GOOD PRACTICES
post the Supreme Court Judgement

Contents

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FOREWORD

National AIDS Control Organization in its long history of spearheading the national response to the HIV epidemic has always kept the marginalized communities at the center. The felt needs of these communities are addressed through multitudes of specially designed interventions.

National AIDS Control Programme (NACP) is known for its global success, foundation of which is evidence based programming to develop customized interventions for the most marginalized groups. Special emphasis is given to community participation while conceptualizing and implementing the programmes.

There is enough evidence to show that the transgender community faces higher levels of stigma and is conspicuous by its absence from various social entitlements and schemes provided by the government. Efforts have been made to address the issues specific to the transgender population after the path breaking judgment of the Supreme Court in 2014 recognizing transgenders as third gender. State level TG Welfare Boards have been established and schemes are being modified to make them inclusive of transgender persons. Transgenders continue to remain at the margins due to the stigma and discrimination against them and lesser opportunities to bring them to the mainstream society. Minimal livelihood options for transgenders force them to resort to begging and sex-work for sustenance. We understand the direct correlation between social protection and positive health seeking behaviours therefore skill development for livelihood opportunities of transgender persons is critical.

NACO has undertaken an exercise to develop a compendium of good practices to understand the progress regarding social protection including livelihood and the achievements of the State Transgender Welfare Boards. The Compendium consists of three documents **a) Good Practices post the Supreme Court Judgement** b) Uptake of Social Protection Schemes by Transgender population in India and c) Skilling for Livelihood Opportunities for Transgenders in India. I hope this Compendium will be used to address the special needs of the transgender persons and integrate them into the mainstream society.

I would like to thank UNDP for providing support in capturing and developing this important Compendium that recorded the efforts in making the social environment more inclusive for the transgender community.

(Dr. Naresh Goel)

ACKNOWLEDGEMENT

Abbreviations

AIDS	cquired Immuno-Deficiency Syndrome
DALSA	District Legal Services Authority
DAPCU	District AIDS Prevention and Control Unit
DIC	Drop-in-Centre
HIV	Human Immuno-deficiency Virus
ID Cards	Identity Cards
MNREGA	Mahatma Gandhi National Rural Employment Guarantee Act
NACO	National AIDS Control Organisation
NALSA	National Legal Services Authority
NGO	Non-Governmental Organisation
OPD	Out Patient Department
PRI	Panchayat Raj Institutions
SACS	State AIDS Control Societies
SALSA	State Legal Services Authority
SHG	Self Help Groups
SOP	Standard Operating Processes
SRS	Sex Reassignment Surgery
TG	Trans Gender
TGWB	Transgender Welfare Board
TI	Targeted Interventions
UNDP	United Nations Development Program
Women &CD	Women & Child Development

EXECUTIVE SUMMARY

Background

States have taken progressive steps to constitute transgender welfare board, introduced several welfare schemes for transgenders following the landmark judgement by Hon'ble Supreme Court. In this process the transgender community which hitherto was only benefitting from HIV and AIDS related services, is now could access other social welfare services particularly related to health, education, housing and livelihood. Over the years working with transgender community National AIDS Control Organisation (NACO) had recognized the vulnerabilities and related risk for HIV. NACO in collaboration with UNDP has been providing technical support to States for mainstreaming activities for transgender. NACO has intended to compile and use the changes brought following the judgement in five States i.e. Chhattisgarh, Kerala, Maharashtra, Rajasthan and Tamil Nadu. This compilation would identify possible areas of opportunity to scale up vulnerability reduction interventions and make them lead a quality life. The document also provides recommendation to improve, scale up similar activities in other States.

Purpose of the compendium

The purpose of the documentation is primarily to provide action points for all States to introduce similar initiatives which directly address the vulnerabilities of Transgender and thus makes them avail social welfare measures.

This report provides

An overview of the current activities being taken up various State governments to address vulnerabilities.

An overview of the process of institutionalizing participation of transgender people especially the evolution, functioning of the transgender welfare boards in States

An overview of the policies framed or in process to mainstream transgender in States

The compendium has been prepared by reviewing existing office orders or gazette notifications issued by various State governments to understand the administrative activities. Additionally, key informant interview with nodal officers from Social Welfare Department and AIDS Control Societies, focus group discussion with welfare board members and transgender community members was conducted.

Summary of the observations on welfare measures:

Across all States the policy formulation and implementation of welfare measures, coordination with various department is led by the Social Welfare Ministry in coordination with State AIDS Control Societies and other government departments. In the States of Chhattisgarh, Rajasthan and Tamil Nadu the functional Transgender Welfare Board (TGWB) has the Minister of Social Welfare/Social Justice as president. Important ministries such as Health, Education, Finance are official members of the TGWB in these three States. The number of non-official members range from 4-7 members representing Transgenders, additionally one member from the NGOs.

In these three States with TGWB, the President and Vice-President are chairs and co-chairs of the board meeting respectively, and has the administrative power to approve the schemes of TGWB. The Director of Social Welfare/Social Justice department (Member Secretary of TGWB) is expected to convene the board meeting and coordinate with official and non-official members to formulate schemes. The official members are expected provide inputs to the board in framing strategies and designing the schemes. The official (government) members are also expected to share the progress of various schemes, challenges faced to improve uptake, the steps taken to address the issues of TG people.

The non-official members are expected to interact with the TG communities at the grass-roots level and identify the emerging needs of TG people and issues related to accessing and using the schemes. During the board meetings, non-official members are expected to present the issues and needs to the board and assist in designing the schemes, and suggest ways to remove the bottlenecks in access and use of schemes. The non-official members have more of an advisory and consultative role, and seen as representatives of the diverse TG communities. Following section presents the structure and role of TGWB in three States i.e. Chhattisgarh, Rajasthan and Tamil Nadu.

President: Minister of Social Welfare (Chairs the board meeting)

Vice- President: Senior most officer in the Ministry of Social Welfare (Co-chair)

Member Secretary: Director, Social Welfare Department (Convenes board meeting)

Chhattisgarh	Rajasthan	Tamil Nadu
OFFICIAL MEMBERS		
• Members: 15 in number	• Members: 15 in number	• Members: 10 in number
• Representatives from Dept. include Finance, Social Welfare, Law, Home Affairs, Health and Family Welfare, Women & CD, Higher Education, School Education, Labour, Human Resources and Livelihood, Urban Affairs, Panchayati Raj and Rural Development, State AIDS Control Society.	• Representatives from Dept. include Finance, Social Welfare, Public Health, Women & CD, Higher Education, Primary Education, Labour, Skill and Ajeevika mission, Youth and Sports Affairs, Panchayati Raj and Rural Development, Urban Development, State Women's Commission, State Commission on Child Rights, State AIDS Control Society.	• Representatives from Dept. include Finance, Law, Police, Human Rights and Social Justice Commission, State Corporation for Development of Women, State Commission for Women, Medical Education, Higher Education, Employment and Training, State AIDS Control Society.
• Role: Enable formulation, planning, implementation of various schemes	• Role: Enable formulation, planning, implementation of various schemes	• Role: Enable formulation, planning, implementation of various schemes
NON- OFFICIAL MEMBERS		
• Members: 5 in number	• Members: 6 in number	• Members: 8 in number
• Four members from community	• Four members from community	• Seven members from community
• One from NGO	• Two from NGO	• One from NGO
• Role: Enable coordination, support in formulation and implementation.	• Role: Enable coordination, support in formulation and implementation	• Role: Enable coordination, support in formulation and implementation.

Landscape of schemes

Departments/ Schemes	Chhattisgarh	Kerala	Maharashtra	Rajasthan	Tamil Nadu
Health	• Thursday OPD				• Free health insurance
SRS facilities	• Free SRS in govt. hospitals				• Free service in govt. hospitals
Social Welfare	Grant in Aid to NGOs Issues of ID Cards Scholarships	Issue of ID Cards Scholarships Pensions		Pensions Issue of ID cards	
Food					Ration cards
Income/Jobs	• Loans				• SHG and Loans
Education (Higher)	• Free education Stigma and Discrimination Committees in institutions			• Free education • Stigma and Discrimination Committees in institutions	• Free education • Stigma and Discrimination Committees in institutions
Education (School)					
Education (Technical)					
Skill Development	• Vocational training	Skill training through Zilla Panchayat		Vocational training	•Vocational training • Soft loan as seed money
Housing	Indira Awas Yojana 2% reservation				• Short stay homes • Free registered land • Indira Awas Yojana
Panchayati Raj	Panchayat to review the progress of various welfare schemes				
Rural Development	Ajeevika Mission and MNREGA				
Urban Affairs	Public toilets			Health services in urban health posts	
Home	Advisory for Police personnel				
Women & Child Development	Counseling by Anganwadi workers and SHGs				
Youth Affairs				Sports Meet	
Tourism				Folk festival	
Legal Affairs				Para-legal volunteers	
Urban Livelihood mission	• TG people has been included in special batches. • Timings has been changed for evening batches.				

From the observations and experiences shared by govt. officials and TG people, it is very important that there is a need for vision document outlining the purpose, role of various stakeholders, financial resources requirements and implementation mechanism of various welfare schemes. Currently government departments in consultation with TG people have come up several schemes across all States including setting up of TG Welfare Board. But realization of benefits by all sections of TG people requires specific efforts and more importantly capacities within different ministries.

Unlike any other social welfare schemes, the design of the TG welfare schemes, health and SRS measures, education and livelihood schemes, housing schemes require specific considerations. Since the TG people continue to have very low self esteem, their living conditions and life styles does not allow them to access the basic amenities. Under such scenario, government officials preferably consider self-affidavit as an identity of TG people. However, across all five States it was observed government officials are insistent on biological determination of identity of TG people through a district level committee. The availability of this committee and providing eligibility cards for various schemes remains a challenge.

Most of the schemes in all five States are related to higher education or skill based education, whereas ground reality highlights that most of the TG people are either illiterate or low literate because of high level of stigma in schools offering primary education. Similarly, the livelihood options are not linked with both skill building and financial incentives in all States. The skill based educations should be designed in such a way that they provide a complete package of skill training, personality development, public speaking and financial incentives during the training to compensate their wage loss. It is also very important the existing schemes under National Skill Development Council (NSDC), Prime Minister Kaushal Vikas Yojana (PMKVY) and Deen Dayal Upadhay Gramin Kaushal Yojana (DDU-GKY) to consider transgender people as a key marginalized group.

There is a need to consider TG people for other similar schemes especially schemes like Mudra Yojana for starting entrepreneurship. During discussion with several TG people it was expressed that the existing schemes under government still excludes them because of several eligibility issues.

Going forward, it is very important that government should consider supporting its own cadre of institutions to be sensitive and prepare a vision document for each State with short term and long term goals. There is a need for life cycle approach with inclusive opportunities to allow TG people to participate in various mainstreaming programs. Health, Education, Housing and Livelihood across various sections of the TG people should be prioritized.

