

# **Rail Logistics Project**

(Funded by World Bank)

## **Draft Stakeholder Engagement Plan**

**April, 2022**

**Dedicated Freight Corridor Corporation India  
Limited**

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## Abbreviations and Acronyms

CBO	Community Based Organization
COI	Corridor of Impact
CPCB	Central Pollution Control Board
CPM	Chief Project Manager
DFCCIL	Dedicated Freight Corridor Corporation of India Limited
ESIA	Environmental and Social Impact Assessment
ESF	Environment and Social Framework
ESS	Environment and Social Standard
EMP	Environmental Management Plan
ESCP	Environment and Social Commitment Plan
FPIC	Free Prior and Informed Consultation
FGDs	Focus Group Discussions
GoI	Government of India
GRC	Grievances Redress Committee
GRM	Grievances Redress Management
GBV	Gender Based Violence
LMP	Labor Management Procedure
NGO	Non-Government Organization
PAP	Project Affected Person
PMC	Project Management Consultant
RAP	Resettlement Action Plan
ROW	Right of Way
SEP	Stakeholder Engagement Plan
SEIAA	State Environmental Impact Assessment Agency
SHG	Self Help Group
SC	Schedule Caste
ST	Schedule Tribe
WB	The World Bank

## 1.0 Project Description

1. The Rail Logistics project is financing construction of two project corridors namely Bhaupur to Deen Dayal Upadhaya (earlier called Mughalsarai) and Khurja to Sahhewal section. The project will also finance last mile connectivity to terminals that will be identified later. Both sections put together cover 835 route kms.
2. This project builds on a series of earlier project engagements with DFCCIL. The EDFC program was financed through a series of three investment loans namely EDFC1, EDFC2, EDFC3.1 The overall Program Objective was to “meet the growing freight and passenger demand on the eastern corridor (Ludhiana-Delhi-Kolkata) with an improved level of service; and develop institutional capacities of DFCCIL and IR to build and operate the DFC network”. The sections included in each project were:
  - a. EDFC 1 (P114338; approved in 2011) finances the Khurja –Bhaupur2 section (343 km); restructured in October 2015 to include the Khurja – Dadri section (47 kms); the project is now closed and the section operational.
  - b. EDFC2 (P131765; approved in 2014) finances the Kanpur – Mughal Sarai section (393 km); the project has closed and the remaining work of the section is included in the current project.
  - c. EDFC3 (P150158; approved in 2015) finances the Khurja – Ludhiana section (401 km); the project has closed and the remaining work of the section is included in the current project.

### Bhaupur to DDU section (EDFC-2)

The length of project section from Bhaupur to DDU is 393 km (as per design the length is 417 km), out of which about 263 km is in parallel to the existing North Central Railway track and 126/143 km is bypass & detours. The map of project section is provided below.



Figure 1: Alignment of Bhaupur to DDU section

<sup>1</sup> The EDFC Program was originally conceived as an Adaptable Program Loan (APL) but the Bank was no longer using APLs by the time the second project was ready for approval.

<sup>2</sup> Bhaupur and Kanpur are the same location, and EDFC1, EDFC2 and EDFC3 lines are connected.

**Sahnawal to Khurja (EDFC 3):** The sections are comprising of the following:

- Sahnawal- Pilkhani section (175 Km)
- Khurja- Pilkhani section (221 Km)

The project salient features are given **Table** below

**Table 1: Salient Features of the Project**

S. No.	Description	EDFC-2	EDFC 3
1	Length (Km)	393	442
2	Length parallel to IR (Km)	250	311.284
3	Length in detour (Km)	143	130.051
4	Nos. of villages	373	366
5	Nos. of Districts	7	21
6	Important Bridge (No.)	1	2
7	ROB's Modification (No.)	-	2
8	Major Bridge (No.)	59	87
9	RFO (No.)	-	4
10	Major RUB (No.)	9	41
11	Minor Bridge (No.)	381	605
12	Minor RUB (No.)	127	217
13	RUB Level Xing (No.)	21	23
14	FOB (No.)	-	21
15	Total Land Acquisition (ha.)	1574.7	1401.26
16	Forest Area Involved (ha.)	3.4656	275.501
17	PAPs	39195	23384
18	Contract Value (INR)	5,080.68 Cr.	5144.5 Cr.

Source: QPRs

1. The project development objective is (i) to promote freight modal shift to safe and low carbon transport along the Eastern Dedicated Freight Corridor and (ii) to strengthen Dedicated Freight Corridor Corporation of India Limited as a commercial organisation to provide multimodal logistics services.

**Component 1: Creation of infrastructure to deliver multimodal logistics services (Total Cost US\$ 580 million, IBRD US\$240 million):** This component will finance the construction of EDFC corridor which is essential to shift freight from road and IR to EDFC. It includes remaining infrastructure creation activities from EDFC3 project, which closes on March 31, 2022, and last mile connectivity to freight terminals.

- a. **EDFC Corridor Construction:** (i) design, construction, commissioning and testing of Khurja-Ludhiana section (401 kms) and Kanpur – Mughal Sarai section (393 kms) of EDFC, (ii) consultancy services for overall project management, social and environment management, and quality and safety audit.
  - b. **Last mile connectivity:** Design, construction, commissioning and testing of civil, structure track, electrical and signaling systems work and related supervision consulting to provide last mile connectivity to terminals. The locations of the terminals to be connected to EDFC will be selected based on the findings of terminal feasibility studies currently being undertaken by DFCCIL.
2. **Component 2: Institutional capacity strengthening (Total Cost US\$10 million, IBRD US\$5 million):** This component aims to lay the foundation for (i) attracting private players to utilize DFCCIL’s rail infrastructure; ii) enabling public-private partnership to unlock investments in multimodal terminals directly connected to DFCCIL’s network; and iii) supporting institutional development and capacity building of DFCCIL and MOR to increase operational efficiency, enhance safety management and promote inclusion. This component would finance related activities in the following areas:
    - c. **Commercial Management:** Analytical studies and implementation support for: (i) developing a private-oriented institutional policy, comprising private sector participation; (ii) developing and implementing a non-discriminatory access regime; (iii) establishing a tariff regulatory authority, including pricing of services and access charges; and (iv) adapting DFCCIL’s financial management to facilitate accessing commercial financing .
    - d. **Operation Management:** Analytical studies and implementation support for: (i) operation and asset maintenance practices; (ii) pilot energy optimization driver advisory system to reduce fuel consumption and GHG, with scalability across DFCs; (iii) adoption of climate resilient design and construction methodologies in Indian Railway codes to aid future construction of DFC; and (iv) framework for environment and social management for future DFC sections to international standards.
    - e. **Safety management system:** Implementation of safety management system over the corridor including preventive mechanism for disaster risk mitigation measures for train running. This activity will support integration of women’s safety metrics to the proposed safety management system in collaboration with women employees including contractual workers and informal women workers.
    - f. **Capacity Building:** Training of DFCCIL staff on human resources, social and environment safeguards management practices, procurement, financial management, operations, and commercial management amongst other aspects. For

informal women workers the component includes provision of: (i) pilot daycare facilities; (ii) provision of on-the-job training over a period of 3-5 months to enable their transition to non-traditional, higher paying job roles, and (iii) in the formal workspace, DFCCIL will incentivize internship programs for qualified young women graduates and young women professionals to provide an early exposure to technical jobs in Railways.

