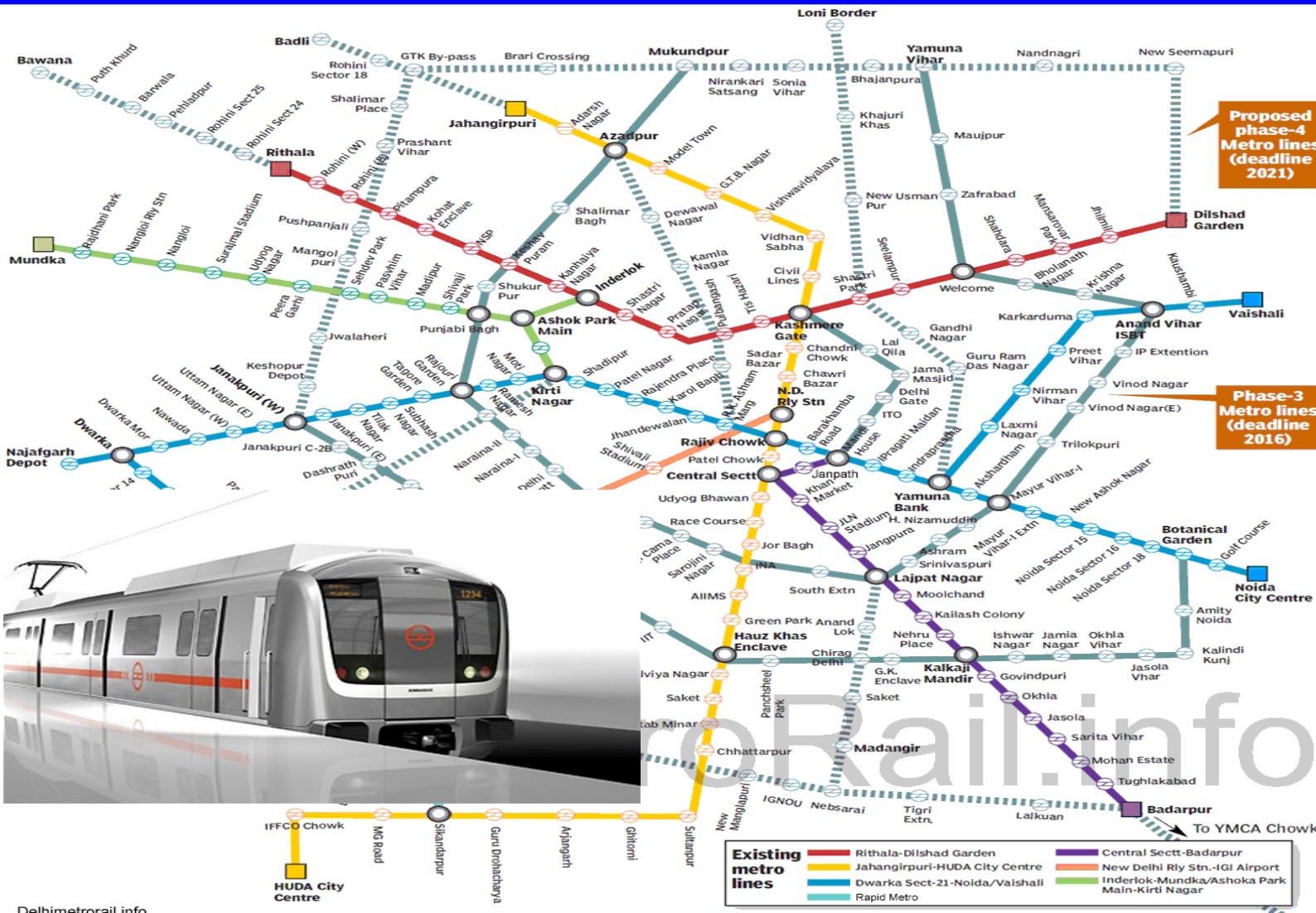




SOCIAL IMPACT ASSESSMENT FOR PRIORITY CORRIDORS OF DELHI METRO PHASE-IV



Delhimetrorail.info

June 2020

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ABBREVIATION

APL	: Above Poverty Line
AIDS	: Acquired Immunodeficiency Syndrome
BSES	: Baseline Socio-Economic Survey
BPL	: Below Poverty Line
CATC	: Continuous Automatic Train Control
CSR	: Corporate Social Responsibility
CPR	: Corporate Social Responsibility
DMRC	: Delhi Metro Rail Corporation
DTL	: Delhi Transco Limited
DPR	: Detailed Project Report
DDA	: Delhi Development Authority
DC	: District Collector
DUSIB	: Delhi Urban Shelter Improvement Board
ESMD	: Environmental & Social Management Division
FGD	: Focus Group Discussion
GNCTD	: Government of National Capital Territory of Delhi
GRC	: Grievance Redress Committee
HIV	: Human Immunodeficiency Virus
ICCP	: Information and Community Consultation Programme
JICA	: Japan International Cooperation Agency
LAC	: Land Acquisition Commissioner
L&B	: Land and Building Department
LAA	: Land Acquisition Act
LIG	: Low Income Group
MRTS	: Mass Rapid Transit System
MIG	: Middle Income Group
MCD	: Municipal Corporation of Delhi
NCT	: National Capital Territory
NCR	: National Capital Region
NTH	: Non-Title Holder
NGO	: Non-Governmental Organization
OBC	: Other Backward Castes
OP	: Operational Policy
PIU	: Project Implementation Unit
PAF	: Project Affected Family
PAP	: Project Affected People
ROW	: Right of Way
RAP	: Resettlement Action Plan

RTFCTLARR Act	: Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act
ROW	: Right of Way
R&R	: Resettlement & Rehabilitation
SIA	: Social Impact Assessment
SC	: Scheduled Castes
ST	: Scheduled Tribes
STD	: Sexual Transmitted Disease
SMU	: Social Management Unit
SLAO	: Special Land Acquisition Officer
SBE	: Small Business Enterprise
TBM	: Tunnel Boring Machine
TOR	: Term of Reference
TH	: Title Holder

CHAPTER – 1 PROJECT DESCRIPTION

1.1 BACKGROUND

With the fast expansion of the urban area in the NCT of Delhi, the transportation network has also expanded with many new features. The mega-cities with a population of more than 10 million need to maintain their Public Transport System because of the requirement of linkages between workplace and residence, educational institutions and residence, trade and cultural centres and residence besides linkages with inter-city transportation terminals of rail, road and air.

The intra-city traffic volume in Delhi necessitated a full-fledged integrated multi-modal mass rapid passenger system. Given this, the then Delhi Government entrusted the task to RITES for conducting a Feasibility Study in 1990-91 for an 'Integrated Multi-Modal Mass Rapid System'. The Feasibility Report submitted by RITES, a Govt agency, recommended a three-tier transport system comprising of Rail corridors (elevated & at-grade), Metro corridors (underground) and dedicated busway. The recommended Metro network in the 'Revised Metro Master Plan for 2021', prepared by RITES, total to a length of 413.83 km and was slated for completion latest by the year 2021 in four phases. Accordingly, based on traffic and transport studies conducted by the authorized agencies, various corridors had been identified in Phase-I, II & III of Delhi Metro Project. All the corridors of Phase-I and Phase-II are already fully operational and except for a 2.66 km stretch, all other stretches of Phase-III are also fully operational.

1.1.1 Existing Metro System

Following are the corridors of Delhi Metro under Phase-I, II and Phase-III:

First Phase of Delhi Metro Project

i)	Shahdara-Rithala	-	22.00 km
ii)	Vishwa Vidyalaya-Central Secretariat	-	11.00 km
iii)	Barakhamba Road-Dwarka	-	22.80 km
iv)	Barakhamba Road-Indraprastha	-	2.80 km
v)	Extension of Line-3 into Dwarka sub-city	-	6.50 km
	Sub-total (Phase-I)	-	65.10 km

Second Phase of Delhi Metro Project

i)	Vishwa Vidyalaya-Jahangirpuri	-	6.36 km
ii)	Central Secretariat-Qutab Minar	-	12.53 km
iii)	Shahdra-Dilshad Garden	-	3.09 km
iv)	Indraprastha-New Ashok Nagar	-	8.07 km
v)	Yamuna Bank-Anand Vihar ISBT	-	6.17 km
vi)	Kirti Nagar-Mundka (with operational Link to Line-1 at Inderlok)	-	18.46 km
vii)	Dwarka Sec.9-Sec.21	-	2.76 km
viii)	Qutub Minar-Arjan Garh (Delhi portion)	-	7.42 km
ix)	Central Secretariat-Badarpur	-	20.01 km
x)	Airport Link	-	19.20 km
xi)	Dwarka Sec.21-Airport	-	3.50 km
	Sub-total (Phase-II)	-	107.57 km

Also, the following extensions of Delhi Metro Phase-II to NCR have also been implemented and are already operational: -

(a)	New Ashok Nagar-Noida City Centre	-	7.00 km
(b)	Arjan Garh-Huda City Centre	-	7.05 km
(c)	Anand Vihar ISBT-Vaishali	-	2.57 km
	Sub-total	-	16.62 km

Third Phase of Delhi Metro Project

i)	Jahangirpuri-Badli	-	4.37 km
ii)	Central Secretariat-Kashmiri Gate	-	9.37 km
iii)	Mukundpur- Yamuna Vihar	-	55.70 km
iv)	Janakpuri-Kalindi Kunj	-	34.27 km
v)	Shiv Vihar Extension	-	2.90 km
vi)	Dwarka - Najafgarh – Dhansa Bus Stand Extn	-	5.48 km
	Sub-total (Phase-III)	-	112.09 km

In addition, the following extensions of Delhi Metro corridors to NCR have also been implemented in phase III: -

(d)	Faridabad Extension	-	13.88 km
(e)	Mundka –Bahadurgarh	-	11.18 km
(f)	Kalindikunj to Botanical garden	-	3.96 km
(g)	Dilshad Garden to New Bus Adda Ghaziabad	-	9.60 km
(h)	Escorts Mujesar to Ballabhgarh	-	3.20 km

(i) Noida City Centre – Noida Elec. City	-	6.68 km

		48.50 km
Total Phase-I, II, III & Extensions to NCR	-	349.88 km

Even with Phase-III, intended to be fully operational by June 2021, Delhi would still lag in terms of having adequate coverage by the metro network to meet the transport requirements of its population. Hence the need to plan Phase IV has arisen. The total length for Phase-IV as approved by the Central Government is approximately 61.66 km for three priority corridors and is planned for completion by 2025.

1.2 PROPOSED PHASE IV METRO CORRIDORS

While sanctioning Phase-III of Delhi Metro, Empowered Group of Ministers (EGoM) desired that the under mentioned corridors should be examined and brought to them for sanction:

1. Yamuna Vihar to Shiv Vihar
2. Dwarka to Najafgarh
3. Mundaka to Bahadurgarh
4. Rithala to Bawana
5. Sec-21 Dwarka to IFFCO Chowk
6. Shiv Vihar to Mukundpur (modified as Maujpur to Mukundpur)
7. Bawana to Rithala

In addition to above, DMRC was also directed to come up with a proposal for Phase IV of Delhi Metro. Following corridors were proposed by DMRC to be taken up in Phase IV of Delhi Metro.

TABLE 1.1
PHASE – IV CORRIDORS

S. No.	Corridors	Total (km)
1.	Yamuna Bank to Loni Border	11.97
2.	Rithala to Bawana.	12.50
3.	Janak Puri West to Mukundpur	18.74
4.	Mukundpur to Dilshad Garden	17.54
5.	Kirti Nagar to Dwarka Sec-28	18.17

6.	Badarpur to Delhi Aero City	20.79
7.	Lajpat Nagar to Madangir	7.33
8.	Azadpur to R.K.Ashram	8.90
Total		115.94

However, in between, Delhi Govt. got prepared DPR for Trilokpuri to Shastri Park to be taken up as Monorail corridor and hence the same will not be part of Phase-IV Metro. The traffic study was done by M/s. RITES brought out that under mentioned corridors are having the requisite traffic and to be considered for implementation as part of Phase IV:

1. Janakpuri (W) – Mukundpur – R.K. Ashram (28.92 km)
2. Trilokpuri to Loni Border (20 km): The part of this corridor, as mentioned above, is already decided to be taken up as Monorail corridor and hence will not be part of Phase-IV Metro but entire corridor may have Monorail.
3. Tughlakabad to Aerocity – (20.2 km)
4. Lajpat Nagar to Saket G Block (7.96 km)
5. Inderlok to Indraprastha (12.58 km)
6. Rithala –Bawana –Narela (21.73 km):
7. Maujpur to Mukundpur (12.54 km): (i.e. Maujpur-Yamuna Vihar – Mukundpur)

The total length of above corridors comes to 103.93 km. However, following 3 priority corridors have been identified for implementation under Phase-IV-Part A of Delhi Metro:

TABLE 1.2
PHASE – IV PRIORITY CORRIDORS

S. No.	Corridors	Total (km)
PHASE-IV – PART A METRO RAIL PRIORITY CORRIDORS		
1.	Janakpuri West to R K Ashram	28.92
2.	Mukundpur to Maujpur	12.56
3.	Aerocity to Tughlakabad	23.62
Total for Metro Rail Corridors		65.10

1.2.1 Description of Routes Alignments

Aero City-Tughlakabad Corridor: This corridor originates from Aero City; adjacent to an existing station on the Airport Express line; crosses National Highway-8; leads in the southeast

direction as an underground section under Mahipal Pur village up to km 1.4. Thereafter it aligns along the Abdul Gaffar Khan Marg leading towards Andheria Mor and runs along it up to Kishangarh. Here it turns left passes under Vasant Kunj and Mehrauli by the side of Bhul Bhulliya and aligns along Mehrauli – Badarpur Road. It emerges out from underground section to elevated section between km 11.715 and km 11.866. First elevated station is Saket G Block. Alignment continues to run along the Mehrauli – Badarpur road as elevated section up to km 18.55. Here it further changes from elevated section to the underground section and remains underground till Tughlakabad.