ACHIEVEMENTS

Introduction

In recent years, the momentum of recognizing the rights of trans gender is taking shape with path-breaking Supreme Court's judgment and introduction of Bill in the Lok Sabha. The Supreme Court has affirmed the constitutional rights and freedoms of transgender persons, including those who identify as third gender and those who identify in a gender opposite to their biological sex, i.e., persons, assigned female sex at birth, identifying as male and vice-versa. By recognising diverse gender identities, the Court has broken the binary gender construct of 'man' and 'woman'. The judgment was pronounced in National Legal Services Authority v. Union of India & Ors. [Writ Petition (Civil) No. 400 of 2012 ('NALSA')] by a division bench of Justices K.S. Radhakrishnan and A.K. Sikri.

Underscoring the right to personal autonomy and self-determination under Article 21, the Court observed that "the gender to which a person belongs is to be determined by the person concerned". The decision recognises the right of a person to identify in the gender that they relate to, that is, male, female or third gender, irrespective of medical/surgical intervention. The Court also protected one's gender expression by invoking the freedom of speech and expression under Article 19(1)(a) and held that "no restriction can be placed on one's personal appearance or choice of dressing, subject to the restrictions contained in Article 19(2) of the Constitution."

The Supreme Court also firmly secured the right to equality and equal protection for transgender persons under Articles 14, 15 and 16 by prohibiting discrimination on the ground of gender identity. It has broadened the scope of the term 'sex' in Articles 15 and 16, which till recently meant biological sex of male and female, to include 'psychological sex' or 'gender identity'. Significantly, the Court also declared that no one can be discriminated against on the ground of sexual orientation.

Freedom and equality are further strengthened by the Court's observations on dignity, privacy, personhood and the free spirit of the human being, which are necessary for the human 'personality to flower to its fullest'. The Court emphatically noted that dignity cannot be realized if a person is forced to grow up and live in a gender, which they do not identify with or relate to.

In discussing the fundamental rights of the transgender persons, NALSA relies on principles of international human rights law, especially on sexual orientation and gender identity, by stating that these must inform and provide content to the rights guaranteed under the Constitution. The Court also referred to foreign legislations and judgments on gender identity and expression.

The judgment – National Legal Services Authority v. Union of India, colloquially called the NALSA judgment – gave broad directives to the Central and state governments on affirmative action, public health, social welfare and other services to be made available for transgender people.

These broad directives are being used to shape State specific activities, schemes to provide an inclusive platform wherein the availability of various services under implementation or to be implemented by Governments. This compendium documents the ongoing activities that the communities and Government departments are taking up in these five States. The objective of the compendium was to highlight learnings that would be useful to prepare the States better to implement and engage transgender. There has been significant progress in the State level as well as at the Central level with allocation of resources under 12th Plan to support programs specific for Transgendered people.

UNDP in partnership with NACO and other ministries have been strengthening the involvement of community members, civil organizations and State governments to implement various programs. The study is expected to capture the sequence of dynamic changes across the various environment (policy, program and community) through consultations with the policy makers, program managers and community groups. The framework of Study proposes to use the theory of changes and the levels of changes. Accordingly, it is proposed to assess and define future activities based on the Theory of Change as proposed below:
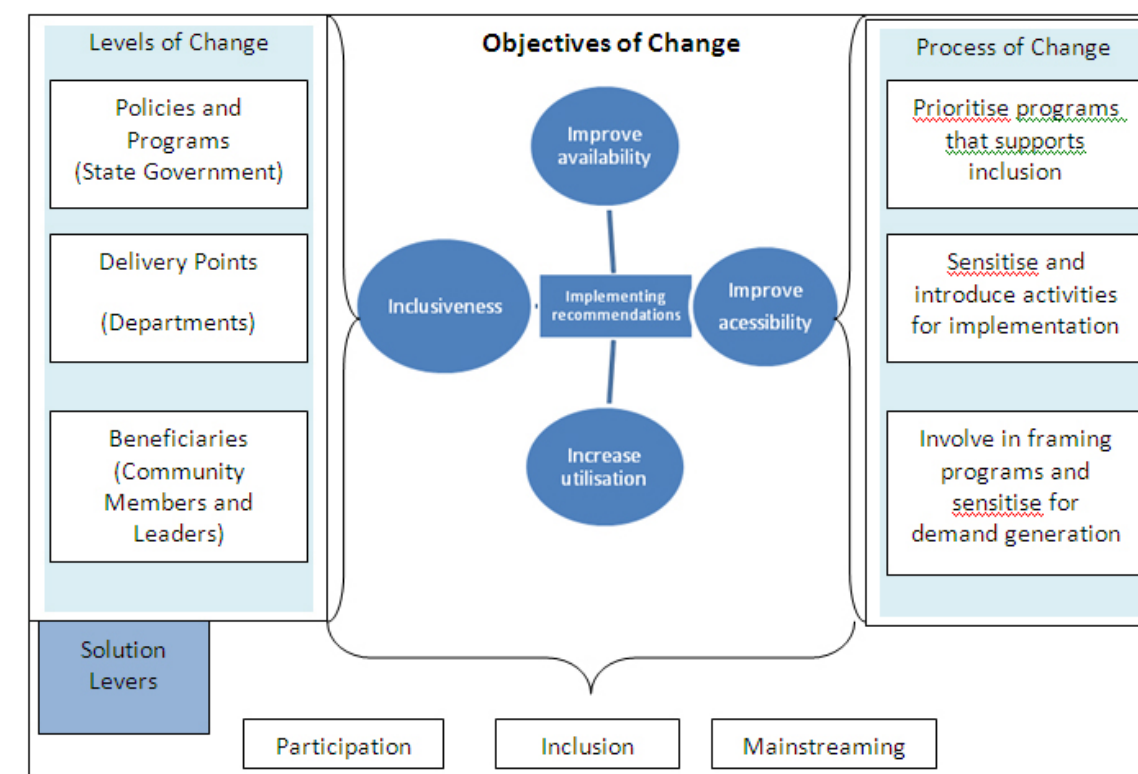
As per the above approach, the study envisages to understand the current levels of changes introduced in five States i.e. Chhattisgarh, Kerala, Maharashtra, Rajasthan and Tamil Nadu. In these States, there were interaction with TG Welfare Board members, community leaders, members to understand their role as solution lever in contributing the process of changes. In this study, the discussion with policy makers or program managers and transgender welfare board members was done understand the opportunities created through the welfare board to enhance participation and mainstreaming. The barriers to access and utilisation was studied to understand the internal and external factors which need to be addressed in each State.

The study focused on inclusiveness parameters adopted by the States in line with recommendations of WHO Commission on the Social Determinants of Health (CSDH). The study envisages to measure the effect of inclusion on availability of health services for trans genders (levels of health care, type of health care services), relational or selective policies adopted for defining programs for trans genders, recognition of health inequities of transgender as a priority agenda in training, delivery of services and monitoring of health parameters.

Methodology used:

This compendium is based on information collected from two sources i.e. review of existing documents especially official orders, gazette notification and qualitative data collected through key informant interview and focus group discussions.

- Documents reviewed include all relevant government orders and gazettes issued by State Governments. These office orders and gazettes are related to formation of the TG Welfare Board, formulation and implementation of schemes. List of these documents are annexed at Annexure-3.

- The Qualitative methods used for key informant interview and focus group of discussions. The key informant interviews were conducted with 20 government officials from Department of Social Welfare and State AIDS Control Societies.

- Key Informants were selected through consultation with TG community representatives and welfare board members in respective States. Their participation was sought through telephone calls and emails. Interview was taken up through face to face visits using standardized tools annexed at Annexure -1.

- Focus group discussion was done with community members in Maharashtra, Chhattisgarh and Kerala. Informed consent was taken orally from all participants.

Data Collection Process:

Key informant interview and Focus Group Discussion were conducted using a semi-structured in-depth interview guide. During focus group discussion, local language facilitation was done by the representatives from State AIDS Control Societies. All the interviews and discussions were recorded in English.

Achievements:

Based on the compilation of discussions with various government department officials and community members across five States, the following changes have been achieved across all five States:

- Evidence informed policy decisions: All States have done preliminary consultation and field level survey to formulate the policy (as in Kerala) or schemes (in Chhattisgarh, Rajasthan and Tamil Nadu). In this process the UNDP (India) supported Regional Mainstreaming and IEC consultants, State AIDS Control Societies have played critical role.

- Political and Administrative Leadership: In all States the highest political leadership has influenced the policy changes. In the States of Kerala and Tamil Nadu political parties have included welfare issues of TG in their election manifesto. In all three States i.e. Chhattisgarh, Rajasthan and Tamil Nadu the TGWB is chaired by Hon'ble Minister of Social Welfare/Social Justice shows the clear focus on mainstreaming TGs.

  Administrative leadership in all five States have been steered by the Ministry of Social Welfare (Ministry of Social Justice in Kerala, Ministry of Social Justice and Empowerment in Tamil Nadu). The coordination across various govt. departments and community members is being done by the Ministry.

- Phase wise implementation and participatory planning process: In all States it was observed that governments are keen to involve various sections of TG community in the planning process. Tweaking of existing schemes to make them inclusive. However, the implementation process is planned in a phased manner starting with issue of ID cards, inclusion of third gender criteria in eligibility forms. Education, social benefits, health has been prioritized for implementation as short term goals in all States except in Tamil Nadu wherein the focus is on housing, self-employment, food security.

- Decentralized implementation process: In all States, the process of issue of identity cards, provision of benefits under different schemes for housing, food security and

other social benefits have been decentralized under the district administration. While welfare measures under education, health, police reforms, public utilities, legal support is managed through decisions at State level. Sub-district and village level decentralized is being planned by all States with active involvement of village level committees and gram sabhas.

RECOMMENDATIONS

Except for Tamil Nadu and Chhattisgarh in other States, the roll out of social welfare schemes are under progress although government has issued orders for implementation. Necessary funds have been allocated in all States. However, it was observed that there is a lack of holistic approach to design the schemes. Following are key recommendations to ensure holistic and inclusive approaches are implemented for mainstreaming of TGs.

