

HaqDisha

Entitle4All

**Access to Entitlements for All
(सूचना से हक तक) Towards Wider
Social Security & Protection of
Inaccessible and Vulnerable Groups
& Communities**



ABOUT

The 'HaqDisha: Entitle4All' initiative seeks to improving the lives of indigenous, tribal, vulnerable groups and communities in the North East Region (NER) of India, with and through critical access to information and entitlements.

The NER region presents unique challenges with its difficult terrain, remoteness, and hilly areas, often leaving vulnerable groups like the Tea Tribe and Adivasis in Assam disconnected from essential information and government entitlements.

'HaqDisha' aims to bridge this gap by enabling access to critical entitlements through feasible social and digital innovations, at community level. The focus is on skills, capacities, process enhancements towards increased demand and uptake for entitlements.

The initiative is by the Council for Social and Digital Development (CSDD) and the North East Development Foundation (NEDF).



THE OBJECTIVES

Overall Objective

To strengthen and enable last mile entitlement ecosystem by enabling access to critical information, entitlements at the doorsteps

Specific Objectives

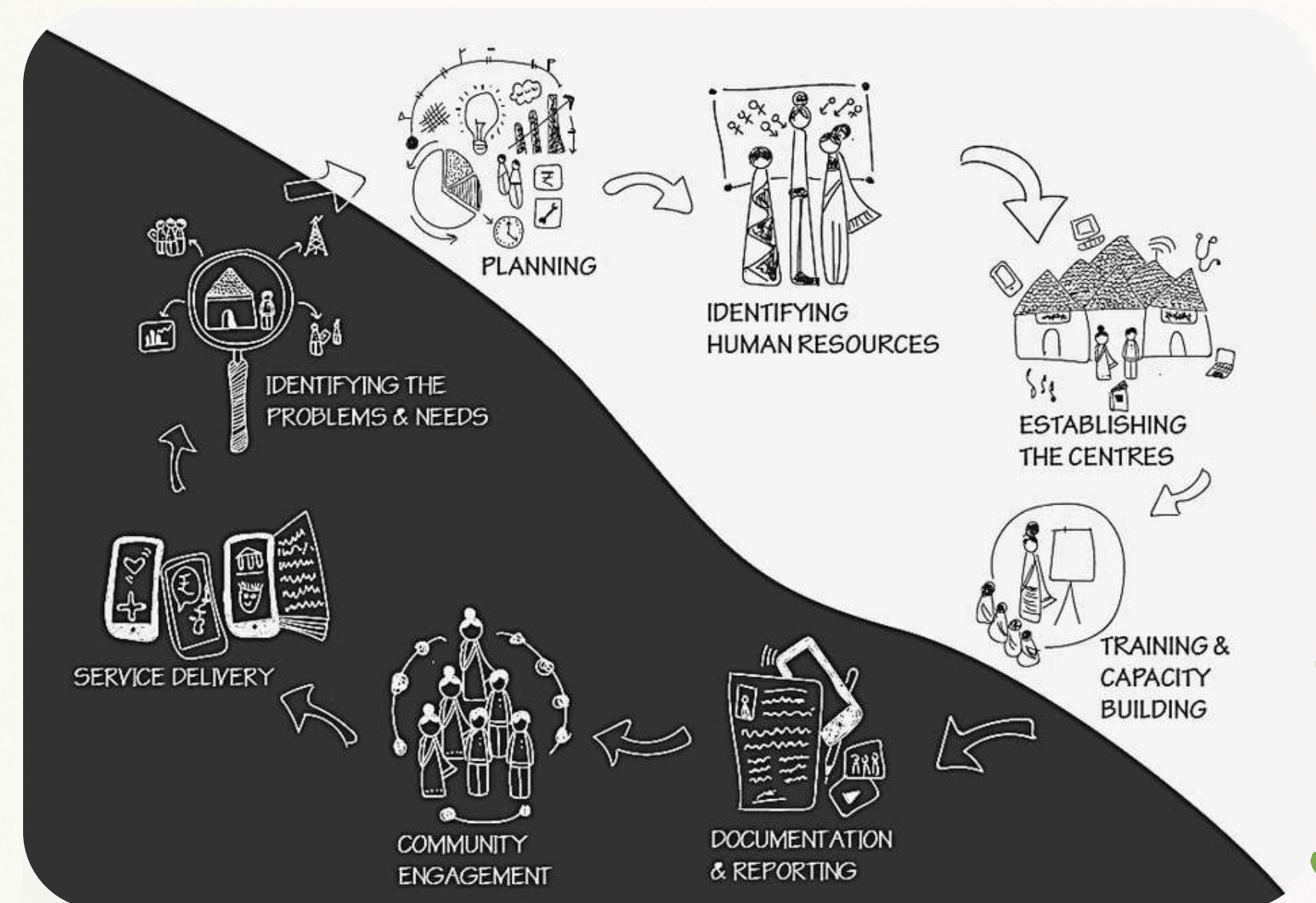
- Strengthen, improve and simplify processes to access.
- Build skills and capacities in communities / CBOs / SHGs in access.
- Focus on content and localization for ease of access.
- Develop and enable community entitlement fellows as enablers to facilitate access.
- Adopt and promote simple, accessible and usable digital innovations to enable access.