Janakpuri West To Ram Krishna Ashram Marg Corridor: This corridor is an extension of Kalindi Kunj-Janakpuri West Corridor of Phase-III of Delhi Metro. From Janakpuri West (underground station) this corridor takes left turn to fall on Dr Hedgewar Marg (outer ring road) and becomes elevated through ramp near Anand Kunj red light on the outer ring road. Then up to Ashok Vihar, the corridor is an elevated corridor and passes through many prime localities like Krishna Park, Vikas Puri, Keshopur, Meera Bag, Sunder Vihar, Peeragarhi, Mangolpuri, West Enclave, Pushpanjali Enclave, Deepali, Rohini, Saraswati Vihar, Madhuban Chowk, Pitampura, Prashant Vihar, Badali Mor, Makaraba Chowk, Jahangir Puri and Bhalaswa Gaon.

From Derawal Nagar onward, the alignment becomes underground and generally passes under G.T.Road. The underground alignment passes through Rajpura, Ghanta Ghar, Subji Mandi, Pulbangesh, Sadar Bazar, Motia Khan and finally, terminates at Ram Krishna Ashram Marg where it has passenger interchange with existing Ram Krishna Ashram Marg Station of Line-3.

Mukundpur - Maujpur Corridor (Via Burari, Khajuri Khas): This corridor is an extension of Mukundpur- Rajouri Garden-INA- Nizamuddin- Anand Vihar - Maujpur Corridor of Phase-III of Delhi Metro. From Maujpur this corridor runs along Road no-66 and near Yamuna Vihar takes left turn to fall on Mangal Pandey Marg. Then up to Wazirabad Bridge, the corridor is an elevated corridor and remains on Mangal Pandey Marg and passes through many prime localities like Yamuna Vihar, Gokulpuri, Bhajanpura, Khajurikhas etc.

After crossing Wazirabad Bridge, it reaches Soorghat and then takes a right turn to fall on Dr Hedgewar Marg (outer ring road). Further, it remains on the same road and passes through Jagatpur, Burari and finally, at Mukundpur Red Light on Dr Hedgewar Marg (outer ring road), it turns left to terminate at Majlis Park Station of Phase-III.

**TABLE 1.3
DETAILS OF PHASE-IV PRIORITY CORRIDORS**

S. N	Corridor	Under-ground	Elevated /at Grade	Total Length (km)	Stations (Nos)		
					Under-ground	Elevated	Total
1	Aerocity to Tughlakabad	19.343	4.279	23.622	12	4	16
2	Janakpuri West to R.K. Ashram	7.740	21.180	28.920	7	14	21
3	Mukundpur-Maujpur	0.0	12.558	12.558	0	8	8
Total		27.083	38.017	65.100	19	26	45

FIGURE 1.1
INDEX PLAN FOR AERO CITY TO TUGHLAKABAD

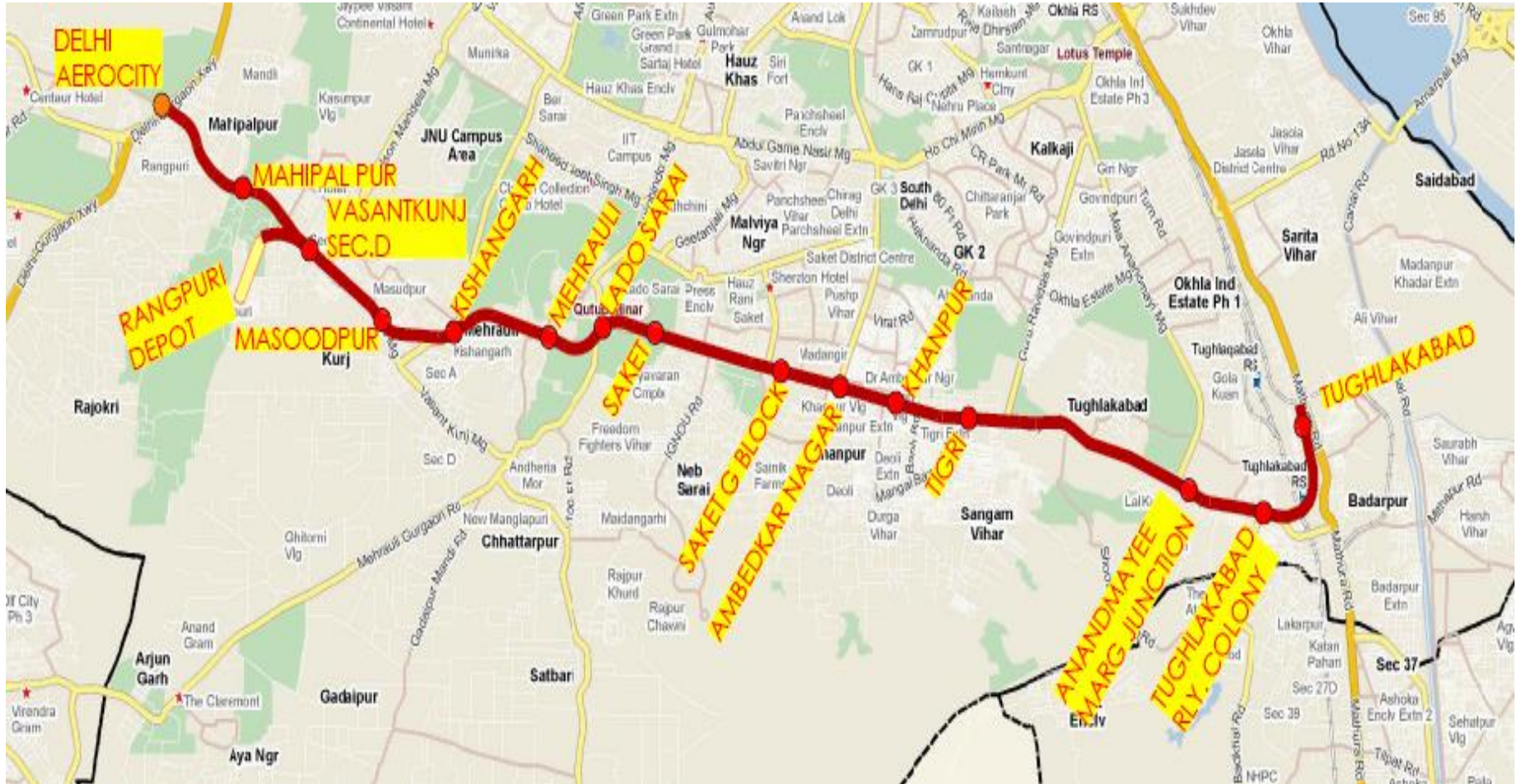


FIGURE 1.2
INDEX PLAN FOR R.K. ASHRAM TO JANAKPURI WEST

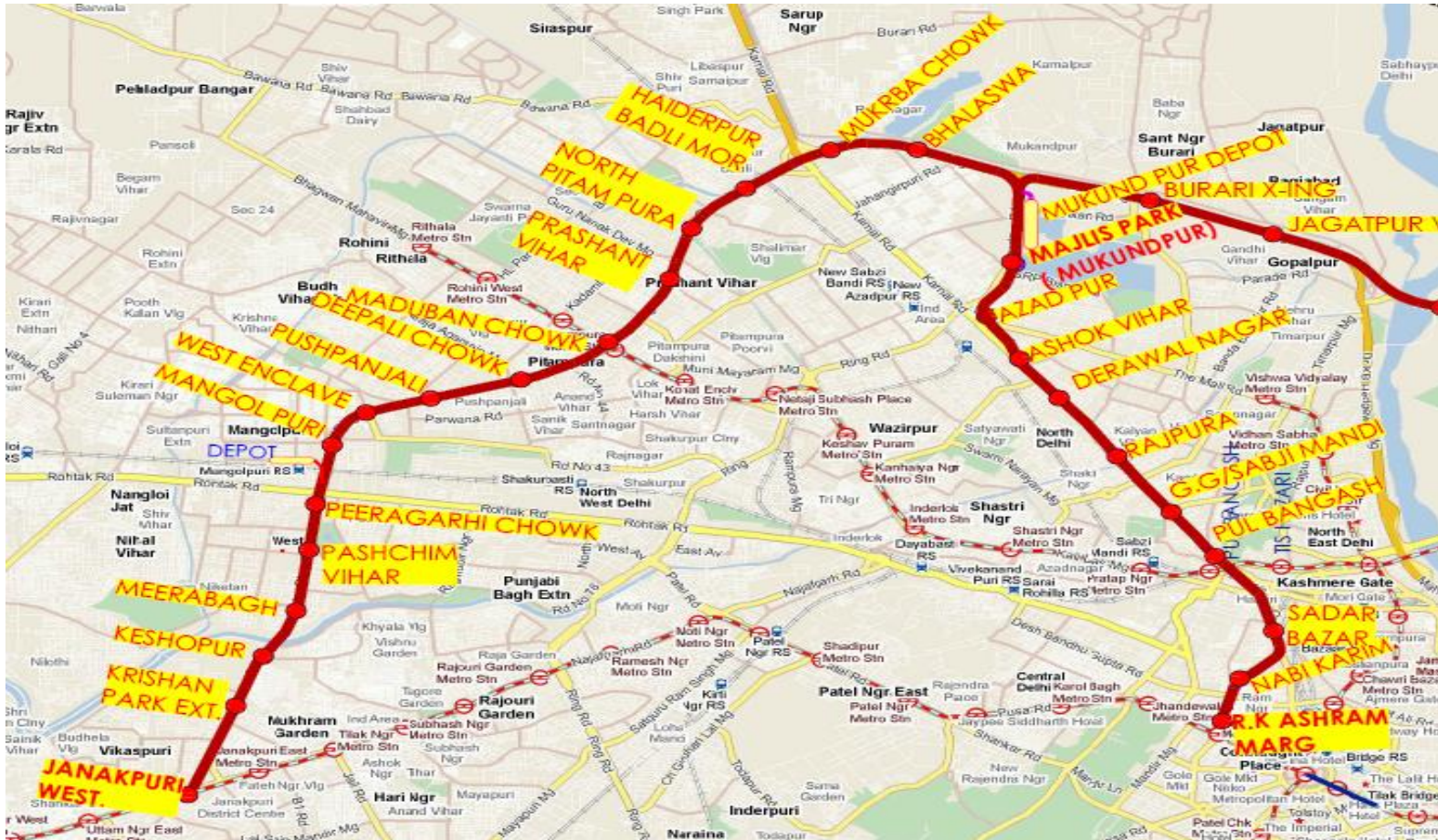
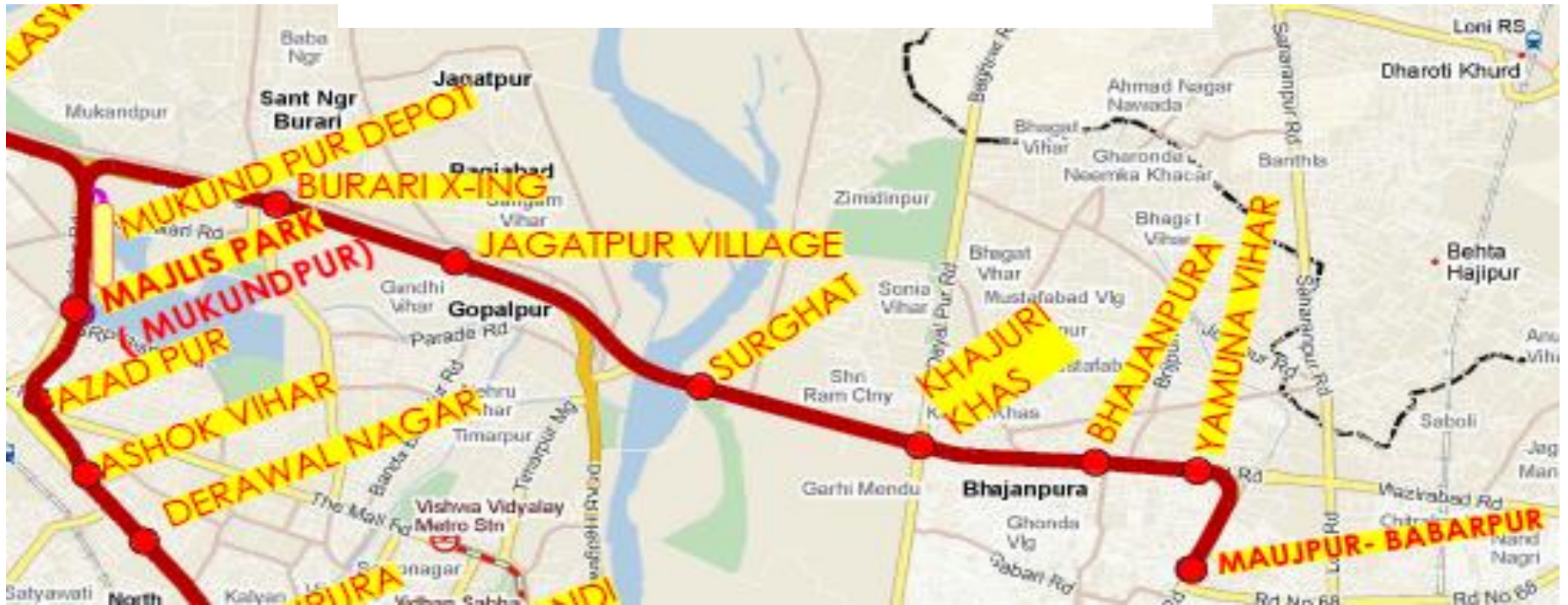


FIGURE 1.3
INDEX PLAN FOR MUKUNDPUR TO MAUJPUR



1.3 RIDERSHIP ON PHASE IV

Daily ridership on the phase IV corridors of the metro system in 2021 is expected to be 5.22 lakh passengers with 10.0 lakh boardings. The average trip length with the full system up to Phase-IV is 16.8 km in the year 2021. Phase IV corridor wise total daily boarding and trips for the years 2021, 2031 and 2041 are shown in **Table 1.4**.