- **Life Cycle Approach:** This compendium recommends a life cycle approach to engage with the issues faced by TG during different stages of their life. Although this approach need to consider local needs, resource availability and implementation delivery mechanism in the State.
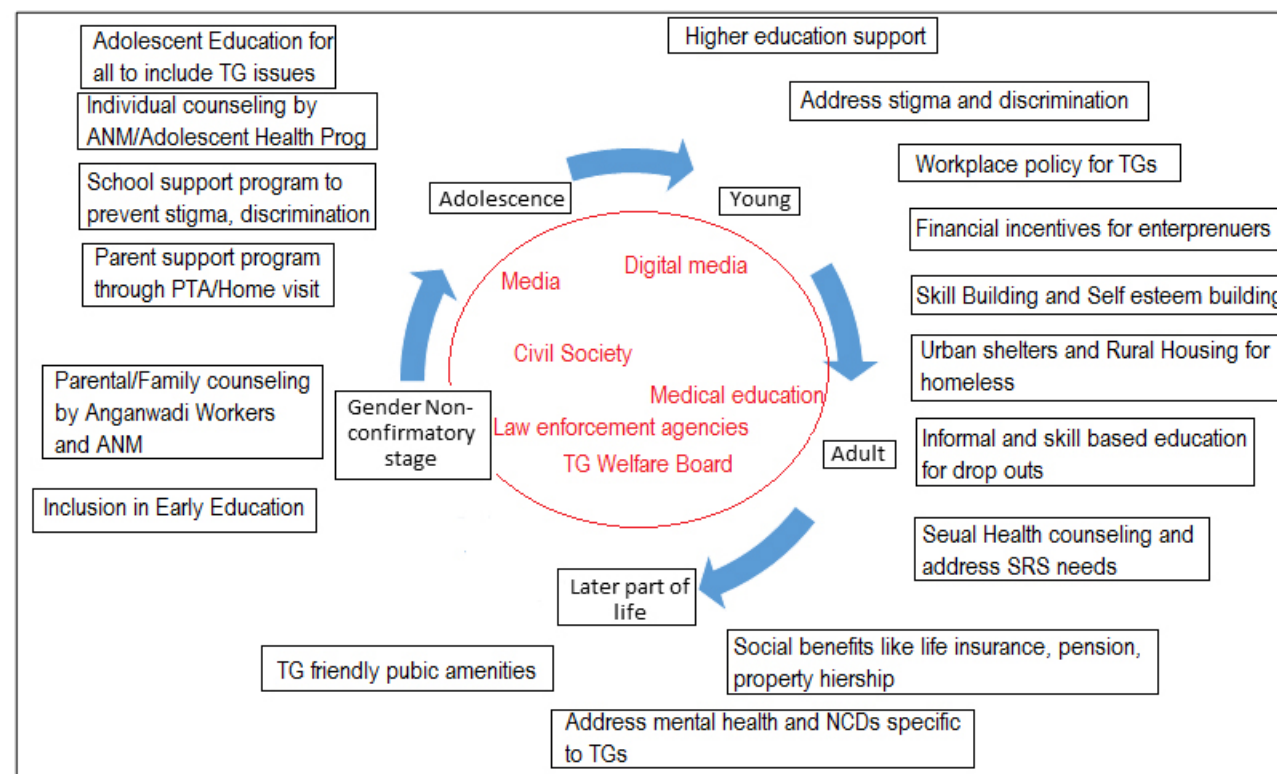
- **Holistic Approach in planning and implementation of schemes:** All five States have issued government orders to implement schemes in various sectors. However, these schemes are not complementing each other and are not giving a holistic package. For example, the housing schemes need to provide necessary guidance on availability of land or shelter provision in urban areas. The higher education schemes need to provide facilities for boarding, flexibility in admission criteria etc. considering the special circumstances of TGs.

- **Strong community sensitization and participation:** In all states the process of community sensitization and participation need to be a two-way process. While the community need to ensure necessary steps are taken so that the stakeholders are able to understand their perceived needs and support in designing the schemes and activities, the government also need to consider equal space for community at all levels of governance.

- **Role of Media, Academic Institutions:** The role of media and academic institutions needs to be leveraged and their role in this process needs to be clearly spelt out. The media can play the role of positive catalyst to facilitate TG community participation in various schemes, highlight success stories and peer communication to promote demand and utilization of schemes. Academic institutions can supplement government and community efforts by carrying out community level research, publish case studies to mobilise larger society in this process.

- **Technical Support:** It was observed that the government departments need adequate technical support on TG related issues including sensitization on various physiological, socio-cultural aspect of TG life. Often incorrect information around TG life and issues would impact the decision-making process.

- **Simplified mechanisms:** All existing entry points where TG people access services or interact with government departments should be leveraged to benefit them. Hence simplified mechanisms to ensure their participation should be worked out based on local needs.

State Specific Analysis and Observations

CHHATTISGARH

As per the estimates available with Department of Social Welfare, there are about 1051 transgenders (Source: TG Operational Guidelines, NACO published in 2015) in the State of Chhattisgarh from a survey conducted by the community groups. Districts of Raipur, Bastar, Bilaspur, Korwa and Durg has higher estimates compared to other districts of the State. There are several community based organization who work for the transgender community for various welfare services including HIV and AIDS related services.

KEY ACHIEVEMENTS:

1. Transgender Welfare Board has been constituted and executive order has been passed. The nodal agency i.e. Directorate of Social Welfare is planning to operationalize the board by ensuring nodal officer in all departments to take up various activities.

2. Eleven departments i.e. Health, Higher Education, Women & Child Development, Social Welfare, Technical Education, School Education, Home, Panchayat and Rural Development, Urban Development, Public Relations and General Administration have announced schemes or activities which directly benefits the community.

3. School Education has introduced chapters on TG from class VI to X in Government Schools. This seems to be one of the key initiatives to sensitise the students, teachers and parents on the need for include transgender in mainstream society.

4. A total of 338 Identity card has been issued by a committee headed by District Collector. This committee includes members from the community, District Health Officer, Joint/Assistant Director Social Welfare, Representative from NGO and a Psychiatrist.

5. Every Thursday OPD have been introduced in Medical College and Hospital, Raipur to improve health seeking behavior of transgender

JOURNEY OF A SUCCESSFUL IMPLEMENTATION:

LEVELS OF CHANGE:

As described in the section on Theory of Change, this compendium will describe the status of systems in place at various levels that complement the implementation of the recommendations. The following table summarizes the findings from the State:

Levels	Status	Possible changes
Policy Environment	Directorate of Social Welfare department taking up the lead in influencing policy makers is an important solution lever that supports effective planning, implementation of various schemes. Current government has taken up several measures to improve the capacity of the government staffs to provide right direction. Exposure visit has been conducted to Tamil Nadu.	However, there is a need to bring clarity on the role and resources required for quality implementation.
Service Delivery	Standard Operating processes and Staff sensitization is in progress. Several rounds of sensitization has been taken up under the chairmanship of Cabinet Ministers and Senior officers from Government during last one year.	Service delivery points need to have clarity on their roles.
Community	The community participation is now limited to HIV and AIDS related services. Uptake of other services have been affected due to non-availability of identity cards as well as lack of awareness among community.	Community leaders need to be engaged and community sensitization activities should be timebound.

The above table suggests that, although significant progress has been made in drafting the schemes and release of government orders to implement several schemes. However, the balance between providers and community need to be well thought to ensure stigma free quality services are made available.

PROCESS OF CHANGE:

The process of change in the State of Chhattisgarh has been steady and progressive over last four years since when the country's first TG Welfare Cell was planned by the Social Welfare Department. Social Welfare Department has played the pivotal role in driving these changes both within the government and within the community. The role of Chhattisgarh AIDS Control Society has been a technical partner in this process, going beyond their usual chore of affairs. The role of Mitwa Sankalp Samity has been outstanding in terms of engaging with the communities both within the State and outside. Building capacity of their own and supporting government to implement various activities for transgenders over these years. However, following key areas need to considered for improving the processes of change, these are:

- Prioritization of activities and engaging community to create demand. For example, in the State of Chhattisgarh has started implementing schemes for TGs in MNREGA and Ajeevika Mission. These are key livelihood schemes which can reduce vulnerabilities, however the field workers of both these schemes are yet to be sensitized on how to mobilize the community for uptake of these schemes.

- Community participation in framing policies and implementation of activities need to be decentralized. Lack of secondary leadership and decentralization process of implementation has led to very low uptake of activities like access to skill development programs, education etc.

- Development of operational plan and availability of empowered body at district level to support implementation, review of existing schemes by 11 departments. There should be an operational plan with clear targets for monitoring the uptake of schemes in both urban and rural areas.

SOLUTION LEVERS:

During discussion with the government officials and community members, the following solution levers were found useful and are recommended to be strongly utilized for better outcomes.

- **Inclusiveness:** While formulating various schemes and activities, the State has considered inclusive criteria without including parameters such as economic status, pattern of subsistence etc.

- **Standardization of processes:** With introduction of nodal officer in various departments would ensure effective planning, financial allocation of various activities. Standard Operation Procedures and protocols are also being planned will help better implementation on ground.

- **Community level intervention:** Various community based organization having presence in district level can play important role in translating participation of community for uptake of services in future.

TRANSGENDER WELFARE BOARD:

The current board have 14 official and 4 non-official members. While the official members are represented by the respective departments, the non-official members (one NGO representatives and four community members representing different revenue zones of the State) are selected every three years. The board currently has an advisory role to the government in formulation of new schemes.

Key recommendations for TG Welfare Board:

- The board has been empowered to improve inter-departmental coordination for implementing various schemes. However, the roles of different departments at district and local level need to be well defined.

- The board is expected to prioritise schemes in the areas of housing, education, livelihood, heath and income generation for the TG community in the State. As of now several of these schemes are already in force, however a planned review of the uptake and utilization would guide future recommendations.

- The board may be provided with administrative and financial authority to review and monitor the schemes and actions being taken for welfare of the community.

- A detailed plan is being developed to implement activities and schemes through a recently constituted taskforce under the chairpersonship of the Chief Secretary. The taskforce may need to carry out a consultation at State level inviting TG welfare board members, TG community representatives from districts and other stakeholders.

- The existing welfare board is represented by 10 departments including Finance has the potential to discuss various facets of schemes that would benefit the TG community in case existing government schemes are leveraged.

- The welfare board need to deliberate the monitoring and impact indicators that need to tracked across various departments to review the progress, address challenges and improve delivery mechanisms.

The following matrix presents the possible measures to improve the utilization of the schemes, these are based on discussion with community and officials from social welfare department and CGSACS.

