citizen (G to C) interaction through efficient public service delivery mechanism.

In this background the Government of Madhya Pradesh took a path breaking initiative to provide legal frame work of accountability to citizen charter by legislating "**Madhya Pradesh Lok Sewaon Ke Pradan Ki Guarantee Act 2010**". The initiative caught the imagination of people of the country and 16 more states made enactment on similar line.

To implement the act a model was conceptualized by Govt. of Madhya Pradesh to provide public services to its citizens and achieve the actual objectives of the Public Service Delivery act in spirit and letter. Under this model a central web based software application was developed and services are being provided online through kiosks called Lok Seva Kendras. This model ensured efficient citizen centric services through innovative use of information and communication technology (ICT), process re-engineering and Public Private Partnership (PPP)".

This model got immense success and in last two years since its beginning from 25 September, 2012 to 30 November 2014, total applications received online are 1,89,50,779 and out of them 1,54,38,140 are disposed which is more than 81 % of total applications.

To further strengthening the public service delivery in Madhya Pradesh state government approached the World Bank through department of economic affairs. Public Service Management Department of Government of MP approached the World Bank in, for assistance to examine the issues of resource allocation and service delivery in Madhya Pradesh. Since 21.1 % population of the state is tribal, the project becomes more important for government of Madhya Pradesh.

DEA has approved and further sent the proposal to the World Bank and subsequently World Bank has approved the loan of INR 210. The total cost of project will be INR 300 Crores, where 90 Crores will be funded by state.

The present document titled "Tribal Development Plan under Serv Sewa Project" is the Concept Note detailing the various activities of the project.

2. Objective

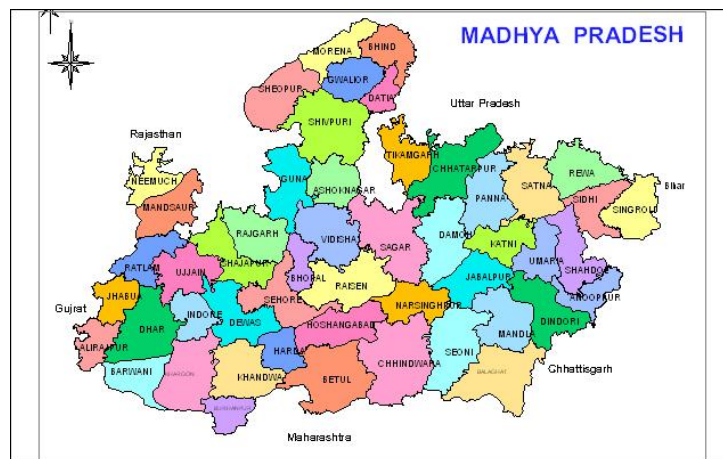
The overall development objectives of this plan is to enhance understanding of the social and institutional dimensions of delivering public service in tribal areas, and to identify practical approaches and methods to enhance the delivery, governance and social inclusiveness of services that are the highest priority for tribal people. The focus would be on the public service delivery

mechanism right from policy making to the implementation, focussing on making the system more responsive and accessible to all and improve the efficiency of delivery channels.

3. About Madhya Pradesh

The State of Madhya Pradesh is centrally located and is often called as the "Heart of India". The Government of Madhya Pradesh implements various social welfare and development schemes through 57 functional departments having their own administrative setup in 51 District, 313 blocks and 305 urban local bodies.

The State is home to a rich cultural heritage and has practically everything; innumerable monuments, large plateau, spectacular mountain ranges, meandering rivers and miles and miles of dense forests offering a unique and exciting panorama of wildlife in sylvan surroundings.



The State's economy is predominantly agrarian with the primary sector contributing about 25 percent to the Net State Domestic Product (NSDP). More than 90% of the state's labour force is engaged in the unorganised sector, and does not have secure and sustainable livelihoods. The state has eleven agro-climatic zones and is home to about 40 percent of India's tribal population. In absolute numbers, the state has the highest tribal population among all states. This tribal population (21.1 percent) is largely concentrated in and around forest areas, which constitute approximately 27.81 percent of total geographical area of the state.

The STs have a pre-dominant presence in 5 districts and a significant presence in another 12 districts. More than 89 Community Development Blocks of the state have a tribal presence that is more than 50 percent. The state is also home to three Primitive Tribal Groups (PVTs).

This Tribal Development Plan outlines the position of the scheduled tribes in the context of the socio-economic development of Madhya Pradesh, the role of structures and institutions mandated to directly and indirectly work on issues of tribal development, the real and perceived impact of various initiatives including the current scheme of public service delivery and other public grievance redressal mechanisms. The Plan finally presents a framework on how the concerns and interests of the tribal groups could be secured and strengthened within the design of this Project.

Out of the 51 districts in Madhya Pradesh, 17 have a significant tribal population, therefore geographically, in nearly one-third of the state any universalized support needs to be carefully planned to address the vulnerabilities and secure the interests of scheduled tribes. About 33 district

of the State are either partially or fully under the Scheduled Area, where special provisions apply for the self-governance of tribals. Given their current status among the poorest, marginalized and the most vulnerable, these districts warrant specific attention to bring in social, economic and political changes to make their lives better.

This Tribal Development Plan is in recognition by the state government that benefits from programs and schemes intended for the general population and tribals do not reach them easily, and therefore deliberate and affirmative action/ strategies are required to ensure that they enjoy equal and uninterrupted access to the public services guaranteed by the *Madhya Pradesh Lok Sewaon ke Pradan ki Guarantee Adhiniyam 2010*. Since the Act provides easy, timely and assured access to basic services in a rights based framework, by its very intention the primary beneficiaries of this legislation need to be all those social groups that have limited ability to demand rights and are generally excluded from most entitlements and schemes.

Therefore, this Tribal Development Plan is aimed at critically analysing from a tribal perspective the systems and processes, the legal environment, ownership of rights and resources, special schemes/ programmes/ institutions in place for their development; their general access to them; assessment of whether the current initiative will positively or negatively impact the tribals, whether it will promote the empowerment of tribals and recommend additional inputs that will help in maximising the benefits for this constituency. It will also look at the other grievance redressal mechanisms available in the state and their use/access by the tribal groups and their impact.

Based on this assessment and a detailed assessment of the various components of the programme, this Plan will propose a Tribal Strategy for ensuring that the tribal interests are not only secured but also strengthened. This will include suggesting strategies for ensuring greater participation by the tribal communities, steps to be taken for eliminating social exclusion in the programme, implementation arrangements that specifically look at overcoming barriers before the tribal communities in accessing public services and suggesting inclusive implementation arrangements. The strategy will go on to suggest how the Project's Monitoring and Evaluation Framework could be aligned to guide the programme managers on measuring the impact of the programme using a tribal lens.

A Communication Strategy will also be proposed for the programme that will aim at creating a demand push and ensuring that tribal communities are considered an important and key constituency, and that there is due sensitivity among government functionaries, programme implementers, elected representatives, service providers, community, the media and all other stakeholders about the special needs of the tribal communities.

This document along with other assessments will inform the final design of the project and underscore the importance that needs to be given to tribal and other vulnerable social groups.

The present plan is the culmination of an intensive review of existing literature, analysis of available data, first hand assessments, stakeholder's consultations and interviews, discussions with elected representatives, community members, departments and services that are within the ambit of the Act as well as analysis of the implementation of Madhya Pradesh Public Services Guarantee Act since 2010.

Under the Disclosure Policy, this Tribal Development Plan has been discussed with and disclosed to the key stakeholders mentioned above. This Framework document is thus informed by all the suggestions and recommendations received during its preparation.

This Plan is thus informed by all the suggestions and recommendations received from the key stakeholders during its preparation. Under the Disclosure Policy, this Tribal Development Plan shall be disclosed to the public on the Government of Madhya Pradesh website on December, 8 2014. Hard copies of the Plan is also placed in places such as District libraries, District Collectors and BDOs

offices etc accessible to the tribal population in Hindi, English and tribal dialects like Korku, Bhili and Gondi etc. A letter has also been sent to the relevant department heads informing them of the project along with a copy of this TDP.

SCHEDULED TRIBES IN MADHYA PRADESH: AN OVERVIEW

In terms of absolute numbers Madhya Pradesh (MP) is home to the largest number of Scheduled Tribes in India. The low population, relative isolation and inadequate reach of infrastructure in some districts increase the costs of delivery, resulting in poor access to agricultural inputs, extension services, credit and markets.

