



दिल्ली मेट्रो रेल कॉर्पोरेशन लिमिटेड
DELHI METRO RAIL CORPORATION LTD.

SOCIAL IMPACT ASSESSMENT FOR JANAKPURI - DASHRATHPURI CORRIDOR OF DELHI METRO

FIG. 1.1
INDEX PLAN FOR ALL CORRIDORS OF MRTS NETWORK

Sl. No.	Corridor	Underground (Km)	Overhead (Km)	Total Length (Km)
1	Munirka - Rajpur Garden - Chhokri - Anand Vihar - Yamuna Vihar - Kirti Nagar	14.388	41.311	55.699
2	Janakpur West - Munirka - Vaidya Nagar - Kirti Nagar	17.238	15.206	32.444
3	Central Sector - Wazirpur - Kirti Nagar - Gurgaon	9.370	0.000	9.370
4	Janakpur - Badli	0.000	4.459	4.459
Total		41.044	55.506	96.550

LEGEND
PHASE - I
PHASE - II
PHASE - III
Depot
INTER CHANGE STATION
PHASE I STATION
PHASE II STATION
PHASE III STATION



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DELHI METRO RAIL CORPORATION

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CHAPTER – 1 PROJECT DESCRIPTION

1.1 BACKGROUND

In general, the section is part of the alignment that starts at Jankapuri west in the west of Delhi in semicircular fashion and moves towards south of Delhi to reach its final destination to Yamuna Vihar that is located in the east Delhi. The section starts from the west Jankapuri for the length of about 4.617 km till Dasrathpuri station including the ramp area. The section is so selected that it will serve the maximum population, will entail less private land acquisition, least demolition of private and government structures, and least tree cutting. To minimize the enviro-socioeconomic impacts, the entire alignment has been kept underground. The route map of the proposed section (highlighted in blue) is depicted in the Figure 1 below:

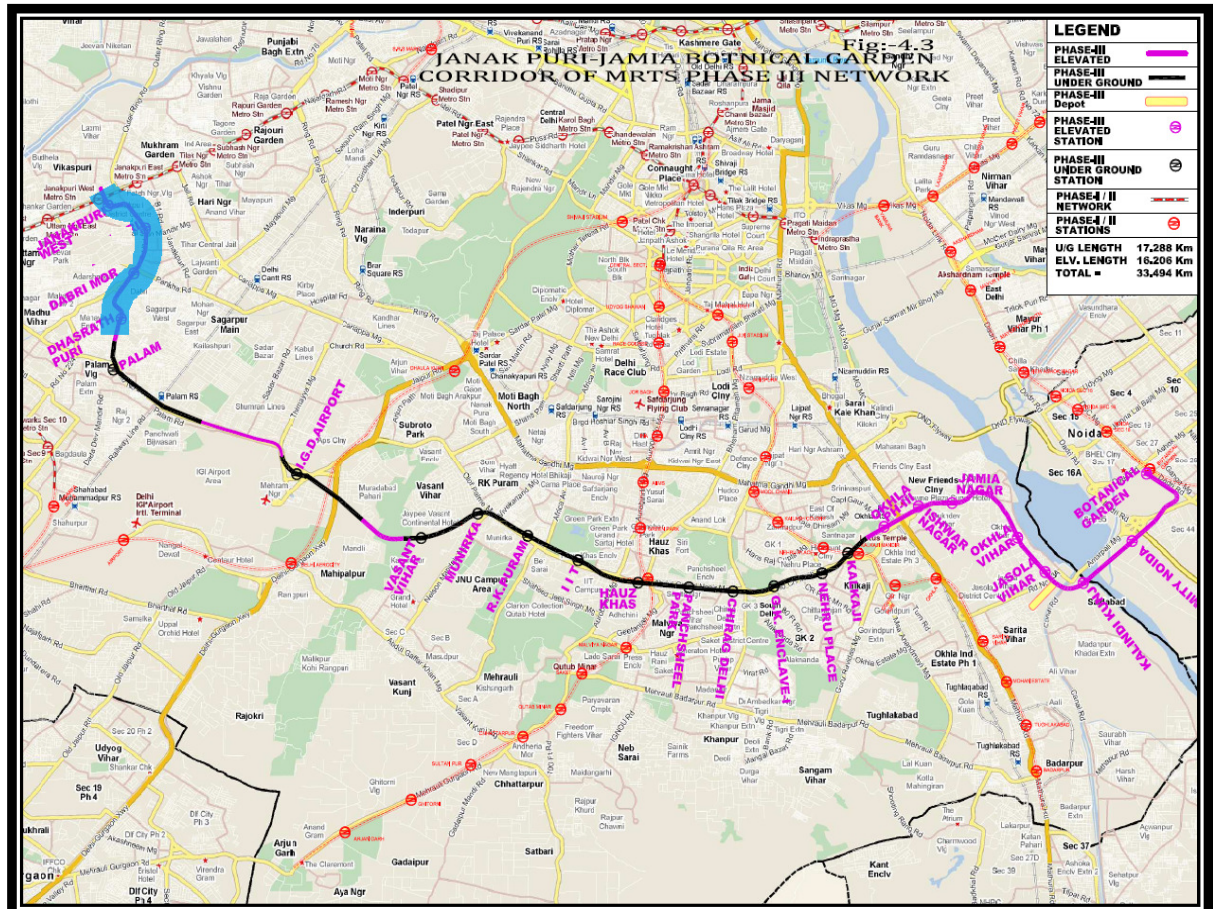


Figure.1: Site Route Map of the proposed Underground Section

An ever increasing demand for transport creating excessive pressure on the existing transport system. With high growth in transport demand, congestion on roads has been increasing due to phenomenal rise in private vehicles.

1.2.1 The Project

Janakpuri- Dashrathpuri Metro line is replacement of elevated line by underground section for a length of about 4.167 Km. Construction work is already continued on the project.

1.2.2 Comparison of alternatives

The following justification under Table 1.1 below clearly demonstrates that the objectives of environment and social consideration are better served in the revised alignment:

Table 1.1 Comparison between previous and revised alignment

S.No.	Previous Alignment	Revised Alignment
1.	<ul style="list-style-type: none"> Alignment: Elevated Total km: 5.325 No. of stations: 4 	Underground 4.617 3
2.	Project Affected families (PAFs): 76	7
3.	The proposed ramp after Palam was in the middle of a busy road which was only of 20 m width. After construction only one lane carriageway remained on either side which was not adequate, in view of heavy traffic plying on the road	Alignment being underground the ramp after Palam in the middle of busy road gets eliminated and entire carriageway on this route will be available for heavy traffic plying on this route without any construction existing in carriage way.
4.	A sewer line of dia 1.4 m was running parallel to the alignment and was required to be diverted	Revised alignment resulted in reduction of distance from Jankapuri (West) to Palam station to 2325 m from 4617 m. Thereby, the diversion of the main sewer was avoided
5.	There were 5 sharp curves between Dashrath Puri and Janakpuri (West) of radius 223 m, that would have necessitated a permanent speed restriction at all of the locations. Sharp curves also require frequent maintenance during operation stage apart, from causing screeching noise.	Five sharp curves of 223 got completely eliminated. Alignment from Palam to Jankapuri (West) will have very flat curves 1000 m radius except one curve of 407 m radius before Janakpuri (West) and there shall be no need for any speed restriction. Also, screeching noise will be considerably avoided.
6.	Station at Dabri mor was proposed to be constructed over a flyover under construction at Punkha Road which was difficult and expensive in view of the heavy road traffic plying underneath the proposed station.	Since, the Dabri mor station is now proposed underground, the inconvenience and expenditure on this account is are avoided.
7.	Previous alignment required interchange arrangements between line No.3 and line No. 8 and it was very complicated and inconvenient arrangement	As per Preliminary feasibility for the interchange arrangements at Janakpuri (West) the proposed alignment is better and interchange more convenient for commuters.

1.2.3 Project Description

The underground section from Janakpuri West to Dasrathpuri is 2.325 km with the following stations namely (1) Janakpuri West (2) Dabri mor (3) Dasrathpuri. Out of the three stations Janakpuri (West) would be the interchange station. DMRC considered different alternatives and the final alternative was fixed based on Technical Feasibility, Socio-economic acceptability and Environmental sustainability for Metro Corridors. The entire underground section will be constructed by tunnelling using state of art Tunnel Boring Machine (TBM) and stations by cut and cover method. Details of each station are mentioned in the table 1.2 below:

Table 1.2: Station Details

Stations	Janakpuri (West)	Dabri Mor	Dasrathpuri
Station length (m)	271	245	245
Station Width (m)	21.57	21.57	21.57
No. of entries and exists	2	3	3

1.3.1 Rolling Stock, Traction and Signalling

The salient features of proposals for Metro Corridor (underground) and Rail Corridors (above ground) in respect of rolling stock, power supply, traction system and signalling are summarised in DPR and reproduced below:

- The rolling stock for Broad Gauge Section shall be of the same design as being procured by Delhi Metro Rail Corporation (DMRC) for Line 3.
- Variable voltage variable frequency (VVVF), light weight coaches, 3.2m wide with regenerative braking has been proposed for metro corridor
- Continuous Automatic Train Control (CATC) system, comprising cab signalling and automatic train protection system (ATP), along with automatic Train Operation (ATO) and automatic Train supervision (ATS) has been adopted. It also has train describer-cum-passenger information system. Signalling and train control system will be capable of running trains at operation headway between 100 to 120 seconds.
- The temperature and humidity of underground metro tunnels and stations are planned to be controlled at 29°C and 70% respectively.
- The 25 kV electric traction has been proposed for Phase III similar to II of Delhi Metro. 25 kV AC traction has the economical advantages of minimal number of sub-stations and potential to carry large traffic (60,000-90,000 PHPDT). The system requires catenaries masts on surface/elevated section. in tunnel section 25 kV rigid overhead equipment OHE is proposed.
- Integrated system with Fibre Optics Cable, SCADA, Train radio, PA system will be provided for telecommunication.

- UIC -60 (60 kg/m) rail section has been adopted for the project. These rails are to be imported as these are not manufactures in India. The grade on main line will be 1080 Head Hardened. For the Depot lines, the grade of rails will be 880, which can be manufactures indigenously.
- Computer bases Automatic Fare Collection system (AFC) is proposed for the system. For multiple journey, the media shall be as utilised as Contactless Smart Token. The media shall be same as that existing on Phase I & II, so as to allow seamless travel.

1.4 MAINTENANCE DEPOT

No depot is proposed to be constructed for this alignment. However, existing Depot for the main line would be used for catering to this section also.

1.5 OBJECTIVE AND SCOPE OF THE STUDY

In order to enable DMRC to implement appropriate social measures by making clear its procedures and criteria for decision making and for meeting the requirements of funding agency, the main objective of the social assessment is to ensure transparency, predictability and accountability in the present study. The study shall have following objectives:

- To assess the socio-economic conditions of the families/people likely to be affected due to the proposed metro rail project phase III,
- To examine potential positive and negative impacts on the socio-economic condition of people in the project area,
- To develop appropriate measures to minimise the negative socio-economic impacts,
- To prepare Resettlement Action Plan (RAP) based on the existing policies, laws and guidelines of the government for the loss caused to the project affected people.

The scope of socio-economic study is to include the impacts due to the proposed DMRC development of Janakpuri- Dashrathpuri corridor. Based on the site survey, it will generate socio-economic data about project affected families and prepare an inventory of property. Based on the data, the project proponent shall develop measures to safeguard the PAFs from the loss occurred due to the proposed project with an objective of sustainable development. The study shall meet the requirement of Japan International Cooperation Agency (JICA) and other funding Institutions for funding of the proposed corridor.