Department and Schemes	Status	Suggestions
Higher Education	• Dep't. Of Higher Education, has directed colleges to set up stigma and discrimination committee.	• Sensitization of officials and teachers in education dep't. on ground. • There is a need for frequent sensitization of staffs.
Health	• Thursday OPD started in Dr. Ambedkar Memorial Hospital, Raipur • Separate toilets being considered in hospitals • Sensitization program for health staffs being planned • State level SRS consultation organized and SRS camp cum training session planned in December 2016	• Formulation of SOP and protocols for SRS in the State. • Village Health and Nutrition Committee and District Health Committee to include TG members. • SRS counseling training to be taken up in selected districts. • SRS related medical curriculum need to be introduced for degree of PG courses
Women & Child Development	• Counseling of parents with children of non-confirmatory gender or TGs would be done by Anganwadi workers and Self Help Groups (SHGs)	• Anganwadi workers and SHG members need to be trained and exposed to the issues of TGs • The process of family counseling need to be an inclusive approach so that the neighbor and other members in the village are equally sensitized.
Social Welfare	• Grant in Aid to NGOs	• Grant in Aid to NGOs
Skill Development	• Ajeevika Mission has included activities for transgender.	• There is a need for introducing courses which the community prefer to join and would allow them to take up opportunities in future. • Community members expressed that such courses need to be publicized through both government and community sources.
Technical Education	• Career guidance helpline and online job portal planned. • Free Education and Free boarding planned in all engineering, polytechnic, Industrial Training Institute, Livelihood Colleges. • Setting up of Stigma and Discrimination committees to be set up	• There is a need for empowered authority to implement these activities as these are very important activities for providing opportunity of higher education. • There should be also linkage with job market for successful students, which would encourage uptake and participation.
School education	• Government school curriculum includes chapter on transgender for students of class VI to X. • Provision of availability of books, study materials on TGs in school libraries. • Teachers has been advised to ensure stigma free environment in schools.	• The ongoing teachers training curriculum to include chapters and exposure with issues. • There is a need for parent teacher and student interaction for families with children of non-confirmatory gender or transgender.
Home Department	• Advisory issued for police personnel to be sensitive and not to discriminate transgender.	• The police training curriculum can have chapters on TG and other marginalized communities as well as interaction with representatives from these communities.
Panchayat Raj and Rural Development	• Provision of daily wages under MNREGA • Indira Awas Yojana to include TGs for providing housing in rural area • PRI members should not discriminate TGs and should sensitize others in the villages as well.	• The Gram SAT training provided by State government can be used as a platform to interact with PRI members and they can be sensitized on the issues and possible measures to be taken up. • TG community members can directly interact with the PRI members over this Gram SAT program.

Department and Schemes	Status	Suggestions
General Administration	• Include third gender in all government forms to allow transgender to be able to apply and take benefit of schemes • Recognize the Identity Card issued by appropriate authority.	• There is a need for oversight of this entire process and review the issues faced by TG community when they access services in various departments including in banks.
Urban Development	• Provision of separate toilets in all upcoming government building and public places.	• Necessary guidelines on construction of these toilets may be made available under Swacch Bharat Abhiyan.
Information and Public Relations	• Plans to use hoarding and other media for public awareness	• This need to include TG community members and leaders in designing the messages as well as they can take up these activities to implement.
Housing Schemes	• 2% housing schemes for TG People	• This should be part of the urban and rural housing schemes
Urban Livelihood mission	• TG people has been included in special bathces. • Timings has been changed for evening bathces.	• This need to also consider inclusion of compensation such as stipends for TGs to encourage their enrolment and retention in courses.

KEY RECOMMENDATIONS TO IMPROVE UTILIZATION OF SOCIAL SCHEMES:

During our discussion with senior officers in Social Welfare Department it was felt that there is a need for district level action plan and clarity on roles in the coming years for improving utilization of schemes. The finance department has issued advisory to include budgets and activities for next financial year. However, in this process it was felt that a consultation of all departments under the taskforce need to be taken up to discuss possible initiatives which can be of short term and long term impact. The community and government officials felt that there is a need for technical support especially understanding the issues and implications that would arise in implementing various schemes especially SRS related services. Following are key measures which may improve utilization of social schemes, as shared by community members.

• Schemes should be well planned to cater to the homeless, rural and severely marginalized groups within TG community. According to the community members many of the existing schemes are exclusive and allow only selected sub-groups within the community to take up benefits.

• The schemes should be very simple in terms the procedural and administrative processes for availing them.

• Existing Community networks to be tapped to introduce schemes especially through camp approach and sensitization of the government staffs can be done simultaneously.

• Coordination of implementation of the schemes to be done through district administration. District AIDS Control Society can play important role in improving access to the schemes for those who are availing various HIV and AIDS related services.

• Existing TI DIC in all types of Tis can be used for camps to carry out issue of Identity Cards in all Districts in a time bound manner. This would allow the TG members to access various schemes.

• Technology can play an important role to collect information about the satisfaction level about different schemes as well as allow members to access information on various schemes.

CHALLENGES:

Over the years, the political leadership and various departments have issued circulars and have announced beneficial schemes for transgenders. Some of these schemes

are exclusive and some are inclusive within existing schemes meant for public. However, in both these scenarios the uptake of services has been negligible. Partly this is due to internal environment and existing norms of the community members which does not allow them to leverage these benefits and partly due to lack of clarity on the process of implementation of the schemes.

Hence, five important steps have been recommended by the participants of this study to implement various schemes effectively and these are:

- District level structure should be empowered to customize the mode of implementation of the schemes as per the need without changing the benefit or financial structure.

- Every scheme should have a component of sensitization and technical support with phase out strategy. The technical support can be for transient phase supported externally and gradually the institutions and academia in the State can take over.

- Every scheme should have a component of monitoring for both exclusive and inclusive ones at the Block and District level. Thus, allowing review by the welfare board and support implementation through community networks in gap areas.

- Community involvement need to be a two-stage process. Starting with their role as beneficiary to allow them to participate as stakeholders at block and district level.

- Leadership in both government and community level requires strengthening especially around issues of transgender.

CASE STUDY:

Lakshya (the Target)
Close to the Steel City of Bhillai, a small class room every evening gets buzzed up with Rahul, Sita, Kamal, Selveraj and their friends. After hard work they come to learn about beautician course and they are committed to this as well. Lakshya Foundation in Durg has taken up challenge to graduate 20 beauticians from TG community under National Urban Livelihood Mission. Rahul wanted to be a railway officer, is very much committed now to become a beautician at the age of 18. 500 hrs of course includes personality development, public speaking – which Jaya is interested for. Jaya wants to develop her personality to serve her clients better in her parlor. Nevertheless, every evening they enjoy their course and they are targeting to become the best out of them.

List of participants who were part of this document is annexed at Annexure -2

KERALA

As per the estimates available by National AIDS Control Organisation, there are about 3452 transgenders (Source: TG Operational Guidelines, NACO published in 2015) in the State of Kerala. HIV Prevention Interventions in the districts of Trivandrum, Kottayam, Kollam, Kozhikode, Kannur, Palakkad are reaching out to 2600 Transgenders.

KEY ACHIEVEMENTS:

1. Kerala became the first State in India to have its Transgender Policy in 2015. The Directorate of Social Justice Department is the nodal agency to take up this initiative supported by Kerala State AIDS Control Society and other stakeholders.

2. Social Welfare Department has announced scholarship for school and higher education, Pension under Social Security Schemes.

3. Activities like formation of State TG Cell for district level coordination, skill training, district level planning workshop are also being implemented.

4. District level activities includes issue of identity cards by a committee headed by District Collector. This committee includes members from the community, District Health Officer, Joint/Assistant Director Social Welfare, Representative from NGO and a Psychiatrist.

5. Teachers training for 2467 schools have been planned on TOT basis so that all school teachers can be sensitized on the issue and school dropouts can be addressed.

JOURNEY OF A SUCCESSFUL IMPLEMENTATION:

LEVELS OF CHANGE:

As described in the section on Theory of Change, this compendium will describe the status of systems in place at various levels that complement the implementation of the recommendations. The following table summarizes the findings from the State:

Levels	Status	Possible changes
Policy Environment	Directorate of Social Justice is taking up the lead in influencing policy makers is an important solution lever that supports effective planning, implementation of various schemes. Successive governments in the State of Kerala has taken up the issue of mainstreaming of TGs.	However, there is a need to bring clarity on the role and resources required for quality implementation.
Service Delivery	State TG Cell is being planned to coordinate with District Administration. As most of the activities are planned to be rolled out through the district administration and panchayats. In Kollam, the district panchayat has allocated funds for skill training of transgender after community consultations.	Phase wise implementation approach based on local needs should be considered for implementation. Successful projects may be scaled up across the State at a later stage.
Community	The community participation is now limited to HIV and AIDS related services. Uptake of other services have been affected due to non-availability of identity cards.	Community leaders need to be engaged and community sensitization activities should be timebound.

There has been significant progress in sensitizing the administration, PRI members and law enforcement agencies, but there is a need to ensure that the community is provided opportunity to participate in planning, implementation and monitoring in a non-discriminatory manner.

PROCESS OF CHANGE:

The process of change in the State of Kerala over last three years have remarkably influenced the mindset and the perspectives among public about the TG community members. The TG members felt empowered when they found that other stakeholders are coming forward and feeling concerned about the issues they have been facing for years. Kerala SACS initiative of HIV prevention programs provided an opportunity for interface between the TG Community and other stakeholders. However, following key areas need to considered for improving the processes of change, these are:

- Prioritisation of activities and engaging community to create demand is important. For example, in the State of Kerala, the Social Welfare Department has announced scholarship yet no one has applied. During discussion with community members it was felt that without appropriate facilities in colleges the TGs cannot avail education.

- Need for use of existing structures for efficient implementation of schemes. The Social Justice department has suggested to implement teachers training in a cascade manner. It is very important that both existing teachers and teachers undergoing training should be exposed to similar activities. The TG related education materials can be incorporated both in teachers training manual and school curriculum for creating an enabling environment.

- Addressing self-esteem issues to improve community participation. Kerala being one of the most literate States happens to be having significant number of TG community members with very high self-regard of themselves. Hence it is very important that their self-esteems issues to be handled in each project with sensitivity, thus them to allow participation in government schemes.

SOLUTION LEVERS:

During discussion with the government officials and community members, the following solution levers were found useful and are recommended to be strongly utilized for better outcomes.

- **Inclusiveness:** The social justice department has envisioned the need for early intervention, education, social support and rehabilitation (after careful counseling and preparation of the TG) are four pillars to improve inclusiveness.

- **Standardisation of processes:** In line with experience of other welfare boards, the nodal agency is planning to standardized the process of implementation of various activities under TG welfare.

- **Evidence informed policy formulation:** It was felt that the evidence required for program and policy formulation are multiple and each evidence has used different methodologies to capture the estimated number and needs of TG community. Hence there is a need for using evidences which are captured through standardized methods.

SOCIAL WELFARE SCHEMES:

The following matrix presents the possible measures to improve the utilization of the schemes, these are based on discussion with community and officials from Department of Social Justice and Kerala SACS.