Since many of the tribal communities have lived as isolated entities for many centuries, largely untouched by the other social groups neighbouring them, like in other states, the seclusion of tribals of Madhya Pradesh has been responsible for exclusion, slower growth, dis-similar pattern of socio-economic development and limited ability to negotiate and cope with the consequences of their circumstantial integration with the mainstream society and economy.

Geographical Spread

The tribal belt of Madhya Pradesh runs along the entire Southern Madhya Pradesh till its North-Eastern border. Out of the 308,000 sq. km area of the state nearly 31 percent is forested. More than 75 percent of the tribal population lives inside forests or in the state's 17,050 forest fringe villages out of the more than 51,000 revenue villages of Madhya Pradesh. In these forested areas, tribal population, are dependent on forest resources for subsistence, income and employment. Districts with considerable tribal and scheduled caste populations typically represent the most deprived areas. Roughly 30 percent of the area of the state comes under the Tribal Sub-plan and about 22 percent is under Schedule V of the Constitution.

Zone	Districts	Major Tribes
<i>North Eastern Zone</i>	Shahdol, Sidhi, Anuppur, Singrauli, Katni, Umaria	Oraons, Dhanka, Dhangad. Korwa, Kol, Kamar, Panika, Korwas, Bhainas, Bhumia, Paliha, Pando and Baiga (PVTs).
<i>Eastern Zone</i>	Dindhori, Mandla, , Seoni, Balaghat, Jabalpur,	Gond, Korku, Kol, Munda, Pardhi, Bahelia, Shikari, Takankar, Halba,Taki, Arrakh, Agaria, Asur, Badi Maria Kandra, Kalanga, Khatola, Koitar, Koya, Khirwa and Baiga PVTG
<i>Western Zone</i>	Jhabua, Dhar, Khargone, Khandwa, Ratlam, Burhanpur	Bhils, Bhilala, Patelia and Barela
<i>North West Zone</i>	Shivpuri, Morena, Guna	Sahariya PVTG, Sehria, Sosia, Sor and several denotified tribes
<i>Southern Zone</i>	Chhindwara Betul, Harda, Hoshangabad, Raisen	Gond Korku, Kol, Bopchi, Mouasi, Nihal, Bondhi, Bondeya, Maria, Kandra, Kalanga, Khatola, Koitar, Koya, Khirwa, Bhariya PVTG

In terms of characteristics the tribals of the eastern Madhya Pradesh are very different from those in the West in terms of their traits, ecological surroundings and their economic systems. Those of the West are primarily dependent on agriculture and urban migration for their livelihoods while those in the East live in heavily forested regions and largely depend on forest and forest produce for their livelihoods apart from agriculture. Other characteristics remain the same like remote settlements, collective decision-making, traditional leadership, sub-optimal land and other resources, low asset ownership, poor political participation and limited access to schemes and entitlements, primarily due to low awareness and education.

The approximately 15.3 million tribals of the state are largely concentrated in 17 districts; and 4 out of 10 administrative divisions (Shahdol, Narmadapuram, Indore and Jabalpur) have a ST population of more than 30 percent. As per 2011 Census, the districts with an ST population of more than 50 percent are Alirajpur, Jhabua, Dindhori, Barwani, Mandla and Dhar. These districts also are those which have the lowest development indicators in the state. About 22 districts of the state have a ST population which is higher than the mean average for the state. The tribals in the state are largely concentrated in rural areas- 93 percent- this was 96 percent in 2001.

Demographic Profile

As per the notified list, more than 40 different major tribes of India reside in Madhya Pradesh, apart from the 40 odd sub-tribes, each of which has distinct cultural practices, identity, dialect, customs and life styles. Bhils, Bhilala, Gonds, Kol and Korku are the major tribes which constitute more than 75 percent of the total tribal population of the state. The smallest 30 tribal groups have a collective population of barely 5 percent of the tribal population. According to 2011 Census, Bhils are the most populous with a population of 4.6 million, which is roughly 37.7 per cent of the total ST population. Gonds are the second largest tribe, with a population of 4.3 million constituting 35.6 per cent. The next four populous tribes are: Kol, Korku, Sahariya and Baiga, the latter two being Primitive Tribal Groups (PTGs).

Apart from the Scheduled tribes Madhya Pradesh also has 3 Primitive Tribal Groups (PTGs) (Sahariyas, Baigas and Bhariyas) which are considered the most vulnerable among the tribes and have been given a special status. The state also has 51 different De-notified, Semi-nomadic and Nomadic Tribes (DSNT) which are usually off the governance radar and have low social, political and economic participation.

The translation of the TDP and communication strategy will consider the various local dialects of tribal groups in Madhya Pradesh like Korku, Bhili and Gondi etc.

LEGAL FRAMEWORK FOR TRIBAL GOVERNANCE

According to the Tribal Sub-plan strategy, for a focussed attention to the special needs of the tribal communities, regions of the country with a significant tribal population have been divided into different units depending on the tribal population size, its concentration and needs. In Madhya Pradesh the tribal administration is spread over 31 Integrated Tribal Development Projects (ITDPs), 30 MADA (Modified Area Development Approach) pockets and 6 tribal clusters, which together constitute the tribal sub-plan area of the state.

The Constitution of India contains several provisions for ensuring a better quality of life for the weaker sections of society in general and STs, in particular, based on a policy of positive discrimination and affirmative action on the developmental and regulatory fronts. The architects of the Constitution being conscious of the separate identity of the tribal communities and their habitat provided certain articles exclusively devoted to the cause of the STs. These include Articles 244, 244A, 275(1), 342, 338(A) and 339.

In order to insulate the tribal communities from infringement on their customary rights, practices and privileges over their ecosystem and resources, special provisions have been made in the Indian Constitution to protect and promote the interests of the Scheduled Tribes. Tribal advisory councils have been constituted to oversee the interests of the tribals in the states and work for their welfare and advancement. After the devolution of powers and functions to the Panchayati Raj Institutions by the 73rd Amendment, a special law was enacted specially for the Schedule V areas for ensuring that the traditional rights self-governance of the tribal communities were safeguarded.

- **Panchayats (Extension to the Scheduled Areas) Act 1996, (PESA)**- aims at decentralized existing approaches to tribal governance by bringing Gram Sabha at the center-stage, recognizing the traditional rights of tribals over community resources—land, water, minerals and forests, safeguarding the cultural identity, customary law, *dispute resolution mechanisms, social and religious practices*. PESA aims to provide a wide range of rights and privileges to tribals for developing plans and programmes for their own development, resources for implementing them and control over all institutions, markets, development projects. Among the 9 states that have Schedule V areas, while still short of effectively empowering the local bodies as mandated by the Act, Madhya Pradesh is still ahead of the others.
- **Scheduled Tribes and Other Traditional Forest Dwellers (Recognition of Forest Rights) Act, 2006 (FRA)**– FRA is an important watershed in the history of tribal empowerment in India especially relating to tenurial security on forests and forest land and vest ownership and usufruct rights to those dependent on forests for their sustenance and their existence without any tenurial security. The Act recognizes individual rights to land being cultivated in forest areas; and community rights/ other traditional customary rights such as *nistar* rights, rights to ownership, use of minor forest produce, rights to collect products from water bodies, grazing rights (both settled or transhumant), rights to biodiversity, cultural diversity, rights to habitation, and right to protect, conserve or manage community forest resource which they have been traditionally protecting and conserving.
The implementation status in September 2014 was that 5,35,084 individual and 37,919 community claims were received by the state of which 1,78,087 individual and 17,529 community rights were recognised and titles distributed to 13,59,597 acres of forest land.
- **Madhya Pradesh Panchayati Raj 1993 And Gram Swaraj Adhiniyam, 2001**-The Madhya Pradesh Panchayati Raj Act, 1993, was enacted to bring the state PRIs in line with the principles and directives legislated by the 73rd Constitutional Amendment. The Act provided for a system of independent audit to audit Panchayat accounts; a State Election Commission to conduct elections to the Panchayats; and a State Finance Commission (SFC) to devolve funds to the local bodies. Through the Gram Swaraj Adhiniyam the state empowered the village councils Gram Sabhas to become the basic unit of self-governance with powers to prepare development plan, reservation was provided to women and members of marginalised communities. The tribal population in blocks other than those covered under the Fifth Schedule are governed by the Gram Swaraj Adhiniyam.
- **MP Land Revenue Code 1959** - This Act governs tenancy regulation in MP. Section 170 (A) & (B) of this Code place restrictions on transfer of agricultural land owned by tribal to non-tribal. The transfer is completely prohibited in TSP Areas. In non-TSP areas, transfer is possible only with the permission of the District Collector.