1.6 LAND ACQUISITION AND RESETTLEMENT

The proposed project requires land. The acquisition of land for the project shall displace people from their home, livelihood base, since land is a scarce commodity in Metropolitan areas. Efforts have been made to keep land requirement to the barest minimum by so choosing the alignments that the acquisition of private property is minimal. Land is mainly required for route alignment of rail tracks, station buildings, platforms, entry/exit structures, traffic integration, car shed, power sub-stations,

ventilation shafts, administrative buildings, property development and temporary construction depots and work sites etc.

The project involves relocation of shops, commercial-cum-residential buildings and hutments along the proposed corridors. Compensation shall be paid accordingly, for relocation of shops, commercial-cum-residential buildings and hutments likely to be affected due to the proposed project.

1.7 MINIMISING RESETTLEMENT

Attempts have been made during the detailed design of the project preparation to minimize the land acquisition, resettlement and adverse impacts on people in the project area through suitable engineering design. Steps have already been made to confine the project area in the government land and in available Right of Way (ROW) where feasible. This has been done with proper consultation with the local people and affected communities. Their suggestions have been incorporated, in the design, whenever technically feasible. However, there will be some unavoidable land acquisition for which adequate compensation has been provided. For the proposed work the following specific measures are taken to minimize resettlement in this project.

- Selection of the sub project sites and its various components in the government land; and
- Adequate engineering design to avoid and minimize displacement and hence resettlement.

1.8 OBJECTIVE OF RESETTLEMENT ACTION PLAN

The Resettlement Action Plan is based on the principle that the population affected by the project will be assisted to improve their former living standards. Further, it also takes into account ways of avoiding or minimizing the impacts wherever possible by exploring other alternative project designs. Where displacement is unavoidable, people losing assets, livelihood or other resources, assistance is proposed for improving their former living standards. The rationale behind preparing RAP is not only to restore and improve the standard of living of PAPs but also bring qualitative changes in their life. Considering that the ultimate aim of RAP is to improve quality of life of the affected persons, it is important to assess the changes brought about by the project. National Policy for Rehabilitation and Resettlement -2007 will be followed for the resettlement action plan. Since Japan International for International Cooperation Agency (JICA) will finance the project, the JICA guidelines on Environmental and Social Consideration have been followed.

1.9 JICA REQUIREMENTS

According to JICA Guidelines for confirmation of Environmental and social Considerations, the proposed metro rail project is classified as 'Category A'. It includes projects in sensitive sectors or with sensitive characteristics and projects located in or near sensitive areas. The project is considered to have likely significant impacts on sensitive zones. Metro rail is similar to the "Road, Railways and

Bridge” category project which is indicated in the JICA guidelines as ‘category A’ project, which requires impact assessments of social settings of the project area.

JICA considers it important to have a dialogue with the partners (the host country, local governments, borrowers and project proponents) for its confirmation of social considerations. The active participations of key stakeholders (local residents, project affected families and local NGOs) in all stages of the project are also desirable. The study requires the people and its social environment shall be addressed in the social assessment report.

1.10 APPROACH AND METHODOLOGY FOR SOCIO-ECONOMIC STUDIES

The approach adopted to conduct socio-economic study is described below and is structured on the scope of work as mentioned in the Term of Reference (TOR). The study has been conducted in accordance with Japan International Cooperation Agency (JICA) Guidelines and the guidelines of Government of India. The study aims at collecting baseline data for socio-economic information and identifies the affected population by residence, business base and their locality. The study is primarily based on field data generated by the Consultant during social survey and secondary data were collected from the census handbooks / gazetteers / other relevant texts.

The methodology for conducting socio-economic study of the proposed project involves review of topographical survey drawings, field visits, data collection and stakeholder consultations.

- a) The consultant reviewed the final topographical maps and Detailed Project Report (DPR) of the project.
- b) Conducted socio-economic survey covering affected households, squatters, kiosks and small business entrepreneurs. A questionnaire is given in **Annexure-1.1**.
- c) The development of proposed metro project has significant positive impacts in the NCT & NCR. The proposed project may also bring unavoidable adverse impacts on the socio and economic environment around.
- d) Consultations with concerned stakeholders at the project level with affected families, communities, local leaders, vulnerable groups were held.

CHAPTER-2

POTENTIAL RESETTLEMENT IMPACTS

2.1 SOCIO- ECONOMIC SURVEY

A Socio-economic survey has been carried out to assess the impacts of the proposed corridor of Delhi metro rail project on the socio-economic conditions of the Project Affected Families (PAFs). In order to assess the impact, a questionnaire was developed and used to collect information of the families/people likely to be affected. Stakeholder consultations were also organised. This was essential to understand the nature of impacts in documenting impacts on assets, incomes and livelihood to develop mitigation measures and resettlement action plan for the affected people. The information compiled are: type of impact, type of ownership, social profile of the affected people, poverty status, the presence of titleholders and non titleholders in the project area. The views/opinion of the people about the project and options for rehabilitation and resettlement has also been obtained. The data collected through socio-economic survey of the project affected area is described in detail in **Chapter 3**. The major findings and magnitude of impacts of the proposed Delhi Metro project are discussed in the following sections. The project impacts have been classified into different categories such as impacts on land, impacts on the affected families and their livelihood resources, impacts on structures and impacts on the common property resources.

2.2 PROJECT IMPACTS

The proposed metro rail project will have a number of positive and negative impacts. In general the proposed metro rail phase III project shall bring following positive impacts:

- Generate Employment opportunity,
- Economic Growth,
- Mobility in the project area,
- Safety in Travelling,
- Traffic Decongestion,
- Save Fossil Fuel,
- Reduce Levels of Air Pollution
- Save Foreign Exchange

The proposed project is not so positive for a section of people / project affected families. The anticipated negative impacts on these people include:

- Loss of Land,
- Loss of Residential Structures,
- Loss of Commercial Structures,

- Loss of Jobs/Works,
- Loss of Livelihood,
- Loss of Common Property Resources
- Loss of Public Utility structures

2.2.1 Land Requirement and Acquisition

The proposed Delhi Metro project shall require land for different purposes. Land is mainly required for route alignments of rail tracks, station buildings, platforms, entry/exit structures, traffic integration, car shed, power sub-stations, ventilation shafts, administrative buildings, property development, depots and work sites etc. Land is scarce commodity in Delhi metropolitan areas. Acquisition of land shall make affected families landless in most of the cases. Therefore, every effort has been made to keep land requirements to the barest minimum by realigning the alignments away from private property / human habitation. After planning, the land requirement is kept at minimum and particularly, acquisition of private land was avoided.

The project shall require the acquisition/ transfer/ hire of 5.7212 ha of land. Details of land requirement is summarised below in Table 2.1. The proposed section of Delhi Metro Janakpuri West – Dasrathpuri section shall require land for different purposes. Land is mainly required for station buildings, platforms, entry/exit structures, traffic integration, car shed, power sub-stations, ventilation shafts, administrative buildings, property development and work sites etc. Since, the entire section is completely underground throughout the alignment except for station areas and allied auxiliary service areas, needs for land acquisition have been minimized. The details of land acquisition for the proposed section are mentioned under table 2.1 below:

Table 2.1: Land Requirement and Acquisition in m²

Category of Land						Total
Government			Private			
Permanent	Temporary	Total	Permanent	Temporary	Total	
DDA – 19104.38	DDA – 24263.1	43367.48	440.52	4928.33	5368.85	
MCD – 84.00	MCD – 3566.69	3650.69				
BSES – 1247.42	BSES –440.52	1687.94				
	P&T- 3137.12	3137.12				
		51843.23			5368.85	57212.08

2.2.2 Impact on structures and magnitude

Table 2.2 indicates impact of the proposed project on the different types of structures i.e. residential, commercial, residential cum commercial and other types and type of affect(fully and partially). No

industrial structure shall be affected due to the proposed section. The proposed project may impact upon 87 structures.

Table 2.2
Impact on structures

Name of the section	Affected structures				Total
	Residential	Commercial	Residential cum commercial	Others	
Janakpuri (West)- Dasrathpuri	77 ¹ Govt.	6 ² Pvt	1 ³ Pvt	3 ⁴ Pvt	87
Magnitude of Affect	Fully	Fully	Partially	2 structures to be affected partially and remaining 1 Fully	

Details of structures to be affected by proposed section are as below:

¹. Three blocks of P&T residential quarters with 77 flats, the colony has already been declared abandoned by MTNL . The transfer of Land and property is between two Govt. Departments.

² 1 Dhaba, 1 furniture shop, and 4 vacant shops

³. A dental clinic used for both residential and commercial purpose by the owner

⁴. A Samadhi, boundary wall of government school and boundary wall of BSES colony at Dasrathpuri station.

2.2.3 Impact on Families

A socio-economic survey was undertaken for the proposed section to assess the socio-economic conditions of project-affected families/people and to examine the impacts of the proposed alignment on their conditions. Table 2.3 below gives details of project affected families.

Table 2.3
Impact on Affected families

Name of the section	Category of PAFs			Project Affected Persons		
	Title Holder	Non – title Holder	Total	Male	Female	Total
Janakpuri (West)- Dasrathpuri	1 (14 %)	6 (86 %)	7 (100.00)	19 (49%)	20 (51%)	39 (100.00)

On the basis of alignment drawings and field visits it was observed that approximately 7 families are likely to be affected, as their land/house/shop shall be acquired for the construction and operation of the metro on which these families depend. Out of 7 PAFs only one family holds the property as Title

Holder (TH) and the remaining 6 families are in Non Title Holders (NTH) category. The NTH category includes tenants, squatters and kiosks.

a) Civic Amenities to be affected

The common property resources will also be affected due to construction of the proposed section. The structures being used by public shall also be affected. The common property resources and structures related to public utilities shall be rehabilitated in accordance to the consent of local communities. As per the provisions of DMRC for rehabilitation of the project affected structures of public utilities and common property resources, such property shall be properly compensated. The same type and size of structures shall be made in the same location. The civic amenities to be affected at proposed section are as below:

- Civic amenities like telephone lines, drains etc are likely to be affected on temporary basis. The section involves permanent diversion of a Nala at Dasrathpuri Metro station.
- At Dasrathpuri location, the proposed station is coming up at Dabri Mor to Palam flyover road. So during construction traffic would be diverted through service road parallel to the main road. This would have a temporary effect on the commercial activities of stores on either side of the main road.

2.2.4 Loss of Livelihood

As assessed during social impact assessment study, business/livelihoods of 7 affected families will be affected due to the loss of the commercial structures vis-a-vis business base in the proposed corridor.

2.2.5 Loss of Common Property Resources

No school, religious structures, community facilities etc and government buildings are involved in the project. However boundary walls of few structures is likely to be affected.

2.3 RELOCATION

The proposed project shall affect the private property resources. The loss of private property and loss of community resource shall have social impacts on the local society. In view of social impacts, rehabilitation of the PAFs has been proposed. During site social survey, choice and desire of affected people have also been collected through survey questionnaires. Mitigation measure of the adverse impacts shall be following:

- to assist the PAPs in resettling them at the suitable place,
- to provide monetary assistance in the form of shifting allowance and transitional allowance, etc.

- to provide house for loss of house at resettlement site by Delhi Development Authority (DDA).

As per the “Policy/Guidelines on Relocation and Rehabilitation of the PAPs of All Categories due to Implementation of Delhi MRTS project”, DDA will rehabilitate the PAFs occupying residential dwelling units on recommendation of Land Acquisition Commissioner (LAC) and approval of Land & Building Department (L&B), Government of National Capital of Delhi (GNCTD) and DMRC will rehabilitate PAPs occupying commercial unit/shop by providing constructed shop in the shopping complex.

