

# Resettlement Plan

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August 2014

**IND: Kolkata Environmental Improvement  
Investment Program (Tranche 1) – Sewerage and  
Drainage Subproject (Package – SD 05)**

Prepared by the Kolkata Municipal Corporation for Asian Development Bank. This is an updated version of the draft originally posted in May 2012 and revised on June 2013 available on <http://www.adb.org/projects/documents/kolkata-environmental-improvement-investment-program-t1-rp>

## CURRENCY EQUIVALENTS

(as of 15 August 2012)

|               |   |                        |
|---------------|---|------------------------|
| Currency Unit | = | Indian rupee/s (Re/Rs) |
| Re1.00        | = | \$0.0181               |
| \$1.00        | = | Rs55.175               |

## ABBREVIATIONS

|                 |   |  |
|-----------------|---|--|
| AAI             | — | Airport Authority of India                           |
| ADB             | — | Asian Development Bank                               |
| AP              | — | affected person                                      |
| C&P             | — | consultation and participation                       |
| CBO             | — | community-based organization                         |
| CSTC            | — | Calcutta State Transport Corporation                 |
| CTC             | — | Calcutta Tramways Company                            |
| DMA             | — | district-metered area                                |
| DSC             | — | design and supervision consultant                    |
| EMP             | — | environmental management plan                        |
| FGD             | — | focus group discussion                               |
| GAP             | — | gender action plan                                   |
| GIS             | — | Geographic information system                        |
| GOI             | — | Government of India                                  |
| Govt.           | — | government   |
| GoWB            | — | Government of West Bengal                            |
| GRM             | — | Grievance Redress Mechanism                          |
| HH              | — | household  |
| IPP             | — | Indigenous Peoples Plan                              |
| KEIIP           | — | Kolkata Environmental Improvement Investment Program |
| KEIP            | — | Kolkata Environmental Improvement Project            |
| Km              | — | kilometer  |
| Km <sup>2</sup> | — | square kilometer                                     |
| KMC             | — | Kolkata Municipal Corporation                        |
| KMDA            | — | Kolkata Metropolitan Development Authority           |
| LAA             | — | Land Acquisition Act                                 |
| LHS             | — | Left-hand side                                       |
| M/F             | — | male/female  |
| m               | — | meter  |
| M <sup>2</sup>  | — | square meter   |
| MLD             | — | million liters per day                               |
| MM              | — | Maheshtala Municipality                              |
| Mm/mm           | — | millimeter   |
| MS              | — | mild steel   |
| NA              | — | not applicable                                       |
| NGO             | — | nongovernment organization                           |
| No.             | — | number   |
| NRRP            | — | National Rehabilitation and Resettlement Policy      |
| NRW             | — | nonrevenue water                                     |
| OBC             | — | other backward classes                               |
| PAF             | — | project affected family                              |
| PAH             | — | project affected household                           |
| PCB             | — | Pollution Control Board                              |
| PD              | — | Project Director                                     |

|       |   |                                     |
|-------|---|-------------------------------------|
| PDS   | — | public distribution system          |
| PHE   | — | Public Health Engineering           |
| PID   | — | Project Implementation Director     |
| PMU   | — | project management unit             |
| PS    | — | pumping station                     |
| PST   | — | pre-setting tanks                   |
| R&R   | — | resettlement and rehabilitation     |
| RHS   | — | right-hand side                     |
| ROW   | — | right-of-way                        |
| Rs.   | — | Rupees                              |
| S&D   | — | sewerage and drainage               |
| SC    | — | scheduled caste                     |
| SDU   | — | Social Development Unit             |
| SIA   | — | Social Impact Assessment            |
| SPS   | — | Safeguard Policy Statement          |
| ST    | — | scheduled tribe                     |
| STP   | — | sewerage treatment plant            |
| WBPCB | — | West Bengal Pollution Control Board |

## NOTES

- (i) The fiscal year (FY) of the Government of India and its agencies begins on 1 April and ends on 31 March. “FY” before a calendar year denotes the year in which the fiscal year ends, e.g., FY2011 begins on 1 April 2011 and ends on 31 March 2012.
- (ii) In this report, "\$" refers to US dollars.

The resettlement plan (RP) prepared based on preliminary designs was reviewed and approved by KMC and ADB in May 2012. The draft has been updated in June 2013 to include land acquisition for access road to a pumping station. Both versions have been disclosed in ADB’s website (<http://www.adb.org/projects/documents/kolkata-environmental-improvement-investment-program-tranche-1>). This updated RP is prepared based on detailed design and census of affected persons in the sewerage and drainage subproject (packages SD04 and SD06) under KEIIP Tranche 1.

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## EXECUTIVE SUMMARY

1. The city of Kolkata is the seventh largest metropolis in India, and had 4.5 million residents in 2011. The continuous improvement in the city's urban environment is necessary to increase labor productivity through better health status of the urban population, especially when it has been experiencing lower population growth. There have been, however, geographical disparities in access and quality of the water supply and sewerage services, because the Kolkata Municipal Corporation (KMC), an urban local body with a mandate to provide these services under the KMC Act (1980), has an aging water supply system, and has inadequate sewer coverage in the city's peripheral areas.

2. The Asian Development Bank (ADB) loans have assisted KMC in the expansion of the sewerage coverage through the Kolkata Environmental Improvement Project<sup>1</sup> (KEIP) since 2000. The Kolkata Environmental Improvement Investment Program (KEIIP) will help KMC not only to continue sewer network expansion on a larger scale, but also to gradually improve efficiency in water supply operations, which will enable KMC to generate operating surplus for capital investment in water supply and sewerage.

3. KEIIP is a continuation of the KEIP. It is envisaged that KMC will implement the investment program in three projects, in phases. The first project under the investment program will be considered the second phase of the KEIP. Likewise, the second and the third projects under the investment program will be the third and fourth phases of the KEIP. The proposed investment activities under the investment program will include: (i) water supply, including pumping and transmission system, and (ii) sewerage and drainage (S&D), including dry weather flow (DWF) and storm water flow (SWF) pumping stations and sewage treatment plants (STPs). The investment program will be financed by a multitranche financing facility (MFF).

4. The proposed construction and operation of infrastructure will bring about improvement in environmental conditions in and around each project area under the investment program, but such improvement may be associated with some adverse impacts on the local inhabitants, including loss of land, (temporary) loss of livelihood, etc. ADB requires the consideration of social safeguard issues in all aspects of its operations, and the requirements for involuntary resettlement are described in ADB's Safeguard Policy Statement (SPS), 2009.

5. This updated resettlement plan (RP) for S&D subproject package SD05 aims to (i) provide critical facts and significant findings; (ii) present the national and local legal and institutional framework within which the social impact assessment has been carried out; (iii) identify mitigation measures and any residual negative impacts that cannot be mitigated; (iv) describe the set of mitigation measures to be undertaken to avoid, reduce, mitigate, or compensate for any resettlement impacts; (v) describe the grievance redress mechanism for resolving complaints; and (vi) describe the implementation arrangements, monitoring measures and reporting procedures.

6. This updated RP for S&D subproject package SD05 includes (i) S&D network within Diamond Harbour (DH) Road catchment area 1; (ii) construction of new pumping Station at Joka

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<sup>1</sup> ADB. 2000. Report and Recommendation of the President to the Board of Directors: Proposed Loan to India for the Calcutta Environmental Improvement Project. Manila (Loan 1813-IND, \$250 million, approved on 15 November 2000). The project completion date is 30 June 2012.

Tram depot; (iii) pressure main from Joka Tram depot to Churial Canal along DH road by open cut method; (iv) construction of pumping station (PS) at Behala (referred in this RP as Begore Khal PS) within land owned by Airport Authority of India (AAI) and approach road to the PS in Begore, Maheshtala Municipality. This RP will be implemented by the Social Safeguard Unit (SSU) of KEIP project management unit (PMU).

7. The implementation of this S&D subproject package SD05 will require land acquisition for the construction of access road to the Begore Khal PS. The total private land required is 262.19 sq. mts. The land is non-agricultural land and has no illegal settlers. In addition 7 no. of non timber trees and 1 defunct shop belonging to one of the land owners will be affected. The PS at Joka Tram Depot and Behala Airport will not require land acquisition as the sites are owned by government departments. Possession of the lands has already been taken over by KMC from the respective government departments.

8. The S&D lines in this package will not require any land acquisition as it will be undertaken within the ROW which is also government land. The impacts are categorized as short-term temporary impacts due to loss of livelihood during construction resulting from shifting of 32 temporary shops along pipe alignments in DH road.

9. To address the potential short-term temporary impacts during construction, socioeconomic surveys, rapid assessment of businesses/shops, and census of affected temporary shops have been conducted. The cut-off dates have been set as dates of the census which are 18 to 22 July 2014 for DH road (7 km) and 16 to 17 July 2014 for Joka tram depot to Churial canal (0.3 km). As per KEIP entitlement matrix hawkers or businesses that settle in the affected areas after the cut-off date will not be eligible for assistance. They will, however, be given sufficient advance notice (at least 1 week), and requested to vacate premises and dismantle affected structures prior to project implementation.

10. The RP budget has been calculated as per KEIP's entitlement matrix and businesses facing income loss due to disruption of access during construction phase will be compensated for lost income. Mobile hawkers and vendors will be assisted in moving to alternative locations during the period of construction, and entitled to return once work is declared complete by the contractor. As per calculation, the amount of Rs 27,98,856 (USD 50,722.38) is required for implementation of this updated RP for S&D subproject package SD05.

11. The S&D subproject's environmental management plan (EMP) also includes the following mitigation measures to further reduce potential impacts during construction works: (i) provide at least 1 week's prior advanced notice to community along the construction stretch. Distribute information on project and grievance redress mechanism; (ii) maintain access to avoid disturbance to residents and businesses by providing planks and leaving spaces for businesses and residents to maintain access; (iii) manage traffic flows as per traffic management plan prepared by the contractor in coordination with local authorities and communities; (iv) limit amount of time of open trenches, and complete works quickly where lots of businesses are located; (v) avoid full street closure to extent possible; (vi) contractor/s shall provide employment opportunity to the affected people where possible and (vi) contractor/s shall assist vendors and hawkers in shifting to alternative locations.

12. In the event of construction results to resettlement work not covered in this document, ADB will be notified immediately and updated RP will be submitted for review and disclosure.

13. The subproject's grievance redress mechanism will provide the citizens with a platform for redress of their grievances, and describes the informal and formal channels, time frame, and mechanisms for resolving complaints about safeguards performance.

## I. PROJECT DESCRIPTION

### A. Background

1. The city of Kolkata is the seventh largest metropolis in India, and had 4.5 million residents in 2011. It is the largest city in the state of West Bengal, and has been the biggest contributor to West Bengal's gross state domestic product, which was ranked sixth largest among all states in India in 2010. The continuous improvement in the city's urban environment is necessary to increase labor productivity through better health status of the urban population, especially when it has been experiencing lower population growth. There have been, however, geographical disparities in access and quality of the water supply and sewerage services, because the Kolkata Municipal Corporation (KMC), an urban local body with a mandate to provide these services under the KMC Act (1980), has an aging water supply system, and has inadequate sewer coverage in the city's peripheral areas.<sup>2</sup> The Asian Development Bank (ADB) loans have assisted KMC in the expansion of the sewerage coverage through the Kolkata Environmental Improvement Project<sup>3</sup> (KEIP) since 2000. The Kolkata Environmental Improvement Investment Program (KEIIP) will help KMC not only to continue sewer network expansion on a larger scale, but also to gradually improve efficiency in water supply operations, which will enable KMC to generate operating surplus for capital investment in water supply and sewerage.

2. On successful execution of KEIP under 2 Loans (1813-IND and 2293-IND) KMC has decided to secure further loan from ADB in multi-tranche financing facility (MFF) for infrastructural development. KMC plans to establish and upgrade essential infrastructure and service levels to develop an efficient S&D system. The specific objectives of the S&D subproject are (i) to improve the overall sanitary conditions in the subproject area; (ii) to improve environmental conditions in the subproject area to reduce health risks and economic loss to the citizens directly and indirectly; and (iii) to provide quick relief from waterlogging conditions in the subproject area. This subproject will have poverty reduction impacts and benefits due to increased service levels of basic amenities. S&D subproject under KEIIP Tranche 1 includes: (i) S&D network within Diamond Harbour (DH) Road catchment 1; (ii) micro-tunnelling work on sewer line along DH Road; (iii) micro-tunnelling work on pressure main between Santoshpur main pumping station (PS) and Garden Reach sewage STP; (iv) construction of pumping stations at Begore Khal near Behala Airport and Joka tram depot.

3. Tranche 1 S&D subproject and its components are to comply with relevant safeguard requirements of the loan agreement, the Government of India, the state government of West Bengal, and the ADB Safeguards Policy Statement (SPS), 2009. This resettlement plan cover S&D subproject package SD05. It aims to (i) provide critical facts and significant findings; (ii) present the national and local legal and institutional framework within which the social impact assessment has been carried out; (iii) identify mitigation measures and any residual negative

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<sup>2</sup> The 1899 Calcutta Municipal Act defined the administrative domain of the municipal authority as covering 25 wards and 48.5 km<sup>2</sup>. Many boundary changes followed, the latest one in January 1984 when Boroughs XI, XII, XIII, XIV, and XV were annexed to KMC. These boroughs are popularly known as the "added areas."

<sup>3</sup> ADB. 2000. *Report and Recommendation of the President to the Board of Directors: Proposed Loan to India for the Calcutta Environmental Improvement Project*. Manila (Loan 1813-IND, \$250 million, approved on 15 November 2000). The project completion date is 30 June 2012.

ADB. 2006. *Report and Recommendation of the President to the Board of Directors: Proposed Supplementary Loan to India for the Kolkata Environmental Improvement Project*. Manila (Loan 2293-IND: \$80 million, approved on 20 November 2006). The project completion date is 30 June 2012.



impacts that cannot be mitigated; (iv) describe the set of mitigation measures to be undertaken to avoid, reduce, mitigate, or compensate for any resettlement impacts; (v) describe the grievance redress mechanism for resolving complaints; and (vi) describe the implementation arrangements, monitoring measures, and reporting procedures.

## **B. Project Components**

4. The S&D subproject package SD05 components are located within the Monikhali and Churial basins. These basins are located in the southern and southwestern part of Kolkata. Churial Basin serves a present population of 132,504, and Monikhali basin, a population of 56,878. Churial Basin is moderately populated but currently growing very fast, while Monikhali is a developed area and has higher population densities than Churial. With the metro being routed through these basins, a project currently under implementation, coupled with the recent improvements in road connectivity to the core city, these two basins are expected to grow at a rapid pace. This rapid growth in population with grossly inadequate S&D infrastructure will definitely put the citizens at great risk and discomfort. Therefore, there is a need to provide an organized S&D system in these areas in line with the existing system in the core city areas.

5. Execution of S&D subproject package SD05 construction activities will be located in the following areas (i) in part of DH road catchment area (in Borough XIV) that is mostly affected by flooding. The lanes selected are within residential area and pipes will be laid within the ROW of existing roads; (ii) construction of pressure main from Joka Tram Depot to Churial canal. (iii) Construction of pumping stations at Joka Tram depot and Behala airport land (Begore Khal PS).

6. S&D subproject package SD05 description of component locations is provided below :

(i) **Churial Basin:** The components of this subproject located in this basin include:

- a) 7-km S&D network (600 mm and above) within DH Road catchment area (in Borough XIV) that is mostly affected by flooding. The lanes selected are within residential area and pipes will be laid within the ROW of existing roads.
- b) Construction of new S&D Pumping Station at Joka Tram depot. 3,037.8 sq.mt. of land required for establishment of this PS possession of which has already been taken over by KMC from CTC on 24.06.2014 on long term lease (renewable). This land is vacant and surrounded by walls.
- c) 0.3 km pressure main from Joka Tram depot to Churial Canal along DH road by open cut method; this stretch is almost unencumbered and on the ROW.

(ii) **Monikhali Basin:** This subproject component is a spillover from KEIP. The subproject activities for the Monikhali basin entail construction of a S&D pumping station at Begore on land (1,400 m<sup>2</sup>) located within the Behala Flying Club Area and owned by the Airport Authority of India (AAI). The possession of the land has already been taken over by KMC on 18.06.2014 on long term lease (renewable). The land is vacant and there are no squatters or hawkers. Parcels of private land measuring 262.19 sq. mt. required for access road to this PS and laying of underground pipes to connect the PS has been arranged by outright purchasing the same from 9 owners at a negotiated price. This land also includes 7 non timber trees and 1 defunct structure.

