

# Resettlement Plan

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September 2014

## IND: Rajasthan Urban Sector Development Program (RUSDP) – Hanumangarh Water Supply and Sewerage Works

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## CURRENCY EQUIVALENTS

(as of 28 August 2014)

Currency Unit	–	Indian Rupees (INR)
INR1.00	=	\$0.0166
\$1.00	=	INR 60.34

## ABBREVIATIONS

ADB	–	Asian Development Bank
AE	–	Assistant Engineer
AP	–	Affected Person
ASO	–	Assistant Safeguards Officer
EA	–	Executing Agency
GOI	–	Government of India
GOR	–	Government of Rajasthan
IA	–	Implementing Agency
PIU	–	Project Implementation Unit
PMU	–	Project Management Unit
LSGD	–	Local Self Government Department
NGO	–	Non-governmental Organization
PO	–	Project Officer
PMDSC	–	Project Management, Design and Supervision Consultant
RF	–	Resettlement Framework
RoW	–	Right of Way
RUIDP	–	Rajasthan Urban Infrastructure Development Project
RUSDP	–	Rajasthan Urban Sector Development Program
SDP	–	Sector Development Program
SPS	–	Safeguard Policy Statement, 2009
STP	–	Sewage Treatment Plant
ULB	–	Urban Local Body

## NOTES

- (i) The fiscal year (FY) of the Government of India and its agencies ends on 31 March.
- (ii) In this report, "\$" refers to US dollars.

## CONTENT

	<b>Page</b>
A. SUB-PROJECT DESCRIPTION.....	2
B. SCOPE OF LAND ACQUISITION AND RESETTLEMENT.....	2
C. SOCIO-ECONOMIC INFORMATION AND PROFILE.....	7
D. INFORMATION DISCLOSURE, CONSULTATION AND PARTICIPATION .....	8
E. GRIEVANCE REDRESS MECHANISM .....	11
F. LEGAL FRAMEWORK.....	12
G. ENTITLEMENTS, ASSISTANCE AND BENEFITS.....	13
H. RESETTLEMENT BUDGET AND FINANCING PLAN.....	15
I. INSTITUTIONAL ARRANGEMENTS AND IMPLEMENTATION SCHEDULE.....	16
J. MONITORING AND REPORTING .....	20
ANNEX 1 - SAFETY MEASURES FOR PIPELAYING-SAMPLE TEMPLATE .....	21
ANNEX 2 – DETAILS OF AFFECTED PERSONS .....	23
ANNEX 3 – TRANSECT WALK PHOTOS.....	25
ANNEX 4 – DRAFT TOR FOR RP IMPLEMENTING NGO .....	26
ANNEX 5 – SAMPLE SUBPROJECT LEAFLET .....	29

## EXECUTIVE SUMMARY

1. **Sub-project Scope.** Rajasthan Urban Sector Development Program (RUSDP) will complement the past and ongoing efforts of the government of Rajasthan (GOR) to improve water supply and wastewater services to the residents of the state of Rajasthan.<sup>1</sup> It comprises (i) a program, financed by a policy-based loan, to support policy reforms, including institutional development and governance improvement in the urban sector in the state, and (ii) a project, financed by a project loan, to invest in water distribution network and sewerage systems in the six project cities in the state.<sup>2</sup> Hanumangarh is one of the six cities selected under RUSDP and subproject components proposed include: (i) distribution network for a length of 454 km including provision of bulk/domestic meters and house service connections; and (ii) provision of 87 km of sewerage network. Proposed water supply and sewerage works will improve the current service levels in city considerably.

2. **Key Findings.** There is no permanent/temporary land acquisition envisaged for implementation of proposed subproject components. The main resettlement impacts will be due to rehabilitation and laying of pipe networks. These impacts are however temporary. To identify temporary impacts on livelihood, transect walks were conducted in key representative areas while visual screening of 60-70 percent of the roads/areas was also undertaken. Based on this, a total of 3,431 roadside movable/transitory businesses that are current within right of way (ROW) will be temporarily affected. A majority of these business (64 percent) comprise vegetable/fruit selling while among the others include cloth selling, other than food business-cobbler etc. and food related small businesses-tea stall etc. None of the surveyed APs were from below poverty line (BPL) income category and average monthly income estimated at Rs. 8,818 (Rs. 339 per day). Around 15 percent of APs belong to scheduled caste (SC) which is considered as vulnerable category. None of the surveyed APs however were scheduled tribes (STs) and women headed households.

3. **Recommended Actions.** A detailed resettlement plan (RP) has been prepared for Hanumangarh subproject components and mitigate temporary impacts envisaged during construction/pipe laying. This RP is in line with the ADB's Safeguard Policy Statement (SPS)-2009 and Resettlement Framework (RF) prepared for RUSDP. A total resettlement budget (only compensation) is estimated at Rs. 27.003 million (USD-0.450 million) which include livelihood losses for maximum 14 days, shifting assistance and additional assistance to vulnerable APs. In line with the RF, RP has also laid down the structured outline for required institutional and implementation arrangements with schedule, grievance redress mechanism, consultation and disclosure activities and monitoring and evaluation. A summary of RF and RP in local language will be disclosed to representatives of all key stakeholders through a city level stakeholder workshop. A hard copy of summaries will also be made available at government offices and full documents will be uploaded at their/ADB websites. Project Management, Design Supervision Consultant's Social Safeguard Specialist (PMDSC SSS); Project Management Unit's Social Project Officer (PMU's SPO), and Project Implementation Unit's Assistant Safeguard Officer (PIU's ASO) will together will responsible for updation of RP, approval, implementation and monitoring. Implementing NGO will assist all in facilitating RP implementation and internal monitoring.

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<sup>1</sup> The Asian Development Bank (ADB) provided project preparatory technical assistance for *Preparing the Rajasthan Urban Development Program*. (TA 8043-IND, approved in December 2011).

<sup>2</sup>The six project cities are Pali, Jhunjhunu, Sri Ganganagar, Hanumangarh, Tonk, and Bhilwara.

## RESETTLEMENT PLAN

### A. Sub-project Description

1. Rajasthan Urban Sector Development Program (RUSDP) building on the previous two ADB funded projects: RUIDP and RUSDIP (also referred as RUIDP I and II respectively), will support the Government of India (GOI) and the Government of Rajasthan (GOR) in their policy of balanced regional socio-economic development and poverty reduction through improvements in urban governance, management, and infrastructure and service provision in six selected cities in Rajasthan. The selected cities<sup>3</sup> are particularly district headquarters with more than 100,000 population and the ones which were not benefitted under the previous two ADB funded urban sector projects. With a main focus on improvement of water supply and sewerage services, RUSDP will be implemented over a 6-year period beginning in 2014 through ADB's Sector Development loan.

2. This Resettlement Plan (RP) document is prepared for proposed water supply and sewerage subprojects in Hanumangarh city and is in line with the Resettlement Framework (RF) prepared for the implementation of social safeguards under RUSDP. **Table 1** provides the details of proposed subprojects in Hanumangarh. Currently, water supply service in Hanumangarh is unreliable coupled with quality issues and huge distribution losses. At present, there is no sewerage system and a majority of the population disposes sewage through septic tanks. Proposed water supply works under RUSDP will cover 90 percent of the city's area/road length (**Map 1**) while sewerage works will be confined to smaller area considering ongoing sewerage project in the city. (**Map 2** and **Map 3**).

3. Consistent with the subproject selection criteria, rehabilitation is prioritized over new construction to avoid/minimize involuntary resettlement impacts. The existing water supply distribution network will be abandoned and pipes will be laid for the new distribution system within road rights-of-way (RoW), and will not require land acquisition or cause permanent displacement, but will cause temporary access disruptions and possible temporary losses in income during construction.

4. To further minimize construction impacts, work will be executed during the early hours of the day in order to avoid inconveniences to the public as well as traders and vendors. All safety norms would strictly be adhered to depending on the magnitude of work and the sensitivity of the location. **Annex-1** provides sample impact minimization measures template to be followed for pipe laying<sup>4</sup>. The Project Implementation Unit (PIU) will also ensure that all the necessary rules related to safety and security of the public and residents are followed by the contractor. The actual dates of construction schedule with respect to rush hour, festival time, and special business days will be discussed with vendors, squatters, market committee members, and residents, and accordingly construction activities will be planned. After laying pipes the lane/road will be restored to its original condition (including bitumen, cement concrete (CC) and CC interlocking tiles as applicable).

### B. Scope of Land Acquisition and Resettlement

5. The Hanumangarh subprojects cover investments in water supply and sewerage sectors and covers up to 90 percent of the city's area. **Table 1** provides all subproject components and

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<sup>3</sup> The selected cities include: Pali, Tonk, Sri Ganganagar, Jhunjhunu, Bhilwara, and Hanumangarh

<sup>4</sup> This will be updated based on the revised project scope and detailed drawings before project implementation.

anticipated involuntary resettlement impacts. There is no permanent/temporary land acquisition envisaged for implementation of proposed subproject components. The main resettlement impacts will be due to rehabilitation and laying of pipe networks. These impacts are however temporary.