THE APPROACH - SOLUTION

The 'HaqDisha' programme recognizes that geographical isolation, lack of internet connectivity and digital literacy, language barriers, and low awareness are major obstacles faced by these communities.

To overcome these challenges, HaqDisha focuses on a multi-pronged approach. This includes establishing information kiosks and help desks in remote villages, developing culturally sensitive and language-appropriate information materials, and utilizing mobile technology and community networks for broader dissemination.

Crucially, HaqDisha focuses on capacity building by providing digital literacy training and empowering local youth as information providers, creating a sustainable network of support within the communities themselves.



- A key component of HaqDisha is leveraging technology to overcome the barriers of remoteness.
- This involves facilitating access to affordable internet connectivity in remote areas and deploying user-friendly applications to access information and services.
- By enabling real-time tracking of entitlements and benefits through technology, HaqDisha seeks to promote transparency and efficiency in the delivery of these crucial resources.

LEVERAGING DIGITAL TECHNOLOGY



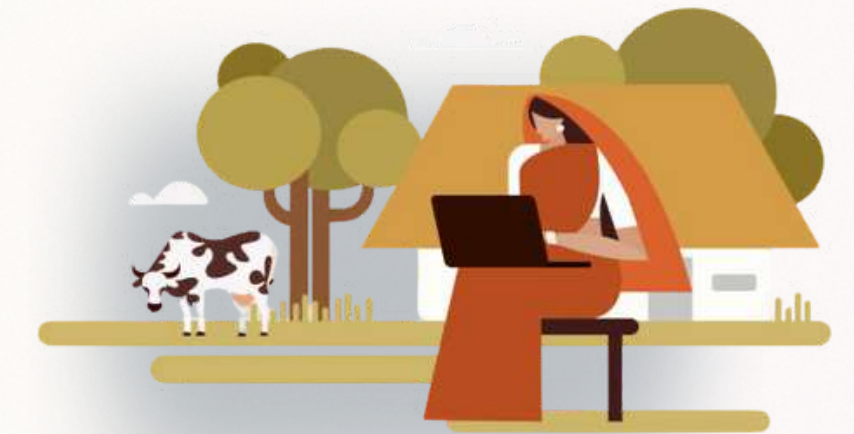
Access to All - WiFi



Community Access Point



Connecting
Communities



Soochna Mitra



Entitlement App