**Table 1: Location of Subproject Components and Number of Beneficiaries**

| Component  | Description   | Municipality and Ward No. | Location of Subproject Component   | Service Area/ Population                                      |
|--|---|---------------------------|--|---|
| <b>A. Churial Basin</b> (served by Suti canal, Kalagachia canal, Churial canal/Churial extension canal)  |   |                           |  |   |
| S&D mains (600 mm and above) in DH catchment (first stage)   | A total of 7 km will be covered in 17 lanes                                     | Parts of KMC Ward 125     | Located in a part of the DH Road catchment area that is mostly affected by flooding. The lanes selected are located within residential area. Pipes will be within ROW of existing roads.   | Trunk sewer will serve the present population of 132,504.     |
| Pressure main from Joka Tram Depot to Churial canal by open cut method   | 0.3 km along DH road.   | As above                  | Within ROW of the existing road. This heavy-traffic stretch is having few temporary shops located in the road flank. Presently construction of decks of Metro Railway is on without affecting the grade road.  | Included in above.  |
| New S&D Pumping Station at Joka tram depot   | 3,037.8 m <sup>2</sup>  | KMC area                  | Within the area of defunct Joka tram depot<br><br>This land owned by the Calcutta Tramways Company (CTC) is vacant, and possession of the land has already been taken over from CTC on 24.06.2014 .  | Included in above.  |
| <b>B. Monikhali Basin</b> (served by Monikhali canal, defunct Monikhali canal, Begore canal, Begore Branch canal, CPT canal, Jinjira canal, Parnasree canal)   |   |                           |  |   |
| Construction of Begore Khal pumping station for dry weather flows from Zone 1 and Zone 4B and storm water flows from Zone 4B at Maheshtala municipality area adjacent to Zone 4B sub-basin in Monikhali basin. Construction of disposal arrangements for discharging storm water flows into Begore branch canal<br><br>Construction of pumping main to convey dry weather flows to a manhole located in Zone 4A. | 1,400 m <sup>2</sup><br><br>This subproject component is a spillover from KEIP. | Maheshtala                | The land for the pumping station is located at the Behala Flying Club area and is currently owned by the Airport Authority of India (AAI). The land is vacant and there are no squatters or hawkers.<br><br>The possession of the land has already been taken over by KMC from AAI on 18.06.2014 on long term lease (renewable). | The pumping station will serve a present population of 56,878 |
| Construction of access road to the Begore pumping station  | 262.13 sq m   | Maheshtala                | 2 parcels of land is private and owned by 9 owners.<br><br>One parcel of the land is vacant and there are no squatters or  |   |

| Component | Description | Municipality and Ward No. | Location of Subproject Component   | Service Area/ Population |
|-----------|-------------|---------------------------|--|--------------------------|
|           |             |                           | hawkers and The other parcel land has a closed shop without any tenant.<br><br>The owners of the land (both the parcel) has given written consent to sell the land to KMC at a negotiated price. |                          |

7. Residences, shops, a few educational institutions, and local markets are located along S&D alignments in Churial Basin (7-km S&D mains and 0.3 km pressure main). Short-term resettlement impacts envisaged during the construction stages due to temporary impacts on livelihood and access of the local population.

## II. SCOPE OF LAND ACQUISITION AND RESETTLEMENT

### A. Land Acquisition

8. For construction of access road to the proposed PS in Begore, parcels of private land measuring 262.19 sq. mt. has been arranged by outright purchasing the same from 9 owners at a negotiated price. This land also includes 7 non timber trees and 1 defunct shop belonging to one of the landowners. Details are given in Table 2 and scanned copies of the written consents from the landowners as well as the letter of possessions of government lands are provided in Appendix 1. The owners has given written consent to sell the land (including the shop) to KMC at a negotiated price amounting to 2,770,056 INR.

**Table 2: Details on Securitisation of Land**

| No. | Location | Parcel Number/ Khasra Number  | Owners Name   | Land Area to be Acquired (Square Meters) | Number of Affected Persons | Income Generating Asset being Lost Due to Project | Number of Trees                                 |
|-----|----------|---|---|--|----------------------------|---|---|
| 1   | Begore   | #3473 RS (prior to Land Reforms Policy [LRP])<br><br>#2860 (as per LRP records) | Pran Krishna Das<br>Joymalya Dutta<br>Pintu Basu<br>Anjana Basu | 120.63                                   | none                       | none  | 4 coconut trees<br><br>3 other non-timber trees |
| 2   | Begore   | #3593 RS (prior to Land Reforms Policy [LRP])                                   | Sri. Haradhan Ghatak  | 141.56                                   | none                       | none*   | none  |

\* Purchase of land includes one shop measuring 9.22 sq. m. The shop is closed, has no user/tenant and hence not generating any income from it.

9. The 2 PS will not require land acquisition as the sites are government lands, which are already in possession of KMC. The S&D lines in package SD05 will not require any land acquisition as it will be undertaken within the existing roads ROW which are government lands.

## B. Temporary Impacts

10. KMC understands that construction-based improvements are always associated with some resettlement impacts, which may be temporary or permanent in nature. Therefore, required assessments have been undertaken for early identification of these impacts to help identify solutions for mitigating these impacts to a maximum extent. Redesigning, change in site locations/alignments, and technology which helps minimize impact levels are some of the adaptations to ensure minimal resettlement impacts. However, the following potential short-term temporary impacts may be anticipated during construction:

- (i) Livelihood: loss of customers visiting shops due to reduced access, difficulty in bringing in supplies to shops, shifting and/or reduced access for street vendors and hawkers, reduced space for daily markets that are set up along the road sides, reduced opportunity for local employment (tire puncture repairs, etc)
- (ii) Accessibility: pedestrians and vehicular traffic will face difficulty, decrease in access to shops and markets for local population, increase in travel time
- (iii) Others: degradation of road, damage of other utilities during construction that may impact service levels temporarily

11. The engineering designs adopted in S&D subproject package SD05 ensure that routing of pipelines and mains are within public ROW. The impacts envisaged during construction are the following: (i) limited mobility and access to business activities during construction; and (ii) temporary shifting of vendors and hawkers during construction works within ROWs where open-cut methods are used. These potential temporary impacts will be minimized by situating alignments on public ROWs through stretches where there are no structures and scheduling open-cut works in a phased manner.

12. **Sample survey during preliminary design.** A sample survey was conducted in March to April 2012 to determine the number and type of structures, businesses and others along the proposed alignments for S&D subproject package SD05. The results are presented in Table 2A and corresponding strip maps were prepared (Appendix 2).

13. The results of surveys along DH road show 1,397 structures, of which 160 temporary shops may be affected during construction works. The remaining 1,237 structures are permanent in nature and access to these structures won't be affected during construction works. The results of surveys along Joka tram depot to Churial show 15 temporary shops located in the extreme end of the road flank and are not likely to be affected during the laying of pressure mains.

**Table 2A: Results of Sample Survey along S&D Subproject Package SD05 Locations**

| Component  | Description and Land Use   | Structures Along the Existing Roads <sup>4</sup> |
|--|--|--|
| <b>Monikhali Basin</b>   |  |  |
| Construction of Begore Khal pumping station for dry weather flows from Zone 1 and Zone 4B and storm water flows from Zone 4B at Maheshtela municipality area adjacent to Zone 4B sub | The pumping station will be constructed on 1,400 m <sup>2</sup> of land owned by the Airport Authority of India possession of which has taken over by KMC from AAI on 18.06.2014 on long term lease (renewable). The land is vacant and there are no squatters or hawkers. | N/A  |

<sup>4</sup> Based on strip maps prepared and on actual counts conducted during preliminary design stage, and therefore can be treated to be indicative. Indicates all structures within and outside ROW

| Component   | Description and Land Use  | Structures Along the Existing Roads <sup>4</sup> |              |            |
|---|---|--|--------------|------------|
| basin in Monikhali basin<br><br>Construction of disposal arrangements for discharging storm water flows into Begore branch canal<br><br>Construction of pumping main to convey dry weather flows to a manhole located in Zone 4A<br><br>Construction of access road to the Begore pumping station | The access road will be constructed on two parcels of private land measuring 262.13 sq.m owned by 9 persons. The land owners has given their consent in writing to sale this land on a negotiated price. The first parcel of land is vacant, there are no squatters or hawkers, and with 7 trees that will be cut. The second parcel of land has a vacant unused shop that will be demolished. There are no squatters or hawkers. |  |              |            |
| <b>Churial Basin</b>  |   | <b>Structures</b>                                | <b>LHS</b>   | <b>RHS</b> |
| Main sewers of 600 mm diameter and above within public ROW in a part of the Diamond Harbour Road catchment area that is mostly affected by flooding   | A 7-km stretch will be covered in four laterals with 15 by-lanes in the area  | Temporary Shops                                  | 78           | 82         |
|   |   | Shops  | 164          | 175        |
|   |   | Residences                                       | 376          | 364        |
|   |   | Religious buildings                              | 7            | 6          |
|   |   | Clubs  | 2            | 2          |
|   |   | Businesses                                       | 4            | 4          |
|   |   | Library  | 1            | -          |
|   |   | Commercial/residential <sup>5</sup>              | 59           | 46         |
|   |   | Residence under Const.                           | 9            | 7          |
|   |   | Public Utilities                                 | 1            | -          |
|   |   | Schools  | 2            | 4          |
|   |   | Bank / P.O.                                      | 1            | 3          |
|   |   | <b>Subtotal structures</b>                       | <b>704</b>   | <b>693</b> |
|   |   | <b>Total</b>                                     | <b>1,397</b> |            |
| Pressure Main along D.H. Road from Joka tram depot P.S. to Churial canal by open cut method. (surveyed on 16.07.2014)   | High volume of traffic flow through this road. Presently the work for metro is also in progress along this stretch. The 0.3-km trunk sewer will run along the left (eastern) alignment of this road stretch.  | Temporary shops                                  | 15           |            |
| New S&D pumping station at old Joka tram depot  | The property belongs to Calcutta Tramways Corporation, and land transfer is in progress. The tram depot is defunct, the land is vacant, and the property is well guarded and bound by a wall and gates. There are no squatters or hawkers within this depot.  | N/A  | N/A          |            |

14. Census to determine potential temporary resettlement impacts during construction phase. The KEIIP social safeguards unit conducted detailed census along the 7 km stretch of DH Road catchment area in Ward 125 (alignment of main sewers) from 18 to 22 July 2014; and along the 0.3 km stretch from Joka tram depot to Churial (alignment of pressure mains) from 16 to 17 July 2014. These dates will serve as the cut-off dates for S&D subproject package SD05.

<sup>5</sup> Commercial/residential structures that have shops on the ground floor with residences above, may also be apartment complexes

As per KEIP entitlement matrix hawkers or businesses that settle in the affected areas after the cut-off date will not be eligible for assistance. They will, however, be given sufficient advance notice (at least 1 week), and requested to vacate premises and dismantle affected structures prior to project implementation.

15. The results of the census show potential temporary short-term impacts will be limited to 32 temporary shops along DH road while none along alignment from Joka tram depot to Churial. The impacts are due to excavation works and need to shift the temporary shops to opposite or adjacent part of the road. The census also revealed the temporary shops are generally made with tin/plastic sheets tops and mat walls. Being very small businesses, they are mostly managed by the owners themselves. The average daily profit of these shops was assessed at Rs. 300 per day. As per engineering team estimate, the disruption to income while shifting and relocating back is maximum of 3 days.

16. The summary of impacts for the S&D subproject package SD05 summarized in Table 3

**Table 3: Summary of Impacts for Tranche 1 S&D Subproject (Package SD05)**

| Impact   | Sewerage and Drainage                |
|--|--------------------------------------|
| Permanent land acquisition (sq m)              | 262.19                               |
| Permanently affected structures                | 1 shop (within land to be acquired)  |
| Affected trees/crops                           | 7 trees (within land to be acquired) |
| Affected Households (AHs)                      | 9 owners                             |
| Titled AHs                                     | 9 owners                             |
| Non-titled AHs                                 | none                                 |
| BPL AHs  | none                                 |
| APL AHs  | none                                 |
| Female-headed AHs                              | none                                 |
| IP/scheduled caste AHs                         | none                                 |
| Affected common structures                     | none                                 |
| Income sources of permanently affected persons | various (businesses, income, etc)    |
| Temporarily affected businesses                | 32 (along DH Road)                   |
| Average daily profit of affected businesses    | Rs. 300                              |

17. The summary of potential impacts and corresponding mitigation measures are shown in Table 3. The S&D subproject's environmental management plan (EMP) also includes the following mitigation measures to further reduce potential impacts during construction works:

- (i) Provide at least 1 week's prior advanced notice to community along the construction stretch. Distribute information on project and grievance redress mechanism.
- (ii) Maintain access to avoid disturbance to residents and businesses by providing planks and leaving spaces for businesses and residents to maintain access.
- (iii) Manage traffic flows as per traffic management plan prepared by the contractor in coordination with local authorities and communities.
- (iv) Limit amount of time of open trenches, and complete works quickly where lots of businesses are located.
- (v) Avoid full street closure to extent possible.
- (vi) Contractor/s shall provide employment opportunity to the affected people where possible.
- (vii) Contractor/s shall assist vendors and hawkers in shifting to alternative locations.

18. Contractor is required thru the EMP to implement good construction practices and avoid, to the maximum extent, damage to structures along the alignments. In the event of construction

results to resettlement work not covered in this document, ADB will be notified immediately and updated RP will be submitted for review and disclosure.

**Table 3: Potential Impacts and Mitigation Measures**

| Component   | Description   | Potential Impact   | Mitigation Measures   |
|---|---|--|---|
| <b>Monikhali Basin</b>  |   |  |   |
| Construction of Begore Khal pumping station for dry weather flows from Zone 1 and Zone 4B and storm water flows from Zone 4B at Maheshtala municipality area adjacent to Zone 4B sub-basin in Monikhali Basin | <p>The pumping station will be constructed on 1,400-m<sup>2</sup> government-owned land.</p> <p>There are no squatters or temporary structures located within the pumping station land.</p>   | <p>Land procurement (262.19 sq.m) from 9 private owners.</p> <p>Cutting of 7 trees during site clearing within the land.</p> <p>Demolition of one shop (closed and unused) within the land.</p>  | <p>Implementation of the Resettlement Plan</p> <p>Cutting permit for the 7 trees will be taken from KMC.</p> <p>The land owners will be compensated adequately by making payment of negotiated value as agreed for the land along with the structure.</p>   |
| Construction of disposal arrangements for discharging storm water flows into Begore branch canal  | The access road will be constructed on two parcels of private land measuring 262.19 sq.m owned by 9 persons. The land owners has given their consent in writing to sale this land on a negotiated price. The first parcel of land is vacant, there are no squatters or hawkers, and with 7 trees that will be cut. The second parcel of land has a vacant unused shop that will be demolished. There are no squatters or hawkers. |  | <p>Mitigation measures will incorporated into contracts and monitored by the construction supervision consultants.</p>  |
| Construction of pumping main to convey dry weather flows to a manhole located in Zone 4A  |   |  |   |
| Construction of access road to the Begore pumping station   |   |  |   |
| <b>Churial Basin</b>  |   |  |   |
| Main sewer within Diamond Harbour catchment area  | <p>Laying of pipes for the 7-km stretch in the four laterals</p> <p>Pipes will be laid using open-cut method.</p> <p>The roads are 4-6 m wide.</p>  | <p>Short-term temporary impacts on livelihood and accessibility for the local communities during construction phase.</p> <p>16 temporary shops to be shifted during construction phase (maximum of 3 days disruption) The average daily profit of these shops was assessed at Rs. 300 per day.</p> | <p>During construction, it will be ensured that a pathway is left for access to the houses and commercial establishments.</p> <p>The contractors will also be required to maintain access to shops to avoid and limit the disturbance to the extent possible.</p> <p>Mitigation measures will incorporated into contracts and monitored by the construction supervision consultants.</p> <p>Mobile hawkers and vendors, including those with stalls and temporary structures, will be assisted by contractors in moving to alternative locations during the brief period of construction, and allowed to return once the construction is declared</p> |

| Component  | Description   | Potential Impact  | Mitigation Measures  |
|--|---|---|--|
|  |   |   | complete.  |
| Pumping station at Joka tram depot   | The pumping station will be constructed on 3,037.8 m <sup>2</sup> government owned land. The land is vacant, well- guarded, and there are no squatters or temporary structures located within the land. | N/A   | N/A  |
| Pressure main along D.H. Road from Joka tram depot P.S. to Churial canal by open cut method. | 300 m in length.in open cut method.   | shops along alignment are not likely to be affected as these are located in the extreme end of the road flanks. | Same mitigation measures as per laying of main sewers along DH Road. |

### C. Impact on Vulnerable Persons<sup>6</sup>

19. While this package (SD05) is not a targeted poverty intervention program, it will have poverty reduction impacts and benefits through increased service levels of basic amenities. It is expected that an improved S&D system will help improve the overall hygiene, resulting in improved health and reducing time and expenses spent on maintaining hygienic conditions. This will further help reduce the burden of expenditure on health and time spent on caregiving, as well as allowing more time to pursue economic activities. This subproject will especially be of benefit to women, who spend considerable time on their household chores and looking after children and family, as well as pursuing some economic activity to help contribute to the household's finances. Educational standards will also get a boost, with children leading healthier lives and being able to attend school regularly.

### D. Impact on Indigenous Peoples

20. The subproject area is a highly urbanized area, and statistics show that less than 10,000 people belonging to scheduled tribes (STs) are found within KMC. None of the proposed subproject facilities are located on land belonging to scheduled tribes. Also, scheduled tribes in Kolkata speak the same language as the majority of the population, do not have traditional rights and/or access to land resources, and do not follow any distinct cultural practices. One can safely conclude that the ST population in KMC has been assimilated in mainstream society. Rapid assessments transect walks and socioeconomic surveys did not indicate the presence of indigenous people (IP); therefore, no impacts are envisaged.