Department and Schemes	Status	Suggestions
Social Justice	Scholarship for school education @ Rs. 1000/- and for higher education @ R2000/- per month per student has been announced. But very applications have been received.	• Create an enabling environment in educational institutions to allow TGs to study and perform better. • Create a simple process of reaching out to drop-outs through community networks, civil society organisations to allow TGs to apply and succeed.
Social Justice	• Pension scheme for TGs who are 60 years old	• The process of information dissemination about the benefit should be handled sensitively as most of these age group are either homeless or they are staying with their family. • Further their registration and remittance being transferred to their accounts need to be simplified.
Social Justice	• Teachers training in 2467 schools in a cascade manner.	• The curriculum for teachers training need to address the issues of physiological, socio-cultural aspect of TG life in both urban and rural areas who are with or without family. • The curriculum should be part of the teachers training as well so that sustainability can be ensured.
Social Justice	• Issue of ID Cards through district administration	• The criteria for issue of ID Cards should be line with State TG policy and Hon'ble Supreme Court Judgement.
Social Justice	• Setting up of State TG Cell to coordinate with District Social Justice office for smooth implementation.	• The State TG cell should have defined vision, role and expectations of each stakeholders. • The process of decentralization to ensure that the schemes are designed as per local needs based on broad guidelines issued by the State head quarter.
Social Justice through Kollam District Panchayat	• Skill development of TGs in the district of Kollam	• Focus should be pilot implementation and derive the learnings for future scale up in other districts. • There should be process of close monitoring and impact assessment.
Police	• Sensitisation of police officers • Letter to SHOs of police station not to discriminate TGs • There are plans to introduce chapter on TG in the police curriculum. • There is also plan to include TG related sections in the Kerala Police Act amendment. • There is plan to have a video based learning tool for police sensitization.	• There should be incentivization or felicitation of police officers and police stations which have created a TG friendly environment. • One hour session on TG issues and role of police along with other activities by State government can be of immense use.
Kollam Municipal Corporation	• The municipal corporation is planning to provide skill based training for TGs	• Local needs for TG need to be prioritized.
State Literacy Mission	• The Mission is planning to introduce informal and skill based curriculum for school dropouts. • The curriculum is aimed at improving the skills and link to job market.	• Transgender can be engaged as instructors • The curriculum for these courses should take into account the needs of the TG people.

KEY RECOMMENDATIONS TO IMPROVE UTILIZATION OF SOCIAL SCHEMES:

Community member felt lack of data or information on the needs of the community, clarity on schemes, lack of mechanisms to reach out TG community and lack of redressal mechanism are critical areas to be considered for quality implementation of social schemes among TGs. Following are key measures which may improve utilization of social schemes, as shared by community members.

- Right based approach to be included in the messaging of campaigns.

- The schemes should be very simple in terms of the process how TG community can access. Procedural and administrative barriers to be reviewed continuously and improvement to be considered.

- Schemes should be planned to link with livelihood options, which are non-discriminatory.

- Community networks to be tapped to introduce schemes.

- Coordination of implementation of the schemes to be done through district administration. The existing HIV prevention programs can play important role in improving access to the schemes for those who are availing various HIV and AIDS related services.

- There is a need for identifying and formulating indicators to measure progress of uptake of schemes

- Existing TI DIC in all types of Tis can be used for camps to carry out issue of Identity Cards in all Districts in a time bound manner. This would allow the TG people to access various schemes.

- Redressal mechanism to be in place at District and State level to allow TG people

CHALLENGES:

Currently State does not have a vision document and hence both the community, government departments are not clear of their plan to implement various activities including the role of various stakeholders. Similarly, due to lack of second line leadership within the community, the efforts made by few members of the community has limited reach.

Hence, it is very important that the process of community participation must address the aspirations of different aspects of existing community structure and norms. Community leaders need to lead the process of transforming the community members' rights to access various schemes introduced by government.

List of participants who were part of this document is annexed at Annexure -2

MAHARASHTRA

As per the estimates available by National AIDS Control Organization, there are about 11588 transgenders (Source: TG Operational Guidelines, NACO published in 2015) in the State of Maharashtra including City of Mumbai. Districts of Thane, Pune, Ahmednagar and Mumbai City has higher estimates compared to other parts of the State. There are several community based organization who work for the transgender community for various welfare services including HIV and AIDS related services.

KEY ACHIEVEMENTS:

1. Maharashtra is the second state in India to set up a welfare board and the first, to set up a cultural institute dedicated to the transgender community. The decision of the state government comes after a 2013 public consultation supported by the United Nations Development Programme which brought thousands of transgenders to interface directly with the Chief Minister and other government representatives to discuss the specific welfare needs of the transgender community.

2. Representatives from the existing community based organizations working with transgender in the State are part of this body to provide key inputs in shaping the welfare board.

3. State Nodal agency is coordinating with departments of housing, education, health, skill development and rural development to design various schemes and activities.

4. The learnings from Maharashtra has been used to shape the momentum of formation of welfare board in Rajasthan.

JOURNEY OF A SUCCESSFUL IMPLEMENTATION:

LEVELS OF CHANGE:

As described in the section on Theory of Change, this compendium will describe the status of systems in place at various levels that complement the implementation of the recommendations. The following table summarizes the findings from the State:

Levels	Status	Possible changes
Policy Environment	Directorate of Social Welfare department taking up the lead to make the welfare board functional. The members in the TG Welfare body are working closely with the Government to finalize the structure and roles.	Decentralization process to include community members from various parts of the State.
Service Delivery	Except for HIV and AIDS related services, no other departments are offering services or schemes.	Service delivery points need to have clarity on their roles.
Community	The community participation is now limited to HIV and AIDS related services. Uptake of other services have been affected due to non-availability of other exclusive schemes.	Community leaders need to be engaged and community sensitization activities should be timebound.

The above table suggests that, although significant progress has been made in creating an enabling environment for constitution of welfare board but the process have been delayed due to several reasons including changes in the political scenario in the State. However, the current government is taking up necessary steps to ensure welfare schemes and activities are made available for TG community.

PROCESS OF CHANGE:

The process of change in the State of Maharashtra has progressed from mere advocacy to constitution of specific entity to take up several measures for realization of welfare benefits. During 2014, State Government in collaboration with UNDP in India held State level consultation for TG community members. This consultation was presided over by the Hon'ble Chief Minister and other senior cabinet colleagues. The government had discussed with community on their needs especially housing, health and education. Accordingly, several measures were announced and roadmap was worked out. In line with the key areas identified during community consultation following may be considered for improving the processes of change, these are:

- Considering the need for effective implementation of various schemes, the welfare board may consider constitution of empowered body with administrative and financial powers to facilitate the liaison and coordination of various departments at District level.

- The existing welfare schemes may be made available for TG community members with relaxation of norms till exclusive schemes are introduced after careful study of the needs.

- The existing outreach mechanisms such as targeted interventions NGOs can be used for scaling up communication strategies for dissemination of scheme details among the community. Later on these activities can be taken up by specific schemes.

SOLUTION LEVERS:

During discussion with the officials from MSACS and Directorate of Social Welfare, community members- the following solution levers were found useful and are recommended to be strongly utilized for better outcomes.

- **Inclusiveness:** While formulating various schemes and activities, the State need to consider inclusive criteria and thus allow TG community members who are from different socio-economic background.

- **Standardization of processes:** The processes of functioning of the board need to standardized especially the role and their functions.

- **Evidence informed policy formulation:** The welfare need to consider use of evidence to inform policies and programs for TG communities.

- **Community leaders' participation:** The community leaders should be provided an opportunity to be part of the board so that their role can be utilized for decision making as well as mobilization.

CHALLENGES:

The formulation of various welfare schemes especially for housing, health, education and livelihood requires further consultation with the TG community leaders and government departments. TG welfare board need to take up this process of engaging with government departments and facilitate roll out of various schemes.

List of participants who were part of this document is annexed at Annexure -2

RAJASTHAN

As per the estimates available by National AIDS Control Organisation, there are about 2627 transgenders (Source: TG Operational Guidelines, NACO published in 2015) in the State of Rajasthan. Districts of Jaipur, Udaipur, Jodhpur and Ajmer has higher estimates compared to other districts of the State. There are several community based organization who work for the transgender community for various welfare services including HIV and AIDS related services.

KEY ACHIEVEMENTS:

1. Transgender Welfare Board has been constituted and executive order has been passed. Cabinet approval is being taken up by the Directorate of Social Welfare Department, which is also the Nodal agency.

2. Five departments i.e. Health under urban health, SALSA under Legal aid, Department of Higher Education, Social Welfare and Skill Development have announced schemes which directly benefits the community.

3. State Nodal agency is coordinating with other departments like Tourism for folk festival, Youth Affairs and Sports for National TG Sports meet, Health for SRS surgery and related protocols, Education for inclusion in the curriculum.

4. District level activities includes issue of identity cards by a committee headed by District Collector. This committee includes members from the community, District Health Officer, Joint/Assistant Director Social Welfare, Representative from NGO and a Psychiatrist.

5. Activities for community awareness and participation in the social welfare schemes need to be focused.

JOURNEY OF A SUCCESSFUL IMPLEMENTATION:

LEVELS OF CHANGE:

As described in the section on Theory of Change, this compendium will describe the status of systems in place at various levels that complement the implementation of the recommendations. The following table summarizes the findings from the State:

Levels	Status	Possible changes
Policy Environment	Directorate of Social Welfare department taking up the lead in influencing policy makers is an important solution lever that supports effective planning, implementation of various schemes. Successive governments in the State of Rajasthan has taken up the issue of mainstreaming.	However, there is a need to bring clarity on the role and resources required for quality implementation.
Service Delivery	Standard Operating processes and Staff sensitization is in progress. District Labour Officers have been sensitized recently on their role in implementing various schemes.	Service delivery points need to have clarity on their roles.
Community	The community participation is now limited to HIV and AIDS related services. Uptake of other services have been affected due to non-availability of identity cards.	Community leaders need to be engaged and community sensitization activities should be timebound.

The above table suggests that, although significant progress has been made in drafting the schemes and release of government orders to implement several schemes. However, the balance between providers and community need to be well thought to ensure stigma free quality services are made available.

PROCESS OF CHANGE:

The process of change in the State of Rajasthan has been steady and progressive over last two years. This is due to leadership among the community to pursue their rights and privileges with government departments at various levels. The change in leadership in the nodal agency i.e. Directorate of Social Welfare has not impacted the process of change. However, following key areas need to considered for improving the processes of change, these are:

- Prioritisation of activities and engaging community to create demand. For example, in the State of Rajasthan although health department has started offering health facilities without any stigma and discrimination. However, the sensitization of providers and community remains a gap. Which thus leads to very low uptake of services.

- Community participation in framing policies and implementation of activities has led to fatigue among existing mechanisms. Lack of secondary leadership and decentralization process of implementation has led to very low uptake of activities like access to skill development programs, access to legal aid services by para-legal volunteers.

SOLUTION LEVERS:

During discussion with the government officials and community members, the following solution levers were found useful and are recommended to be strongly utilized for better outcomes.

- **Inclusiveness:** While formulating various schemes and activities, the State has not considered exclusive criteria such as economic status, pattern of subsistence etc.

- **Standardisation of processes:** In line with experience of other welfare boards, the nodal agency has standardized the process of functioning of the board.

- **Evidence informed policy formulation**: The nodal agency is using the mapping data released by Rajasthan State AIDS Control Society to design several social welfare schemes as well as for allocation for resources.

TRANSGENDER WELFARE BOARD:

Currently the board have official and non-official members. While the official members are represented by the respective departments, the non-official members (four NGO representatives and two community members) are selected every three years. The board currently has an advisory role to the government in formulation of new schemes

Key recommendation for Transgender Welfare Board:

- The board should be empowered to interact with the community members at large. A mechanism to be worked out so that the various aspirations can be part of the board decisions and improve the governance of the board.