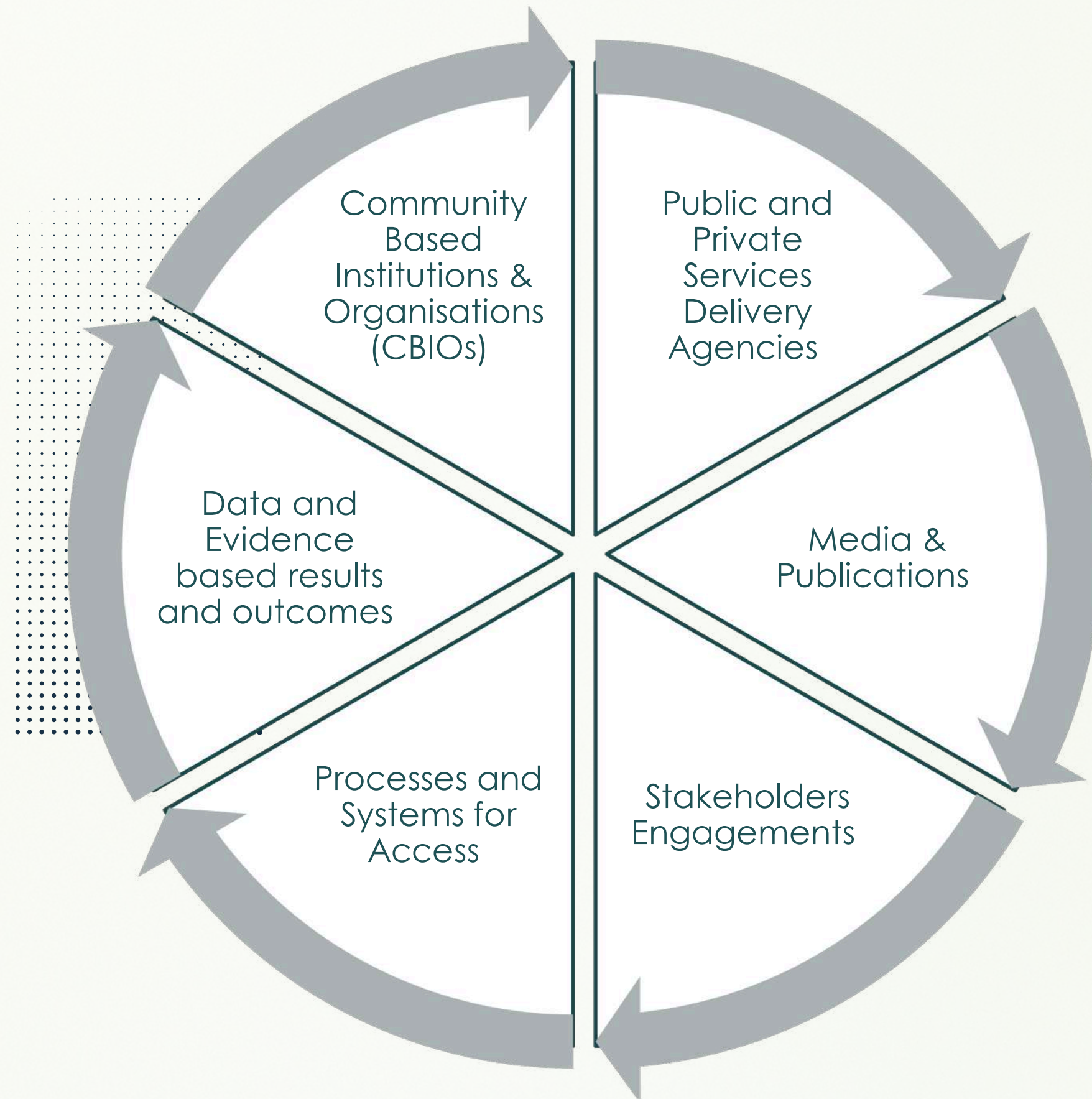
Skills to Access



Local Content to Access



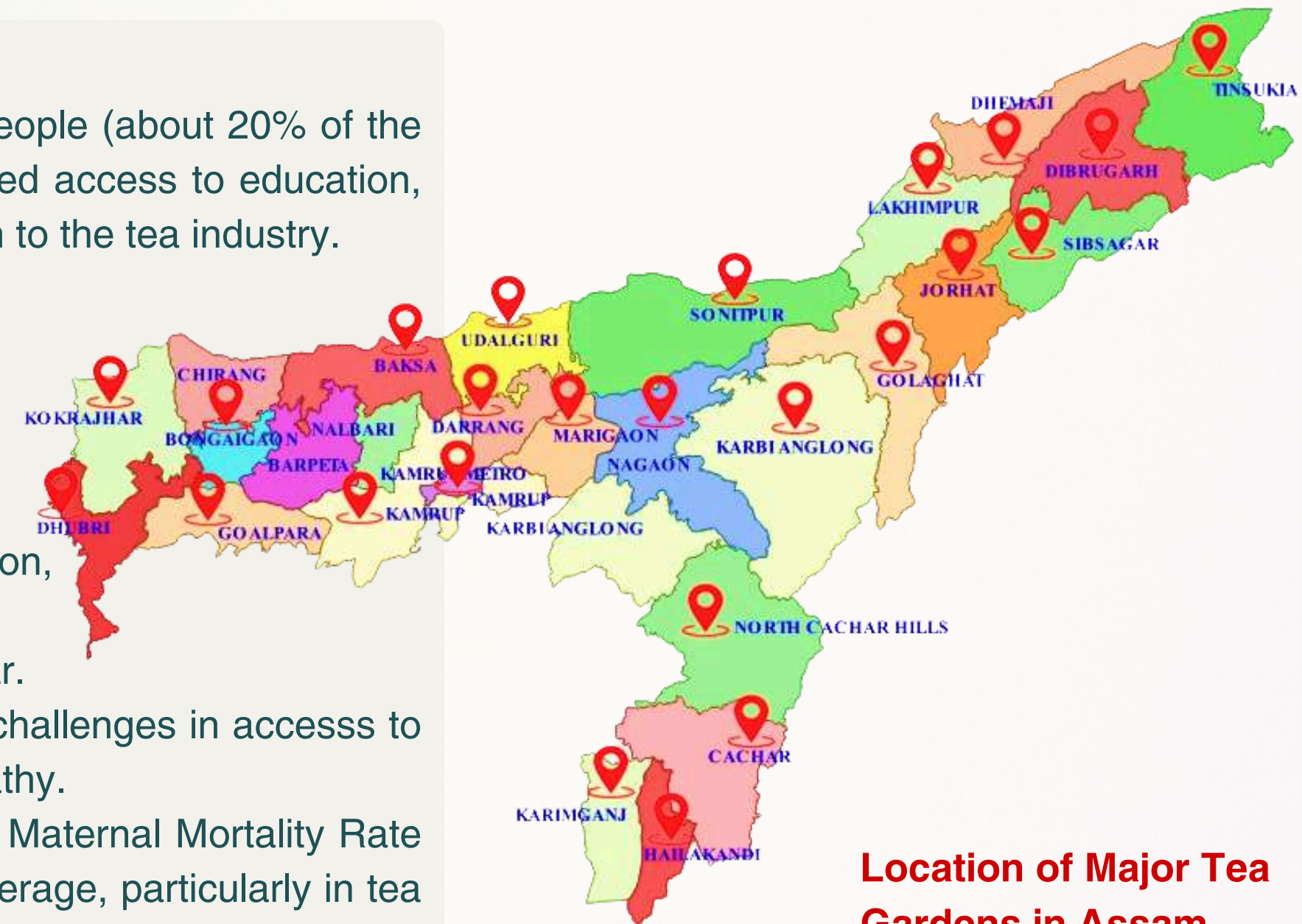
COLLABORATION & ADVOCACY



THE *FOCUS*

The Tea Tribes & Adivasis in Assam - The Context

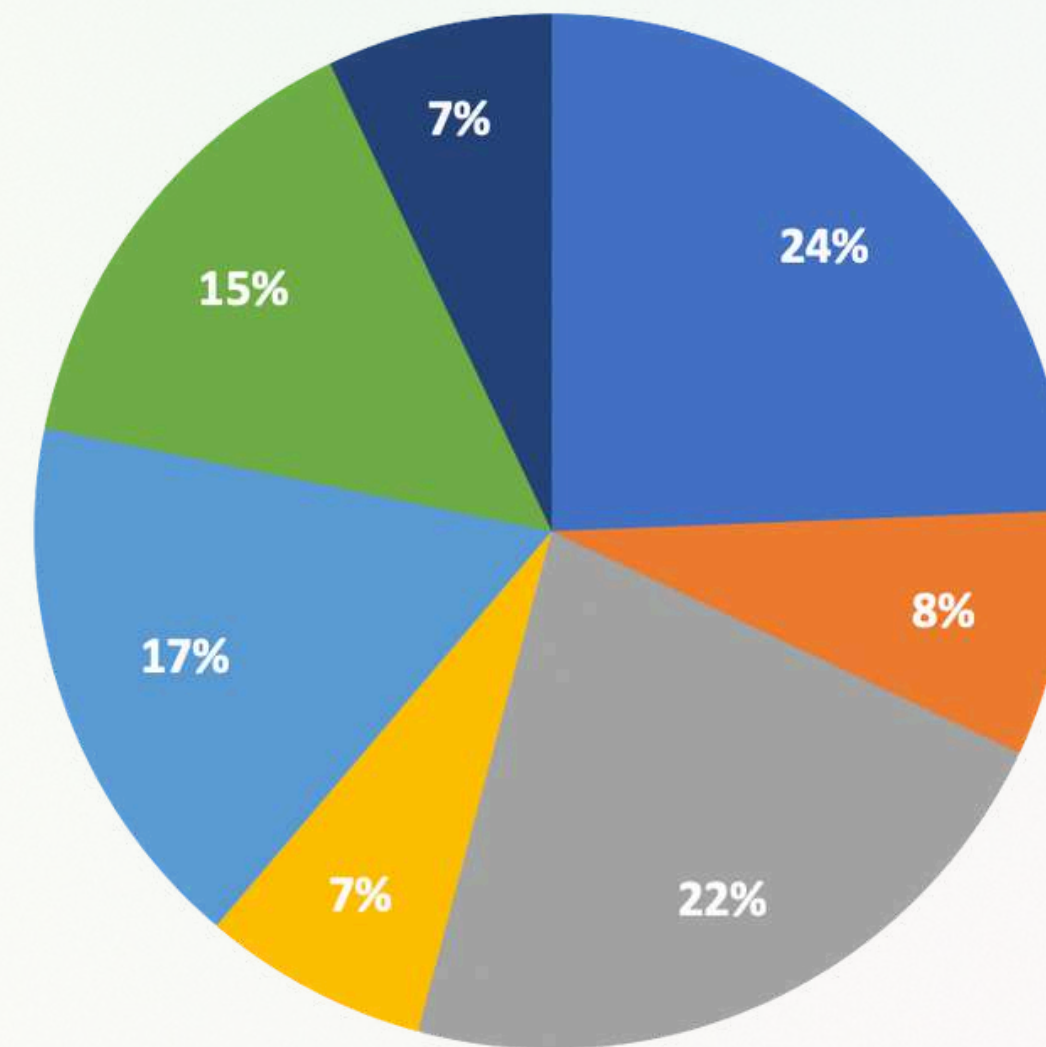
- ❖ In Assam, Tea Tribes and Adivasis, comprising roughly 7 million people (about 20% of the state's population), face socio-economic challenges, including limited access to education, healthcare, and digital inclusion, despite their significant contribution to the tea industry.
- ❖ Assam has a large number of tea gardens, with estimates ranging from over 800 major estates to 60,000 smaller gardens.
- ❖ The communities speak multiple languages, including Sora, Odia, Assam Sadri, Sambalpuri, Kurmali, Santali, Kurukh, Kharia, Kui, Chhattisgarhi, Gondi, and Mundari.
- ❖ The Communities are found in districts like Darrang, Sonitpur, Nagaon, Jorhat, Golaghat, Dibrugarh, Cachar, Hailakandi, Karimganj, and Tinsukia, as well as in hilly areas of Karbi Anglong and North Cachar.
- ❖ Due to isolation, remoteness of living, the communities face worst challenges in access to critical information and entitlements, due to illiteracy, ignorance, apathy.
- ❖ The communities face challenges in health and nutrition, with high Maternal Mortality Rate (MMR) and Infant Mortality Rate (IMR) compared to the national average, particularly in tea garden areas.