- **MP Excise Act** - Sections in this Act permit tribal to brew country liquor for their personal consumption and for use at social occasions. The relaxation is given keeping in mind the traditional place of liquor in the social life of tribal.
- **MP Money Lending Act** - This Act regulates activities of moneylenders with a view to protect interests of weaker sections of society. It puts a limit on interest rate that can be charged and the total interest that can be charged. It makes registration obligatory. It further limits powers of civil court to issue decree in money lending cases and instead provides for relief for the debtor.

KEY INSTITUTIONS AND THEIR ROLE IN TRIBAL DEVELOPMENT

Institution	Mandate	Role/Effectiveness
Tribal Advisory Council (TAC)	Apex body at state level to advise on matters pertaining to the tribal welfare and advancement	Not very effective in securing tribal interests
Scheduled Tribes and Scheduled Castes Welfare Department (TWD)	Promote and protect rights of tribal communities, implement programs for educational and economic development, act as channelising agency of funds, coordinate and monitor funds applications by various line departments in tribal areas.	Oversees expenditure of funds in tribal areas in proportion to the TSP budgets, overall implementation of schemes for tribals
Commissioner, Tribal Development (CTD)	Implement schemes for tribal welfare and education, allocate TSP funds, monitor spending by departments, implement projects through TSP units	Primarily functions as a fund disbursing agency and implements school education in tribal areas and manages scholarship for tribal students
Directorate of Tribal Area Development And Planning (TADP)	Preparation of Tribal Sub-Plan and monitoring the schemes implemented through various departments and Integrated Tribal Development Projects and schemes for PVTGs	Limited role in managing the implementation of plans which are executed by line departments
Madhya Pradesh Scheduled Tribes Commission	Monitor application of state policy for the STs, protecting legal, development and human rights of tribal communities	Limited role in securing the interests of its constituency
Madhya Pradesh Tribal Finance and Development Corporation	Provide institutional finance for educational and economic development of the tribals	Refinance of schemes of NTFDC and NABARD, Skill Development. Limited contribution to poverty reduction among tribals

Tribal Research Institute (TRI)	Carry out impact studies /evaluations, monitor tribal schemes, comprehensive research and surveys related to tribal society, culture and development, create awareness on tribal issues.	Largely limited to conducting anthropological studies and organising tribal exhibitions
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SERVICE DELIVERY AND GRIEVANCE REDRESSAL MECHANISMS IN MP

The Madhya Pradesh Vision Document 2018 which spell out the priorities of the state government calls to “Facilitate wide spread access to key public services “anywhere, anytime” through transparent and accountable governance”. Provisioning of citizen centric services by cutting down transaction time and efficient use of technology for expanding outreach and access to these services has been accorded the highest priority by Government of Madhya Pradesh in the past few years.

Since the MP Public Services Guarantee Act provides public services and has an inbuilt mechanism for grievance redress, some of the Service Delivery and Grievance Redress Mechanisms operating in the state are assessed below for their social impact and inclusiveness:

Service	Mechanism	Inclusion and outreach
PUBLIC SERVICES		
National e-Governance Plan-	Provide high speed connectivity to all Panchayats and blocks for improving efficiency of service delivery and programme management	Initial phase. Will significantly enhance outreach to all GPs but low on Inclusion
Common Service Centres	Provide IT enabled services in a PPP mode	Most services are not related to the needs of the poorest, but has a sub-block presence
mpEprocurement (e-tendering)	G2B service to enhance transparency in government procurement systems	State wide, can lower cost of services to the poorest through efficient operations
MP Online	PPP based basic service and information delivery	High outreach but offers services not used by vulnerable groups
Public Service Management – LSK	Public services delivery in a rights framework in PPP mode.	Access issues due to location at block. High transaction costs sometimes demotivate excluded groups
GRIEVANCE REDRESSAL		

SAMADHAN On-line	Internet based time bound grievance redress	Public website but accessible only by those with internet connectivity- low on inclusion
Tele Samadhan/CM Helpline 181	Voice based grievance redressal through call centres with a system of automatic escalation of unresolved grievances	State wide but low awareness in rural areas. Mostly accessed by urban educated.
Right to Information	Grievance redressal through provision of information- rights based	Medium level of awareness- low on inclusion
Jan Sunwai (Public Hearing)	Decentralised system of face to face grievance redressal – CM, Ministers, Collectors	High awareness, personal touch and high on inclusion
Public Grievances Redressal Department	Coordinating with line departments for following up complaints received through various grievance mechanisms	Little control over other departments, low awareness and low on inclusion
MP Social Audit Society	Independent mechanism to undertake social audits of several schemes like MGNREGS, IAY, Social Security Schemes, ICDS, PDS etc.	Recently established with CSO and Government nominated members in its Governing Board. Funded by GoI and GoMP to undertake social audits in all Panchayats of the state

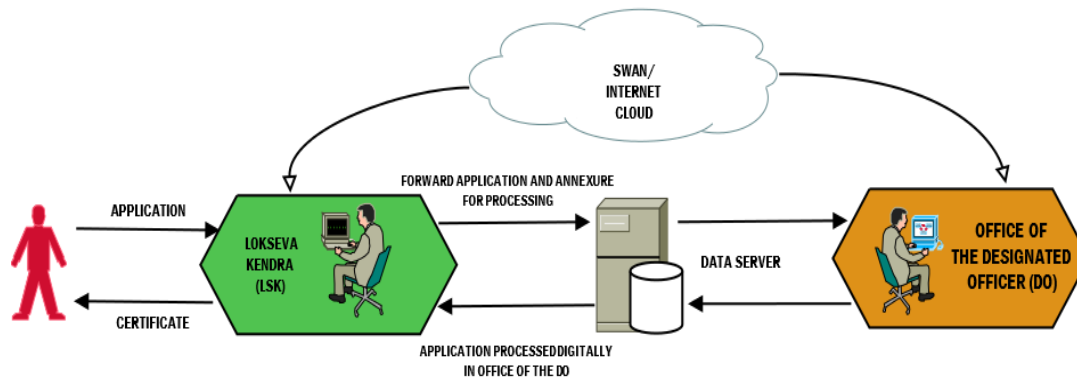
As seen above, there are several initiatives operative in the state for addressing the challenges of provision of basic services and for grievance redress, their outreach and effectiveness to address inclusion still remains a challenge for state.

Public Service Delivery through Lok Seva Kendra

This project is about providing public services through 336 kiosks called Lok Seva Kendra (LSKs) spread across the Madhya Pradesh State. In its initial stage it is envisaged to provide the citizen centric services through LSKs and subsequently through CSCs (Common Service Centre) and portal for any user on internet. To make the system people friendly, take advantage of efficiency of private sector Private Partnership model was implemented. This initiative is basically “Delivery of public service services through Lok Sewa Kendra”.

Madhya Pradesh is the second largest state by area and sixth largest state by population in India. The Government of Madhya Pradesh implements, various programs, develop policies and social welfare schemes as well as development-related schemes and programs through 57 functional departments having their own administrative setup in 51 District, 313 blocks and 305 urban local bodies.

Service Delivery Mechanism



After enactment of act “Lok Sewa Pradaya Ki Guarantee Adhinyam 2010”, initially service were being provided conventionally through government offices as per Act. To assess the impact of the Act two surveys were conducted, one after 6 months and another after one year from the date of enactment. It was observed that applicants were not getting receipts and there were several other difficulties in even filing the application, such as non-availability of concerned officers, unavailability of forms, ignorance about the documents required, etc. The problem is more acute in rural areas where awareness is low and it particularly affects weaker sections and women.

Looking at the difficulty level for citizens to avail the services and to achieve the actual objectives of the Public Service Delivery act in spirit and letter there was a need of a system which can deliver the services as conceptualized by Govt. of Madhya Pradesh. To fulfill this need, a model of service delivery through kiosks called Lok Seva Kendras was developed. This model ensured efficient citizen centric services through innovative use of information and communication technology (ICT), process re-engineering and Public Private Partnership (PPP)”.

At present the services are being provided to citizen of Madhya Pradesh through 334 kiosks called Lok Seva Kendra (LSKs) spread across the Madhya Pradesh State. In its initial stage it is envisaged to provide the citizen centric services through LSKs and subsequently through CSCs (Common Service Centre) and portal for any user on internet.

To make the system people friendly and take advantage of efficiency of private sector Private Partnership model was implemented.

