



# **GOVERNMENT OF KARNATAKA**

## **Karnataka Urban Water Supply Modernization Project (KUWSMP)**

### **RESETTLEMENT POLICY AND FRAMEWORK**

**2014**



**Karnataka Urban Infrastructure Development Finance  
Corporation (KUIDFC)**

# **Resettlement Policy and Framework (RPF)**

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# 1 Introduction

The Karnataka Urban Infrastructure Finance Corporation (KUIDFC) on behalf of the Government of Karnataka is preparing the Karnataka Urban Water Supply Modernisation Project (KUWSMP). The project involves modernizing water supply systems and capacity for providing continuous piped water supply in the project cities. The project will be implemented in the three cities Hubli-Dharwad, Gulbarga and Belgaum in the state of Karnataka in India. The cities are 2nd, 4th and 5th biggest cities of the state by population and are located in the arid / semi-arid northern region of the state. Geologically, all the three cities are located in the Deccan Plateau and are known for their limited water resources (both surface and sub-surface). The project by virtue of the proposed water supply improvements would lead to positive improvements in the quality of water delivered to the consumers and associated health improvements due to reduced incidences of water borne diseases. To deal with land and social issues arising out of KUWSMP, Resettlement Policy and Framework (RP&F) is prepared based on Environment and Social Assessment reports, National Act RCTLARR, 2013, State Policies and World Bank O.P. 4.12 and OP 4.10. This document describes the principles and approach to be followed in minimizing and mitigating adverse socio-economic impacts caused by construction of water supply schemes under the project.

## 1.1 KUWSMP Project Objective and Description

The major objective of the Project is to provide city-wide access to a continuous piped water supply in the project cities of Hubli-Dharwad, Belgaum and Gulbarga in the state of Karnataka, and to strengthen service delivery arrangements at the city level. The project design incorporates changes to both the current institutional and service delivery arrangements in each city towards a goal of greater sustainability and improved service quality. Two changes in particular set the context within which the project financial support is provided:

- a) Each city will establish a ULB-owned water utility (a Special Purpose Vehicle (SPV)) to be responsible for water services in the city.
- b) Each city will enter into a 12 year contract with a private operator. The performance based contract comprises a one year period for planning (Start Up Period), a three year investment period to transition to continuous supply and build a well-run utility (Transition Period) and an eight year period for on-going service delivery with continuous supply (Sustaining Period).

The project will finance, amongst others, physical investments in the water supply system to facilitate continuous water supplies (Component 1) along with the systems, procedures and equipment that will build the institutions to sustainably deliver those improved services (Component 2).

### 1.1.1 Component 1 - Capital Investment Program

*Capital Works:* These include bulk capacity augmentation; enhancing capacity or resilience of transmission/feeder mains; treatment plant renovations/capacity enhancement; pump station upgrades; service reservoir improvements; distribution network sectorization, pipeline rehabilitation/replacement; water meters for bulk supplies and consumer

consumption; replacement of house connections; and new connections to low income households.

*Service Improvement Plan:* The Operator will prepare and implement a Service Improvement Plan (SIP), approved by the Client, which will set out the needed investments for capital works and utility systems & equipment. The initial SIP will be prepared during the Start Up Period and will be updated annually to capture new and better quality data. An Expert Reviewer will advise on the suitability of, and any amendments required to, the SIP.

*Construction Management:* The Operator will act as the Client's Construction Manager for implementing the SIP and will contract with third party contractors for delivery of the agreed capital works and the systems & equipment. A Technical Auditor will certify payments to be made by the Construction Manager.

### **1.1.2 Component 2 – Institution Building**

*SPV set up and operations:* This will finance costs associated with operationalizing the SPVs including (i) preparation of institutional staffing, training and delegation plan; (ii) office equipment (iii) staff training costs and (iv) incremental operating costs during the project period.

*Systems and Equipment for Service Delivery:* This will finance all the systems and equipment needed to establish well-run service delivery arrangements at the city level including computer systems (MIS, GIS, Billing and Collection, Call Center, CMMS), preparation of Standard Operating Procedures, and purchase of operational equipment and vehicles.