**Location of Major Tea
Gardens in Assam**

Digital Access to Entitlements

- A study (2022) conducted in 5 districts of Cachar, Dibrugarh, Hailakandi, Jorhat and Tinsukia on connectivity and access in the community highlighted:
- 56% owned smart phone, but no meaningful access, and 44% either had no phone or owned basic phone.
- 59% had reasonable access to internet speed and about 41% did not have access to good internet speed.
- 53% were aware of some government schemes and 46% were not aware of any specific schemes for them.
- Only 22% were aware of the SIRISH portal, launched by the Tea Tribe Welfare Department of Assam for the community, and have availed some benefits from the portal, especially scholarships.



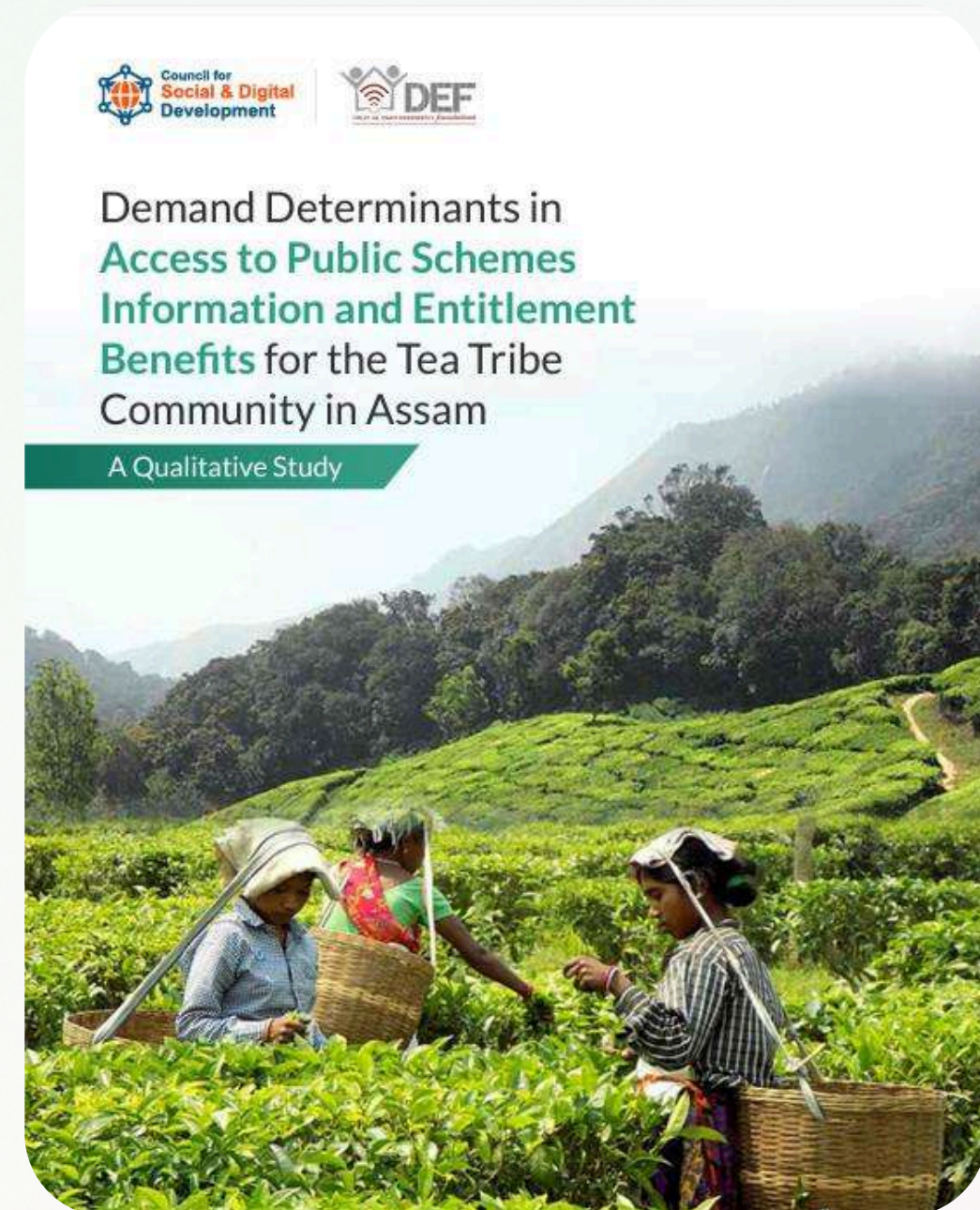
Digital Accessibility in a Tea Garden Community