6. To estimate the temporary impacts, transect walks for 300-500m were undertaken in representative areas such as busy market areas, commercial and office establishments, core city/old city areas, extension areas, areas near bus stands/railway station, major junctions, main roads, residential areas etc. In addition to these, a visual screening of 60-70 percent of the roads/pipeline alignments is undertaken to confirm that there are no impacts on permanent/semi-permanent structures, common property resources etc. Both, visual screening and transect walks, confirm that the proposed subproject impacts are temporary. These are majorly non-titled movable /transitory structures (push carts etc.) within Right of Way (RoW).

7. Temporary livelihood impacts identified from transect walks are mainly categorized into: (i) impacts in residential, industrial, other areas where temporary business/activities are minimal/none; and (ii) commercial, mixed-use, public, recreational areas where such activities are more in numbers. A total proposed network length was then classified into these two categories based on city visits, discussion with technical team and latest data available on land use classification. Such distribution of total proposed length then was referred to extrapolate transect walk results for the entire project. Based on this, a total of 3,431 roadside movable/transitory businesses will be temporarily affected. **Table 2** provides the summary of transect walk surveys and temporarily affected AOs while details are attached in **Annex 2**,

8. In line with the ADB's Safeguard Policy Statement (SPS)-2009, and based on the identified impacts, the Hanumangarh subproject can be classified as Involuntary Resettlement Category "B". Resettlement Plan (RP) preparation is required for Hanumangarh subproject components in line with the ADB's SPS-2009 and RF prepared for RUSDP. This document is a RP for Hanumangarh Water Supply and Sewerage Projects.

**Table 1: Proposed Subproject Components in Hanumangarh**

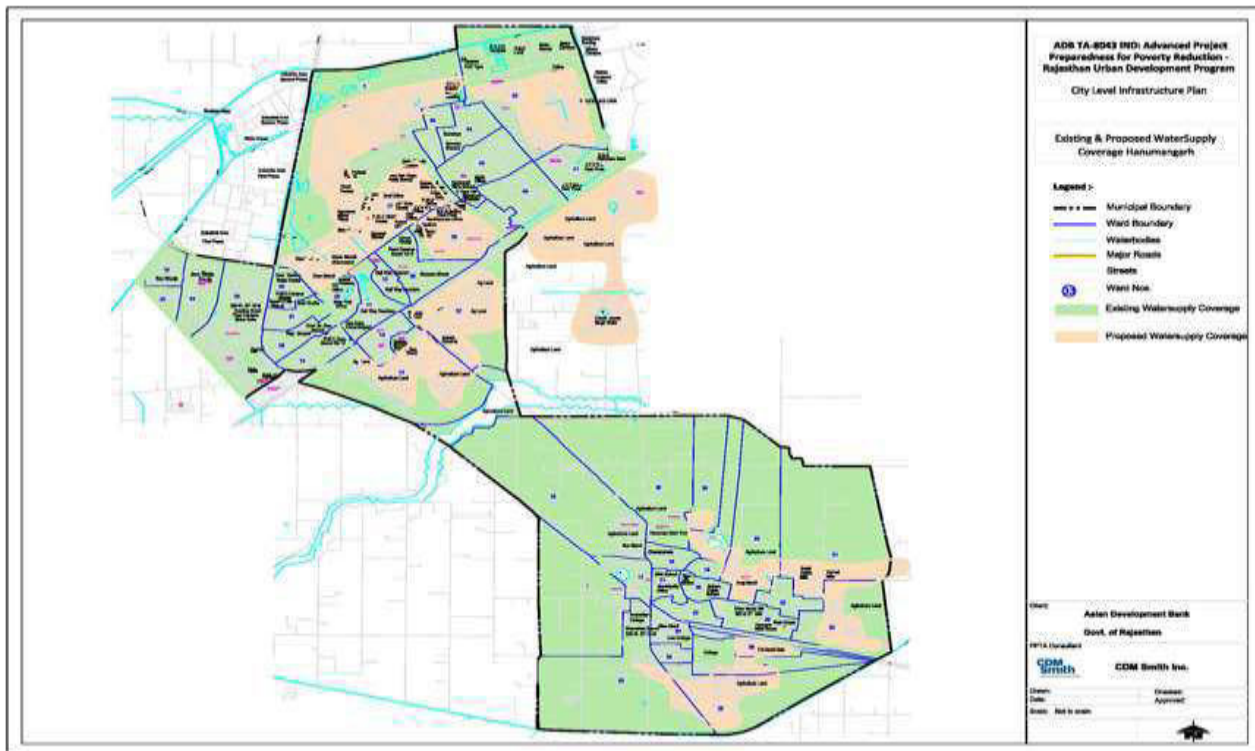
Sl. No.	Sector	Proposed Subproject Components	Scope of LA and R&R	IR Classification
1	Water Supply	<p>(i) <u>Distribution Network Improvement</u>. Replacement of 235 km of existing water supply lines and laying 219 km of new water supply in uncovered/extension areas (Refer to <b>Map 1</b>). Distribution network will of 63-600 mm dia DI/PE pipes.</p> <p>(ii) <u>House Service Connections (HSC)</u>. Replacement of 28,018 HSCs and provision of new 4,731 HSCs with water meters.</p>	<p>The old pipelines will be abandoned while the new pipelines will be buried below in a trench on the edge of the road within the existing right of way (RoW). There are no impacts of pipe laying on permanent/semi-permanent structures. Temporary impacts on movable structures<sup>5</sup> within RoW are envisaged on 2,879 APs<sup>6</sup></p> <p>No permanent/temporary land acquisition is envisaged for any of the proposed subprojects.</p>	Category B
2	Sewerage	<p>(i) <u>Sewer Network</u>. Laying of new 87 km of sewer network; 200-900 mm dia. DWC pipes for sewers and MDPE for house connections (Refer <b>Map 2</b> and <b>Map 3</b>).</p>	<p>Sewer pipes will be buried below in a trench on the edge of the road within the existing right of way (RoW). There are no impacts of pipe laying on permanent/semi-permanent structures. Temporary impacts on movable structures within RoW are envisaged on 552 APs.</p>	Category B

Source: Transect walks, technical documents, Hanumangarh ULB and analysis.

<sup>5</sup> Or structures which can be easily dismantled without affecting the different parts of the structure.

<sup>6</sup> Estimated resettlement impacts based on extrapolations from the transect walks. Also, refer **Table 2** and Annex 2