*Partial payment of Operator Fees during the transition period:* The project will finance 50% of the operator fee during the transition period as a result of the additional costs incurred at this time due to intensive staff training, capacity building, and heavier operating costs (especially for leakage control). These important activities will allow the operator to turnaround and stabilize service delivery in readiness for the Sustaining Period.

### **1.1.3 Component 3 – Technical Assistance for Sector Development**

The project will support activities aimed at further developing the urban water sector in the State.

*Preparing a State Urban and Rural Water Supply and Sanitation Strategy:* The study would cover policy, service delivery arrangements, performance standards, regulatory requirements, investment needs and sector financing.

*Developing Low Cost Sanitation approach in project cities:* The study would look at national, regional and international experiences and would include preparation of detailed designs for pilot implementation in each city.

*Project Impact Evaluation:* This would assess the impact of providing continuous water supplies at both the household level and the city level.

*Improving Social Accountability:* This would support implementation and routine capture of consumer feedback on the quality of WSS services in each city and make it available on line for easy access by all stakeholders.

*Improved dam management:* Preparation of Operation and Maintenance Plans and Emergency Preparedness Plans for the five dams providing water to the three cities and considered Large Dams under the Bank's policy "Safety of Dams" (OP4.37).

#### **1.1.4 Component 4 - Project Management**

This component finances activities to ensure efficient and effective project implementation. This includes, among others, equipment to establish PMU/PIU offices, consultants to support technical evaluations, third party monitoring, expert reviewer, safeguards and fiduciary auditing, construction quality assurance, communications and others.

### **1.2 Key Social Issues**

In water supply projects land requirement arises for four purposes: (i) water source; (ii) water treatment plants; (iii) construction of ground level or overhead tanks (G/OHT) or cisterns; and (iv) water transmission and distribution pipelines. Water sources could be either ground water or based on surface sources, chiefly, rivers and canals. The ground water sources do require 'land' and so is the case with WTPs. In the case of tanks, if they are constructed in a place other than that of the 'source', separate land will be essential. Transmission and distribution lines are laid mostly in public land or along public streets and no land needs are to be secured. In a few cases, pipelines may have to pass through private agriculture fields. Since the pipeline are laid at least 90 cms below ground elevation, no land acquisition is needed, but permission from the land owner is needed. This means, lands are required for items (i), (ii) and (iii).

The Environmental and Social Assessment (ESA) carried out for the project cities reveals that the project is expected to have minimal impacts in terms of land acquisition and displacement. The proposed water supply sub-projects involving rehabilitation of existing facilities will be accommodated within the facility premises and will not require land acquisition and resettlement. Sub-projects involving construction of water supply systems, are proposed on Government land wherever possible. Only temporary land acquisition and resettlement impacts on hawkers and vendors are anticipated during laying of water pipelines in the project towns.

The land requirement as per the ESA study is about 104,333 sqmts for all the works in three cities. Private land requirement constitutes about 28% of the total land requirement. Of the three cities, city Belgaum has no requirement of private land acquisition.

Though the impacts are minimal for the proposed Project, the provisions provided in the RP&F are comprehensive and attempted to address for any possible potential impacts; and to guide the state to pursue these provisions for future projects.

### **1.3 Objectives and Scope of Resettlement Policy Framework, KUWSMP**

This Framework has been formulated to lay down the principles and procedures for management of social impacts caused by construction of water supply works under the project and to guide the ULBs/SPV for future projects. This Framework shall apply to all project works under KUWSMP whether partly or fully funded by the World Bank. Overall objective of this Framework is based on the following principles:

- Take due precautions to minimize disturbance to human habitations, tribal areas and places of cultural significance.
- Ensure that the Project Affected Persons (PAPs) are not negatively affected by the project.
- Involve affected people from inception stage to operation and maintenance.
- Consult affected people in issues of ROWs, land acquisition or loss of livelihood
- Encourage consultation with communities in identifying environmental and social implications of projects.
- Pay special attention to marginalized and vulnerable groups and secure their inclusion in overall public participation.
- Provide compensation and assistance to PAPs prior to any displacement or start of civil works.
- Guarantee entitlements and compensation to affected people as per the R&R policy as established in this document. This would ensure compensation and assistance sufficient to improve or at least restore livelihoods to levels experienced before the project.
- Share information with local communities about environmental and social implications.
- Broad community support is ascertained based on free, prior and informed consultation.