Challenges Faced

The main obstacles encountered were changing the service delivery process, introduction of new ICT driven delivery system ensuring accountability in stipulated time frame. There was some resistance from the government employee’s side also. In capacity of govt. employees to use modern ICT tools at lower level in general and middle level in particular, low level of confidence of citizens in general and rural and illiterate in particular. The Capacity building and awareness and the training for government employees in lower level in general and middle level in particular. Service delivery based on Lok Seva system is considered a crucial intervention and initiative take by govt. to encounter above challenges. During the implementation business process engineering of services with concern of all the stakeholder was a herculean task. All the circulars were discussed in length and breadth and revised as part of process re-engineering. The main obstacles encountered by this initiative include:

- Different Perceptions/Opinion Ideology
- Taking all Stakeholders on Board
- Establishing Strong Monitoring Mechanism
- Training a large number of Govt. Officials
- Creating Public Awareness
- Change Management
- Change of Mindset of stakeholders
- Process mapping of manual processes to automated system processes
- Network connectivity up to last mile
- Use of digital signature
- Lack of infrastructure

In nutshell this requires radical change in complete transformation of the mindset of the Government machinery from all powerful providers regime to a right based delivery to the citizen. This is a herculean task, to overcome all the obstacles and the key factor includes the strong political will, awareness building, capacity building, The support from all political parties are the crucial point as this initiative seems as a remedy of corruption and good governance. It's a heartening to note that project has achieved considerable success.

Benefits

Following table presents a comparative analysis of pre and post implementation scenario of the solution:

Sl. No	Pre deployment scenario	Post deployment scenario
1.	Application filing to only govt. office for availing services	Direct application filing to authorized LSKs as well as govt. offices for availing services
2.	High no. of visits to govt. offices	Minimum no of visit to LSK as specified
3.	Manual Storage of data (Paper)	Electronic storage of data (Paperless)
4.	Manual application and registration	Electronic application and instant registration
5.	Accessibility to govt. official/machinery was difficult to avail the services	Accessibility to govt. officials through defined process
6.	Difficult unknown processes to avail the services	Single window (LSK) to avail the services with transparent and standardized process
7.	No scope of improvement in mechanism of service delivery	Significant scope of further improvement in service delivery mechanism (BPR)
8.	Difficult to maintain/duplicate legacy data	Easy to maintain/duplicate legacy data (Data digitization)
9.	Centralized system of service delivery	Decentralized system of service delivery
10.	Unaccountability in service delivery	Transparency in service delivery
11.	Administrative burden and cost for govt.	Reduced administrative burden and cost for govt.
12.	Dependence only on govt. offices	LSKs are Independent entity

Challenges Ahead:

As per the statistics it is observed that no. of application disposed by DOs everyday has gone very high. If we take example of Revenue/General Administration department services it is observed that in few places one Tehsildar has to dispose 300 applications per day. Apart from disposing applications to citizen DOs have many other administrative roles and responsibilities. So in order to fulfil all their duties it is a constant demand from DOs of all the department to provide them technical manpower, computer hardware, last mile connectivity and proper training for their staff.

INCLUSIVENESS IN MP PUBLIC SERVICE GUARANTEE ACT AND LSKs

Establishment of LSK Network

Across the state of Madhya Pradesh 336 Lok Sewa Kendras are operational. Their presence includes in all the 313 blocks of the state. LSK operators are selected by transparent bidding process and working under standard terms and conditions. For smooth working of LSKs state of the art infrastructure is created which includes State data centre, development of web based software application and use of advance technology IT infrastructure across the LSKs. High uptime for network infrastructure is ensured through MP SWAN (State Wide Area Network)

Caste Certificate Drive in Madhya Pradesh

In Madhya Pradesh, a special drive for issuing of caste certificate to schedule caste/schedule tribes and other backward classes has been initiated from July 2014. . Under this drive the Caste Certificates are being provided to all the school students from class 1 to class XII of their corresponding categories. It is a proactive effort of state government to provide services to marginalized groups of the society. In this process the application forms are being filled in the school for every student and computerized digitally signed caste certificates are being provided to students in school itself. These certificates are stored by state in a digital repository and the authenticity of these documents can be verified through a portal (mpedistrict.gov.in). So there is no need to worry about security of physical copy of these certificates because a fresh print of the certificate can always be taken from this portal from anywhere in the world. Under this drive **12, 13,979** Tribal students have been benefitted and have received their caste certificates till 30 November 2014. It is targeted to provide certificates to all the students from class 1 to class XII by 15 December, 2015.

Viability Gap Funding

One of the distinguishing features of this project is Viability Gap Funding (VGF). VGF for Lok Sewa Kendras was introduced to ensure sustainability of operation in remote areas. The GoMP guarantees that any centre which receives less than 2000 applications per month is entitled to receive a 'Viability Gap Funding' (VGF) in the form of guaranteed fee for 2000 transactions (which works out to Rs. 50,000 per month) to sustain operations. In case applications received fell short of a prescribed number (2000) in a particular month, amount corresponding to LSK's fee for such shortfall number was accredited to them as VGF. Therefore it is important that when we think of expansion of LSKs then VGF has to be given due consideration, so that the LSKs remain economically viable. When the network of kiosks is expanded, suitable VGF mechanisms will have to be worked

out to ensure that areas with significant vulnerable groups population (like STs) are served and LSK operators in these areas are compensated for additional work and effort put by them. The observation shows that in the past mostly VGF is received by LSKs which are located in the districts where population of marginalized group is relatively more. In the year 2014 VGF for 10-12 months is given to LSKs located in districts like Alirajpur, Dhar, Balaghat, Mandla, Sidhi, Anuppur and Dhindhori where ST population is more.

Impact Assessment

Impact assessment is being carried out by independent third party through outsourcing. After the implementation of the project an Impact Assessment survey was done in order to assess the consequences and effectiveness of the project on various stakeholders. The survey was conducted with the help of Atal Bihari Vajpayee Institute of Good Governance & Policy Analysis, which in turn conducted this survey through four NGOs, which are:

- Samarthan, Bhopal
- Centre for Research Planning & Action, New Delhi
- Gayatri Rural Education Society, Srikakulam Andhra Pradesh
- Vimarsh ,Gurgaon Haryana

The first report of the survey was submitted in June 2014, and many gaps and improvement area were identified through the survey report and appropriate actions were taken for their rectification. It is important that in future also such surveys should be conducted from time to time so that effectiveness and impact of the project may be understood and areas of improvement may be identified.

IEC Campaign

State wide IEC campaign was run when the project was rolled out across the state in year 2012. The message carriers during this campaign were the state government officials and public representatives. There was no private vendor involved or for IEC campaign.

RANKING OF SERVICES ON IMPORTANCE TO TRIBALS

Department		Public Service	Importance to Tribal groups
Energy	1	Providing demand letter for personalized connection of low power wherever possible through existing network	HIGH
	2	Providing low power connection from present network after deposition of amount according to the demand letter.	HIGH

	3	Providing demand letter temporary connection (up to 10 K.W) after deposition of amount where infrastructure expansion is not required.	MEDIUM
		Providing temporary connection (up to 10 K.W) after deposition of amount where infrastructure expansion is not required.	MEDIUM
	4	Issue of demand letter in cases of load increase where infrastructure expansion is not required after the submission of complete documents by the customer.	MEDIUM
	5	Wherever infrastructure expansion is not required increase in load according to the demand letter after a supplementary contract and deposition of amount mentioned in demand letter.	MEDIUM
	6	On complaint of fault meter of customers having low power connection Change/ Repair of meter.	HIGH
	7	Resolving applications regarding permanent disconnection.	HIGH
Labour Department	8	Providing benefits under maternity support scheme.	HIGH
	9	Providing benefits under marriage support scheme.	HIGH
	10	Provision of compensation in case of death.	HIGH
	11	Registration of construction labourers.	HIGH
	12	Providing compensation in case of permanent disability during construction work.	HIGH
	13	Registration of shop establishment	HIGH
	14	Renewal of registration of shop establishment	HIGH
Public Engineering Department	15	Repair in case of general breakdown (above ground level in departmental hand pump).	HIGH
	16	Repair in case of general breakdown (below ground level in departmental hand pump).	HIGH