- The board may be provided with administrative and financial authority to review and monitor the schemes and actions being taken for welfare of the community.

- Information collection about the possible number of community in districts need to be collected through a process of involving the community. This can be taken up through the existing NGOs whether implementing or not implementing TI program. This information would help to draw up policies and schemes.

SOCIAL WELFARE SCHEMES:

The following matrix presents the possible measures to improve the utilization of the schemes, these are based on discussion with community and officials from social welfare, RSACS.

Department and Schemes	Status	Suggestions
Education	• Dep't. Of Higher Education, has directed colleges to set up stigma and discrimination committee. • Dep't. Of Higher Education, has directed to introduction of fee waiver for TGs in Post Graduate courses.	• TG category need to be included in application forms to allow TGs to apply. • Sensitization of officials and teachers in education dep't. on ground. • There is a need for frequent sensitization of staffs.
Health	• Urban Health schemes have directed to introduce health care for TGs without any discrimination in Urban Health posts.	• Sensitization of health staffs and providers. • Formulation of SOP and protocols for SRS in the State. • Village Health and Nutrition Committee and District Health Committee to include TG members.
Legal Support	• DALSA has directed to introduce para-legal volunteers for legal support.	• Community sensitization on legal support and availability of para-legal volunteers to be done. • A close monitoring of the legal issues and accordingly the volunteers to be trained.
Social Welfare	• Introduction of Pension Yojana	• The roll out mechanism and information sharing with community need to be taken up. • The panchayat members to be sensitized and roll out of the scheme to include local community members.
Skill	• Rajasthan Skill Development Council has included TG as third category.	• There is a need for introducing courses which the community prefer to join and would allow them to take up opportunities in future. • Community members expressed that such courses need to be publicized through both government and community sources.
Youth Affairs and Sports	• The Board is considering of taking up National sports championship to encourage participation of the TG community.	• This should be an ongoing process to mainstream sports link successful TG aspirants with livelihood as well.
Tourism	• The Board is considering of taking up National level folk festival to encourage participation of the TG community.	• This can be an opportunity to simulate skills among TGs who can be part of promotion of tourism in the State.

KEY RECOMMENDATIONS TO IMPROVE UTILIZATION OF SOCIAL SCHEMES:

Community member felt lack of data or information on the needs of the community, clarity on schemes, lack of mechanisms to reach out TG community at large especially those who are availing targeted interventions services, language barrier and lack of redressal mechanism. Following are key measures which may improve utilization of social schemes, as shared by community members.

- Right based approach to be included in the messaging of campaigns to ensure that the participation of community is driven by their understanding on rights issue and not privileges to access these schemes.

- The schemes should be very simple in terms of the process how TG community can access. Procedural and administrative issues have become barriers to access existing schemes.

- Schemes should be planned to link with livelihood options, which are non-discriminatory.

- Community networks to be tapped to introduce schemes.

- Coordination of implementation of the schemes to be done through district administration. DAPCU can play important role in improving access to the schemes for those who are availing various HIV and AIDS related services.

- There is a need for identifying and formulating indicators to measure progress of uptake of schemes. Currently many of the schemes have customary provision of third gender in the various forms. Financial allocation, supervisory mechanisms should also be in place.

- Existing TI DIC in all types of Tis can be used for camps to carry out issue of Identity Cards in all Districts in a time bound manner. This would allow the TG members to access various schemes.

- Technology can play an important role to collect information about the satisfaction level about different schemes as well as allow members to access information on various schemes.

CHALLENGES:

Currently State does not have a vision document and hence both the community, government departments are not clear of their plan to implement various activities including the role of various stakeholders. Similarly, due to lack of second line leadership within the community, the efforts made by few members of the community has limited reach. Although efforts are being made by community leaders to bring in new members to involve themselves in various administrative activities and lobbying with government. However, the needs and interests are different to the provisions being made through various schemes.

Hence, it is very important that the process of community participation must address the aspirations of different aspects of existing community structure and norms. Community leaders need to lead the process of transforming the community members' rights to access various schemes introduced by government.

CASE STUDY:

Kaal Aaj aur Kaal
Kaal (the yesterday) in the life of one of the community member has not changed for Aaj (the today) but she is hopeful that Kaal (the tomorrow) has a brighter beginning. She remembers her childhood when she wanted to be a lawyer by profession, now finds herself doing the same but in the community for their rights. She introduces to her daughter who happens to be a second-year engineering student. She describes the dream of her daughter sending for higher education comes with a cost of fighting social stigma both within and outside the community. While the internal community feels that the future generation is breaking silence and the external community finds this opportunity as a challenge. She talks about the efforts it requires to change the aaj (the today) to have a better kaal (the tomorrow).

List of participants who were part of this document is annexed at Annexure -2

TAMILNADU

As per the estimates available with National AIDS Control Organisation, there are about 7205 transgenders (Source: TG Operational Guidelines, NACO published in 2015) in the State of Tamil Nadu from a survey conducted by the community groups. Tamil Nadu was the first State to have the Transgender Welfare Board in 2008. Back in 2003, Tamil Nadu government constituted a sub-committee to conduct detailed study on the "rehabilitation of transgender people". Several other sporadic initiatives started in 2004 i.e. Tamil Nadu Corporation for Development of Women gave away computer training to TGs, Indira Awas Yojana schemes were availed by TGs in Vellore and Kancheepuram. A public hearing in 2007 paved the way of formation of the Welfare Board in 2008.

Key Achievements:

1. The Transgender Welfare Board is into eighth year and there have been many progressive decisions taken up by the board for welfare of the TGs.

2. The Transgender Welfare Board (TGWB) functions under the leadership of – Minister of Social Welfare; Special Commissioner and Secretary of Social Welfare and Free Meal Department; and Director of Social Welfare - who are President, Vice-President and Member Secretary, respectively.

3. Some of the landmark achievements include free registration of lands, ration cards, soft loan for business set up, vocational training.

4. The District administration has been empowered to take up local decisions to implement various existing welfare schemes for TGs in line with the decisions taken in the welfare board.

5. During the meetings, non-official members present the issues and needs to the board and assist in designing the schemes, and suggest ways to remove the bottlenecks in access and use of schemes. Thus, the non-official members have more of an advisory and consultative role, and seen as representatives of the diverse TG communities.

JOURNEY OF A SUCCESSFUL IMPLEMENTATION:
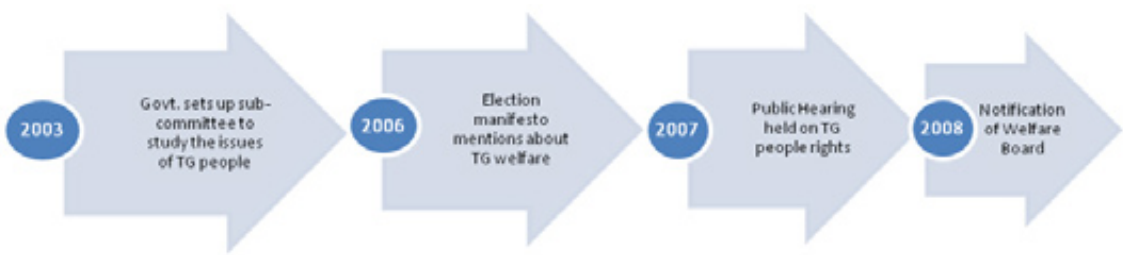
LEVELS OF CHANGE:

As described in the section on Theory of Change, this compendium will describe the status of systems in place at various levels that complement the working of the welfare board. The following table summarizes the findings from the State:

Levels	Status	Possible changes
Policy Environment	The welfare board over the years have been successful in influencing policy changes for various schemes.	The existing policies need to be reviewed in terms of their success and their relevance to the needs of the TG people in the State.
Service Delivery	Most of the services are delivered through district administration and the services are reviewed through the TG Welfare Board.	The services need to consider the quality and scalability issues especially through consultation with the community.
Community	The community currently observes a fatigue among both implementing agencies and various sections of the community in regard to the services being offered by the govt.	An evaluation of the existing schemes and services, community engagement process is required to improve the implementation mechanism.

PROCESS OF CHANGE:

The process of change in the State of Tamil Nadu has been steady and progressive over last eight years since when the country's first TG Welfare Board was constituted by the Social Welfare Department. Social Welfare Department has played the pivotal role in driving these changes both within the government and within the community. The role of Tamil Nadu State AIDS Control Society as a technical partner in this process, going beyond their usual chore of affairs is commendable. However, following key areas need to considered for improving the processes of change, these are:

- Prioritization of activities and engaging community to create demand. For example, in the State of Tamil Nadu has started implementing distribution of land and housing schemes for TGs in the State. These vulnerability reduction activities need to be supplemented with livelihood opportunities, otherwise the TG people would continue to get them exposed to vulnerabilities associated with existing occupation.

- Community participation in framing policies and implementation of activities need to be decentralized. Lack of secondary leadership and decentralization process of implementation has led to very low uptake of activities like access to skill development programs, education etc.

- Development of operational plan and availability of empowered body at district level to support implementation, review of existing schemes by various departments. There should be an operational plan with clear targets for monitoring the uptake of schemes in both urban and rural areas.

SOLUTION LEVERS:

During discussion with the government officials and community members, the following solution levers were found useful and are recommended to be strongly utilized for better outcomes.

- **Inclusiveness:** While formulating various schemes and activities, the State has considered inclusive criteria without including parameters such as economic status, pattern of subsistence etc.

- **Community level intervention:** Various community based organization having presence in district level can play important role in translating participation of community for uptake of services in future.

TRANSGENDER WELFARE BOARD:

The current board have 10 official and 8 non-official members. While the official members are represented by the respective departments, the non-official members (one NGO representatives and seven TG community members representing different part of the State) are selected every three years. The board currently has an advisory role to the government in formulation of new schemes.

Key Recommendations for Transgender Welfare Board:

- The board has been empowered to improve inter-departmental coordination for implementing various schemes. However, the roles of different departments at district and local level need to be well defined.

- The board is expected to prioritise schemes in the areas of housing, education, livelihood, heath and income generation for the TG community in the State. As of now several of these schemes are already in force, however a planned review of the uptake and utilization would guide future recommendations.

- The welfare board need to deliberate the monitoring and impact indicators that need to tracked across various departments to review the progress, address challenges and improve delivery mechanisms.