TABLE 1.4
CORRIDOR WISE DAILY RIDERSHIP ON PHASE-IV PART A DELHI METRO
CORRIDORS

S.N	Name	Daily Boarding (including Interchanges)			Daily Trips (Passengers)		
		2021	2031	2041	2021	2031	2041
1	Janakpuri West to RK Ashram	550719	757503	1026359	275579	528054	776060
2	Mukundpur to Maujpur	178631	270411	329894	96198	188503	249442
3	Tughlakabad to Aero City	279176	357867	478131	150345	249468	361529
Grand Total Daily Boarding's / Trips		1008526	1385781	1834384	522122	966025	1387031

The increment in daily trips due to implementation of phase-IV of Delhi Metro corridors is expected to be 5.22 Lakh, 9.66Lakh and 13.8 Lakh passengers in the years 2021, 2031 and 2041 respectively as shown in **Table 1.5** below.

TABLE 1.5
INCREMENTAL DAILY TRIPS (PASSENGERS) DUE TO PHASE IV PART A OF
DELHI METRO

Year	Daily Trips		Incremental Trips Due to Ph IV
	With Phase I, II & III	With Phase I, II, III & IV	
2021	4,055,753	4,577,875	522,122
2031	5,184,850	6,150,875	966,025
2041	6,516,690	9,903,721	1,387,031

1.4 ROLLING STOCK

Following are the salient features of rolling stock

- Running of services for 19 hours of the day (5 AM to Midnight) with a station dwell time of 30 seconds,
- Makeup time of 5% with 8% coasting.
- Scheduled speed has been assumed as below: -
 - (a) Tughlakabad to Aerocity Corridor: 35 kmph
 - (b) Extension of Line # 8 from Janakpuri West to R K Ashram (Botanical Garden to R. K. Ashram Corridor): 35 kmph
 - (c) Mukundpur to Maujpur Corridor: 35 kmph

**TABLE 1.6
SALIENT FEATURES OF STANDARD GAUGE (3.2 M WIDE STOCK) CARS**

S. No.	Parameter	Standard Gauge (3.2 m wide stock) Cars
1	Gauge (Nominal)	1435mm Standard Gauge
2	Traction system	
2.1	Voltage	25 KV AC
2.2	Method of current collection	Overhead Current Collection System
3	Train composition	
3.1	6 car:	DMC+TC+MC+MC+TC+DMC
4	Coach Body	Stainless Steel
5	Coach Dimensions	
5.1	Height	3.9 m
5.2	Width	3.2 m
5.3	Length over body (approx)	
	- Driving Motor Car (DMC)	21.81 m
	- Trailer Car (TC)	21.34 m
	- Motor Car (MC)	21.34 m
	The maximum length of the coach over couplers/buffers:	22 to 22.6 m (depending upon Kinematic Envelop)
5.4	Locked down Panto height	4048 mm
5.5	Floor height	1100mm
6	Designed - Passenger Loading	
6.1	Design of Propulsion equipment	8 Passenger/ m ²
6.2	Design of Mechanical systems	10 Passenger/ m ²
7	Carrying capacity- @ 6 standees/sqm	
7.1	Coach carrying capacity	
	DMC	300 (seating - 50; standing - 250)
	TC	300 (seating - 50; standing - 250)
	MC	300 (seating - 50; standing - 250)
7.2	Train Carrying capacity	

S. No.	Parameter	Standard Gauge (3.2 m wide stock) Cars
	6 car train	1800 (seating - 300 ; standing - 1500)
8	Weight (Tonnes)	
8.1	Tare weight (maximum)	
	DMC	42.502
	TC	40.852
	MC	42.104
8.2	Passenger Weight in tons	@ 0.065 T per passenger
	DMC	19.50
	TC	19.50
	MC	19.50
8.3	Gross weight in tons	
	DMC	62.002
	TC	60.352
	MC	61.604
9	Axle load(T)(@ 8 persons per sqm of standee area)	17
		The system should be designed for 17T axle load
10	Maximum Train Length (approx.)	135.6 m
11	Speed	
11.1	Maximum Design Speed	95 Kmph
11.2	Maximum Operating Speed	85 Kmph
11.3	Scheduled Speed	35 kmph
12	Wheel Profile	UIC 510-2
13	Noise Limits (ISO 3381 and 3095 - 2005)	
13.1	Stationary (Elevated and at grade)	
13.1.1	Internal (cab and saloon)	LpAFmax 65 dB(A)
13.1.2	External (at 7.5 mtr from centre line of track)	LpAFmax 68 dB(A)
13.2	Running at 85 kmph (Elevated and at grade)	
13.2.1	Internal (cab and saloon)	LpAeq,30 72 dB(A)
13.2.2	External (at 7.5 mtr from centre line of track)	LpAFmax 85 dB(A)
13.3	Stationary (Underground)	
13.3.1	Internal (cab and saloon)	LpAFmax 72 dB(A)

S. No.	Parameter	Standard Gauge (3.2 m wide stock) Cars
14	Traction Motors Ventilation	Self
15	Acceleration on level tangent track	1.0 m/sec ²
16	Deceleration on level tangent track	1.1 m/sec ² (>1.3 m/sec ² during emergency)
17	Type of Bogie	Fabricated
18	Secondary Suspension springs	Air
19	Brakes	<ul style="list-style-type: none"> - An electro-pneumatic (EP) service friction brake - An electric regenerative service brake - Provision of a smooth and continuous blending of EP and regenerative braking - A fail-safe, pneumatic friction emergency brake - A spring-applied air-release parking brake - The brake actuator shall operate a Tread brake - Brake Electronic Control Unit (BECU) - Independent for each car
20	Coupler	
	The outer end of 2-car/3-car Unit (except driving cab ends)	Automatic coupler with mechanical, electrical & pneumatic coupling (between two 'DM+T+M' units)
	Between cars of the same Unit	Semi-permanent couplers (between 'M' car and 'T' car and 'DM' car and 'T' car)
	Driving Cab end of cars (DMC)	Automatic coupler with mechanical & pneumatic coupling but without electrical coupling head
21	Detrainment Door	Front
22	Type of Doors	Sliding
23	Passenger Seats	Stainless Steel
24	Cooling	
24.1	Transformer	Forced
24.2	CI & SIV	Self/Forced
24.3	TM	Self-ventilated
25	Control System	Train based Monitor & Control System (TCMS/TIMS)
26	Traction Motors	3 phase VVVF controlled
27	Temperature Rise Limits	
27.1	Traction Motor	Temperature Index minus 70 deg C

S. No.	Parameter	Standard Gauge (3.2 m wide stock) Cars
27.2	CI & SIV	10 deg C temperature margin for Junction temperature
27.3	Transformer	IEC specified limit minus 20 deg C
28	HVAC	- Cooling, Heating & Humidifier (As required) - Automatic controlling of interior temperature throughout the passenger area at 25°C with 65% RH all the times under varying ambient conditions up to full load.
29	PA/PIS	Required
30	Passenger Surveillance (CCTV)	Required
31	Battery	Ni-Cd
32	Headlight type	LED
33	Coasting	8% (Run time with 8% coasting shall be the 'Run Time in All out mode plus 8%')

1.5 MAINTENANCE DEPOTS

No new maintenance depots have been proposed for the Phase-IV Part A corridors. Existing depots at Sarita Vihar, Kalindi Kunj and Mukundpur will be augmented to accommodate the additional requirements of Aerocity – Tughlakabad, Janakpuri West – R K Ashram and Mukundpur – Maujpur corridors respectively.

1.6 TRACTION SYSTEM

The existing system of electric traction on all the corridors of Delhi Metro constructed in Phase – I, Phase – II and adopted in Phase – III is at 25kV ac single phase. This is based on techno-economic studies for Delhi.

- (a) The same traction system for the proposed Phase-IV corridors has been considered, viz 25 kV 50 Hz ac single phase.
- (b) Alternatively, a study is also being carried out for 2x25 kV AC single Phase traction system which has benefits in terms of the following: -
 - (i) RSS requirement is reduced to half.
 - (ii) Do away with the BT/RC system as no electromagnetic interference mitigation is required in 2x25 kV system.
 - (iii) Reduced transmission losses in the system.

In the open area at grade and on elevated structures flexible overhead equipment (OHE), similar to the existing corridors has been considered and to be provided or if 2x25 kV system is adopted will need additional feeder wire to be taken and the design shall be finalized accordingly.

The underground sections will have a rigid overhead catenary system, similar to that provided for the underground sections constructed in Phase – I, Phase – II and adopted in Phase – III of Delhi metro and in case of 2x25 kV system it will be finalized similar to Sin - Bundang line of Seoul Metro.

1.7 AUXILIARY SUPPLY

The auxiliary supply and general electrical services of the elevated and above ground portion shall generally follow the system design of 33 kV ring main adopted for corresponding sections of Phase – II with some modifications based on a techno-economic study being done and same may be adopted in phase-III.

1.8 SOURCES OF POWER SUPPLY

Since Delhi metro has adopted 25kV ac single phase overhead catenary traction system or planning for 2 X 25 kV traction system, therefore the power supply at 66 kV or 220kV level only has to be taken from the Grid Sub Stations of Delhi Transco Limited (DTL) on technical consideration of short circuit level etc. Following will be the sources as tabulated in **Table 1.7**.

TABLE 1.7
TRACTION SYSTEM*

Corridor		Location of source of power
Janakpuri West to R. K. Ashram Corridor (28.83 km, 25 Stations of which 7 Underground stations).	1	Feed extension from Janakpuri West station of phase-III supply.
	2	At 66 kV from proposed Sanjay Gandhi Transport Nagar 220 kV GSS.
	3	At 66 kV from Park Street 220 kV GSS.
Aerocity to Tughlakabad Corridor (20.20 km, 15 Stations of which 10 Underground Stations)	1	At 66 kV from Vasant Kunj 220 kV GSS or proposed Rangpuri 220 KV GSS.
	2	At 66 kV from Tughlakabad 220 kV GSS.
Mukundpur –Burari- Maujpur		Mukundpur and Yamuna Vihar RSS

* In case of 2 x 25 kV system being adopted no of RSS required will be by fifty per cent and there may be need of Auto Transformers posts (ATP).

In Phase – IV, the corridors described above, are passing through the densely populated areas of Delhi and will be having underground stations and tunnels. The availability of power from the existing grid sub-station in these areas is scarce and, therefore, innovative methods are to be “thought – of” for providing reliable power at high voltage based on techno-economic considerations.

The locations of the RSS – cum – TSS to be constructed in Phase – IV will be finalized during detailed design stage keeping in view the location of Delhi Transco Limited’s supply sources (GSS) in the vicinity and the availability of land for RSS.

1.9 POWER DEMAND ASSESSMENT

(a) Traction Power: -

The traction power system is designed for the ultimate 6-car train operation at headway of 90-seconds corresponding to 40 trains per hour for corridors Janakpuri West to R.K.Ashram, Aerocity to Tughlakabad and Mukundpur to Maujpur.

(b) Auxiliary Power: -

i) Elevated Stations: -

The demand of power at each elevated station is expected to be about 200 kW in the initial years and is likely to reach 500kW later. Also, there will be some additional requirement for other property development loads at stations. The limited requirement of load due to property development within the footprints of the station can be met either from the spare capacity in the station transformers or by adding one additional transformer of 630 kVA capacity in the station ASS for which provision for space will be made during the design stage. This may be feasible depending upon the diversity of station loads and property development loads.