## 1.4 Revision/Modification of the RPF

This RPF will be an “up-to-date” or a “live document” enabling revision, when and where necessary. Unexpected situations and/or changes in the project or sub-component design would therefore be assessed and appropriate management measures will be incorporated by updating the Resettlement Policy Framework to meet the requirements of country’s legislations and Bank safeguards policies. Also, based on the experience of application and implementation of this framework, the provisions and procedures would be updated, as appropriate in consultation with the World Bank and the implementing agencies/departments.

## 1.5 Definitions

Following definitions that will be applicable unless otherwise stated specifically.

- **Project Affected Person:** Affected persons are those who stand to lose all or part of their physical and non-physical assets including homes, productive land, community resources, commercial properties; livelihood; and socio-cultural network.
- **Project Displaced Person:** A displaced person is a person who is compelled to change his/her place of residence and/ or work place or place of business, due to the project.
- **Family:** A “Family” shall mean karta, spouse (Husband/Wife), and all dependents, including minor children. Every divorced, widowed, or separated daughter living separately or with the family on or before the cut-off-date will be treated as separate family.

- **Encroacher:** A person who has extended their building, agricultural lands, business premises or work places into public/government land without authority.
- **Squatter:** A person who has settled on public/government land, land belonging to institutions, trust, etc and or someone else's land illegally for residential, business and or other purposes and/or has been occupying land and building/asset without authority.
- **Vulnerable Person:** Unless otherwise specifically mentioned in this document, a person who has designed under 'Below Poverty Line' category as identified by the concerned State Government, level will be considered a vulnerable person. Disadvantaged persons belonging to SC, ST, disabled, handicapped, orphans, and woman heading the household are also recognized as vulnerable persons. Vulnerable groups would also include those farmers who (after acquisition of land) become small/marginal farmers and also qualify for inclusion in BPL. For such cases, total land holding of the landowner in that particular revenue village will be considered in which land has been acquired.
- **Titleholder:** Affected persons/families who has legal title to land, structures and other assets in the affected zone.
- **Non-titleholder:** Affected persons/families/ households with no legal title to the land, structures and other assets adversely affected by the project. Non-titleholders include encroachers, squatters, etc.
- **Kiosk:** A kiosk is a booth/stall/cabin/cubicle made of wood or iron or any other building material which could be shifted to another location as a single unit without much damage and is used for carrying out petty business/ commercial activities and has been in operation/existence prior to cut off date.
- **Below poverty line (BPL) or BPL family:** means below poverty line families as defined by the Planning Commission of India, from time to time and those included in the BPL list for the time-being in force.
- **Replacement cost:** A replacement cost/value of any land or other asset is the cost/value equivalent to or sufficient to replace/purchase the same land or other asset.
- **Cut-off date:** In the cases of land acquisition affecting legal titleholders, the cut-off date would be the date of issuing the notice under the RFCTLARR Act, 2013. In cases where people lack title, the cut-off- date shall be the date of start of the Census survey undertaken by the project authority in that road section/stretch.

## 2 Resettlement & Rehabilitation Guidelines

The resettlement and rehabilitation principles adopted for this project will provide compensation, resettlement and rehabilitation assistance to all project affected persons (loss of land, residences, business establishments and other such immovable properties), including the informal dwellers / squatters in the corridor of impact (COI). The basic resettlement principles and guidelines include:

- Where land acquisition is required, it will be carried out according to the RFCTLARR, Act 2013 and in a way to minimize the adverse impacts and to avoid displacement as much as possible.
- Cash compensation for the land, at replacement value, to households affected by the loss of acquired land will be paid by the competent authority appointed under LA and R&R Act, 2013.