SOCIAL WELFARE SCHEMES:

The following matrix presents the possible measures to improve the utilization of the schemes, these are based on discussion with community members and experts

Department and Schemes	Status	Suggestions
Higher Education	• Govt. colleges are open for transgender people. • Individual grants are also made available by the board in the past	• Sensitization of officials and teachers in education dept. on ground. • There is a need for frequent sensitization of staffs.
Health	• Free Health Insurance is available • Free sex reassignment surgery in select government hospitals	• Formulation of SOP and protocols for SRS in the State.
Women & Child Development		• Anganwadi workers and SHG members need to be trained and exposed to the issues of TGs
Social Welfare		• The detailed guidelines for selection of NGOs and the scope of work need to be defined.
Skill Development		• There is a need for introducing courses
Housing	• Short-stay home for TG people in crisis • Free registered land • Grants for building houses (Indira Awaas Yojana – IAY) or free supply of materials to build house	• Short stay homes should be opened in Cities and towns since most of their current living conditions expose them to various crisis situations.
Employment or livelihood opportunities	• Self-employment grants (up to INR 20, 000) to small business entrepreneurs • Vocational training (e.g., jewellery-making, tailoring) • Material support for self-employment (e.g., sewing machines) • Loans to TG Self-help Groups (SHGs) • TG SHG formation and trainings (governance and management) • Access to employment opportunities by registering in the government employment exchange	• Linking with existing schemes like MUDRA Yojana and other micro-finance schemes would be helpful in scaling up of the schemes.

KEY RECOMMENDATIONS TO IMPROVE UTILIZATION OF SOCIAL SCHEMES:

There is a need for technical support especially understanding the issues and implications that would arise in implementing various schemes especially SRS related services. Following are key measures which may improve utilization of social schemes.

• Schemes should be well planned to cater to the homeless, rural and severely marginalized groups within TG community.

• The schemes should be very simple in terms the procedural and administrative processes for availing them.

• Existing Community networks to be tapped to introduce schemes especially through camp approach and sensitization of the government staffs can be done simultaneously.

• Coordination of implementation of the schemes to be done through district administration. DAPCU can play important role in improving access to the schemes for those who are availing various HIV and AIDS related services.

CHALLENGES:

Over the years, the political leadership and various departments have issued circulars and have announced beneficial schemes for transgenders. Some of these schemes are exclusive and some are inclusive within existing schemes meant for public. However, in both these scenarios the uptake of services has been negligible. Partly this is due to internal environment and existing norms of the community members which does not allow them to leverage these benefits and partly due to lack of clarity on the process of implementation of the schemes.

Hence, five important steps have been recommended to implement various schemes effectively and these are:

• District level structure should be empowered to customize the mode of implementation of the schemes as per the need without changing the benefit or financial structure.

• Every scheme should have a component of sensitization and technical support with phase out strategy. The technical support can be for transient phase supported externally and gradually the institutions and academia in the State can take over.

- Every scheme should have a component of monitoring for both exclusive and inclusive ones at the Block and District level. Thus, allowing review by the welfare board and support implementation through community networks in gap areas.

- Community involvement need to be a two-stage process. Starting with their role as beneficiary to allow them to participate as stakeholders at block and district level.

- Leadership in both government and community level requires strengthening especially around issues of transgender.

INNOVATIVE PRACTICES

Decentralised Approach

Over the years, it has been successfully proven that decentralized approach of implementing government schemes have brought the problem and solutions more closer and the quality of outcomes are better when welfare activities are implemented by the lower level of governance.

Kollam has about estimated 386 transgenders and they are currently receiving HIV and AIDS related services provided through a community based organization namely Loveland Arts Society (LAS) supported through National AIDS Control Program. During one of the District level sensitization meeting, the LAS team approached the President of Zilla Panchayat for financial support to roll out skill training for transgenders. According to the Zilla Panchayat President, Ms. Jagadammba Teacher – she along with other councilors had a meeting with the transgenders and this meeting opened their eyes about issues faced although they are like fellow citizens deprived of basic rights. All councilors recommended to develop a proposal for transgender as a pilot project.

The transgenders in Kollam are well accepted by the society for their beauty make-up skills, dancing and entertainment skills during religious functions. A discussion with the TG community members came up with suggestions for skill training proposal. Accordingly, the Zilla Parishad took the proposal for approval of District Coordination Committee and District Planning Committee. The approval process was led by Ms. Rama Devi, the member of the District Welfare Standing Committee. According to Rama Devi that our society is exploiting them and they have no rights to ask for adequate wages for their work. Hence, the Zilla Panchayat has unanimously approved funds for training and providing materials for Chingari Melam and associated work.

According to Ms. Jagadammba, this pilot project would benefit about 100 Transgenders in Kollam. The approval of the Coordination Committee is an unique opportunity for other districts to leverage the approval and proceed for similar programs for transgender. According to her, this pilot project would be closely monitored and feedback of the beneficiary would be one of the key indicators to measure success.

According to Mr. Pradeep the implementation officer in Zilla Panchayat that following enactment of State TG policy the mandate for implementation of various schemes under District Welfare Office would be easier.

The community members also felt that similar benefits through Gram Sabha can also benefit those who are living in rural areas.

Role of Media

Anuja is proud to share her contribution to make sure "No one is Left Alone and Behind". She has advanced her Post Graduate thesis on Homosexuality to reaching out to the needs of Transgenders and other sexual minorities. According to the young and committed reporter from Matrubhumi, "Society accepts a female wearing male dress as advancement, while the same society discriminates when male starts wearing female dress". She emphasizes the fact that media has both negative and positive roles in engaging with transgender community.

She shares her recent article on Transgender which highlights various issues they face in their day to day life. This reminds her the need for working together with government, civil society and media to bring necessary changes in the life of transgender.

Role of Private Sector

In Kerala, several private sectors are ready to provide necessary training to transgender people and make them employable. The Uber Taxi group has approached the Directorate of Social Justice for training the TG people and support them making self-employed. The Directorate is in consultation with the civil society to firm up a proposal on this.

The Cochin Metro Rail Corporation has also sought applications for transgender in different trades for its project in Cochin. Several highly-educated transgenders have applied for these jobs.

According to the Ms. Anupama, the Director of Social Justice, these initiatives will open doors for other private players as well as public to accept the transgenders as part of our society.

Role of Law Enforcement Agencies

According to Sumitra (changed name) in her 30's describes the changes she has seen in Trivandrum. Ten years before when Sumitra and her friends wait at the bus stop, local police used to chase them or bring them to the police station and harass them. However, with enactment of State TG policy, there is lots of sensitization meeting happening with police at all levels.

According to Mr. Loknath Behera, the Director General of Kerala Police; separate cells are being constructed in jails to reduce discrimination of convicted or under trail transgender. According to him, UNDP or similar organization may share a short film or similar visual sensitization tool which can be used for sensitization of police. Efforts are being made to include one hour session on transgender issues and role of police in training curriculum and similarly necessary actions will be taken with the amendments of Kerala Police Act.

According to H. Venkatesh, the Inspector General of Police and Managing Director of Kerala Beverages Corporation; law enforcement agencies often take the role of changing public perception about issues. He mentions that in case of transgenders, last one year have been eventful. With various sensitization program being taken up by State government and participation of senior officers to deliberate and discuss the role of police has brought solutions and thus has act as a catalyst for change in public perceptions. He stressed upon the need for continuous sensitization of public is important to ensure that humanitarian aspect of the transgenders are highlighted through positive media coverage.

Pushpak Program

A pride journey of transgender people in all mode of public transport in one day. It was a one day earth to air and back program. The prime objective of the program was to mainstreaming the transgender community and to inculcate the feeling of oneness among one and all and with the society. The Tour in KSRTC Low floor bus was flagged of by Kollam District Collector SriKaushik an IAS, at 7.30 AM on 13.08.15 at Office premise of Loveland Arts Society at Vellyittambalam. There were 24 Transgender in the tour group from Kollam.

They got warm welcome and joyous moments from

the public at Bus station, Railway station, Airport and other public places. Many public groups came forward to take photographs with transgender. This made them enthusiastic and created in them a feeling of self-confidence and self-respect.

This journey created an awareness among the public about Transgender. The transgender community usually are introvert both in deeds and approach. This journey generated confidence and oneness feeling with the society.

Introduction in School Curriculum

Several studies highlight the need for mainstreaming of gender non-conformity students at an early age as an early intervention in schools. Many of the transgender share events of sexual abuse, discrimination in schools and thus they are compelled to out of school at an early age.

Chhattisgarh government has started introducing lessons in school curriculum in all government schools for students in Class VI to Class X. The curriculum provides basic information about the transgender people, the need for respect and equality in schools.

While these basic information are important to engage students and address the myth and misconceptions among students. Community expressed that although these are steps in right direction, but there is a need for counseling the parents and teachers to face the situation of discrimination and provide respect to transgender children both at home and school.
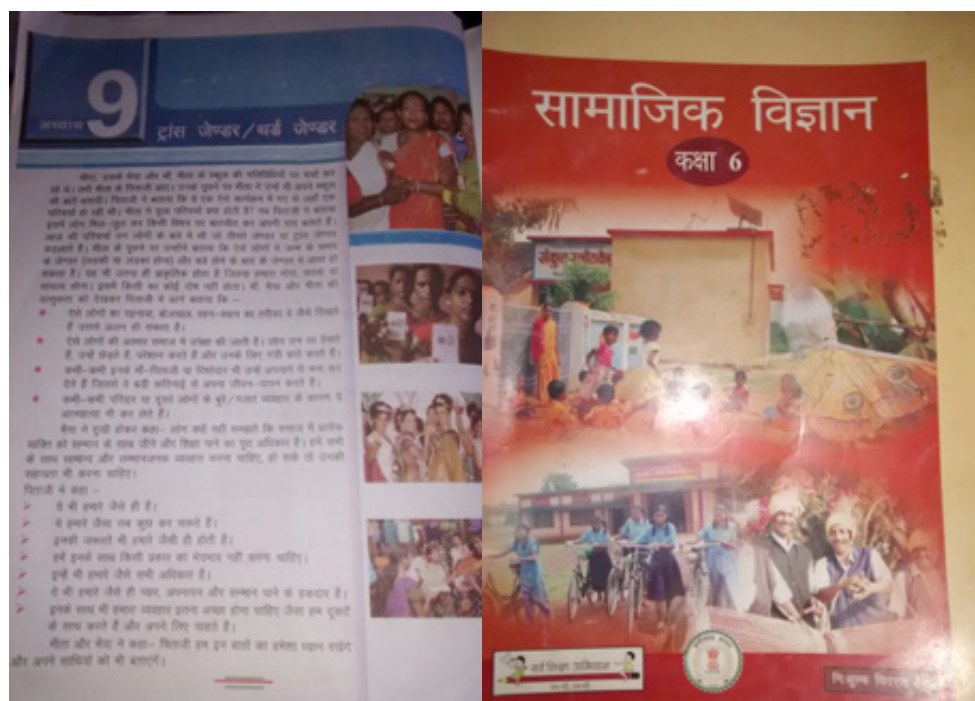
(Social Science Book in Chhattisgarh Govt. Schools having a chapter on Transgender People)

Similarly, in Kerala efforts are being made to train all teachers 1457 schools through a cascade training to sensitize them on the need for equality and respect for transgender in schools. This training is expected to roll out very soon in the State. The team in Social Justice Department is gearing up with specific curriculum for teachers and the pedagogy would involve consultation with the community representatives.