## III. SOCIOECONOMIC INFORMATION AND PROFILE

### A. Socioeconomic Profile of KMC Area

21. Kolkata is a sprawling metropolis. The larger Kolkata Metropolitan Area (KMA) covers an area of 1,851 km<sup>2</sup>, and according to the census, had a total population of 14,720,000 people in 2001, which implies an average density of 7,950 persons per km<sup>2</sup>. In terms of population, the KMA belongs to the world's top 10 megacities. Administratively, the urban area of the KMA is subdivided in 3 municipal corporations, 38 municipalities, and a large number of smaller administrative units called Panchayat Samities.

<sup>6</sup> Persons belonging to the below-poverty-line (BPL) category, or those who may be reduced to BPL category due to the subproject impact, women from slums, women-headed households, and aged persons



22. KMC is the center of the metropolis and covers a total area of 187 km<sup>2</sup>, which is just over 10% of the metropolitan area. The KMC area has grown over the years by annexation of suburban areas. The 1899 Calcutta Municipal Act defined the administrative domain of the municipal authority as covering 25 wards and 48.5 km<sup>2</sup>. Many boundary changes followed, the latest one in January 1984, when Boroughs XI, XII, XIII, XIV, and XV were annexed to the KMC. These boroughs are popularly known as the “added areas.”

23. The present population of KMC area is 5 million (2011 census) living in 141 wards (181 km<sup>2</sup>). The slum population is around 1.46 million (2001 census). Kolkata has a floating population of around 3 million due to commuters entering the city for various business activities and service sectors from neighboring municipalities and suburban areas. Population density per km<sup>2</sup> is 24,783. It is estimated that there are 972,264 households in the municipal area, with the average household size being around 5.

24. About three-fifths of the total urban population of West Bengal state lives in Kolkata, due to the concentration of big, medium, and small industrial units and the employment opportunities for skilled, semi-skilled, and unskilled workers in service, industrial, and informal sectors in and around Kolkata. People from urban slums are involved in a range of occupations, which are mostly concerned with providing services to the urban middle and upper classes; they work in small businesses, and some work in the organized sector.

#### B. Socioeconomic Profile of Area Impacted by the Package SD05

25. S&D subproject components are located in parts of Monikhali and Churial basins. The total extent of the subproject area is 1,246 ha and serves an existing population of 189,382. It is imperative to note that wards benefiting from this subproject are not necessarily the wards being impacted by the construction activities of this subproject. The subproject components are located not only in areas under KMC, but also under Maheshtala Municipality). Table 4 and 5 provide the demographic and socioeconomic details of the population living in the area impacted by subproject-related construction activities.

**Table 4: Demographic Profile of S&D Subproject Impact Area**

| Ward No.         | No.of HH | Total Population | Slum Population | Population |        |
|------------------|----------|------------------|-----------------|------------|--------|
|                  |          |                  |                 | M          | F      |
| KMC-125          | 9,984    | 42,245           | 0               | 21,931     | 20,314 |
| Joka-2 Panchayat | 1,816    | 7,670            | 0               | 3,985      | 3,685  |

**Table 5: Socioeconomic Details of Wards Impacted by S&D Subproject**

| Ward No.         | Literacy |        | Total Literacy | Workers |      | Total Workers | Non-Workers |        | Total Non-Workers |
|------------------|----------|--------|----------------|---------|------|---------------|-------------|--------|-------------------|
|                  | M        | F      |                | M       | F    |               | M           | F      |                   |
| KMC-125          | 18,609   | 15,779 | 34,388         | 11,998  | 2445 | 14,443        | 9,933       | 17,869 | 27,802            |
| Joka-2 Panchayat | 3237     | 2551   | 5788           | 2128    | 428  | 2556          | 1857        | 3257   | 5,114             |

26. The average family size was around 3.5 per family. The total population of the surveyed households (HHs) was 298. The table below indicates that the major population group of the HHs was between the ages 31 and 50 at 38.3%, followed by the above-50 age group at 21.1%. Literacy levels indicate that 34.7% was comprised of undergraduates, 21.5% graduates, 4.4 % postgraduates, and 1.2% with professional degrees. Some 251 (84.2%) of the total population of 298 was comprised of adults.

27. A total of 87.1% of the HHs are Hindus by religion, and 75.3% are nuclear families.
28. A total of 87% of the respondents belonged to the general class, 12% belonged to scheduled castes, and 1% to the backward class. A total of 97% of the households had electricity, and 90% had access to a public distribution system (PDS) facility.
29. The survey revealed that 74% of adult women in the sample households were housewives. About 5.6 % of the adult population was comprised of students, and 50.5% of the adult population was engaged in some form of economic activity. Some 25.5% was engaged in trading, 2.4% was in government service, and 9.6% was unemployed at the time of survey. Some 114 men (78%) and 13 women (12.5%) were engaged in some form of economic activity.
30. Data revealed that most of the families were dependent on a primary source of income. The profile of jobs ranged from domestic helpers and wage laborers to trading, government jobs, and private jobs. As stated earlier, 74% of the women were housewives. There were no women wage laborers in this area.
31. The survey revealed that among the economically engaged population, 46% of men and 36% of women earned an average of Rs. 75,000/annum. Income levels of men was found to range from an average of Rs. 15,000/annum to above Rs.580,000/annum. The average income of the surveyed households is found to be Rs.190,000. Some 68.2% of HHs spend more than Rs. 30,000 on food per annum, while 3.5% spend more than Rs. 30,000 on travel per annum.

### C. Gender Considerations

32. The project is expected to benefit women. In addition to the measures provided for addressing the gender concerns of the affected households, the resettlement plan will be implemented in consonance with the gender action plan (GAP) for the project.
33. **Women-headed households:** There are no women headed households among the surveyed population.
34. **Literacy:** While all women are found have some level of literacy, it is found that the level of education achieved was higher among men than women. There is still some difference in the literacy between male and female.
35. **Economic activity.** A total of 77% of the women in the surveyed households were housewives. Only 12.5% women were involved in income-earning activities compared to 87.5% of the men. It has been reported that in addition to the economic activities outside the home, women are extensively involved in household activities like cooking and cleaning, washing clothes, child care, care of the elderly, etc.
36. **Decision-making.** The respondents were also asked about the involvement of women in decision-making on household matters, and it was found that women were indeed involved. About 68% of the HHs reported that decisions were made by both spouses, 30% of HHs stated that decisions were made by men, and 2% that decisions were made by women.
37. **Gender division of housework.** During the survey, the respondents were also asked about the gender division of household work. The following table clearly indicates that most of the household chores were left to the women. The men helped in chores like shopping, teaching children, etc.

38. The survey indicates that 50.5% of the adult population was engaged in some form of economic activity; 25.5% was engaged in trading and 2.4% was in government service. The strip maps indicate that Diamond Harbour road stretch is major business center with lots of shops dealing with various kinds of products. While the main Diamond Harbour Road is not prone to flooding during rains, the laterals face waterlogging frequently during heavy rains, making access and sanitation a major problem for this area covered by open drains. This has adverse impacts on the income potential of the businesses located within this area. Waterlogging also impacts the earning potential of the roadside hawkers and streetside markets. Discussions with respondents during the survey revealed that most of them felt that construction works within the ROW always leads to transportation problems and traffic jams. They were of the opinion that traffic management should be given priority to minimize traffic congestion, and that information sharing would help people in managing the disturbances faced during road works.

39. A total of 24.7% of the respondent HHs spend amounts ranging from Rs.100 to Rs. 2,000 per annum on sanitation. A moderate amount of money is also spent on health care. While all illnesses are not attributable to sanitation levels, improved service levels are expected to reduce the burden on caregivers, who are mostly the women in the household.

#### **IV. INFORMATION DISCLOSURE, CONSULTATION, AND PARTICIPATION**

##### **A. Stakeholders**

40. The stakeholders identified for this subproject are:

##### **Primary**

- (i) local community (residents, educational institutions, commercial and business) impacted due to utilities being built in their habitation or areas of usage;
- (ii) community (residents, commercial and business) benefiting from the subproject;
- (iii) transit/commuting population using the area for accessing place of work, residence, or recreation;
- (iv) public transport departments/companies (private and government operated);
- (v) KMC and other state government departments, Public Health Engineering (PHE), waterworks, telecommunication, electricity, poverty alleviation, etc.;
- (vi) project management unit (PMU);
- (vii) Government of West Bengal;
- (viii) Government of India; and
- (ix) ADB.

##### **Secondary**

- (i) representatives of community based organizations, civil society groups;
- (ii) Police Department;
- (iii) NGOs; and
- (iv) builders.

##### **B. Public Consultations**

41. The following methodologies will be used for carrying out public consultation:

- (i) Local communities, individuals affected, traders, and local shopkeepers who may be directly affected will be given priority while conducting public consultation.

- (ii) Walk-through informal group consultations will be held along the proposed water transmission line stretch.
- (iii) The local communities will be informed through public consultation, with briefing on project interventions, including its benefits.
- (iv) The social concerns and suggestions made by the participants will be listed, and discussed, and suggestions to be noted for consideration during implementation.

42. Formal consultations have been carried out with mayor and engineers of KMC on 5 August 2011 and 18 November 2011 to prioritize and finalize items of work to be taken under the program. These were supplemented by a series of informal discussions by the PMC engineering consultants with chief engineers of KMC and director general (projects), PMU mainly on understanding the current situation and optimum design to be adopted in order to attain the objectives of the work.

43. Consultations have been held throughout the planning and design stage with KMC officials, PMU, ADB, and state government departments like the Pollution Control Board (PCB). Walk-through informal discussions have been held with the local community along the proposed transmission stretch to assess the impacts.

### **C. Future Consultations**

44. The public consultation and disclosure program will remain a continuous process throughout the subproject implementation, and shall include the following:

#### **1. Consultation during detailed design stage**

45. Focus-group discussions will be held with affected persons and other stakeholders to hear their views and concerns, so that these can be addressed in subproject design wherever necessary. These discussions will be documented, providing the following specific information like (i) date on which discussion was held, (ii) list of names of people attending the discussion, and (iii) summary of discussions and concerns raised. Regular updates on the subproject will be available at the PMU office of KMC.

46. KMC will conduct information dissemination sessions at project location sites and solicit the help of the local community leaders and prominent citizens to encourage the participation of the people to discuss various social issues.

47. The project management unit (PMU), with the assistance of the design and supervision consultants (DSC), will conduct information dissemination sessions in the subproject area. During resettlement plan implementation, PMU and DSC will organize public meetings and will apprise the communities about the progress on the implementation of EMP in the subproject works.

#### **2. Consultation during construction stage**

48. Public meetings with affected communities (if any) will be held to discuss and plan work programs and allow issues to be raised and addressed once construction has started.

49. There will be smaller-scale meetings to discuss and plan construction work with local communities to reduce disturbance and other impacts, and to provide a mechanism through which stakeholders can participate in subproject monitoring and evaluation.

50. A summary of the proposed consultations is given in Table 22. Some of the scheduled consultations may be combined into a single composite consultation if the situation so demands.

#### D. Project Disclosure

51. A communications strategy is of vital importance to accommodating traffic during road closure. Local communities will be continuously consulted regarding location of construction camps, access and hauling routes, and other likely disturbances during construction. The road closure, together with the proposed detours, will be communicated via advertising, pamphlets, radio broadcasts, road signages, etc.

52. A public information campaign via newspaper, radio, and TV is proposed to explain the subproject details to a wider population. Public disclosure meetings at key project stages will inform the public of work progress and future plans.

53. For the benefit of the community, a summary of the resettlement plan will be translated in the local language and made available at the offices of KMC, PMU, and DSC. Hard copies of the English version of the resettlement plan will be accessible to citizens as a means to disclose the document, and at the same time creating wider public awareness. An electronic version of the resettlement plan will be placed on the official website of the KEIIP and on the official website of ADB after approval of the resettlement plan by government and ADB. The PMU will issue notification on the start date of implementation of the water supply subproject in the investment program website ahead of the implementation works.

**Table 22: Future Consultations and Participation Plan**

| Activity  | Target Stakeholders   | Type of Participation  | Objectives of the C&P Activity  | Responsible Unit/ Persons             | Time Frame   | Cost Estimate (INR)                                 |
|---|---|--|---|---------------------------------------|--|---|
| One project orientation workshop for government officials (especially KMC and West Bengal Pollution Control Board officials, officers, and staff on the investment program (half day) | 50 government officials and staff per project orientation workshop consisting of representatives from the officials and staff, especially the municipal corporations, and private contractors | Information sharing<br>Consultation<br>Shared responsibility<br>Shared decision-making | <ul style="list-style-type: none"> <li>• To introduce the project</li> <li>• To demonstrate the link between improved S&amp;D and sewerage infrastructure and good health, women's empowerment, and environmental conservation (Note: Seminar topics and contents to be gender-sensitive and socially inclusive, and to raise environmental and social awareness)</li> <li>• To present safeguards and social frameworks and plans and disclosure requirements</li> <li>• To discuss</li> </ul> | PMU with assistance from project team | Year 1:<br>one project orientation workshop<br><br>Sept/Oct'2014 | Project orientation workshop for officials = 50,000 |

| Activity   | Target Stakeholders  | Type of Participation  | Objectives of the C&P Activity  | Responsible Unit/ Persons                    | Time Frame  | Cost Estimate (INR)  |
|--|--|--|---|--|---|--|
|  |  |  | <p>roles and accountabilities of various government units</p> <ul style="list-style-type: none"> <li>To discuss issues related to use of government lands/property for the project, and environmental risks</li> <li>To mitigate potential problems e.g., citizens' use of government lands and property that will be lost to the project, such as hawking rights on streets, temporary occupation of public facilities, construction material storage on public facilities, environmental risks especially aquatic ecology of Hooghly River, and compilation and agreement on recommendations</li> </ul> |  |   |  |
| <p>One project orientation seminar for household heads on the investment program (half day)</p> <p>One project orientation seminar for women only on the investment program (half day)</p> | <p>100 community members, preferably, household heads, with at least 30 women participating</p> <p>At least 50 women community members per project orientation seminar</p> | <p>Information sharing</p> <p>Consultation</p> <p>Shared decision-making</p> | <ul style="list-style-type: none"> <li>To introduce the project, highlighting its importance and benefits to the community</li> <li>To demonstrate the link between improved S&amp;D and sewerage infrastructure and good health, women's empowerment and environmental conservation (Note: Seminar topics and contents to be gender-sensitive and socially inclusive, and to raise environmental/ social awareness)</li> <li>To present safeguards and social frameworks and plans</li> </ul>  | <p>PMU with assistance from project team</p> | <p>Year 1: two project orientation seminars</p> <p>August/Sept'2014</p> | <p>Project orientation seminar households = 50,000</p> <p>Project orientation seminar for women = 25,000</p> |

| Activity   | Target Stakeholders   | Type of Participation  | Objectives of the C&P Activity  | Responsible Unit/ Persons             | Time Frame                                     | Cost Estimate (INR)   |
|--|---|--|---|---------------------------------------|--|---|
|  |   |  | <ul style="list-style-type: none"> <li>• Compilation of concerns and views related to S&amp;D and sewerage</li> <li>• Compilation and agreements on recommendations</li> </ul>  |                                       |  |   |
| One consultation workshop (half day) with temporarily affected persons                                 | 50 hawkers/vendors, and small shopkeepers affected per subproject                     | Information sharing<br>Consultation  | <ul style="list-style-type: none"> <li>• To introduce the project</li> <li>• To demonstrate the link between improved water supply and sewerage infrastructure and good health, women's empowerment and environmental conservation and social protection</li> <li>• To show possible livelihood/business opportunities/alternatives (Note: Seminar topics and contents to be gender-sensitive and socially inclusive, and to raise environmental awareness)</li> <li>• To present social and resettlement framework and draft social and resettlement plans</li> <li>• To mitigate potential resistance to the project</li> <li>• Compilation of recommendations and agreements on remedial measures</li> </ul> | PMU with assistance from project team | Year 1: One consultation Workshop<br>Sept'2014 | Consultation workshop = 75,000                                    |
| One consultation workshop with the academic, NGOs, and other civil society organizations (1 whole day) | 50 representatives of the academic field, NGOs, and other civil society organizations | Information sharing/knowledge generation.<br>Consultation<br>Shared responsibility | <ul style="list-style-type: none"> <li>• To introduce the project</li> <li>• To demonstrate the link between improved S&amp;D and sewerage infrastructure and good health, women's empowerment, and environmental conservation and</li> </ul>   | PMU with assistance from project team | Year 1: one consultation Workshop<br>Nov'2014  | Consultation workshop = 50,000<br>Travel of participants = 25,000 |

| Activity  | Target Stakeholders   | Type of Participation  | Objectives of the C&P Activity  | Responsible Unit/ Persons             | Time Frame  | Cost Estimate (INR)  |
|---|---|--|---|---------------------------------------|---|--|
|   |   |  | <p>social protection</p> <ul style="list-style-type: none"> <li>To show possible livelihood/business opportunities/alternatives (Note: Seminar topics and contents to be gender-sensitive and socially inclusive, and to raise environmental awareness)</li> <li>Compilation of views on proposed conservation and mitigation measures</li> <li>To mitigate potential resistance to the project</li> <li>To discuss possible roles as watchdogs of the project's implementation</li> <li>To gather other relevant recommendation</li> </ul> |                                       |   |  |
| <p>Strategic and action planning workshop</p> <p>1 half day for councilors and KMC officials and engineers</p> <p>1 half day for ADB project team</p> | Councilors, KMC, and KMC officials and engineers                    | <p>Information sharing</p> <p>Shared responsibility.</p> <p>Shared decision-making control</p> | <ul style="list-style-type: none"> <li>To develop strategic and action plans in accordance with the project road map</li> <li>To review compliance with social safeguards, environment, and gender frameworks and plans</li> <li>To discuss progress in implementation, including problems encountered and means to mitigate/address them</li> <li>To regularly report on the progress of implementation</li> </ul>   | PMU with assistance from project team | <p>Annual</p> <p>April-May (in every year)</p> <p>May' (in every year)</p>          | <p>Councilors' meetings: 50,000 X 5 years = 250,000</p> <p>Project team monitoring meetings: 15,000 X 4 years = 60,000</p> |
| Participatory monitoring meetings (half day) (for community   | 20 representatives (50% women) from the community and civil society | <p>Information sharing</p> <p>Shared responsibility</p>  | <ul style="list-style-type: none"> <li>Discussion of issues and concerns during project implementation</li> <li>To discuss and recommend</li> </ul>   | PMU with assistance from project team | <p>Participatory monitoring meetings: Semi-annual</p> <p>June &amp; December in</p> | <p>15,000 X 2 meetings X 4 years = 120,000</p>   |



| Activity          | Target Stakeholders   | Type of Participation | Objectives of the C&P Activity  | Responsible Unit/ Persons | Time Frame | Cost Estimate (INR) |
|-------------------|---|-----------------------|---|---------------------------|------------|---------------------|
| watchdogs )       | (representatives of CBOs, NGOs, ward committees, poor/slum communities, private sector) |                       | measures to mitigate/address the problems <ul style="list-style-type: none"> <li>To monitor progress of project implementation</li> </ul> |                           | every year |                     |
| <b>Total Cost</b> |   |                       |   |                           |            | <b>705,000</b>      |