Map 1: Proposed Water Supply Distribution Network Improvement



Map 2: Proposed Sewer Network Coverage





Map 3: Proposed Sewer Network

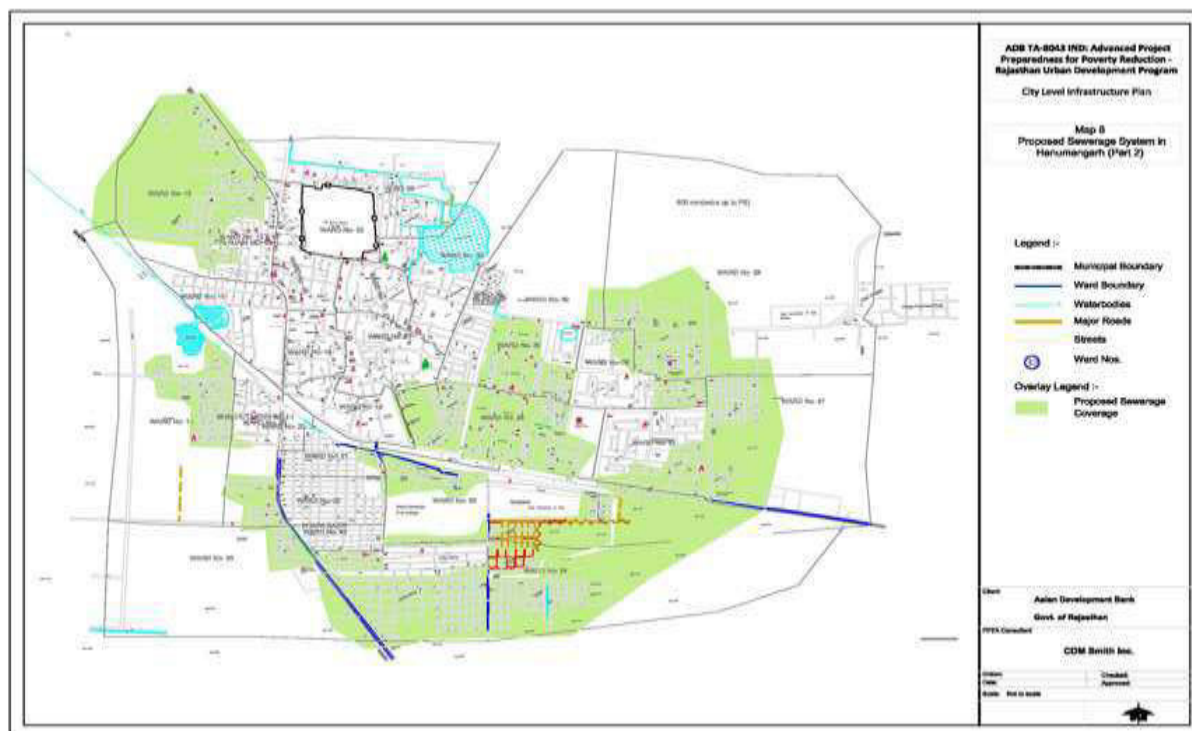


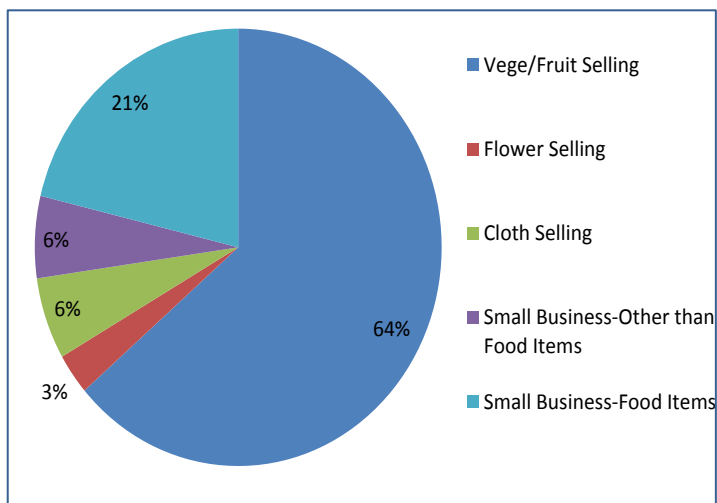
Table 2: Summary of Temporary Impacts

Sl. No.	Land use	Proposed Network-Water Supply	Transect Walk Total Length	Transect Walk Temporary APs on RoW	Total Temporary APs on RoW
		In Km.	In Km.	Nos.	Nos.
1	Residential	353	4	1.0	1,411
2	Commercial	101	29	2.0	1,468
Total APs for water supply Network					2,879
Total APs for sewerage network (19% of water supply)					552
Total APs for water supply and sewerage					<b>3,431</b>
Sl. No.	Impact	Water Supply	Sewerage	Total	
		Nos.	Nos.	Nos.	
3	Permanent Land Acquisition	None	None	None	
4	Temporary Land Acquisition	None	None	None	
5	Temporary APs on RoW	2,879	552	3,431	
6	Scheduled Tribe (ST) APs	None	None	None	
7	Scheduled Caste (SC) APs	432	83	515	
8	Below poverty line (BPL) APs	None	None	None	
9	Women headed HH (WHH) APs	None	None	None	
10	Vulnerable APs	432	83	515	
11	Common property resources	None	None	None	

Source: Transect walks, technical documents and analysis.

### C. Socio-economic Information and Profile

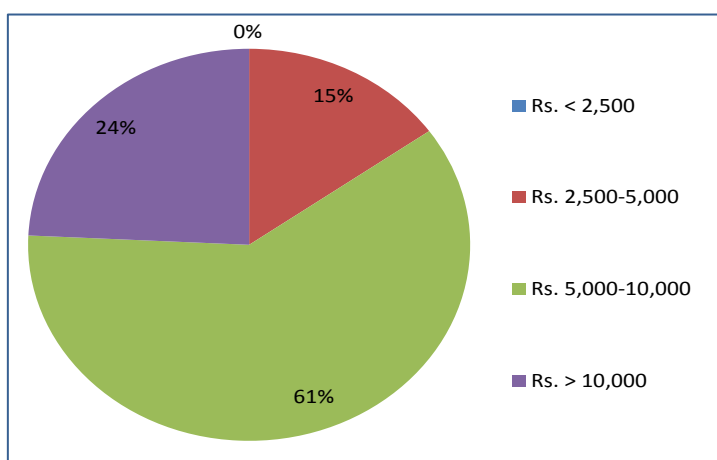
9. Transect walks identified a total of 33 APs whose business will be temporarily affected during pipe laying, as they carry their activities within in RoW. These businesses can be broadly classified into four main categories as: (i) vegetable/fruit selling; (ii) cloth selling; (iii) flower selling; (iv) small business other than food items such as bangle selling, cobbler etc.; and (v) small businesses related to food items such as tea and fast food selling. Close to 64 percent of these however are engaged in vegetable/fruit selling. Some of the surveyed APs



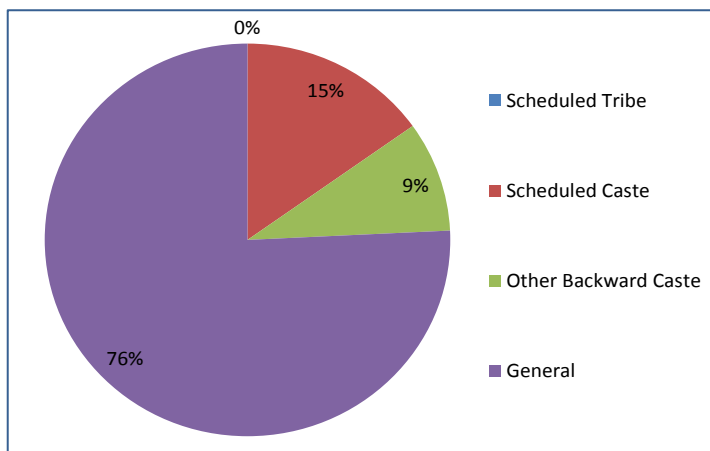
(especially those engaged in vegetable/fruit selling) indicated that they sometimes take rounds in confined areas to sell their products home-to-home though their place of standing is stationary/fixed otherwise. Almost all of them (90 percent) have movable structures while some APs sit on roads for selling their goods. An average cost of their business unit/structure was estimated at Rs. 13,030 with minimum at Rs. 1,000 and maximum at Rs. 40,000.

10. Street vending is quite a common practice in commercial and mixed land use areas of Hanumangarh and around 48 percent of the APs indicated that they are doing their business at present location for more than 10 years. An additional 36 percent indicated that they have this fixed location for more than five years while the remaining 15 percent said they have moved in respective places in last 1-5 years.

11. In terms of the socio-economic background none of the APs earn income below poverty line (Rs. less than 2,500 per month). A majority of the households (61 percent) earn monthly income between Rs. 5,000-10,000 and belong to lower middle class group. Average monthly income works out at Rs. 8,818 with minimum at Rs. 3,000 and maximum at Rs. 21,000. Considering work week of six days (26 days per month), average daily income is estimated at Rs. 339 for APs. This is certainly higher than daily minimum wages prescribed for the region for skilled labour at Rs.166.



12. A majority of the APs (76%) belong to general (upper) caste category while the remaining are scheduled caste (SCs-15%), and other backward classes (OBC-9%). There were no scheduled tribe (ST) APs and women headed households (WHH)<sup>7</sup> found during the survey. Total vulnerable<sup>8</sup> APs comprise 15 percent of the total surveyed APs. Average family size for surveyed APs was 4.7. All the surveyed APs were residents of Hanumangarh living in the city for more than 5 years.



13. Transect walk data/analysis will be updated road wise where pipelines will be laid before mobilization of contractor and revised RP will be submitted to the ADB for approval<sup>9</sup>. A 100 percent census and socio-economic surveys will be undertaken to register and document the status of affected people (APs) within subproject impact area<sup>10</sup>

#### D. Information Disclosure, Consultation and Participation

14. Consultation with the primary and secondary stakeholders is an important tool for successful preparation and implementation of RP. The key stakeholders to be consulted during various stages of RP preparation and implementation include:

- (i) all APs, including vulnerable households;
- (ii) program beneficiaries;
- (iii) host populations in resettlement sites (if any);
- (iv) elected representatives, community leaders, and representatives of community-based organizations;
- (v) local NGOs;
- (vi) local government and relevant government agency representatives; and
- (vii) Program staff, PMU, PIU, and consultants.

<sup>7</sup> Household is considered women headed when she is the single bread earner of the family or earn most of the income for the family.

<sup>8</sup> Vulnerable households may include female-headed household, physically handicapped-headed household, scheduled tribe-headed households, Below Poverty Line households, and households with marginal land holdings, that is the only source of livelihood, and majority of that land is being acquired under the project.

<sup>9</sup> It is suggested under this RUSDP that separate RPs needs to be prepared for each subproject (separate for water supply and sewerage, and not city wise) and list of temporary APs should be separated from any APs which envisage permanent impacts. RPs should also include separate and clear sections on their socio-economic profile, impacts and entitlements.

<sup>10</sup> Vulnerable households may include female-headed household, physically handicapped-headed household, scheduled tribe-headed households, Below Poverty Line households, and households with marginal land holdings, that is the only source of livelihood, and majority of that land is being acquired under the project.

<sup>10</sup> During RP revision, census/socio-economic surveys for temporary impacts should include specific questions on place of business, its seasonal variation and AP's migrant nature. A separate list of such APs should be made to suggest that they may not be present at the same location during construction time/compensation. These APs however will be still entitled for compensation (if affected due to project). However, such list will tentatively indicate PMU/PIU/ADB the extent of missing APs during implementation. It is also suggested under this RUSDP that missing APs under temporary impacts not traceable for more than 18 months after the start of compensation disbursement, or do not claim their entitlement within project construction period, will bear no impacts of the project and hence will not be considered for compensation.

15. Consultations undertaken during PPTA stage are attached in **Table 3**. These include baseline surveys to integrate household's preferences into project design and a city wide stakeholder consultation involving representatives from all stakeholder groups to brief them about the technical details of project and project implementation cycle; project benefits as well as adverse impacts envisaged during construction; environmental and social safeguards, gender inclusion, community participation aspects built into the project etc. Consultations with APs during transect walks mainly included concerns such as traffic disruptions and impacts on livelihood. It was informed to surveyed APs that appropriate measures will be undertaken during construction to minimize impacts. (including scheduling of activities during the early morning and reducing construction activities during the rush hour). It was also informed that, if despite mitigation measures, there would be any temporary impacts on livelihood; these would be compensated in accordance with the resettlement plan's entitlement matrix. Further consultations will also include focus group discussions (FGDs) and structured census surveys before the project implementation. These will be carried out by PMDSC SSS who will work closely with PIU ASO and PMU SPO.