ANNEXURE - 1

METHODOLOGY AND TOOLS

The methodology and tools proposed for use in assessing various aspects of the implementation of Expert Committee Recommendations will be guided by the "Theory of Change" approach proposed in the above section.

METHODOLOGY AND TOOLS FOR ASSESSING THE LEVELS OF CHANGE:

The assessment in this section would entail interview with State Government Officers in Social Justice or Social Welfare department to understand the current structures in place or planned to be in place, role of these structures and roadmap in implementing the recommendations. The interview would also include meeting with officers who are responsible for delivery of services, to understand their role in monitoring the progress.

Following checklist would be used for interview:

Target audience: State Government Officers in Social Justice or Social Welfare Department

Areas	Questions
Availability of structures and their composition	• Whether State Government has constituted an empowered body to implement the recommendations ? • If yes, what is the composition of the empowered body and what is the role ? • Would it be possible to share the copy of the Gazette notification or official letter ? • If no, whether the State Government is considering of having an empowered body or alternatively what is the plan to implement the recommendations ?
Current status of the structures ?	• In case availability of the empowered body or an authority to implement the recommendations, what has been the experience since last one year ? • Whether the empowered body has both administrative and financial obligations to implement the recommendations ?

Target audience: District Administration or Block Administration in Social Welfare Department

Areas	Questions
Representation or interaction with the community ?	• Whether the empowered body or designated authority is mandated to allow representation or interaction with the community ? • If yes, what has been the experience of the community involvement in the process ? • If no, how the community representation or interaction is being planned ?
Activities taken up by the structures ?	• During last one year, what are the activities taken up by the empowered body or designated authority ? • What has been the successful experiences so far ? • What are the challenges so far ?
Vision Statement of the empowered body or designated authority to implement the recommendations ?	• What is the long term vision of the State Government to implement the recommendations ? • If available, whether a copy of this document can be shared for reference purposes ? • What are the key areas proposed in the vision document would benefit the community at a large ?

Target audience: District Administration or Block Administration in Social Welfare Department

Areas	Questions
Sensitisation about the implementation modalities and challenges faced	• What has been experience of implementing the recommendations ? • What are the current challenges faced during implementation ? • How the community has been involved in the process ?
Activities taken up by the structures ?	• During last one year, what are the schemes being implemented ? • How the PRI members and other stakeholders are being involved in this process
Governance mechanism	• Whether a redressal mechanism exists to improve the implementation • How the lower rank officers are oriented on the implementation of various schemes

Target audience: Community Groups and

Areas	Questions
Availability of welfare board and its functioning	• Whether community welfare board or development board has been established in the State or at the district level ? • What are the mandate and role of this structure ? • How often the members are expected to meet and what has been the experience ? • What are the challenges faced in functioning of the structure ?
Representation or interaction with the government and NGO structures ?	• Whether the awareness of availability of government schemes or NGO activities to implement Expert Committee recommendations is there ? • How the awareness and sensitisation, mobilisation process is currently planned/ taken up or envisaged ? • Whether the members represent in the government or NGO decision making process related to the welfare of third gender in the State or district?
Activities taken up by the development and welfare board ?	• During last one year, what are the activities taken up by the welfare or development board ? • What has been the successful experiences so far ? • What are the challenges so far ?
Vision Statement of the welfare or development board to implement the recommendations ?	• What is the long term vision of the welfare or development board to implement the recommendations ? • If available, whether a copy of this document can be shared for reference purposes ? • What are the key areas proposed in the vision document would benefit the community at a large ?

METHODOLOGY AND TOOLS FOR ASSESSING THE OBJECTIVES OF CHANGE:

Among the seven States under study, in many States official directives have been issued and implementation of various activities in line with recommendations in being taken up. However, it is very important to understand whether the objectives of implementation are in line and spirit of the recommendations. The assessment in this section would review of the official directives, discussion with officials –in-charge of implementation of the directives, interaction with beneficiaries. The tool used in this section would be a Likert Type five scale to understand following areas:

• Availability of services
• Accessibility of services
• Utilisation of services
• Inclusiveness

This scale would be administered with consent of the respondent and the respondent details would be kept anonymous.

Areas	Scaling				
	5	4	3	2	1
Availability of services	Available at all delivery points	Available at selected delivery points	Available at selected delivery points in urban areas	Yet to be made available	Not available
Accessibility of services	Easily accessible to all	Selected accessibility	Dependant on the delivery point –in-charge	Yet to made accessible	Not accessible
Utilisation of services	Frequently used	Almost every time with satisfaction	Sometimes with satisfaction	Used with no satisfaction	Never used
Inclusiveness	No barrier	Some what of a barrier	Moderate barrier	Extreme barrier	Excluded

METHODOLOGY AND TOOLS FOR ASSESSING THE PROCESS OF CHANGES:

In this section a SWOT analysis would be done based on interaction with the officials, community members, expert committee members, welfare board or development board members. The SWOT will focus on the current strengths which has brought results as well as which needs to be leveraged in future. It will also analyse the weakness and threats that need to be addressed as a short term and long term measure to leverage the opportunities in a State to guide the implementation of the recommendations.

METHODOLOGY AND TOOLS FOR ASSESSING THE SOLUTION LEVERS:

The community members and groups who are mobilising to participate in the process of implementation are critical solution levers for creating an enabling environment to increase participation and inclusion of community members at large. To assess the current situation and capacity of the key members or groups who are associated with the welfare or development board or the various State committees, the following checklist would be administered during one to group discussions.

Areas	Questions
Awareness about the activities implemented by govt or NGOs for third gender ?	Is the group aware of any data or information about the availability of various schemes announced or notified as a part of the recommendations ?
Source of this information ?	How the information is received and disseminated further ?
Process of mobilisation ?	How the community members are motivated or mobilised to take up these schemes or services ?
Process of participation ?	Is the process of participation is simplified or the individual community member is aware of the process ? Is there a support system exists both within the community (outreach kind of process) and a support system at the govt or NGO offices (counsellor kind of process)? Are the in-charge of govt or NGO offices are aware of the issues faced with third gender especially related to availability of documents ?
Process of inclusion ?	How the various socio-economic strata of the third gender community participate in the process ? Whether there exists a redressal mechanism within and outside the community ?
	What has been the role of the welfare or development board members in improving the situation ? Whether the members have identified key areas and have recommended or lobbied with the government ?
Process of mainstreaming	In case of schemes being implemented, how the members monitor the success of inclusion of third gender ? What can be the possible mechanisms to be used to improve mainstreaming and address exclusion ? What role can be played by the members to improve governance mechanism ? How the community members can participate better in the process and improve utilisation of various services ? What have been the challenges both internal and external ? What are the short term and long term solutions which needs to be implemented in the State ?

ANNEXURE - 2

Chhattisgarh:

Department of Social Welfare:
1. Mr. Sanjay Kumar Alang, Director
2. Mr. Kamal Singh Bhadolia, Assistant Director

Chhattisgarh State AIDS Control Society:
1. Dr SK Binjhwar, Additional Project Director
2. Mr. Vikrant Verma, Joint Director
3. Mr. Ajay Singh, Regional Consultant, Mainstreaming and IEC

Community Members: Vishaka, Rabina, Alam

Kerala

Directorate of Social Justice:
1. Ms. Anupama, I.A.S., Director of the Social Justice Department
2. Mr. Janardan, Joint Director
3. Ms. Sundari, Additional Director

Kerala State AIDS Control Society:
1. Mr. Dennis, Joint Director
2. Mr. Kaveeshar, Teamleder- TSU
3. Ms. Sandhya Krishnan, Project Officer- TSU

Other members from State Government:
1. Mr. Loknath Behera, I.P.S., Director General Police
2. Mr. H. Venkatesh, I.P.S., Inspector General Police
3. Dr. M. Beena, I.A.S., Managing Director of Kerala State Industrial Development Corporation
4. Dr. P.S.Sreekala, I.A.S., Director, State Literacy Mission

Kollam District Panchayat:
1. Ms. Jagadammba, President
2. Ms. Rama Devi, Member of the District Welfare Standing Committee

Media Representative:
Ms. Anuja, Reporter of Madhurima News Daily in Kollam

Community Members:
Dale View Team in Trivandrum:
Mr. Christu Das, President
Mr. Alphi and his team
Love Land Arts Society Team in Kollam

Maharashtra

Directorate of Social Welfare

Maharashtra State AIDS Control Society:
1. Dr. Lokesh, Joint Director
3. Community members:
  Ms. Nita, Ms. Mujjra from Kinnar Asmita
  Ms. Chandni from Triveni

Rajasthan

Directorate Social Justice and Empowerment:

1. Mr. Ashok Jangid, Deputy Director, Social Justice and Empowerment
2. Mr. Anil Macha, Additional Director, Social Justice and Empowerment

Rajasthan State AIDS Control Society:
1. Dr. S.S. Chauhan, Project Director, Rajasthan SACS
2. Mr. Nahid Mohammed, Regional Consultant, Mainstreaming and IEC

Community Member:
1. Ms. Pushpa
2. Malini Das

Tamil Nadu

Dr. Venkatesh Chakrapani

ANNEXURE - 3

Documents related to government orders an TG Welfare Board in Chhattisgarh

1. Counseling services
2. District Committee
3. Gender identification issues
4. Health services
5. Higher education
6. Housing, Livelihood and Public toilets
7. Identity card
8. Inclusion of third gender in government forms
9. Nodal agency notification
10. Online career guidance and job portal
11. Police advisory
12. Prevention of stigma and discrimination in colleges and universities
13. Public awareness activities on TG people schemes and discrimination
14. Scheme for grant in aid to NGOs
15. School curriculum changes
16. School education
17. Skill education
18. Special OPD in Raipur
19. SRS services
20. Survey format for districts
21. TG Welfare Board original and revised order
22. Urban Development
23. Women and Child Development

Documents related to government orders and TG Welfare Board in Kerala

1. State Transgender Policy

Documents related to government orders and TG Welfare Board in Rajasthan

1. Higher Education order on formation of TG people anti-discrimination cell
2. Higher Education order on free education for TG students
3. Urban Health Department
4. Disability pension
5. Welfare board formation orders
6. Livelihood promotion
7. Identity card
8. Inclusion of TG in all government schemes
9. Law department order to include para-legal volunteers
10. Election Department order to include third gender criteria in voter card
11. Inclusion of third gender in driving license application form
12. Revised order on nomenclature in Rajasthan

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2. National AIDS Control Organisation. TG Operational Guidelines,2015

3. United Nations. Theoretical concepts of social exclusion. Chapter 1. In: Literature review on social exclusion in the ESCWA region. New York, NY: United Nations, 2007:2-7.

4. World Health Organisation. A conceptual framework for action on the Social Determinants of Health

5. National Legal Services Authority v. Union of India & Ors. [Writ Petition (Civil) No. 400 of 2012 ('NALSA')] by a division bench of Justices K.S. Radhakrishnan and A.K. Sikri.