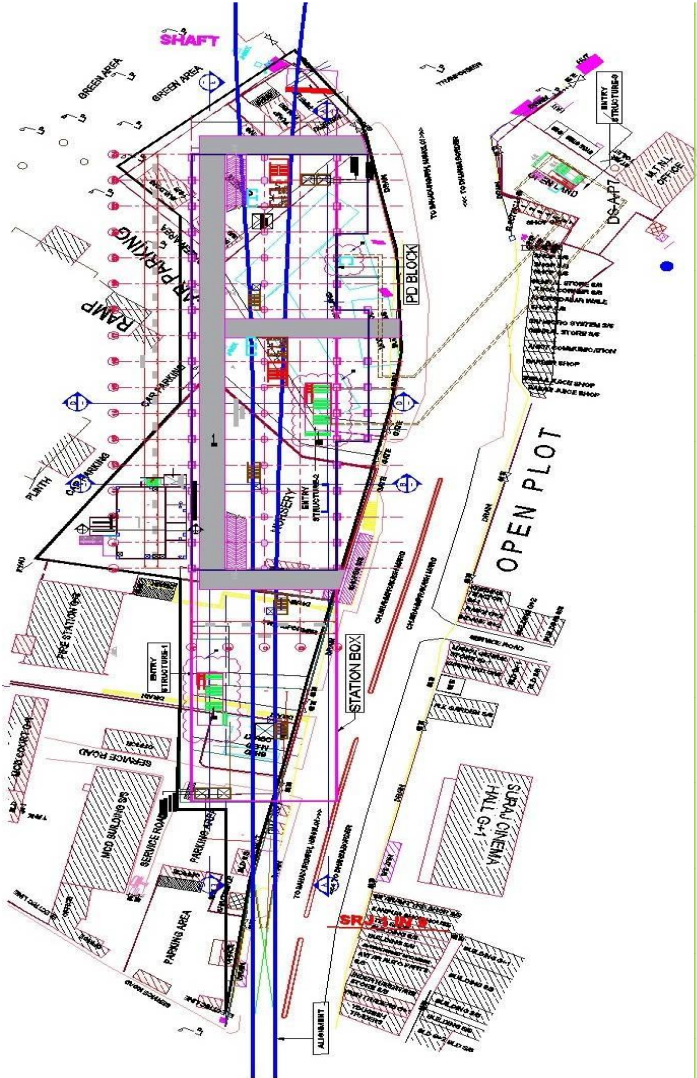




दिल्ली मेट्रो रेल कॉर्पोरेशन लिमिटेड  
DELHI METRO RAIL CORPORATION LTD.

## SOCIAL IMPACT ASSESSMENT FOR NAJAFGARH- DHANSA BUS STAND EXTENSION CORRIDOR OF DMRC



March 2018

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### ABBREVIATIONS

AIDS	Acquired Immunodeficiency Syndrome
ATPS	Automatic Train Protection System
BPL	Below Poverty Line
BSES	Baseline Socio-Economic Survey
CERD	Centre For Environment Research And Development
CPR	Common Property Resources
DC	District Collector
DMRC	Delhi Metro Rail Corporation
ESMD	Environmental & Social Management Division
FA	Fully Affected
FGD	Focus Group Discussion
FIRR	Financial Internal Rate Of Return
FLGRC	Field Level Grievance Redressal Committee
GO	Government Order
AIDS	Acquired Immunodeficiency Syndrome
ATPS	Automatic Train Protection System
BPL	Below Poverty Line
BSES	Baseline Socio-Economic Survey
CERD	Centre For Environment Research And Development
CPR	Common Property Resources
DC	District Collector
DMRC	Delhi Metro Rail Corporation
ESMD	Environmental & Social Management Division
FA	Fully Affected
FGD	Focus Group Discussion
FIRR	Financial Internal Rate Of Return
FLGRC	Field Level Grievance Redressal Committee
GO	Government Order
GRC	Grievance Redress Committee
HIV	Human Immunodeficiency Virus

**SIA Report for Najafgarh- Dhansa Bus stand Extension of Delhi Metro**

ICCP	Information And Community Consultation Programme
IEA	Independent Evaluation Agency
JICA	Japan International Cooperation Agency
L&B	Land And Building Department
LA&RR	Land Acquisition And Resettlement And Rehabilitation
LAA	Land Acquisition Act
LAC	Land Acquisition Commissioner
LIG	Low Income Group
M&E	Monitoring And Evaluation
MCD	Municipal Corporation Of Delhi
MIG	Middle Income Group
MOUD	Ministry Of Urban Development
MRTS	Mass Rapid Transit System
NCT	Natioal Capital Territory
NGO	Non-Governmental Organization
NRRP	National Rehabilitation & Resettlement Policy
NTH	Non-Title Holder
PA	Partially Affected
PAF	Project Affected Family
PAP	Project Affected People
PD	Project Director
PIU	Project Implementation Unit
PMC	Project Managemet Consultants
PR	Public Relations
R&R	Resettlement And Rehabilitation
RAP	Resettlement Action Plan
ROW	Right Of Way
RTFCTLARRA	Right To Fair Compensation And Transparency In Land Acquisition, Resettlement And Rehabilitatio Act
SBE	Small Business Enterprise
SC	Scheduled Castes
SDC	Social Development Cell

**SIA Report for Najafgarh- Dhansa Bus stand Extension of Delhi Metro**

SDMC	South Delhi Municipal Corporation
SLAO	Special Land Acquisition Officer
SLGRC	Senior Level Grievance Redressal Committee
SMU	Social Management Unit
ST	Scheduled Tribes
STD	Sexually Transmitted Disease
TH	Title Holder
TOR	Term Of Reference



## Definitions

a) **Acquired land** means the land acquired under the Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013 or any other prevailing GOs for the Metro Rail Project.

b) **Agricultural Land** means lands being used for the purpose of (i) Agriculture or horticulture; (ii) Dairy farming, poultry farming, pisciculture, sericulture, seed farming breeding of livestock or nursery growing medicinal herbs; (iii) Raising of crops, trees, grass or garden produce; and (iv) Land used for the grazing of cattle;

c) **Affected Area** means such area as may be notified by the Government of Delhi the relevant land acquisition acts for the purposes of land acquisition for the Project;

d) **Affected family** means:

i. A family whose land or other immovable property has been acquired for the Metro Project;

ii. A family which does not own any land but a member or members of such family may be agricultural labourers, tenants including any form of tenancy or holding of usufruct right, share-croppers or artisans or who may be running a commercial establishment in the Affected Area, whose primary source of livelihood stand affected by the acquisition of the land;

iii. The Scheduled Tribes and other traditional forest dwellers who have lost any of their forest rights recognized under the Scheduled Tribes and Other Traditional Forest Dwellers (Recognition of Forest Rights) Act, 2006 due to acquisition of land;

iv. A family without formal title on affected land or businesses but their livelihoods are directly dependent on the affected land or businesses;

v. A member of the family who has been assigned land by the State Government or the Central Government under any of its schemes and such land is under acquisition;

vi. A family without formal title of ownership or use but who have established usage of private land by investing in immovable objects, crops woods, trees, fruit bearing trees, vineyards, the age of crops and the time needed to reproduce them;

e) **Market Value of Land as per Act 2013**

The circle rate of the proposed land to be acquired shall be set as the higher of:

- I. the minimum land value, if any, specified for the registration of sale deeds in the area, where the land is situated; or

- II. the average of the sale price for similar type of land being acquired, ascertained from the highest fifty per cent of the sale deeds registered during the preceding three years in the nearest village or nearest vicinity of the land being acquired.; or
  - III. the consented amount in case the land is acquired for private companies or public-private partnership projects.
- f) **Family** means a person, his or her spouse, parents, children, minor brothers and sisters dependent on him:
- i. Provided that Widows/divorcees and women deserted by families shall be considered as separate families.
  - ii. **Below poverty line or BPL Family** means below poverty line families as defined by the erstwhile Planning Commission of India, from time to time, and those included in the State BPL list in force.
- g) **Compensation** refers to the amount paid as compensation under various provisions of the RTFCTLARRA 2013, for private property, structures and other assets acquired for the project, excluding rehabilitation and resettlement entitlements as per this policy.
- h) **Cut off Date** is the date of notification for land acquisition;
- i) **Displaced Family** means any family including encroachers, who on account of acquisition of land has to be relocated and resettled from the affected area;
- j) **Encroachers** are those persons who have extended their building, business premises or work places or agriculture activities into government lands.
- l) **Land acquisition** means acquisition of land under the Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013 or any other prevailing Government Orders.
- m) **Minimum Wages** means the minimum wage of a person for his/her services/ labour per day as per notification published by Department of Labour, Government of NCT Delhi.
- n) **Non-Perennial Crop:** means any plant species, either grown naturally or through cultivation that lives for a particular harvest season and perishes with harvesting of its yields.
- o) **Notification** means a notification published in the Gazette of India, or as the case may be, the Gazette of the State;
- p) **Perennial Crop:** means any plant species that live for years and yields its products after a certain age of maturity.
- q) **Project** means the Delhi Metro Project Ext corridor from Najafgarh to Dhansa Bus Stand covering 1 underground station and 1.21 km.
- r) **Rehabilitation and Resettlement** means carrying out rehabilitation and resettlement as per Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and

Resettlement Act, 2013 or as per any other law in force as may be applicable for rehabilitation and resettlement benefits to be provided to the affected families as on cut-off date.

s) **R & R Entitlements** means the benefits awarded as per the R & R Policy Framework given in the Policy on Rehabilitation & Resettlement and as subsequently approved by the Government.

t) **Severance of Land** means a land holding divided into two or more pieces due to acquisition of land mainly for laying new project alignment or a re-alignment.

u) **Squatter** means those persons who have illegally occupied government land for residential, business and or other purposes as on cut-off date.

v) **State Government/ Government** refers to the Government of NCT Delhi.

w) **Tenants** are those persons having *bonafide* tenancy agreements on cut-off date with a property owner with clear property titles, to occupy a structure or land for residence, business or other purposes.

x) **Vulnerable groups**: persons such as differently-abled, widows, women headed households, persons above sixty years of age, Scheduled Caste and Scheduled Tribes, persons or families below the poverty line and other groups as may be specified by the State Government.