For larger property development loads (above the capacity of transformers of 630 kVA), the power transformer at RSS and the corresponding cable network may need an up-gradation for which the expenditure is to be charged to property development.

ii) Underground Stations: -

The demand for power at each underground station is assessed at a connected load of 2.8 MW with a load factor of 0.8 of 3.5 MVA for 6 car.

The additional peak demands of power for the corridor for the year 2021, 2031 and 2041 have been indicated in **Table 1.8**. The peak power demand for the designed headway of 90 seconds with 6-car train operation has also been indicated in this table.

**TABLE 1.8
POWER DEMAND ASSESSMENT (in MVA)**

Year	Corridor	Traction	Auxiliary	Traction	Auxiliary	Total
2021	Janakpuri West to R. K. Ashram	12.32	23.59	24.43	54.7	79.13
	Aerocity to Tughlakabad	7.11	28.91			
	Mukundpur-Burari-Maujpur	5.00	2.20			
2031	Janakpuri West to R. K. Ashram	14.57	28.29	30.86	64.21	95.07
	Aerocity to Tughlakabad	8.89	32.92			
	Mukundpur-Burari-Maujpur	7.40	3.00			
2041	Janakpuri West to R. K. Ashram	19.57	35.21	40.54	76.46	117
	Aerocity to Tughlakabad	11.67	37.55			
	Mukundpur-Burari-Maujpur	9.30	3.70			
Design	Janakpuri West to R. K. Ashram	59.13	35.21	119.44	76.46	195.9
	Aerocity to Tughlakabad	41.71	37.55			
	Mukundpur-Burari-Maujpur	18.60	3.70			

1.10 POWER DEMAND

Power demand has been worked out for the proposed corridors accordingly and is given in the table below: -

**TABLE 1.9
POWER DEMAND**

S. No	Corridor	Power Demand in MVA			
		2021	2031	2041	Designed Headway of (6-car train at 90 sec)
1.	Janakpuri West to R. K. Ashram	35.92	42.86	54.87	94.33
2.	Aerocity to Tughlakabad	36.02	41.81	49.22	79.26
3.	Mukundpur to Maujpur	7.2	10.4	13.0	22.30

1.11 CONSTRUCTION METHODOLOGY

1.11.1 Elevated corridor

It is proposed to provide single box-shaped /Double U girders as a superstructure for the viaduct as adopted in various sections in phase-I, II & III. As the alignment passes through sufficiently wide roads, no difficulty is envisaged during construction. However, at some locations, there will be a need for providing special spans to be finalized at the stage of detailed design.

1.11.2 Elevated Stations

Elevated stations will normally be of two types (concourse under the platform and concourse on both sides of alignment provided in towers and interconnection between two through a FOB) as adopted in Phase I, II & III. The construction methodology shall remain the same as adopted for the respective type of stations in phase- I, II & III.

1.11.3 Underground Section

Construction of the underground section shall be done by “cut and cover” as well as by “bored” tunnelling method (TBM). Cut and cover methodology for various sections of the proposed corridor will be the same as already done in phase- I, II & III.

1.12 CONSTRUCTION STRATEGY

1.12.1 Civil works

It is proposed that whole corridor can be subdivided into smaller stretches. Each stretch can be 5 to 6 km long. These can be termed as Contract Packages. Each Contract Package will include even Metro stations falling in that particular stretch.

1.12.2 Power Supply & Electric Traction Works

Detailed Designs of 'Power Supply & Electric Traction' works will mostly be done in-house. For detailed designs of a few specialized items, DDCs will be engaged. These works will be got executed through 'construct' contracts. Cables and other materials required in bulk will be procured by DMRC itself and supplied to the 'construction' contractors. This strategy of mostly doing the detailed design work in-house, getting the works executed through construction contracts, procuring cable and other bulk materials and supplying the same to the construction contractors will enable DMRC to reduce the cost of these works. Entire Power Supply & Electric Traction works can be carried out through a single contract for each corridor respectively.

1.12.3 Track Work

Detailed design of ballastless / ballasted track will be done in-house by DMRC. Track work shall be got executed through 'construct' contract. Material like rails, sleepers, track fittings, turnouts, etc. will be procured by DMRC and supplied to the construction contractors. It is proposed to have one track work contract for approximately 15 km long alignment.

1.12.4 Signalling & Telecommunication works

These will be split into separate Signalling contracts & Telecommunication contracts. Signalling works will be got executed through 'Design, Construct, installation, testing, & commissioning' basis. It is proposed to have one Signalling contract for entire stretch for each corridor respectively.

Telecommunication works will be got done through 'construct' contract with detailed designs being done in-house. DDCs may also be engaged for specialized items where necessary. Most of the materials required for telecommunication works like cable etc. will be procured by DMRC and supplied to the construction contractors. Entire Telecommunication works can be carried out through a single contract for each corridor respectively.

1.12.5 Automatic Fare Collection (AFC) System

Installation of the AFC system will be got done by DMRC through 'construct' contracts. Hardware and software required for the AFC system will, however, be procured by DMRC and supplied to the contractors. Entire AFC works can be carried out through a single contract for each corridor respectively.

1.12.6 Tunnel Ventilation and Air-conditioning System

Design work of this system will be done in-house but execution will be done through 'construct' contracts. SES analysis, however, maybe got done through a DDC. The bulk of materials required for ventilation and Air-conditioning system will be procured by DMRC and supplied to the construction contractors. Entire Tunnel ventilation and Air-conditioning works can be carried out through a single contract for each corridor respectively.

1.12.7 Rolling Stock

Rolling Stock required for the project will be procured on design, manufacture, supply, testing and commissioning basis.

1.13 CONSTRUCTION PERIOD

As per the acquired experience, total work can be completed in 60 months period from the date of start. The work has been started by December 2019, and various sections can be opened in phases by March 2025. Project completion date is subject to land required for the project is made available to DMRC within 6 months period from the date of sanction of the project.

1.14 COST ESTIMATES

Project Cost estimates for the DMRC's Phase-IV Part A metro network has been prepared covering civil, electrical, signalling and telecommunication works, rolling stock, environmental protection, rehabilitation, considering 25 kV AC traction at January 2019 price level, both for Capital and Operation & Maintenance costs.

To arrive at a realistic cost of various items, costs have been assessed based on accepted/completion rates in various contracts, awarded for similar works by DMRC in Phase-II, Phase-III. A suitable escalation factor has been applied to bring these costs to January 2019 price level. Taxes & Duties such as Customs Duty, Excise Duty, Sales Tax, Works Tax, VAT, etc, wherever applicable, have been worked out based on prevailing rates and included in the cost estimates separately.

The overall Capital Cost for the DMRC's Phase-IV Part-A metro network at January 2019 price level works out to **Rs. 22,493 Crores** including applicable Taxes & Duties and also including the cost of rolling stock for the additional induced traffic on Botanical Garden-Janakpuri West Corridor due to Phase IV Part-A, as tabulated hereunder.

TABLE 1.10
CORRIDOR-WISE DETAILS OF CAPITAL COST

S.No.	Corridor	Capital Cost (Rs. Crore)	Taxes & Duties (Rs. Crore)	Total (Rs. Crore)
1.	Aerocity - Tughlakabad	7293	938	8231
2.	Janakpuri West – R K Ashram	8394	955	9349
3.	Mukundpur-Maujpur	1943	247	2190
4.	Additional Rolling Stock including augmentation of depot	2339	384	2723
Total		19969	2524	22493

1.15 OBJECTIVE AND SCOPE OF THE STUDY

The Social Impact Assessment (SIA) study has been conducted as per general Terms of Reference (ToR) for the metro project. To implement appropriate social measures by making clear its procedures and criteria for decision making and for meeting the requirements of the funding agency, the main objective of the social assessment is to ensure transparency, predictability and accountability in the present study. The study shall have the following objectives:

- To assess the socio-economic conditions of the families/people likely to be affected due to the proposed metro rail project phase IV Part-A,
- 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 the 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 the socio-economic study is to include the impacts due to the proposed development of Phase IV Part-A. Based on the site visit and socio-economic survey, it will generate socio-economic data about project affected families. Based on the data, the project proponent shall develop measures to safeguard the PAFs from the loss occurred due to the proposed project with an objective of sustainable development. The study shall meet the initial requirement of funding agencies / Institutions for funding of the proposed three corridors.

1.16 LAND ACQUISITION AND RESETTLEMENT

The proposed project requires land. The acquisition of land for the project shall displace people from their home, livelihood base since land is a scarce commodity in Delhi. Efforts have been made to keep the land requirement to the bare minimum by so choosing the alignments that the acquisition of private property is minimal. The land is mainly required for route alignment of rail tracks, station buildings, platforms, entry/exit structures, traffic integration, car shed, power sub-stations, ventilation shafts, administrative buildings, property development and temporary construction depots and work sites etc.

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

1.17 MINIMISING RESETTLEMENT

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

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

1.18 OBJECTIVE OF RESETTLEMENT ACTION PLAN

The Resettlement Action Plan is based on the principle that the population affected by the project will be assisted to improve their former living standards. Further, it also takes into account ways of avoiding or minimizing the impacts wherever possible by exploring other alternative project designs. Where displacement is unavoidable, people losing assets, livelihood or other resources, assistance is proposed for improving their former living standards. The rationale behind preparing RAP is not only to restore and improve the standard of living of PAPs but also bring qualitative changes in their life. Considering that

the ultimate aim of RAP is to improve the quality of life of the affected persons, it is important to assess the changes brought about by the project. As per the scope of work, Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013 will be followed for land acquisition, rehabilitation and resettlement. Since Japan International for International Cooperation Agency (JICA) will finance the project, the JICA guidelines on Environmental and Social Consideration have been followed.

1.19 JICA REQUIREMENTS

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

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

1.20 APPROACH AND METHODOLOGY FOR SOCIO-ECONOMIC STUDIES

The approach adopted to conduct the socio-economic study is described below and is structured on the general ToR for the metro project. The study aims at collecting baseline data for socio-economic information and identifies the affected population by residence, business base and their locality. The study is primarily based on field data generated during the social survey and secondary data were collected from the census handbooks/gazetteers / other relevant texts.

The methodology for conducting sample socio-economic survey of the proposed project involves a review of topographical survey drawings, field visits, data collection and public consultations at project areas.

- a) Reviewed the topographical maps and Detailed Project Report (DPR) of the project.
- b) Conducted sample socio-economic survey covering affected households, squatters, kiosks and small business entrepreneurs with the help of pretested "Household Questionnaire". Important aspects covered in the questionnaire were identification

particulars of PAPs, his or her family details, social profile, occupation, income, details of the structure, commercial/self-employment activities, household income, annual expenditure, employment pattern, health issues, gender issues, type of effects/loss etc. Most of the questionnaire has been pre-coded except those reflecting the opinion and views of the PAP, which have been left open-ended. A questionnaire is given in **Annexure-1.1**.

- c) To understand the social issues associated with the proposed project require baseline data. The baseline data have been collected from secondary sources such as the Census and the Statistical Handbook. Primary data have been collected through a household survey conducted by DMRC officials. The Socio-economic data was collected during January – February 2020.
- d) The development of the proposed metro project has significant positive impacts on the NCT & NCR. The proposed project may also bring myriad forms of unavoidable adverse impacts on the socio and economic environment around. “Social Risk Assessment” approach has been used to determine the associated risk of adverse impacts.
- e) Consultations with affected families at the project level, communities, local leaders, vulnerable groups were held.

1.21 LAYOUT OF THE REPORT

The Social Impact Assessment report is presented in eight chapters. The **Chapter-1** is on Description of the Project. A brief description of the project, objective and scope of the study, and JICA requirements, approach and methodology for the study. Potential Resettlement Impacts including details of land and structure and probable significant social impacts is presented in **Chapter-2**. An analysis of Socio-Economic Studies is presented in **Chapter-3**. Policy, legal and administrative framework is given in **Chapter-4**. **Chapter-5** is on the institutional arrangement for the implementation of the resettlement action plan. Stakeholder’s participation and consultations are presented in **Chapter-6**. Resettlement Assistance Plan and Cost Estimates are presented in **Chapter-7**. Finally, Monitoring and Evaluation is given in **Chapter-8**.

CHAPTER-2 POTENTIAL RESETTLEMENT IMPACTS

2.1 SOCIO- ECONOMIC SURVEY

A sample socio-economic survey was carried out to assess the impacts of the proposed corridors of Delhi metro rail project phase-IV Part-A on the socio-economic conditions of the Project Affected Families (PAFs). To assess the impact, a questionnaire was developed and used to collect information about the families/people likely to be affected. This was essential to understand the nature of impacts in documenting impacts on assets, incomes and livelihood to develop mitigation measures and preliminary resettlement action plan for the affected people. The information compiled is: type of impact, type of ownership, the social profile of the affected people, poverty status, the presence of titleholders and non-titleholders in the project area. The views/opinion of the people about the project and options for rehabilitation and resettlement has also been obtained. The data collected through the socio-economic survey of the project affected area is described in detail in **Chapter 3**. The major findings and magnitude of impacts of the proposed Delhi Metro phase IV Part-A 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.