- Non-titleholder (squatters and vulnerable encroachers) will be provided replacement cost of their structures.
- Provision for multiple options for resettlement (self-relocation or assisted relocation) of the affected residential structures, including informal dwellers/squatters.
- Shifting assistance to the owners of residential structures and informal dwellers / squatter households and titleholders for shifting of household goods and assets.
- Special measures and assistance for vulnerable groups.
- PAPs will be meaningfully consulted and will have opportunities to participate in planning and implementing resettlement programs.
- Appropriate grievance redress mechanism (in form of Grievance Redress Committee at city level) will be established at the city level to ensure speedy resolution of disputes, if any.
- All activities related to resettlement planning, implementation, and monitoring would ensure involvement of women. Efforts will also be made to ensure that vulnerable groups are included.
- Before taking possession of the acquired lands, the compensation will be paid to the project affected.
- Provisions will be kept in the budget for those who were not present at the time of enumeration. However, anyone moving into the project area after the cut-off date will not be entitled to assistance.
- The Resettlement Plan will include a fully itemized budget and an implementation schedule.

## **2.1 Entitlement Matrix**

Based on the 'Environmental and Social Assessment' Reports, the provisions of the RFCTLARR Act, 2013 and the World Bank's safeguard policies, an Entitlement Framework is prepared and presented below. Several potential categories of project affected persons are presented with varying eligibility for the compensation and assistance packages in the entitlement matrix below.

Table 1: Entitlement Matrix

SI No	Impact Category	Unit of Entitlement	Details of Entitlements	Remarks
<b>Loss of Assets - Titleholders</b>				
1	Loss of private land	Land owner(s) Individual/Household	<p>As per provisions of RFCTLARR Act, 2013; or direct purchase</p> <p>Amount equivalent to current stamp duty and registration charges on compensation amount for replacement of lost assets.</p> <p>In case of land owners become marginal farmers, landless or those who are already marginal, the following entitlement shall be provided:</p> <p>(a) Subsistence allowance of Rs 40,000/- (b) Assistance of Rs 1,00,000/- for creating Income Generating Assets and (c) the Training Assistance</p>	
2	Loss of structure (Residential or Commercial or Res-cum-Commercial)	Owner/Family	<p>Replacement cost determined on the basis of R&amp;BD current Schedule Rates and without depreciation and other provisions prescribed in RFCTLARR Act 2013; or direct purchase</p> <p>Shifting allowance as per provisions of RFCTLARR Act, 2013</p> <p>Subsistence allowance of Rs 40,000 if the structure is lost completely (RFCTLARR Act 2013)</p> <p>Resettlement allowance of Rs 50,000 if the structure is lost completely (RFCTLARR Act 2013)</p> <p>Additional 25% structure compensation for partially affected structures towards</p>	

SI No	Impact Category	Unit of Entitlement	Details of Entitlements	Remarks
			<p>reconstruction of affected structures.</p> <p>In case more than 25% of house is affected and unviable for retaining, full compensation will be paid.</p> <p>Right to salvage materials from affected land or structure</p>	
<b>Loss of Assets - Non Titleholders</b>				
3	Encroachers - Unauthorized occupation of government lands by encroachments	Affected Person (Individual/Family)	<p>Assistance amount equivalent for impacted structures at replacement cost determined on the basis of R&amp;BD Schedule of Rates as on date without depreciation</p> <p>Encroachers shall be given advance notice of 2 months in which to remove assets</p>	
4	Squatters residing on public/government lands for residential or commercial or for both purposes	Affected person (Individual/Family)	<p>Assistance amount equivalent for impacted structures at replacement cost determined on the basis of R&amp;BD Schedule of Rates as on date without depreciation</p> <p>Shifting Allowance as per provisions under RFCTLARR Act, 2013</p> <p>Subsistence allowance of Rs 40,000 if the structure is lost completely (RFCTLARR Act 2013)</p> <p>Resettlement allowance of Rs 50,000 if the structure is lost completely (RFCTLARR Act 2013)</p> <p>Two months advance notice to remove assets</p>	