### Summarized Activities – at a glance.

| Sl.No. | Activities   | No. | Frequency | Schedule                                |
|--------|--|-----|-----------|---|
| 1      | Project Orientation Workshop for Officials (Half-day)  | 1   | Annual    | Sept / Oct, 2014                        |
| 2      | Project Orientation Seminar for household heads (half-day)                                     | 1   | Annual    | August / Sept, 2014.                    |
| 3      | Project Orientation Seminar for women only (half – day)  | 1   | Annual    | August / Sept, 2014                     |
| 4      | Consultation Workshop for academe, NGOs & Civil Society Organization (Full-day)                | 1   | Annual    | Nov' 2014                               |
| 5      | Strategic and action planning workshop for Councillors, KMC officials and Engineers (Half-day) | 5   | Annual    | April – May (in every year for 5 years) |
| 6      | Strategic action planning workshop for ADB Project Team (half-day)                             | 4   | Annual    | May (in every year for 4 years)         |
| 7      | Participatory monitoring meetings for community watchdogs (half-day)                           | 8   | Biannual  | June & Dec. (in every year for 4 years) |

## V. GRIEVANCE REDRESS MECHANISM

54. A project-specific grievance redress mechanism (GRM) will be established to receive, evaluate, and facilitate the resolution of affected peoples' (APs) concerns, complaints, and grievances about the social and environmental performance at the level of the project. The GRM will provide an accessible and trusted platform for receiving and facilitating resolution of APs grievances related to the project. The GRM will aim to provide a time-bound and transparent mechanism to voice and resolve social and environmental concerns linked to the project.

55. **Common GRM.** A common GRM will be in place for social, environmental, or any other grievances related to the project; the RP and IEE will follow the grievance redress mechanism described below, which is developed at a multi-stakeholder meeting involving the contractor, PMU, APs, DSC, environmental consultant, and local environment authority. The multi-tier GRM for the project is outlined below, each tier having time-bound schedules and with responsible persons identified to address grievances and seek appropriate persons' advice at each stage, as required.

56. The citywide public awareness campaign will ensure that awareness on grievance redress procedures is generated, using electronic, radio, and print media. The implementing NGO will ensure that poor and vulnerable households are made aware of grievance redress procedures and entitlements, and will help ensure that their grievances are addressed.

57. APs will have the flexibility of conveying grievances/suggestions by dropping grievance redress/suggestion forms in complaints/suggestion boxes, or through telephone hotlines at accessible locations, by e-mail, by post, or by writing in a complaints register in the KMC office (Appendix 6 has the sample grievance registration/suggestion form). Careful documentation of

the name of the complainant, date of receipt of the complaint, address/contact details of the person, location of the problem area, and how the problem was resolved will be undertaken. PMU will maintain a complaint cell headed by a designated grievance officer at its office. The grievance registration/suggestion form (Appendix 14) will be available at the complaints cell and in borough offices, and will also be downloadable from the KEIP website.

58. APs will also be able to register grievances—social, environmental, or other—personally at the complaint cell and at borough offices of KMC. The grievance officer and designated official at the boroughs will be able to correctly interpret/record verbal grievances of non-literate persons and those received over telephone. The complaint cell will also serve as a public information center where, apart from grievance registration, information on the project, subprojects, and social and environmental safeguards can be provided.

59. The grievance officer will resolve simple issues, and in case of complicated issues, seek the assistance of the environment/social coordinator of the PMU. Grievances not redressed through this process within 1 month of registration will be brought to the notice of the project director, KEIP. All grievances that cannot be redressed within 1 month at field level will be jointly reviewed by the PMU environment/social coordinator and DSC safeguards specialists, who will attempt to resolve them within 15 days, enlisting the assistance of the local representative of WSPCB and other concerned stakeholders, as required.

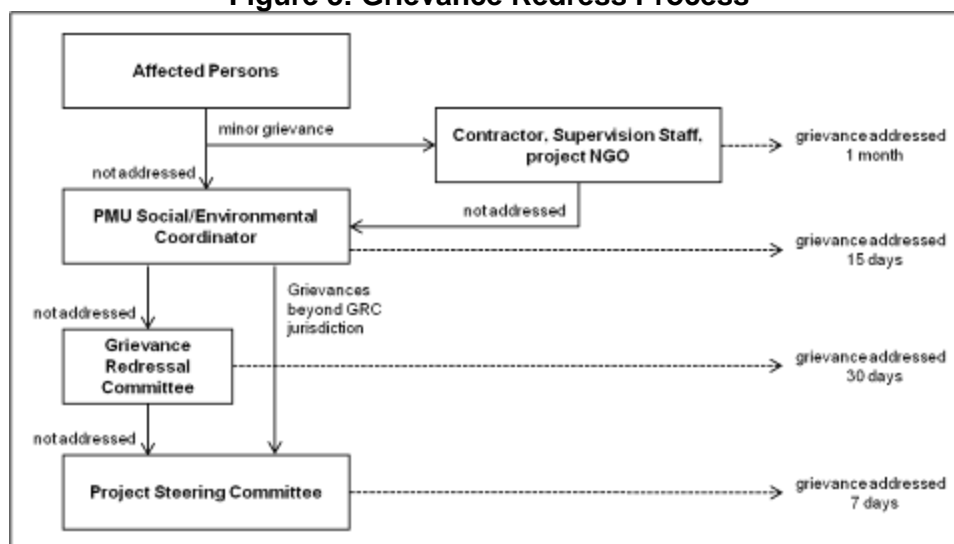
60. The project director will refer major issues to the grievance redressal committee (GRC)<sup>7</sup>, which will resolve them within 30 days, and very major issues that are beyond the jurisdictional authority of the GRC or those that have the potential to cause social conflicts or environmental damage will be referred directly to the PSC.<sup>8</sup> Grievances which the GRC is unable to resolve within 30 days will also be referred to the PSC. All paperwork (details of grievances) needs to be completed by the PMU environment/social coordinator and circulated to the respective GRC and PSC members at least a week in advance of the scheduled meetings. All decisions made by the GRC and PRC will be communicated to the APs by the PMU environment/social coordinator. Despite the project GRM, an aggrieved person shall have access to the country's legal system at any stage, and accessing the country's legal system can run parallel to accessing the GRM and is not dependent on the negative outcome of the GRM.

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<sup>7</sup> The grievance redress committee (GRC) will have the following as members: divisional secretary as chairperson, KEIP project director, PMU environment/social coordinator as the convener, project public relations officer, director of the project NGO, managers in charge of service areas, area engineer, representatives of APs, community-based organizations (CBOs), and eminent citizens. The GRC must have at least two women members.

<sup>8</sup> The project steering committee responsible for grievance redress will have the following as members: KMC commissioner as the chairperson, WBPCB director general, KEIP project director as member secretary and convener, and representatives of concerned government ministries who may be invited to participate as and when required.

**Figure 3: Grievance Redress Process**



61. Periodic community meetings with affected communities to understand their concerns and help them through the process of grievance redress (including translation from local dialect/language, recording and registering grievances of non-literate affected persons, and explaining the process of grievance redress) will be conducted if required. The GRM will be reviewed during project implementation through a multi-stakeholder meeting involving the contractor, PMU, the affected people, DSC, environmental consultants, and the local environment authority to identify the solution and to prepare an action plan in dealing with complex issues.

62. **Consultation arrangements.** This will include (i) group meetings and discussions with APs, to be announced in advance and conducted at the time of day agreed on with APs (based on their availability), and conducted to address general/common grievances; and (ii) availability of the environment/social Coordinator of PMU on a fixed day as required for one-on-one consultations. Non-literate APs/vulnerable APs will be assisted to understand the grievance redress process, to register complaints, and with follow-up actions at different stages in the process.

63. **Information dissemination methods of the GRM.** Grievances received and responses provided will be documented and reported back to the APs. The number of grievances recorded and resolved and the outcomes will be disclosed in the offices of the different boroughs of KMC and on the web. The phone number where grievances are to be recorded will be prominently displayed at the construction sites.

64. **Periodic review and documentation of lessons learned.** PMU will periodically review the functioning of the GRM and the effectiveness of the mechanism, especially on the project's ability to prevent and address grievances.

65. **Recordkeeping.** Records will be kept by the PMU of all grievances received, including contact details of complainant, date the complaint was received, nature of grievance, agreed corrective actions and the date these were effected, and final outcome. The number of grievances recorded and resolved and the outcomes will be disclosed in the offices of the PMU,

KEIP office, area engineer's office, and on the web, as well as reported in monitoring reports submitted to ADB on a semiannual basis.

66. **Costs.** All costs involved in resolving the complaints (meetings, consultations, communication, and information dissemination) will be borne by PMU.

## VI. POLICY AND LEGAL FRAMEWORK

67. The resettlement plan is designed to deal with the limited impacts during the construction stage. The project policy and framework strategy is based on the applicable legal and policy frameworks at the national and state level, and as per ADB SPS 2009 requirements. The applicable acts and policies, with detailed policy review and comparison, are provided below.

**Table 5: Summary of Applicable Policies and Legal Framework**

| Policy/Legal Framework   | Relevance  |
|--|--|
| Government Policy: National Level - Land Acquisition Act (LAA), 1894 (as amended)                                | The LAA provides a framework for facilitating private land acquisition for public purposes in India by the state government. LAA ensures that no person is deprived of land except under LAA, and entitles affected persons to a hearing before acquisition. Under the LAA (1894), compensation is paid only to the legal titleholders, and it does not provide any compensation package to the non-title holders like encroachers, squatters, etc.  |
| National Rehabilitation and Resettlement Policy (NRRP), Ministry of Rural Development, Government of India, 2007 | The NRRP stipulates the minimum facilities to be ensured for persons displaced due to the acquisition of land for public purposes. The objectives of the policy are: <ul style="list-style-type: none"> <li>(i) to minimize displacement and to identify non-displacing or least displacing alternatives;</li> <li>(ii) to plan resettlement and rehabilitation of project affected families (PAFs) or project affected households (PAHs), including tribal and vulnerable households;</li> <li>(iii) to provide improved standard of living to PAFs or PAHs; and</li> <li>(iv) to facilitate a harmonious relationship between the requiring body and PAFs.</li> </ul> <p>Though NRRP, 2007 is applicable to projects where over 400 PAFs are displaced, the basic principles can be applied to resettlement and rehabilitation of PAFs regardless of the number affected. NRRP's provisions are intended to mitigate adverse impacts on PAFs; it has specific provisions for vulnerable or poor groups and weaker segments of society.</p> |
| National Policy for Urban Street Vendors 2004  | Street vendors are most vulnerable to forced eviction and denial of basic right to livelihood. It causes severe long-term hardship, impoverishment, and other damage, including loss of dignity. Therefore, no street vendor will be forcefully evicted. They will be relocated with adequate temporary rehabilitation, and only where the land is needed for a public purpose of urgent need. No hawker/ street vendor should be arbitrarily evicted in the name of "beautification" of the cityscape. The beautification and clean-up programs undertaken by the states or towns should actively involve street vendors in a positive way as a part of the beautification program.   |
| Government Policy: State Level   | Although there is no specific separate land acquisition and/or rehabilitation/resettlement act that could be enacted to date by the Government of West Bengal (land being on concurrent list of the Indian Constitution), there are several West Bengal-specific amendments that have been made to the LAA of 1894. This has been done mainly to add details to the land acquisition procedures in West Bengal, including payment of compensation and establishing especially the right of <i>bargadars</i> (sharecroppers).   |
| ADB Policy: ADB's Safeguard Policy Statement, 2009   | ADB's involuntary resettlement policy is to avoid resettlement wherever possible; to minimize involuntary resettlement by exploring project and design alternatives; to enhance, or at least restore, the livelihoods of all displaced persons in real terms relative to pre project levels; and to improve the standards of living of the displaced poor and other vulnerable groups. <p>The IR safeguards cover physical displacement (relocation, loss of shelter or land) and economic displacement (loss of land, assets, access to assets, income sources)</p>   |

| Policy/Legal Framework | Relevance   |
|------------------------|---|
|                        | <p>or means of livelihoods) as a result of involuntary acquisition of land or involuntary restriction on land use, or on access to legally designated parks or protected areas. It covers them whether such losses and involuntary restrictions are full or partial, temporary or permanent.</p> <p>The three important elements of the involuntary resettlement policy are (i) compensation to replace lost assets, livelihood, and income; (ii) assistance for relocation, including provision of relocation sites with appropriate facilities and services; and (iii) assistance for rehabilitation to achieve at least the same level of well-being with the project beneficiaries.</p> |

68. Based on the above, the core involuntary resettlement principles applicable for this resettlement plan are: (i) land acquisition and other involuntary resettlement impacts will be avoided or minimized by exploring all viable alternative project designs; (ii) where unavoidable, time-bound resettlement plans for temporary impacts will be prepared and affected persons will be assisted as per entitlement matrix and resettlement plan; (iii) consultations and information disclosure will be carried out with affected persons, local communities, and other stakeholders as required during the project period; (iv) vulnerable groups will be identified and their concerns addressed as per the entitlement matrix; (v) income restoration activities and temporary rehabilitation activities will be provided; (vi) resettlement plan, including documentation of the consultation process, will be disclosed in a timely manner, in an accessible place and form, and in languages understandable to affected persons and other stakeholders; (vii) grievances will be addressed as per the GRM outlined; (viii) assistances will be provided prior to beginning of construction, and (ix) resettlement outcomes and impacts will be monitored and assessed to see whether the objectives of the resettlement plan have been achieved by taking into account the baselines conditions.

## VII. ENTITLEMENTS, ASSISTANCE, AND BENEFITS

### A. Eligibility

69. ADB's criteria for screening and categorization of projects for involuntary resettlement will be adopted for the projects.

- (i) **Category A:** 200 or more people will be severely affected (physically displaced from housing or losing 10% or more of their productive/income-generating assets)
- (ii) **Category B:** Less significant impacts than category A
- (iii) **Category C:** No person will be affected

70. Impacts are temporary in nature and anticipated only during construction stage. Permanent impacts due to land loss are restricted to procuring land of other government departments meant for public purpose. Efforts have been made during the preparation of the engineering design to avoid acquisition of land and other assets and to reduce negative socioeconomic impact. Economic displacement resulting from partial closure of roads during construction is avoidable and manageable through good implementation of the EMP (see para. 17 of resettlement plan) to limit, to the extent possible, the disruption of any business activity. Therefore, no impact on income and livelihood opportunities is anticipated. Therefore, this subproject has been categorized as category B.

71. However, during construction stage, if income or livelihood opportunity of any business is affected due to project activities, these will be identified through a business survey. These businesses will be eligible for livelihood assistance. Those eligible for support will be provided assistance as detailed in the entitlement matrix.

72. Compensation eligibility is limited by a cut-off date as set for this project, which is the day of the beginning of the income survey prior to commencement of the civil works. The Social Safeguard Unit (SSU), in collaboration with contractor, will identify the road sections where the construction activities will hinder access, resulting in income loss for permanent business structures, and an income survey of businesses along the relevant sections will be carried out. The first day of this survey will serve as the cut-off date. All businesses identified on the cut-off date will be entitled to compensation for their lost income based on the tax record or, in its absence, comparable rates from registered businesses of the same type with tax records. For shops not qualifying under these categories (hawkers, vendors, etc.), there is the option of using the actual income based on survey, followed by a verification of the income data based on comparable incomes in the project area.