CHAPTER-3

BASELINE SOCIO-ECONOMIC STUDY

3.1 PROFILE OF PROJECT AFFECTED FAMILIES

The alignment drawing and information provided by DMRC was the basis for identification of the affected families and project affected people due to the proposed project phase. The study represents assortment of the affected households, which includes titleholders and non-titleholders. The group of non-titleholders included tenants, squatters, kiosk owners, etc. The interviewees interacted with the social teams involved for the purpose and disclosed the information required for the questionnaires format for data collection. The socio-economic analysis of surveyed household has been presented here. The data collected through the social survey generated baseline for socio-economic information about the project affected families. The data has been compiled and presented in tabular forms.

3.2.1 Demographic and Social Conditions

There are in total 7 PAFs which will be affected by Metro between Janakpuri and Dashrathpuri Stations. The detailed analysis for the PAPs has been carried out on the basis of data/ information collected from 7 families.

3.2.1.1.1 Gender

The data on gender divide is very helpful indicator to know the participatory share of males and females in the society, which is also an important indicator for human development index. Table 13 shows the data on gender along the proposed section. As per the survey approximately 48.72% members in project affected families are male and 51.28% are female.

Table-3.1

Project Affected Families & People

Total PAFS	Total PAPs	Total Male	Total Female
7 (100.00)	39 (100.00)	19 (48.72)	20 (51.28)

3.2.1.2 Religious and Social Groups

Data on religious groups has been collected in order to identify people with the specific religious belief among the PAFs. The religious beliefs and social affiliation of the people are indicators that help understand cultural behavior of the groups. The social and cultural behavior will help understand the desires and preferences of PAPs, which is a prerequisite to rehabilitate the affected people and their families. The data on same is given in table 3.2 below:

Table 3.2
Religion and Social Groups of PAFs Janakpuri (West)- Dasrathpuri

Parameter	Religious group					
	Hindu	Muslim	Christian	Sikh	Others (specify)	Total
Number	6	0	0	1	0	7
Percentage	85.71	0	0	14.29	0	100.00
	Social Group					
	SC	ST	OBC	General	Total	
Number	0	0	0	7	7	
Percentage	0	0	0	100.00	100.00	

As per the survey Majority of the population are Hindus constituting 86% followed by those belonging to Sikhism (14%). A look at the data regarding the social groups reveals that the all affected families come from general caste category. No Scheduled Castes/ Schedule Tribes/ BCs / OBCs were found among the PAFs.

3.2.1.3 Family Pattern

Family Pattern indicates the fabrics of sentimental attachment among the family members, social value, economic structures and financial burdens. The family particulars of the surveyed PAPs/ PAFs are given in Table 3.3 below. There is no single person family among PAPs. Out of total Project Affected Families, majority (71%) are nuclear families and only about 29% are joint families.

Table 3.3
Family pattern of PAFs on Janakpuri (West)- Dasrathpuri Corridor

Name of the section	Type of the family			
	Joint	Nuclear	Individual	Total
Number	2	5	0	7
Percentage	28.57	71.43	0	100.00

3.2.2 Educational Attainment

Education has been high priority in the city to avail benefits available and get distinguished in their class category. It is observed from the survey that approximately 26 % PAPs are illiterate, 31 % educated up to primary level, 13 % to middle class level and 13 % have attained their education up to high school level. About 8% of the PAPs are graduates and 8 % post graduates and remaining 3% are non-school going children. Data on education level of PAPs at project affected land has been given in the following Table 3.4.

Table 3.4
Education Level of PAPs

Education Level	Education Level PAPs							
	Illiterate	Primary	Secondary	Sr. Sec.	Grad.	P.G.	Non School	Total
Number	10	12	5	5	3	3	1	39
Percentage	25.64	30.77	12.82	12.82	7.69	7.69	2.57	100.00

3.2.3 Occupational Pattern

The occupation and profession of the head of family has been considered during the social survey. The study recorded and assessed the capability, base for livelihood and skills of the family head, so that resettlement impacts can be assessed. Data on occupational pattern of PAPs has been given in Table 3.5.

Table 3.5
Occupational Pattern of PAFs

Parameter	Occupation						
	Labour	Agriculture	Business	Service	Professional	Others	Total
Number	1	0	5	0	1	0	7
%	14.29	0	71.42	0	14.29	0	100.00

Based on the impacts assessment, the income generation plan and rehabilitation plans shall be prepared accordingly. Among the interviewed head of the PAFs, majority of the PAFs 71.43% are involved in business, followed by labour class 14.29 % and professional 14.29 %.

3.2.4 Family Annual Income

Income is the main economic determinant of the urban social structure..

Table 17: Family Annual Income

Family Income	< 25,000	25,001 – 50,000	50,001 – 1,00,000	1,00,000 - 1,50,000	1,50,000 – 2,00,000	> 2,00,000	Total
Number	1	2	1	0	1	2	7
%	14.28	28.58	14.28	0	14.28	28.58	100

About 29% of families have their income between 25 to 50 thousands. Another 29 % belongs to upper income group of above Rs. 2 Lakh. Whereas the PAFs are distributed equally among the income groups of Less than Rs. 25 thousands, 50 to 100 thousand and 1.5 lakhs to 2 lakhs per annum. Distribution of family income appears to be equitable among PAFs of Janakpuri – Dashrathpuri underground corridor.

3.2.5 Vulnerable Families

The vulnerability of the project affected families has been determined by the people falling in the category of scheduled caste, scheduled tribe, below poverty line (BPL), women headed family and disabled. If the households fall under BPL as a result of loss of livelihood/assets due to the proposed project, then they shall also be classified as vulnerable family.

3.2.6 Awareness about HIV/AIDS

Sex trade and spread of sexually transmitted diseases (STDs) also came up as critical socio-cultural and health issue, which needs to be addressed to ensure that the construction of metro rail is a socially responsible development project. Most of the respondents have shown awareness about HIV/AIDS. The main source of information is television, news paper and advertisement boards displayed by the government in the city.

3.3 Awareness and Opinion about the project

During the socio-economic survey, some questions were asked to the PAPs regarding the awareness, source of information and opinion about the proposed metro rail phase III project. It is found that all the PAPs are very well conversant with the project.

3.4 Resettlement & Rehabilitation Options

The options on resettlement and rehabilitation measures have also been collected from owner residents, owner commercial, tenant residential & commercial, kiosk owner and squatters. The study reveals that all residential unit owners opted for constructed building or plot in the vicinity of their present area. The commercial unit owners have opted replacement of shops. The squatter and kiosk owners opted for proper rehabilitation within the area. The titleholders consented to get displaced by the project, if developer compensates them for the land with the market value and assistance for construction of house. The squatters gave their consent to the proposed project.

3.5 Common Property Resources/Public Utilities

The common property resources may be affected due to construction of the proposed project. The structures being used by public may also be affected. The common property resources and structures related to public utilities shall be rehabilitated in accordance to the consent of local communities. As per the provisions of DMRC for rehabilitation of the project affected structures of public utilities and common property resources, such property shall be properly compensated. The same type and size of structures shall be made in the same location. The details of such structures and property have been given in the **chapter 2**, which is on potential resettlement impacts.

CHAPTER-4 POLICY, LEGAL AND ADMINISTRATIVE FRAMEWORK

4.1 POLICY FRAMEWORK

The Metro Phase-III project falls in “Category A” based on World Bank Operational Policy (OP 4.01) and JICA guidelines for Environmental and Social Projects. Category ‘A’ includes sensitive sectors such as “Roads, Railways and Bridges” which are similar to metro lines or located in or near sensitive areas such as cultural, historical or of archeological value. Over the years R&R policies have been developed at national and organizational levels. The Acts and Policy relevant to the study are:

- Land Acquisition Act, 1894 (Amended in 1984);
- National Rehabilitation and Resettlement Policy, 2007;
- JICA Guidelines for Environmental and Social Consideration, April 2010
- Relocation & Rehabilitation Policy in respect of PAPs for all categories due to implementation of Delhi MRTS Project.

The following section deals with these policies with a comparison and subsequently deals with the entitlements and eligibility for compensation and other resettlement entitlements.

4.2 LAND ACQUISITION ACT, 1894 (Amended 1984)

The most relevant Indian regulation for facilitating resettlement and rehabilitation is the Land Acquisition Act, 1894(amended 1984). This Act is the principal document for procedures to be followed for acquisition of private land by the Government for public purposes and for determining compensation. The Act ensures that no person is deprived of land under this Act and entitles PAPs to a hearing before the actual acquisition. While this Act does not per se provide for mitigation measures, Section 23 of the Act discusses compensation at market price, the market value of land being determined at the “*date of publication of the notification*”. However, for land acquisition, this Act will not be applicable for displacement of temporary huts. Procedures set out include: (i) Preliminary notification (Section 4); (ii) Declaration of Notification (Section 6); (iii) Notice to persons interested (Section 9); (iv) Enquiry and award (Section 11); (v) Possession (Section 16). Summary features of LAA are presented in Box No.4.1. The proposed project entails acquisition of land along the alignment and land will be acquired under this Act.

The land will be acquired by DMRC for the proposed project by using Section 17 of this Act.

The main elements of the LAA are:

- Land identified for the purpose is placed under Section 4 of the LAA for notification. Objections must be made within 50 days to the District Collector (DC, is the highest administrative officer of the concerned District). Once the land has been placed under Section 4, no further sale or transfer is allowed.

- The land is then placed under Section 6 of the LAA. This is a declaration that the Government intends to acquire the land. The DC is directed to take steps for the acquisition, and the land is placed under Section 9. Interested parties are then invited to state their interest in the land and the price. Under Section 11, the DC will make an award within two years of the date of publication of the declaration. Otherwise, the acquisition proceedings shall lapse.
- In case of disagreement on the price awarded, within 6 weeks of the award, the parties (under Section 18) can request the DC to refer the matter to the Courts to make a final ruling on the amount of compensation.
- Compensation for land and improvements (such as houses, wells, trees, etc.) is paid by the project authorities to the State Government, which in turn compensates landowners.
- In case of delayed payments, after placement under Section 9, an additional 9 percent amount per annum is to be paid for the first year and 15 percent for subsequent years.

4.3 THE NATIONAL REHABILITATION AND RESETTLEMENT POLICY, 2007

The National Rehabilitation and Resettlement Policy, 2007 (NRRP, 2007) was adopted by the Government of India on 31 October 2007 to address development-induced resettlement issues. The NRRP stipulates the minimum facilities to be ensured for persons displaced due to the acquisition of land for public purposes and to provide for the basic minimum requirements. All projects leading to involuntary displacement of people must address the rehabilitation and resettlement issues comprehensively. The State Governments, Public Sector Undertakings or agencies, and other requiring bodies shall be at liberty to put in place greater benefit levels than those prescribed in the NRRP. The principles of this policy may also apply to the rehabilitation and resettlement of persons involuntarily displaced permanently due to any other reason. The objectives of the Policy are:

- a) to minimize displacement and to promote, as far as possible, non-displacing or least-displacing alternatives;
- b) to ensure adequate rehabilitation package and expeditious implementation of implementation process with the active participation of the affected families;
- c) to ensure that special care is taken for protecting the rights of the weaker sections of society, especially members of the Scheduled Castes and Scheduled Tribes, and to create obligations on the State for their treatment with concern and sensitivity;
- d) to provide a better standard of living, making concerted efforts for providing sustainable income to the affected families;
- e) to integrate rehabilitation concerns into the development planning and implementation process; and

- f) where displacement is on account of land acquisition, to facilitate harmonious relationship between the requiring body and affected families through mutual cooperation.