16. At this project preparation stage (PPTA) disclosure activities includes dissemination/distribution of summary of RF and RP in local language to key stakeholders including APs. The approved RF/RP full documents will also be disclosed on ADB and local government's websites and will be available in key local/state government offices. During the subproject implementation, construction schedules will be informed to all residents (including APs) prior to the commencement of pipe laying through signboards. The signboards will be in local language and will include at minimum: (i) section to be affected, (ii) start and end dates, (iii) information on traffic rerouting if any, and (iv) contact information for questions/grievances.

**Table 3: Consultation and Disclosure Activities during PPTA Stage**

Activities	Details	Responsible Agency
Create preliminary awareness about the project activities (Completed)	City visits and series of meeting with key stakeholders (ULB, PHED, DC etc. officials), other departments such industries, business organization etc.	PPTA team

Baseline surveys (Completed)	<p>Record socio-economic and service level baseline status of sample (1%) households to understand people's preferences, affordability and willingness to pay for improved services. Survey results reflect the people's capacity and willingness to pay for water supply and sewerage services. These results will help service provider to come up with packages (additional charges as improved tariff) that will be amenable to the communities.</p> <p>Summary of baseline survey conducted in Hanumangarh is provided below:</p> <p><b>1. Water Supply</b></p> <p><u>Non-Slum Households</u>-As high as 97% of households are currently connected to individual water service connections (WSCs); a majority of these (61%) receive water on alternate day for less than two hours. More than 50% of households with WSCs suffer from water pressure and quality problems. Almost all households with WSCs indicated willingness to pay 20-50% more towards better and reliable service. All households without having WSCs were also willing to get connected and indicated willingness to pay Rs. 1,000 as one time connection charges and upto Rs. 100 as monthly user charges.</p> <p><u>Slum Households</u>-Access to WSCs was also found higher (80%) among slum households; however, some of these could be illegal connections. Slum households also face similar water supply service level problems like non-slum households. Non-WSCs households indicated willingness to pay Rs. 1,000 as connection charges and Rs. 1000 as monthly user charges for new connection.</p> <p><b>2. Sewerage</b></p> <p><u>Non-Slum Households</u>-All non-slum households are connected to toilets; a majority of these dispose sewage through septic tanks. There is no comprehensive underground drainage (UGD) system in the town. Almost all (99%) households preferred to have UDG connection if provided and were willing to pay up to Rs. 2,000 as one time connection charges and Rs. Upto 100 as monthly user charges.</p> <p><u>Slum Households</u>-Around 57% of slum households have access to safe sanitation facilities; toilets connected to septic tanks etc. Survey results indicated high demand for UGD among slum households in Hanumangarh as expressed by around 72% households. For connection charges, 9% were willing to pay less than Rs.500, 50% between Rs. 500 -1000 and 41% between Rs.1,000-2,000. For user charges, 15% were willing to pay less than Rs. 50, 82% between Rs.50-100 and 3% between Rs. 100-200.</p>	PPTA team
Profiling of potential APs (Completed)	Undertake transect walks in representative areas/roads and visual screening of project impact area to identify potential APs and record their socio-economic and business profile.	PPTA team
City wide stakeholder consultation (Completed)	Dissemination of project related technical and other information to representatives of all key stakeholders (at one platform) and disclosure of summary of social safeguard documents in local language	PPTA team/ relevant government departments

17. During revised RP preparation, PIU/PMU will be responsible for issuing various required public notices. For the temporary impacts the date/period of socio-economic surveys will be considered as cut-off date. Cut-off-date for temporary impacts will be communicated to APs through implementing NGO, 2-3 days before the start of survey (and not in much advance) and also by putting up printed information in project affected area at some common advertisement

place. Similarly, list of APs will be published at common places with contact details of implementing NGO/PIU officials. The list will be put up area wise and at a time for the entire city. This will avoid APs moving into other areas and to identify any duplication of APs. Implementing NGO will facilitate APs to approach lists in their area and get confirmation on any duplication, missing/absent APs.

## E. Grievance Redress Mechanism

18. The RP will follow the three-tier project-specific grievance redress mechanism (GRM) furnished in the RF. The GRM established will receive, evaluate, and facilitate the resolution of AP's concerns, complaints, and grievances about the social and environmental performance at the level of 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.

19. In case of grievances that are immediate and urgent in the perception of the complainant, the contractor, and supervision personnel from PIU the PMDSC on-site will provide the most easily accessible or first level of contact for quick resolution of grievances. Contact phone numbers and names of the concerned PIU Assistant Safeguards Officer, contractors, will be posted at all construction sites at visible locations.

- (i) **1st level grievance.** The contractors, PIU supervision personnel, PIU Assistant Safeguards Officer and implementing NGO/CAPP NGO<sup>11</sup> can immediately resolve issues on-site in consultation with each other, and will be required to do so within 3 days of receipt of a complaint/grievance.
- (ii) **2nd level grievance.** All grievances that cannot be redressed within 3 days at field/ward level will be brought to the notice of Social Project Officer (SPO) of PMU. PMU SPO will resolve the grievance within 7 days of receipt of compliance/grievance in discussion with the PIU, CAPP NGO and the Contractor.
- (iii) **3rd level grievance.** All the grievances that are not addressed by PMU within 7 days of receipt will be brought to the notice of notice of the Grievance Redressal Committee (GRC). The City Level Committee (CLC), which will be established in every project city, will act as GRC<sup>12</sup>. GRC will meet twice a month and determine the merit of each grievance brought to the committee. The PIU ASO will be responsible to see through the process of redressal of each grievance. The GRC will resolve the grievance within 15 days of receiving the complaint.

20. The project GRM notwithstanding, 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. Alternatively, if the grievance is related to land acquisition, resettlement & rehabilitation<sup>13</sup>, the APs can approach the Land Acquisition, Rehabilitation and Resettlement Authority (LARRA).

<sup>11</sup> CAPP NGO will oversee the matters if there is no Resettlement Plan (RP) Implementing NGO

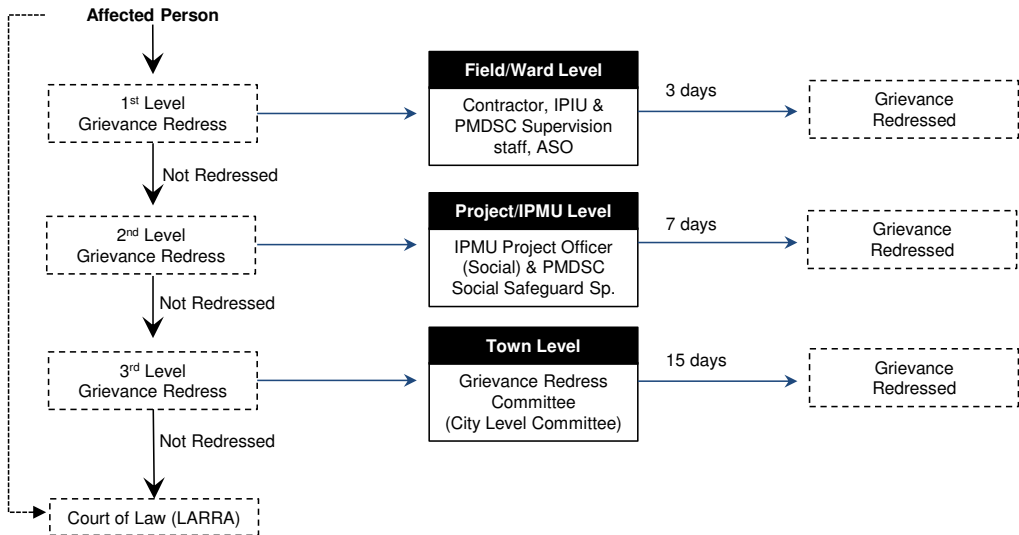
<sup>12</sup> City Level Committees (CLC) /Grievance redress committees (GRC) will be formed at city-level with members composed of: District Collector (DC) as Chairperson, and following as members: ULB Commissioner; Assistant Safeguards Officer PIU; representative from RPCB regional office; and one representative each from relevant government departments as appropriate (PWD / PHED / DAM etc.). All city-level GRCs will have at least one woman member/chairperson. In addition, for project-related grievances, representatives of APs, community-based organizations (CBOs), and eminent citizens will be invited as observers in GRC meetings.

<sup>13</sup> The Authority admits grievance only with reference to the LA and R&R issues under the new LARR Act, 2013.

21. In the event that the established GRM is not in a position to resolve the issue, the affected person also can use the ADB Accountability Mechanism through directly contacting (in writing) the Complaint Receiving Officer (CRO) at ADB headquarters or the ADB India Resident Mission (INRM). The complaint can be submitted in any of the official languages of ADB’s DMCs. The ADB Accountability Mechanism information will be included in the PID to be distributed to the affected communities, as part of the project GRM.

22. Records will be kept of all grievances received including: contract details of complainant, date of the complaint received, nature of grievance, agreed corrective actions and the date of these were effected, and final outcome. All costs involved in resolving the complaints (meetings, consultations, communication and reporting/information dissemination) will be borne by the concerned PIU at city level while costs related to escalated grievances will be met by the PMU.