## **SOCIAL IMPACT ASSESSMENT FOR NAJAFGARH- DHANSA BUS STAND EXTENSION CORRIDOR OF DMRC**

### **E.0 Executive Summary**

#### **E.1 INTRODUCTION**

There would be 1 station on the Najafgarh- Dhansa Bus stand corridor. This is an extension of Delhi Metro. Efforts have been made to keep land requirement to the barest minimum. The project involves construction of twin tube tunnel and 1 Station. Attempts have been made during the designing of the project to minimize the land acquisition, resettlement and adverse impacts on people in the project area through suitable engineering design.

The Resettlement Action Plan is based on the principle that the population affected by the project will be assisted to at least restore their former living standards. The rationale behind preparing RAP is not only to restore the standard of living of PAPs but also bring qualitative changes in their life. The study has been conducted in accordance with the guidelines of Government of India/ Government of Delhi. 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.

#### **E.2 POTENTIAL RESETTLEMENT IMPACTS**

A Socio-economic survey has been carried out in October 2017 to assess the impacts of the proposed Metro project on the socio-economic conditions of the Project Affected Families (PAFs). The information compiled are type of impact, type of ownership, social profile of the affected people, poverty status in the project area. The views/opinion of the people about the project and options for rehabilitation and resettlement has also been obtained. 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. This extension of Delhi Metro project shall bring some positive impacts like Generate Employment opportunity and Mobility in the project area, Safety in Travelling, Traffic Decongestion, Save Fossil Fuel, Reduce Levels of Air Pollution and Save Foreign Exchange by saving fuel. 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 Jobs/Works, Loss of Livelihood, Loss of Public Utility structures. The proposed corridor will run for app. 1.21 km with 1 station.

No residential establishments are getting affected due to the project. Govt land to be acquired is in general open land except at few locations the alignment is entering open area of Govt. establishment area like MCD Nursery, DC office, MCD offices, fire station etc. Land is mainly required for entry exit and other facilities for Dhansa Bus stand station.

### E.3 BASELINE SOCIO ECONOMIC STUDY

Govt. land to be acquired is in general open land except a few structures housing office of SDMC JE and Court. The survey was conducted at Dhansa stand station. The socio-economic survey has been carried out for the PAFs. The socio-economic analysis of surveyed household has been presented here.

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 project is a socially responsible development project. Most of the respondents have shown awareness about HIV/AIDS. The main source of information is television, newspapers and advertisement boards displayed by the government. During the socio-economic survey, some questions were asked to the PAPs regarding the awareness, source of information and opinion about the proposed Metro project. It has been reported by PAPs that they were not aware of the project before the first visit of this team.

### E.4 ELIGIBILITY AND ENTITLEMENTS

The basic eligibility and entitlements framework gets divided based on the ownership of land i.e. in the form of Titleholder (owners, lessees, legal tenants) and Non-titleholder (encroachers, squatters, unauthorized occupants of public lands) PAPs. There is no titleholder PAP in the affected area. The PAPs will be eligible for compensation and R&R benefits as per the Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement (RFCTLARR) Act, 2013. The cut-off date for those who have legal title is the date of notification for acquisition of land as per the RFCTLARR Act and for squatters the cut-off date is the date of **Baseline Socio-Economic Survey (BSES)**. The entitlement matrix provides category wise details regarding the entitlements in relation to the R&R principles enumerated above. The following **Table** presents the entitlement matrix for the titleholder PAPs, if any, of the proposed Metro project.

**Entitlement Matrix**

Category of Loss	Compensation and R&R benefits in respect of Titleholder PAPs due to implementation of METRO Project	Responsible Agency
Loss of ownership of land	The price for acquisition of land as per the RFCTLARR Act (at least 200% of market value of land).	DMRC
Loss of ownership of house	A constructed house not less than 50 sq.m. in plinth area or one-time financial assistance for house construction of Rs. 5.0 lakhs	DMRC
Transportation Cost for displaced families	One-time financial assistance of Rs. 50,000/- to each family	DMRC
Livelihood Assistance	One-time payment of Rs. 5 lakhs per affected family	DMRC
Subsistence grant displaced families for a period of one year	Rs. 3,000 per month for a period of one year for each family after displacement. In case of SC, ST families additional Rs. 50,000.	DMRC

Category of Loss	Compensation and R&R benefits in respect of Titleholder PAPs due to implementation of METRO Project	Responsible Agency
One-time resettlement allowance	Rs. 50,000 per family after shifting of house	DMRC
Stamp duty and Registration fee	The stamp duty and other fees payable for registration of the land or house allotted to the affected families shall be borne by the Requiring Body.	DMRC
Inflation Adjustment	All monetary values to increase by 5% every year unless rate of inflation is less than 5%	DMRC

### E.5 Institutional Framework

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 shall be DMRC. 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 already have a division which shall be looking after the social safeguards activities. The Land Acquisition and Resettlement and Rehabilitation (LA& RR) unit has been established as part of Metro PIU which will work closely with other staff of the Project Authority and will be specifically looking after the social safeguards issues. The SDC shall ensure that all land acquisition issues are handled according to the LA policy/guidelines as it is laid down in this report. The GRC will address eligibility and entitlement issues of individual PAPs. Grievances related to ownership rights and land compensation can be dealt in court as per LAA. All activities related to the land acquisition and resettlement must be planned to ensure that **80% land required for the project is obtained prior to commencement of civil works.**

#### RAP Implementation Schedule for Metro Project

Description \ Months →	1	2	3	4	5	6	7	8	9	10	11	12	13	1	15	16	17	18
Identification of Required Land	■																	
Community/ Public Consultation	■																	
Disclosure of RAP	■																	
Notification of Land Acquisition		■																

<b>Valuation of Structures for Compensation</b>																							
<b>Payment for Land Acquisition</b>																							
<b>Payment for Relocation of PAPs during construction</b>																							
<b>Internal Monitoring</b>																							
<b>External Evaluation</b>																							

1st month = The month of start of project Activities

Construction is scheduled from December 2017 for 36 months

**E.6 Public Consultation**

Public consultations/ Focus Group Discussions were held with various sections of affected persons such as traders and other inhabitants in the areas likely to be affected by land acquisition. During social survey, meeting and focus group discussion was conducted to get public input from the primary and secondary stakeholders. The roadside communities, particularly the affected small business enterprises, took interests in the meetings. This consultative approach led to identification of a range of issues related to road diversion and improvements before construction of Delhi Metro Project including the Route alignment and station, reducing disruption of livelihoods and improved design for roadside amenities/services for the people. Perhaps more importantly, the affected communities strongly felt a sense of participation in the decision-making process. Focus group discussion has been done at Dhansa Bus stand. 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 issues raised during public consultation and recommends institutional strengthening measures as well. During project implementation, Project Implementation Unit (PIU) with the help of Project Authority will conduct Information and Community Consultation Program (ICCP) in the project area. Several additional rounds of consultations with PAPs will form part of the project implementation. During resettlement plan implementation consultations with PAPs will cover aspects related to compensation and assistance options and entitlement package. Another round of consultation shall occur before compensation and assistance are provided.

**E.7 Resettlement Assistance Plan and Cost**

Land requirements have been kept to the barest minimum and worked out on area basis. Acquisition of private land has been avoided. Private land, if any required in future, for Metro project shall be acquired by respective Government and the compensation shall be paid as per Resettlement and Rehabilitation Policy “The Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013 (No. 30 OF 2013).

## **E.8 Monitoring and Evaluation**

Project Authority 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 Project Authority for mid and end term evaluation of RAP implementation. Internal monitoring will focus on measuring progress against the schedule of actions defined in the RAP. Activities to be undertaken by the Project Authority 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;
- Identification of any problems, issues, or cases of hardship resulting from resettlement process;
- 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 LA &RR unit on regular basis to keep track of the R&R progress. 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. An Independent Evaluation Agency (IEA) will be hired by Project Authority for mid and end term evaluation. Project Authority will be responsible for supervision and implementation of the RAP. Project authority will prepare quarterly progress reports on resettlement activities. The Independent Evaluation Consultant will submit mid and end term evaluation report to Project Authority 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.



**SOCIAL IMPACT ASSESSMENT FOR  
NAJAFGARH- DHANSA BUS STAND  
CORRIDOR OF DMRC**

## 1.0 Introduction

### 1.1 BACKGROUND

The proposed metro corridor is extension between Najafgarh and Dhansa Bus stand. This alignment is underground. The project area includes mainly the station area at Dhansa Bus stand. This metro corridor is proposed in Delhi to cater the requirement of the city for a length of about 1.21 Km.

### 1.2 PROJECT PROPOSAL

The metro project is proposed between Najafgarh (Delhi Gate) and Dhansa Bus stand at Najafgarh. The proposed alignment would serve the area by providing better connectivity to people coming from and going to the rural area between Dhansa bus stand at Dhansa Bus stand and up to Haryana Border. The maintenance Depot is not proposed for this corridor and it is proposed to use the existing Depot at Najafgarh. The total alignment in these corridors will be underground entirely. The Metro corridor will have standard Gauge alignment. The route alignment of extension of Metro line from Najafgarh to Dhansa Bus stand is planned underground as it passes through built up area and underground station is proposed at Dhansa Bus stand.

Project construction is proposed from December 2017 for 36 months.

### 1.3 LOCATION OF STATIONS

There will be 1 station in the proposed extension at Dhansa Bus Stand having centre line at chainage 4938.23m for Dn line and 4950.33m for Up line.