The NRRP is applicable for projects where over 400 families in the plains or 200 families in hilly or tribal or Desert Development Program areas are displaced. However, the basic principles can be applied to resettling and rehabilitating regardless of the number affected. However, the provisions under the NRRP can also be followed for other projects as a standard and best practice. Therefore, the relevant provisions of NRRP are applicable to the proposed metro rail project. NRRP's provisions are intended to mitigate adverse impacts on Project Affected Families. The NRRP comprehensively deals with all the issues and provides wide range of eligibility to the affected persons and meets most of the requirement of JICA's Policy on Environment and Social considerations. The non title holders, under NRRP, are recognized as people living in the affected area not less than three years after the declaration of the area as affected. The NRRP addresses vulnerable families with adequate entitlements and provides special provisions for Scheduled Castes and Scheduled Tribes Families. The NRRP takes into account transparency as far as consultation, dissemination of information, disclosure and grievance is concerned. However, the law relating to the acquisition of privately owned immoveable property remains the LAA.

4.4 RELOCATION & REHABILITATION OF PROJECT AFFECTED PERSONS FOR DELHI MRTS PROJECTS

As per the Relocation & Rehabilitation Policy in respect of Project Affected Persons of all categories due to implementation of Delhi MRTS Projects, the responsibility for rehabilitation of PAPs are under three categories for execution of corridor:

- a) Rehabilitation of PAPs occupying residential/dwelling units for Phases-III of DMRC is to be assigned to DDA on recommendation of Land Acquisition Collector (LAC) and approval of Land and Building Department, as was applicable to up to Phase-II (**Annexure-4.1**).
- b) Rehabilitation of PAPs occupying commercial units/shops shall be done by DMRC by constructing shops and rehabilitating the affected shop keepers. This allotment will be at the cost determined by DMRC at its terms & conditions.
- c) Re-location and rehabilitation of Industrial units shall be done by Delhi State Industrial and Infrastructure Development (DSIIDC), GNCT of Delhi.

Based on the above guidelines/policy, a brief note on land acquisition and rehabilitation for MRTS Project, DPRs for different corridors has been prepared by DMRC. As per this note government land is acquired by DMRC from different departments of Central Government or State Government or local bodies at notified rate fixed by Ministry of Urban Development (MOUD), Govt. of India on long term lease basis. For acquisition of private land for the projects, DMRC places requisition of land to Transport Department, GNCT of Delhi, who in turn forward the requisition to Land & Building Department and concerned Land Acquisition Collector. Land is acquired by LAC/ Land & Building

Department under Land Acquisition Act, 1894. The price that is to be paid for acquisition of land is determined on the basis of fair market value of the land as assessed from the registration of last sale-purchase records of the land in the area. Final compensation is to be paid to owners, also includes 30% solatium over and above the market rate determined by LAC and interest @ 12% from the date of notification under Section(4) to the date of award and thereafter up to actual date of payment. For rehabilitation of PAPs in case of private land, concerned LAC shall prepare the list of persons eligible for rehabilitation in case of residential, commercial/ shops, industrial units and same will be approved by Land & Building Department. If the residual of the asset being taken is not economically viable, compensation and other resettlement assistance are provided as if the entire asset had been taken.

4.5 JICA's GUIDELINES ON INVOLUNTARY RESETTLEMENT

The JICA guidelines for environmental and social considerations are applicable to this project subject to provisions in this SIA report. The Resettlement Action Plan (RAP) has been developed in accordance with the requirements of the JICA on Involuntary Resettlement. The involuntary resettlement may cause severe long-term socioeconomic hardships, impoverishment and environmental damages unless appropriate measures are carefully planned and carried out. The JICA requires that involuntary resettlement should be avoided where feasible, or minimize exploring all viable alternative project designs. In cases, it becomes unavoidable, then the affected persons should be meaningfully consulted providing them an opportunity to participate in planning and implementing the resettlement programme. They should be assisted in their efforts to improve their livelihoods and standard of living or at least to restore these, in real terms, to pre-displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher. This approach endorses the eligibility of all the categories of persons, whether with formal legal rights or without these rights, in a project, but occupying project area prior to the cut-off date established by the borrower and acceptable to the Bank.

4.6 ELIGIBILITY AND ENTITLEMENTS

PAPs entitled for compensation and rehabilitation are (i) PAPs losing land and other assets with legal title/traditional land rights will be compensated, and PAPs will be rehabilitated (ii) tenants in case of shops ; (iii) owners of buildings, or other objects attached to the land; (iv) PAPs losing business, income, and salaries; (v) assistance to the non title holders(squatters, etc). The cut-off date for those who have legal title is the date of notification under section 4(I) of Land Acquisition Act 1894 (amended in 1984). The cut-off-date for those who do not have legal standing (squatters and encroachers) is 31/03/2007 for eligibility of assistance under the project as per Delhi Government notification : F.386(7)/UD/BFUP/2010/1991-1205, Dt.03.02.2011. The entitlement matrix provides category wise details regarding the entitlements in relation to the R&R principles enumerated above. The following **Table 4.1** presents the entitlement matrix for the proposed metro rail project.

TABLE 4.1
ENTITLEMENT MATRIX

Category of Loss	Relocation & Rehabilitation Policy in respect of PAPs for all categories due to implementation of Delhi MRTS Project	Responsible Agency
Loss of ownership of land	The price for acquisition of land is determined on the basis of market value.	District Collector Govt. of NCT/ DC Jhajjar, Haryana
Loss of ownership of house	<ul style="list-style-type: none"> • DDA is responsible for rehabilitation of PAPs. • A LIG flat for PAFs loosing plot size less than 100sq.m. • A MIG flat for PAFs loosing plot size more than 100sq.m. • Rs.7882/- per Sq.m. for construction cost 	District Collector, DDA Govt. of NCT, DC, Jhajjar, Haryana, HUDA, Municipal Committee, Dashrathpuri
Loss of ownership of shop	<ul style="list-style-type: none"> • DMRC is responsible for rehabilitation of PAPs • Construction of shops • Maximum size of 15 sq.m per PAP • Rs.7882/-per sq.m. for construction cost 	District Collector Govt. of NCT DMRC DC, Jhajjar, Haryana, HUDA, Municipal Committee, Dashrathpuri
Tenant in case of residential unit	Compensation for shifting expenses a sum of Rs 10,000/- to be paid to each household unit	Project Authority
Tenant in case of shops	Eligible for rehabilitation	Project Authority
Relocation of Kiosk	Shifting allowance @ Rs 10,000/-	Project Authority
Vulnerable affected person	Skill improvement training to be arranged and assistance of Rs 15,000/- (LS)	Project Authority

CHAPTER-5 INSTITUTIONAL FRAMEWORK

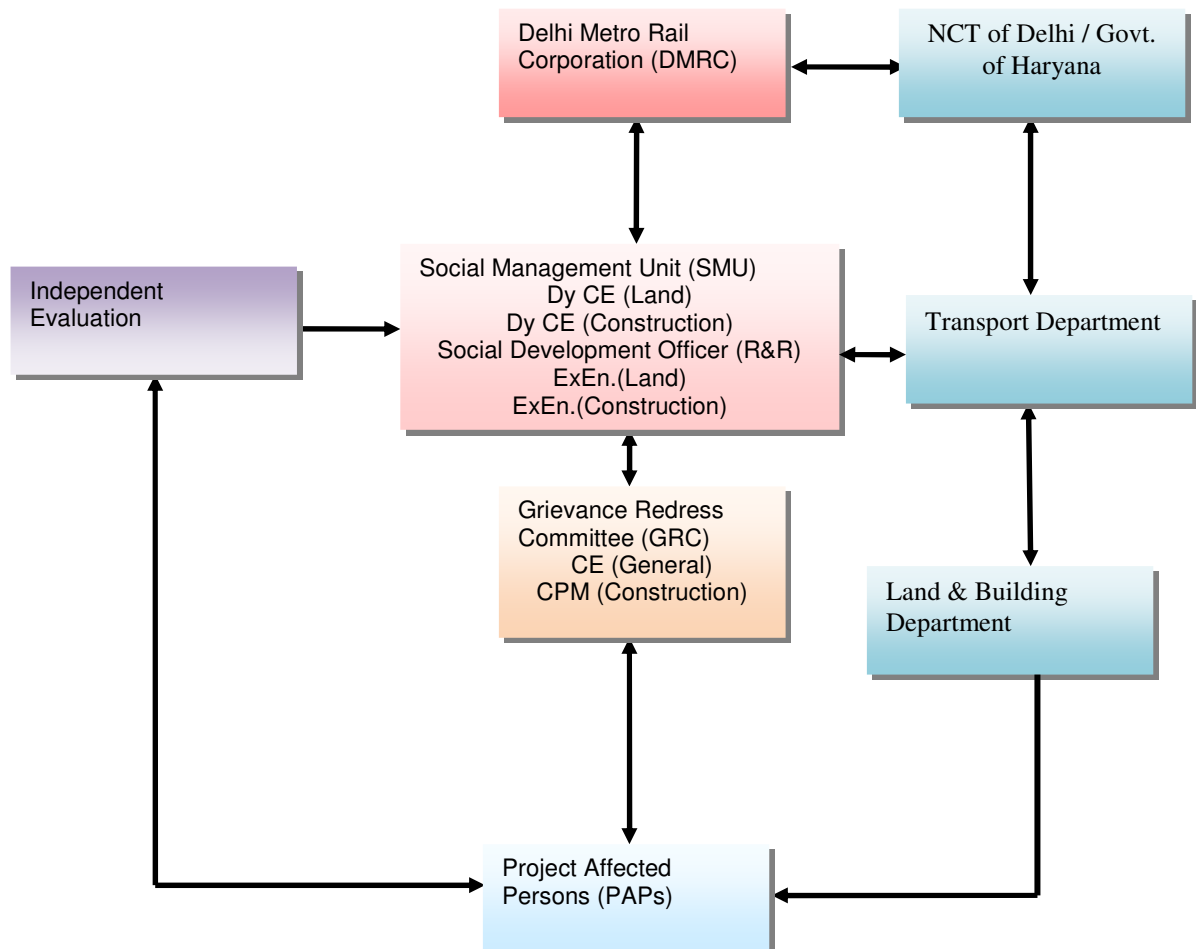
5.1 INSTITUTIONAL ARRANGEMENT

The implementation of Resettlement Action Plan (RAP) requires involvement of various institutions at different stages of project cycle. This section deals with roles and responsibilities of various institutions for a successful implementation of the RAP. The institutions to be involved in the process are as follows:

1. Delhi Metro Rail Corporation(DMRC)
2. Land and Building Department, Govt. of NCT of Delhi
3. Office of the District Collector in Delhi as well as Haryana
4. Delhi Urban Shelter Improvement Board(DUSIB)

The institutional framework for RAP implementation is shown in **Figure 5.1**.

FIGURE 5.1 INSTITUTIONAL CHART FOR RAP IMPLEMENTATION



5.1.1 DELHI METRO RAIL CORPORATION

DMRC is the executing and implementing agency for the proposed four new metro rail corridors in Delhi. DMRC will be overall in charge of rehabilitation and resettlement issues such as implementation, monitoring and execution of land acquisition and resettlement issues. The designated engineering department headed by Chief Project Manager in DMRC will assess the requirement of land acquisition and resettlement based on the engineering design. DMRC will be responsible for coordinating with other concerned government departments for land acquisition, planning and implementation of RAP which will include the disbursement of compensation, assistance, shifting and relocation of affected people. DMRC also arrange/provide vocational training and other welfare assistance to the affected people. DMRC will also resettle and rehabilitate the PAPs occupying the commercial units by constructing shopping complexes at the nominated location. However, LIG & MIG flats will be provided to PAFs occupying residential / dwelling by Delhi Development Authority (DDA) on recommendation of LAC and approval of Land & Building Department, Government of NCT Delhi.