The Cut-off-Date for those who have legal title is the date of Notification under Section 11(1) of the Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013. Completion of the census survey shall be the Cut-off Date for non-titleholders.

2.2 PROJECT IMPACTS

The proposed metro rail project will have several positive and negative impacts. In general, the proposed metro rail phase IV Part-A project shall bring the following positive impacts:

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

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

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

2.2.1 Land Requirement and Acquisition

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

The project shall require the acquisition/transfer of 91.6032 ha of land. Out of the total land, 90.7573 ha is government land and 0.8459 ha is private land. Out of the total government land, 18.80 ha is for permanent use and 71.9573 ha is identified for temporary use. The land identified for temporary use shall be returned to the owning agencies, after the completion of the project construction. Out of the total private land, 0.3207 ha is for permanent use and 0.5252 ha is identified for temporary use. It is observed that out of the total land requirement, about 99.08 per cent of total land would be acquired from government agencies and only 0.92 per cent of the land requirements shall be fulfilled by the private landowners. The details of land requirement and acquisition are presented in **Table 2.1**.

TABLE 2.1
LAND REQUIREMENT AND ACQUISITION (in ha)

Corridor	Land Requirement (Ha)					
	Government		Private		Total	
	P	T	P	T	P	T
Aerocity - Tughlakabad	7.17	38.66	0.2407	0.4825	7.4107	39.1425
Janakpuri West – R K Ashram	11.01	26.12	0.08	0	11.09	26.12
Mukundpur - Maujpur	0.62	7.1773	0.0	0.0427	0.62	7.22
Total	18.8	71.9573	0.3207	0.5252	19.1207	72.4825

2.2.2 Impacts on Structures

Table 2.2 indicates the impact of the proposed project on the different types of structures i.e. residential, commercial, residential cum commercial and other types. Based on the alignment drawing the structures likely to be affected have been identified on the ground level during the site visit. The total number of structures likely to be affected in three corridors of Phase-IV Part-A is 70 including public toilet, religious structures etc. Out of the total structures, 5 are residential, 51 are commercial, 3 are residential cum commercial and remaining 11 are such structures which include a public toilet, religious structures etc.

The structure details show that the maximum structures (47) likely to be affected are along the Aero city to Tuglakabad corridor, while 23 structures are on Janakpuri to R.K.Ashram corridor and no structure is likely to be affected on Mukundpur to Maujpur corridor. Out of the total 23 structures along the Janakpuri to R.K.Ashram metro corridor, 9 structures are commercial, 3 structures are residential cum commercial and 11 are other structures. Out of the total 47 affected structures along the Aero City to Tuglakabad, 5 structures are residential, and 42 structures are commercial. At Sadar Bazar area, where the proposed Sadar Bazar station is proposed, there is a school by the name Shri Shiv Middle School. The school management has refused to disclose any information. However, from local enquires it has been learnt about 25 – 30 students' study in the school. It also not confirmed whether this is government-aided or recognized school.

TABLE 2.2
CORRIDOR WISE IMPACT ON STRUCTURES

Corridor	Type of Structures				
	Residential	Commercial	R + C	Others	Total
Aerocity - Tughlakabad	5	42	0	0	47
Janakpuri West – R K Ashram	0	9	3	11	23
Mukundpur - Maujpur	0	0	0	0	0
Total	5	51	3	11	70

R+C – Residential + Commercial

2.2.3 Magnitude of Project Impacts

The magnitude of project impact on the structures, which is categorized as partially, and fully affected structures are presented here. Based on alignment drawings, it was found during the site visit that out of total 70 structures, about 36 structures (51.42%) will be fully affected and remaining 34 structures (48.58%) will be partially affected as given in **Table 2.3**. However, the exact number of fully and partially affected structures will be known after peg marking on the ground level.

**TABLE 2.3
MAGNITUDE OF PROJECT IMPACTS**

Corridor	Magnitude of Impacts											
	Fully				Partially				Total			
	R	C	R+C	O	R	C	R+C	O	R	C	R+C	O
Aerocity - Tughlakabad	5	8	0	0	0	34	0	0	5	42	0	0
Janakpuri West – R K Ashram	0	9	3	11	0	0	0	0	0	9	3	11
Mukundpur - Maujpur	0	0	0	0	0	0	0	0	0	0	0	0
Total	5	17	3	11	0	34	0	0	5	51	3	11

R+C – Residential + Commercial

2.2.4 Impact on PAFs/PAPs

About 54 families consisting of 250 persons will be affected due to the proposed metro project. Majority of families will be affected in Aero City to Tughlakabad corridor. Corridor wise number of PAFs and PAPs is presented in **Table 2.4**.

**TABLE 2.4
IMPACT ON PAFs AND PAPs**

Corridor	Total PAFs	Total PAPs
Aerocity - Tughlakabad	42 (77.78%)	185 (74.0%)
Janakpuri West – R K Ashram	12 (22.22%)	65 (26.0%)
Mukundpur - Maujpur	0 (0%)	0 (0%)
Total	54 (100%)	250 (100%)

Out of the total 54 families, 22.22% are in the category of Title Holders (TH) and the remaining 77.78% are in Non-Title Holders (NTH) category. The squatters and kiosks are on public land without any legal permission. Corridor wise detail of titleholders and non-title holders are given in **Table 2.5**.

**Table 2.5
TITLEHOLDERS AND NON-TITLEHOLDERS**

Corridor	Title Holders	Non-Title Holders	Total PAFS
Aerocity - Tughlakabad	3 (25.0%)	39 (92.86%)	42 (77.78%)
Janakpuri West – R K Ashram	9 (75.0%)	3 (7.14%)	12 (22.22%)
Mukundpur - Maujpur	0 (0%)	0 (0%)	0 (0%)
Total	12 (22.22%)	42 (77.78%)	54 (100%)

2.2.5 Loss of Residence

Table 2.6 indicates that out of the total 54 PAFs, 5 PAFs shall be affected physically as their residential units are getting affected due to the proposed project. PAFs are likely to be affected residentially in Aero City to Tughlakabad corridor (100%) only.

**TABLE 2.6
LOSS OF RESIDENCE**

Corridor	Total PAFs	Residential Affected Family	Percentage
Aerocity - Tughlakabad	42	5	11.90%
Janakpuri West – R K Ashram	12	0	0%
Mukundpur - Maujpur	0	0	0%
Total	54	5	9.26%

2.2.6 Loss of Livelihood

As assessed during social impact assessment study, out of total 54 affected families, there are 49 PAFs whose business/livelihoods will be affected due to the loss of the commercial structures vis-a-vis business base in the proposed three corridors. These 49 families shall be affected by way of loss of livelihood due to the displacement of structures, which is categorised as commercial and residential cum commercial structures. Majority of PAFs are likely to be affected commercially in Aerocity to Tughlakabad corridor (75.51%) followed by Janakpuri West to RK Ashram corridor (24.49%).

**TABLE 2.7
LOSS OF LIVELIHOOD**

Corridor	Total PAFs	Commercially Affected Family	Percentage
Aerocity - Tughlakabad	42	37	75.51%
Janakpuri West – R K Ashram	12	12	24.49%
Mukundpur - Maujpur	0	0	0%
Total	54	49	100%

As observed during the field study, the PAFs are involved in different types of business activities. The different type of business in the project area include but not limited to furniture shops, showrooms of different consumable items, general stores, grocery, hotel, tailoring, manufacturing, scrap shop, etc. The shop owners are a mixed population of both the tenants and owner themselves. Some of the tenant shop owners are carrying their business from last 10 to 15 years.

2.2.7 Loss of Common Property Resources

The proposed project shall also affect common property resources. The common property includes religious structures and public toilets. The two religious structures and five public toilets shall be affected. These structures may not be saved as they are falling within the right of way and the corridor of impact. The details of the affected community properties are presented in

Table 2.8. These common properties of the same size and type shall be redeveloped by the project developer at the desired place in consultation with local people.

**TABLE 2.8
LOSS OF COMMON PROPERTY**

Corridor	Common Property Resources			
	Religious Structures	Public Toilet	Others ¹	Total
Aerocity - Tughlakabad	0	0	0	0
Janakpuri West – R K Ashram	2	5	4	11
Mukundpur - Maujpur	0	0	0	0
Total	2	5	4	11

2.3 RELOCATION

The proposed project shall affect both the private, public and community property resources. The loss of private property and loss of community resource shall have social impacts on the local society. Because of social impacts, rehabilitation of the PAFs has been proposed. The relocation of community property resources shall also be done by the DMRC. The diverse nature of social impacts, due to loss of land, loss of structures, loss of community resource property and loss of public utilities, require proper mitigation measures. Identification of adverse social impacts necessitates mitigation measures as per the preference of affected families. During site social survey, choice and desire of affected people have also been collected through survey questionnaires. Mitigation measure of the adverse impacts shall be the following:

- to assist the PAPs in resettling them at a suitable place,
- to provide monetary assistance in the form of shifting allowance and transitional allowance, etc.
- to provide shop for loss of shop at resettlement site by DMRC
- to provide a house for loss of house at resettlement site by Delhi Development Authority (DDA)

As per the “Policy/Guidelines on Relocation and Rehabilitation of the PAPs of All Categories due to Implementation of Delhi MRTS project”, DDA will rehabilitate the PAFs occupying residential dwelling units on the recommendation of Land Acquisition Commissioner (LAC) and approval of Land & Building Department (L&B), Government of National Capital of Delhi (GNCTD) and DMRC will rehabilitate PAPs occupying commercial unit/shop by providing constructed shop in the shopping complex. Since no industrial units are expected to be affected by the proposed Delhi metro phase IV project, the Delhi State Industrial & Infrastructure Development (DSIID) has no role in the project resettlement and rehabilitation.

CHAPTER-3 SOCIO-ECONOMIC PROFILE

3.1 THE PROJECT AREA - AN OVERVIEW

Delhi is the largest metropolitan city by area and the second-largest metropolis by population in India. It is the eighth largest metropolis in the world with a population of 16.76 million (Census, 2011). Census 2001 recorded the Delhi population as 13.85 million which was 9.42 million in Census, 1991. The decadal population growth during 1991-2001 was 46.28% and 21.55% during 2001-11. **Table 3.1** describes the demographic profile of NCT Delhi. The area of NCT Delhi is 1,483 sq. km and accommodates 13.85 million people including 7.60 million male and 6.25 million females. Scheduled Caste population comprises 2.34 million. As per the Census record, no scheduled tribe population has been reported in the NCT of Delhi. The sex ratio is about 821 females per 1,000 males. The population growth rate is about 5.67% yearly (1991-01), birth rate 12.29%, death rate about 6.06% and Infant mortality rate is about 23.18%. According to Census 2001, the population density of Delhi is worked out at 9294 persons per sq. km. as against 6352 persons in 1991. Population density at All-India level has been worked out at 324 persons per sq. km. in 2001. **Table 3.1** indicates that there are 9.66 million literate people and the literacy rate is about 81.7%. Out of the total literate population, 87.37% are male and 74.7% are female. The urban literacy rate is 82.04% against the rural 78.75%. The total working population is 4.55 million. Out of the total workers, main workers are 31.2%, marginal workers 1.6% and non-workers 67.2%.

The density of population in Delhi is highest in the country. The increasing population, highest population density and limited land area have collectively increased the traffic volume of the city. The increasing traffic volumes on road need alternative public transport system for effective commutation. Previous studies suggest a three-tier component system comprising of Rail corridors (elevated and at grade), metro corridors (underground) and dedicated bus corridors. Metro Rail network was perceived to be fast, convenient and environmentally friendly. In the process, the Delhi government has completed two phases of metro rail. The first three phases are in operation. The next phase (IV) would be completed in the year 2024. Thus, the entire metro network shall have a length of 411.54 km, which is considered necessary to provide the required level of transport in the city because of the population and area spread.

The metro transport system is considered suitable being fast and clean transport system, however, it also displaces people from their home and business base in a place like Delhi where roof for shelter and base for business are most desired. The adverse impacts of metro rail project are minimal in comparison to the other surface transport systems. DMRC requires the social assessment study to assess the socio-economic condition of the project affected people to address their issues related to resettlement and rehabilitation as well as the public opinion on the proposed project. This chapter begins with the details of the project

area in general and baseline information about the project affected people in particular. The information gathered in this chapter enable us to understand the impact of the project on the people and the area.