**Figure 1: Grievance Redress Process**



ASO – Assistant Safeguard Officer; IPIU - Investment Program Implementation Unit; IPMU - Investment Program Management Unit; PMDSC – Project Management, Design & Supervision Consultant

**F. Legal Framework**

23. The policy framework and entitlements for the RUSDP are based on:

- (i) the recently passed-The Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act (RFCT in LARR), 2013<sup>14</sup>;
- (ii) National Rehabilitation and Resettlement Policy, (NRRP)2007; and
- (iii) ADB’s Safeguard Policy Statement (SPS), 2009. The salient features of Government and ADB polices are summarized below. The resettlement principles and procedures to be followed for social safeguards under RUSDP are detailed out in the RF document.

24. Core involuntary resettlement principles for the RUSDP to be followed for each sub-project, including sample sub-projects are:

<sup>14</sup> Ministry of Law and Justice. The Act has received the assent of the President on the 26 September 2013.

- (i) land acquisition, and other involuntary resettlement impacts will be avoided or minimized exploring all viable alternative sub-project designs;
- (ii) where unavoidable, time-bound resettlement plans (RPs) will be prepared and APs will be assisted in improving or at least regaining their pre-program standard of living;
- (iii) full information and close consultations with APs including consultation with APs on compensation, disclosure of resettlement information to APs, and participation of APs in planning and implementing sub-projects will be ensured;
- (iv) vulnerable groups will be provided special assistance;<sup>15</sup>
- (v) payment of compensation to APs including non-titled persons (e.g., informal dwellers/squatters, and encroachers) for acquired assets at replacement rates;
- (vi) payment of compensation and resettlement assistance prior to the contractor taking physical acquisition of the land and prior to the commencement of any construction activities;
- (vii) provision of income restoration and rehabilitation; and
- (viii) establishment of appropriate grievance redress mechanisms.

25. A detailed description of each compensation measure and assistance is provided in the Entitlement Matrix attached in RF while a Hanumangarh subproject specific /applicable entitlement matrix is given in **Table 4**. APs will be entitled to a combination of compensation measures and resettlement assistance, depending on the nature of ownership rights of lost assets and scope of the impact, including social and economic vulnerability of the APs.

#### **G. Entitlements, Assistance and Benefits**

26. Livelihood impacts identified for Hanumangarh subproject components are temporary ranging from 7-20 days of construction time. In majority of the cases, work will be undertaken on one side of the road at a time, and temporarily affected person (APs) will be assisted in moving to the other side of the road and returning their structures after construction is completed. Where moving is not required, access will be ensured by the contractor through measures prescribed in bidding documents/environmental management plan (EMP). An alternate place in the vicinity will also be identified where more number of APs are affected at one place (e.g. vegetable market) so that they can continue with their livelihood activities. It was observed during transect walks that such places are available.

27. The construction period will be minimized and is estimated to be less than 7 days and 20 days per section of work for water supply and sewerage pipelines, respectively. Though, the construction period is specified different for water supply and sewerage works, livelihood losses will be estimated for maximum of 14 days considering delays in works and road restoration (which force movable vendors to operate from different place). It is suggested that water supply and sewerage works will be carried out at parallel to minimize impacts on stretches where both the works are proposed. However, considering the two different contractors (for water supply and sewerage network) and possibility of different construction schedules (based on technical aspects etc.), APs on such stretched will incur impacts again (twice). This has been considered in estimating resettlement budget for Hanumangarh.

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<sup>15</sup>Including poor households, households headed by women, the elderly, the physically handicapped and scheduled tribes considered vulnerable based on the Indigenous Peoples Planning Framework (IPPF).



**Table 4: Entitlement Matrix**

Sl. No.	Type of Loss	Application	Definition of Entitled Person	Compensation Policy	Implementation Issues	Responsible Agency
1	Temporary disruption of livelihood	Temporary impacts	Legal titleholders, non-titled APs	<ul style="list-style-type: none"> <li>30 days advance notice regarding construction activities, including duration and type of disruption.</li> <li>Cash assistance based on the minimum wage/average earnings per month for the loss of income/livelihood for the period of disruption Contractor's actions to ensure there is no income/access loss consistent with the IEE.<sup>16</sup></li> <li>Assistance to vendors/hawkers to temporarily shift for continued economic activity (Rs. 1,000 as one time assistance)<sup>17</sup></li> <li>For construction activities involving unavoidable livelihood disruption, compensation for lost income or a transitional allowance for the period of disruption whichever is greater<sup>18</sup>.</li> </ul>	Identification of alternative temporary sites to continue economic activity.	Valuation Committee will determine income lost. Contractors will perform actions to minimize income/access loss. For temporary impacts during construction activities, PMDSC SSS with the help of NGO will assess/verify impacts through structured surveys. Payment will be made by PIU through contractor.
2	Impacts on vulnerable APs	Temporary impacts	Vulnerable APs <sup>19</sup>	<ul style="list-style-type: none"> <li>Livelihood. Vulnerable households will be given priority in project construction employment and provided with income restoration support.</li> <li>Vulnerable persons/businesses will receive Rs. 7,000 as one time assistance under temporary impacts.</li> </ul>	Vulnerable households will be identified during the census.	PMDSC SSS and implementing NGO will verify the extent of impacts through a 100% survey of APs, determine assistance, verify and identify vulnerable households.
3	Loss and temporary impacts on common resources	Common resources	Communities	<ul style="list-style-type: none"> <li>Replacement or restoration of the affected community facilities – including public water stand posts, public utility posts, temples, shrines, etc.</li> </ul>	-	PMU and Contractor.
4	Any other loss not identified	-	-	<ul style="list-style-type: none"> <li>Unanticipated involuntary impacts will be documented and mitigated based on ADB's Safeguard Policy (SPS), 2009/RUSDP RF/EM.</li> </ul>	-	PMDSC SSS and implementing NGO will ascertain the nature and extent of such loss.

<sup>16</sup>This includes: leaving spaces for access between mounds of soil, providing walkways and metal sheets to maintain access across trenches for people and vehicles where required, increased workforces to finish work in areas with impacts on access, timing of works to reduce disruption during business hours, phased construction schedule and working one segment at a time and one side of the road at a time.

<sup>17</sup>For example assistance to shift to the other side of the road where there is no construction. These will be however given to only non-movable businesses (which are not on wheels).

<sup>18</sup>Under this project it is suggested for 14 days of impact period during construction for both water supply and sewerage subprojects.

<sup>19</sup>Vulnerable households include female-headed households, physically handicapped-headed households, scheduled tribe and schedule caste households, Below Poverty Line households, and households with marginal land holdings, that is the only source of livelihood, and majority of that land is being acquired under the project.

28. Livelihood risks are low as most households that may be affected engage in livelihood using movable stalls that can be shifted to other locations if properly informed. APs will be provided 30 days advance notice to ensure no or minimal disruption in livelihood. If required, they will also be assisted to temporarily shift for continued economic activity. For example they will be assisted to shift to the other side of the road where there is no construction. Ensuring there is no income or access loss during sub-project construction is the responsibility of contractors.

29. If construction activities results unavoidable livelihood disruption, compensation for lost income or a transitional allowance for the period of disruption whichever is greater will be provided. There are 515 APs identified as vulnerable affected households. Vulnerable APs will be given priority in project construction employment and provided with additional special assistance for income restoration support. Compensation and assistance to APs must be made prior to possession of land/assets and prior to the award of civil works contracts. Since most affected households have moveable stalls, ID cards should be distributed 30 days before compensation. In summary, temporarily APs will be provided with:

- (i) 30 days advance notice regarding construction activities, including duration and type of disruption.
- (ii) Contractor's actions to ensure there is no income/access loss consistent with the initial environmental examination. This includes: leaving spaces for access between mounds of soil, providing walkways and metal sheets to maintain access across trenches for people and vehicles where required, increased workforces to finish work in areas with impacts on access, timing of works to reduce disruption during business hours, phased construction schedule and working one segment at a time and one side of the road at a time.
- (iii) Assistance to mobile vendors/hawkers to temporarily shift for continued economic activity. For example assistance to shift to the other side of the road where there is no construction.
- (iv) For construction activities involving unavoidable livelihood disruption, compensation for lost income or a transitional allowance for the period of disruption whichever is greater.

## H. Resettlement Budget and Financing Plan

30. The resettlement budget for Hanumangarh subproject components is given in **Table 5**. The costs are conservative estimates, and will be confirmed during detailed project preparation and planning.

31. All land acquisition and resettlement costs will be borne by the government<sup>20</sup>. Currently, under RUIDP-I and II, compensation for temporary impacts is disbursed by PIU through contractor<sup>21</sup>. Under RUSDP, only for temporary livelihood impacts, it is suggested that payment will be directly made by PIU to APs. PIU can make payment through contractor however will maintain a separate account for the same and will deposit entire budget upfront<sup>22</sup> (before the

<sup>20</sup> In most of the cases Hanumangarh ULB; in some cases it is possible that cost is shared by district/state government

<sup>21</sup> In this case, contractor first pays to APs and later claims the equivalent amount to PMU through its regular invoices (under the head contingencies-IEC activities). However, it is advisable to deposit the entire amount upfront with the PIU (or in escrow account) to make sure the availability of funds, also when APs are absent sometimes and can claim their assistance later.