To ensure proper coordination and execution of the land acquisition and resettlement issues and to ensure coordination with the implementing agency, an independent evaluation consultant (Resettlement & Rehabilitation) with educational background of master in social science i.e. Social Work (MSW) & Sociology or an organization with similar expertise, may be hired by DMRC for mid and end term evaluation of implementation of resettlement and rehabilitation activities. The independent evaluation consultant could review RAP implementation in light of the objectives, targets, budget and duration that is laid down in the plan. DMRC will report to funding agency regarding the progress made on land acquisition and implementation of resettlement plan.

5.1.2 LAND AND BUILDING DEPARTMENT

Land and Building Department, Government of NCT of Delhi, is responsible for large-scale acquisition of land for planned development of Delhi. Land Acquisition Branch of this Department is responsible for overall coordination between various agencies involved in land acquisition. For acquisition of private land for the proposed metro rail project, DMRC will place requisition of land to Transport Department, GNCT of Delhi, who in turn will forward the requisition to Land & Building Department. On receipt of the proposal for acquisition of land from Transport Department, GNCT of Delhi, the Land Acquisition Branch of Land & Building Department will forward the same to Land Acquisition Collector (LAC) to initiate the process for acquisition of land. Land will be acquired by LAC/Land & Building Department under Land Acquisition Act, 1894.

5.1.3 OFFICE OF THE DISTRICT COLLECTOR

The proposed project covers west district of Delhi and it has a Land Acquisition Collector (LAC). The office of the LAC will be responsible for the land acquisition. Land Acquisition Collector will coordinate between the DMRC and the affected land owners. DMRC will be providing the technical details and the land acquisition plans to the LAC. The LAC will be responsible for initiating the notice and issuing all the sections under the Land Acquisition Act, 1894. LAC will be responsible for conducting the

valuation of affected land and assets and will decide the compensation. The disbursement of compensation for land and assets of the legal owners will be done by LAC.

5.1.4 DELHI URBAN SHELTER IMPROVEMENT BOARD (DUSIB)

The role of DUSIB is to look after the *Jhuggie/ Jhonprie* squatter settlements / clusters by way of provision of civic amenities and their resettlement. The DUSIB is responsible for the rehabilitation of squatters/encroachers affected by the corridors. Relocation policy for slum dwellers will be applicable subject to fulfillment of terms and conditions laid down in that policy.

5.1.5 SOCIAL MANAGEMENT UNIT (SMU)

DMRC has a division which is for looking after the social safeguards activities. This is headed by Deputy Chief Engineer (Land). He/ She co-ordinates with other divisions/sections of DMRC on social, rehabilitation and resettlement issues. Other members of this unit will include the concerned Deputy Chief Engineer of the line/ corridor referred to as Deputy Chief Engineer (construction), Executive Engineer (land) and Executive engineer of the concerned line/ corridor. DMRC will do the overall coordination, preparation, planning, implementation, and financing of RAP. The Social Management Unit (SMU) of DMRC, will work closely with other staff of the DMRC and will be specifically looking after the social safeguards issues. The SMU shall ensure that all land acquisition issues are handled according to the LA policy/guidelines as it is laid down in this report. It will also monitor that all the procedural and legal issues involved in land acquisition are fulfilled. The SMU will assist the DMRC for getting all the necessary clearances and implementation of the resettlement activities prior to start of any civil work. A Social Development Officer (R&R) with background of social science may be added in this SMU as full time to supervise and monitor overall activities of RAP and he/she will report day to day progress to Deputy Chief Engineer (Land). The ToR for proposed Social Development Officer (R&R) is attached as **Annexure 5.1**.

Some of the specific functions of the SMU in regards to resettlement management will include the following:

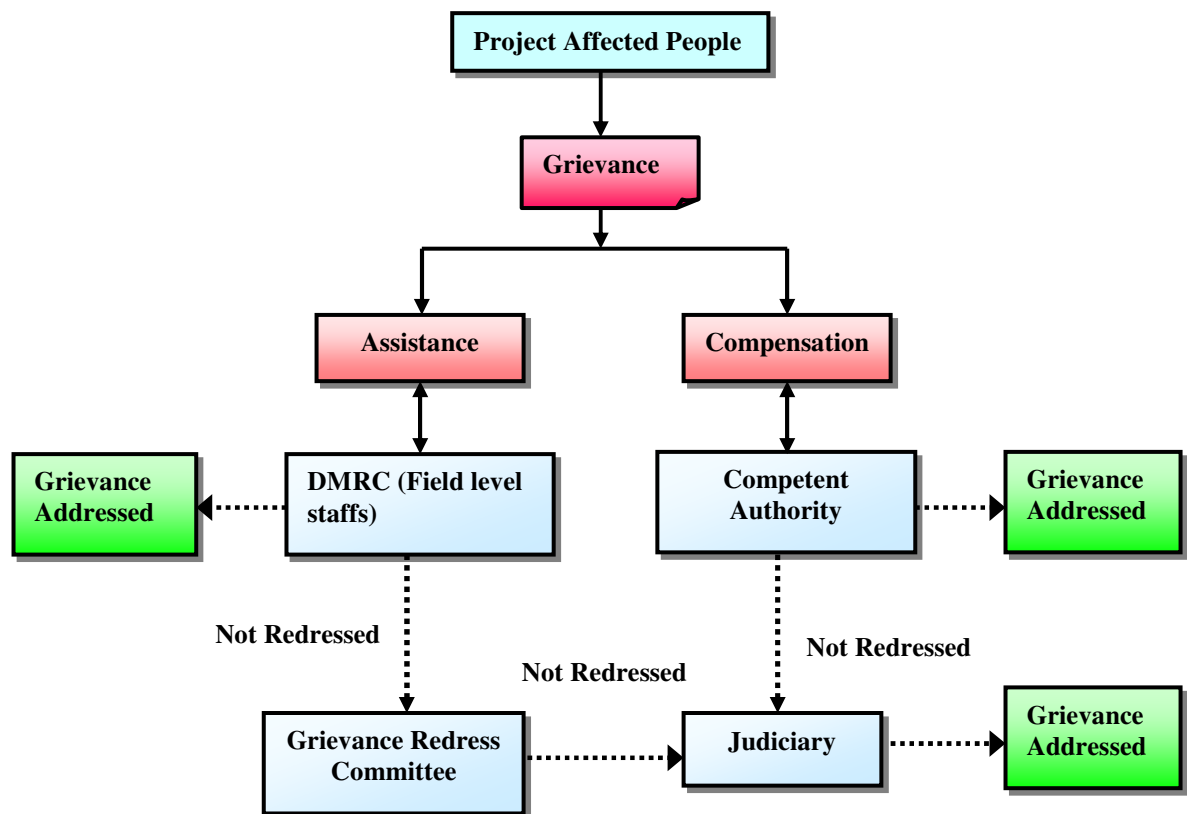
- Overall responsibility of planning, implementation and monitoring of land acquisition and resettlement and rehabilitation activities in the Project;
- Ensure availability of budget for R&R activities;
- Liaison lined agencies support for land acquisition and implementation of land acquisition and resettlement
- Coordinating with line Departments, especially with the LAC.

5.2 GRIEVANCE REDRESSAL COMMITTEE

Efficient grievance redressal mechanism will be developed to assist the PAPs resolve their queries and complaints. Grievances of PAPs will be first brought to the attention of SMU,DMRC. Grievances not redressed by SMU will be brought to the Grievance Redressal Committee (GRC).The composition

of the proposed GRC will have Chief Engineer (General), CPM(Construction).The GRC will address only rehabilitation assistance issues. Grievances related to ownership rights and land compensation can be dealt in court as per LAA. The main responsibilities of the GRC are to: (i) provide support to PAPs on problems arising from land/property acquisition; (ii) record PAPs grievances, categorize, and prioritize grievances and resolve them; (iii) immediately inform the SMU of serious cases; and (iv) report to PAPs on developments regarding their grievances and decisions of the GRC. Other than disputes relating to ownership rights under the court of law and compensation, GRC will review grievances involving all resettlement benefits. When any grievance is brought to the field level staff, it should be resolved within three months from the date of complaint. The GRC will meet every month (if grievances are brought to the Committee), determine the merit of each grievance, and resolve grievances within three months of receiving the complaint—failing which the grievance can be referred to appropriate court of Law for redressal by the PAP. Records will be kept of all grievances received including: contact details of complaint, date the complaint was received, nature of grievance, agreed corrective actions and the date these were effected, and final outcome. A flow chart of grievances redressal is indicated in **Figure 5.2**.

FIGURE-5.2 STAGES OF GRIEVANCE REDRESSAL



5.3 ROLE OF STAKEHOLDERS IN RAP

Role of different stakeholders for implementation of resettlement plan is presented in **Table 5.1**.

TABLE-5.1
ROLE OF STAKEHOLDERS FOR IMPLEMENTATION OF RAP

POSITION	RESPONSIBILITIES
Chief Engineer (DMRC)	<ul style="list-style-type: none"> • Implementation of R&R activities of LAP; • Land acquisition and R&R activities in the field; • Ensure availability of budget for R&R activities; • Liaison with district administration for support for land acquisition and implementation of R&R; and • Participate in the district level committee.
Dy. Chief Engineer (DMRC)	<ul style="list-style-type: none"> • Manage the day to day implementation of R&R activities and report the same to Chief Engineer, • Monitor land acquisition and progress of R&R implementation; • Develop communication strategy for disclosure of RAP; • Liaison with district administration for government's income generation and development programmes for the PAPs; • Monitor physical and financial progress on land acquisition and R&R activities; • Organize meetings with R&R officer and other support staffs to review the progress on R&R implementation;
Grievance Redressal Committee	<ul style="list-style-type: none"> • To provide support for the affected persons on problems arising out of LA/ property acquisition; • To record the grievances of the APs, categorize and prioritize the grievances that need to be resolved by the Committees; • To inform Chief Engineer of each corridor of serious cases within an appropriate time frame and • To report to the aggrieved parties about the development regarding their grievance and decisions of the project authorities.
Independent Evaluation	<ul style="list-style-type: none"> • Evaluate the implementation of the various provisions and activities planned in the RAP; • Review the plan implementation in light of the targets, budget and duration that had been laid down in the plan.
Judiciary	<ul style="list-style-type: none"> • The case not resolved at GRC shall be put to court of law.

5.4 IMPLEMENTATION SCHEDULE

The implementation schedule for resettlement plan will be scheduled as per the overall project implementation. All activities related to the land acquisition and resettlement must be planned to ensure that 80% compensation is paid prior to displacement and commencement of civil works. Public consultation, internal monitoring and grievance redressal will be undertaken intermittently throughout the project duration. However, the schedule is subject to modification depending on the progress of the project activities. As part of advance actions, DMRC will establish the GRC, and initiate the

resettlement implementation. The R&R activities of proposed project are divided in to three broad categories based on the stages of work and process of implementation. The details of activities involved in these three phases are project preparation phase, RP implementation phase and Monitoring and Evaluation phase.

5.4.1 PROJECT PREPARATORY STAGE (PRE-IMPLEMENTATION STAGE)

Setting up relevant institutions for the resettlement activities will be the major task during the preparatory stage which is pre implementation phase. The major activities to be performed in this period include establishment of ESMD and additionally, the GRC needs to be appointed at this stage.

5.4.2 RAP IMPLEMENTATION STAGE

The RAP, at this stage, needs to be approved and will be disclosed to the PAPs. Upon the approval of RAP, all the arrangements for fixing the compensation and the disbursement needs to be done which includes payment of all eligible assistance; relocation of PAPs; initiation of economic rehabilitation measures; site preparation for delivering the site to contractors for construction and finally commencement of the civil work. Considering the lengthy and time taking process for land acquisition, this step has been taken by the DMRC in advance which is being followed as per the Land Acquisition Act. However, the resettlement and rehabilitation fund will be monitored as part of the RAP implementation at this stage. Internal monitoring will be the responsibility of DMRC which will start in early stage of the project when implementation of RAP starts and will continue till the completion of the implementation of RAP. The DMRC will be responsible for carrying out the monitoring on half yearly basis.