TABLE - 3.1
SOCIO-ECONOMIC CHARACTERISTICS

S. NO.	DESCRIPTION	UNIT	DELHI	
			2001	2011
1.0	Area	sq km	1,483	1,483
2.0	Population (million)	No.	13.85	16.75
2.1	Male (million)	No.	7.61	8.98
2.2	Female (million)	No.	6.24	7.80
2.3	Scheduled Castes	No.	2.34	2.81
2.4	Scheduled Tribes	No.	--	--
3.0	Sex ratio (female per 1000 of male)	No.	821	866
4.0	Density (person per Sq.km.)	No.	9294	11297
5.0	Decadal Growth Rate	%	47.02	21.2
5.1	Birth Rate*	%	12.29	20.98
5.2	Death Rate*	%	6.06	6.65
5.3	Infant Mortality Rate*	%	23.18	21.91
6.0	Literate (million)	No.	9.66	12.73
6.1	Literacy Rate	%	81.7	86.34
6.1.1	Male	%	87.3	91.03
6.1.2	Female	%	74.7	80.93
6.2	Urban	%	82.04	86.43
6.3	Rural	%	78.75	82.67
7.0	Total Workers (million)	No.	4.55	5.58
7.1	Main Workers	%	31.2	31.6
7.2	Marginal Workers	%	1.6	1.7
7.3	Non-Workers	%	67.2	66.7
8.0	Household size	No.	5.0	5.02

Source: Census of India - 2001 & 2011 and * - Annual Report of Registration of Birth & Death in Delhi, 2011, GNCTD

3.2 PROFILE OF PROJECT AFFECTED FAMILIES

The alignment drawing was the basis for identification of the affected families and project-affected people due to the proposed project phase. The study represents an assortment of affected households, which includes titleholders and non-titleholders. The group of non-titleholders includes tenants, squatters, kiosk owners, etc. The interviewees interacted with the social teams involved for the purpose and disclosed the information required for the format of the questionnaire for data collection. The socio-economic analysis of the surveyed

household has been presented here. The data collected through the social survey generated baseline for socio-economic information about the project affected families. The exercise has been done for each alignment individually as well as comprehensively. The data has been compiled and presented in tabular and graphical forms.

3.2.1 Demographic and Social Conditions

The proposed project shall affect 54 PAFs which has approximately 250 persons. To understand the socio-economic conditions of families/peoples who are likely to be affected due to the proposed Phase IV Part-A corridors, it was required to conduct a socio-economic survey randomly from each affected area. Therefore, a socio-economic survey was conducted by covering about 94% of the total affected PAFs in all three corridors of Delhi metro Phase-IV Part-A. Corridor wise total number of surveyed PAFs is given in **Table 3.2**.

TABLE 3.2
TOTAL NUMBER OF SURVEYED PAFs

Corridor	Total No. of PAFs	Total No. of Surveyed PAFs
Aerocity - Tughlakabad	42	42
Janakpuri West – R K Ashram	12	9
Mukundpur - Maujpur	0	0
Total	54	51

Gender and Sex Ratio: Gender and sex ratio of project affected persons of all three corridors are presented in **Table 3.3**. Sex Ratio is a very helpful indicator to know the participatory share of males and females in a region, which is also an important indicator for the human development index. Among the surveyed population, it is observed that about 54.17% are male and the remaining 45.83% are female.

TABLE-3.3
PROJECT AFFECTED PEOPLE (PAPs)

Corridor	Male		Female		Sex Ratio
	No.	%	No.	%	
Aerocity - Tughlakabad	101	55%	84	45%	831.68
Janakpuri West – R K Ashram	29	52.72%	26	47.27%	896.55
Mukundpur - Maujpur	0	0	0	0	0
Total	130	54.17%	110	45.83%	846.15

Age Structure: Age Structure refers to the contribution of the population as well as the dependence of the population on various economic and social activities. **Table 3.4** shows the data on age structures of the interviewed project-affected people for all the three corridors. The age groups of 19-35 & 36-60 years are supposed to be productive and earning to contribute to the society, family and surroundings. All three corridors have a

majority of the population in the designate productive age groups. Table 3.4 shows that in the age groups of PAPs for all three corridors. The majority (40.83%) of family members belong to the age group of 36-60 years and 33.75 % belong to the age group to 15-35 years. Remaining 13.75% and 11.67% of family members belong to the age below 14 years and above 60 years respectively. About one-fourth surveyed population are dependent. Out of the total dependent population, 13.75% of people shall be part of future manpower. However, 11.67% shall be dependent for the remaining period, since such population consists of people above 60 years of age.

TABLE-3.4
AGE STRUCTURE OF PAPs

Corridor	0 – 14 years		15 -35 years		36 – 60 years		>60 years		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Aerocity - Tughlakabad	31	16.76%	58	31.35%	76	41.08%	20	10.81%	185	100%
Janakpuri West – R K Ashram	2	3.63%	23	41.82%	22	40.0%	8	14.55%	55	100%
Mukundpur - Maujpur	0	0	0	0	0	0	0	0	0	0
Total	33	13.75%	81	33.75%	98	40.83%	28	11.67%	240	100%

Religious Groups: Data on religious groups has been collected to identify people with the specific religious belief among the PAFs. The religious beliefs and social affiliation of the people are indicators that help understand the cultural behaviour of the groups. The social and cultural behaviour will help understand the desires and preferences of PAPs, which is a prerequisite to rehabilitate the affected people and their families. **Table 3.5** shows that the Hindus (Hinduism) is the largest affected religious group among the project affected families, which is followed by Muslims (Islam) and then by other religions such as Christianity and Jainism. The study result shows that majority (90.42%) belongs to Hindu religion followed by Muslims (5.42%) and Christians & Jain (2.08% each).

TABLE-3.5
RELIGIOUS GROUP OF PAPs

Corridor	Hindu		Muslim		Christian		Jain		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Aerocity - Tughlakabad	167	90.48%	13	7.14%	5	2.38%	0	0	185	100%
Janakpuri West – R K Ashram	50	90.91%	0	0	0	0	5	9.09%	55	100%
Mukundpur - Maujpur	0	0	0	0	0	0	0	0	0	0
Total	217	90.42%	13	5.42%	5	2.08%	5	2.08%	240	100%

Social Groups: **Table 3.6** discloses information about the social affiliation of a group. The social affiliation of the group differentiates them for benefits under government schemes.

Social groups indicate ranking within the society, preferences and vulnerability. In general, the families belonging to Scheduled Castes (SC) and Scheduled Tribes (ST) under the provisions of Constitution of India get preferential treatment in the government benefits because the group includes the traditionally vulnerable people. Except for the general category, all other groups need attention and to be addressed for their backward socio-economic conditions. The majority of surveyed households belong to the General Castes (62.75%), which is followed by the Other Backward Castes (OBC) with 15.69% then by the SC (15.6%) and 5.87% ST population.

TABLE-3.6
SOCIAL GROUP OF PAFs

Corridor	SC		ST		OBC/BC		General		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Aerocity - Tughlakabad	8	19.05%	3	7.14%	8	19.05%	23	54.76%	42	100%
Janakpuri West – R K Ashram	0	0	0	0	0	0	9	100%	9	100%
Mukundpur - Maujpur	0	0	0	0	0	0	0	0	0	0
Total	8	15.6%	3	5.87%	8	15.69%	32	62.75%	51	100%

Educational Attainment: Education is a double-edged blade. It is a tool for vertical mobility in society. It provides an opportunity to participate in the process of growth and developments. However, it also creates differences among people and introduces a new kind of inequality between those who have it and those who do not. In all the cases, education is a basic need and the best indicator of socio-economic development of a region. Out of the total surveyed population, about 10.42% have never attended formal education, about 5.42% of affected people are educated up to primary class, 23.75% are educated up to secondary level and 33.75% have studied up to Higher Secondary level as indicated in **Table 3.7**. About 26.66% of the affected people have studied up to college. The data discloses that the education level of the project affected people is not at the satisfactory level even though the area is located in the metropolitan and national capital of India where the educational facility is better than other parts of the country.

TABLE-3.7
EDUCATION LEVEL OF PAPs

Corridor	Illiterate		Primary		Secondary		High School		College		Total
	No.	%	No.	%	No.	%	No.	%	No.	%	No.
Aerocity - Tughlakabad	22	11.89%	13	7.03%	52	28.11%	74	40.0%	24	12.97%	185
Janakpuri West – R K Ashram	3	5.45%	0	0	5	9.09%	7	12.73%	40	72.73%	55
Mukundpur - Maujpur	0	0	0	0	0	0	0	0	0	0	0
Total	25	10.42%	13	5.42%	57	23.75%	81	33.75%	64	26.66%	240

3.2.2 Economic Conditions of PAFs

The economic condition of PAFs describes the occupational pattern, family income, and the number of earning and dependent members. The occupational pattern includes work in which the head of the project affected families are involved. The family income includes the income of all the earning members. The earning members include the people who work and earn to contribute to the family; however, dependents included housewife, children, elderly people and others who cannot work and earn.

Occupational Pattern: The occupation and profession of the head of the family have been considered during the social survey. The study recorded and assessed the capability, base for livelihood and skills of the family head so that resettlement impacts can be assessed. Based on the impact's assessment, the income generation plan and rehabilitation plans shall be prepared accordingly. The survey results in **Table 3.8** shows that majority (96.08%) of the head of project-affected households are engaged in trade and business, 3.92% are engaged in labour works and no PAF is employed in service of private sectors, public sectors and government jobs.

TABLE-3.8
OCCUPATION OF PAFs

Corridor	Labour		Business		Service		Total	
	No.	%	No.	%	No.	%	No.	%
Aerocity - Tughlakabad	2	4.76%	40	95.24%	0	0	42	100%
Janakpuri West – R K Ashram	0	0	9	100%	0	0	9	100%
Mukundpur - Maujpur	0	0	0	0	0	0	0	0
Total	2	3.92%	49	96.08%	0	0	51	100%

Family Monthly Income: Assessing family income helps to understand the living standard, expenditure pattern, the capacity of savings etc. The data on monthly family income quantify either the family is under the Below Poverty line (BPL) or above poverty line (APL). The monthly family income of PAFs is given in **Table 3.9**. About 43.14% of families reported less than Rs 25,000/- monthly income. About 41.17% of families' monthly income is between Rs. 25,001/- to 50,000/-, 11.77% of families' income is between Rs.50,001 to 1,00,000/-, 3.92% of families earns above Rs. 1,00,000.

TABLE-3.9
MONTHLY INCOME OF PAFs

Corridor	<25000		25001 - 50000		50001- 100000		>100000		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Aerocity - Tughlakabad	18	42.86%	18	42.86%	6	14.29%	0	0	42	100%
Janakpuri West – R K Ashram	4	44.45%	3	33.33%	0	0	2	22.22%	9	100%
Mukundpur - Maujpur	0	0	0	0	0	0	0	0	0	0
Total	22	43.14%	21	41.17%	6	11.77%	2	3.92%	51	100%

3.2.3 Family Pattern and Family Size

Family Pattern and Family Size indicate the fabrics of sentimental attachment among the family members, social value, economic structures and financial burdens. The family particulars of the surveyed PAPs/ PAFs are given in **Table 3.10A & Table 3.10B**. Out of total Project Affected Families, the majority (62.75%) of the affected families follow a nuclear family pattern and remaining 31.37% and 5.88% are joint and individual families respectively. The type of joint families is prevalent among most of the rich families and most of the poor families. However, the lower- and middle-income group families show a trend to live in nuclear families. Family size is also determined by the economic burden and opportunities. Family size has been classified into three categories i.e. small (2-4), medium (5-6) and large (7 & above). Members of individual families have also been included in the small family size. Table 3.10B shows the majority of the families (45.10%) are medium-size family, 29.41% are large size families and about 19.61% are small size families. The data shows the preponderance of medium-sized families over small size and large-sized families across all the corridors.

**TABLE 3.10A
FAMILY PATTERN OF PAFs**

Corridor	Joint		Nuclear		Individual		Total	
	No.	%	No.	%	No.	%	No.	%
Aerocity - Tughlakabad	10	23.81%	29	69.05%	3	7.14%	42	100%
Janakpuri West – R K Ashram	6	66.67%	3	33.33%	0	0	9	100%
Mukundpur - Maujpur	0	0	0	0	0	0	0	0
Total	16	31.37%	32	62.75%	3	5.88%	51	100%

**TABLE-3.10B
FAMILY SIZE OF PAFs**

Corridor	Small (2-4)		Medium (5-6)		Large (7 & above)		Individual		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Aerocity - Tughlakabad	7	16.66%	20	47.62%	12	28.57%	3	7.14%	42	100%
Janakpuri West – R K Ashram	3	33.33%	3	33.33%	3	33.33%	0	0	9	100%
Mukundpur - Maujpur	0	0	0	0	0	0	0	0	0	0
Total	10	19.61%	23	45.10%	15	29.41%	3	5.88%	51	100%

3.2.4 Affected Property

The proposed project will affect government, private and community property resource structures. These structures are mainly of three uses - residential, commercial and residential cum commercial. The study identified three types of structures, based on construction material of the wall and floor/roof, which are: *kaccha (temporary)* structures,

which largely consist of mud/straw walls with a tile roof; semi-pucca made of wooden walls with tin/roof, and *pucca(permanent)*- these are made of brick or concrete walls with concrete and/corrugated tin roof. The details of the structures and impacts of the proposed project have been described in Chapter 2.