73. Hawkers or businesses that settle in the affected areas after the cut-off date will not be eligible for compensation. They will, however, be given sufficient advance notice (at least 1 week) requesting them to vacate premises and dismantle affected structures prior to subproject implementation. Contractors will provide shifting assistance to any vendors needing help.

## B. Entitlements

74. The entitlement matrix (Table 6) provides a detailed description of specific compensation measures and assistance applicable to each category of affected person in accordance with the ADB policies. In addition to temporary impacts during construction, the entitlement matrix also covers damages to structures during construction.

**Table 6: Entitlement Matrix**

| Type of Loss                                 | Entitlement Unit   | Description of Entitlement and Implementation Procedures  | Remarks  | Responsibility     |
|--|--|---|--|--------------------|
| <b>1. Damages caused during construction</b> |  |   |  |                    |
| 1.1 Government and private structures        | 1. Titleholder<br>2. Tenant<br>3. Informal settlers on government land | Where damages occur to private, community, or government property as a result of construction works, the cost of restoring to at least their original condition will be the responsibility of the contractor as part of their contract. | Extreme care should be taken by the contractors to avoid damaging any properties during construction. Compensation for the losses will be borne by the contractor.   | Contractor/PMU/DSC |
| <b>2. Community facilities and resources</b> |  |   |  |                    |
| 2.1 Loss of community structures             | Local community  | Restoration of affected community buildings and structures to at least previous condition, or replacement in areas identified, in consultation with affected communities and relevant authorities                                       | Extreme care should be taken by the contractors to avoid damaging any properties during construction. Compensation for the losses will be borne by the contractor. Community structures include service roads, inner roads, temples, footpaths/trails, | Contractor/PMU/DSC |

| Type of Loss  | Entitlement Unit                                       | Description of Entitlement and Implementation Procedures  | Remarks   | Responsibility     |
|---|--|---|---|--------------------|
|   |  |   | culverts, and water points.   |                    |
| 2.2 Loss of drinking water, sanitation, and other utilities like telephone lines, cable lines, etc. | Residents and businesses                               | Immediate replacement and restoration of these utilities  | The time gap between the construction of new system and transfer from the old system should be minimized. Alternative sources of water should be made available during the construction period. | Contractor/PMU/DSC |
| <b>3. Loss of income</b>  |  |   |   |                    |
| 3.1 Loss of business  | 1. Titleholder<br>2. Licensed and non-licensed vendors | <p>Sufficient advance notice (at least 1 week prior to construction) will be given to businesses that may be impacted by construction activities.</p> <p>An income survey will be conducted of businesses located on road sections where livelihood opportunities may be affected due to loss of access.</p> <p>(i) Businesses are not entitled to any compensation or assistance if access is possible for pedestrians and/or vehicles during construction stage.</p> <p>(ii) Businesses are entitled to compensation for each day of income loss due to loss of access (full or partial, permanent or temporary)<sup>9</sup>.</p> <p>All businesses identified under the above mentioned category 2, in the project-impacted areas (sections ready for construction) on the cut-off date<sup>10</sup> will be entitled to compensation for their lost income based on the following criteria: (i) tax record or, in its absence, comparable rates from registered businesses of the same type with tax records, and (ii) for shops (licensed/illegal) not qualifying under the above criteria, the option of using the actual income based on survey, followed by a verification of the</p> | An income survey prior to construction will serve as the cut-off date. Survey will be conducted for structures that may be impacted due to loss of access.                                      | DSC/PMU            |

<sup>9</sup> Economic displacement will be avoided through implementation of EMP.

<sup>10</sup> First day of the income survey being conducted in a particular section

| Type of Loss                            | Entitlement Unit  | Description of Entitlement and Implementation Procedures  | Remarks  | Responsibility   |
|---|---|---|--|--|
|   |   | income data based on comparable incomes in the project area.  |  |  |
|   |   | Mobile hawkers and vendors will be assisted by contractors in moving to alternative locations during the period of construction.<br>Hawkers or businesses that settle in the affected areas after the cut-off date will not be eligible for assistance. They will, however, be given sufficient advance notice (at least 1 week), and requested to vacate premises and dismantle affected structures prior to project implementation. | Assistance mechanism to be part of construction contract   | Contractor   |
| 3.2 Vulnerable persons                  | Female-headed households, and below-poverty-line HHs  | Vulnerable persons entitled to preferential employment (unskilled labor) under the project  | Vulnerable persons to be identified during income survey, and the list given to PMU and contractor   | Contractor/DSC/PMU   |
| <b>4. Structures</b>                    |   |   |  |  |
| 4.1 Permanent structures                | Permanent structures or stalls that belong to licensed and non-licensed vendors, and titled and non-titled households                   | Advanced notice of at least 2 weeks will be given.<br>Rights to salvage materials from structure<br>Where permanent structures (e.g cement or concrete structures) whose materials cannot be salvaged are affected, compensation will be provided based on replacement value determined by latest schedule of rates.<br>Assistance in shifting to nearby location   | Engineering designs indicate that only one permanent (vacant) structure located on the land is to be acquired for the access road to the Begore pumping station will be affected. However, during construction, if any other such structure is affected, these will have to be identified, and replacement value will be assessed. | PMU/DSC  |
| 4.2 Temporary loss of structures in ROW | Temporary or semi-permanent structures or stalls that belong to licensed and non-licensed vendors, and titled and non-titled households | Advanced notice of at least 2 weeks will be given.<br>Rights to salvage materials from structure<br>Assistance in shifting to nearby location<br>Allowed to return to original site after completion of construction  | Temporary shifting for 5-7 days during period of construction. PMU and contractor will identify alternative site and help in shifting.   | Contractor/DSC/PMU   |
| <b>5.0 Land</b>                         |   |   |  |  |
| 5.1 Loss of private land                | Land owner(s) with legal title  | Compensation at replacement value or land-for-land where feasible. <sup>a</sup><br>Fees, taxes, and other charges related to replacement land (applicable to all parcels of replacement land, which totals the equivalent area of land  | If land-for-land is offered, titles will be in the name of original landowners. <sup>e</sup><br>Fees, taxes, and other charges will be limited to those  | - KMC will purchase land by the "willing buyer willing seller" principle wherever possible, conducting negotiations and signing agreements openly in public. |



| Type of Loss | Entitlement Unit | Description of Entitlement and Implementation Procedures  | Remarks   | Responsibility  |
|--------------|------------------|---|---|---|
|              |                  | <p>acquired, if parcels of non-contiguous land are bought due to the unavailability of one contiguous parcel).<br/>           Transitional allowance<sup>b</sup> based on three months minimum wage rates.<br/>           Shifting assistance<sup>c</sup> for households.<br/>           Notice to harvest standing seasonal crops. If notice cannot be given, compensation for share of crops will be provided.<br/>           Additional compensation for vulnerable households<sup>d</sup></p> | <p>for land purchased within a year of compensation payment and for land of equivalent size.<br/>           Vulnerable households will be identified during the census.</p> | <p>- Negotiations would be monitored by a third party - If a parcel of land cannot be obtained by this method, an alternative site will be sought.<br/>           - If no suitable alternative exists, land will be acquired by the established procedures of LAA<br/>           - KMC will commission an independent survey to establish the market value of the land.<br/>           - If the sale price negotiated by KMC or established by the District Collector is less than the replacement value according to the survey, the project will pay a top-up amount equivalent to the shortfall.</p> |

<sup>a</sup> Including option for compensation for non-viable residual portions.

<sup>b</sup> To be provided for APs whose livelihood is affected by the project. The transitional allowance is calculated based on minimum wage rates for semi-skilled labor in the respective towns/cities for three months. This allowance is intended for utilization till an alternative means of livelihood is found.

<sup>c</sup> To be provided to APs relocating to a new affected person-determined site. This will be equivalent to one day hire charges for a truck, including shifting within a radius of 50 km.

<sup>d</sup> Vulnerable households comprise female-headed household, disabled-headed household, scheduled tribe-headed households, and Below Poverty Line households.

<sup>e</sup> Joint titles in the name of husband and wife will be offered in the case of married affected persons.

### C. Determination of Compensation

**75. Income.** Businesses will be compensated for income loss, if any, due to loss of access (full/partial, permanent/temporary). The SDU will identify, in collaboration with the contractor, the road sections where the construction activities will hinder access, resulting in income loss for permanent business structures. An income survey of businesses along the relevant sections will be carried out. All affected businesses identified in the subproject-impacted areas (sections ready for construction) on the cut-off date will be entitled to compensation for their lost income based on the tax record or, in its absence, comparable rates from registered businesses of the same type with tax records. For shops not qualifying under these categories (hawkers, vendors, etc.), there is the option of using the actual income based on survey, followed by a verification of the income data based on comparable incomes in the subproject area.

**76. Compensation procedures.** Paying compensation to the temporarily affected persons will take the following steps:

- (i) **Step 1.** Conduct public awareness and information dissemination prior to construction works.
- (ii) **Step 2.** The SDU will identify, in collaboration with the contractor, the road sections where the construction activities will hinder access (full/partial, permanent/temporary) to any permanent business structures, resulting in income loss, and the estimated period of such disturbance. Two types of disturbance anticipated from construction activities on roads are: (a) partial disturbance, where there is no vehicular access but pedestrian access is maintained, or (b) full disturbance, where there is no vehicular and no pedestrian access.
- (iii) **Step 3.** The R&R expert is to then (a) conduct an income survey<sup>11</sup> of shops identified for income loss; (b) update the resettlement plan (identifying income and potential loss based on actual income losses); and (c) send the updated resettlement plan to ADB for review and approval after detailed designs are complete.
- (iv) **Step 4.** After ADB approval of the revised resettlement plan, the SDU will distribute identity cards with compensation amount to the affected persons.
- (v) **Step 5.** Affected person can then collect payment at PID office or on-site, based on PID discretion.
- (vi) **Step 6.** PID will issue checks to affected persons based on survey record and identity card prior to construction works (if feasible). All payments will be recorded for accounting purposes, with signature of affected person to verify payment made. The project director will closely monitor payments with PID accounting office.

#### **D. Vendor Assistance**

77. Vendors requiring temporary shifting during construction will be notified in advance and allowed to salvage all materials for temporary shifting to alternative location. They will be allowed to return to the original location after construction is declared complete. Vendor assistance will take the following steps:

- (i) **Step 1.** Identify impacted vendors based on detailed design.
- (ii) **Step 2.** Notify vendors at least 1 week in advance.
- (iii) **Step 3.** Identify alternative location nearby for affected vendors to continue their business.
- (iv) **Step 4.** Contractor will provide assistance to shift to alternate location.
- (v) **Step 5.** Contractor will provide assistance to return to original location after construction is completed.

### **VIII. INCOME RESTORATION AND REHABILITATION**

78. Incomes of affected persons will be compensated based on replacement value of losses as detailed in the entitlement matrix.

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<sup>11</sup> Compensation is based on lost income based on the tax record or, in its absence, comparable rates from registered businesses of the same type with tax records. For shops not qualifying under these categories (hawkers, vendors, etc.), there is the option of using the actual income based on survey, followed by a verification of the income data based on comparable incomes in the project area.

## IX. RESETTLEMENT BUDGET AND FINANCING PLAN

79. The cost of all resettlement-related activities is an integral part of overall costs. Activities that may need to be carried out as part of short-term resettlement plans, if any, will be part of the Social Safeguard Unit (SSU) activities. The preparation/updating of resettlement plan prior to construction, staff training, regular monitoring and evaluation, and grievance redressal are responsibilities of the SDU. Activities identified under resettlement monitoring activities mainly include rapid assessments, surveys, and consultations with the affected population. This will be the responsibility of the PMU to be executed through the SDU, costs of which are part of project management. Therefore, there are no additional costs.

80. The resettlement cost estimate for S&D subproject package SD05 includes eligible compensation for temporary impacts to income. The total estimated resettlement cost for the project is Rs 27,98,856 (USD 50,722.38).

The cost items are outlined below:

- (i) For linear works, temporary loss of income, if any, to shops and businesses due to loss of access caused by construction. Businesses are entitled to income compensation only if income is affected due to loss of access.
- (ii) Vulnerable persons entitled to preferential treatment in project related employment<sup>12</sup>

81. The engineering design and technology adopted for the project indicates that there is no scope for roads to experience full closure. Impacts on access due to partial closure of roads are avoidable and manageable through good implementation of the EMP, as detailed in this resettlement plan. In the unlikely event that, during construction, it is found that partial closure is creating loss of income for any business, these businesses would be entitled to livelihood assistance. Discussions with engineers reveal that the duration of such an unforeseen event, if any, will be for not more than 3 days. It is estimated that 32 temporary shops along the proposed work in Ward No. 125 roads alignments may face income loss temporarily. These areas are unlikely to face full closure. However, for the purpose of budgeting, estimated income loss assistance has been incorporated in the resettlement budget.

**Table 25: Summary of Estimated Land Acquisition and Resettlement Costs**

| Item   | Estimated Number of Days of Compensation | Estimated Daily Income | Estimated Number of Shops in Water Subproject area | Total Amount (INR) | Total Amount US\$ (1 USD =55.18 INR) |
|--|--|------------------------|--|--------------------|--------------------------------------|
| Land procurement for access road to Begore pumping station (252.97 sq m). Negotiated value of land arrived at 23,55,056 INR.   | N/A                                      | N/A                    | N/A  | 23,55,056          | 42,679.54                            |
| Permanent structure (shop) located in the parcel of land measuring 9.22 sq m to be purchased at a negotiated price of 415000 INR for access road to Begore pumping station |  |                        | 1  | 415000             | 7520.84                              |

<sup>12</sup> A list of names of vulnerable persons will be submitted by the DSC to PD and contractors.

| Item  | Estimated Number of Days of Compensation | Estimated Daily Income | Estimated Number of Shops in Water Subproject area | Total Amount (INR) | Total Amount US\$ (1 USD =55.18 INR) |
|---|--|------------------------|--|--------------------|--------------------------------------|
| Assistance for income loss                        | 3  | 300.00/day             | 32   | 28,800             | 522.00                               |
| Staff training for SDU                            | Part of project management cost          |                        |  | -                  |                                      |
| Consultation and information disclosure           | Part of project management cost          |                        |  | -                  |                                      |
| Updating resettlement plan                        | Part of project management cost          |                        |  | -                  |                                      |
| Monitoring and evaluation                         | Part of project management cost          |                        |  | -                  |                                      |
| Implementation of the grievance redress mechanism | Part of project management cost          |                        |  |                    |                                      |
| <b>TOTAL</b>                                      |  |                        |  | <b>27,98,856</b>   | <b>50722.38</b>                      |

## X. INSTITUTIONAL AND IMPLEMENTATION ARRANGEMENTS

### A. Institutional Arrangements

82. The existing institutional arrangement for implementation of the KEIP, which has been functioning satisfactorily, will continue. The administrative officer will coordinate basic social monitoring, including resettlement plan implementation. The present SDU, with the resettlement and rehabilitation consultant and community mobilizers, will actually implement the resettlement plan. Social safeguard obligations are now satisfactorily met with the above arrangement.

83. The above arrangement will continue to ensure that:

- (i) social safeguard issues are addressed;
- (ii) resettlement framework is followed in all resettlement issues;
- (iii) approved resettlement plans are implemented;
- (iv) implementation of resettlement plan is monitored; and
- (v) periodic monitoring reports are prepared in time and submitted to PD, KEIP for onward transmission to ADB upon approval.

84. The monitoring report will focus on the progress of implementation of the resettlement plan/resettlement framework, issues encountered and measures adopted, follow-up actions required, if any, as well as the status of compliance with the subprojects selection criteria, and relevant loan covenants.

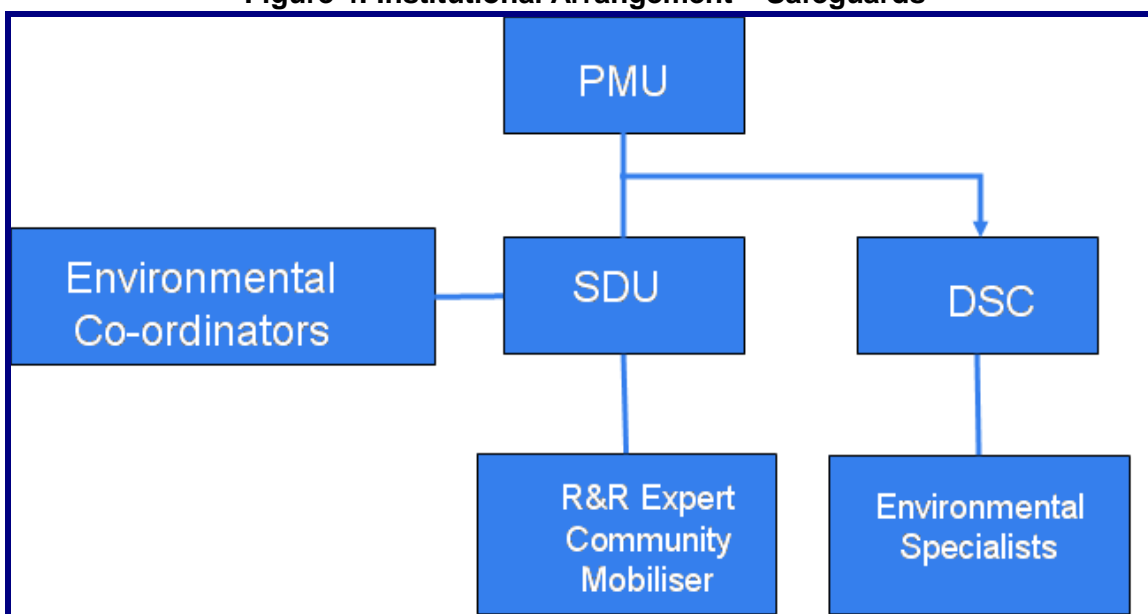
### B. Implementation

85. The Social Safeguard Unit (SSU), previously christened as SDU, will be responsible for implementation of the resettlement plan. The resettlement and rehabilitation expert will undertake surveys and record observations throughout the construction period to ensure that safeguards and mitigation measures are provided as intended. The PMU, through the SDU, will arrange for delivery of entitlements to affected persons, implementation and monitoring of safeguards compliance activities, public relations activities, gender mainstreaming activities, and community participation activities. It will also arrange for obtaining statutory clearances and no-objection certificates from government agencies and other entities, if required. It will also coordinate for obtaining ROW clearances with related state and national agencies. A consultant for resettlement and rehabilitation will arrange for data collection for future resettlement plan preparation and implementation, and will prepare progress reports with respect to the resettlement plan implementation.