## **2.0 Project Beneficiaries**

3. The direct project beneficiaries will be the power and heavy manufacturing industries of northern and eastern India and their customers. Other beneficiaries will include community groups, residents, farmers, and vulnerable groups along the corridor. Rail passengers will also benefit from construction of a dedicated freight railway since congestion will be relieved on existing passenger lines by the transfer of freight to dedicated freight lines. Government of India under its “Gatishakti” is planning to set up seven integrated manufacturing clusters using EDFC as the backbone. These clusters will be set up with an investment of about US\$1 billion on either side of these corridors. This initiative is expected to generate substantial employment and development opportunities in the lagging areas of the poorer states like Bihar and Uttar Pradesh. The operationalization of DFCCIL will also give a boost to backward linkages, thereby leading to increased production in ancillary industries essential for railways operations, including locomotives, rolling stock, iron and steel, construction and heavy machinery, amongst others.
4. The proposed Rail Logistics Project funding aims to complete all the remaining construction activities of EDFC-3 through Component 1, which includes design, construction, and commissioning of the Khurja – Ludhiana section and Kanpur Mughalsarai section of the EDFC. The project includes aspects such as policy development and implementation for commercial activities; help DFCCIL implement a digitally enabled safety management system over the corridor including preventive mechanism for disaster risk mitigation during flood, fog and extreme heat; implementation of energy optimization driver advisory system and climate resilience in project design; support adoption of Climate resilient design and construction methodologies in Indian Railway codes to aid future construction of DFC particularly for drainage systems. Hence the above shall require the project to engage with multiple and varied set of stakeholders.

## **3.0 Purpose of the Stakeholder Engagement Plan**

5. The Dedicated Freight Corridor Corporation of India Limited (DFCCIL) is the designated nodal agency under Ministry of Railways (MOR) for implementation of Rail Logistics Project (RLP). This document titled as “Stakeholder Engagement Plan” (SEP) forms a part of project preparation, in accordance with the safeguard compliance requirements (ESS-10) of Environmental and Social Framework (ESF), 2016 of the World Bank. The SEP will be a useful tool for managing communications between DFCCIL and its stakeholders for the Project. The ESS recognizes the importance of open and transparent engagement between the DFCCIL and project stakeholders as an essential element of good international practices with an aim to improve the environmental and social sustainability of projects, enhance project acceptance and make significant contribution to successful project design and implementation. It seeks to define a culturally appropriate approach towards disclosure of information. The prime objective of SEP is to improve and facilitate decision making and create an atmosphere of understanding that actively involves likely project-affected people and other stakeholders in a timely manner, and that these groups are provided sufficient opportunity to voice their opinions and concerns that may influence decisions in Project design. The SEP shall serve the purpose of:
  - i. understand the stakeholder engagement requirements of DFCCIL, legislation of various states the alignment is passing through, and GoI legislations.

- ii. provide guidance for stakeholder engagement.
- iii. identify key stakeholders that are affected, and/or able to influence the Project and its activities.
- iv. identify the most effective methods, timing and structures through which to share project information, and to ensure regular, accessible, transparent and appropriate consultation.
- v. develop a stakeholder(s) engagement process that provides stakeholders with an opportunity to proactively participate and influence project planning and design.
- vi. establish formal grievance/resolution mechanisms.
- vii. define roles and responsibilities for the implementation of the SEP; and
- viii. define reporting and monitoring measures to ensure the effectiveness of the SEP and periodical reviews of the SEP based on findings.

#### **4.0 Applicable legal and regulatory framework and World Bank ESF**

6. This SEP takes into account the existing institutional and regulatory framework within the context of the following GoI and various state's legal instruments as well as the safeguard compliance requirements of Environmental and Social Framework (ESF), 2016 of the World Bank as mentioned below:
  - The Environmental Impact Assessment Notification (EIA), 2006 (including all amendments to date), notified by MoEFCC, GoI
  - The Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013; and state specific rules
  - Uttar Pradesh Direct Land Purchase Policy vide GO Number – 2/2015/215/one-13-2015-20(48)/2011, Government of Uttar Pradesh (GoUP)
  - The Right to Information Act 2005,
  - ESS 10: Stakeholder Engagement and Information Disclosure, ESF 2016, World Bank
7. The Environmental Protection Laws mentioned above establishes the right of citizens to live in a favorable environment and to be protected from negative environmental impacts. Citizens also have the right to environmental information as well as to participate in developing, adopting, and implementing decisions related to environmental impacts. The provisions of environmental law provide the assurances for public hearing during the process of project planning and also ensure the public discussion during implementations. Public representative bodies have an obligation to take into consideration citizens' comments and suggestions. In the context of involuntary resettlement, the Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013 maintains the ethos and culture of public participation through social impact assessment. As per GoUP's Policy of the state for taking possession of private land shall be direct purchase of land through consent and agreement between the landowners and the acquiring entities. However, this does not include provision of R&R assistance. The Right to Information Act, 2005 provides for setting out the practical regime of right to information for citizens to secure access to information under the control of public authorities, in order to promote transparency and accountability in the working of every public authority. The ESS-10, Stakeholder engagement and information disclosure mandates stake holder engagement is an inclusive process conducted throughout the project life cycle.
8. The World Bank's Environmental and Social Framework (ESF)'s Environmental and Social Standard (ESS) 10, "Stakeholder Engagement and Information Disclosure", recognizes "the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice" (World Bank, 2017: 97). Specifically, the requirements set out by ESS10 are the following:



- “Borrowers will engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts.
  - The Borrower will maintain and disclose as part of the environmental and social assessment, a documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback.
9. In summary, the project comprises of infrastructure and institutional development including reform aspects that involves a range of stakeholders. At this stage of preparation, infrastructure component is the focus. Therefore, stakeholders such as affected communities disadvantaged and vulnerable communities and other interested parties that reside/operate en-route the corridors, have been engaged through surveys and consultations. The technical assistance under this project will be implemented, but during the implementation and thus take a while for the study findings to be available. This status also implies that presently only a few stakeholders of the total potential stakeholders are available to be engaged and the remaining will come on board at a later stage of implementation e.g. Civil works contractors, women SHGs, etc.
10. Therefore, the purpose of the SEP at this stage is to set out the means and modes of engagement that shall guide the project to engage with those stakeholders – currently on board and those who would come on board at a later stage. Decisions that are currently under consideration include: completion of unfinished work of EDFC 2 and 3 under component 1. The component 2 will largely support consulting services.

## **5.0 Brief Summary of Previous Stakeholder Engagement Activities**

11. In the period between 2011 and 2021 DFCCIL under the EDFC 2,3 held consultations with various sections of affected persons such as land owners, women, village elders, panchayat members, district level and also at state level and other inhabitants. The affected persons were consulted as "focus groups" such as a group of affected residents, affected families affected agricultural families and a group of shop owners, etc.. The purpose of these consultations was also to elicit views and suggestions of the affected persons on the road design and its potential impacts on the affected people and also for minimizing adverse social impacts.
12. Public consultations mainly acted as a forum to inform people about the project and also to elicit their opinion on the social provisions detailed in the project. Information dissemination on resettlement and rehabilitation provisions of the project, proposed road widths and alignments, role of the community, grievance redress etc., were given due importance. Issues pertaining to land acquisition, compensation, assistances to vulnerable groups, commercial, residential titleholders and tenants were also discussed with the community. issues discussed related to safety, compensation, income restoration, employment generation, information flow, grievance redress, role of administration etc. were discussed. Issues were also raised about the transparency in the project implementation process. People in general agreed on the need to widen the highways and improving it. The process of dissemination of information was highly appreciated by the local residents.
13. Under the current project, consultations with stakeholders were carried out as part of E&S Audit. Key findings, concerns are summarized below (**See Annexure 1 & 2 for details**):

**Affected parties:** The general issues raised by the PAPs in most of these consultations were related to the compensation package, unpaid compensation, gap between acquisition and compensation disbursement, rehabilitation of Non-titleholders, provision of safety measures like

providing underpass, and employment generation schemes by the project authority to restore the livelihood of the affected household. Traveling to district headquarter for compensation and R&R assistances costs money to them and therefore several of them refused to take compensation as compensation amount was less than the cost of traveling to district headquarter.

**Project Beneficiaries:** The direct project beneficiaries are the power and heavy manufacturing industries of northern and eastern India and their customers. Other beneficiaries will include community groups, residents, farmers, and vulnerable groups along the corridor. Rail passengers will also benefit from construction of a dedicated freight railway since congestion will be relieved on existing passenger lines by the transfer of freight to dedicated freight lines. Government of India under its “Gatishakti” is planning to set up seven integrated manufacturing clusters using EDFC as the backbone. This initiative is expected to generate substantial employment and development opportunities in the lagging areas of the poorer states like Bihar and Uttar Pradesh. The project will mobilize private capital for terminal facilities thus resulting in new employment opportunities for the local community and business opportunity for private sectors.