5.4.3 RAP IMPLEMENTATION SCHEDULE

Corridor wise RAP implementation schedule for R&R activities in the proposed project including various sub tasks and time line matching with civil work schedule is prepared and presented in **TABLE**

5.2

TABLE 5.2
RAP IMPLEMENTATION SCHEDULE FOR KALINDI KUNJ TO JANAKPURI

Description \ Months	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
Identification of Required Land																				
Community/ Public Consultation																				
Disclosure of RAP																				
Notification of Land Acquisition																				
Valuation of Structures for Compensation																				
Payment for Land Acquisition																				
Payment for Relocation of PAPs																				
Construction of Shops/ Houses																				
Schedule of civil work																				
Internal Monitoring																				
External Evaluation																				

CHAPTER-6

PUBLIC CONSULTATION

6.1 BACKGROUND

Public consultation is a continuous process throughout the project period, during project preparation, implementation, and monitoring stages. The sustainability of any infrastructure development depends on the participatory planning in which public consultation plays a major role. Experience indicates that involuntary resettlement generally causes numerous problems for the affected population. These problems may be reduced to a great extent if people are properly informed and consulted about the project and allowed to make meaningful choices or preferences. This serves to reduce the insecurity and opposition to the project which otherwise are likely to occur during project implementation. The overall objective of the consultation program is to minimize negative impact in the project corridors and to make people aware of the project.

Keeping in mind the significance of consultation and participation of the people likely to be affected or displaced due to the proposed project, both formal and informal discussions were conducted with stakeholders during field visits from 16/09/2013 to 18/09/2011. During field visits the social experts of CERD. consulted with the key stakeholders and discussed the issues regarding land acquisition, structures likely to be affected, high social risk, presence of significant CPR (Common Property Resource) and vulnerable population, mitigation measures, value of affected assets, and other assistance & allowances. In this chapter detailed methodology adopted for stakeholder consultation and key findings of consultations are discussed.

6.2 APPROACH AND METHODS OF CONSULTATION

Public consultations were held with various sections of affected persons such as traders, women, squatters, kiosks and other inhabitants in the areas likely to be affected by land acquisition, viz., Dashrathpuri area. During public consultations, issues related to land acquisition, compensation, income restoration, employment generation, information flow, grievance redressal, safety, role of administration etc. were discussed. The RAP addresses all issues raised during public consultation and recommends institutional strengthening measures as well. The following methods were adopted for conducting public consultation:

- Walk-through informal group consultation at affected places along the alignment.
- Focus Group Discussions (FGD) with different groups of affected people including residential groups, traders, and slum dwellers (squatters).
- In-depth individual interviews
- Discussions and interviews with key informants
- Sharing the opinion and preferences of the PAPs

The number of participants in the consultations were approximately 10, which include PAPs. The key informants included both individuals and groups namely (i) head of households;(ii)household members; (iii)local people. Public consultations were organized at one place.

6.3 KEY FINDINGS OF CONSULTATIONS

The key findings of public consultation are presented in **Table 6.1**.

TABLE 6.1
STAKEHOLDER CONSULTATION

Place	Issues Discussed	Important Opinion & Views	DMRC Reply
Dashrath puri	Structures	<ul style="list-style-type: none"> • Lose of shops structures will mean a lot of problems for the people. • People have no objection for proposed metro rail project. 	<ul style="list-style-type: none"> • PAPs losing residential structure or land will be compensated properly as per the Relocation and Rehabilitation Policy of Delhi Government. • DMRC has made an attempt during design of project preparation to minimize land acquisition, resettlement and adverse impact on people through suitable engineering design.. • DMRC welcomes the support of people for the proposed Delhi metro rail project.
	Land acquisition	<ul style="list-style-type: none"> • Shops are located on the land of MCD/ Pvt. Land. These shall be relocated 	<ul style="list-style-type: none"> • DMRC shall take special consideration while providing compensation for acquisition of land and other resettlement assistance.
	Felling of trees	<ul style="list-style-type: none"> • People of Dashrathpuri will cooperate DMRC for replantation of trees. 	<ul style="list-style-type: none"> • DMRC informed that it will take necessary permission for cutting of the trees and will do necessary compensatory afforestation as per forest department of Delhi.
	Displacement	<ul style="list-style-type: none"> • Govt. should provide a land for construction of House along with compensation for construction of house for the affected family. 	<ul style="list-style-type: none"> • In case of structures (pucca) at government land/ private land owners shall be compensated as per the existing Relocation Policy of Government of Delhi. • Compensation shall be given as per rules.

From the above table it is evident that the people in Dashrathpuri have no objection to the proposed metro rail project provided they are compensated properly before their displacement. According to them loss of residential structure with land and shops will mean a lot of problem. Compensation for acquisition of private land should be given to those who are likely to lose their land at the current market price.

6.4 INFORMATION DISCLOSURE AND CONSULTATION

During social survey, meetings and focus group discussions were conducted to get wider public input from the primary and secondary stakeholders. The roadside communities, particularly the affected small business enterprises, took tremendous interests in the meetings. This consultative approach led to identification of a range of issues related to designing of underground stations at populated areas, road improvements before construction of metro corridors, reducing disruption of livelihoods and improved design for roadside amenities/services for the traveling public. Perhaps more importantly, the affected communities strongly felt a sense of participation in the decision-making process.

During project implementation, Project Implementation Unit (PIU) with the help of Dy. Chief Engineer (DMRC) will conduct Information and Community Consultation Program (ICCP) in the project area. The main objectives of the ICCP are to: (i) inform and explain the entitlement policy and the various options to the affected people prior to payments of compensation and other assistance; and (ii) socially prepare the Small Business Enterprises (SBE), and households for relocation and assist them in the process. As a result, the affected families/persons will be well informed about the project and their entitlements. PIU will prepare an information brochure in local language, i.e., Hindi, explaining the RAP, the entitlements and the implementation schedule. The RAP will be distributed to all affected households/SBEs.

6.5 COMMUNITY PARTICIPATION DURING PROJECT IMPLEMENTATION

The effectiveness of the resettlement action plan (RAP) is directly related to the degree of continuing involvement of those affected by the project. Several additional rounds of consultations with PAPs will form part of the project implementation. Consultations during resettlement plan implementation will involve agreements on compensation and assistance options and entitlement package. Another round of consultation will occur when compensation and assistance are provided.

The following set of activities will be undertaken for effective implementation of the plan:

- a) PIU will conduct information dissemination sessions in the project area and solicit the help of the local community/ leaders and encourage the participation of the PAP's in RAP implementation.
- b) Consultation and focus group discussions will be conducted with the vulnerable groups like women, families of BPL, Scheduled Castes to ensure that the vulnerable groups understand the process and their needs are specifically taken into consideration.
- c) DMRC will organize public meetings, and will appraise the communities about the progress in the implementation of project works and payment and assistance paid to the

community. Regular update of the program of resettlement component of the project will be placed for public display at the project offices.

- d) Taking into consideration the risks of HIV/ AIDs during the project construction period and road safety issues, specialist will be invited to undertake activities related to their core competencies.

Lastly, participation of PAPs will also be ensured through their involvement in various local committees. PIU and field offices will maintain an ongoing interaction with PAPs to identify problems and undertake remedial measures.

CHAPTER 7

RESETTLEMENT ASSISTANCE PLAN AND COST ESTIMATE

7.1 BACKGROUND

This chapter presents an overview of eligibility for entitlement, valuation of and compensation for losses, income restoration and cost estimates. The present cost estimates for land and structures are based on DPR and circular of the GNCT, Delhi. The budget is indicative and costs will be updated and adjusted to the inflation rate as the project continues and during implementation. However, the final compensation amount for the land acquisition and structures will be determined by the competent authority appointed under Land Acquisition Act.

7.2 ELIGIBILITY FOR ENTITLEMENT

The entitlement framework has the following provision for providing compensation for land acquisition and resettlement and rehabilitation of project affected families/people:

Titleholder:

Residential

- Compensation at replacement cost(both land and structure)
- A LIG flat for PAFs loosing plot size less than 100sq.m.
- A MIG flat for PAFs loosing plot size more than 100sq.m.
- Rs.7882/- per Sq.m. for construction cost.
- Shifting allowance @ Rs.10,000/-

Commercial:

- Construction of shopping complex
- Maximum size of 15 Sq.m. per PAP family.
- Rs.7882/- per Sq.m for construction cost
- Shifting allowance @Rs.10,000/-

Non-Title Holder:

Tenant in case of residential unit

- Shifting allowance @Rs.10,000/-

Tenants in case of commercial unit

- Construction of shopping complex
- Maximum size of 15 Sq.m per PAP
- Rs.7882/- per sq.m for construction cost.
- Shifting allowance @ Rs.10,000/-
- Vulnerable to get Training @ Rs. 15000/-per PAP

Assistance for Squatters and encroachers

- Squatters-Occupancy before 31/03/2007, will be eligible for rehabilitation as per the relocation policy of slum dwellers.
- Squatters-Occupancy after 31/03/2007, will be eligible for compensation for loss of structure as per valuation of structure.
- Shifting allowance @Rs. 10,000/-
- Training @ Rs.15,000/-

Assistance for Kiosk

- All Kiosk to get Rs. 10,000/-as one time shifting allowance

7.3 VALUATION AND COMPENSATION FOR LOSSES

Land requirements have been kept to the barest minimum and worked out on area basis. Acquisition of private land has been minimised as far as possible. Cost of Government land is based on the rate presently being charged by the concerned authorities, such as Land and Development Office, Govt. of India, Municipal Corporation of Delhi (MCD), Delhi Development Authority (DDA), etc. Private land for MRTS project shall be acquired by GNCT Delhi and the compensation shall be paid as per Land Acquisition Act,1894.

7.3.1 LOSS OF LAND AND REPLACEMENT VALUE

As per DPR, the average rate of private land has been worked out to be Rs.34,500/- per sqm on the basis of awards issued for various cases in the recent past. An additional 30% cost has been taken as solatium over and above the compensation in consideration of compulsory nature of acquisition. About 12% as interest rate has also been considered. For acquiring temporary private land, compensation at the rate of. 6% of total land cost per year for 3 years will be provided as per the provision in DPR..

7.3.2 LOSS OF STRUCTURE AND REPLACEMENT VALUE

For loss of structures, either commercial or residential, the title holders will be compensated at replacement cost as per the Relocation & Rehabilitation Policy in respect of PAPs for all categories due to implementation of Delhi MRTS Project. Rehabilitation of PAFs occupying residential/dwelling units will be done by DDA on recommendation of LAC and approval of Land & Building Department, GNCTD, Delhi. A LIG category flat shall be provided to the PAF loosing less than 100 sqm. A MIG category flat shall be provided to PAF loosing residential plot size more than 100 sqm. DMRC will resettle and rehabilitate the PAPs occupying commercial units by constructing shopping complexes at nominated locations. The rate for construction of a residential structure has been calculated @ 7882/- per sqm as per the base unit rate of cost of construction. All displaced PAFs shall get a flat of MIG type. Those who are partially affected shall get only the cost of land and structures.

7.3.3 ASSISTANCE FOR SQUATTERS

Squatters occupying their dwelling units before 31/03/2007 will be rehabilitated as per relocation policy of slum dwellers. Whereas squatters occupying after 31/03/2007 will be compensated as per valuation of the structures.