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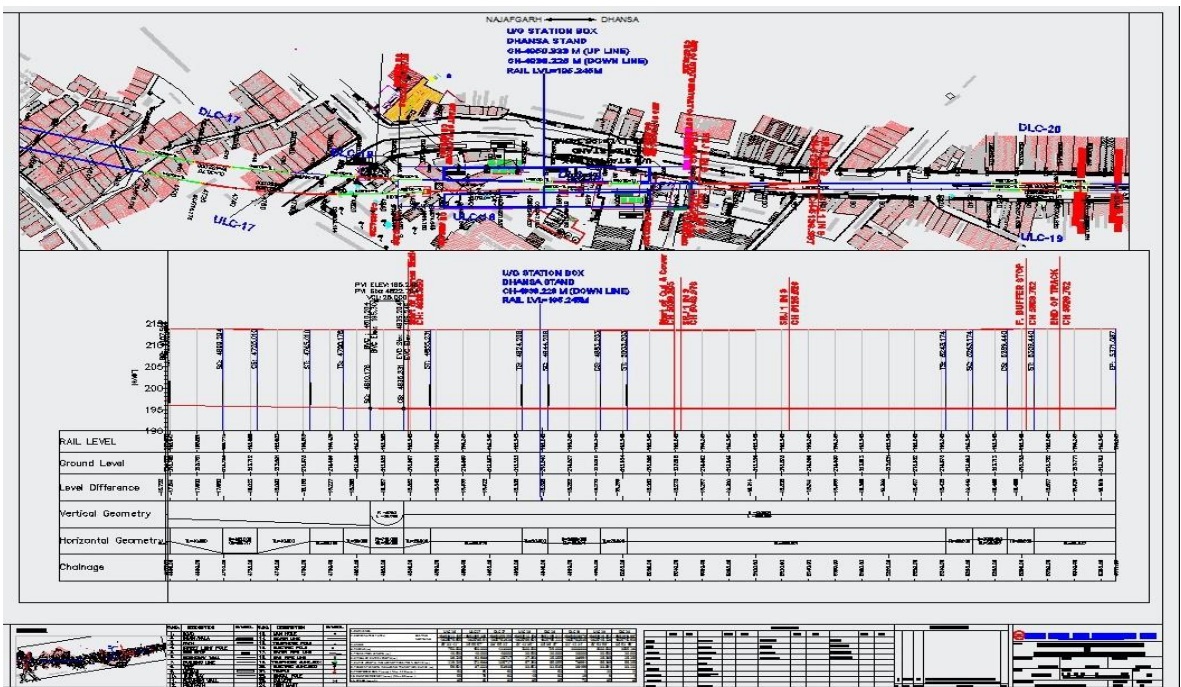
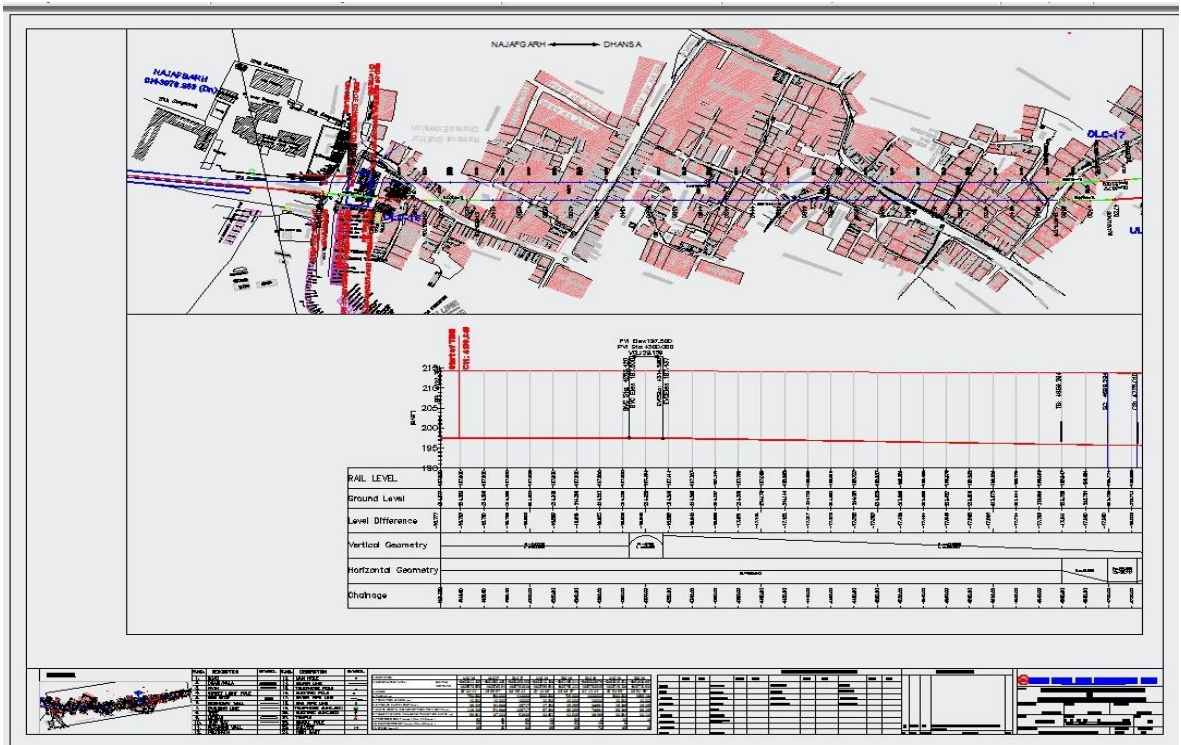


Figure 1.1 General Alignment of Proposed Corridor

#### **1.4 OBJECTIVES AND SCOPE OF THE STUDY**

In order to enable Project Authority 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. The study shall have following objectives:

- To assess the socio-economic conditions of the families/ people likely to be affected due to the proposed Delhi Metro Project,
- 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 development of Metro Project. Based on the site survey, socio-economic data about project affected families is generated and an inventory of property is prepared. Based on the data, the measures to safeguard the PAFs from the loss occurring due to the proposed project are developed within the framework of the Policy with an objective of sustainable development. The study shall meet the requirement of funding Institutions for funding of the proposed corridor.

#### **1.5 LAND ACQUISITION AND RESETTLEMENT**

The acquisition of land for the project usually displaces people from their home, livelihood base. Efforts have been made to keep land requirement to the barest minimum. So, there is no private land acquisition involvement. The project involves development of Alignment and Station. The alignment proposed is underground.

#### **1.6 MINIMISING RESETTLEMENT**

Attempts have been made during the designing of the project to minimize the land acquisition, resettlement and adverse impacts on people in the project area through suitable engineering design.

#### **1.7 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 restore 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 restoring their former living standards. The rationale behind preparing RAP is to restore the standard of living of PAPs and also bring qualitative changes in their life. Considering that the ultimate aim of RAP is to at least restore quality of life of the affected persons, it is important to assess the changes brought about by the project.

The resettlement and rehabilitation provisions have been made in accordance with "Resettlement and Rehabilitation Policy in accordance with "The Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013 (No. 30 OF 2013)".

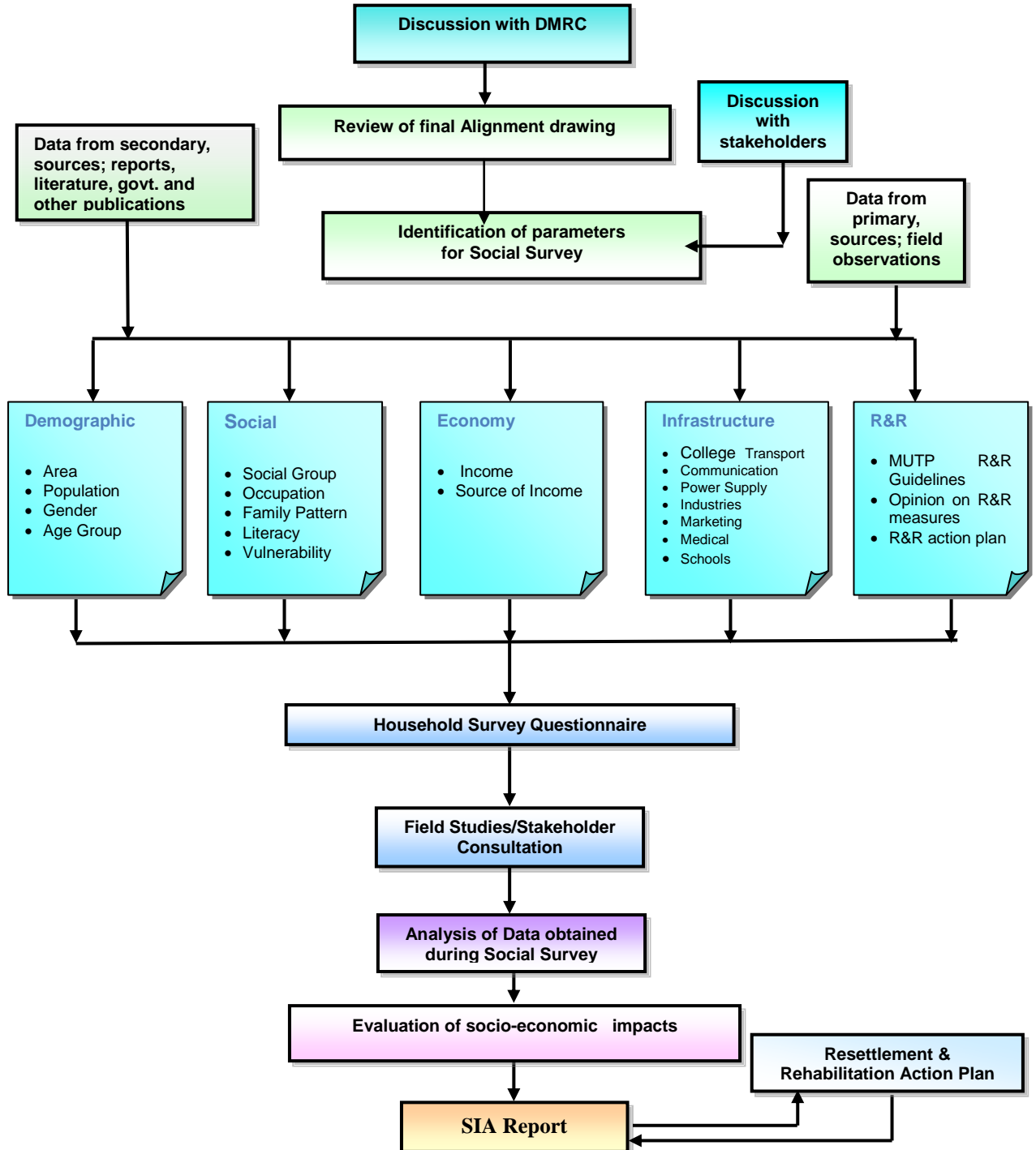
## 1.8 APPROACH AND METHODOLOGY FOR SOCIO-ECONOMIC STUDIES

The approach adopted to conduct socio-economic study is described below. The study has been conducted in accordance with R & R policy and the guidelines of Government of India as per Act 30 of 2013. The study collects 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. **Figure 1.1** presents the methodology in the form of a flow chart which indicates various steps involved in the study which have been described in brief in the following paragraphs.