	17	Report submission related to inspection of drinking water.	HIGH
Revenue Department	18	According to revenue book circular no. four, providing financial help in case of loss/damage of body part or death due to natural calamity.	HIGH
	19	Providing current copies of khasra (legal agricultural document).	HIGH
	20	Providing copies of current map.	HIGH
	21	Providing first copy of loan book and land rights.	HIGH
	22	Providing second copy of loan book and land rights.	HIGH
	23	Payment for the loss of crops by wild animals.	HIGH
	24	No Objection Certificate (NOC) for Nazul land	HIGH
	25	Evidence proof of research capacity	LOW
	26	Providing copy of cases or other documents passed by revenue court	HIGH
	27	Providing true copy of land records, revenue cases, maps and other records deposited in record cell	HIGH
	28	Under 6-4 circular of revenue book providing help to affected from following calamity:	HIGH
		a. Financial relief in case of crop loss	HIGH
	b. financial help in case of loss of domestic cattle and birds	HIGH	
	c. Financial support for house damage	HIGH	
	d. Financial help for the loss of clothes, utensils and food	HIGH	
	e. Help for the funeral of unclaimed dead body	HIGH	
	f. Arrangement for the dissuasion of dead animals	MEDIUM	
	g. Financial help in case of wastage of potter's	LOW	

		bricks	
		h. Providing help to weaver's/artisans	HIGH
		i. Help of shopkeepers affected from fire or flood	HIGH
		j. Providing help to the fisherman affected by flood and cyclone	HIGH
		k. Other help to the affected fisherman	HIGH
		l. help for the damage of well or handpump	HIGH
		m. Help for the damage of hackery or other agriculture equipment	HIGH
	29	Modification of map after Division and Demarcation of given land and after modification providing map image on A4 size paper to the applicant	HIGH
	30	Demarcation of land	HIGH
	31	Undisputed nomination	HIGH
	32	Undisputed division	HIGH
Urban Administration and Development	33	Addition of citizens' names to the list of below poverty line families.	HIGH
	34	Providing demand letter for new tap connection in technologically enabled areas.	HIGH
		Providing new connection after deposit of money as per demand letter.	HIGH
	35	Guidelines for maintenance of handpump and tubewell of urban areas.	MEDIUM
	36	Report submission related to inspection of drinking water.	HIGH
Farmer Welfare and Agriculture Development	37	Issuance of license for seed, pesticides and fertilizers	HIGH
	38	Renewal of license for seed, pesticides and fertilizers	HIGH
Social Justice	39	Issue and approval of pension for the first time	HIGH

Department		under Indira Gandhi old age pension scheme.	
	40	Issue and approval of pension for the first time under Indira Gandhi widow pension scheme.	HIGH
	41	Issue and approval of pension for the first time under Indira Gandhi disabled pension scheme.	HIGH
	42	Providing help under National family welfare scheme.	HIGH
	43	Issue and approval of social security pension for the first time.	HIGH
SC & ST Welfare Department	44	Addressing the grievance in case of non-disbursement of relief (Under 1995 act, emergence of schedule cast/tribe scheme).	HIGH
Food and Civil Supplies Department	45	Issuance of New BPL Ration Cards	HIGH
	46	Issuance of New APL Ration Cards	MEDIUM
	47	Issue of duplicate copy of B.P.L. card	HIGH
	48	Issue of duplicate copy of A.P.L. card	MEDIUM
	49	Provision of sugar, kerosene oil and grocery as per the eligibility in case of no-availability at public distribution system shop.	HIGH
Women and Child Development Department	50	Inclusion under Ladli Lakshmi scheme.	HIGH
	51	As per the eligibility providing healthy diet to the registered beneficiaries	HIGH
Panchayat Raj and Rural Development Department	52	Addition of citizens' details to the list of below poverty line population (Rural area).	HIGH
General Administration	53	Issue of Domicile certificate.	HIGH
	54	Issue of Income certificate.	HIGH
	55	Issue of caste certificate.	HIGH
	56	Providing attested copies of voters' list - finally published by urban bodies (panchayats)	HIGH

Forest Department	57	Payment of relief fund for damage caused by forest animals	HIGH
	58	Payment of relief fund for injuries caused by forest animals	HIGH
	59	Payment of relief fund for cattle-loss caused by forest animals	HIGH
	60	Payment in case of MALIK MAKBOOJA	HIGH
		Payment on receipt of wood at depot	HIGH
		Complete recovery of selling amount in case of an isolated lot	MEDIUM
61	Permission for transportation of forest wood	HIGH	
Home Department	62	On the application of family of deceased person issuing the copy of post-mortem report.	HIGH
	63	Providing copy of F.I.R. to the complainant	HIGH
	64	Renewal of license of unbarred bore weapon before the end of license period	LOW
	65	Renewal of license of unbarred bore weapon after the end of license	LOW
	66	Duplicate copy of weapon license	LOW
Public Health And family Welfare Department	67	Disbursement of up to I.N.R. 1 Lakh under state disease support fund.	HIGH
	68	Providing disability certificate	HIGH
	69	Issuance of card for Deendayal Antyoday scheme	HIGH
	70	Vaccination under national vaccination program	HIGH
	71	Medical verification of applicant age	HIGH
Transport	72	Issuance of learners driving license	MEDIUM
	73	Issuance of fitness certificate for vehicles	MEDIUM
	74	Registration of vehicle	MEDIUM
Housing & Environment	75	Issuance of information about land use in adopted development schemes	HIGH

Department	76	Issuance of information about proposed width of road under adopted development schemes	HIGH
	77	Issuance of compliance to small scale industries under section 25/26 of Water (Pollution Prevention and Control) Act 1974 and section 21 of Air (Pollution Prevention and Control) Act	MEDIUM
	78	Issuance of compliance to medium/large scale industries under section 25/26 of Water (Pollution Prevention and Control) Act 1974 and section 21 of Air (Pollution Prevention and Control) Act	LOW
	79	Issuance of information about the inclusion of a private land to the notified scheme under section 50 of the resolution passed by the board of authority	HIGH
	80	Rejection/acceptance of land development work by the land owner on the land included under the notified scheme under section 50 of the resolution passed by the board of authority	HIGH
Planning, Economic and Statistical Department	81	Issuance of birth inaccessibility certificate	MEDIUM
	82	Issuance of death inaccessibility certificate	MEDIUM
	83	Permission of registration after 1 year of birth	HIGH
	84	Permission of registration after 1 year of death	HIGH
	85	Birth Certificate	HIGH
	86	Death Certificate	HIGH
	87	Marriage registration	HIGH
Finance Department	88	Sending of pension/family-pension case to division/district pension department in case of presenting a filled-in pension application form by the pensioner	MEDIUM
	89	Issuance of payment order for pension/family-pension in case of dissolution of objection by the department	MEDIUM
	90	First payment of pension/family-pension on	MEDIUM

		receipt of payment order by the treasury officer	
Commerce, Industry and Employment Department	91	Reimbursement of the expenses on quality certification	MEDIUM
	92	Reimbursement of the expenses on project report	MEDIUM
	93	Issuance and distribution of interest on term-loan (for MSM&E industries)	MEDIUM
	94	Registration in employment office	HIGH
	95	Renewal of registration in employment office	HIGH
	96	Acknowledgement in case of deposition of memorandum under the MSM&E Development Act, 2006	MEDIUM
	97	Issuance of no objection certificate to specified non-polluting industries	MEDIUM
Higher Education	98	Providing nomination/migration certificate	HIGH
	99	Providing provisional degree/duplicate marksheet.	HIGH
	100	Correction in marksheet such as name/surname	MEDIUM
	101	Providing research registration certificate after the dissolution of all the objections raised during the meeting of Research Degree Committee (RDC)	LOW
	102	Final decision towards awarding PhD after research thesis presentation	LOW

COMMUNICATION STRATEGY FOR SARV-SEWA PROEJCT

Pre-implementation phase

The pre-implementation phase of the project will be focused on preparation of the project document through a consultative mechanism. The primary stakeholders need to be actively engaged so that the design of the project keeps the needs, concerns and options provided by them in the center of the project planning. Within the primary stakeholders, women, SC, ST, disabled and minority groups are quite crucial. As MP is largely a tribal dominated state, special efforts will be

made to reach out them to get their perspective on the barriers and solutions which are closer to their reality and adaptable in their socio-cultural context.

In order to reach out to the marginalized and tribal groups, specific consultations have been organized to hear their voices related to the current functioning of the LSKs and Service Guarantee Act as well as to know their vision for an 'ideal' or 'effective' LSK. Moreover, focus group discussions have been organized with the marginalized groups to deeply understand their expectations from LSKs or Service Guarantee Act so that more relevant and appropriate design can be developed.