7.3.4 SHIFTING ALLOWANCE

Each displaced project affected families shall be provided shifting allowance of Rs.10,000/- as transportation cost for shifting of household materials and belonging etc. Shifting allowance is one time grant.

7.3.5 OTHER STRUCTURES

It is observed from the study that total four religious structures and six public toilets would be affected fully and five religious structures and two schools would be affected partially. The cost of these structures has been considered in project development cost in DPR.

7.4 INCOME RESTORATION

This development project will have an adverse impact on the income of PAFs. Accordingly it is the responsibility of DMRC as the owner of the project to provide adequate provisions for restoration of livelihood of the affected families. The focus of restoration of livelihood will be to ensure that the Project Affected Persons (PAPs) are able to at least “regain their previous living standards”. The entitlement matrix proposed for this project has adequate provisions for restoration of livelihood of the affected communities. The focus of restoration of livelihoods is to ensure that the PAPs are able to at least regain their pre project living standards. To restore and enhance the economic conditions of the PAPs, various assistances are incorporated in the RAP. DMRC will play a proactive role to mobilize PAPs to get some vocational skills training for the vulnerable groups and the vendors losing their business and income. DMRC, under the Government social welfare scheme such as SJSRY (Suvarna Jayanti Shahari Rojghar Yojana) may provide vocational training/skill such as trainings for painters, carpentry, plumbing, electrician work and so on for the BPL families. Those who are unskilled and working as labourers in various establishments could be employed in construction sites. The special training programme should be conducted with the help of concerned departments of Govt. of Delhi which is actively working for Poverty Alleviation Programmes in Slums and other localities. Department of Urban Community Development also conducts various training programmes leading to income generation. Especially, the Women and Child Welfare Department provides an opportunity to all concerned persons to undergo various training programmes. It conducts several vocational and technical training courses. All these courses could be available to the affected people. For this purpose, help of local NGOs could be solicited. Based on the demands of the stakeholders, the

NGOs may be asked to impart training. After completion of training, monitoring and follow up could be undertaken DMRC with the help of NGOs.

CHAPTER- 8

MONITORING AND EVALUATION

8.1 BACKGROUND

Monitoring & Evaluation are critical activities in involuntary resettlement. Monitoring involves periodic checking to ascertain whether activities are progressing as per schedule while evaluation is essentially to assess the performance of PAPs at the end of the project. For this purpose, a monitoring and evaluation (M&E) program is required to be developed to provide feedback to project management which will help keep the programs on schedule and make them successful. Monitoring provides both a working system for effective implementation of the RAP by the project managers, and an information channel for the PAPs to assess how their needs are being met.

Monitoring will give particular attention to the project affected vulnerable groups such as scheduled castes, BPL families, women headed households, widows, old aged and the disabled. RAP implementation will be monitored both internally and externally. DMRC will be responsible for internal monitoring through their field level offices and will prepare quarterly reports on the progress of RAP implementation. An Independent Evaluation Consultant may be hired by DMRC for mid and end term evaluation of RAP implementation.

8.2 INTERNAL MONITORING

The internal monitoring for RAP implementation will be carried out by DMRC. The main objectives of internal monitoring are to:

- measure and report progress against the RAP schedule;
- verify that agreed entitlements are delivered in full to affected people;
- identify any problems, issues or cases of hardship resulting from the resettlement process, and to develop appropriate corrective actions, or where problems are systemic refer them to the management team;
- monitor the effectiveness of the grievance system
- periodically measure the satisfaction of project affected people.

Internal monitoring will focus on measuring progress against the schedule of actions defined in the RAP. Activities to be undertaken by the DMRC will include:

- Liaison with the Land Acquisition team, construction contractor and project affected communities to review and report progress against the RAP;
- Verification of land acquisition and compensation entitlements are being delivered in accordance with the RAP;

- Verification of agreed measures to restore or enhance living standards are being implemented;
- Verification of agreed measures to restore or enhance livelihood are being implemented;
- Identification of any problems, issues, or cases of hardship resulting from resettlement process;
- Through household interviews, assess project affected peoples' satisfaction with resettlement outcomes;
- Collection of records of grievances, follow up that appropriate corrective actions have been undertaken and that outcomes are satisfactory;

Monitoring is a continuous process and will be carried out by Resettlement Specialist on regular basis to keep track of the R&R progress. For this purpose, the indicators suggested have been given in **Table 8.1**.

TABLE 8.1
INDICATORS FOR MONITORING OF RAP PROGRESS

Indicators	Parameters Indicators
Physical	Extent of land acquired Number of structures dismantled Number of land users and private structure owners paid compensation Number of families affected Number of families purchasing land and extent of land purchased Number of PAPs receiving assistance/compensation Number of PAPs provided transport facilities/ shifting allowance Extent of government land identified for house sites
Financial	Amount of compensation paid for land/structure Cash grant for shifting oustees Amount paid for training and capacity building of staffs Amount for restoration of CPR (Common Property Resource)
Social	Area and type of house and facility at resettlement site Number of time GRC met Number of appeals placed before grievance redressal cell Number of grievances referred and addressed by GRC Number of cases referred and addressed by arbitration Number of PAPs approached court Women concern
Economic	Entitlement of PAPs-land/cash Number of business re-established Utilization of compensation House sites/business sites purchased Successful implementation of Income Restoration Schemes
Grievance	Consultation for grievance redressal PAPs knowledge about their entitlements Cases referred to court, pending and settled Number of grievance cell meetings Number of cases disposed by SMU to the satisfaction of PAPs.

Field Offices will be responsible for monitoring the day-to-day resettlement activities of the project. Baseline socio-economic census and the land acquisition data provide the necessary benchmark for field level monitoring. A format for monitoring of RAP implementation is presented in **Annexure 8.1**.

8.3 INDEPENDENT EVALUATION

As mentioned earlier, an Independent Evaluation Agency (IEA) will be hired by DMRC for mid and end term evaluation. A detailed Terms of Reference for IEA is found as **Annexure 8.2**.

The following should be considered as the basis for indicators in monitoring and evaluation of the project. The list of impact performance indicators suggested to monitor project objectives is delineated in **Table 8.2**.

TABLE 8.2
INDICATORS FOR PROJECT OUTCOME EVALUATION

Objectives	Risk Factor	Outcomes and Impacts
<ul style="list-style-type: none"> – The negative impact on persons affected by the project will be minimized. – Persons losing assets to the project shall be compensated at replacement cost. – The project-affected persons will be assisted in improving or regaining their standard of living. – Vulnerable groups will be identified and assisted in improving their standard of living. 	<ul style="list-style-type: none"> – Resettlement plan implementation may take longer time than anticipated – Institutional arrangement may not function as efficiently as expected – NGO may not perform the task as efficiently as expected – Unexpected number of grievances – Finding a suitable rehabilitation site for displaced population – PAPs falling below their existing standard of living 	<ul style="list-style-type: none"> – Satisfaction of land owners with the compensation and assistance paid – Type of use of compensation and assistance by land owners – Satisfaction of structure owner with compensation and assistance – Type of use of compensation and assistance by structure owner – % of PAPs adopted the skill acquired through training as only economic activity – % of PAPs adopted the skill acquired through training as secondary economic activity – % of PAPs reported increase in income due to training – % PAPs got trained in the skill of their choice – Role of NGO in helping PAPs in selecting trade for skill improvement – Use of productive asset provided

Objectives	Risk Factor	Outcomes and Impacts
		<p>to PAPs under on time economic rehabilitation grant</p> <ul style="list-style-type: none"> – Type of use of additional assistance money by vulnerable group – Types of grievances received – No. of grievances forwarded to GRC and time taken to solve the grievances – % of PAPs aware about the GRC mechanism – % of PAPs aware about the entitlement frame work mechanism – PAPs opinion about NGO approach and accessibility

8.4 REPORTING REQUIREMENTS

DMRC will be responsible for supervision and implementation of the RAP. DMRC will prepare quarterly progress reports on resettlement activities. The Independent Evaluation Consultant will submit mid and end term evaluation report to DMRC and determine whether resettlement goals have been achieved, more importantly whether livelihoods and living standards have been restored/ enhanced and suggest suitable recommendations for improvement.

SOCIO-ECONOMIC SURVEY OF INFLUENCE ZONE OF METRO PROJECT BY DMRC

Locality:

Chainage:

Head of Family (HOF):

Address:

Contact Detail, if any:

Ownership: Own/ Rented/ Encroached

Age: Years. Sex: Male/ Female

Religion:

Caste :

Sub-caste:

Type of Family: Joint/ Nuclear/ Single

Type of Structure: Brick Mortar with Roof/ Brick Mortar with tin shed etc/ Thatched

Area: Sq. Ft.

Fuel Used in: a. Kitchen:

b. Vehicle:

Assets:

1. No. of Rooms : / Kitchen / Bathrooms / Toilets / others
2. Electrical Gadgets: Fridge / TV / Washing Machine / Computer / AC / Cooler
/ Fans / Kitchen Gadgets /
3. Sewing Machine:
4. Vehicles:
5. Animal Husbandry
6. Others

Family Details:

S. No.	Name	Age	Sex	Relation with HOF	Education	Occupation	Income
1							
2							
3							
4							
5							
6							
7							
8							

[illegible]

Annexure 4.1

**GOVERNMENT OF NCT OF DELHI OF DELHI
LAND & BUILDING DEPARTMENT B-
BLOCK, VIKAS BHAWAN: NEW DELHI-02.**

No. F.31 (DMRC)/08/Alt./L&B/Part-II/ 7/7^7>02- Dated:

To

All the Dy. Commissioners (Revenue),
Government of NCT of Delhi, Delhi.

Sub: Regarding Relocation and Rehabilitation Policy .

Sir,

I am directed to enclose herewith a copy of Relocation and Rehabilitation Policy for Owners of Urban Properties whose land is acquired for public purpose (Other than MRTS) w.e.f September 19, 2011 for your information and necessary action.

(Vinay Addl.

Yours faithfully,


(Kumar) 28/12

Secretary^L&B)

Ends. As above.

No. F.31 (DMRC)/08/Alt./L&B/Part-II/

Copy to:

1. Vice-Chairman, D.D.A, Vikas Sadan, New Delhi.
2. Pr. Secretary (P.W.D), Delhi Secretariat, Delhi.
3. C.E.O, Delhi Jal Board, Varunalya, Ph.II, Karol Bagh, Delhi.
4. Commissioner, M.C.D (East/ North /South), Delhi.
5. Director (Education), Old Secretariat, Delhi
6. All ADMs/LACs.

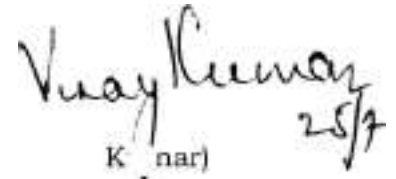
,y^Programmer, L&B Deptt., Delhi for uploading the policy on the website.

Copy for information to:

1. Pr. Secretary to Lt. Governor, Delhi.
2. Pr. Secretary to Chief Minister, Delhi.
3. Secretary to Minister of Health, Govt. of NCT of Delhi.

4. Secretary to Minister of Education, Govt. of NCT of Delhi.
5. Secretary to Minister of Food & Supplies, Govt. of NCT of Delhi.
6. Secretary to Minister of PWD, Govt. of NCT of Delhi.
7. Secretary to Minister of Social Welfare, Govt. of NCT of Delhi.
8. Secretary to Minister of Industries, Govt. of NCT of Delhi.
- ___9, Pr. Secretary (Rev.), Govt. of NCT of Delhi.
- 10.O.S.D to Chief Secretary, Govt. of NCT of Delhi.
- 11.Sh. Sanjeev Sahai, Standing Counsel, Govt. of NCT of Delhi, A-126, Niti Bagh, New Delhi-110049.

Ends. As above.