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 General Alignment Drawing.
- b) Conducted socio-economic survey covering affected households, squatters, kiosks and small business entrepreneurs and the worker dependent on the land/ structures to be acquired. A questionnaire is given in **Annexure-1.1**. Public consultation is conducted in unstructured format.
- c) Collected data has been compiled, collated and analyzed to prepare this report.
- d) The development of proposed Metro project has significant positive impacts in Delhi. The proposed project may also bring unavoidable adverse impacts on the socio -economic environment around.
- e) Consultations with concerned stakeholders at the project level with affected families, communities, local leaders, vulnerable groups were held.

FIGURE - 1.2 APPROACH FOR SOCIAL ASSESSMENT



## 2.0 POTENTIAL RESETTLEMENT IMPACTS

### 2.1 SOCIO- ECONOMIC SURVEY

A Socio-economic survey was carried out in October 2017 to assess the impacts of the proposed Metro 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, income 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-title holders in the project area. The views/opinion of the people about the project and options for rehabilitation and resettlement has also been obtained. 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 project will have a number of positive and negative impacts. In general, the proposed Metro 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 by saving fuel.

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

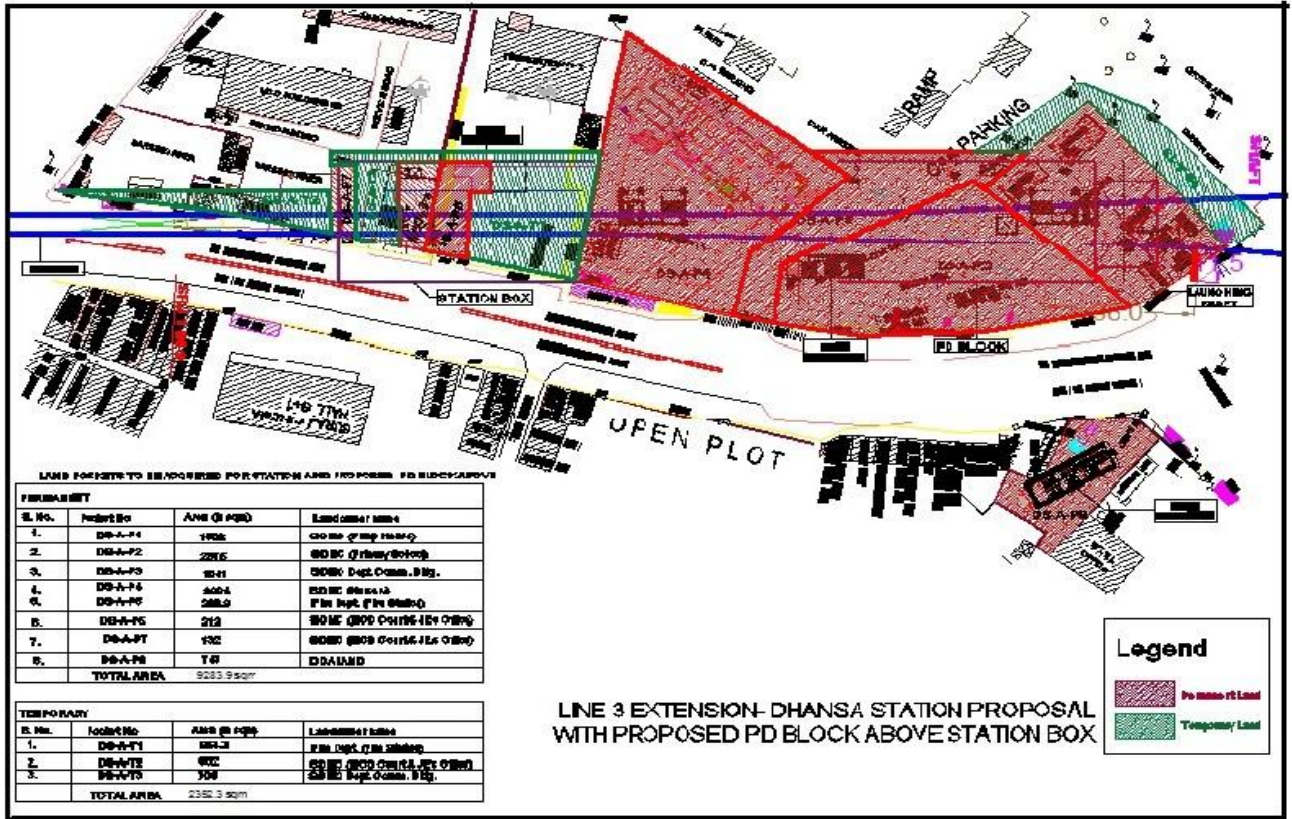
- Loss of Land,
- Loss of Jobs/Works,
- Loss of Livelihood,
- Loss of Common Property Resources
- Loss of Public Utility structures

The proposed corridor will run for 1.21 km with 1 station. No residential or commercial property is reported to be affected by the project.

..

### 2.2.1 Land Requirement and Acquisition

The proposed Delhi Metro project shall require land for different purposes. Land is mainly required for construction of station and allied services. The required land (permanent & temporary) for the construction of the proposed alignment is government land which shall be allotted by Delhi Government Authorities. The details of required land has been depicted in **Fig. 2.1**



**Fig. 2.1 Permanent and Temporary Land Requirement for the Project**

The details of land required (permanent and temporary) is presented in **Table 2.1**.



**Table 2.1 Land to be acquired at Dhansa Bus Stand (Area in Sqm)**

S.No.	Pocket No.	Area (in Sqm)	Land Owner Name
<b>Permanent</b>			
1	DS-A-P1	1502	SDMC (Pump House)
2	DS-A-P2	2375	SDMC (Primary School)
3	DS-A-P3	1041	SDMC(D. C. Bldg.)
4	DS-A-P4	2994	SDMC (Nursery)
5	DS-A-P5	280.9	Fire Department
6	DS-A-P6	212	SDMC (MCD Court & JE Office)
7	DS-A-P7	132	SDMC (MCD Court & JE Office)
8	DS-A-P8	747	DDA
	<b>Total Area</b>	<b>9283.9</b>	
<b>Temporary</b>			
1	DS-A-T1	964.3	Fire Department
2	DS-A-T2	682	SDMC (MCD Court & JE Office)
3	DS-A-T3	706	SDMC Dept. Comm. Bldg.
	<b>Total Area</b>	<b>2352.3</b>	
<b>Gross Area Requirement</b>		<b>11636.2</b>	<b>Government Land</b>

The required land (Permanent & Temporary) for the construction of the proposed alignment is government land which shall be transferred by the concerned departments after formalities.

### 2.2.2 Impact on Structures and its Magnitude

No private properties are being affected by the proposed Metro project. The area to be acquired has been carved out in such a way that no property or structure is affected. The detail of affected properties is given in **Table 2.2** and the magnitude of impact on affected properties is given in **Table 2.3**.

**Table 2.2 Impact on Structures**

Affected Structures				Total Structures
Residential	Commercial	Residential cum Commercial	Others	
-	-	-	-	-

**Table 2.3 Magnitude of Impacts**

Details	Affected Structures											Total
	Residential			Commercial			Res. + Comm.			Others		
	PA	FA	Total	PA	FA	Total	PA	FA	Total	PA	FA	
Number	-	-	-	-	-	-	-	-	-	-	-	-
Percentage	-	-	-	-	-	-	-	-	-	-	-	-

Note: PA-Partially Affected, FA-Fully Affected.

### 2.2.3 Impact on Families

Since there is no PAP for the project, family details of Project Affected people have not been taken.

### 2.2.4 Loss of Livelihood

The proposed land in station area is reported to be Government land. Govt. land to be acquired is in general open land except at few locations the alignment is entering the structures of office of JE and MCD Court etc..

## 2.3 REHABILITATION/ RELOCATION

The proposed project shall affect the private property resources. The loss of private property and loss of community resource may have social impacts on the local society. On the basis of social impacts, rehabilitation of the PAFs has been proposed. Mitigation measures shall be the following:

- to assist the PAPs in resettling them at suitable places,
- to provide monetary assistance in the form of shifting allowance etc as per the policy.

DMRC will rehabilitate the Common resources like bus stand and part of road etc affected by the project and would also be suitably compensated.

## 2.4 PROFILE OF PROJECT AFFECTED FAMILIES

The alignment/ station drawing and information provided by Project Authority have been the basis for identification of the affected families and project affected people due to the proposed project. The proposed land to be acquired area is reported to be Government land. Govt land to be acquired is in general open land except at few locations the alignment is entering open area of Govt. establishments. Since no individual is affected there would not be any loss of residential area due to the project.

## 3.0 Policy, Legal and Administrative Framework

### 3.1 POLICY FRAMEWORK

Over the years R&R policies have been developed at national and organizational levels. The Acts and Policy relevant to the study are:

- The Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013 (No. 30 OF 2013)

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

### 3.2 THE RIGHT TO FAIR COMPENSATION AND TRANSPARENCY IN LAND ACQUISITION, REHABILITATION AND RESETTLEMENT ACT, 2013 (NO. 30 OF 2013)

The **Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013** is an Act of Indian Parliament that regulates land acquisition and provides laid down rules for granting compensation, rehabilitation and resettlement to the affected persons in India. The Act has provisions to provide fair compensation to those whose land is taken away, brings transparency to the process of acquisition of land to set up factories or buildings, infrastructural projects and assures rehabilitation of those affected. The Act establishes regulations for land acquisition as a part of India's massive industrialization drive driven by public-private partnership. The Act replaced the Land Acquisition Act, 1894, a nearly 120-year-old law enacted during British rule.