**Other interested parties:** wanted provision of safety measures; employment for youths in railways, underpasses for easy access to agriculture land on the other side of the railway track, provision of drains on either side of railway track, provision of safety measures for the inhabited areas near the railway track, dust, and noise, etc. The other interested parties also include local administration, NGOs, etc. who will be consulted, and their feedback will be incorporated in the relevant instrument.

**Disadvantaged and vulnerable groups<sup>3</sup>** Some of the vulnerable PAPs were not very happy with the package offered. Some women specifically complained about removal of handpumps that has affected their daily routine. Employment with the project / railways has been a major demand. Safety issues arising from presence of migrant labor near habitations was another concern. No GBV issue was raised. The DFCCIL has replaced all common property resources including water supply infrastructure in affected areas. Micro plan prepared by NGOs also included loss of CPRs. To meet the demand of employment, DFCCIL has provided employment to the local youths on temporary basis All of these stakeholders wanted to have continued consultation meetings during project implementation. Besides, ad-hoc meetings that are organized by SEMR consultants and occasional visits of DFCCIL officials, community doesn't have continuous flow of information on project and other benefits that project can provide. They also wanted to have a contact point in DFCCIL to help obtain project related information on regular basis. Therefore, the concerned APM will be the first level of contact.

## 6.0 Stakeholder Identification

14. Unlike the earlier project, identification of stakeholders for the current project went beyond only those affected by the infrastructure works. Hence the following approach was taken:

- Thorough review of the Project Appraisal document was carried out to understand the proposed components and sub-components,

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<sup>3</sup> Scheduled Caste, ST, family/household headed by women/female, disabled, handicapped, Below Poverty Line (BPL) families; widows; and persons above the age of 65 years **irrespective of their status of title** (ownership). Vulnerable groups also include those farmers who (after acquisition of land) become small/marginal farmers

- Based on the understanding of the components, relevant stakeholders in discussion with DFCCIL were identified,
- During E&S Audit consultations including focus group discussions were conducted by the consultant team comprising social safeguard specialists and gender specialists. Consultations were also carried out with secondary stakeholders such as local community-based organizations (CBOs); officials of revenue department apart from DFCCIL officials in field as well as at Headquarter.
- The consultations focused on inclusiveness in participation of community members, perceptions and concerns about the positive and negative social impacts of the project, including impacts on land and structures. Separate individual interviews were held with disadvantaged and vulnerable members of the community to disseminate information about the project and to understand their views about the project and benefits that has accrued to them. Women at select locations were also consulted on their interest and issues that they have faced during construction.
- In addition, household survey was carried out on sample basis among affected households across districts alignment is passing through to identify issue related to implementation of social safeguards and social development issues to identify gaps in implementation and perception of the community regarding implementation.

15. Review, interactions with DFCCIL and consultations with both primary and institutional stakeholders en-route the project corridors enabled to firm up a list of stakeholders. These stakeholders were categorized into three categories -- Project Affected Parties; Other interested Parties and Disadvantaged and Vulnerable groups as elaborated in the Table below:

<b>Table 1 - Stakeholders in Rail Logistics Project</b>		
<b>Affected Parties</b>	<b>Other interested Parties</b>	<b>Disadvantaged and vulnerable</b>
Heads of the Household members those who are adversely impacted	Village Panchayat members	Vulnerable Groups within PAP households Below Poverty Line' category as identified by the concerned State Govt.; SC, ST, physically challenged; Women headed households; adolescent girls, Old age person above 65 years of age
Individual household members	Other Community leaders	
Clusters of PAPs (Title holders, non-titleholders (encroachers, squatter, kiosks)	Local panchayat members, village heads, women village heads, Anganwadi workers, teachers	
Impacted commercial structure owners	NGOs, CBOs operational in the area	
Villagers those who are directly impacted by loss of assets	Labourers working with DFCCIL / Indian Railways	
Villagers impacted by loss of CPRs, loss of access,	Truck owners' association	
Anganwadi, Primary, Secondary and Senior Secondary School along the project corridor		

<b>Affected Parties</b>	<b>Other interested Parties</b>	<b>Disadvantaged and vulnerable</b>
	Power sector	
	Heavy manufacturing industries	
	Private sector train operators,	
	State Commission for Women; civil societies working on women and child issues	
	Railway Unions	
	Employees of DFCCIL	
	Forest Officials in Divisions en-route Project corridor	
	Revenue Department, Government of Uttar Pradesh, Haryana, and Punjab	
	Construction Contractors /Vendors/Suppliers to the Project	
	PMC/CSC	
	Technical Audit Consultant (Independent Verification Agency)	
	Study Consultants	
	Training Agencies	
	State Irrigation Departments	
	State Industries Departments	
	State / Local Industrial Associations	

16. As the project is in preparation stage, other stakeholders identified at a later stage will be added in the SEP and revised document will be re-disclosed.

### 7.0 Stakeholder Engagement and Project Cycle

17. The stakeholder engagement is an on-going process, throughout the following stages of the Project Planning/design (including disclosure); Implementation (Construction) phase; Operation/Maintenance phase. It will broadly involve the following (See Table 2):

<b>Process</b>	<b>Mechanism</b>	<b>Frequency</b>
Correspondences (Phone, Emails)	<ul style="list-style-type: none"> <li>• Distribute Project brief/information to Government officials, NGOs, Local Government, and organisations/agencies</li> <li>• Invite stakeholders to meetings and follow-up</li> </ul>	<ul style="list-style-type: none"> <li>• At the beginning of the project.</li> <li>• As and when required.</li> </ul>
One-on-one meetings	<ul style="list-style-type: none"> <li>• Seeking views and opinions</li> <li>• Enable stakeholder to speak freely about sensitive issues</li> <li>• Build personal relationships</li> <li>• Record meetings</li> </ul>	<ul style="list-style-type: none"> <li>• At the beginning of the project, regularly during various stages of the project,</li> </ul>
Formal meetings	<ul style="list-style-type: none"> <li>• Present the Project information to a group of stakeholders</li> <li>• Allow group to comment – opinions and views</li> <li>• Build impersonal relation with high level stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>• Throughout the project cycle.</li> </ul>

<b>Table 2 - Mechanisms for Information Sharing and Process</b>		
<b>Process</b>	<b>Mechanism</b>	<b>Frequency</b>
	<ul style="list-style-type: none"> <li>Disseminate technical information (as required)</li> <li>Record discussions</li> </ul>	
Public meetings	<ul style="list-style-type: none"> <li>Present Project information to a large group of stakeholders, especially communities</li> <li>Allow the group to provide their views and opinions</li> <li>Build relationship with the communities, especially those impacted</li> <li>Distribute non-technical information (as required)</li> <li>Facilitate meetings with presentations, PowerPoint, posters etc.</li> <li>Record discussions, comments, questions.</li> </ul>	<ul style="list-style-type: none"> <li>Throughout the project cycle.</li> </ul>
Focus group meetings	<ul style="list-style-type: none"> <li>Present Project information to a group of stakeholders</li> <li>Allow stakeholders to provide their views on targeted baseline information</li> <li>Build relationships with communities</li> <li>Record responses</li> </ul>	<ul style="list-style-type: none"> <li>Throughout the project cycle.</li> </ul>
Project website and disclosure	<ul style="list-style-type: none"> <li>Present project information and progress updates</li> <li>Disclose SEP, LMP, ESCP, ESMF, Contract Progress, RAP (SESMRC Annual Reports) Implementation progress, Grievances and redresses of Grievances and other relevant project documentation.</li> </ul>	<ul style="list-style-type: none"> <li>Upon approval of the documents</li> <li>RAP Implementation Progress to be disclosed annually</li> </ul>
Direct communication with people	<ul style="list-style-type: none"> <li>Share information on timing of commencement of civil works</li> <li>Agree options for removing crops and relocation of fences/structures e.g. sheds</li> </ul>	<ul style="list-style-type: none"> <li>Throughout the project cycle.</li> </ul>
Project leaflet	<ul style="list-style-type: none"> <li>Brief project information to provide regular update</li> <li>Site specific project information.</li> <li>Project Impacts; mitigation measures; grievance mechanism; and eligibility for assistance.</li> </ul>	<ul style="list-style-type: none"> <li>Throughout the project cycle.</li> </ul>

18. Table below presents the actions proposed by stage by type of stakeholders, besides frequency of engagement and modes of information disclosure during the overall project cycle. These are presented by three Components of the project.