- Owns Smart phones
- No phone/ Basic phones
- Access to high sped internet
- Do not access internet
- Awareness about govt. Schemes
- Not aware about govt Schemes
- SIRISH portal acessibility

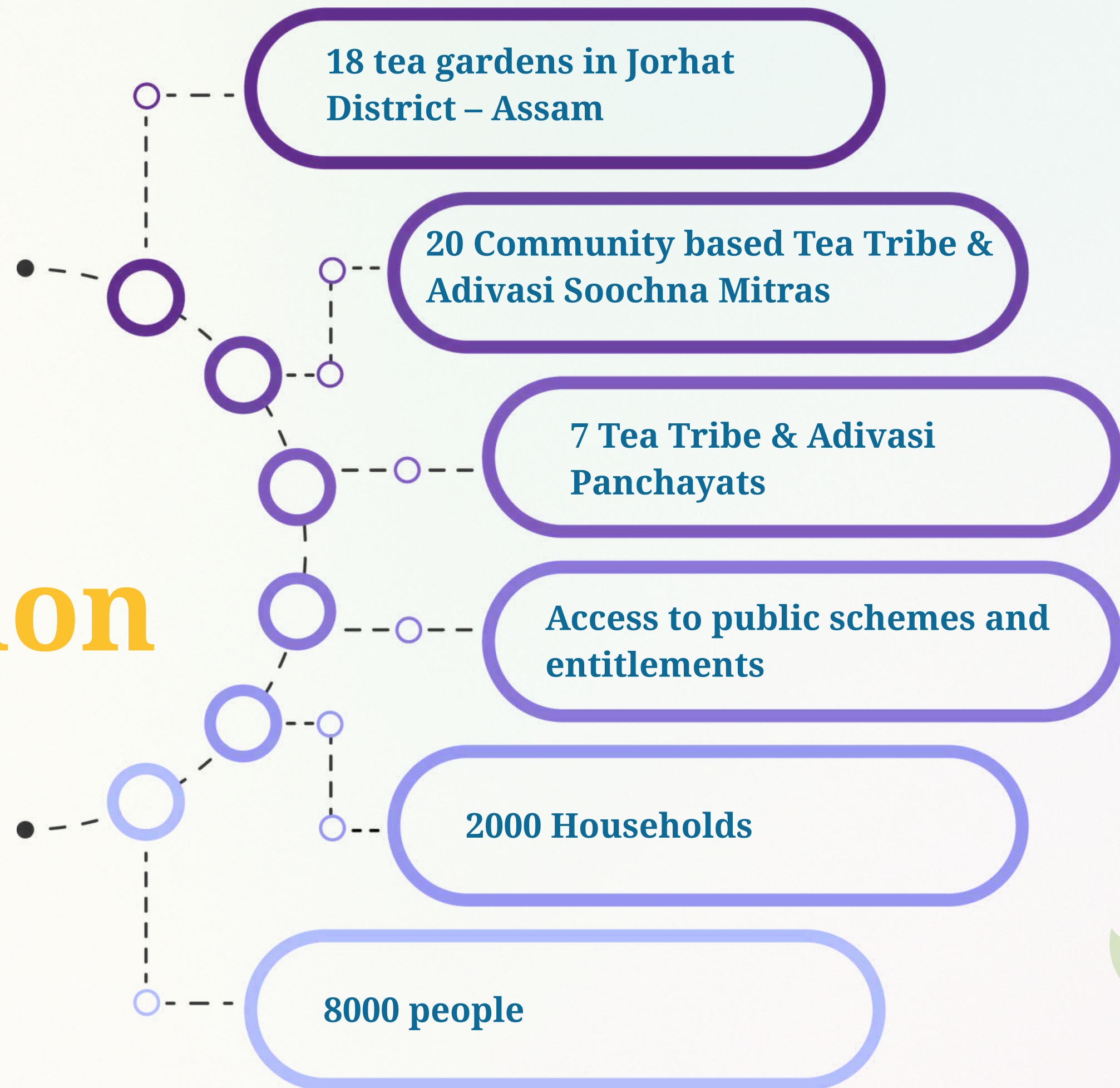
INITIATIVES

Field Work and Studies:

- <https://csddindia.in/demand-determinants-for-tea-tribe-access-to-information-and-entitlement-study-report>
- <https://csddindia.in/factors-determining-access-to-public-schemes-information-and-entitlement-benefits-for-the-tea-tribe-community>
- <https://csddindia.in/digital-empowerment-of-tea-tribe>
- <https://csddindia.in/wpcontent/uploads/2023/04/Labour-and-Development-June-2022-2.pdf>



The Intervention







The Mission – **2030**

- Strengthen access to information and entitlements in all 800 major tea gardens / estates in Assam, spread across 14 districts.
- 100% Household survey in all gardens to assess entitlement need and status.
- Build / strengthen 800 Community Building Organisations / SHGs to focus on entitlements.
- Create and enable 4000 cadre of Tea Tribe & Adivasi entitlement fellows and enablers in tea gardens (5 per garden); build skills and capacities on their entitlement ecosystem.
- Support with 800 Community Information Centres (CICs) / ‘Hamar Kendra’, equipped with a brief digital kit (a laptop, printer, scanner, bio-metric) to facilitate access to information and entitlements in each garden; managed by 800 fellows; Centres affiliated as SIRISH Sewa Kendras (of the Directorate of Tea Tribes & Adivasi Welfare, Govt. of Assam) <https://sirishassam.in/>
- Support with a community dedicated ‘Hamar App’ to focus on critical information, entitlement and opportunities for the community in local language (with SADRI dialect audio/video content).
- Enable and empower approx. 16,00,000 Households directly / indirectly with information and entitlements by 2030.

Stakeholders Engaged



- The Assam Tea Planters Association (ATPA) (<https://www.atpa.in/about.html>) to strengthen the access ecosystem in gardens for the Tea Tribe and Adivasi labour working community. The ATPA runs and manages more than 300 gardens in Assam, including in the proposed Jorhat district.
- The district level sub-divisional beneficiary selection committee for selection of beneficiaries of Tea & Ex- Tea Garden Tribes of Assam.
https://ttwd.assam.gov.in/sites/default/files/swf_utility_folder/departments/dwtt_lipl_in_oid_4/latest/ttwd.64.2007.pt-ii.157-a_dated_12.08.2022.pdf) (under the State Tea Tribe and Adivasi Welfare Department) and its members to strengthen last mile access to public schemes and entitlements and selection of beneficiaries.
(https://ttwd.assam.gov.in/sites/default/files/swf_utility_folder/departments/dwtt_lipl_in_oid_4/latest/ttwd.64.2007.pt-ii.157-a_dated_12.08.2022.pdf)
- The All-Assam Adivasi Women Association (AAAWA), its state and Jorhat district leaderships to engage women in the gardens in strengthening the access ecosystem.
- The State Tea Tribe and Adivasi Welfare Directorate Office to streamline access to schemes and entitlements.



Our theory of Change

Problem: Tea Tribes and Adivasi communities in Assam lack access to critical information and entitlements due to isolation, lack of awareness, digital illiteracy, and other socio-economic challenges.

Inputs/Activities: The program will introduce interventions like household surveys, CBO/SHG strengthening, cadre development, information centers, and a community app to bridge the access gap.

Outputs: These activities will lead to increased awareness, improved access processes, availability of localized information, and a functional support network within the communities.

Outcomes: This will empower households with information and entitlements.

Impact: Ultimately leading to greater social security and protection and an improved quality of life for these vulnerable communities.

Impact Gallery

**RANGAJAN TEA ESTATE,
JORHAT, ASSAM**



**HEELEAKAH TEA ESTATE,
JORHAT, ASSAM**



**SYCOTTA TEA ESTATE,
JORHAT, ASSAM**



**DHOLI TEA ESTATE,
JORHAT, ASSAM**



**KATONIBARI TEA ESTATE,
JORHAT, ASSAM**