The Act was passed on 29 August 2013 in the Lok Sabha (lower house of the Indian parliament) and on 4 September 2013 in Rajya Sabha (upper house of the Indian parliament). The bill received the assent of the President of India, Hon'ble Pranab Mukherjee on 27 September 2013. The Act came into force from 1 January 2014

The Act aims to establish the law on land acquisition, as well as the rehabilitation and resettlement of those directly affected by the land acquisition in India. The scope of the Act includes all land acquisition whether it is done by the Central Government of India, or any State Government of India, except the state of Jammu & Kashmir.

The Act is applicable when:

- Government acquires land for its own use, hold and control, including land for Public sector undertakings.
- Government acquires land with the ultimate purpose to transfer it for the use of private companies for stated public purpose. The purpose of LARR 2011 includes public-private-partnership projects, but excludes land acquired for state or national highway projects.
- Government acquires land for immediate and declared use by private companies for public purpose. The provisions of the Act do not apply to acquisitions under 16 existing legislations including the Special Economic Zones Act, 2005, the Atomic Energy Act, 1962, the Railways Act, 1989, etc.

Section 2(1) of the Act defines the following as public purpose for land acquisition within India:

- For strategic purposes relating to naval, military, air force, and armed forces of the Union, including central paramilitary forces or any work vital to national security or defense of India or State police, safety of the people; or
- For infrastructure projects, which includes the following, namely:
  - All activities or items listed in the notification of the Government of India in the Department of Economic Affairs (Infrastructure Section) number 13/6/2009-INF, dated 27 March 2012, excluding private hospitals, private educational institutions and private hotels;
  - Projects involving agro-processing, supply of inputs to agriculture, warehousing, cold storage facilities, marketing infrastructure for agriculture and allied activities such as dairy, fisheries, and meat processing, set up or owned by the appropriate Government or by a farmers' cooperative or by an institution set up under a statute;
  - Project for industrial corridors or mining activities, national investment and manufacturing zones, as designated in the National Manufacturing Policy;
  - Project for water harvesting and water conservation structures, sanitation;
  - Project for Government administered, Government aided educational and research schemes or institutions;
  - Project for sports, health care, tourism, transportation of space programme;
  - Any infrastructure facility as may be notified in this regard by the Central Government and after tabling of such notification in Parliament;
- Project for project affected families;
- Project for housing, or such income groups, as may be specified from time to time by the appropriate Government;
- Project for planned development or the improvement of village sites or any site in the urban areas or provision of land for residential purposes for the weaker sections in rural and urban areas;
- Project for residential purposes to the poor or landless or to persons residing in areas affected by natural calamities, or to persons displaced or affected by reason of the implementation of any scheme undertaken by the Government, any local authority or a corporation owned or controlled by the State.

When government declares public purpose and shall control the land directly, consent of the land owner shall not be required. However, when the government acquires the land for private companies, the consent of at least 80% of the project affected families shall be obtained through a prior informed process before government uses its power under the Act to acquire the remaining land for public good, and in case of a public-private project at least 70% of the affected families should consent to the acquisition process.

The Act includes an urgency clause for expedited land acquisition. The urgency clause may only be invoked for national defense, security and in the event of rehabilitation of affected people from natural disasters or emergencies.

Section 27 of the Act defines the method by which market value of the land shall be computed under the proposed law. Schedule I outlines the proposed minimum compensation based on a multiple of market value. Schedule II through IV outline the resettlement and rehabilitation entitlements to land owners and livelihood losers, which shall be in addition to the minimum compensation per Schedule I.

### **Market value**

The market value of the proposed land to be acquired shall be set as the higher of:

- the minimum land value, if any, specified in the Indian Stamp Act, 1899 for the registration of sale deeds in the area, where the land is situated; or
- the average of the sale price for similar type of land being acquired, ascertained from the highest fifty per cent of the sale deeds registered during the preceding three years in the nearest village or nearest vicinity of the land being acquired.; or
- the consented amount in case the land is acquired for private companies or public-private partnership projects.

The market value would be multiplied by a factor of, at least one to two times the market value for land acquired in rural areas and at least one times the market value for land acquired in urban areas. The Act stipulates that the minimum compensation to be a multiple of the total of above ascertained market value, value to assets attached to the property, plus a solatium equal to 100 percent of the market value of the property including value of assets.

In addition to above compensation, the Act proposes a wide range of rehabilitation and resettlement entitlements to land owners and livelihood losers from the land acquirer.

For land owners, the Act provides:

- an additional subsistence allowance of Rs.36,000/- for the first year. In case of vulnerable families from Scheduled Castes and Scheduled Tribes additional amount of Rs. 50000/- shall be paid upfront;
- an additional entitlement of a job to the family member, or a payment of Rs.5,00,000 up front, or a monthly annuity totaling Rs.24,000 per year for 20 years with adjustment for inflation – the option from these three choices shall be the legal right of the affected land owner family, not the land acquirer;
- an additional upfront compensation of Rs.50,000/- for transportation;
- an additional upfront resettlement allowance of Rs.50,000/-;
- if the land owner loses a home in a rural area, then an additional entitlement of a house with no less than 50 square meters in plinth area;
- if the land is acquired for urbanization, 20% of the developed land will be reserved and offered to land owning families, in proportion to their land acquired and at a price;

- equal to cost of acquisition plus cost of subsequent development;
- if acquired land is resold without development, 20% of the appreciated land value shall be mandatorily shared with the original owner whose land was acquired

Section 105 of the act specifies that the provision of the Act shall not apply to the enactments relating to land acquisition specified in the Fourth schedule of the Act which includes Metro Railways (Construction of Works) Act, 1978. However, as stipulated in Sub Section (3) of Section 105 and as subsequently notified by the Gol, the compensation for acquisition of private land and rehabilitation and resettlement benefits specified under the new LARR Act remain applicable even for such activities taken up under the Metro Railways Act.

### 3.3 ELIGIBILITY AND ENTITLEMENTS

The basic eligibility and entitlements framework gets divided based on the ownership of land i.e. in the form of Titleholder (owners, lessees, legal tenants) and Non-titleholder (encroachers, squatters, unauthorized occupants of public lands) PAPs. The titleholder PAPs will only be those who are affected due to acquisition of private land required for the project and will be eligible for compensation and R&R benefits as per the Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement (RFCTLARR) Act, 2013. The cut-off date for those who have legal title is the date of notification for acquisition of land as per the RFCTLARR Act and for squatters the cut off date is the date of BSES. The entitlement matrix provides category wise details regarding the entitlements in relation to the R&R principles enumerated above. The following **Table 3.1** presents the entitlement matrix for the titleholder PAPs of the proposed Metro project.

**Table 3.1 Entitlement Matrix**

Category of Loss	Eligibility for Entitlement	Compensation and R&R benefits in respect of Titleholder PAPs due to implementation of METRO Project	Responsible Agency
Loss of ownership of land	Titleholder, if any	The price for acquisition of land as per the RFCTLARR Act (at least 200% of ready market value).	DMRC
Loss of ownership of house	Titleholder, if any	A constructed house not less than 50 sq.m. in plinth area or one-time financial assistance for house construction of Rs. 5.5 lakhs	DMRC
Transportation Cost for displaced families	Titleholder, if any	One-time financial assistance of Rs. 50,000/- to each family	DMRC
Livelihood	Titleholder, if any	One-time payment of Rs. 5	DMRC

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<b>Category of Loss</b>	<b>Eligibility for Entitlement</b>	<b>Compensation and R&amp;R benefits in respect of Titleholder PAPs due to implementation of METRO Project</b>	<b>Responsible Agency</b>
Assistance		lakhs per affected family	
Subsistence grant displaced families for a period of one year	All PAPs	Rs. 3,000 per month for a period of one year for each family after displacement. In case of SC, ST families additional Rs. 50,000.	DMRC
One time resettlement allowance	All PAPs	Rs. 50,000 per family after shifting of house	DMRC
Stamp duty and Registration fee	Titleholder, if any	The stamp duty and other fees payable for registration of the land or house allotted to the affected families shall be borne by the Requiring Body.	DMRC
Inflation Adjustment	Titleholder, if any	All monetary values to increase by 5% every year unless rate of inflation is less than 5%	DMRC