<sup>22</sup> With an agreement that the amount will be paid only towards RP compensation and any balance/unspent amount will be returned back. This is in line with RF principles and new LAAR, 2013 where upfront deposit of money is mandatory.

start if civil works). The implementing/CAPP NGO will be involved in facilitating the disbursement process, and will facilitate opening bank accounts for the affected persons who do not have bank accounts. Contractor will pay all the compensation before the start of civil works.

**Table 5: Resettlement Budget**

Sl. No.	Item	Unit	Unit Rate	Amount	Amount
		Nos.	-	INR Mn	USD Mn
<b>A</b>	<b>Resettlement Costs</b>				
1	Assistance for temporary livelihood impacts for 14 days	3,431 APs	Rs. 339 per day	16.282	0.271
2	Assistance for the temporary disruption of livelihood to vulnerable households	515 APs	Rs. 7,000 one time	3.602	0.060
3	Contingency Amount for additional vulnerable/BPL APs (Approx. 20%)	686 APs	Rs. 7,000 one time	4.803	0.080
4	Shifting Assistance (lump sum) <sup>23</sup> Approx. 30% of non-movable APs	1,029 APs	Rs. 1,000 one time	1.029	0.017
	<b>Sub-Total A</b>			<b>25.717</b>	<b>0.429</b>
B	Additional Contingency (5%)			1.286	0.021
C	Consultant/NGO/Administrative Cost <sup>24</sup>			13.185	0.220
D	Independent M&E			0.150	0.003
	<b>Grand Total (A+B+C+D)</b>			<b>40.338</b>	<b>0.673</b>

Source: Analysis.

## I. Institutional Arrangements and Implementation Schedule

32. Local Self Government Department of Government of Rajasthan will be the Executing Agency (EA) and the current Project Management Unit of RUIDP, under the LSGD, will be the Implementing Agency (IA) for the project. Hanumangarh ULB will set up Project Implementation Unit (PIU) and PMDSC will support PMU/PIU in all implementation, management and monitoring activities of the Project. In addition, at state-level an inter-ministerial Empowered Committee (EC) will be established to provide overall policy direction and City Level Committees (CLCs) will be established in Hanumangarh to oversee the implementation at city level.

33. PMU Social Project Officer (SPO) will perform responsibilities like:

- (i) addressing social safeguards issues;
- (ii) implementing the resettlement framework/IPF;
- (iii) liaising with district administration for land acquisition and resettlement plan implementation;
- (iv) addressing any problems and/or delays in the land acquisition process including GRM management and monitor the overall complaint resolution status;
- (v) monitoring physical and financial progress on land acquisition activities and updating the PMU on the same;
- (vi) monitoring implementation of safeguards plans (resettlement plan/IPPs);

<sup>23</sup> Shifting allowance under temporary impacts will be paid only to non-movable business and those businesses without any movable structure (e.g. some of the vendors squat on road with their material which they keep locked in small boxes at same place). Census/Socio-economic survey will make proper inventory of such business and appropriate cost will be mentioned against each AP in revised RPs.

<sup>24</sup> These are indicative costs based on: (i) PMDSC SSS inputs for 24 months with per month rate of Rs. 60,000; (ii) NGO costs for RP implementation activities and monitoring for period of 3 years; (iii) PMU PO inputs for 6 years with per month rate of Rs. 85,000; (iv) PIU ASO for 6 years with per month rate of Rs. 75,000.

- (vii) guiding the PIUs as and when necessary; and
- (viii) endorsing and submitting periodic semiannual social safeguard monitoring reports

34. The PMU will be assisted by a PMDSC social safeguards specialist (PMDSC SSS). The SSS will (i) update the existing resettlement plans based on the detailed design; (ii) assist in the monitoring and supervision of ongoing subprojects and RP and IPP implementation; (iii) prepare resettlement plan and/or IPPs for new subprojects, where required to comply with national law and/or ADB procedure; (iv) ensure all subprojects meet safeguard requirements as agreed in the loan covenant and in line with this resettlement framework; (v) review and finalize all reports in consultation with the PMU SPO (RP updating and preparation, preparation of semi-annual social safeguard monitoring report for PMU submission to ADB, and support GRM implementation); (vi) provide project management support; (vii) provide advice on policy reforms. In addition, SSS will assist the PMU in procurement needs and other project implementation aspects, and shall play a central role in ensuring capacity building on resettlement management of the PMU, NGO, and line departments through capacity development support and training. **Figure 2** shows the implementation arrangement for environment and resettlement safeguards.

35. PMU Social Project Officer (SPO) will receive support from Social Safeguard Specialist (SSS) of the PMDSC Team in implementation of social/land acquisition/resettlement related tasks at PIU level. At each PIU, an Assistant Engineer (AE) rank officer will be designated as Assistant Safeguards officer (ASO) who will assist PMU SPO in implementation of the social safeguards at the PIU level. The PIUs will be responsible for implementation of the resettlement plan. PIUs will undertake internal monitoring and supervision and record observations throughout the project period to ensure that the safeguards and mitigation measures are provided as intended. ASO will be responsible for (i) implementing and monitoring safeguards compliance activities, public relations activities, gender mainstreaming activities, and community participation activities; (ii) coordinating with district administration and NGO for land acquisition and R&R aspects and addressing any problems and/or delays; (iii) monitoring physical and financial progress on land acquisition and R&R activities including record keeping of the grievance and redress issues as reported by NGO/Contractor and prepare and submit monthly report on safeguards to be consolidated by PIU ASP; and (iv) organizing monthly meetings with the NGO to review the progress on R&R. Further details on agencies responsible for RP activities are in **Table 7** and a tentative implementation schedule is given in **Table 8**.

36. 4. Apart from safeguard staff at PMU/PIU and PMDSC level, implementing NGO will be appointed for Hanumangarh to undertake various Community Awareness and Public Participation-CAPP activities including RP implementation. Key activities of the NGO in relation to resettlement planning and implementation will include: (i) conducting detailed survey of physically and economically displaced persons based on detailed design, and identifying poor, female-headed, and vulnerable households affected by land acquisition and resettlement; (ii) preparing the list of the potential affected persons and issue identification cards; (iii) facilitating the process of disbursement of compensation to the affected persons, coordinating with the revenue department and informing the affected persons of the compensation disbursement process and timeline; (iv) assisting affected persons in opening bank accounts, explaining the implications, rules, and obligations of a joint account and how he or she can access the resources he or she is entitled to; (v) assisting the executing agency in ensuring a smooth

transition (during the partial or full relocation of the affected persons), helping them to take salvaged materials and shift. In close consultation with the affected persons, the NGO shall inform the PMU about the shifting dates agreed upon in writing and the arrangements they desire with respect to their entitlements; (vi) organizing training programs for income restoration; (vii) conducting meaningful, ongoing consultation and ensuring disclosure of resettlement plans in an accessible manner to the affected persons; (viii) assisting PIUs in grievance redress mechanism; (ix) assisting PIUs in keeping detailed records of progress and establishing monitoring and reporting systems of resettlement; (x) acting as the information source for community interaction with the project, and liaising between community, PMDSC contractors, and project management and implementing units during the execution of the works; and (xi) providing advice and other support to PIUs as required.

37. To build the institutional capacity for RP preparation and implementation, following key training activities will be undertaken (**Table 6**). The broad cost of trainings for all project cities and staff is estimated at Rs. 0.80 INR million and will be borne by Project's capacity building program by PMU. The detailed cost and specific modules will be customized for the available skill set after assessing the capabilities of the target participants and the requirements of the project by the SSS of PMDSC.

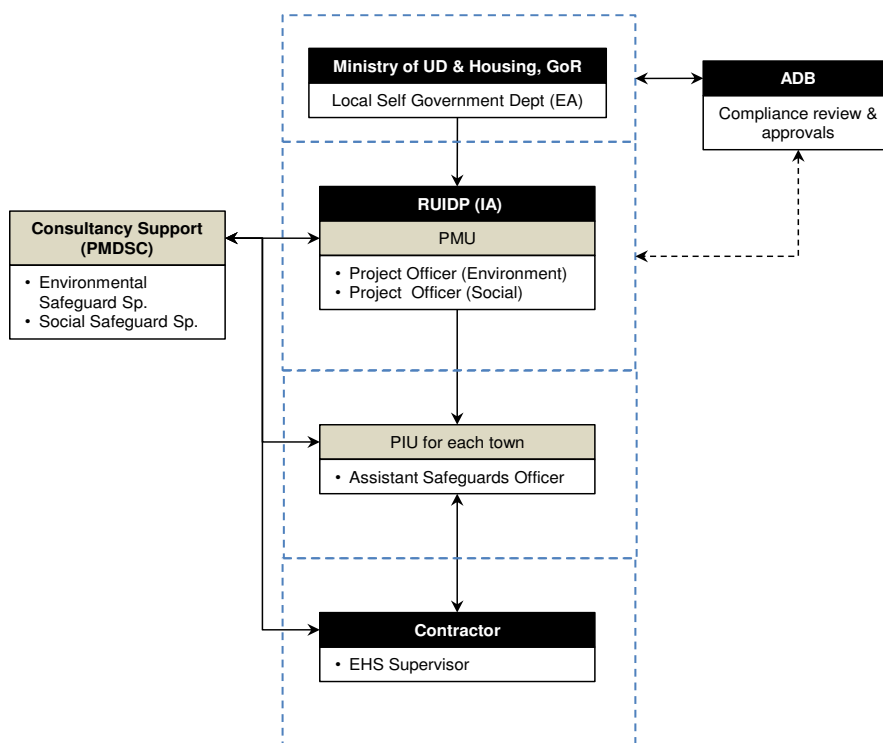
**Table 6: Indicative Training Needs Assessment**