SI No	Impact Category	Unit of Entitlement	Details of Entitlements	Remarks
<b>Loss of livelihood – Title and Non-Titleholders</b>				
5	Loss of livelihood – title holders and commercial squatters	(Individual/Family)	One time grant of Rs 25,000 (value prescribed under RFCTLARR Act 2013)  Training assistance	<ul style="list-style-type: none"> <li>• Livelihood assistance will be extended in case livelihood losses are substantial.</li> <li>• For commercial squatters, the eligibility will become from the date of Census survey</li> </ul>
6	Forseeable and unforeseen impacts* likely during the construction stage	Owner, affected person	Payment of damages if any to structures  Temporary access would be provided, where necessary.	<ul style="list-style-type: none"> <li>• Such as temporary impacts on structures, temporary disruption to access or passage, particularly in congested slums if the option of mobile units is not used;</li> </ul>
7	Temporary loss of income of mobile kiosks, if any; and	Kiosk owner	Two months advance notice to vacate the area	
<b>Vulnerable people</b>				
8	Vulnerable persons		<p>Assistance to include in government welfare schemes if not included, if eligible as per Government criteria; and</p> <p>One time lump sum assistance Rs 20,000.</p> <p>Additional benefits to SC and ST</p>	

SI No	Impact Category	Unit of Entitlement	Details of Entitlements	Remarks
			as per the provisions of RFCTLARR Act 2013.	
9	Loss of or impact on any Common or cultural Property Resource such as shrine, temple, mosque, handpump, shed, etc.	Community, Village/ Ward	Resources such as cultural properties and community assets shall be conserved (by means of special protection, relocation, replacement, etc.) in consultation with the community.	
10	Unforeseen impacts		Any unforeseen impacts shall be documented and mitigated in accordance with the principles and objectives of the Policy	

### **3 Census and Socio economic Surveys**

For proper rehabilitation of affected population, socioeconomic survey and a census will be undertaken for each sub-project. The socioeconomic surveys will be based on preliminary technical designs of the sub-project identified. The socioeconomic survey will help assessing the Investment Programs socioeconomic impacts on the affected community and people. The census will help in determining the magnitude of displacement, prospective losses, better targeting of vulnerable groups, ascertaining actual costs of resettlement, preparing and implementing a rehabilitation program.

**Baseline Socio-economic Sample Survey:** The purpose of the baseline socio-economic sample survey is for establishing monitoring and evaluation parameters and used as a benchmark for monitoring the socio-economic status of affected population. The survey will collect the gender disaggregated data to address gender issues in resettlement. The survey shall carry out the analysis of social structures and income resources of the population.

**Census:** The purpose of the census is to register and document the status of the potentially affected population. The census shall cover 100 percent of the affected population. The census will provide a demographic overview of the population, and will cover people's assets and main sources of livelihood.

#### **3.1 Preparation of SIA and Resettlement Action Plan**

All candidate sub projects shall go through social screening and initial impact assessment as part of the feasibility study. For the candidate sub projects found feasible, detailed Social Impact Assessment (SIA) shall be carried out through census and socio economic surveys. Subsequently, Resettlement Action Plan shall be prepared to address the adverse impacts and key social issues. All Social Impact Assessment reports shall identify potential issues of exclusion and address the same in RAPs through gender and social inclusion plans. SIA and RAPs will be prepared irrespective of number of person affected and disclosed to the public. The SIA and RAPs will also be provided to Bank for review and clearance for each candidate sub project to be considered eligible for Bank financing.

#### **3.2 Preparation of Micro Plan**

Micro Plans shall be prepared for all the project affected families and common property resources based on the extent of impacts and the project Entitlement Framework. The micro plan shall contain information on extent of loss under each category of loss, category of affected and due entitlements as per the eligibility criteria.

The Micro Plan will be prepared by the concern field offices and submitted to Project Authority for approval. The Project Authority with or without involvement of the District Collector Office as applicable will approve the micro plan for disbursement of assistance to entitled persons. The assistance will be disbursed by cheque or by direct transfer to PAPs bank account. Any grievance reported by the PAPs regarding their eligibility, replacement cost of affected assets and any other entitlements shall be addressed through the Grievance Redressal Committee. The structure and process of these committees is provided under section on Institutional arrangements.

## 4 Public Consultation and Disclosure

Individuals and group consultations shall be carried out as part of the SIA, RAP preparation to understand the needs and concerns of PAPs with regard to various issues such as project impacts, alternative design options, compensation, assistance, resettlement options, value addition to the project etc. Consultations shall be carried out with respective groups of affected population including women groups, STs, farmers and agricultural labourers, etc. Consultation with the community for affected cultural properties shall be carried out to inform them about the details of the nature of impact (no impact, partial or full) and to obtain their response and views on mitigation measures. All the participants shall be informed in advance about the date, venue and time of the consultation and their presence to be noted in the form of an attendance sheet. Documentation of details of all public meetings held with people and other stakeholders including government officials shall be carried out. The documentation of these consultations shall be appended to the RAP. In the event of public announcements being made, the details / notices of such announcements including a copy of the text of such announcements shall also be included in the documents.