## 4.0 Institutional Framework

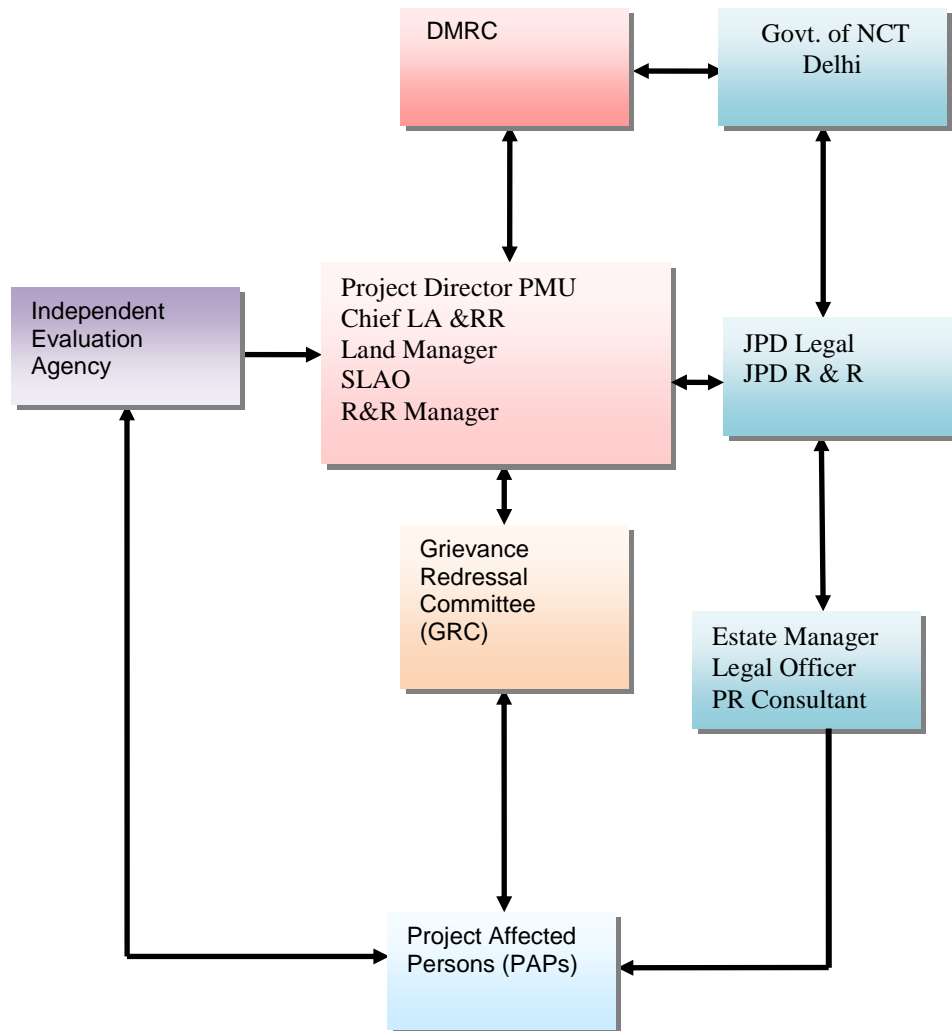
### 4.1 INSTITUTIONAL ARRANGEMENT

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. Project Management Unit of DMRC.
2. The Land Acquisition and Resettlement and Rehabilitation unit has been established as part of Metro PIU.
3. NGOs Support during Implementation and Post Resettlement Phase.
4. Public Relation Consultant.
5. Grievance Redress Committee.

The institutional framework for RAP implementation is shown in **Figure 4.1**.

**Figure 4.1 Institutional Chart for RAP Implementation**





#### **4.1.1 PMU of SMU/ SPV**

Project Management Unit (PMU) of DMRC will be responsible for planning and implementation of resettlement and rehabilitation component of the proposed project. The PMU will coordinate with all the implementing agencies and monitoring the progress of the project. The PMU is also responsible for the delivery of entitlements, supervising the work of the Project Management Consultants (PMC), NGO, Public Relation Consultant etc. It will provide logistical support for the purpose of reviewing the progress of project implementation. It will generate Quarterly Progress Report (QPR) for effective management decision. The PMU headed by Project Director (PD) will be responsible for overall planning, acquisition of land, supervision of all activities related to resettlement and rehabilitation of the proposed project with active support from DMRC during preparation, implementation and post implementation phase.

#### **4.1.2 Land Acquisition and Resettlement and Rehabilitation Unit**

Land Acquisition and Resettlement and Rehabilitation Unit shall look after land acquisition and resettlement and rehabilitation activities. The Chief LA&RR, Additional Collector and other staff will provide technical support for effective implementation of resettlement and rehabilitation activities of the project. The LA&RR shall work closely with other PMU staffs for better coordination and implementation of R&R activities. The PIU shall ensure that all issues related to land acquisition, resettlement and rehabilitation are handled according to the policies/guidelines as it is laid down in this report. The overall responsibility of DMRC is planning, supervision, implementation of all components of R&R. It would also coordinate with the respective JPDs to ensure implementation of various R&R activities that require the inputs of the respective officers from the environment, finance, legal and PR section of the PMU.

#### **4.1.3 NGOs Support during Implementation and Post Resettlement Phase**

Local NGO plays a very crucial role in implementation of resettlement and rehabilitation activities. The NGO will be appointed by PMU of DMRC to extend implementation support to DMRC in the form of assisting affected families/persons during relocation, if considered necessary by DMRC. The responsibilities of NGO will be assisting DMRC in conducting regular consultations, survey, issue of identity cards, assisting affected families/ persons during and post resettlement phase, formation of co-operative societies, providing training for managing the societies etc. An experienced NGO working in the field of resettlement and rehabilitation may be hired by DMRC for implementation of SIA.

#### **4.1.4 Implementation Support of Consultant**

During implementation phase of RAP, DMRC may appoint a consultant to assist DMRC in implementation of resettlement plan, if considered necessary by DMRC. The consultant will carry out due diligence in the implementation of resettlement and rehabilitation programs as per the provisions of R&R Policy through periodic monitoring. The consultant will be responsible for

- Preparation of database of affected structures, families, persons,
- Verification of database through field survey,
- Improve monitoring system,
- Capacity building,
- Regular follow up implementation activities and other relevant activities.

#### **4.1.5 Public Relation Consultant**

DMRC already have Public Relation Department to support in public relation and to ensure availability of information to the affected families/ persons, traders and concerned third parties to create an environment that is supportive of the process of Resettlement and Rehabilitation. The Public Relation Department would coordinate with Chief SDC and the PR agency in information sharing on the R&R activities of the proposed metro project and coverage in the R&R activities in the print and electronic media.

#### **4.2 GRIEVANCE REDRESS COMMITTEE (GRC)**

The most common reason for delay in implementation of projects is grievance of people losing their land and residential and common structures. Considering this, Grievance Redress Committee (GRC) will be formed in order to address the grievances of project affected persons.

The GRC will be formed at field level and senior level. Field Level Grievance Redress Committee (FLGRC) and Senior Level Grievance Redress Committee (SLGRC) is committee headed by a Chairperson with representatives from DMRC and assisting NGO and PAP, as respondents. An organizational set up of FLGRC and SLGRC is presented in **Figure-5.2**. FLGRC addresses grievances relating to individual eligibility and entitlement, whereas SLGRC reviews decisions of FLGRC on grievance petitions filed by affected families/ persons not satisfied with the FLGRC verdict. Both FLGRC and SLGRC follow the procedure of carrying out record and field verification and holding meeting with the concerned PAP after informing him/ her about specific location, date, and time of such meetings.

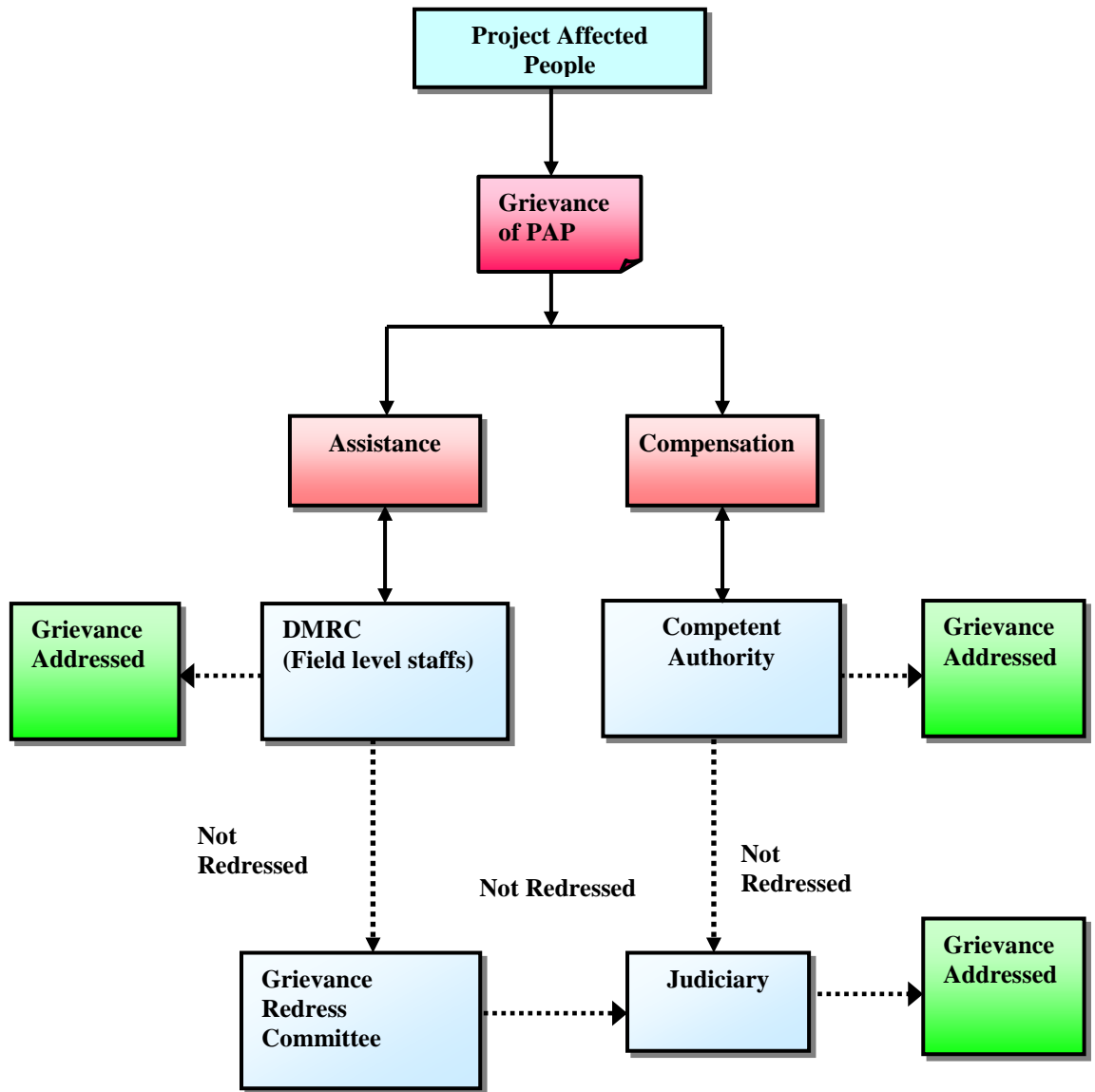


Figure-4.2 Stages of Grievance Redressal

### 4.3 ROLE OF STAKEHOLDERS

Role of stakeholders of resettlement plan is presented in Table 4.1

**Table-4.1 Role of Stakeholders for Implementation of RAP**

Position	Responsibility
Project Director- (PMU), DMRC	<ul style="list-style-type: none"> <li>• Overall planning and supervision of all project activities;</li> <li>• Exercise of administrative approval for finance &amp; execution related activities;</li> <li>• Supervision and control over responsible officers in PMU</li> <li>• Coordination with funding agency, Govt. of India, Govt. of NCT Delhi and other concerned agencies.</li> </ul>
Chief LA &RR	<ul style="list-style-type: none"> <li>• Planning, supervision and implementation of R&amp;R components;</li> <li>• Report to Project Director, PMU;</li> <li>• Supervision and control over the Managers, Officers and support staff in SDC;</li> <li>• Liaison and coordination with PMU, Land and Estate Management Cell, Engineering Cell, NGOs, PAPs &amp; other stakeholders;</li> <li>• Prepare and submit all reports and communication to Project Director;</li> <li>• The administrative domain of Chief-SDC include: -Approval of eligibility list -Approval of Progress Reports -Procurement of Consultancy services for R&amp;R components; -Disclosure of information to requesters and external agencies -Release of payment to Consultants and NGO</li> </ul>