<b>Table 3: Information dissemination and modes of disclosure</b>				
<b>Target stakeholders</b>	<b>Information to be disclosed</b>	<b>Tools of engagement &amp; mode of disclosure</b>	<b>Frequency</b>	<b>Responsibilities</b>
<b>Component 1: Creation of safe and climate resilient Infrastructure to deliver multimodal transport services</b>				
PAPs	<ul style="list-style-type: none"> <li>✓ Project scope and design details, design alternatives for impact minimization</li> <li>✓ Baseline information on environmental and social aspects</li> <li>✓ Project’s induced environmental and social risk</li> <li>✓ Land acquisition and Compensation process</li> <li>✓ Impact mitigation and enhancement measures</li> <li>✓ Suggestions on Resettlement and Rehabilitation Provisions and conveying to PAPs the final provisions as approved by govt.</li> <li>✓ Grievance mechanism process</li> <li>✓ Labour influx</li> </ul>	<ul style="list-style-type: none"> <li>✓ Household surveys, consultations, focus group discussions</li> <li>✓ written information (one pagers/flyers) in local language Hindi</li> <li>✓ project details on DFCCIL website</li> <li>✓ GRM Helpline number through display at project locations and on Flyers</li> </ul>	Twice in the project preparation stage: <ul style="list-style-type: none"> <li>✓ preliminary screening,</li> <li>✓ household level census socio-economic survey and consultations towards preparation of SIA and RAP</li> </ul>	DFCCIL through RPF / E&S Audit report/ ESMF/LMP
Project Affected Disadvantaged and vulnerable households including physically challenged people	<ul style="list-style-type: none"> <li>✓ Land acquisition and Compensation process</li> <li>✓ Impact mitigation and enhancement measures</li> <li>✓ Suggestions on Resettlement and Rehabilitation Provisions and conveying to PAPs the final provisions as approved by govt.</li> <li>✓ Grievance mechanism process</li> <li>✓ Gender related issues</li> <li>✓ GBV related issues</li> <li>✓ Design intervention for Vulnerable, physically challenged particularly provision of access ramps to bus stops Possible job opportunities</li> <li>✓ Labour influx</li> </ul>	<ul style="list-style-type: none"> <li>✓ Household surveys, consultations, focus group discussions</li> <li>✓ written information (one pagers/flyers) in local language - Hindi</li> <li>✓ project details on DFCCIL website</li> <li>✓ GRM Helpline number through display at project locations and on flyers</li> </ul>	At least twice <ul style="list-style-type: none"> <li>✓ preliminary screening,</li> <li>✓ household level census socio-economic survey and consultations towards preparation of SIA and RAP</li> </ul>	<ul style="list-style-type: none"> <li>✓ DFCCIL through RPF / E&amp;S Audit report/ LMP</li> <li>✓ Additional specialized support from WB on GBV issues</li> </ul>

**Table 3: Information dissemination and modes of disclosure**

Target stakeholders	Information to be disclosed	Tools of engagement & mode of disclosure	Frequency	Responsibilities
Project Affected Women and women households	<ul style="list-style-type: none"> <li>✓ Land acquisition and Compensation process</li> <li>✓ Impact mitigation and enhancement measures</li> <li>✓ Suggestions on Resettlement and Rehabilitation Provisions and conveying the final provisions to PAPs as approved by govt.</li> <li>✓ Grievance mechanism process</li> <li>✓ Gender related issues</li> <li>✓ GBV related issues / Labour influx</li> <li>✓ Discussions on involvement of women Self-help groups for maintenance works and works relating to Bio-engineering measures towards slope stabilization under the project</li> </ul>	<ul style="list-style-type: none"> <li>✓ Household surveys, consultations, focus group discussions</li> <li>✓ written information (one pagers/flyers) in local language – Hindi</li> <li>GRM Helpline number through display at project locations and on flyers</li> </ul>	<ul style="list-style-type: none"> <li>At least twice</li> <li>✓ preliminary screening,</li> <li>✓ household level census socio-economic survey and consultations towards preparation of SIA and RAP</li> </ul>	<ul style="list-style-type: none"> <li>✓ DFCCIL through RPF / E&amp;S Audit report/ LMP</li> <li>✓ Additional specialized support from WB on GBV issues</li> </ul>
People residing in project area/general communities	<ul style="list-style-type: none"> <li>✓ Project scope and design details, design alternatives for impact minimization</li> <li>Grievance mechanism process</li> <li>✓ Accidents and road safety issues; natural calamities and proneness to risks</li> <li>✓ Disruption to services and arrangement during construction</li> <li>✓ Community Safety measures during constructions-option and measures</li> <li>✓ Relocation of CPRs (shrines/handpumps)</li> <li>Damages (cracks, landslides, etc.) to assets/structures during construction</li> <li>✓ Muck disposal locations</li> </ul>	<ul style="list-style-type: none"> <li>✓ consultations, focus group discussions</li> <li>✓ written information (one pagers/flyers)</li> <li>✓ GRM Helpline number through display at project locations and on flyers</li> </ul>	<ul style="list-style-type: none"> <li>✓ At least twice</li> <li>✓ preliminary screening,</li> <li>✓ household level census socio-economic survey and consultations towards preparation of SIA</li> </ul>	DFCCIL through RPF / E&S Audit report/
Other Interested Parties (External) <ul style="list-style-type: none"> <li>✓ Forest Department</li> <li>✓ Revenue Department</li> <li>✓ State Pollution Control Boards</li> <li>✓ District Administration</li> </ul>	<ul style="list-style-type: none"> <li>✓ Project scope and design details, design alternatives for impact minimization</li> <li>✓ Land acquisition and Compensation process</li> <li>Secondary baseline information on environmental and social aspects</li> <li>✓ Project's induced environmental and social risks</li> <li>✓ Impact mitigation and enhancement measures</li> <li>✓ Resettlement and Rehabilitation (Policy</li> </ul>	Face-to-face meetings	<ul style="list-style-type: none"> <li>✓ As per requirement for obtaining necessary clearances/permissions</li> </ul>	DFCCIL through RPF / E&S Audit report/ LMP/Contractor's EMP

<b>Table 3: Information dissemination and modes of disclosure</b>				
<b>Target stakeholders</b>	<b>Information to be disclosed</b>	<b>Tools of engagement &amp; mode of disclosure</b>	<b>Frequency</b>	<b>Responsibilities</b>
<ul style="list-style-type: none"> <li>✓ Contractors</li> <li>✓ Consultants</li> <li>✓ Civil Society</li> <li>✓ Department of Town Planning</li> <li>✓ TTZ Authority</li> <li>✓ NHAI</li> <li>✓ Irrigation Department</li> <li>✓ Labour Dept.</li> <li>✓ UPSRDC</li> </ul>	<ul style="list-style-type: none"> <li>changes and implementation)</li> <li>✓ Grievance mechanism process</li> <li>✓ Labour management</li> <li>✓ Accidents and road safety issues; natural calamities and proneness to risks; Gender related issues.</li> <li>✓ Involvement of women Self-help groups for economic rehabilitation</li> <li>✓ Shifting of utility and temporary arrangement</li> <li>✓ Community Safety measures during road constructions-option and measures</li> <li>✓ Design intervention for physically challenged people</li> </ul>			
<b>Component 2: Institution capable of delivering customer-oriented rail infrastructure and services</b>				
<ul style="list-style-type: none"> <li>✓ DFCCIL</li> <li>✓ Private Train Operators</li> <li>✓ Industry department</li> <li>✓ Safety officials of Indian Railways and Locomotive drivers/ Railway Police</li> </ul>	<ul style="list-style-type: none"> <li>✓ PPP Policy provisions</li> <li>✓ Terminal development strategy and policy</li> <li>✓ pricing of services and access charges</li> <li>✓ Business and Financial plans and policy.</li> <li>✓ implementation of safety manual including preventive mechanism for disaster risk mitigation</li> <li>✓ Climate resilient design and construction methodologies</li> <li>✓</li> </ul>	<ul style="list-style-type: none"> <li>✓ Consultative meetings</li> <li>✓ Feedback surveys</li> <li>✓ Website notifications</li> </ul>	<ul style="list-style-type: none"> <li>✓ Multiple</li> <li>✓ Once</li> <li>Continuous</li> </ul>	<ul style="list-style-type: none"> <li>✓ DFCCIL and PMC / SESMRC</li> <li>✓</li> </ul>