3.2.5 Family Assets

Survey data reveals the household assets of the project affected families. The mobile phone, television, refrigerator, cooking gas, motorbike and car are the common property assets found in the project impact area. The material base of consumable good among the PAFs has a significant presence. It is observed that most of the PAFs have owned these items in their households. Only owners of the kiosk and squatters are without vehicles although the owners of kiosk and squatters have mobile phones, television, cooking gas, etc. The PAFs consider that their consumable material base, that they have in their households, as need of day and necessary to survive in cities like Delhi.

3.2.6 Vulnerable Families

The vulnerability of the project affected families has been determined by the people falling in the category of scheduled caste, scheduled tribe, below poverty line (BPL), woman-headed family and disabled. If the households fall under BPL as a result of the loss of livelihood/assets due to the proposed project, then they shall also be classified as a vulnerable family. The study indicates that 11 PAFs are identified under the vulnerable category. Out of the total 11 PAFs of vulnerable category, 8 belong to Scheduled Castes (SC) and 3 belong to Scheduled Tribe Category (ST). There is no old, disabled person and woman-headed category.

3.3 AWARENESS ABOUT HIV/AIDS

Sex trade and spread of sexually transmitted diseases (STDs) also came up as critical socio-cultural and health issue, which needs to be addressed to ensure that the construction of metro rail is a socially responsible development project. Most of the respondents have shown awareness about HIV/AIDS. The main source of information is television, newspaper and advertisement boards displayed by the government in the city. Taking into consideration the safety issues of risks of HIV/ AIDS during the project period, a specialized NGO is required to be hired by the project proponent to undertake appropriate activities to deal with them in the labour camps. It is presumed that labour working in the project may not be aware of the hazards of the disease. The major activities of such NGO will include awareness generation, information dissemination and mobilization to act on the issues towards safer behaviour.

3.4 AWARENESS AND OPINION ABOUT THE PROJECT

During the socio-economic survey, some questions were asked to the PAPs regarding the awareness, source of information and opinion about the proposed metro rail phase IV project. The findings of the survey with regards to awareness, source of information and opinion about the proposed project is presented in **Table 3.11A, B & C**. Out of the total surveyed PAFs, 98.04% respondents were aware with the proposed Delhi metro rail phase IV Part-A, only 1.96% said that they had no information about the proposed metro development. 11.77% PAFs came to know about the project from Newspaper, 31.37% PAFs knew about the project from other people i.e. neighbours and 56.86% PAFs came to know about the project from DMRC surveyors working for the proposed project. Out of total respondents, 72.55% considered it a good government initiative for transport infrastructure development; however, about 15.69% replied it as being a bad option because it shall destroy their business base and source of livelihood while 11.76% respondents had no opinion about the proposed metro phase IV development.

**TABLE 3.11A
AWARENESS ABOUT THE PROJECT**

Corridor	Yes		No	
	No.	%	No.	%
Aerocity - Tughlakabad	42	100%	0	0
Janakpuri West – R K Ashram	8	88.89%	1	11.11%
Mukundpur - Maujpur	0	0	0	0
Total	50	98.04%	1	1.96%

**TABLE 3.11B
SOURCE OF INFORMATION**

Corridor	News Paper		TV		People		DMRC		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Aerocity - Tughlakabad	5	11.90%	0	0	12	28.57%	25	59.52%	42	100%
Janakpuri West – R K Ashram	1	11.11%	0	0	4	44.44%	4	44.44%	9	100%
Mukundpur - Maujpur	0	0	0	0	0	0	0	0	0	0
Total	6	11.77%	0	0	16	31.37%	29	56.86%	51	100%

**TABLE 3.11C
OPINION ABOUT THE PROJECT**

Corridor	Good		Bad		Can't Say	
	No.	%	No.	%	No.	%
Aerocity - Tughlakabad	31	73.81%	8	19.05%	3	7.14%
Janakpuri West – R K Ashram	6	66.67%	0	0	3	33.33%
Mukundpur - Maujpur	0	0	0	0	0	0
Total	37	72.55%	8	15.69%	6	11.76%

3.5 RESETTLEMENT & REHABILITATION OPTIONS

The options on resettlement and rehabilitation measures have also been collected from owner residents, owner commercial, tenant residential & commercial, kiosk owner and squatters. The data reveals that all residential unit owners opted for constructed building or plot within one to three km of their present area. Both residential and commercial unit owners have opted compensation at replacement cost, shifting expenses and rehabilitation grants in lieu of loss of business. The squatter and kiosk owners opted for proper rehabilitation within the area. The titleholders consented to get displaced by the project if the developer compensates them for the land with the market value and assistance for construction of a house.

CHAPTER-4

POLICY, LEGAL AND ADMINISTRATIVE FRAMEWORK

4.1 POLICY FRAMEWORK

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

- Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013
- JICA ‘s Involuntary Resettlement Policy

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

4.2 RIGHT TO FAIR COMPENSATION AND TRANSPARENCY IN LAND ACQUISITION, REHABILITATION AND RESETTLEMENT ACT, 2013

The new land acquisition law came into force on 1st January 2014. The Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013, (RTFCTLARR Act) replaces the Land Acquisition Act, 1894, which existed from colonial times. The new RTFCTLARR Act is an attempt to revamp and make the land acquisition process more effective by addressing the major lacunae in the old Land Acquisition Act.

The Act seeks to harmonize the interests of landowners, industrialization/ growth of real estate and infrastructure industries and bring in transparency in the process of land acquisition. The objective of the Act is thus in line with the requirements of modern times. The Act, inter alia, contains provisions about mandatory rehabilitation and resettlement of those whose lands are acquired and payment of fair compensation to them. Significantly, the Act provides for enhanced compensation to landowners in cases of land acquisition by the government for public purposes or for Public-Private Partnership (PPP) projects that may aggregate to up to four times the market value in rural areas and up to twice the market value in urban areas. The Act has been hailed as beneficial and necessary to protect the interest of land title holders as well as non-title holders and other affected persons like encroachers.

4.2.1 Key Features of RTFCTLARR Act

The Act specifies provisions for land acquisition as well as R&R. Some of the major changes from the current provisions are related to (a) the process of land acquisition; (b) rights of the people displaced by the acquisition; (c) method of calculating compensation; and (d) requirement of R&R for all acquisitions.

Public Purpose:

- Land may be acquired only for a public purpose. The Act defines public purpose to include: defense and national security; roads, railways, highways, and ports built by government and public sector enterprises; land for the project affected people; planned development; and improvement of the village or urban sites and residential purposes for the poor and landless, government-administered schemes or institutions, etc. This is broadly similar to the provisions of the LA 1894 Act.
- In certain cases, consent of 80 per cent of the project affected people is required to be obtained. These include acquisition of land for (i) use by the government for purposes other than those mentioned above, and (ii) use by public-private partnerships, and (iii) use by private companies.

Process of Land Acquisition:

- The government shall conduct a Social Impact Assessment (SIA) study, in consultation with the Gram Sabha in rural areas (and with equivalent bodies in case of urban areas). After this, the SIA report shall be evaluated by an expert group. The expert group shall comprise two non-official social scientists, two experts on rehabilitation, and a technical expert on the subject relating to the project. The SIA report will be examined further by a committee to ensure that the proposal for land acquisition meets certain specified conditions.
- A preliminary notification under section 11 indicating the intent to acquire land must be issued within 12 months from the date of evaluation of the SIA Report. Subsequently, the government shall conduct a survey to determine the extent of land to be acquired. Any objections to this process shall be heard by the Collector. Following this, if the government is satisfied that a particular piece of land must be acquired for a public purpose, a declaration to acquire the land is made. Once this declaration is published, the government shall acquire the land. No transactions shall be permitted for the specified land from the date of the preliminary notification until the process of acquisition is completed.

Compensation to Landowners:

The compensation for land acquisition is determined by the Competent Authority and approved by the Collector and awarded under section 25 by him to the landowner within two years from the date of publication of the declaration of acquisition. The process of determination of compensation is given below.

- First, the market value of the acquired land is computed as the higher of (i) the land value specified in the Indian Stamp Act, 1899 for the registration of sale deeds; or (ii) the average of the top 50 per cent of all sale deeds in the previous three years for a similar type of land situated in the vicinity.
- Once the market value is calculated, it is doubled for land in urban areas. Then, the value of all assets attached to the land (trees, buildings, etc) is added to this amount. On this amount, a 100 per cent solatium, (i.e., extra compensation for the forcible nature of acquisition), shall be given to arrive at the final compensation figure.

Process of Rehabilitation and Resettlement

The RTFCTLARR Act requires R&R to be undertaken in case of every acquisition. Once the preliminary notification for acquisition is published, an Administrator shall be appointed. The Administrator shall conduct a survey and prepare the R&R scheme. This scheme shall then be discussed in the local bodies in case of urban areas. Any objections to the R&R scheme shall be heard by the Administrator. Subsequently, the Administrator shall prepare a report and submit it to the Collector. The Collector shall review the scheme and submit it to the Commissioner appointed for R&R. Once the Commissioner approves the R&R scheme, the government shall issue a declaration identifying the areas required for R&R. The Administrator shall then be responsible for the execution of the scheme. The Commissioner shall supervise the implementation of the scheme.

Rehabilitation and Resettlement Entitlement

- The Act also provides displaced families with certain R&R entitlements. These include, among other things, (i) land for a house as per the Indira Awas Yojana (IAY) in rural areas or a constructed house of at least 50 square meters plinth area in urban areas; (ii) a one-time allowance of Rs 50,000 for affected families; and (iii) the option of choosing either mandatory employment in projects where jobs are being created or a one-time payment of Rs 5 lakh or an inflation-adjusted annuity of Rs 2,000 per month per family for 20 years,(iv) subsistence grant of Rs.3000/- for one year,(v) Transportation cost of Rs.50,000/- for shifting,(vi) one –time assistance of Rs.25,000/-for cattle shed/petty

shop,(vii)One –time grant of Rs.25,000/- to artisan, small traders & others,(viii)one-time resettlement allowance of Rs. 50,000/- to PAF.

- Every resettled area is to be provided with certain infrastructural facilities. These facilities include roads, drainage, provision for drinking water, grazing land, banks, post offices, public distribution outlets, etc.

4.3 JICA's INVOLUNTARY RESETTLEMENT POLICY

The JICA guidelines for environmental and social considerations apply to this project subject to provisions in this SIA report. The Resettlement Action Plan (RAP) has been developed in accordance with the requirements of the JICA on Involuntary Resettlement. The involuntary resettlement may cause severe long-term socio-economic hardships, impoverishment and environmental damages unless appropriate measures are carefully planned and carried out.

The key principle of JICA policies on involuntary resettlement is summarized below.

1. Involuntary resettlement and loss of means of livelihood are to be avoided when feasible by exploring all viable alternatives.
2. When population displacement is unavoidable, effective measures to minimize the impact and to compensate for losses should be taken.
3. People who must be resettled involuntarily and people whose means of livelihood will be hindered or lost must be sufficiently compensated and supported so that they can improve or at least restore their standard of living, income opportunities and production levels to pre-project levels.
4. Compensation must be based on the full replacement cost² as much as possible.
5. Compensation and other kinds of assistance must be provided prior to displacement.
6. For projects that entail large-scale involuntary resettlement, resettlement action plans must be prepared and made available to the public. The resettlement action plan should include elements laid out in the World Bank Safeguard Policy.

¹ The Guidelines for Environmental and Social Considerations (hereafter, the “new Guidelines”) and the Objection Procedures based on the Guidelines for Environmental and Social Considerations (hereafter, the new “Objection Procedures”) were put into effect on July 1,2010.

² Description of “replacement cost” is as follows.

- a. **Land in Urban Areas-** The pre-displacement market value of land of equal size and use, with similar or improved public infrastructure facilities and services and located in the vicinity of the affected land, plus the cost of any registration and transfer taxes.
- b. **Houses and Other Structures-** The market cost of the materials to build a replacement structure with an area and quality similar or better than those of the affected structure, or to repair a partially affected structure, plus the cost of transporting building materials to the construction site, plus the cost of any labor and contractors’ fees, plus the cost of any registration and transfer taxes.

7. In preparing a resettlement action plan, consultations must be held with the affected people and their communities based on sufficient information made available to them in advance. When consultations are held, explanations must be given in a form, manner, and language that are understandable to the affected people.
8. Appropriate participation of affected people must be promoted in planning, implementation, and monitoring of resettlement action plans.
9. Appropriate and accessible grievance mechanisms must be established for the affected people and their communities.

Above principles are complemented by World Bank OP 4.12 since it is stated in JICA Guideline that “JICA confirms that projects do not deviate significantly from the World Bank’s Safeguard Policies”. Additional key principle based on World Bank OP 4.12 is as follows.

1. Affected people are to be identified and recorded as early as possible in order to establish their eligibility through an initial baseline survey (including population census that serves as an eligibility cut-off date, asset inventory, and socioeconomic survey), preferably at the project identification stage, to prevent a subsequent influx of encroachers of others who wish to take advance of such benefits.
2. Eligibility of Benefits includes the PAPs who have formal legal rights to land (including customary and traditional land rights recognized under law), the PAPs who don't have formal legal rights to land at the time of census but have a claim to such land or assets and the PAPs who have no recognizable legal right to the land they are occupying.
3. Preference should be given to land-based resettlement strategies for displaced persons whose livelihoods are land-based.
4. Provide support for the transition period (between displacement and livelihood restoration).
5. Particular attention must be paid to the needs of the vulnerable groups among those displaced, especially those below the poverty line, landless, elderly, women and children, ethnic minorities etc.
6. For projects that entail land acquisition or involuntary resettlement of fewer than 200 people, abbreviated resettlement plan is to be prepared.