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<p>NGO</p>	<ul style="list-style-type: none"> <li>• Assist DMRC in conducting public consultation, survey, issue of identity cards,</li> <li>• Organize meeting with PAPs assist them during relocation;</li> <li>• Explain the entitlements and R&amp;R policy provisions;</li> <li>• Acting as catalysts between PAPs and project authorities;</li> <li>• Serve as initial step to redress grievances;</li> <li>• Assist the PAPs in redressing grievances with Project Authorities;</li> <li>• Provide support for post resettlement activities such as registration of Cooperative Societies and training related to maintain the building etc.</li> <li>• Report to Chief-SDC</li> <li>• Prepare monthly progress reports and submit to Chief-SDC</li> </ul>
<p>Implementation Support of Consultant</p>	<ul style="list-style-type: none"> <li>• Preparation of database of affected structures, families, persons;</li> <li>• Verification of database through field survey;</li> <li>• Improve monitoring system;</li> <li>• Capacity building,</li> <li>• Regular follow up implementation activities and other relevant activities.</li> <li>• Report to Chief-SDC</li> </ul>
<p>Public Relation Department</p>	<ul style="list-style-type: none"> <li>• Coordinate with the Chief Social Development Cell</li> <li>• Coordinate with PR agency in information sharing on R&amp;R activities of the project;</li> <li>• Ensure availability of information to PAPs and other stakeholders;</li> <li>• Coverage of progress of R&amp;R activities in the print and electronic media.</li> </ul>
<p>Grievance Redressal Committee</p>	<ul style="list-style-type: none"> <li>• FLGRC address grievances relating to individual eligibility and entitlement;</li> <li>• SLGRC review decisions of FLGRC on grievance petitions filed by PAPs.</li> </ul>
<p>Independent Evaluation</p>	<ul style="list-style-type: none"> <li>• Mid - term and end term Evaluation of the implementation of the various provisions and activities planned in the RAP;</li> <li>• Review the plan implementation in light of the targets, budget and duration that had been laid down in the plan.</li> </ul>

#### 4.4 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 Land is acquired/ in possession prior to 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, Project Authority will establish the GRC, and initiate the resettlement implementation. The R&R activities of proposed project are divided into 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.

##### 4.4.1 Project Preparatory Stage (Pre- Implementation Stage)

Setting up institutions for the resettlement activities is not required since LA & RR unit is in place who would look after the activities related with acquisition of land and resettlement and rehabilitation issues.

##### 4.4.2 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 shall be taken up by the Project Authority in advance. 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 Project Authority 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 Project Authority will be responsible for carrying out the monitoring on quarterly basis.

##### 4.4.3 RAP Implementation Schedule

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 4.2**.

Project construction is proposed to be commenced from December 2017 and is likely to be completed in 36 months.

**Table 4.2 RAP Implementation Schedule for Najafgarh- Dhansa Bus stand Metro Project**

Description \ Months	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
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						■												
Internal Monitoring			■															
External Evaluation						■									■			

Month 1 = The month of start of project Activities

## 5.0 Public Consultation

### 5.1 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 PAPs during field visits in October 2017. 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.

### 5.2 APPROACH AND METHODS OF CONSULTATION

Public consultations/ Focus Group Discussions were held with sections of affected persons such as traders, squatters, kiosks and other inhabitants in the area likely to be affected by land acquisition. 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 affected people including the PAPs.
- Discussions and interviews with key informants
- Sharing the opinion and preferences of the PAPs

The key informants included both individuals and groups namely (i) affected shopkeepers; (ii) local people. Public consultations were organized amongst the PAPs.



### 5.3 KEY FINDINGS OF CONSULTATIONS

The key findings of public consultation are presented in **Table 5.1**.

**Table 5.1 Stakeholder Consultation**

Place	Date	Issues Discussed	Important Opinion & Views	Reply
Dhansa Bus stand	09-10-2017	Land	<ul style="list-style-type: none"> <li>No Private land should be taken</li> </ul>	<ul style="list-style-type: none"> <li>Project Authority proposed to acquire only Government land.</li> </ul>
		Land acquisition	<ul style="list-style-type: none"> <li>The route may be diverted to avoid private land acquisition.</li> </ul>	<ul style="list-style-type: none"> <li>The route has been worked out so that no private land is required to be acquired</li> </ul>
		Shiv Temple in MCD complex	<ul style="list-style-type: none"> <li>People of the area will not cooperate Project Authority to remove the Temple from its place.</li> </ul>	<ul style="list-style-type: none"> <li>Project Authority informed will take necessary precaution and temple would not be disturbed due to project construction.</li> </ul>

From the above table and discussions with PAPs it is evident that many people in affected commercial area have questions and objection to the proposed Metro project since they consider that the project will displace them and there is fear among people that they may not get fair compensation. Moreover, they are not sure about the timeline of the project. Simultaneously, local people wish to absorb their youth by Project / Other organizations on permanent basis.



**Discussions with Primary Stakeholders**



Discussions with Primary Stakeholders



#### 5.4 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 good interests in the meetings. This consultative approach led to identification of a range of issues related to service road closure/ diversion and improvements before construction of Delhi Metro. 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 Project officials will conduct Information and Community Consultation Program (ICCP) in the project area before starting the process of land acquisition. 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 published on the website of PIU.

## 5.5 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 discussions 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, if any identified to ensure that the vulnerable groups understand the process and their needs are specifically taken into consideration, if necessary.
- c) Project Authority 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.

## 6.0 RESTTLEMENT ASSISTANCE PLAN AND COST

### 6.1 BACKGROUND

This chapter presents an overview of eligibility for entitlement, valuation and compensation for losses, income restoration and cost estimates. The present cost estimates for land and structures are based on average value of land. 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.

### 6.2 ELIGIBILITY FOR ENTITLEMENT

Broadly, all interested parties of private land to be acquired for the project are entitled for compensation and residential PAPs for resettlement benefits as per the RFCTLARR Act. The eligibility and entitlements for non-titleholders will be as per the R&R Policy. 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 200% of market value of land
- A constructed or Rs. 5.5 lakhs
- Shifting allowance @ Rs. 50,000/-.
- Subsistence Allowance @ Rs. 3,000/- per month for 12 months= Rs. 36,000/- to all PAPS. SC, ST and widow headed families to be paid additional Rs. 50,000/-
- One-time resettlement allowance @ Rs. 50,000/-.
- Livelihood allowance of Rs. 5,00,000/-
- Stamp duty Registration Charges

##### ***Commercial:***

- Commercial area equivalent to area of affected structure (free of cost up to 225 sq. ft. and at cost for more, maximum up to 750 sq.ft.)
- Shifting charges as per Rs. 50000/-

#### **Non-Title Holder:**

##### ***Occupant of residential unit***

- Residential tenement of 225 sq.ft. per PAP family free of cost.
- Shifting charges Rs 50000/-.
- Occupants of nonresidential structures.

##### **Employees of Enterprises**

- Employee/ entrepreneurs losing source of livelihood permanently shall be paid a lump sum compensation equivalent to one year income to be determined by R&R Agency's valuation committee.

As is seen from the survey, here was no affected structures.

### **6.3 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 avoided.

#### **6.3.1 Loss of Land and Replacement Value**

This is to be mentioned that the concerned Delhi Govt. departments will transfer the land to DMRC for the project.

#### **6.3.2 Loss of Structure and Replacement Value**

For loss of structures, either commercial or residential, the title holders will be compensated by providing alternative accommodation as per the Rehabilitation and Resettlement Policy. Project Authority will resettle and rehabilitate the PAPs occupying commercial units by providing suitable accommodation at nominated locations, if any.

#### **6.3.3 Assistance for Squatters**

Squatters occupying their dwelling units will be compensated as per valuation of the structures or Area equivalent to existing area with a maximum of 70 m<sup>2</sup> can be provided out of which 20.91 m<sup>2</sup> will be free of cost. However, reportedly there is no PAP in this category. This shall be verified by documents at the time of actual resettlement and rehabilitation.

#### **6.3.4 Shifting Allowance**

Each displaced project affected families shall be provided shifting allowance as per the RFCTLARR Act or R & R Policy depending on their status for shifting of household materials and belonging etc. Shifting allowance is one time grant.

### **6.4 INCOME RESTORATION**

This development project may have an adverse impact on the income of PAFs losing commercial properties. 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 focus of restoration of livelihoods is to ensure that the PAPs are able to regain their pre project living standards. To restore and enhance the economic conditions of the PAPs, various assistances are incorporated in the RAP.

### **6.5 COST ESTIMATE**

The detail of R&R budget is given in **Table6.1**. The total cost for resettlement and rehabilitation will be about **Rs. Nil**.