(Vinay ty
Addl. Secretary (L&B)

Government of National Capital Territory of Delhi
Land & Building Department B-
Block: Vikas Bhawan, New Delhi-110002.

No. F.31(DMRC)/08/Mt./L&B/II/7/7dy-7X*>2Dated: 2nd July

Relocation and Rehabilitation Policy for Owners of Urban Properties whose land is acquired for public purpose (other than MRTS) w.e.f September 19, 2011.

Applicability of the Policy

- (i) (a) The guidelines on Relocation and Rehabilitation Policy for Project Affected Persons (PAP) will be uniformly applicable to all urban areas.
- (b) ' The rehabilitation policy will also apply to pucca residential units only located on private land in unauthorized regularized colonies.

Eligibility Criteria

- (ii) (a) Those whose shops/residences or workshops/industrial units are affected in a manner that the said premises can not be utilized as a shop/residence, workshop/industrial unit on acquisition of this property shall be eligible for relocation and rehabilitation under the scheme. In ■ case of premises where less than 50 percent has been acquired and the recorded owner can continue to reside/work from there, would not be eligible for rehabilitation under the scheme.
- (b) In case of shops the recorded owner will be eligible.
- (C) In case of residential units, the rehabilitation will cover only owner's residing in the premises. Tenants would not be eligible under the scheme.
- (iii) To verify the claims of the project affected persons for suitable' rehabilitation and relocation, a committee shall be constituted under the"



chairmanship of the Deputy Commissioner concerned and consisting of the following members:

- (a) ADM/LAC concerned.
- (b) Representative(s) of land requisitioning department.
- (c) Representative(s) of local body concerned.
- (d) Representative(s) of DDA

The committee shall recommend the cases of eligible PAP in cases for residential plots and shops directly to DDA and in case of allotment of industrial units to the Department of Industries, Government of NCT of Delhi, and DSUDC.

- (iv) (a) For allotment of alternative residential units, the following norms, in respect of size, shall be adopted by DDA.

For residential plot of size less than 100 sq. mtrs.	A flat in LIG category
For residential plot of size above 100 sq. mtrs. Up to 300 Sq. Mt.	A flat of MIG category
For residential plot of size 300 Sq. mtrs and above.	A flat of HIG category

The location of Rehabilitation flats (L.I.G/M.I.G) should, as far as possible, be closer to the acquired land.

- (b) In respect of allotment of industrial plots the norms as approved in the industrial relocation scheme shall be followed. Those who have already availed the benefits under the Industrial Relocation Scheme would not be covered. Further, the cut off dates as prescribed under the Supreme Court orders on Industrial Relocation shall apply.
- (c) The size of shops may be decided by the allotting agency subject to availability of the shops.
- (v) The allotment of land or built up houses or shops or industrial units shall be done on pre-determined rates.



(vi) Wherever the land is available in the nearby vicinity, the project affected shopkeepers may form an association and the land may be allotted on 99 years lease to the association for constructing shops for its members only.

(vii) As the end-use of land will be commercial, the prevalent market rate for the commercial use will be charged as notified by the Government of India, Ministry of Urban Development and Poverty Alleviation (Lands Division) from time to time.

(viii) In addition, ground rent will be levied as per government policy.

(ix) The payment for land and ground rent will be made to the local body owning the land and, in case, there is more than one local body/agency owning the land, the same will be shared proportionately on the basis of their ownership of the land.

(x) The shops will be constructed by the association according to the sanctioned Building Plans by MCD/DDA, as the case may be.

(xi) The allotment of constructed shops will be made by the committee (proposed in paragraph (iii) above) on the pattern "of the Lease Deed of DDA by draw of lots to be held in the presence of office bearers of the association.

(xii) As far as possible, the allotment of alternative space for shops shall be pro-rata according to the floor area of the land acquired/given up by the shop keepers for development, projects of government in urban areas.

(xiii) Any area made available in excess of the area acquired, shall revert to the land owning agency for the purpose of allotment to other PAP as deemed fit.

(xiv) The Requisitioning Agencies will make a provision in its commercial complexes, if any, for allotment of built up space to PAP on priority. This



allotment will be at a cost determined by the Requisitioning Agencies on their terms and conditions.

(xv) For any government project requiring involuntary resettlement, resettlement planning shall be an integral part of project design, to be dealt with from the earliest stages of the project cycle.

(xvi) The affected people shall be identified and recommended by the project executing authority, i.e., land requisition agency before submitting the proposal for notification under section 4 of the Land Acquisition Act in consultation with the concerned Land Acquisition Collector.

(xvii) A cut off date shall be set preferably at the project preparation stage so as to prevent the subsequent influx of encroachment or others who wish to take advantage of the scheme.

(xviii) Further, the full resettlement costs shall be included in the presentation of the project costs and benefits. This shall include the cost of compensation, projected enhanced compensation, relocation and rehabilitation etc.

This policy has been made effective from September 19, 2011 vide Government of India order No. O-16021/3/2010-DDVA (909), Govt. of India, Ministry of Urban Development (Delhi Division) dated September 22, 2011.


23/3/11

(Vijay Dev)

Pr. Secretary (L&B)

DELHI METRO RAIL CORPORATION
Janakpuri- Dashrathpuri Corridors of Delhi Metro

Monitoring of RAP Implementation

Report for the month of

Part-I: Quantitative monitoring format

Activity	Indicator	Target		Achievement	
		This Month	Cumulative	This Month	Cumulative
Staffing	Number of DMRC staff on the project by job function				
	Number of other line agency officials available for tasks				
Verification of impact	No. of project affected households				
	No. of project affected people				
	No. of people loss residence				
	No. of people loss livelihood				
	No. of people displace				
Resettlement	No. of people provided with ID Card				
	No. of resettlement sites developed				
	No. of people received compensation before starting construction activities				
	Area of private land acquired				
	Area of Govt. land acquired				
	No. of people resettled				
	No. of religious properties relocated				
	No. of community properties relocated				
	No. of Govt. properties relocated				
Rehabilitation	No. of training agencies identified				
	No. of people undergone skill development training				
	No. of people restarted their income restoration activities				
	No. of new enterprises started				
Grievance Redressal	No. of grievance redress committee formed				
	No. of grievance redress committee meetings conducted				
	No. of grievances received				
	No. of grievances addressed				
Public consultation/	No. of public consultations				
	Frequency of consultation				

Activity	Indicator	Target		Achievement	
		This Month	Cumulative	This Month	Cumulative
Disclosure of information	No. of participants in the consultation meetings				
	Whether the entitlement matrix has been translated in a understandable local language.				
	No. of translated copies distributed to relevant stakeholders including Aps				
	No. of locations where the list of entitled persons displayed				
Review and Monitoring	No. of staff meetings conducted at PIU level				
	Date of appointment of Independent Evaluation Agency (IEA)				
	Frequency of submitting progress reports				
Awareness programs	No. of HIV/AIDS awareness programs conducted				
	No. of hotspots identified				
	No. of road safety awareness programs conducted.				
Fund utilization	Funds utilized				

Part-II- Qualitative Monitoring format

1. Composition/type of participants and specific issues raised by the participants especially the vulnerable groups.
2. Actions/follow-up taken to address the issues raised in the public consultation meetings.
3. Process adopted for the relocation of AFs, religious and community structures. The process adopted for relocation of squatters and other vulnerable groups may be specified.
4. Process of distribution and allotment of compensation and other R&R assistances.
5. When the compensation/assistance has been paid, and the utility of compensation amount and other R&R assistances.
6. Type of grievances, its reasons and measures taken to address this.
7. Brief description of income generation activities undertaken by the AFs.
8. Major issues faced during RAP implementation and actions taken to resolve it.
9. Major lessons learned and documented.

Signature
Name and Designation of the Reporting officer

Place:
Date:

ANNEXURE 8.2

Terms of Reference for Independent Evaluation Agency

1. Project Description

Delhi Metro Rail Corporation (DMRC) has already implemented Phase I and Phase II of the Metro network in Delhi. Now DMRC is in process to implement the phase III of Delhi Metro. The project involves construction of four corridors. This project is being implemented by Executing Agency (EA) with financial support of Japan International Corporation Agency (JICA). The project gives utmost importance to the Rehabilitation and Resettlement of project affected families. Accordingly, a Resettlement Action Plan has been developed for implementation.

The project includes a provision for monitoring and evaluation of the implementation of the Resettlement Action Plan (RAP) by an external monitor. Therefore, the EA, which is the Executing Agency (EA) for this project, requires services of a reputed Social Sector specialist individual /firm for monitoring and evaluation of RAP implementation referred to as the "Independent Evaluation Agency"(IEA).

2. Scope of Work of IEA- Generic

- To review and verify the progress in resettlement implementation as outlined in the RAP
- To monitor the effectiveness and efficiency of Social Management Unit (SMU) and the concerned agency in RAP implementation.
- To assess whether resettlement objectives, particularly livelihoods and living standards of the affected persons have been restored or enhanced
- To assess the efforts of SMU and concerned agency in implementation of the 'Community Participation strategy' with particular attention on participation of vulnerable groups namely (i) those who are below poverty line (BPL), (ii) those who belong to Scheduled Castes (SC) and Scheduled Tribes (ST), (iii) Women headed families, (iv) elderly and (v) disabled persons.
- To assess resettlement efficiency, effectiveness, impact and sustainability, drawing both on policies and practices and to suggest any corrective measures, if necessary.

3. Scope of work- Specific

The independent evaluation agency (IEA) will be involved in ongoing monitoring of the resettlement efforts by the EA. The major tasks expected from the external monitor are:

- Review pre-displaced baseline data on income and expenditure, occupational and livelihood patterns, arrangements for use of common property, social organization, community organizations and cultural parameters.
- To review and verify the progress in land acquisition/resettlement implementation of subproject on a sample basis and prepare reports for the EA.
- To evaluate and assess the livelihood opportunities and income as well as quality of life of affected persons of project induced changes.
- To evaluate and assess the adequacy and effectiveness of consultative process with affected persons, particularly those vulnerable, including the adequacy and effectiveness of grievance procedures and legal redress available to the affected parties and dissemination of information about these.
- Identify an appropriate set of indicators for gathering and analyzing information on resettlement impacts; the indicators shall include but not limited to issues like

restoration of income and living standards and level of satisfaction by the APs in post-resettlement period.

- Review results of internal monitoring and verify claims through random checking at the field level to assess whether resettlement objectives have been generally met. Involve the APs, host population, and community groups in assessing the impact of resettlement for monitoring and evaluation purposes.
- Conduct both individual and community level impact analysis through the use of formal and informal surveys, key informant interviews, focus group discussions, community public meetings, and in-depth case studies of APs and host population from various social classes to assess the impact of resettlement.
- Identify the strengths and weaknesses of basic resettlement objectives and approaches, implementation strategies, including institutional issues, and provides suggestions for improvements in future resettlement policy making and planning

4. Time frame and Reporting

The independent monitoring agency will be responsible for independent evaluation of the RAP implementation. The work is scheduled to start in and continue till the end of the project. The duration of RAP implementation is as per the given RAP time schedule. The monitoring and evaluation report should be submitted to EA .

5. Qualifications

The monitoring and evaluation agency will have significant experience in resettlement policy analysis and RAP implementation. Further, work experience and familiarity with all aspects of resettlement operations would be desirable.

Interested agencies should submit proposal for the work with a brief statement of the approach, methodology, staff strength, and relevant information concerning previous experience on monitoring and evaluation of resettlement and rehabilitation implementation and preparation of reports.

6. Budget and Logistics

Copies of the proposal- both Technical and Financial- should be submitted and the budget should include all cost and any other logistics details necessary for resettlement monitoring. Additional expense claims whatsoever outside the budget will not be entertained.