<b>Description</b>	<b>Target Participants &amp; Venue</b>	<b>Estimate (INR)</b>	<b>Source of Funds</b>
1. Introduction and Sensitization to Social/Resettlement Issues (1 day) <ul style="list-style-type: none"> <li>- ADB Safeguards Policy Statement</li> <li>- Government of India and Rajasthan applicable social safeguard acts</li> <li>- Incorporation of social/resettlement components under EMP into the project design and contracts</li> <li>- Monitoring, reporting and corrective action planning</li> </ul>	All staff and consultants involved in the project  At PMU, Jaipur	INR 100,000 (Lump sum)	PMU cost
2. RP implementation (2 days; 2 times during implementation with interval of 1 year in-between) <ul style="list-style-type: none"> <li>- Roles and responsibilities</li> <li>- RP components and stages in implementation</li> <li>- Construction schedules and timelines</li> <li>- Public relations</li> <li>- Consultations</li> <li>- Grievance redress</li> <li>- Monitoring and corrective action planning</li> <li>- Reporting and disclosure</li> <li>- Timely documentation</li> </ul>	All staff and consultants involved in the subproject  All contractors prior to award of contract  At each PIU	INR 600,000 (Lump sum)	PMU cost
3. Experiences and best practices sharing (1 day) <ul style="list-style-type: none"> <li>- Experiences on RP implementation</li> <li>- Issues and challenges</li> <li>- Best practices followed</li> </ul>	All staff and consultants involved in the project All contractors All NGOs  At PIU Jaipur	INR 100,000 (Lump sum)	PMU Cost

**Table 7: Institutional Roles and Responsibilities**

Activity	Responsible Agency
<b>Sub-project Initiation Stage</b>	
Finalization of sites for sub-projects	PMU
Disclosure of proposed land acquisition and sub-project details by issuing Public Notice	PMU
Meetings at community/household level with APs	PIU/NGO
Formation of VCs	PMU/PIU
<b>RP Preparation and Updating Stage</b>	
Conducting Census of all APs	CAPP/implementing NGO/PMDSC SSS
Conducting FGDs/meetings/workshops	CAPP/implementing NGO / PMDSC SSS
Computation of replacement values of land/properties proposed for acquisition and for associated assets	VC//NGO/ PMDSC SSS
Categorization of APs for finalizing entitlements	PMU / PMDSC SSS
Formulating compensation and rehabilitation measures	PMU / PMDSC SSS
Conducting discussions/meetings/workshops with APs and other stakeholders	PMU / PMDSC SSS /NGO
Fixing compensation for land/property with titleholders	VC/ PMU
Finalizing entitlements and rehabilitation packages	PMU/ PMDSC SSS
Disclosure of final entitlements and rehabilitation packages	PMU/ CAPP/implementing NGO
Approval of RP	PMU/ ADB
Sale deed execution and payment	EA/ PMU
Taking possession of land	EA/ PMU
<b>RP Implementation Stage</b>	
Implementation of proposed rehabilitation measures	PIU/ CAPP/implementing NGO NGO
Consultations with APs during rehabilitation activities	PIU/ CAPP/implementing NGO NGO
Grievances redressal	CAPP/implementing NGO / PMU /GRC
Internal monitoring	PMU / PIU
External monitoring	External Agency

ADB-Asian Development Bank, AP-affected person, PMDSC SSS-Project Management, Design and Supervision Consultant's Social Safeguard Specialist, FGD-focus group discussion, PIU- Project Implementation Unit, PMU- Project Management Unit, NGO-nongovernmental organization, RP-resettlement plan, VC-Valuation Committee.

**Figure 2: Social Safeguard Implementation Arrangements**

**Table 8: Schedule of Resettlement Implementation**

Activity	Months																	
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
i. Establishment of PMU and PIU	◆																	
ii. Appointment of PMDSC	◆																	
iii. Appointment of NGOs	◆																	
iv. GRC Formation	◆																	
v. Briefing of the CLC on GRC functions	◆																	
vi. Census and socio-economic surveys (issuance of ID. cards)	◆	◆																
vii. Consultations and disclosure		◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆
viii. Confirmation of government land to be used and transfer from other departments	◆	◆																
ix. RP preparation		◆	◆															
x. RP review and approval (PMU and ADB)			◆															
xi. Issue notice to APs				◆														
xii. Compensation and resettlement assistance					◆	◆	◆											
xiii. Relocation as required					◆	◆	◆											
xiv. Skills training as required					◆	◆	◆											
xv. Takeover possession of acquired property								◆	◆	◆								
xvi. Internal monitoring				◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆
xvii. Handover land to contractors											◆							
xviii. Start of civil works												◆						
xix. External monitoring													◆					◆
xx. Rehabilitation of temporarily occupied lands																		Immediately after construction

\* The census will be the cut-off date for non-titled APs. For titled APs, the cut-off date is the date Declaration.

\*\* The RP will be updated based on final detailed design and AP census and surveys.

\*\*\* Endorsement and disclosure of finalized RPs consistent with the RF to be undertaken.

ADB-Asian Development Bank, AP-affected person, PMDSC-project management, design and supervision consultants, GRC-grievance redressal committee, PIU-Project Implementation Unit, PMU- Project Management Unit, SSS-social safeguard specialist, CLC-City Level Committee

## J. Monitoring and Reporting

38. RP implementation will be closely monitored to provide the PMU with an effective basis for assessing resettlement progress and identifying potential difficulties and problems. As per ADB guidelines, for category B projects only internal monitoring will be required. Internal monitoring for Hanumangarh will be undertaken by the PIU(through the PMDSC SSS) with assistance from the PMUSPO. Monthly progress reports will be prepared and submitted to the PMU. PMU will consolidate the same and will submit semiannual monitoring reports to the ADB for approval. Details to be covered under internal monitoring are elaborated in RF.

**ANNEX 1 - SAFETY MEASURES FOR PIPELAYING-SAMPLE TEMPLATE**

Type of road	Average width (m)	Max. Pipe dia (mm)	Max. width of actual excavation (mm)	Method of excavation	Working width (m) from one edge	Length of single working stretch (m)	Method of traffic management	Remarks
Bituminous	5	300	700	Mechanical (mini digger)	2	200	Flagmen at both ends plus no parking sign for 100m on either end	Night time working may be opted at busy sections with prior permission, stake holder consultation and noise control measures.
	6	-do-	-do-	-do-	-do-	-do-	-do-	-do-
	7.5	-do-	-do-	-do-	-do-	-do-	-do-	-do-
Concrete	2	100	250	Manual	0.5	50	Flagmen at both ends. Only pedestrian traffic will be allowed.	-do-
	3	100	250	Manual	1	50	-do-	-do-
	4	150	350	Manual	1	100	Flagmen at both ends. Pedestrian traffic can be allowed during works. Vehicles will be allowed after day's work by covering the trench with steel plates.	-do-
	5	150	350	Mechanical	2	200	Flagmen at both ends plus no parking sign for 100m on either end	-do-
	6	200	500	Mechanical	2	200	-do_	
Tiles	2	50	150	Manual	0.5	50	Flagmen at both ends. Only pedestrian traffic will be allowed.	-do-
	3	100	250	Manual	0.5	50	-do-	-do-
Earthen road	1	50	150	Manual	0.5	50	Controlled by general operative. Only pedestrian traffic will be allowed.	
	2	50	150	Manual	0.5	50	-do-	



**Notes:**

- (i.) Works will be carried out with due intimation to ULB / PWD and after stakeholder consultations
- (ii.) All service providers (electricity, telecom, OFC, cable TV, gas etc.) shall be notified and consulted well in advance to identify bottlenecks and possible solutions.
- (iii.) Reinstatement will be carried out in two phase – temporary and final.
- (iv.) Special festival, business (local bazar) etc. days will be strictly followed and works causing disturbance will not be carried out on those days.
- (v.) No drainage channel shall be disturbed/stopped during construction works. Any drain affected by construction works shall be set right as early as possible and definitely before onset of monsoon.
- (vi.) The pedestrian area shall be always kept free from debris / trip hazard
- (vii.) Environmental Management Plan (EMP) shall be strictly followed for all works and also dealing with any asbestos cement pipes.
- (viii.) Land contamination, if encountered, shall be immediately brought to the notice of the PIU/PMU and remedial measures shall be taken as advised. Disposal of contaminated earth shall be as advised by the PIU/PMU experts.
- (ix.) Night time work, if any, shall be carried out after due authorization with adequate safety and security measures. Acoustic hood shall be used on equipment to reduce noise pollution.