The objective of the consultations during implementation is to (i) understand the view of the affected persons on rehabilitation and resettlement issues; and (ii) make the resettlement and rehabilitation process transparent.

In order to make the RPF implementation process transparent, a series of public disclosure meetings will be arranged. The RAP Executive Summary, translated in local language will be disclosed through public consultations and will also be made available through KUIDFC website. The following project specific information related to social safeguards will be disclosed on the website.

- Approved RP&F including entitlement matrix;
- Approved resettlement action plan;
- Government and private land to be acquired;
- Cultural and religious property to be shifted and relocated;
- Disbursement status of compensation and assistance given to respective PAPs;
- Details of Grievance Redress Committee, its procedures and mechanism;
- Details of public consultation;
- Details of compensation given to land looser and PAP (Quarterly);
- Details of social/cultural and religious properties to be relocated;
- Details of benefits of project to the public;

Through the consultations and disclosure the KUWSMP intends to enhance transparency in decision making process during implementation phase, including those for procurement, financial management, social and environmental safeguards, and to comply with all legal requirements under Right to Information Act, 2005. Consultations with the affected population and other relevant stakeholders will continue throughout the sub-project implementation period.

## **5 Income Restoration Measures**

The basic objective of income restoration activities is that no project affected person shall be worse off than before the project. Restoration of pre-project levels of income is an important part of rehabilitating individuals, households, and socio-economic and cultural systems in affected communities. Income restoration (IR) schemes will be designed in consultation with affected persons so as to benefit them. Based on the information collected on IR activities through the census socio-economic surveys, the implementing ULB/SPV will identify suitable IR programme for the affected persons.

Identification of target groups and choosing respective income restoration activities – ULB/SPV needs to identify the affected persons and prepare a list of feasible income restoration options. While identifying IR options, the following factors shall also be considered: (i) education level of affected persons, (ii) skill possession, (iii) likely economic activities in the post-displacement period, (iv) extent of land left, (v) suitability of economic activity to supplement the income, and (vi) market potential and marketing facilities. Training programmes will be conducted by ULB/SPV.

### **5.1 Gender Impacts and Mitigation Measures**

The RAP will formulate the measures to ensure that socio-economic conditions, needs and priorities of women are identified and the process of land acquisition and resettlement does not disadvantage women. Gender disaggregated data will be collected during detailed surveys and separate women focus group discussions will be conducted to address specific women related issues under the sub-project. Any direct negative impact of the sub-project on woman-headed Household will be taken up on a case-to-case basis and rehabilitation of these Households will be treated as priority under the sub-project. During disbursement for rehabilitation assistance and compensation, priority will be given to woman-headed households. Joint ownership in the name of husband and wife will be offered in case of non- women headed households. The RP preparation and implementation mechanisms will ensure that gender impacts are adequately dealt with and mitigated.

## **6 Arrangements for R&R Implementation**

KUIDFC to effectively plan and implement the RPF shall establish Environment and Social Management Cells as part of Project Management Unit (PMU) at state level and Project Implementation Units at city level. KUIDFC will hire a Social Specialist, Community Development Officers at state level and Community Mobilizers for the Project at city level. Safeguard staff will also be deployed by the Operator in each city to implement the environment and social safeguard management measures. The implementation arrangements for executing the RPF will include: (1) A Committee comprising of Technical and Subject Experts at PMU of KUIDFC will provide technical advice to the KUIDFC/ULBs/SPV; (ii) Ensuring community mobilization and participation in the planning, implementation and monitoring process with third party quality monitoring mechanisms established, in the form of an appointed Third Party Quality Audit (TPQA) agency to provide independent monitoring.