**Table 6.1 Table Details of Cost of Resettlement and Rehabilitation (Rs. Lakh)**

<b>S. No.</b>	<b>Description</b>	<b>Entitlement</b>	<b>Unit</b>	<b>Quantity</b>	<b>Rate</b>	<b>Amount</b>
1	Acquisition of Permanent land Private Land	Total Replacement Cost of land	m <sup>2</sup>	0		
2	Solatium	100% as per Act 30 of 2013.	m <sup>2</sup>	0		
3	Acquisition of temporary private land	6% of total land cost per year for 3 years	m <sup>2</sup>	0		
4	Acquisition of structures					
4.1	Residential PAPs	Area equivalent to affected area 20.91 m2 free of cost	Per unit	0		
4.2	Commercial PAPs	Area equivalent to affected area 20.91 m2 free of cost	Per unit	0		
5.	Subsistence Allowance	For a period of one year @Rs.3000/ month	Family	0	0.36	0
6.	Shifting Allowance	A lump sum shifting allowance of Rs. 50,000/-	No.	0	0.50	0
7.	One time resettlement allowance	For All the affected families excluding employees in shops	Per Family	0	0.50	0
9.	Independent Evaluation		LS		0	0
10.	Miscellaneous		LS		0	0
	<b>Cost of R &amp; R</b>					<b>0</b>

## 7.0 MONITORING AND EVALUATION

### 7.1 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. Project Authority will be responsible for internal monitoring through and will prepare quarterly reports on the progress of RAP implementation. An Independent Evaluation Consultant may be hired by Project Authority for mid and end term evaluation of RAP implementation.

### 7.2 INTERNAL MONITORING

The internal monitoring for RAP implementation will be carried out by Project Authority. 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

Internal monitoring will focus on measuring progress against the schedule of actions defined in the RAP. Activities to be undertaken by the Project Authority 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 LA &RR unit on regular basis to keep track of the R&R progress. For this purpose, the indicators suggested have been given in **Table 7.1**.

**Table 7.1 Indicators for Monitoring of RAP Progress**

<b>Indicators</b>	<b>Parameters Indicators</b>
<b>Physical</b>	Extent of land acquired Number of structures dismantled Number of land owners and private structure owners paid compensation Number of families affected Number of PAPs receiving assistance/compensation Number of PAPs provided transport facilities/ shifting allowance
<b>Financial</b>	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)
<b>Social</b>	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 PAPs approached court Women concern
<b>Economic</b>	Entitlement of PAPs-land/cash Successful implementation of Income Restoration Schemes, if any
<b>Grievance</b>	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 GRC 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 7.1**.

### **7.3 INDEPENDENT EVALUATION**

As mentioned earlier, an Independent Evaluation Agency (IEA) will be hired by Project Authority for mid and end term evaluation. A detailed Terms of Reference for IEA is found as **Annexure 7.2**.



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 7.2**.

**Table 7.2 Indicators for Project Outcome Evaluation**

Objectives	Risk Factor	Outcomes and Impacts
<ul style="list-style-type: none"> <li>• The negative impact on persons affected by the project will be minimized.</li> <li>• Persons losing assets to the project shall be compensated at replacement cost.</li> <li>• The project-affected persons will be assisted in improving or regaining their standard of living.</li> <li>• Vulnerable groups will be identified and assisted in improving their standard of living.</li> </ul>	<p>Resettlement plan implementation may take longer time than anticipated</p> <p>Institutional arrangement may not function as efficiently as expected</p> <p>NGO may not perform the task as efficiently as expected</p> <p>Unexpected number of grievances</p> <p>Finding a suitable rehabilitation site for displaced population</p> <p>PAPs falling below their existing standard of living</p>	<ul style="list-style-type: none"> <li>• Satisfaction of land owners with the compensation and assistance paid</li> <li>• Satisfaction of structure owner with compensation and assistance</li> <li>• Type of use of compensation and assistance by structure owner</li> <li>• % of PAPs adopted the skill acquired through training as only economic activity</li> <li>• % of PAPs adopted the skill acquired through training as secondary economic activity</li> <li>• % PAPs got trained in the skill of their choice</li> <li>• Role of NGO in helping PAPs in selecting trade for skill improvement</li> <li>• Types of grievances received</li> <li>• No. of grievances forwarded to GRC and time taken to solve the grievances</li> <li>• % of PAPs aware about the GRC mechanism</li> <li>• % of PAPs aware about the entitlement frame work mechanism</li> <li>• PAPs opinion about NGO approach and accessibility</li> </ul>

#### 7.4 Reporting Requirements

Project Authority will be responsible for supervision and implementation of the RAP. Project authority will prepare quarterly progress reports on resettlement activities. The

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Independent Evaluation Consultant will submit mid and end term evaluation report to Project Authority 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.



**Social Impact Assessment of Delhi Metro**

**1. IDENTIFICATION: Type of Respondent : Structure Owner / Land Owner**

1.1 City/Town/ Village : \_\_\_\_\_ District: \_\_\_\_\_

1.2 Address/Location : \_\_\_\_\_ ChainageNo.: \_\_\_\_\_

1.3 Category of PAF:

Titleholder -1 Encroacher -2 Tenant-3 Squatter -4 Kiosk -5 Others (specify) -6

**2. GENERAL INFORMATION**

2.1 Name of head of the household: .....Mobile No.

2.1a Name of Owner of Premises.....

2.2 Name of the Respondent : .....Mobile No.

2.3 Category: BPL-1 APL -2 Antodaya -3 Others - 4

2.4 Religious Group: Hindu - 1 Muslim - 2 Christian - 3 Sikh - 4   
Jain - 5 Others (specify) -6

2.5 Social Group: SC - 1 ST - 2 OBC - 3   
General - 4

2.6 Family Pattern : Joint - 1 Nuclear - 2 Individual - 3

2.7 Size of Family : Small (2-4) - 1 Medium (5-7) - 2 Large(Above 7) - 3

**3. FAMILY PARTICULARS (Start from head of the household)**

S. No	Name of the member	Relation-ship to HH Head	Sex	Age (years)	Marital Status	Education *	Any Disability	Any skilled family member
1								
2								
3								
4								
5								

- Refers Education = Illiterate- 1, 1-5<sup>th</sup> - 2, 6-8<sup>th</sup> - 3, 9-12 - 4, Graduates & above - 5, Professional – 6

3.1 Household's Main Occupation----- Monthly Income(Rs)-----

3.2 Subsidiary Source ----- Monthly Income (Rs.)-----

3.3 No. of Adult earning members-----

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- 3.4 No. of dependents-----  
 3.5 Family annual expenditure: Rs. \_\_\_\_\_  
 3.6 Household Assets  
 Fans -1 Radio- 2 TV- 3 Fridge – 4 Washing machine- 5 Cycle – 6 Two Wheeler- 7 Four Wheeler - 8  
 3.7 Fuel Used in Kitchen: ..... Vehicle: .....  
 3.8 Source of Drinking Water: Well- 1 Hand Pump -2 T.W. – 3 Piped Supply- 4 Pond- 5 Tank- 6  
 3.9 availability of : Separate Toilet : Yes-1 No-2 Separate Kitchen: Yes-1 No- 2

**4. COMMERCIAL/SELF EMPLOYMENT ACTIVITIES**

- 4.1 Occupation: Farmer- 1 Ag. Labour- 2 Domestic Industry -3 Service - 4 Shop/ SBE -5 Other -6

4.2 Type of Shop/Business Enterprises (SBEs)

- |                           |     |                   |      |
|---------------------------|-----|-------------------|------|
| Grocery                   | - 1 | Tailoring         | - 8  |
| Pan shop                  | - 2 | Clinic            | - 9  |
| Vegetables/fruits         | - 3 | Electrical work   | - 10 |
| Hotel                     | - 4 | Manufacturing     | - 11 |
| Fancy item                | - 5 | (Specify product) |      |
| Bicycle/scooter repairing | - 6 | Others (specify   | - 12 |
| Cloth/Dresses             | - 7 |                   |      |

- 4.3 Employment Generated   
 Employed 1 to 5 persons -1  
 Employed 5 & above -2

**5. VULNERABILITY**

1. HH below poverty line (BPL)
2. HH becoming BPL as a result of loss of livelihood/assets
3. Female headed household
4. Scheduled Caste
5. Schedules Tribe
6. Handicapped

**6. INFORMATION ON AFFECTED PROPERTY**

- 6.1 Total Owned Area: Affected Area:

6.2 Details of the structure

Type of Use	Cons type	No. of Rooms / Storey	Tenure status	Utility connection	Total area(Sq.m)	Impacted area(Sq.m)	Impacte d area (Sq.m)	
							P	F

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Type of Use: 1. Residential, 2. Commercial, 3. Residential cum Commercial, 4. Other (Specify)  
 Cons. Type: 1. Kutcha, 2. Pucca, 3. Semi-pucca  
 Tenure status: 1. Own, 2. Rented, 3. Leasehold, 4. Encroachment  
 Utility Connection: 1. Electricity; 2. Water; 3. Phone; 4. Sewer; 5. Gas; 6. Other specify  
 P-Partially F-Fully

**7. PROJECT RELATED INFORMATION**

- 7.1 Are you aware of the proposed metro Rail Project?   
 Yes -1 No -2
- 7.2 If Yes, Source of information: Newspaper- 1 Radio/ TV – 2 Peoples - 3
- 7.3 What is your opinion about the project?   
 Good -1 Bad -2 Can't say-3
- 7.4 If good, what positive impacts do you perceive?  
 \_\_\_\_\_
- 7.5 If bad, what negative impacts do you perceive?  
 \_\_\_\_\_

**7. RESETTLEMENT AND REHABILITATION**

- 7.1 In case you are displaced (residentially where and how far you prefer to be located?)   
 Within the area - 1 Outside the area -2  
 Place name: .....Distance (in km.)
- 7.2 What do you expect from government for relocation?   
 1. Plot   
 2. Constructed building   
 3. Building construction assistance   
 4. Shifting expenses   
 5. Compensation at replacement cost   
 6. Training for skill up gradation   
 7. Others (Specify)

**Delhi Metro Project**  
**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 METRO 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				
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				

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	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/ Disclosure of information	No. of public consultations				
	Frequency of consultation				
	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 PAPs				
	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 programmes	No. of HIV/AIDS awareness programmes conducted				
	No. of hotspots identified				
	No. of road safety awareness programmes 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.



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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 7.2

### Terms of Reference for Independent Evaluation Agency

#### 1. Project Description

DMRC authorities are in process to implementing the Metro Project. The project involves construction of two corridors. This project is being implemented by Executing Agency (EA) with financial support of International funding agencies. 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 DMRC 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 DMRC 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 PAPs, 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 PAPs 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 evaluation 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 evaluation report should be submitted to EA.

#### **5. Qualifications**

The 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 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.