Implementation Phase communication strategy

The communication strategy is visualized to reach out to the marginalized sections of the state so that their participation in the project and demand for services from the LSKs can be enhanced. There is a need for a regular communication and well established feedback mechanism with the primary stakeholders so that in different stages of the project, strategies can be revised based on the feedback received from the marginalized sections of the citizens. Some of the key communication mechanisms will be the following:

Sly No	Target audience	Key messages	Mechanism/means of communication	Outcome
1.	Illiterate tribal/other Marginalized groups (women, tribal, SC, disabled)	-Information about the keyServices being offered by LSKs -Procedure of filing application -Motivation to feel comfortable to visit LSKs -Information on support mechanism created for the marginalized literate or semi-literate applicants	-Street plays -Radio programmes -Announcements in Gram Sabha on key provisions/LSK services -Information booklet/Orientation of village functionaries viz. Anganwadi workers/ASHA workers ANM/Rojgar Sahayak/Panchayat Secretary etc. Orientation of SHGs on LSK during monthly meetings	-More tribal people and marginalized groups will be encouraged to use LSK services. -Demand for LSK services will increase among the marginalized groups
2.	Literate youth from tribal/marginalized communities	-Above mentioned messages -Their role as a facilitator for the illiterate family members/neighbors to help them access services relevant for them -Information about the complaint and redressal mechanisms	-Posters -Easy to read info-booklets -Orientation of youth clubs/NYK centers -Special posters on grievance redressal/appeal mechanism	Community based support structures will get strengthened to facilitate greater access of services/filing of applications

		-Relevance of citizen's monitoring		
3.	Elected PRI and Urban local body (ULB) representatives	-Role of Panchayat and ULB to facilitate citizens to access services -Provisions of LSK and their expected functions - Information about the complaint and redressal mechanisms	Additional course content in PRI orientation programme of SIRD Articles on LSKs in PRI magazine (Panchayika) of the RD and PR Department Orientation of Ward members	-Institutions of local governance will be able to play last mile connect function. ULBs will be able to supervise and monitor LSKs from citizens' perspective.
	District/Block PRIs	-Role of District and Block level PRIs in monitoring of the LSK functions -Support role in improving quality of services by LSKs -Information provider role/assistance role for the applicants at the LSK	-Qtly Consultation meeting of LSK managers and PRI representatives / Departmental officials on emerging issues/feedback of the citizens -Agenda item on LSK performance and support for discussion in the District Planning Meeting (DPC)	-Engagement of higher tiers of PRIs and ULBs can be ensured. -District planning process will integrate LSK for efficient delivery of services by influencing supply side constraints.
	Lawyers/agents/service providers/	-Do's and Don'ts as agents attempting to service citizens at the LSKs -Facilitation role to improve access of services by the citizens -Provisions of appeal and supportive function as lawyers/agents	-Special posters fixed at the LSK walls on do's and don'ts -leaflets on grievance redressal and appeal procedure	Role of Service agents will get minimized and appropriately placed. Reduced expenditure of the applicants unnecessarily spent due to agents.
	LSK staff	-Sensitization on respect for the culture, dialect and ethos of the tribal communities -Gender sensitization to deal with the women, especially with tribal women	Special module and participatory tools in training programmes on gender sensitization and social inclusion	Satisfaction level of the applicants will go up. More applications will flow from the marginalized communities.

Detailed communication strategies will be prepared at the beginning of the project in consultation with the stakeholders and with the support of professional communication agency. The strategy will be revised on periodic basis based on the feedback received from the applicants

STRATEGIES FOR IMPROVING TRIBAL INCLUSION IN SARV-SEWA

The following components need to be integrated into the project design to ensure equitable and effective participation of the vulnerable groups in general and the tribal communities in particular.

1. Single Serv-Sewa Portal

One single portal of Serv-Sewa project will be created for delivering all kind of citizen centric services (G2C). Citizen access of portal will be provided to citizen for directly applying for the services. Mobile platform will be introduced so that citizen would be able to avail the service at their fingertips.

2. Expansion of LSK Network

So far state has focussed on LSK as only service delivery channel. Now efforts have to be put in expanding the network of LSK so that it can reach out to more and more people. At present 336 LSK are operational in 313 block headquarters spread over 51 districts of MP to service a population of 72 million. The state envisages providing the service at citizen's doorstep and now the kiosks such as LSK needs to be extended to the Gram Panchayat and village level. The expansion of kiosk's network may be through incorporating other category of kiosks like CSCs and MP Online kiosks. Including all these kind of kiosks the state already has more than 10,000 point of presence through which services can be delivered. An appropriate mechanism needs to be conceptualized to bring synergy between all the entities so they can work together and service delivery network can be extended.

3. Increased welfare schemes in service portfolio

Service portfolio under this project will be increased specifically pertaining to welfare and development schemes of the state.

4. Greater focus on relevant services to tribals

Government Process Re-engineering (GPR): GPR exercise will be focused on the service of tribal development.

5. Provision for Village Level Service Provider (VLSP) in Tribal Areas

Since MP's 30 % land is forest land and it is mostly in tribal areas. The communities in such areas do not have access to conventional channel of marketing/advertising. Hence it will be a good idea to test this concept of making provision of Village level Service providers on pilot basis in the tribal areas.

Under this, an educated village level person, preferably a youth will be selected as VLSP and he will be made equipped with handheld devices to file the application and provide the services at citizen's doorstep. These types of delivery channels are very much required in these areas considering the local dialect and altogether different life style of these people.

6. Specific attention to Tribal needs in Capacity Building activities under the project

Capacity building exercise will be carried across the state for all departments who were stake holder under this project.

7. Information & Education Campaign

Public service delivery improves when there is a strong demand for it and strong demand comes when there is awareness about services being delivered. The objective of IEC campaign is to spread awareness and educate the citizens about the services, delivery mechanisms and grievance redressal system. There is an urgent need of Information & Education Campaign in order to increase the awareness about the act and the benefits to the citizens.

A strategy for effective IEC needs to be devised, its success may be characterized by frequent and messages in understandable manner through from multiple media channels like television, radio, mobile information van etc.

Following will be the main components of IEC strategy:

- **Communication Strategy:** Preparing an integrated communication approach incorporating various channels, mode of communication, messages, target audience profile and measuring the effectiveness. This will also include new form of communication channels like mobile phones and Social media communication tools.
- **Specific outreach program:** This program will be specific to some social groups which might be difficult to reach through conventional communication campaign. For examples tribal people may not have access to general communication channel like TV, Radio and newspapers, they have their own local dialect like Korku, Bhili and Gondi. To cater to this kind of group special communication medium will be developed.
- **Feedback mechanism:** A two way communication strategy will be developed so that formal feedback can be received from citizens and the same may be used to take corrective measures for successful implementation of the project. A mechanism will be developed to receive the feedback by SMS for each transaction. This kind of feedback will bring the qualitative improvement in overall system. This feedback will be shared with LSKs and the line departments. It will also help lined departments to analyze it and bring improvements. .

8. Monitoring and Evaluation

There is also a need of Monitoring & Evaluation tools. Monitoring and evaluation would enable us to assess the actual progress on the field and will help in identifying the gaps. It will help us to understand that “are we making a difference?” Through monitoring and evaluation, we can:

1. Review progress
2. Identify problems in planning and/or implementation
3. Make adjustments so that we are more likely to “make a difference”

Monitoring will help the project in:

- Establishing indicators of efficiency, effectiveness and impact
- Setting up systems to collect information relating to these indicators
- Collecting and recording the information
- Analyzing the information
- Using the information to inform day-to-day management

Evaluation will help the project in:

- Looking at what the project intended to achieve – what difference did it want to make? What impact did it want to make?
- Assessing its progress towards what it wanted to achieve, its impact targets.
- Looking at the strategy of the project. Did it have a strategy? Was it effective in following its strategy? Did the strategy work? If not, why not?
- Looking at how it worked. Was there an efficient use of resources? What were the opportunity costs of the way it chose to work? How sustainable is the way in which the project works? What are the implications for the various stakeholders in the way the project works.

9. Capacity Building and Change Management:

Apart from separate trainings and capacity building support to individual set of stakeholders, it will be important to bring all of them together (LSK Operators/Managers/ nodal officers/elected leaders/ community members, especially women and marginalised communities) through sharing and planning workshops where perspective, problems and challenges are shared and solutions identified. This will help service-providers in developing sensitivity towards others, improve coordination, and in the process enhance the quality of services provided to vulnerable tribal communities. The capacity building and change management Plan shall make specific provisions for the same.