### **6.1 Roles and Responsibilities of ESMU at KUIDFC Level:**

- Co-ordinate the implementation of R&R activities with PIU, field staff, engineering and revenue officials;
- Ensure availability of budget for R&R activities;



- Review the ULB approved micro plans prepared by the PIUs for implementing RAP;
- Monitor the progress related to R&R and LA carried out by the ULBs/PIUs;
- Hold periodic meetings on R&R implementation with each city .

## **6.2 Roles and Responsibilities of PIUs at City Level:**

- Co-ordinate with the city administration on LA and R&R.
- Ensure continued participation of the people in entire project cycle;
- Verify and send the micro plans for approval of the PMU/KUIDFC;
- Assist the PMU in monitoring the progress related to R&R and LA;
- Hold periodic meetings on R&R implementation and report to the PMU.
- Translate the executive summary of RAP in local language and disseminate it among the project stakeholders.

## **6.3 Role of Revenue Department**

The ULB have to make an application for acquisition of any land for a public purpose to the Collector of the district concerned and the Collector forwards such applications for acquisition of land to the Land Acquisition Officers concerned. On receipt of such applications, the District Collector/LAO will acquire the land for the said purpose under LA Act.

The compensation for land and other assets for titleholders will be disbursed through Revenue Department. R&R assistance as per entitlement provisions for both titleholders and non-titleholders will be disbursed through ULB.

## **6.4 Implementation Support by NGO (if hired, based on the magnitude of the impacts and volume of work is high)**

- Explain PAPs about the potential adverse impacts and proposed mitigation measures and, R&R entitlements;
- Distribute the dissemination materials including pamphlets on RAP and other aspects;
- Facilitate ESMU/PIU in organizing public information campaign at the commencement of R&R activities;
- Prepare the micro plans;
- Participate in the meetings organized by ESMU/PIU;
- Provide support for implementation of RAP;
- Prepare and issue identity cards to identified PAFs;
- Facilitate opening of joint bank accounts (PAPs and his/her spouse) for individual PAPs;
- Assist PAPs in receiving compensation, focusing on vulnerable PAPs to ensure that they get their dues on time;
- Generate awareness about the productive use of compensation money and R&R grants;

- Explain the resource base and other opportunities to enable them to make informed choices and participate in their own development;
- Ensure that vulnerable PAPs are given their dues both for payment of compensation and rehabilitation assistance;
- Submit monthly progress reports to ESMU/PIU;
- Identify training needs of PAPs for income generating activities and ensure they are adequately supported during the post-training period on respective income generating activities, and,
- Ensure that the grievances and problems faced by PAPs are presented to the
- Grievance Redress Committee for their resolution.

## **6.5 Grievance Redress Mechanism**

A grievance mechanism will be established that will allow PAPs to appeal any disagreeable decisions or practices arising from compensation for land and other assets or to settle any general project related disputes. PAPs will be made fully aware of their rights and the procedures for making a grievance - whether verbally or in writing - during consultation.

The GRC will be established in each of the project cities. The GRC will be formed of members representing ULB staff, community leaders or representatives of PAPs, women and representatives of vulnerable communities as relevant to reflect the composition of PAPs and beneficiaries.

In the first instance attempts will be made to settle the issues at the ward level through consultation and involvement of the resettlement specialists (and NGOs/mediators/facilitators as required). Complaints that cannot be addressed at this level may be presented to the GRC.

The GRC can deal with complaints relating to apportionment of compensation among joint owners, relocation issues or un-addressed losses, it cannot challenge the legal entitlements of PAPs and should refrain from making decisions relating to design or engineering matters or on any compensation matters that are pending before the courts.

PAPs will be exempted from all administrative and legal fees associated for resolving the grievance pursuant to the grievance redress procedure, except for cases filed in court by PAPs.

## **6.6 Resettlement Budget**

The resettlement budget will comprise itemized estimate of compensation for land, structures, trees, crops, various resettlement assistances, rehabilitation or replacement of CPRs including land, if government land is not available, institutional cost, contingency, additional studies if required, cost towards implementation, engagement of RAP implementation agency, evaluation consultants, etc.

The cost of social safeguards management including LA and R&R shall be budgeted as part of the overall project costs. While the cost of LA shall be met with Government of Karnataka funds, the cost for R&R, capacity building, training, shall be budgeted under World Bank funds.