86. The PMU will finalize entitlements in consultation with affected persons, which will be examined and approved by the KMC. The PMU, through the implementing SDU, will arrange for delivery of entitlements to affected persons. Organizational procedures and institutional roles and responsibilities for resettlement plan implementation, and steps involved in delivery of entitlements, are described in Table 26.

87. The SSU will continue to assist the PMU in implementing and monitoring the resettlement plan (duly approved by KMC and reviewed/cleared by ADB prior to implementation). The implementing SSU currently has staff fully conversant in provisions of standard resettlement plans, and adequate understanding of norms and customs of, and respect for, the affected persons.

**Figure 4: Institutional Arrangement – Safeguards**



PMU = project management unit; DSC = design and supervision consultants; R & R = resettlement & rehabilitation.

**Table 26: Organizational Procedures/Institutional Roles and Responsibilities for Resettlement Plan Implementation**

| Activities   | Agency Responsible |
|--|--------------------|
| <b>Subproject initiation stage</b>   |                    |
| Finalization of sites/alignments for the subproject  | PMU                |
| Disclosure of proposed subproject details and proposed entitlements/mitigation measures by issuing public notice | PMU                |
| Meetings at community/household level with affected persons of property  | PMU/SSU            |
| Disclosure of GRM process  | PMU/SSU            |
| <b>Report (resettlement plan) preparation stage</b>  |                    |
| Conducting census of all affected persons  | PMU/SSU            |
| Conducting FGDs/meetings/consultations/workshops during social impact assessment surveys                         | PMU/SSU            |
| Formulating compensation and rehabilitation  | PMU/SSU            |
| Conducting discussions with APs/stakeholders   | PMU/SSU            |
| Finalizing entitlements and rehabilitation packages  | PMU/SSU            |
| Disclosure of entitlements and rehabilitation  | PMU/SSU            |

| <b>Activities</b>                                  | <b>Agency Responsible</b> |
|--|---------------------------|
| Approval of resettlement plan                      | PMU/ASB                   |
| Delivery of entitlements                           | PMU/SSU                   |
| <b>Implementation stage</b>                        |                           |
| Implementation of proposed rehabilitation measures | PMC/SSU                   |
| Consultation workshop                              | PMC/SSU                   |
| Grievance redress                                  | SSU                       |
| Internal monitoring                                | PMU/SSU                   |
| External monitoring                                | External agency           |

88. The role of the SSU in resettlement plan implementation is that of a facilitator of the resettlement process. The SSU works as a link between the project and the affected community. They educate the affected persons on the need to implement each project and subproject under the investment program and on aspects relating to resettlement measures, and ensure proper utilization of compensation paid to the affected persons under the entitlement package. After the approval of the micro-plans, the SSU will issue identity cards to the entitled persons. The SSU will continue:

- (i) to build rapport with affected persons and/or indigenous peoples, the PMU, and the PMC;
- (ii) to educate affected persons on their rights, entitlements, and obligations under the resettlement plan and/or indigenous peoples plan;
- (iii) to ensure that affected persons and/or indigenous peoples, including vulnerable households, receive their full entitlements;
- (iv) to provide advice to affected persons on the relative benefits of each option, where options are available;
- (v) to assist affected persons on grievance redress through the established system; and
- (vi) to collect data as required to help the PMU monitor and assess progress.

89. The responsibilities of SSU in the present the resettlement plan and/or indigenous peoples plan implementation will include the following:

- (i) to facilitate transparency in process and public participation;
- (ii) to take the lead in joint verification and identification of affected persons/indigenous peoples/vulnerable households; to enlist affected persons, indigenous peoples, and vulnerable households; and to undertake counseling for livelihood restoration, dissemination of project policies, documents, etc.;
- (iii) to identify training needs of CBOs, indigenous peoples, and vulnerable groups for income generation activities and/or literacy and numeracy, and to ensure that they are adequately supported,
- (iv) to put forth grievances of affected persons and indigenous peoples to GRC;
- (v) to generate awareness about livelihood restoration and skills development activities and opportunities for employment in project-related activities among affected persons, indigenous peoples, and vulnerable groups, and to help them to make informed choices;
- (vi) to assist the PMU in disbursement of monetary compensation, if paid to affected persons;
- (vii) to participate in public meetings and consultations as and when required; and
- (viii) to submit periodic resettlement plan/IPP implementation reports to the PMU.

## XI. IMPLEMENTATION SCHEDULE

90. All resettlement and compensation for the Tranche 1 S&D subproject will be completed before displacement. All land required will be provided free of encumbrances to the contractor prior to handing over of project site and the start of civil works. The implementation of the resettlement plan will include:

- (i) identification of cut-off date and notification;
- (ii) verification of losses and extent of impacts;
- (iii) finalization of entitlements and distribution of identity cards;
- (iv) consultations with affected persons on their needs and priorities; and
- (v) resettlement, provision of compensation and assistance, and income restoration for affected persons.

**Table 27: Schedule for Resettlement Plan Implementation**

| Activity   | Timeline (half yearly)         |   |   |   |   |   |
|--|--------------------------------|---|---|---|---|---|
|  | 1                              | 2 | 3 | 4 | 5 | 6 |
| Census and socioeconomic survey (if required)              | √                              |   |   |   |   |   |
| Consultation and disclosure                                | √                              | √ | √ | √ | √ | √ |
| Resettlement plan update                                   | √                              |   |   |   |   |   |
| Resettlement plan review and approval                      | √                              |   |   |   |   |   |
| Establishment of GRM                                       | √                              |   |   |   |   |   |
| Redressal of grievances/complaints                         | Immediately after receipt      |   |   |   |   |   |
| Periodic review and documentation of lessons learned – GRM | √                              | √ | √ | √ | √ | √ |
| Transfer of land   | √                              |   |   |   |   |   |
| Issue notice to APs  | √                              |   |   |   |   |   |
| Compensation and resettlement assistance (if any)          | √                              | √ |   |   |   |   |
| Relocation if required                                     | √                              | √ |   |   |   |   |
| Taking possession of land                                  | √                              | √ |   |   |   |   |
| Internal monitoring  |                                | √ | √ | √ | √ | √ |
| Start of civil works                                       |                                | √ | √ | √ | √ | √ |
| Rehabilitation of temporarily occupied land if any         | Immediately after construction |   |   |   |   |   |

## XII. MONITORING AND REPORTING

91. Implementation will be closely monitored to provide an effective basis for assessing and identifying potential difficulties and problems. Monitoring data will be provided by SDU. Monthly progress reports will be prepared, and semi-annual monitoring reports provided by the PMU to ADB.

92. Monitoring will be carried out during the entire subproject period, and will identify potential difficulties and problem areas. Monitoring will commence after 3 months of project initiation; reports will be generated every month for the first year of implementation and bi-annually thereafter. All monitoring reports will be produced within 15 days of the end of a month or half-year. In case a short-term resettlement plan has to be implemented, then the monitoring and evaluation system will involve:

- (i) administrative monitoring, including but not limited to: daily planning, implementation, feedback and troubleshooting, individual affected person file maintenance, and progress reporting;
- (ii) socioeconomic monitoring as necessary, which might include activities such as, but not limited to: case studies using baseline information for comparing affected persons' socioeconomic conditions, communal harmony, dates for consultations, number of grievances, and resolutions; and

- (iii) Impact evaluation monitoring, including but not limited to income standards restored or improved.
93. Internal monitoring will involve the following:
- (i) administrative monitoring to ensure that implementation is on schedule and problems are dealt with on a timely basis; and
  - (ii) overall monitoring of whether recovery has taken place successfully and on time.
94. Data from baseline socioeconomic surveys undertaken during project preparation will provide the benchmark for monitoring to assess the progress and success of resettlement plan implementation. Monitoring will also include the following:
- (i) communication with and documentation of reactions from affected persons;
  - (ii) information from affected persons on entitlements, options, alternative developments, etc.;
  - (iii) usage of GRM; and
  - (iv) disbursement of compensation amounts, if any, and all assistance.
95. Monitoring will also cover the physical progress of resettlement plan implementation. This will include relocation of affected community properties, if any. The indicators for achievement of objectives during resettlement plan implementation are of two kinds:
- (i) **process indicators**—indicating subproject inputs, expenditure, staff deployment, etc.; and
  - (ii) **output indicators**—indicating results in terms of numbers of affected persons compensated and number of affected persons provided with skills training, etc. (if any).
96. After subproject implementation, an end-term evaluation will be carried out to assess the effectiveness of implementation of short-term resettlement measures, if any. These reports will serve as an indicator how far the sub project has achieved in improving the quality of life of residents specially APs of the area. It will also help to prepare and address future safeguard strategies at concluding phases.

### Internal Report

| Sl. No. | Type of report  | Schedule of Submission  |
|---------|---|---|
| 1.      | <b>Administrative</b> (Preparation of entitlement of individual APs, its timely implementation, i.e. disbursement of compensation ascertain the problems of APs and its redressal measures) | <p><b>Monthly</b></p> <ul style="list-style-type: none"> <li>• 15<sup>th</sup> Sept, 2014</li> <li>• subsequent 15<sup>th</sup> of every month (till completion of sub-project)</li> </ul> <p><b>Half Yearly</b></p> <ul style="list-style-type: none"> <li>• 31<sup>st</sup> Dec'2014</li> <li>• Repeat after every 6 months till conclusion of sub-project</li> </ul> |
| 2.      | <b>Socio Economic</b> (Basic information about APs , consultation to ascertain grievance and its redressal)   | - do -  |
| 3.      | <b>Impact Evaluation</b> (Restoration/Improvement of income standards)  | - do -  |



97. **External Reports** : Half yearly reports are to be sent to the MA Dept., Govt. of West Bengal and ADB, INRM.

**ANNEX 1: WRITTEN CONSENTS FROM OWNERS OF 350 SQUARE METERS STRIP OF LAND FROM ACCESS TO BEGORE PUMP HOUSE**

*12/06/13*

**Subject: Sell of a part of land**

To The  
PD KEIP

Dear Sir,

We have the honor to inform you, we are ready to sell a part of our land ACT Mouza Gopalpur under R.S Khatian no 476, R.S Dag no. 347/3593 Touzi no 340 J.L. no-1, R.S no 83, for the K E I P pumping station at reasonable price rate, considering for benefit of common people. There will be a passage for the entrance of the pumping station.

Yours faithfully

*Gita Ghatak*

Gita Ghatak

*Biplab Ghatak*

Biplab Ghatak

*Dhritiman Ghatak*

Dhritiman Ghatak.

Date:

*10.28/08/13*

To,  
The Special Officer (Land)  
PDKFIP  
Kolkata – 700034

From:- Subodh Kr Das  
38, Nafar Chandra Das  
Road, Behala, kol - 34  
Mob:- 9836854008  
Dated :- 22<sup>nd</sup> June 2013

Sub:- Sale of a part of land at Mauza Gopalpur, Dag No 3473, Khatan No 1065

Touji No 346, JL No 1, RS No 83 . Under Maheshtala, Dist – 24 Parganas (S), WARD No-13

Sir,

On your inquiry, we beg to state that we have no objection to sellout a portion of West and Southern corner of our land detailed as mentioned above at the reasonable market price for the passage of the entry of your KEIP pumping station.

You may please negotiate with us for finalization.