**ANNEX 2 – DETAILS OF AFFECTED PERSONS**

Sl. No.	Name of the Person	Type of Business	Years in Business at Surveyed Place	Monthly Income	Family Size	Caste Category	Cost of structure
1	Megha Raj	Vegetables	6	12,000	3	General	8,000
2	Babu	Fast Food	7	4,500	1	General	10,000
3	Joshi	Flower	12	6,000	3	General	10,000
4	Ashoo C	Tea Stall	7	9,000	3	General	8,000
5	Naresh Kumar	Fruits	7	9,000	3	General	9,000
6	Indra Kumar	Fruits	7	3,000	9	General	10,000
7	Zamir Khan	Fruits	13	9,000	3	General	10,000
8	Narayan Das	Vegetables	20	7,500	4	General	12,000
9	Indra Lal	Vegetables	5	4,500	3	OBC	12,000
10	Ranveer Prasad	Fruits	6	6,000	5	OBC	12,000
11	Raj kumar	Vegetables	15	9,000	5	General	8,000
12	Sandeep Kumar	Vegetables	13	6,000	5	General	8,000
13	Champa	Novelty	5	15,000	7	General	1,000
14	Ravindra Kumar	Clothes	5	15,000	6	General	1,000
15	Santosh Kumar	Clothes	6	10,000	5	General	6,000
16	Women	Novelty	6	12,000	5	General	8,000
17	Pappu	Fast Food	5	7,500	4	OBC	20,000
18	Ashok Kumar	Fruits	30	15,000	4	SC	10,000
19	Beju Kumar	Vegetables	10	6,000	5	General	35,000
20	Johnny	Vegetables	10	21,000	3	General	5,000
21	Rajiv	Food Stall	3	4,500	4	SC	35,000
22	Asham Das	Fruits	20	9,000	4	General	5,000
23	Harish	Vegetables	6	6,000	7	General	15,000
24	Arbaj Lal	Vegetables	15	7,500	5	SC	20,000
25	Raju	Fruits	10	6,000	5	General	15,000
26	Muralidhar	Vegetables	16	6,000	4	General	20,000
27	Rajkumar	Vegetables	10	6,000	4	General	15,000
28	Motilal	Vegetables	10	6,000	4	General	40,000

Sl. No.	Name of the Person	Type of Business	Years in Business at Surveyed Place	Monthly Income	Family Size	Caste Category	Cost of structure
29	Aslam	Tea Stall	10	21,000	10	SC	20,000
30	Rajesh Kumar	Fruits	15	8,000	5	SC	10,000
31	Ravi	Vegetables	20	5,000	7	General	8,000
32	Hariram	Fast Food	12	9,000	6	General	12,000
33	Ramkumar	Tea Stall	8	10,000	4	General	12,000

Source: Transect Walk surveys at Bhagat Singh Chowk, Industrial Area, Sindhi Colony, Near Bypass, Sector-9 etc.

**ANNEX 3 – TRANSECT WALK PHOTOS**



## **ANNEX 4 – DRAFT TOR FOR RP IMPLEMENTING NGO**

### **A. Scope of Work**

The objectives of the CAPP/implementing NGO appointed for the implementation of the Resettlement Plan are:

- To support PIU with grass-root skills and capacity for field activity in the implementation of the Resettlement Plan;
- Assist PMDSC SSS in surveys, communicate closely with APs and provide them timely information of survey and construction schedule, distribute identification cards, educate them on their entitlements under the Resettlement Plan;
- Assist the PIU in opening bank accounts, disbursement of compensation and resettlement assistance. Ensure that APs obtain their full entitlements under the Resettlement Plan.
- Conduct market survey for income restoration programme and link the APs to the respective vocational trainings for income restoration and assist in relocation to identified sites, if applicable;
- Assist the APs in the redressal of grievances through the Grievance Redress mechanism established as part of the Resettlement Plan; and
- Assist the SPOs of PIU and PMDSC SSS to prepare internal monitoring reports.
- Organise consultation and discussion meetings with the APs, the community leaders and other stakeholders throughout RP preparation and implementation phases.

The NGO will work as a link between the PIU/PMU, the community leaders and the APs. The NGO will be responsible for assisting the APs during physical resettlement, if any and rehabilitation process and shall ensure that all of the provisions laid down in the RP are implemented appropriately and effectively. The NGO's task will be as follows but not restricted to these alone. To this effect the NGO will perform:

1. Develop rapport between the APs and the project authorities. This will be achieved through regular meeting with the project staff and consultation with the APs. Meetings with the PIU will be held at least fortnightly and regular consultation with APs will be held as and when necessary throughout the implementation. All meetings and decisions taken are to be documented.
2. Assist PIU/PMU to undertake public information campaign in local language, at the commencement of the project to inform the affected communities of:
  - The need for shifting of Squatters and Encroachers from temporary impact zone along construction sites;
  - The need for LA;
  - The resettlement policy, Resettlement Framework and entitlement packages;
  - The likely consequences of the project on the communities/persons' economic livelihood.
3. Identify and verify APs through survey with the help of PMSDC SSS and distribute identity cards to the eligible beneficiaries only.
4. Assist APs in getting the compensation for their land and properties acquired for the project and in receiving resettlement assistances as per RP.
5. To make the APs aware of GRM at several levels. Sort out grievances and assist the APs to have access to the several tiers of grievance redress mechanism, including the contractors at site and to the SPO at PIU, and finally city level GRC. If necessary the NGO will accompany the aggrieved APs, especially the

- vulnerable ones, to appropriate GRC members and see through the grievance redress mechanism till the APs get redressed.
6. Assist APs identify suitable land for relocation, wherever necessary. Where suitable government land is not available, the NGO will assist the AP to locate a landowner willing to sell his land and will assist in the negotiation of the purchase price.
  7. Assist project authorities in making arrangements for the smooth relocation of the APs and their business. This will involve close consultation with the APs to ensure that the arrangements are acceptable to them.
  8. Ensure proper utilization of the compensation money by the APs, particularly the vulnerable APs to purchase equipment and tools received under the economic rehabilitation programme.
  9. Assist APs in getting benefits from various government development programs particularly for income restoration/ generation, if desirable by the APs. The NGO will co-ordinate the training programs for sustainable livelihood and assist in identifying the required skills for livelihood rehabilitation and the training institutes to impart skills. The NGO shall coordinate with other government departments and other NGOs working in the area to ensure that all the skill development trainings are known to the APs to select from the list the appropriate training.
  10. Develop micro level plans for resettlement and rehabilitation in consultation with the APs and the PIU where relevant. A plan shall be prepared and agreed for each AP and will include:
    - List of options for loss of land, assets, and livelihood are known by the APs. The NGOs will explain to the APs the options available and assist them in selection.
    - Arrangements for shifting, if required
    - Awareness about existing Government Development Programs by the APs;
    - Provide data on inputs, outputs and impact indicators for the ULB to monitor RP implementation and prepare internal monitoring report
    - Any other responsibility as may be assigned for the welfare of the affected Households.
  11. Assist in the identification of sites for the relocation of cultural properties and community assets, especially for the affected Indigenous Peoples' community, if affected due to project. This is to be done in consultation with the affected IP community and the ULB.

## **B. Methodology**

In order to carry out the above tasks, employees of NGOs are to be stationed in the sub-project area. Besides interaction with the APs on an individual basis to regularly update the baseline information, group meetings will be conducted by the NGOs on a regular basis. The frequency of such meetings will depend on the requirements of the APs but should occur at least once a month, to allow the APs to remain up to date on project developments. NGOs will encourage participation of individual APs in such meetings by discussing their problems regarding LA, R&R and other aspects relating to their socio-economic lives. Such participation will make it easier to find a solution acceptable to all involved.

### **C. Reporting**

The NGO shall submit an inception report with detailed action plan, manpower deployment, time schedule, and detailed methodology within 30 days of the commencement of the assignment. The NGO should also submit quarterly progress reports on the activities carried out and proposed activities for the coming month. The quarterly progress reports will include data on indicators as required by the PIU/PMU.

- Updated data on APs and data on additional APs coming due to changes will be submitted within two months of the commencement of the assignment;
- Micro level plans for each AP on the project will be submitted to the PIU for information within 3 months of the commencement of the services. Where changes occur during the project implementation necessary changes in the micro level plans will be reflected, and the NGO will update the relevant plans and resubmit them to the PIU;
- On completion of the assignment the NGO shall submit a final report summarizing the actions taken during the sub-project implementation, the methodology and manpower used to carry out the work, and a summary of assistance given to each AP under the sub-project.

### **D. Time Schedule**

It is estimated that the NGO services will be required for three years for participating in the implementation of RP. However, this may be rescheduled based on the exact nature of the activity and change if any in project plan and other project related activities (such as CAPP) that NGO will undertake.

### **E. Key Personnel**

A Team Leader, a Gender Specialist and a Social Development Specialist apart from the support staff will be required to carry-out the activities. The key professionals should have combined professional experience in the areas of socio-economic surveys, resettlement and rehabilitation, participation, community development and training for economic rehabilitation activities. The staffing requirements may be reviewed based on field requirement.

**ANNEX 5 – SAMPLE SUBPROJECT LEAFLET**

Up to 2-4 pages maximum.

<b>Sub-project Information</b>	<b>Description</b>
Name of the subproject, EA/IA and city	
Proposed subproject technical details and project benefits	
Summary of subproject impacts	
Compensation and entitlements	
Resettlement Plan (RP) budget	
RP implementation schedule	
Consultation and disclosure requirements	
Implementation structure and GRM information	
Contact numbers of CAPP/implementing NGO, PIU, PMU	

Attach list of APs and Entitlement Matrix to this leaflet.