10. Involvement of the local Governance Institution

In the earlier phases of the project implementation the involvement of the local self-governance institutions has been minimal and the role of PRIs in creating awareness and triggering demand has been ignored. This is reflected in the poor demand for services in the rural areas and from the socially vulnerable communities.

Intensive awareness generation will need to be undertaken in gram panchayats and repeated special Gram /Ward Sabhas organised in the rural and urban areas. The state has intensified formation and strengthening of the Self Help Groups (SHGs) under the National Rural Livelihoods Mission (NRLM). The network of SHGs will also be a strong vehicle of providing information, awareness and support to the citizens and potential applicants. National Urban Livelihoods Mission is also launched, therefore, SHGs in the urban areas will also be important vehicle to provide information and play facilitative role to the women who would like to apply under the Act.

MONITORING AND EVALUATION FRAMEWORK

The overall M&E system being developed as part of the project shall also track the actions undertaken to make the project benefits accessible to tribals. An assessment during the Mid-term and End term shall be carried out to evaluate the effectiveness.

Before the project initiation a detailed LSK wide baseline will be conducted, which will map the following in the serviced area of the LSK/ Sub-centre: location of the proposed centre, villages and panchayats to be serviced, socially disaggregated data on the population and literacy levels in the serviced area. This will help in subsequent periodic reviews and social impact assessment of the project

Management Information System for the project will be designed to capture disaggregated information, so that it is possible to track and analyse demand, applications, profile of services used and rejections by social groups. This will not only help in-house course corrections by the LSK operators/ managers but also help in assessing at various levels- state, district, and block- any possible exclusion operating within the programme.

Since corrective action is practical at the district level, an oversight mechanism will be created through a District Oversight Committee that will periodically review the project for social impact.

ANNEXURES

ANNEXURE 1: LIST OF NOTIFIED SCHEDULED TRIBES IN MADHYA PRADESH

1. Agariya
2. Andh
3. Baiga
4. Bhaina
5. Bharia Bhumia, Bhuinhar Bhumia, Bhumiya, Bharia, Paliha, Pando
6. Bhattra
7. Bhil, Bhilala, Barela, Patelia
8. Bhil Mina
9. Bhunjia
10. Biar, Biyar
11. Binjhar
12. Birhul, Birhor
13. Damor, Damarua
14. Dhanwar
15. Gadaba, Gadba
16. Gond; Arakh, Arrakh, Agaria, Asur, Badi Maria, Bada Maria, Bhatola, Bhimma, Bhuta, Koilabhuta, Koilabhuti, Bhar, Bisonhorn Maria, Chota Maria, Dandami Maria, Dhuru, Dhurwa, Dhoba, Dhulia, Dorla, Gaiki, Gatta, Gatti, Gaita, Gond Gowari, Hill Maria, Kandra, Kalanga, Khatola, Koitar, Koya, Khirwar, Khirwara, Kucha Maria, Kuchaki Maria, Madia, Maria, Mana, Mannewar, Moghya, Mogia, Monghya, Mudia, Muria, Nagarchi, Nagwanshi, Ojha, Raj, Sonjhari Jhareka, Thatia, Thotya, Wade Maria, Vade Maria, Daroi
17. Halba, Halbi
18. Kamar
19. Karku
20. Kavar, Kanwar, Kaur, Cherwa, Rathia, Tanwar, Chattri
21. *(Omitted)*
22. Khairwar, Kondar
23. Kharia
24. Kondh, Khond, Kandh
25. Kol
26. Kolam
27. Korku, Bopchi, Mouasi, Nihal, Nahul Bondhi, Bondeya
28. Korwa, Kodaku
29. Majhi
30. Majhar
31. Mawasi
32. *Omitted*
33. Munda
34. Nagesia, Nagasia
35. Oraon, Dhanka, Dhangad

36. Panika [in (i) Chhatarpur, Panna, Rewa, Satna, Shahdol, Umaria, Sidhi and Tikamgarh districts, and (ii) Sevda and Datia tehsils of Datia district]
37. Pao
38. Pardhan, Pathari, Saroti
39. *Omitted*
40. Pardhi, Bahelia, Bahellia, Chita Pardhi, Langoli Pardhi, Phans Pardhi, Shikari, Takankar, Takia [In (i) Chhindwara, Mandla, Dindori and Seoni districts, (ii) Baihar Tahsil of Balaghat District, (iii) Betul, Bhainsdehi and Shahpur tahsils of Betul district, (iv) Patan tahsil and Sihora and Majholi blocks of Jabalpur district, (v) Katni (Murwara) and Vijaya Raghogarh tahsils and Bahoriband and Dhemerkheda blocks of Katni district, (vi) Hoshangabad, Babai, Sohagpur, Pipariya and Bankhedi tahsils and Kesla block of Hoshangabad district, (vii) Narsinghpur district, and (viii) Harsud Tahsil of Khandwa district]
41. Parja
42. Sahariya, Saharia, Seharua, Sehria, Sosia, Sor
43. Saonta, Saunta
44. Saur
45. Sawar, Sawara
46. Sonr.

ANNEXURE 2: SCHEDULED AREA IN THE STATE OF MADHYA PRADESH (SCHEDULE V)

1. Jhabua district
2. Mandla district
3. Sardarpur, Dhar, Kukshi and Manawar tahsils in Dhar district
4. Barwani, Rajpur, Sendawa, Bhikangaon and Maheshwar tahsils in Khargone (West Nimar) district
5. Khalwa Tribal Development Block of Harsud tahsil, and Khaknar Tribal Development Block of Burhanpur tahsil in Khandwa (East Nimar) district
6. Sailana tahsil in Ratlam district
7. Betul tahsil (excluding Betul Community Development Block) and Bhainsdehi tehsil in Betul district
8. Lakhnadon tahsil and Kurai Tribal Development Block of Seoni tahsil in Seoni district
9. Baihar tahsil in Balaghat district
10. Kesla Tribal Development Block of Hoshangabad tahsil in Hoshangabad district
11. Kusumi Tribal Development Block of Gopadbanas tahsil in Sidhi district
12. Karahal Tribal Development Block of Sheopur tahsil in Morena district
13. Tamia and Jamai Tribal Development Blocks, Patwari Circle Nos. 63 to 68 and Nos. 72 and 73 villages Seergaon khurd and Kirwani Of Patwari Circle No. 62. villages Mainawari and Gaulie Parasia of Patwari Circle No. 69 and village Bamhani of Patwari Circle No. 97 of Chhindwara tahsil Harrai Tribal Development Block and patwari Circle Nos. 26,27,30,31,32,41 to 44,48,49,50-B,51 and 60 of Amarwara tahsil, Bichhua Tribal Development Block and patwari Circle Nos. 1 to 19,25 to 30, 32 to 37, village Nandapur of Patwari Circle No. 20 villages Nilkantha and Dhandikhapa of Patwari Circle No. 24, villages Ramudhana, silora and Jouri of Patwari Circle No. 31 and all villages, excluding village Muli of Patwari Circle No. 39 of Saunsar tahsil, of Chhindwara district.

ANNEXURE 3: TRIBAL SUB-PLAN AREA OF MADHYA PRADESH

DISTRICT	Project/MADA/Cluster	CATEGORY
Betul	Betul	ITDP
	Bhainsdehi	ITDP
	Prabhatpattam	MADA
Harda	Harda	ITDP
Hoshangabad	Kesla	ITDP
Raisen	Goharganj	MADA
	Silwani, Bareli	MADA
Sehore	Ichhawar, Nasrullaganj & Budni	MADA
Guna	Chachoda	MADA
	Guna	MADA
	Parsolia	MADA
Morena	Karahal	ITDP
Shivpuri	Kotla	CLUSTER
	Pohri	MADA
	Shivpuri	MADA
Barwani	Barwani	ITDP
	Sendhwa	ITDP
Dhar	Badnawar	MADA
	Dhar	ITDP
	Kukshi	ITDP
Indore	Mhow	MADA
Jhabua	Alirajpur	ITDP
	Jhabua	ITDP
Khandwa	Andhawari	MADA
	Khandwa	ITDP
	Pamkhedi	CLUSTER
	Pipalkota	MADA
Khargone	Khargone	ITDP
	Maheshwar	ITDP
Balaghat	Baihar	ITDP
Chhindwara	Lahgudwa	MADA
	Saunser	ITDP
	Tamia	ITDP
Dindori	Dindori	ITDP
Jabalpur	Bargi Patan	MADA
	Hinotia	CLUSTER
	Kundam	ITDP
	Mohri	CLUSTER
	Murwara	MADA
	Pratappur	CLUSTER
	Sihora	MADA
Mandla	Mandla	ITDP
	Niwas	ITDP
Narsingpur	Narsingpur	MADA
Seoni	Kurai	ITDP
	Lakhanadon	ITDP