<b>IMPLEMENTATION STAGE</b>				
<b>Target stakeholders</b>	<b>Information to be disclosed</b>	<b>Tools of engagement &amp; mode of disclosure</b>	<b>Frequency</b>	<b>Responsibilities</b>



Rail Logistics Project– Stakeholder Engagement Plan

IMPLEMENTATION STAGE				
Target stakeholders	Information to be disclosed	Tools of engagement & mode of disclosure	Frequency	Responsibilities
PAPs	<ul style="list-style-type: none"> <li>✓ Land acquisition and Compensation process</li> <li>✓ provisions of eligible entitlements work opportunities</li> <li>✓ Grievance mechanism process</li> </ul>	<ul style="list-style-type: none"> <li>✓ RAP implementation NGO by holding of meetings, FGDs</li> </ul>	Continuous – till completion of all RAP activities	DFCCIL through RAP implementation NGO
Project Affected Disadvantaged and vulnerable households	<ul style="list-style-type: none"> <li>✓ Land acquisition and Compensation process</li> <li>✓ provisions of eligible entitlements possible work opportunities Grievance mechanism process</li> <li>✓ Implementation of intervention for Vulnerable group</li> </ul>	<ul style="list-style-type: none"> <li>✓ RAP implementation NGO by holding of meetings, FGDs</li> <li>✓ GRM Helpline number through display at project locations and on flyers</li> </ul>	Continuous – till completion of all RAP activities	<ul style="list-style-type: none"> <li>✓ DFCCIL through RAP implementation NGO</li> <li>✓ Civil Works contractor</li> <li>✓ District Administration</li> <li>✓ Social welfare/SC/ST Welfare department</li> <li>✓ Additional specialized support from WB on GBV issues</li> </ul>
Project Affected Women and women headed households	<ul style="list-style-type: none"> <li>✓ Gender and GBV related issues</li> </ul>	<ul style="list-style-type: none"> <li>✓ RAP implementation NGO with Gender/GBV Expert</li> <li>✓ FGDs with women SHGs</li> </ul>	Continuous – till the completion of the project	<ul style="list-style-type: none"> <li>✓ Civil Works Contractor</li> <li>✓ PRI department and Women Welfare department</li> <li>✓ Additional specialized support from WB on GBV issues</li> <li>✓ Service providers on women and child issues in the</li> </ul>

Rail Logistics Project– Stakeholder Engagement Plan

IMPLEMENTATION STAGE				
Target stakeholders	Information to be disclosed	Tools of engagement & mode of disclosure	Frequency	Responsibilities
				project district
People residing in project community area/general, Community leaders NGOs operational in the area	<ul style="list-style-type: none"> <li>✓ Project scope and design details,</li> <li>✓ Accidents and safety issues</li> <li>✓ Contractor establishment details i.e. labour camps, plants area etc. Muck disposal locations; usage of local water sources, if any,</li> <li>✓ Management of air, water and noise pollution particular focusing the benefit of installed noise barrier</li> <li>✓ Disruption to services and arrangement during construction</li> <li>✓ Grievance mechanism process</li> <li>✓ Community Safety measures constructions-option and measures</li> <li>✓ Relocation of CPRs (shrines/handpumps)</li> <li>✓ Provisions for assessment of reported damages (cracks, etc.) to assets/structures during construction and payment, if applicable</li> </ul>	<ul style="list-style-type: none"> <li>✓ consultations, focus group discussions</li> <li>✓ meetings with communities involving police departments for road safety aspects</li> <li>✓ safety sign boards</li> <li>✓ written information (one pagers/flyers)</li> <li>✓ GRM Helpline number through display at project locations and on flyers</li> </ul>	Bi-monthly	DFCCIL through <ul style="list-style-type: none"> <li>✓ Community / village heads for relocation of CPRs</li> <li>✓ District administration</li> <li>✓ Civil works contractor</li> <li>✓ Police department</li> <li>✓ Local hospitals</li> </ul>
Civil Works Contractor and their personnel & subcontractors	<ul style="list-style-type: none"> <li>✓ Orientation on ESHS provisions;</li> <li>✓ Sexual harassment provisions,</li> <li>✓ Labor related aspects as provided in the Labor Management Procedures</li> </ul>	<ul style="list-style-type: none"> <li>✓ Provisions in Bid/Contract documents &amp; also through Pre-bid conference</li> </ul>	<ul style="list-style-type: none"> <li>✓ During contract signing</li> <li>✓ periodic as part of worker's joining</li> </ul>	<ul style="list-style-type: none"> <li>✓ DFCCIL &amp; Civil Works contractor</li> </ul>
Other Interested Parties (Internal) <ul style="list-style-type: none"> <li>✓ PMC</li> <li>✓ Supervision Consultants</li> <li>✓ Contractors, sub-contractors, service providers, suppliers, and their workers</li> </ul>	<ul style="list-style-type: none"> <li>✓ Project information: scope and rationale and E&amp;S principles</li> <li>✓ Training in RPF, RAP, ESMP requirements and other management plans e.g. TDP if applicable</li> <li>✓ Grievance mechanism process</li> <li>✓ ESHS, GBV, SEP, Labor Management procedures</li> <li>✓ Feedback on consultant/ contractor reports</li> </ul>	<ul style="list-style-type: none"> <li>✓ Face-to-face meetings</li> <li>✓ Trainings/workshops</li> </ul>	As per requirement	<ul style="list-style-type: none"> <li>✓ DFCCIL &amp;</li> <li>✓ PMC/CSC with additional support from World Bank on ESF aspects</li> </ul>

Rail Logistics Project– Stakeholder Engagement Plan

IMPLEMENTATION STAGE				
Target stakeholders	Information to be disclosed	Tools of engagement & mode of disclosure	Frequency	Responsibilities
Direct communication with affected crops/asset owners	<ul style="list-style-type: none"> <li>✓ Share information on project activities/ update</li> <li>✓ Agree options for removing crops.</li> <li>✓ Reminders of potential impacts (e.g. remind crop owners to harvest crops and replant outside the project corridor of impact / Rail ROW; relocation of non-titleholders / titleholders)</li> <li>✓ Employment opportunities.</li> <li>✓ Skill enhancement training</li> </ul>	<ul style="list-style-type: none"> <li>✓ Face to face meeting</li> <li>✓ Project leaflet</li> </ul>	As per requirement	<ul style="list-style-type: none"> <li>✓ DFCCIL</li> <li>✓ Contractor</li> <li>✓ NGO</li> </ul>
Other Interested Parties (External) <ul style="list-style-type: none"> <li>✓ Representatives in villages</li> <li>✓ Police stations.</li> <li>✓ Village Panchayats.</li> <li>✓ Civil Society.</li> <li>✓ Traders Associations</li> <li>✓ District Authorities</li> </ul>	<ul style="list-style-type: none"> <li>✓ Project information - scope and rationale and E&amp;S principles</li> <li>✓ Project status</li> <li>✓ Health and safety impacts</li> <li>✓ Employment opportunities</li> <li>✓ Environmental concerns</li> <li>✓ Grievance mechanism process</li> </ul>	<ul style="list-style-type: none"> <li>✓ Public meetings, open houses, trainings/workshops</li> <li>✓ Disclosure of written information: brochures, posters, flyers, website, Information boards in villages</li> <li>✓ Notice board(s) at construction sites</li> <li>✓ Grievance mechanism</li> </ul>	AS per requirements	<ul style="list-style-type: none"> <li>✓ DFCCIL</li> <li>✓ Supervision and RAP consultants</li> <li>✓ Contractor/sub-contractors</li> </ul>



19. The DFCCIL website [www.dfccil.com](http://www.dfccil.com) will be used to disclose project documents, including those on environmental and social performance. The documents to be disclosed include SEP, LMP, E&S Audit report. Annual Report of SESMRC and End-Term evaluation report/Completion Report Besides the draft disclosure documents (and the final documents in future), ESMF (to be prepared in the first year of implementation) project brochures and updates will be posted. An easy-to-understand guide to the terminology used in the environmental and social reports or documents will also be posted on the website. In addition, the site will provide details about the Grievance Redress Mechanism and contact details. DFCCIL will update and maintain the website regularly.