Thanking you,

Yours faithfully,

*Subodh Kr Das*  
1. Subodh Kr. Das

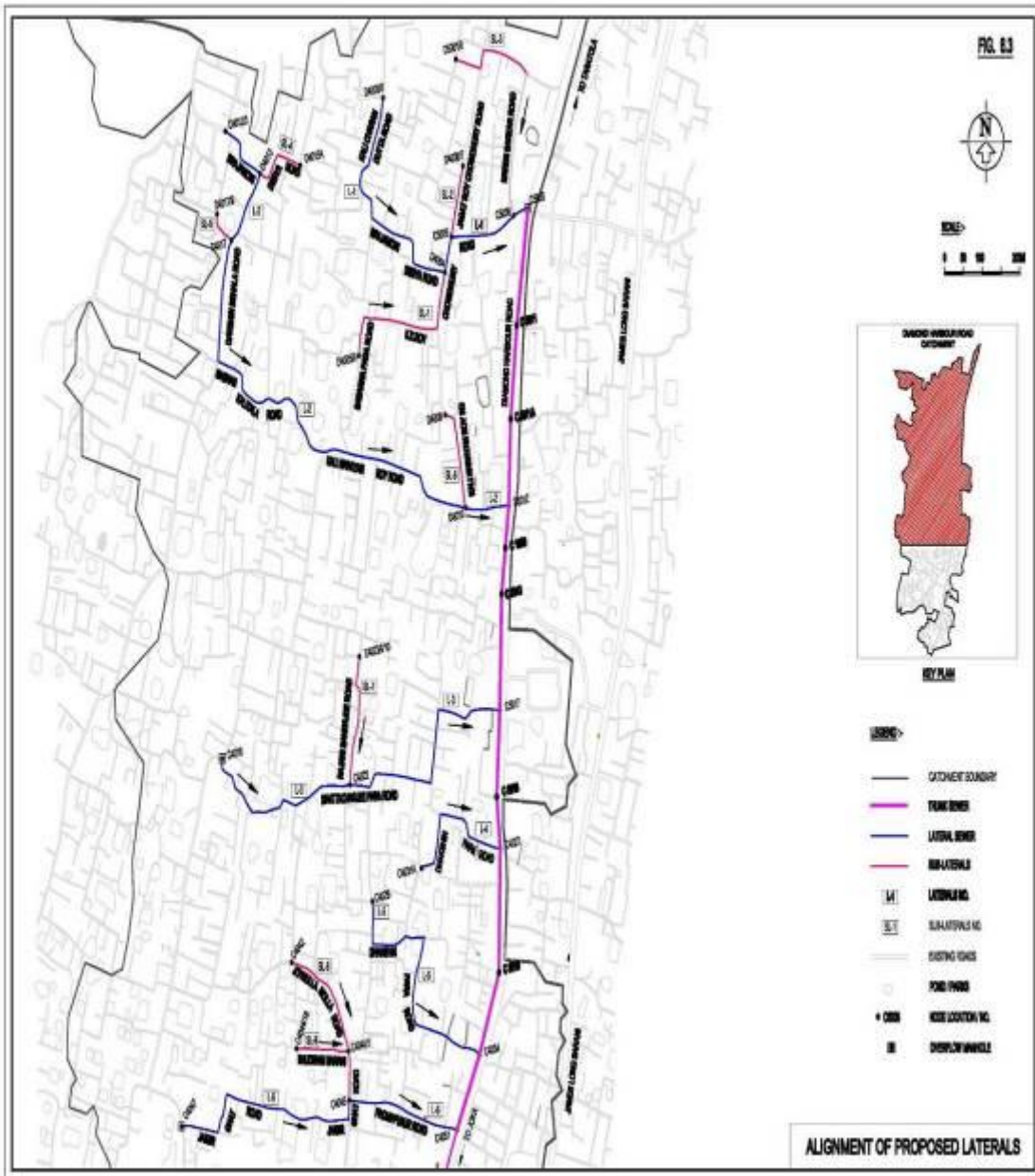
*Probodh Ch Das*  
2. Probodh Kr. Das

*Probin Chandra Das*  
3. Probin Ch. Das

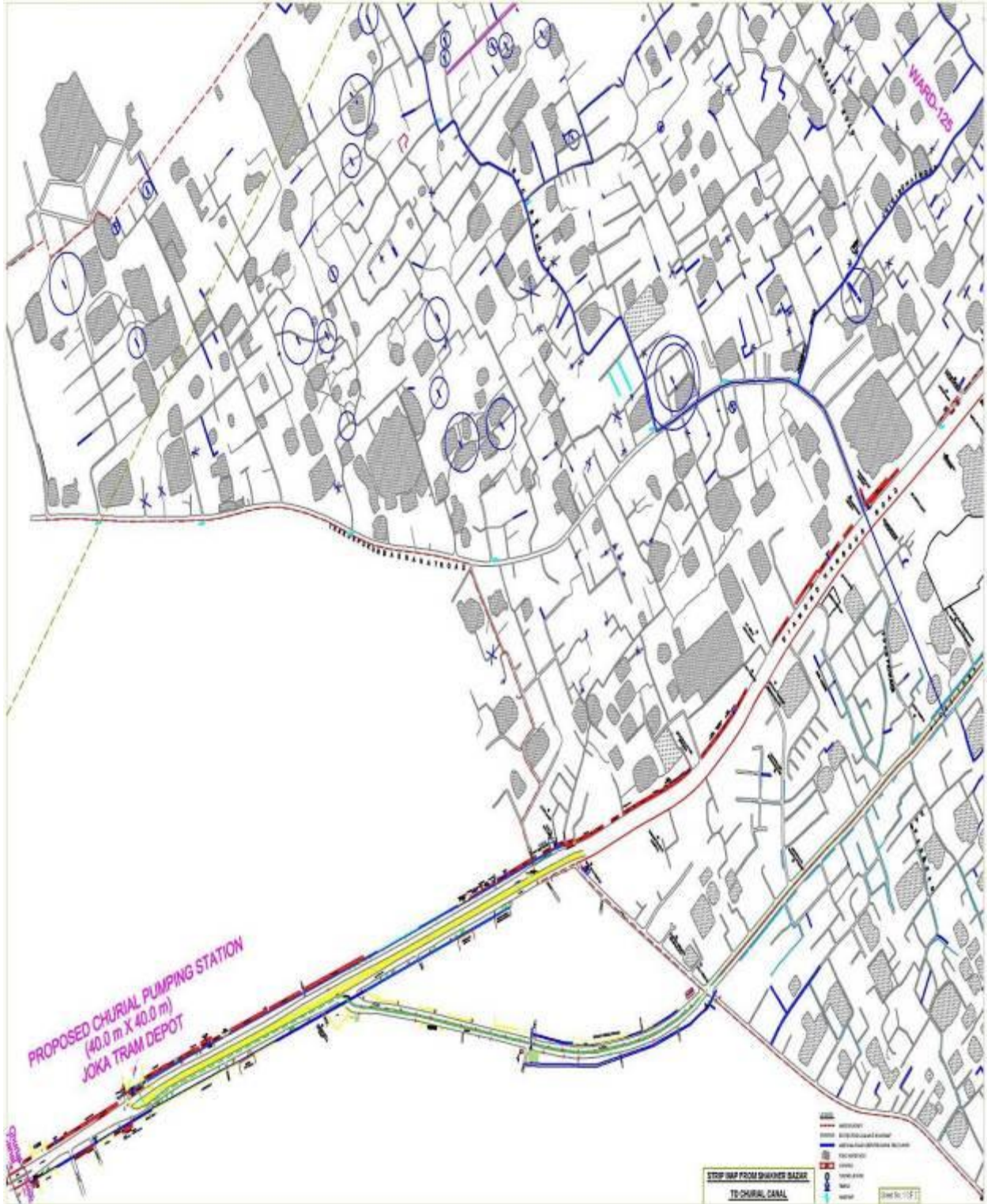
*Anima Das*  
4. Anima Das

*Gautam Das*  
5. Gautam Das

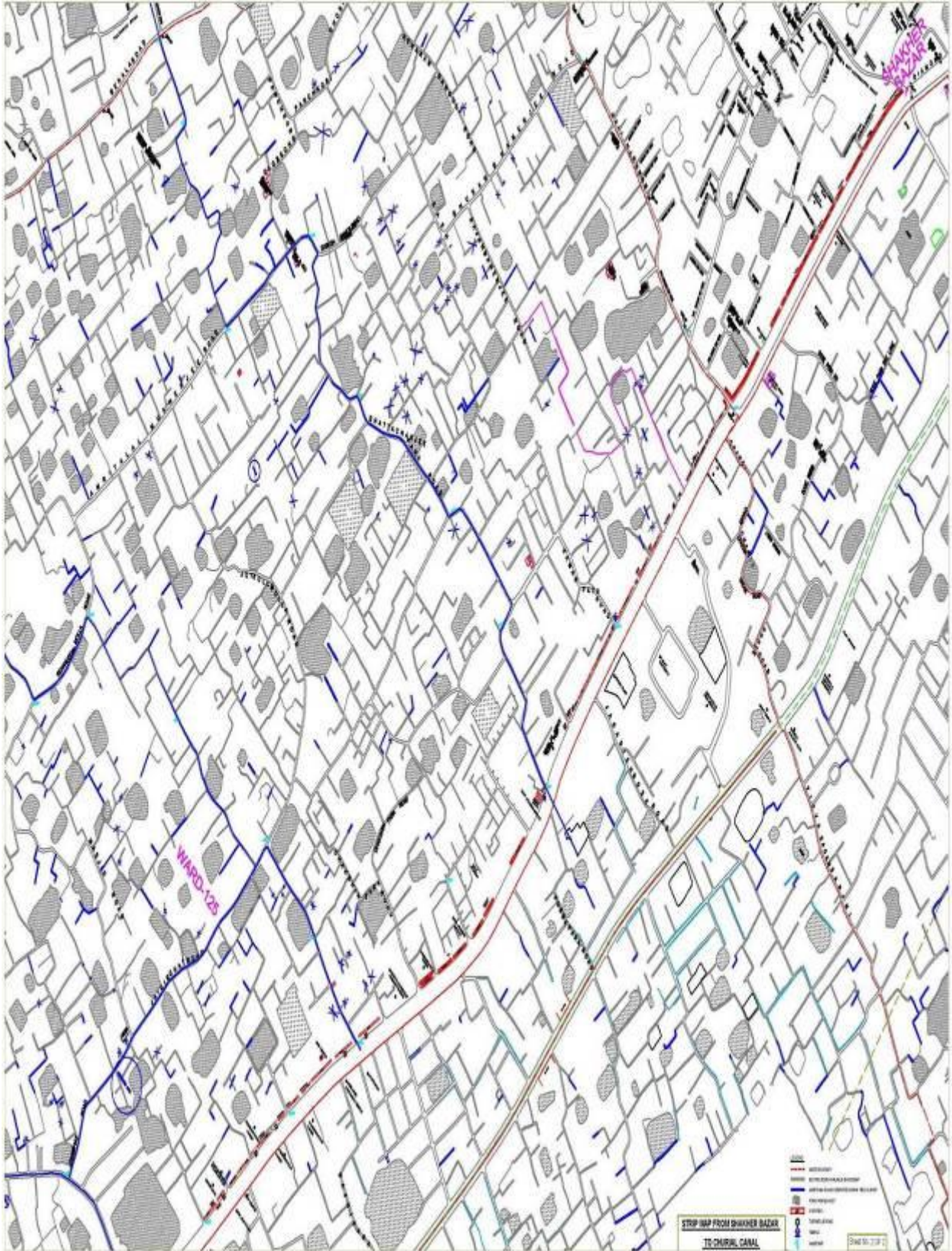
### ANNEX 2: STRIP MAPS OF DIAMOND HARBOUR ROAD CATCHMENT AREA











১) আলি, শ্রী বিপ্লব চন্দ্র দেবদাস প্রাণবিক্রম (যে  
সোনালপুর (সিকিও) পল্লীতে বসবাস করতেন) - স্বামী -  
১৯৩৩ খ্রিঃ ৭. ৩৫, ১৯৩৭ - (Seventy five  
thru) ১৯৪৫ খ্রিঃ (১৯৪৫) ১৯  
১৯৪৬ খ্রিঃ (১৯৪৬) ১৯৪৭

Recd.  
১১.০৬.১৯৭৪

Beplus Ghatak  
১০/৬/৭৪

২/

9. Chandra Kumar D/S co-owner of  
the land situated at Sopulpur nunga do here  
by agree to sell out the portion of  
the said <sup>land</sup> @ ~~Rs~~ Rs 5 lac (Rs. 5 lacs) per  
Kuthe.

S/D  
10/7/14 Dalbo agree.  
P. Lenin (Chandra Kumar)  
10.07.14

Recd  
W. 10/7/2014



මහලු (1234567890) ගේ 10 ක්වරුන් වාර්තාවක්  
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විමර්ශනය කිරීම සඳහා මෙහි දැන්වීමක් -

කාලය: 15/07/2014 K.M.P / K.F.1.1.P-10

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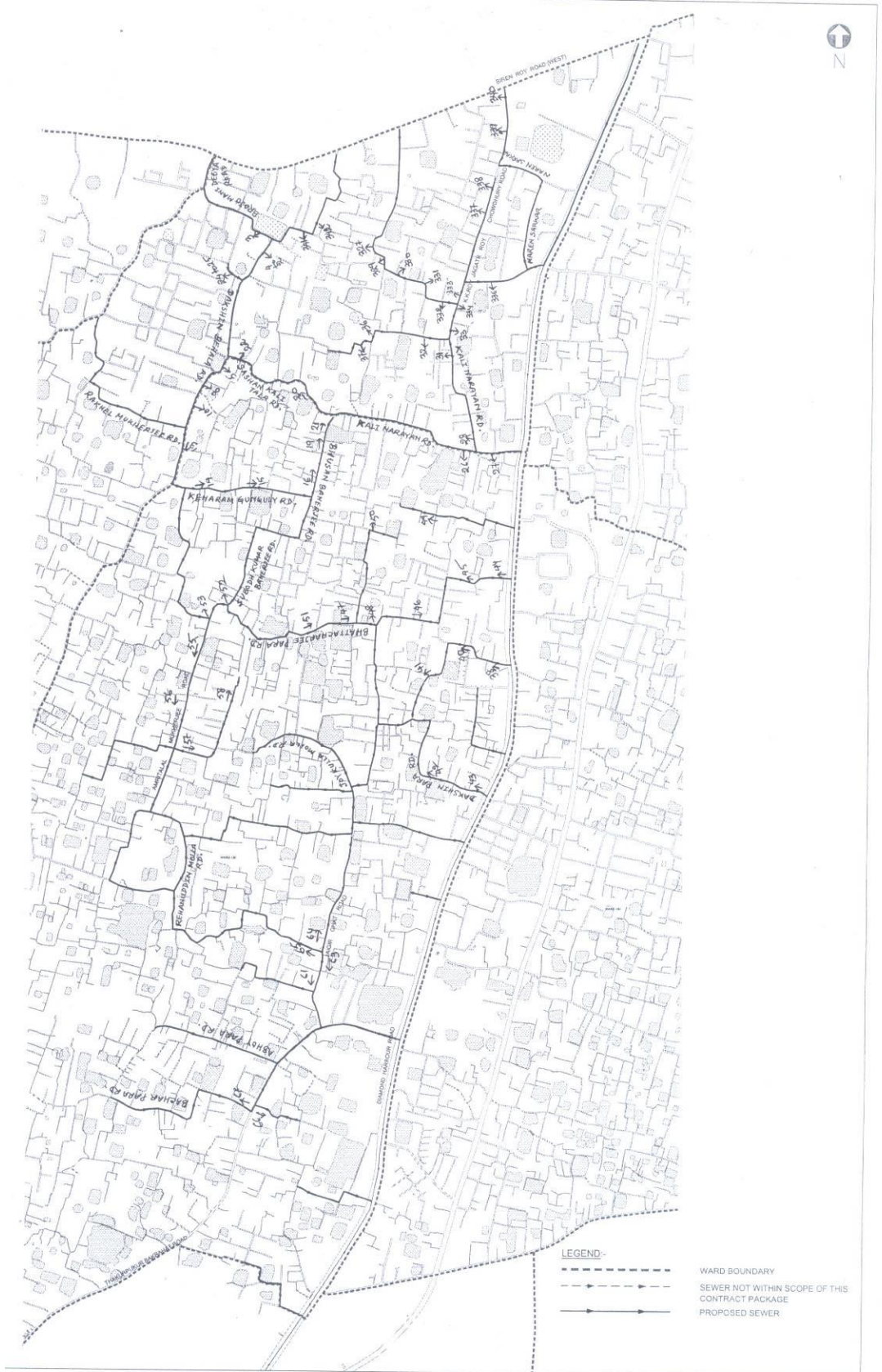
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Recd  
10/07/2014

(1234567890) ගේ  
10/7/2014

ATTENDANCE SHEET  
 Meeting date & time : 10.07.2014 at 3-00 pm.

1. Sri Debabrata Majumdar Hon'ble  
 MMIC Sjm.
2. Sri Niranjan Kumar, PD, KEIP . Sjm
3. Sri Soumya Ganguly, DG (P), Soumya
4. Sri Narayan Ch. Mondal (DMC(F)) Narayan
5. Sri Debabrata Dasgupta CMA. D. Dasg.
6. Sri Subrata Sanyal CMA. Subrata
7. Sri Anjan Das, special invitee. - Anjan
8. Sri Bipal Ghatak (land owner) - Bipal Ghatak, 10/7/14
9. Sri Subodh Das ~~Subodh Das~~ - Subodh
10. Sri Pralin Ch. Das - Pralin (handwritten) 10.07.14
11. Sri Himadri Sekhar Paria  
 + on behalf of Pratul Paria (husband) - Himadri Sekhar Paria
12. Sri Kalyan may Ghosh, SOLLAND - K. Ghosh 10/7/14
13. Smt. Debareali Ghosh. A.G. Ghosh.

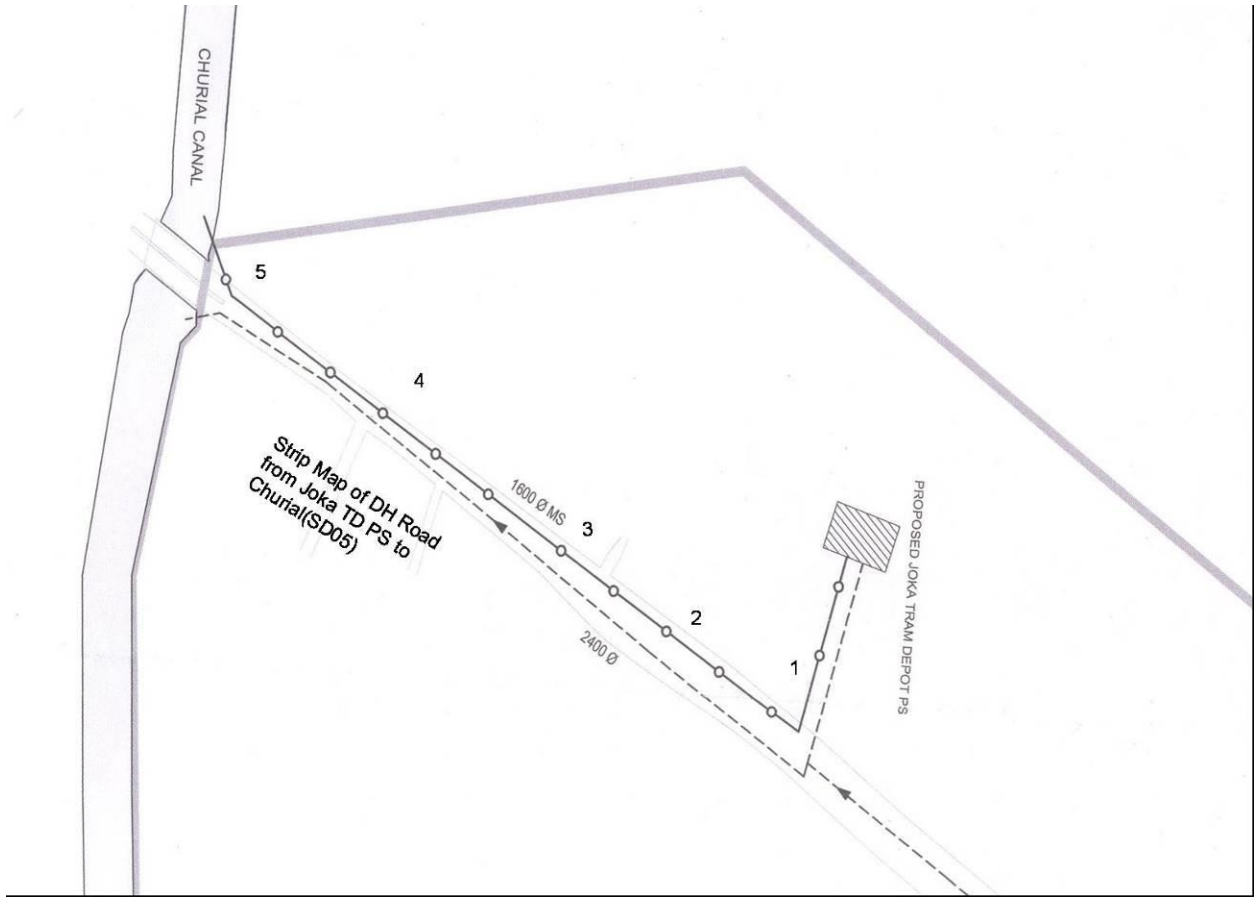


LEGEND-

--- WARD BOUNDARY

---> SEWER NOT WITHIN SCOPE OF THIS CONTRACT PACKAGE

——> PROPOSED SEWER



## The Calcutta Tramways Company (1978) Limited

(A Government of West Bengal Undertaking)  
12, R. N. Mukherjee Road, Kolkata-700 001

Tel. No. 033-2248 8023  
Fax : (033) 2248-3277

CIN : U63090WB1982SGC035337  
E-mail : [tramways1873@gmail.com](mailto:tramways1873@gmail.com)  
Website : [www.calcuttatrampways.com](http://www.calcuttatrampways.com)

Ref : SE/Bldg/1223

Date : 24-Jun-2014

Sub : Handing over the possession of land at Joka Tram Depot on lease to KEIIP/KMC

Ref : Letter No. 684-WT/TR/O/7T-03/2012 dated 01.03.2012 from OSD & EO,

Special Secretary to the Govt of West Bengal

COM/1010/2012-13, dt 16-02-2013 from MC/KMC,

PMU/1033/2012-13, dt. 25-02-2013,

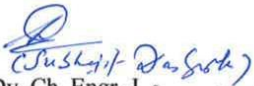
PMU/058/2013-14, dt. 22-04-2013,

PMU/225/2013-14, dt. 18-06-2013, from PD/KEIP


& Con/Com/100/2014-15, dt. 14.06.2014 issued by

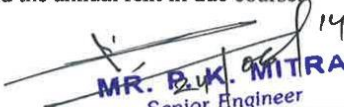
Municipal Commissioner, KMC

In pursuance of the letters under reference and subsequent approval of the Board of Directors/CTC, the Principal Secretary to the Govt. of West Bengal, Transport Department and the Hon'ble MIC, Transport and Chairman/CTC the parcel of land measuring 2.00 Bigha-05.00 Katha-6.00 Chatak-16.77 sq. ft = 32686.77 Sq. ft. is being handed over to the Kolkata Environmental Improvement Investment Program (KEIIP) / KMC on this day 24-06-2014 by The Calcutta Tramways Co.(1978) Ltd (CTC) for construction of combined pumping station on lease for 30 years subject to payment of balance upfront fees and the annual rent in due course.