	Seoni	MADA
Rewa	Maoganj (Piprai)	MADA
Satna	Amarpatan	MADA
	Maihar	MADA
	Nagod	MADA
	Raghurajnaragar	MADA
Shahdol	Beohari	MADA
	Jaisingnagar	ITDP
	Pushparajgarh	ITDP
	Shahdol	ITDP
Sidhi	Devsar	ITDP
	Kusmi	ITDP
Umaria	Bandhogarh	ITDP
Chhatarpur	Kishangarh	CLUSTER
Damoh	Hata	MADA
	Jabera	MADA
	Tendukhera	MADA
Panna	Pawai	MADA
Sagar	Deorikala	MADA
Dewas	Bagli	ITDP
Ratlam	Sailana	ITDP

TOTAL: 31 – ITDPs; 30 - MADA pocket; 6 - Cluster

**ANNEXURE 4: ADMINISTRATIVE DIVISION-WISE POPULATION OF SCHEDULED TRIBES IN MP
(2001 TO 2011)**

Percentage Of Schedule Tribes Population - Division Of Madhya Pradesh 2001 And 2011						
State And Division	Total		Rural		Urban	
	2001	2011	2001	2011	2001	2011
Madhya Pradesh	20.3	21.1	25.8	27.2	4.9	5.2
Chambal	3.9	4.2	4.6	5.2	1.4	1.1
Gwalior	8	8.9	10.9	12.3	1.9	2
Sagar	8.6	8.9	10.4	10.8	1.9	2.1
Rewa	18.8	19.3	21.3	21.9	6.9	6.7
Shahdol	44.4	46.1	52.7	54	16.4	17.8
Ujjain	9.7	10.1	12.2	12.8	3.1	3.2
Indore	41.3	42.8	56.2	59.3	6.7	7.6
Bhopal	7.1	6.8	9.3	9.3	3.1	2.7
Narmadapuram	28.4	30.2	35.4	37.7	5.8	6.9
Jabalpur	29.3	30.4	36.3	37.9	7.7	8.3

ANNEXURE 6: RANKING OF DISTRICT BY PERCENTAGE OF SCHEDULE TRIBES POPULATION AS PER CENSUS 2011

Rank 2011	Percentage of ST Population 2011	State & District	Rank2001	Percentage of ST Population		Rank 1991
	2011			2001	1991	
	21.1	Madhya Pradesh		20.3	19.9	
1	89	Alirajpur	1	88.8	87.1	1
2	87	Jhabua	2	85.3	84.6	2
3	69.4	Barwani	3	66.3	64.6	3
4	64.7	Dindori	4	64.5	65.3	4
5	57.9	Mandla	5	57.2	57.9	5
6	55.9	Dhar	6	54.5	53.5	6
7	47.9	Anuppur	7	46.4	48.3	7
8	46.9	Umaria	8	44	46.3	8
9	44.7	Shahdol	9	43.1	44.9	9
10	42.3	Betul	10	39.4	37.5	10
11	39	Khargone (West Nimar)	12	35.5	33.3	14
12	37.7	Seoni	11	36.8	37	11
13	36.8	Chhindwara	13	34.7	34.5	12
14	35	Khandwa (East Nimar)	15	31.6	29.2	15
15	32.6	Singrauli	14	32.3	33.4	13
16	30.4	Burhanpur	18	26.5	22.6	20
17	28.2	Ratlam	19	25.9	23.3	19
18	28	Harda	17	26.6	24.2	17
19	27.8	Sidhi	16	27.5	27.7	16

20	24.6	Katni	20	23.1	23.9	18
21	23.5	Sheopur	22	21.5	20.1	22
22	22.5	Balaghat	21	21.8	21.9	21
23	17.4	Dewas	23	16.4	15	23
24	26.8	Panna	25	15.4	14.9	24
25	15.9	Hoshangabad	26	15.1	14.4	26
26	15.4	Raisen	24	15.7	14.4	27
27	15.4	Guna	28	14.7	14.3	28
28	15.2	Jabalpur	27	15	14.9	25
29	14.4	Satna	29	14.3	13.8	29
30	13.4	Narsinghpur	30	13.2	12.9	30
31	13.2	Shivpuri	33	11.4	11.5	33
32	13.2	Rewa	31	12.9	12.4	31
33	13.2	Damoh	32	12.6	12.4	32
34	11.1	Sehore	34	10.8	10.2	34
35	9.7	Ashoknagar	36	8.8	9	35
36	9.3	Sagar	35	9.7	8.5	36
37	8.6	Neemuch	37	8.5	7.9	37
38	6.6	Indore	38	6.6	5.5	38
39	4.7	Tikamgarh	40	4.3	4.1	40
40	4.6	Vidisha	39	4.9	4.4	39
41	4.2	Chhatarpur	42	3.5	3.8	41
42	3.5	Gwalior	43	3.5	3.1	43
43	3.5	Rajgarh	41	3.8	3.3	42
44	2.9	Bhopal	44	3.3	3	44
45	2.5	Shajapur	47	2.7	2.4	46

46	2.5	Mandsaur	45	3.2	2.8	45
47	2.5	Ujjain	46	3.1	2.1	47
48	1.9	Datia	48	1.6	1.5	48
49	0.9	Morena	49	0.8	0.7	49
50	0.4	Bhind	50	0.5	0.3	50

ANNEXURE 7: RANKING OF DISTRICTS BY WORK PARTICIPATION RATE OF SCHEDULED TRIBES AS PER CENSUS 2011

Rank	Work Participation Rate of ST	States and Districts	Work Participation Rate of ST	Rank
	2011		2001	
	49.9	Madhya Pradesh	50.5	1
1	56.3	Dindori	59.6	3
2	56.4	Neemuch	56.6	4
3	56	Mandla	56	20
4	54.5	Betul	50.2	7
5	54.2	Balaghat	53.4	9
6	53.9	Mandsaur	52.7	5
7	53.6	Seoni	53.6	14
8	53.1	Anuppur	51.3	12
9	52.2	Shahdol	51.7	8
10	52.1	Ratlam	51.1	2
11	51.5	Alirajpur	56.9	18
12	51.1	Narsinghpur	50.4	11
13	51.1	Jhabua	52	10
14	50.6	Burhanpur	52.2	31
15	50.3	Chhindwara	48.3	16
16	50.1	Khandwa (East Nimar)	51.2	28
17	50	Dewas	48.8	19
18	49.9	Ujjain	50.2	17
19	49.7	Shajapur	51	23
20	49.4	Damoh	50	22

21	49.3	Rajgarh	50	21
22	49.3	Dhar	50.1	32
23	49.1	Jabalpur	48.1	40
24	48.9	Umaria	47	15
25	48.9	Barwani	51.3	29
26	48.5	Khargone (West Nimar)	48.4	25
27	48.1	Sagar	49.7	25
28	47.5	Satna	48.3	30
29	47.7	Tikamgarh	48.8	27
30	47.4	Rewa	49.9	24
31	47.1	Harda	51.3	13
32	47	Sehore	45.2	41
33	46.2	Katni	47.4	36
34	45.9	Shivpuri	48	34
35	45.7	Singrauli	47.2	38
36	45.4	Indore	64.5	44
37	45.3	Panna	47.1	39
38	45.2	Chhatarpur	44.7	43
39	45.2	Guna	49	26
40	45.1	Hoshangabad	43.3	45
41	44.9	Sidhi	47.3	37
42	44	Sheopur	44.8	42
43	43.9	Raisen	43.8	45
44	42.9	Ashoknagar	47.8	15
45	42.7	Vidisha	48.1	13
46	42.7	Gwalior	41	48

47	42	Datia	53.6	6
48	40	Bhopal	36.2	49
49	36.7	Morena	41.9	47
50	32.1	Bhind	51.5	50

ANNEXURE 8: Details of Participants at the District Consultations

Stakeholder Group	Participants	Jhabua	Panna	Mandla
Tribal Community	Men	25	20	12
	Women	3	15	10
Govt Officials	Men	13	12	17
	Women	2	0	5
Public Representatives (PRI members)	Men	13	11	11
	Women	0	5	5
Others	Media	1		4
	NGO Representatives	3	7	8
Total		60	70	72

Note: There were 17 SC participants in Panna who have not been separately mentioned.