## 8.0 Timelines for Feedback

20. DFCCIL shall inviting feedback and suggestions using the following modes and convey its response within specified timelines.

Table 6 – Disclosure, Feedback and Timelines				
Suggestion/disclosure on Documents	Mode of providing feedback	Timeline for feedback	Conveying of responses by DFCCIL	
			No. of days	Mode
<b>Component 1</b>				
Project documents – ESIA RPF, ESMP, RAP, EMP, LMP, GBV Plan, SEP	Email or written correspondence to DFCCIL	1 month	15 days	Display on DFCCIL website;
Compensation and Assistancess	Oral or Email or written correspondence to DFCCIL	15 days	7 days	✓ Display on DFCCIL Website Inform through APMs ✓ inform vide SMS
Livelihood aspects	Consultation meetings	15 days	7 days	Consultation meetings
CPR relocation	Consultation meetings	60 days	30 days	Consultation meetings
Gender aspects	Consultation meetings	15 days	7 days	Consultation meetings
GBV aspects	Consultation meetings/FGD	15 days	7 days	Consultation meetings
Community level aspects (Labor, GBV issues, road safety, construction stage) with community leaders, NGOs	Consultation meetings/FGD	15 days	7 days	Consultation meetings, One to one meeting
<b>Component 2:</b>				
PPP Policy provisions	✓ Email or written correspondence to DFCCIL ✓ Workshops for dissemination	1 month	15 days	✓ Email or written correspondence ✓ Collate all given suggestions at any location and compile response ✓ Workshop proceedings shall be displayed on DFCCIL website
Terminal development	✓ Email or written	1 month	15 days	✓ Email or written

<b>Table 6 – Disclosure, Feedback and Timelines</b>				
<b>Suggestion/disclosure on Documents</b>	<b>Mode of providing feedback</b>	<b>Timeline for feedback</b>	<b>Conveying of responses by DFCCIL</b>	
			<b>No. of days</b>	<b>Mode</b>
strategy and policy	correspondence to DFCCIL ✓ Workshops for dissemination			correspondence ✓ Collate all given suggestions at any location and compile response ✓ Workshop proceedings shall be displayed on DFCCIL website
✓ Pricing of services ✓ Business and Financial plans and policy.	✓ Email or written correspondence to DFCCIL ✓ Workshops for dissemination	1 month	30 days	✓ Response to individuals ✓ The response shall be Displayed on DFCCIL website ✓ Workshop proceedings shall be displayed on DFCCIL website
✓ Implementation of safety manual; and ✓ Climate resilient design and construction methodologies	Trainings/workshops	1 month	30 days	Workshop proceedings shall be displayed on DFCCIL website

21. All documents (LMP, E&S Audit report and SEP) of this project will be uploaded in DFCCIL website ([www.dfccil.com](http://www.dfccil.com) ). The draft SEP will be uploaded for disclosure.

### 9.0 Implementation Arrangements

22. The Chief Project Manager at site level is responsible for the day to day functions of the Project and is assisted by Assistant Project Manager designated for social issues. The CPM office is assisted by a Non-Governmental Organization (NGO) hired specifically for implementation of Resettlement Action Plan.

23. At the corporate level, the Social and Environment Management Unit headed by General Manager is responsible for providing policy guidance and monitoring of field level activities. The GM is assisted by a Deputy General Manager. SEMU has also hired the services of one environmental and one social consultant.

24. The management, coordination and implementation of the SEP and its integral tasks will be the responsibility of CPM’s office assisted by SEMU. The social consultant of SEMU along with the designated APM in CPM’s office will be responsible for implementation of SEP. They will be assisted by Contractors and Supervision consultants for their respective part. The roles and responsibilities of the organizations are presented below.

25. The key tasks of SEMU under the General Manager are inter alia to:

- Approve the content of the draft SEP (and any further revisions)
- Approve prior to release, all materials used to provide information associated with the project’s E&S aspect (such as FAQs, posters, leaflets and brochures explaining E&S issues and process);

- Approve and facilitate all stakeholder engagement events and disclosure of material to support stakeholder engagement events
  - Participate either themselves, or identify a suitable member representative, during all face-to face stakeholder meetings
  - Review and sign-off minutes of all engagement events; and
  - Maintain the stakeholder database.
26. The organizational structure and management functions for the stakeholder engagement at DFCCIL are described hereunder. While DFCCIL may decide to adopt this structure according to its needs, it is emphasized that the various positions listed hereunder should be represented in the organizational structure of DFCCIL in order to successfully implement the SEP.
27. General Manager - SEMU - shall be responsible for overseeing and coordinating all activities associated with stakeholder engagement and management. The GM will be responsible to sustain relationships and communicate with Government entities and the media. These engagements will be required throughout the Project's life and decisions taken as a result of these engagements could potentially impact DFCCIL's relationships with communities e.g. compensation agreements, relocation assistances, etc. At the field level, the Chief Project Manager will be responsible for overseeing and coordinating all activities related to SEP and its management.
28. **Social and Environmental Consultants in SEMU-** will be responsible for implementing community engagement activities; and will oversee all planned stakeholder engagement activities or in process of being implemented. Furthermore, these consultants need to ensure that all stakeholder engagement aspects are permanent item agenda at all meetings, within DFCCIL and that all actions arising from management decisions are duly implemented. The consultants will be assisted by concerned APM's at field level. The broad responsibilities of social and environmental consultants include the following:
- Develop, implement and monitor all stakeholder engagement strategies/plans for the Project
  - Oversee all stakeholder engagement related activities for the Project
  - Manage the grievance mechanism
  - Interact with related and complementary support activities that require ad hoc or intensive stakeholder engagement (community development and land acquisition/resettlement planning and implementation)
  - Act as mediator between DFCCIL and stakeholders
  - Liaise with GM in SEMU and CPM at field level to ensure that stakeholder engagement requirements/protocols are understood; and
  - Proactively identify stakeholders, project risks and opportunities and inform the GM/ senior management to ensure that the necessary planning can be done to either mitigate risk or exploit opportunities.
29. The social consultant need to remain actively involved with the community development and land acquisition/resettlement planning and implementation in order to identify potential risks or opportunities and ensure that the needed administrative support is provided. Moreover, grievances submitted as part the community development and land acquisition/resettlement processes need to be addressed under the GRM. Due to the fact that stakeholder engagement activities will influence other departments or require their inputs, the safeguard specialists need to ensure that the various managers are included or kept informed on the stakeholder engagement process. Decisions taken by managers might have a direct or indirect impact on communities, which would need to be communicated at the appropriate time.

30. MIS expert/Data Base Manager- will be responsible to manage all activities related to database, documents and logistics; and integration/support, which relate to the interaction with other departments, initiatives or projects.

#### 11.0 Grievance Redressal Mechanism

31. A grievance redress mechanism shall be developed for potential use by external stakeholders. The aim of the grievance redress mechanism is to achieve mutually agreed resolution of grievances raised by such stakeholders. The grievance redress mechanism described hereunder is distinct from the grievance redress mechanism, to be used by the Project's workforce. Key definitions are as follows:

- **Complaint:** an expression of dissatisfaction that is related to an impact caused by a project activity, which has affected an individual or group. Adversely, the interest of an individual or group and the individual or group wants a proponent or operator (or contractor) to address and resolve it (e.g., problems related to dust deposition, noise or vibration). A complaint is normally of a less serious nature than a grievance; and
- **Grievance:** a claim raised by an individual or group whose livelihood, health and safety, cultural norms and heritage are considered to have been adversely affected (harmed) by a project activity which, if not addressed effectively, may pose a risk to DFCCIL's operations (through stakeholder actions such as access road blockages) and the livelihood, well-being or quality of life of the claimant(s).