  
Dy. Ch. Engr.-I  
Signature of receiving officer  
on behalf of KEIIP/KMC

witness

  
(JAYANTA SARKAR)  
Executive Engineer (C)/KEIIP  
The Kolkata  
Municipal Corporation

  
MR. B.K. MITRA  
Senior Engineer  
P.W. / Bldg. / Tram Store  
for and on behalf of CTC Ltd.  
The C.T.C. (1978) Ltd.  
12, R. N. Mukherjee Road  
Kolkata - 700001

witness

contd. page - 2  
  
S. Chatterjee  
Chief Accounts Officer-Incharge  
The C.T.C. (1978) Ltd.  
12, R.N. Mukherjee Rd., Kolkata - 700001



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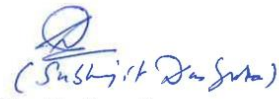
PMU/225/2013-14, dt. 18-06-2013, from PD/KEIP

& Con/Com/100/2014-15, dt. 14.06.2014 issued by

Municipal Commissioner, KMC

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**MR. P. K. MITRA**  
Senior Engineer  
P.W. / Bldg. / Tram Store  
The C.T.C. (1978) Ltd.  
Signature of SE/Bldg. & Store  
12, R.N. Mukherjee Road  
Kolkata - 700001

  
(Sushjit Das Gupta)  
Dy. Ch. Engr.-I  
for and on behalf of KEIP/KMC  
Engr. I  
PMU, KEIP, KMC

witness  
  
**S. Chatterjee**  
Chief Accounts Officer-Incharge  
The C.T.C. (1978) Ltd.  
12, R.N. Mukherjee Rd., Kolkata - 700001

witness  
  
(JAYANTA SARKAR)  
Executive Engineer (C)/(KEIP)  
The Kolkata  
Municipal Corporation

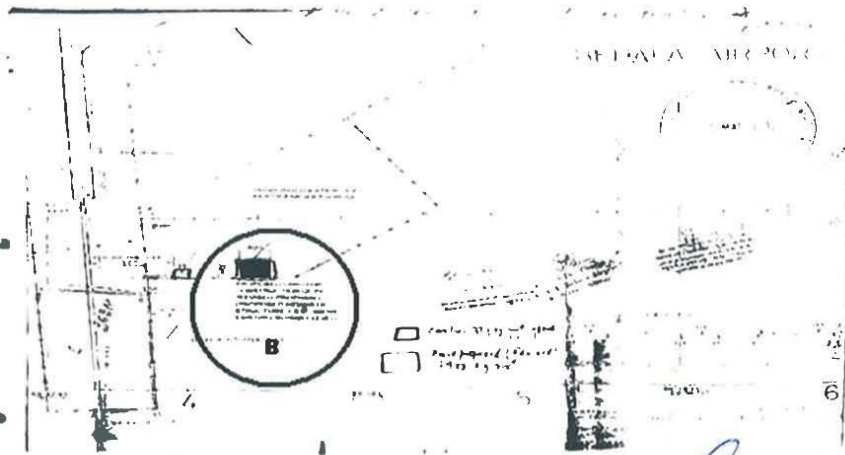
**NOTE**

No. - AAI/OIC/BEHALA/KMC/

Date: 18.06.2014

**Sub: - Handing over- Taking over of 1400 sqm. of land allotted to KEIP / KMC for construction of combined flow pumping station at C.A. Behala.**

As per decision of the competent authority vide CHQ No. -AV.21012/37/2009-LM/Vol.1/2340 dated: 16-02-2012, 1400 sqm. of land (40 mtr x 35 mtr) for construction of combined flow pumping station at C.A. Behala (sketch as below) was handed over on 18.06.2014 to KEIP / KMC. The area as approved by CHQ marked "B" on grid map was physically demarcated and measured by Sr. Suptd (Survey & Draftsman, AAI) in presence of Sr. Suptd. (Fin.) - SG Manager (Land Management), OIC Behala Cum AGM (E-C) and representative of Kolkata Environmental Improvement Project / Kolkata Municipal Corporation to handed over to the agency. However, since some area was under water, so it was decided that after developing the area it shall be re-measured by AAI & KEIP /KMC team at the time of Construction of combined flow pumping station.

**Handed Over by**

B.C. Das

Sr. Suptd. (Survey &amp; Draftsman)-SG

*S.S. Panigrahi*  
18.6.14

S.S. Panigrahi  
Manager (Land Management)

A. Banerjee

Sr. Suptd. (Finance) - SG

*K. Gangopadhyay*  
18/06/14

K. Gangopadhyay  
Asstt. Gen. Manager (E-C) - II cum OIC Behala**Taken Over by**

Somnath Majundar

Executive Engineer (KEIP / KMC)

Kalyanmoy Ghosh

Special Officer (Land) (KEIP / KMC)

**Witness:**

*Pranab Kumar Sen*  
1) Pranab kr. Sen 18.06.14  
Land Officer  
KEIP/KMC

*Ajit Kumar Maity*  
2) Ajit kr. Maity  
Surveyor  
KEIP/KMC













**ANNEX 3: SAMPLE GRIEVANCE REGISTRATION FORM**

(To be available also in Bengali, Hindi, and Urdu)

The \_\_\_\_\_ Project welcomes complaints, suggestions, queries, and comments regarding project implementation. We encourage persons with grievance to provide their name and contact information to enable us to get in touch with you for clarification and feedback.

Should you choose to include your personal details but want that information to remain confidential, please inform us by writing/typing \*(CONFIDENTIAL)\* above your name.

Thank you.

| Date   |  | Place of Registration |                    |            |  |
|--|--|-----------------------|--------------------|------------|--|
| <b>Contact Information/Personal Details</b>  |  |                       |                    |            |  |
| <b>Name</b>  |  | <b>Gender</b>         | * Male<br>* Female | <b>Age</b> |  |
| <b>Home Address</b>  |  |                       |                    |            |  |
| <b>Village/Town</b>  |  |                       |                    |            |  |
| <b>District</b>  |  |                       |                    |            |  |
| <b>Phone no.</b>   |  |                       |                    |            |  |
| <b>E-mail</b>  |  |                       |                    |            |  |
| <b>Complaint/Suggestion/Comment/Question – Please provide the details (who, what, where, and how) of your grievance below:</b> |  |                       |                    |            |  |
| <b>If included as attachment/note/letter, please tick here:</b>  |  |                       |                    |            |  |
| <b>How do you want us to reach you for feedback or update on your comment/grievance?</b>                                       |  |                       |                    |            |  |

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|  |           |
|--|-----------|
| Registered by: (Name of Official Registering Grievance)              |           |
| Mode of Communication:<br>Note/Letter<br>E-mail<br>Verbal/Telephonic |           |
| Reviewed by: (Names/Positions of Officials Reviewing Grievance)      |           |
| Action Taken:  |           |
| Whether Action Taken Disclosed:                                      | Yes<br>No |
| Means of Disclosure:   |           |

**ANNEX 4: BENEFITS OF MICRO-TUNNELING**

| <b>Open Trenching</b>   | <b>Micro-Tunneling</b>  | <b>Benefits of Micro-Tunneling</b>   |
|---|---|--|
| Width is at least 5 m, and is a continuous trench   | Size of bore pit is maximum 4 m, and each opening is made at a distance of 150-250 m, based on road alignment and other conditions. | Micro-tunneling will help in minimizing impact on access, which is one of the major temporary adverse impacts identified in this project.                          |
| Disruption of other utility services due to shifting/damage caused during construction  | Placed below the existing utilities   | No disruption in living standard of affected community   |
| Inconvenience to people using ROW is very high.   | Inconvenience caused to people using ROW is minimal.  |  |
| Degradation of quality of road due to high volume of excavated materials  | Minimal degradation of road due to excavated material   | Affect on road aesthetics is minimal.  |
| Scope of high levels of air, water, and noise pollution due to operations.  | Minimal scope, since operations are carried out underground   | Micro-tunneling will ensure low levels of air and water pollution.   |
| Time required for construction is high, thus increasing the duration of temporary impact on affected population. A 1-km stretch under optimal conditions requires around 6-8 months of construction time. | Time required for construction is 4 months for a 1-km stretch.  | Quicker implementation will reduce the period of temporary effects. The affected population will be able to regain their quality of life without much impediments. |
| Generates employment  | Highly skilled and mechanized operations  |  |

**ANNEX 5: INVOLUNTARY RESETTLEMENT IMPACT CATEGORIZATION**

## Involuntary Resettlement Impact Categorization Checklist

| <b>Probable Involuntary Resettlement Effects</b>   | <b>Yes</b> | <b>No</b> | <b>Not Known</b> | <b>Remarks</b>   |
|--|------------|-----------|------------------|--|
| <b>Involuntary acquisition of land</b>   |            |           |                  |  |
| 1. Will there be land acquisition?   | ✓          |           |                  | Minor land acquisition for access road to Begore pumping station. Total land to be acquired is 350 square meters from 2 titled land owners.                                    |
| 2. Is the site for land acquisition known?   | ✓          |           |                  | The land is classified as non-agricultural land. There are no informal settlers or hawkers.  |
| 3. Is the ownership status and current usage of land to be acquired known?                               | ✓          |           |                  |  |
| 4. Will easement be utilized within an existing ROW?   | ✓          |           |                  | Linear works for S&D network pipes   |
| 5. Will there be loss of shelter and residential land due to land acquisition?                           |            | ✓         |                  |  |
| 6. Will there be loss of agricultural and other productive assets due to land acquisition?               |            | ✓         |                  |  |
| 7. Will there be losses of crops, trees, and fixed assets due to land acquisition?                       |            | ✓         |                  |  |
| 8. Will there be loss of businesses or enterprises due to land acquisition?                              |            | ✓         |                  | Temporary impacts to businesses may occur during drainage and linear pipe-laying works.  |
| 9. Will there be loss of income sources and means of livelihoods due to land acquisition?                |            | ✓         |                  |  |
| <b>Involuntary restrictions on land use or on access to legally designated parks and protected areas</b> |            |           |                  |  |
| 10. Will people lose access to natural resources, communal facilities, and services?                     |            | ✓         |                  | The subprojects will not have any impacts on broader land uses in the project area. Meaningful and sustained community consultations will be undertaken throughout the project |
| 11. If land use is changed, will it have an adverse impact on social and economic activities?            |            | ✓         |                  |  |

|  |  |   |  |   |
|--|--|---|--|---|
| 12. Will access to land and resources owned communally or by the state be restricted?  |  | ✓ |  | period so as to ensure no such adverse impacts. |
| <b>Information on displaced persons</b>  |  |   |  |   |
| Any estimate of the likely number of persons who will be displaced by the project?<br>[ ] Yes<br>If yes, approximately how many? |  |   |  | [✓] No  |
| Are any of them poor, female heads of households, or vulnerable to poverty risks?<br>[ ] Yes                                     |  |   |  | [✓] No  |
| Are any displaced persons from indigenous or ethnic minority groups?<br>[ ] Yes  |  |   |  | [✓] No  |



### ANNEX 6: INDIGENOUS PEOPLES IMPACT SCREENING CHECKLIST

| KEY CONCERNS<br>(Please provide elaborations<br>in the "Remarks" column)  | YES | NO | NOT<br>KNOWN | Remarks  |
|---|-----|----|--------------|--|
| <b>A. Indigenous peoples identification</b>   |     |    |              |  |
| 1. Are there socio-cultural groups present in or using the project area who may be considered "tribes" (hill tribes, scheduled tribes, tribal peoples), "minorities" (ethnic or national minorities), or "indigenous communities" in the project area?  |     | ✓  |              | There are no identified STs in the project area.                                   |
| 2. Are there national or local laws or policies as well as anthropological researches/studies that consider these groups present in or using the project area as belonging to "ethnic minorities," scheduled tribes, tribal peoples, national minorities, or cultural communities?                            | ✓   |    |              | Scheduled tribes are notified in the Constitution of India under Article 342.      |
| 3. Do such groups self-identify as being part of a distinct social and cultural group?  |     | ✓  |              | N/A  |
| 4. Do such groups maintain collective attachments to distinct habitats or ancestral territories and/or to the natural resources in these habitats and territories?  |     | ✓  |              | The projects are within the urban areas and not in ancestral territories.          |
| 5. Do such groups maintain cultural, economic, social, and political institutions distinct from the dominant society and culture?   |     | ✓  |              | The projects are within the urban areas and not in ancestral territories.          |
| 6. Do such groups speak a distinct language or dialect?   |     | ✓  |              |  |
| 7. Have such groups been historically, socially, and economically marginalized, disempowered, excluded, and/or discriminated against?   |     | ✓  |              |  |
| 8. Are such groups represented as "indigenous peoples" or as "ethnic minorities," "scheduled tribes," or "tribal populations" in any formal decision-making bodies at the national or local levels?   | ✓   |    |              | Scheduled tribes are notified in the Constitution of India under Article 342.      |
| <b>B. Identification of potential impacts</b>   |     |    |              |  |
| 9. Will the project directly or indirectly benefit or target indigenous peoples?  | ✓   |    |              | All will benefit equally from the urban infrastructure created under this project. |
| 10. Will the project directly or indirectly affect indigenous peoples' traditional socio-cultural and belief practices (e.g. child-rearing, health, education, arts, and governance)?   |     | ✓  |              |  |
| 11. Will the project affect the livelihood systems of indigenous peoples (e.g., food production system, natural resource management, crafts and trade, employment status)?  |     | ✓  |              | The subprojects are within the urban areas and not in ancestral territories.       |
| 12. Will the project be in an area (land or territory) occupied, owned, or used by indigenous peoples, and/or claimed as ancestral domain?  |     | ✓  |              |  |
| <b>C. Identification of special requirements</b><br><i>Will the project activities include:</i>   |     |    |              |  |
| 13. Commercial development of the cultural resources and knowledge of indigenous peoples?   |     | ✓  |              |  |
| 14. Physical displacement from traditional or customary lands?  |     | ✓  |              |  |
| 15. Commercial development of natural resources (such as minerals, hydrocarbons, forests, water, hunting or fishing grounds) within customary lands under use that would impact the livelihoods or the cultural, ceremonial, and spiritual uses that define the identity and community of indigenous peoples? |     | ✓  |              |  |
| 16. Establishing legal recognition of rights to lands and territories that are traditionally owned or customarily used, occupied, or claimed by indigenous peoples ?  |     | ✓  |              |  |



| KEY CONCERNS<br>(Please provide elaborations<br>in the "Remarks" column)   | YES   | NO | NOT<br>KNOWN                | Remarks |
|--|---|----|-----------------------------|---------|
| 17. Acquisition of lands that are traditionally owned or customarily used, occupied, or claimed by indigenous peoples?   |   | ✓  |                             |         |
| <b>D. Anticipated Impacts on Indigenous Peoples</b>  |   |    |                             |         |
| Project Component/<br>Activity/Output  | Anticipated Positive Effect   |    | Anticipated Negative Effect |         |
| <b>1. Sewerage and drainage subproject</b>   |   |    |                             |         |
| (i) construction of combined sewerage and drainage (S&D) pipe along Diamond Harbour (Diamond Harbour) Road using micro-tunneling; (ii) construction of S&D network within Diamond Harbour Road catchment (first stage); (iii) construction of Churial pumping station within the compound of Joka tram depot; (iv) construction of Begore pumping station; and (v) laying of pressure main between Santoshpur main pumping station and Garden Reach sewage treatment plant using micro-tunneling | Environmental benefits and service delivery improvements will benefit the urban population. Some key benefits are: (i) reduction in unhygienic conditions resulting in cleaner surroundings; (ii) reduction in choking of drains and streams; (iii) reduction in vulnerability to diseases; (iv) reduction in the hazards of pollution of surface water and groundwater; (v) quick relief from waterlogging conditions in the subproject area; and (vi) improved quality of life. |    | None                        |         |