32. A grievance redress mechanism (GRM) to uphold the Project's social and environmental safeguards performance is designed to address concerns and complaints promptly and transparently with no impacts (cost, discrimination) for any reports made by project affected people (PAPs). The grievance redress mechanisms described hereunder include both complaints and grievances (hereinafter referred to only as 'grievances'). Grievances raised by stakeholders need to be managed through a transparent process, readily acceptable to all segments of affected communities and other stakeholders, at no cost and without retribution. The GRM works within existing legal and cultural frameworks, providing an additional opportunity to resolve grievances at the local, project level. The key objectives of the GRM are:

- Record, categorize and prioritize the grievances;
- Settle the grievances via consultation with all stakeholders (and inform those stakeholders of the solutions)
- Forward any unresolved cases to the relevant authority.

33. The types of grievances stakeholders may raise include, but are not limited to:

- Non-payment, or inadequate compensation and/or due R&R assistances; wrong measurement of parcel; uneconomic residual land; land severance; loss of common property
- Construction related impacts – cracks, damages to structures; dust damaging crops/trees; loss of access
- Health and safety risks
- Negative impacts on the environment
- Negative impacts on communities, which may include, but not be limited to financial loss, physical harm and nuisance from construction or operational activities
- Impacts arising from migrant labor on local communities including issues related to SEA/SH



34. As the GRM works within existing legal and cultural frameworks, it is recognized that the GRM will comprise both the project level and the corporate level redress mechanisms. Most Project related grievances could be site-specific. Most grievances are to be received directly on site by the designated site representative of DFCCIL that will endeavor to resolve them satisfactorily on site. The designated site representative (Assistant Project Manager) will inform the Chief Project Manager (CPM) of these complaints and their outcomes, and of others not satisfactorily resolved. The APM will log these in the Complaints Register. The APM will, on receipt of each complaint, note the date, time, name and contact details of the complainant, and the nature of the complaint in the Complaints Register and inform the project level GRC. The APM will inform the complainant of when to expect a response. S/he will then endeavor to address it to the best of his/her abilities, as soon as possible. The project level GRC will include:
- a.
  - b. Assistant Project Manager in the CPM’s office as convenor
  - c. PAP representatives (one male and one female), and
  - d. Gram Pradhan from the concerned village
  - e. Representative from Land and Revenue Department (only cases related to land)
35. Should the APM not be able to resolve the complaint to the satisfaction of the affected persons, he/she will then refer the complaint directly to the General Manager of SEMU in DFCCIL.
36. Complaints referred to the General Manager, SEMU will require him/her to take earnest action to resolve them at the earliest time possible. It would be desirable that the aggrieved party is consulted and be informed of the course of action being taken, and when a result may be expected. Reporting back to the complainant will be undertaken within a period of two weeks from the date that the complaint was received.
37. Should the measures taken by Arbitrator fails to satisfy the complainant, the aggrieved person is free to take his/her grievance to the Court of Law **at his/her own cost**, and the Court’s decision will be final and shall be binding on all parties. It is possible that for land issues, the complainant may prefer to take his/her issue to the Court of Law for a final pronouncement/resolution. It is vital that appropriate signage for GRM is erected at the sites of all works providing the public with updated Project information and summarizing the GRM process, including contact details of the relevant APM. Anyone shall be able to lodge a complaint and the methods (forms, in person, telephone, forms written in Hindi/local language) should not inhibit lodgment of any complaint.
38. The Complaints Register shall be maintained by the office of CPM, who will log the: i) details and nature of the complaint; ii) the complainant name and their contact details; iii) date; iv) corrective actions taken in response to the complaint. This information will be included in DFCCIL’s progress reports to the World Bank. The project level process can only act within its appropriate level of authority and where appropriate, complaints will be referred on to the relevant authority such as those indicated.

**Fig 1 : Grievance Redress Mechanism/Process**

39. Details on contact information for grievances, inquiries, and further feedback.

Description	Contact details
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Company:	Dedicated Freight Corridor Corporation of India Limited
To:	General Manager, LAND & PG
Address:	5 <sup>th</sup> Floor, DFCCIL, Supreme court Metro Station Building New Delhi 110001
E-mail:	<a href="mailto:yktyagi@dfcc.co.in">yktyagi@dfcc.co.in</a>
Website:	<a href="http://www.dfccil.com">www.dfccil.com</a>
Telephone:	011-23454890
Fax:	91-11-23454701

40. For any grievance related to SEA/SH, the concerned APM will be first level of contact. The APM will inform the DFCCIL management, and the service providers already identified if agreed upon by the aggrieved person / victim. The information/grievance will be dealt in a confidential manner as outlined in SEA/SH action plan.
41. Notifications regarding constitution of committees by DFCCIL would be done prior to project negotiations. Prior to commencement of construction, these details would be notified by pasting notices at the prominent community locations and also in the villages en-route.

## 12.0 Budget for Implementation

42. An all-inclusive budget provision for implementation of stakeholder engagement plan during the project life cycle is given in Table below. As locations are not identified for maintenance corridors, only a lumpsum figure has been estimated to cover for these activities. These shall be revised once more information is available.

S.No.	Activities	Quantity	Unit	Unit cost	Across Years	Total costs in Rs.
<b>Upgradation Corridors</b>						
1	Formal consultation meetings in each impacted village across the alignment	40	per meeting	5000	5	400000
2	Travel expenses for E&S staff	10	per visit	3000	5	60000
3	Meetings with Departments (forest, revenue, district administration); Site visits for environmental measures	10	per visit	3000	3	60000
4	Preparation & dissemination of Communication material					
i)	Entitlement Brochures	1000	no.	30	1	30000
ii)	Safety sign boards	100	no.	1000	1	100000

<b>Table 7 – Budget for Implementation of SEP</b>						
<b>S.No.</b>	<b>Activities</b>	<b>Quantity</b>	<b>Unit</b>	<b>Unit cost</b>	<b>Across Years</b>	<b>Total costs in Rs.</b>
iii)	Flyers - Project information & GRM details	1000	no.	15	1	15000
5	Awareness generation meetings at sensitive areas & Contractor personnel	20	no.	2000	2	80000
6	GRM MIS Database	1	LUM	40000	1	40000
	<b>TOTAL</b>					<b>785000</b>
<b>Maintenance Corridors</b>						
1	Formal consultation meetings in each impacted village across		LUM			800000
2	Travel expenses for E&S staff		LUM			120000
3	Meetings with Departments (forest, revenue, district administration); Site visits for environmental measures		LUM			150000
4	Preparation & dissemination of Communication material					
i)	Entitlement Brochures		LUM			60000
<b>S.No.</b>	<b>Activities</b>	<b>Quantity</b>	<b>Unit</b>	<b>Unit cost</b>	<b>Across Years</b>	<b>Total costs in Rs.</b>
ii)	Safety sign boards/		LUM			200000
iii)	Flyers - Project information & GRM details		LUM			30000
5	Awareness generation meetings at sensitive areas & Contractor personnel		LUM			80000
6	GRM MIS Database	1	LUM	40000	1	40000
	<b>TOTAL</b>					<b>1480000</b>
	<b>GRAND TOTAL</b>					<b>2265000</b>

### 13.0 Monitoring and Reporting

43. It is important to monitor the ongoing stakeholder engagement process to ensure that consultation and disclosure efforts are effective, and that stakeholders have been meaningfully consulted throughout the process. This will help to assess whether the required outcomes of the stakeholder engagement process are being achieved and provide the opportunity to amend the process where necessary. The use of engagement tools developed includes:

- a) Stakeholder database
- b) Issues and Response table, and
- c) Meeting records of all consultations, workshops and trainings held.

In addition, there will be continuous opportunity to review and assess performance in-between the engagement sessions depending on the level of feedback received from stakeholders during these periods.

44. Project Management consultants/SESMR Consultants/QASC will continue provide institutional capacity and support to DFCCIL and CPM's office with overall project management and supervision including procurement, design, contract management. The PMC will oversee the overall implementation, monitoring, and reporting of safeguards aspects such ESMPs, LMP, SEP and RAPs and will be monitored by SESMRC.
45. Monthly summaries and internal reports on stakeholder engagement events, and grievance handling will be collated by SESMRC and referred to the senior management of the project. A number of Key Performance Indicators (KPIs) will also be monitored by the project on a regular basis, including the following parameters by Component/sub-component:
  - Number of public hearings, consultation meetings and other public discussions/forums conducted within a reporting period (e.g. monthly, quarterly, or annually);
  - Number and types of IEC materials used
  - Number of project events published/broadcasted in the local, regional media
  - Type and frequency of public engagement activities;
  - Geographical coverage of public engagement activities – number of locations and settlements covered by the consultation process, including the settlements in remote areas within the Project Area of Influence (PAI);
  - Number and type of grievances received within a reporting period (e.g. monthly, quarterly, or annually) and number of those resolved within the prescribed timeline;
46. **Reporting back to stakeholders:** Information on public engagement activities undertaken by the Project during the year would be conveyed to the stakeholders through online publication of a SEP Implementation report by April of every year. This would be informed to all stakeholders and also to the funding agency – World Bank. Specifically for disadvantaged and vulnerable groups, efforts would be made to report back to them through focus group discussions that would be conducted by the CPM's office / social consultant in SEMU and SESMRC.

#### 14.0 Training

47. DFCCIL will arrange necessary training associated with the implementation of this SEP that will be provided to the members of staff who, due to their professional duties, may be involved in interactions with the external public, as well as to the senior management. Specialized training will also be provided to the staff appointed to deal with stakeholder grievances as per the Public Grievance Procedure. Project contractors and selected representatives will also receive necessary instructions for the Grievance Procedure.

**Annexure 1** – Summary table of Consultations and surveys with stakeholders (affected persons and other interested parties) –

Si.No.	Stakeholders	Date	Issue discussed
1.	PMC	25.01.2022 to 27.02.2022	<ul style="list-style-type: none"> <li>• Project related information and documentation collection.</li> </ul>
2.	Contractors	27.01.2022 to 25.02.2022	<ul style="list-style-type: none"> <li>• Project related information and documentation collection.</li> </ul>
3.	Shop owner Samaspur	28.01.2022	<ul style="list-style-type: none"> <li>• Livelihood Impact</li> </ul>
4.	Villagers of Samaspur Village	28.01.2022	<ul style="list-style-type: none"> <li>• Compensation issues</li> <li>• Demand for FOB connecting the village settlement on both side of the track</li> <li>• Access blockage and their demand for construction of access road to village and proper protection measures against land slippage towards track side.</li> </ul>
5.	School Secretary near noise barrier in Samaspur	28.01.2022	<ul style="list-style-type: none"> <li>• Effectiveness of noise barrier</li> </ul>
6.	Borrow Area owners at Wair Village	28.01.2022	<ul style="list-style-type: none"> <li>• Discussion on borrow are closure and their satisfaction</li> <li>• Future plan for use of the land</li> <li>• Drainage issues</li> </ul>
7.	Dy. CPM Greater Noida	28.01.2022	<ul style="list-style-type: none"> <li>• Nomination of E &amp;S Officer</li> <li>• Data Requirement for household survey</li> <li>• Compensation and disbursement process</li> <li>• R &amp; R Assistance GRM</li> </ul>
8.	Road Side Vendor at Local villagers Khatauli	31.01.2022	<ul style="list-style-type: none"> <li>• Livelihood Impact</li> </ul>
9.	Dy. CPM Meerut CPM Meerut	31.01.2022 to 17.02.2022	<ul style="list-style-type: none"> <li>• Nomination of E &amp;S Officer</li> <li>• Data Requirement for household survey</li> <li>• Compensation and disbursement process</li> <li>• R &amp; R Assistance GRM</li> </ul>
10.	CPM Ambala	01.02.2022	<ul style="list-style-type: none"> <li>• Nomination of E &amp;S Officer</li> <li>• Data Requirement for household survey</li> <li>• Compensation and disbursement process</li> <li>• R &amp; R Assistance GRM</li> </ul>
11.	SHG, Ashrafpur (Package 202)	03.02.2022	<ul style="list-style-type: none"> <li>• Income generation activities</li> </ul>
12.	Contractor Kanpur	04.02.2022	<ul style="list-style-type: none"> <li>• Project related information and documentation collection.</li> </ul>
13.	UPPWD, Lucknow	02.02.2022	<ul style="list-style-type: none"> <li>• Ongoing project in the EDFC influence area in U.P.</li> <li>• Upcoming projects in the EDFC influence area in U.P.</li> </ul>
14.	Taj Trapezium Zone Pollution (Prevention & Control)	10.2.2022	<ul style="list-style-type: none"> <li>• Pollution related issues</li> <li>• Upcoming development activities</li> </ul>

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	Authority		
15.	NHAI, Lucknow	15.02.2022	<ul style="list-style-type: none"> <li>• Ongoing and upcoming project (Kanpur-Lucknow)</li> </ul>
16.	NHAI Ambala Division	17.02.2022	<ul style="list-style-type: none"> <li>• Interface of NH-44 with DFCCIL Project at Ambala (Bridge Number – 120).</li> <li>• No Issue with the interface.</li> <li>• Other project issues in the area including upcoming projects</li> </ul>
17.	UPEIDA, Lucknow	13.02.2022	<ul style="list-style-type: none"> <li>• Ongoing Expressway Project</li> <li>• Upcoming Expressway Project (Ganga Expressway)</li> </ul>
18.	NICDC, New Delhi	18.02.2022	<ul style="list-style-type: none"> <li>• Proposed Development in the influence area of EDFC project</li> </ul>
19.	NCRTC, New Delhi	14.02.2022	<ul style="list-style-type: none"> <li>• New Delhi-Meerut RRTS Project interface (Crossing EDFC project at Pratappur), Meerut.</li> </ul>
20.	NHRCL, New Delhi	11.02.2022	<ul style="list-style-type: none"> <li>• Alignment of New Delhi-Varanasi HSR Project and Delhi – Amritsar High-Speed Rail</li> <li>• Project Features</li> </ul>
21.	Forest Division Ambala	17.02.2022	<ul style="list-style-type: none"> <li>• Discussed regarding compensatory afforestation and its implementation progress</li> <li>• Forest clearance.</li> <li>• Additional impacts on forest due to Project activities</li> <li>• Wild animal and habitat</li> </ul>
22.	Forest Division Hapur	18.02.2022	<ul style="list-style-type: none"> <li>• Forest clearance issues</li> <li>• Discussed regarding compensatory afforestation and its implementation progress</li> <li>• Impacts on forest due to Project activities.</li> <li>• Wild animal and habitat</li> </ul>
23.	Forest Division Bulandshahr	18.02.2022	<ul style="list-style-type: none"> <li>• Forest clearance issues</li> <li>• Discussed regarding compensatory afforestation and its implementation progress</li> <li>• Impacts on forest due to Project activities.</li> <li>• Wild animal and habitat</li> </ul>
24.	Borrow area Owner in Mandor Village in Punjab	18.02.2022	<ul style="list-style-type: none"> <li>• Borrow area operation issue</li> <li>• Legal Papers</li> <li>• Satisfaction level rehabilitation of the area</li> <li>• Future usage of the land</li> </ul>
25.	Gram Panchayat, Chaki	19.02.2022	<ul style="list-style-type: none"> <li>• Requested to rehabilitate the Borrow Area as pond in proper manner</li> <li>• Requested drainage facility near underpasses</li> <li>• Dust pollution in the agriculture field.</li> <li>• Link Road connection from Chak marg.</li> </ul>
26.	CPM Prayagraj	31.01.2022 17.02.2022	<ul style="list-style-type: none"> <li>• Nomination of E &amp;S Officer</li> <li>• Data Requirement for household survey</li> <li>• Compensation and disbursement process</li> <li>• R &amp; R Assistance GRM</li> </ul>