In addition to the above core principles on the JICA policy, it also emphasized a detailed resettlement policy inclusive of all the above points; project-specific resettlement plan; the institutional framework for implementation; monitoring and evaluation mechanism; the schedule for implementation; and, detailed financial plan etc.

4.4 PROJECT RESETTLEMENT POLICY AND ENTITLEMENT MATRIX

4.4.1 The Project Policy

DMRC on behalf of Government will use the Project Resettlement Policy (the Project Policy) for the proposed Phase-IV metro rail project. The Project Policy is aimed at filling- in any gaps in what local laws and regulations cannot provide to help and ensure that PAPs can rehabilitate themselves to at least their pre-project condition. This section discusses the principles of the Project Policy and the entitlements of the PAPs based on the type and degree of their losses. Where there are gaps between the Government of India's legal framework for land acquisition, rehabilitation and resettlement and JICA's Policy on Involuntary Resettlement, practicable mutually agreeable approaches will be designed consistent with Government practices and JICA's Policy.

The key principles of the project policy on land acquisition, rehabilitation and resettlement are summarized below.

1. Land acquisition and involuntary resettlement will be avoided where feasible, or minimized, by identifying possible alternative project designs that have the least adverse impact on the communities in the project area.
2. Where displacement of households is unavoidable, all PAPs (including communities) losing assets, livelihoods or resources will be fully compensated and assisted so that they can improve, or at least restore their former economic and social conditions.
3. Compensation and rehabilitation support will be provided to any PAPs, that is, any person or household or business which on account of project implementation would have his, her or their:
 - i. Standard of living adversely affected.
 - ii. Right, title or interest in any house, interest in, or right to use, any land (including premises, agricultural and grazing land, commercial properties, tenancy, or right in annual or perennial crops and trees or any other fixed or moveable assets, acquired or possessed, temporarily or permanently;
 - iii. Income earning opportunities, business, occupation, work or place of residence or habitat adversely affected temporarily or permanently; or
 - iv. Social and cultural activities and relationships affected or any other losses that may be identified during the process of resettlement planning.
4. All affected people will be eligible for compensation and rehabilitation assistance, irrespective of tenure status, social or economic standard and any such factors that may discriminate against the achievement of the objectives outlined above. Lack of legal rights to the assets lost or adversely affected tenure status and social or economic status will not bar the PAPs from entitlements to such compensation and

rehabilitation measures or resettlement objectives.

5. All PAPs residing, working, doing business and/or cultivating land within the project impacted areas as of the date of the latest census and inventory of lost assets (IOL), are entitled to compensation for their lost assets (land and/or non-land assets), at replacement cost, if available and restoration of incomes and businesses, and will be provided with rehabilitation measures sufficient to assist them to improve or at least maintain their pre-project living standards, income- earning capacity and production levels.
6. PAPs that lose only part of their physical assets will not be left with a portion that will be inadequate to sustain their current standard of living. The minimum size of remaining land and structures will be agreed during the resettlement planning process.
7. People temporarily affected are to be considered PAPs and resettlement plans address the issue of temporary acquisition.
8. Where a host community is affected by the development of a resettlement site in that community, the host community shall be involved in any resettlement planning and decision-making. All attempts shall be made to minimize the adverse impacts of resettlement upon host communities.
9. The resettlement plans will be designed in accordance with the Government of India's RTFCTLARR, Act 2013 and JICA's Policy on Involuntary Resettlement. The Private land acquisition will be initiated under RFCTLARR,2013 however private land can be procured through the mutual negotiation.
10. The Resettlement Plan will be translated into local languages and disclosed for the reference of PAPs as well as other interested groups.
11. Payment for land and/or non-land assets will be based on the principle of replacement cost.
12. Replacement lands, if the preferred option of PAPs, should be within the immediate vicinity of the affected lands wherever possible and be of comparable productive capacity and potential. As a second option, sites should be identified that minimize the social disruption of those affected; such lands should also have access to services and facilities similar to those available in the lands affected.
13. Resettlement assistance will be provided not only for immediate loss but also for a transition period needed to restore livelihood and standards of living of PAPs. Such support could take the form of short-term jobs, subsistence support, salary maintenance, or similar arrangements.
14. The resettlement plan must consider the needs of those most vulnerable to the

adverse impacts of resettlement (including the poor, those without legal title to land, ethnic minorities, women, children, elderly and disabled) and ensure they are considered in resettlement planning and mitigation measures identified. The assistance should be provided to help them improve their socio-economic status.

15. PAPs will be involved in the process of developing and implementing resettlement plans.
16. PAPs and their communities will be consulted about the project, the rights and options available to them, and proposed mitigation measures for adverse effects, and to the extent possible be involved in the decisions that are made concerning their resettlement.
17. Adequate budgetary support will be fully committed and made available to cover the costs of land acquisition (including compensation and income restoration measures) within the agreed implementation period. The funds for all resettlement activities will come from the Government.
18. Displacement does not occur before the provision of compensation and of other assistance required for relocation. Sufficient civic infrastructure must be provided in the resettlement site before relocation. Acquisition of assets, payment of compensation, and the resettlement and start of the livelihood rehabilitation activities of PAPs will be completed prior to any construction activities, except when a court of law orders so in expropriation cases. (Livelihood restoration measures must also be in place but not necessarily completed prior to construction activities, as these may be ongoing activities).
19. Organization and administrative arrangements for the effective preparation and implementation of the resettlement plan will be identified and in place before the commencement of the process; this will include the provision of adequate human resources for supervision, consultation, and monitoring of land acquisition and rehabilitation activities.
20. Appropriate reporting (including auditing and redress functions), monitoring and evaluation mechanisms, will be identified and set in place as part of the resettlement management system. An external monitoring group will be hired by the project and will evaluate the resettlement process and outcome. Such groups may include qualified NGOs, research institutions or universities.

4.4.2 Eligibility for Compensation, Assistance and Rehabilitation

1. Cutoff Date is the date of first notification for land acquisition for the project under applicable Act or Government Order in the cases of land acquisition affecting legal titleholders. For the Non-Title holder's cut-off date would be the

- date of Census Survey.
2. Eligibility of different categories of PAFs will be as per the Entitlement Matrix shown in the section below.
 3. The unit of entitlement will be the family.
 4. Titleholder PAFs will be eligible for compensation as well as assistance if they are affected by the project.
 5. Non-titleholder PAFs will not be eligible for compensation of the land occupied by them; however, they will receive compensation for the investment made by them on the land such as replacement value of structures and other assets. They will also be eligible for R&R assistance as per the Entitlement Matrix.
 6. In case a PAFs could not be enumerated during census but has reliable evidence to prove his/her presence before the cut-off date in the affected zone shall be included in the list of PAFs after proper verification by the grievance redressal committee.
 7. PAFs from the vulnerable group will be entitled to additional assistance as specified in the Entitlement Matrix.
 8. PAFs will be entitled to take away or salvage the dismantled materials free of cost without delaying the project activities.
 9. If a notice for eviction has been served on a person/family before the cut-off date and the case is pending in a court of law, then the eligibility of PAF will be considered following the legal status determined by the court and the PAF will be eligible for compensation/assistance in accordance with the RAP provisions.
 10. The land losers shall be reimbursed stamp duty towards purchase of alternate land/assets with the compensation received within one year of the disbursement as per the Entitlement Matrix.
 11. In case of Common Property Resources, if the land and structure is privately owned the compensation for the land shall be paid to the titleholder. The reconstruction/replacement of the CPR shall be implemented in consultation with the community as appropriate.

4.4.3 The Entitlement Matrix

An Entitlement Matrix has been developed in compliance with National Laws and JICA's Involuntary Resettlement Policy. The entitlement matrix summarizes the types of losses and corresponding nature and scope of entitlements. As per the policy, only the affected portion will be compensated. However, if living there is no longer viable, it will be considered as fully affected. PAFs who are squatters and not legal titleholder of land and buildings shall also be

eligible for R&R if enumerated during the census survey. Therefore, Cut-off-Date for those who have legal title is the date of Notification under Section 11(1) of the RTFCTLARRA, 2013 and completion of census survey shall be the Cut-off Date for non-titleholders. It is on this date that all impacted persons will be identified, and the nature of the impact disclosed. People who settle in the affected areas after the cut-off date will not be eligible for compensation and/or other assistance. Therefore, to prevent the inflow of people after Cut-off-date, all PAFs and PAPs need to be identified and recorded to establish their eligibility through a census survey by District Collector/Administrator(R&R). People will be given sufficient advance notice, requested to vacate premises and dismantle affected structures before project implementation. Their dismantled structures will not be confiscated, and they will not pay any fine or suffer any sanction. The entitlement matrix of the project is given in **Table 4.1**.

**TABLE 4.1
ENTITLEMENT MATRIX OF THE PROJECT**

Type of impact	Entitled Person	Compensation entitlements	Other entitlements	Responsible Organization
Loss of land	Landowner	a) Compensation based on market value*1 b) Multiplication factor applied to market value*2 c) Plus 100% solatium on market value of land including multiplication factor d) 12 % interest rate per annum on market value of land (from declaration of award up to date of payment) *1: Market value to be determined as provided under section 26 of the Act. *2: Multiplication factor of urban area: 1 Multiplication factor of rural area: 1-2	a) Payment of stamp duty	District Collector / DMRC
Loss of land (temporary)	Landowner	Compensation at the max rate of 6% of total land and property cost per year.	-	District Collector / DMRC
Loss of residential structure	Owner	a) Cash compensation at scheduled rates for structure without depreciation with 100% solatium. and b) Provision of an alternative house as per Indira Awas Yojana (IAY) specifications in rural areas and constructed house/flat of minimum 50 m ² in urban areas. or c) One-time financial assistance for house construction not less than Rs.150,000 in case of urban areas.	a) One-time transportation allowance: Rs.50,000 b) Subsistence grant of Rs.3,000 per month for one year. Vulnerable (e.g. Scheduled Caste/ Tribes) to receive an additional Rs.50,000. c) One-time resettlement allowance: Rs.50,000 d) Payment of stamp duty	District Collector / DMRC

Type of impact	Entitled Person	Compensation entitlements	Other entitlements	Responsible Organization
Loss of commercial structure	Owner	a) Cash compensation at scheduled rates for structure without depreciation with 100% solatium. or b) Provision of shop of max size of 25 m ² .	a) One-time transportation allowance: Rs. 50,000 b) Subsistence grant of Rs.3,000 per month for one year c) One-time resettlement allowance: Rs. 50,000 d) One-time grant of min. of Rs. 25,000 for petty shop e) One-time grant of min. of Rs. 25,000 for artisan, small traders and others f) Payment of stamp duty	District Collector / DMRC
Loss of immovable assets (e.g. trees)	Owner	Compensation at scheduled district rates.	-	District Collector / DMRC
Loss of cattle shed	Owner	-	One-time grant of min. of Rs. 25,000.	District Collector / DMRC
Loss of rental residential unit	Tenant	-	One-time transportation allowance* *: Rate to be determined later by the District Collector	District Collector / DMRC
Loss of rental commercial unit	Tenant	Subsistence allowance, transportation allowance, one-time grant of Rs. 25,000/-	a) One-time transportation allowance: Rs. 50,000 b) Subsistence grant of Rs.3,000 per month for one year c) One-time resettlement allowance: Rs. 50,000 d) One-time grant of min. of Rs. 25,000 for artisan, small traders and others e) Payment of stamp duty	District Collector / DMRC
Loss of residential	Squatters	Compensation at scheduled rates	One-time transportation allowance* *: Rate to be determined later by the District	District Collector /

Type of impact	Entitled Person	Compensation entitlements	Other entitlements	Responsible Organization
structure		without depreciation.	Collector	DMRC
Loss of commercial structure	Squatters	Compensation at scheduled rates without depreciation.	a) One-time transportation allowance: Rs. 50,000 b) Subsistence grant of Rs.3,000 per month for one year c) One-time resettlement allowance: Rs. 50,000 d) One-time grant of min. of Rs. 25,000 for artisan, small traders and others e) Payment of stamp duty	District Collector / DMRC
Loss of kiosk (moveable)	Owner	-	One-time artisan grant: Rs.25,000	District Collector / DMRC
Loss of employment	Workers/ Employees	-	One-time resettlement allowance* *: Rate to be determined later by the District Collector	District Collector / DMRC
Loss of livelihood	Owner of commercial enterprises (e.g. shop owner)	-	Choice of annuity or employment: a) Provision of employment to at least one member of the family or b) One-time payment of Rs.500,000 per affected family or c) Pay minimum Rs.2,000 per month per family for 20 years	District Collector / DMRC

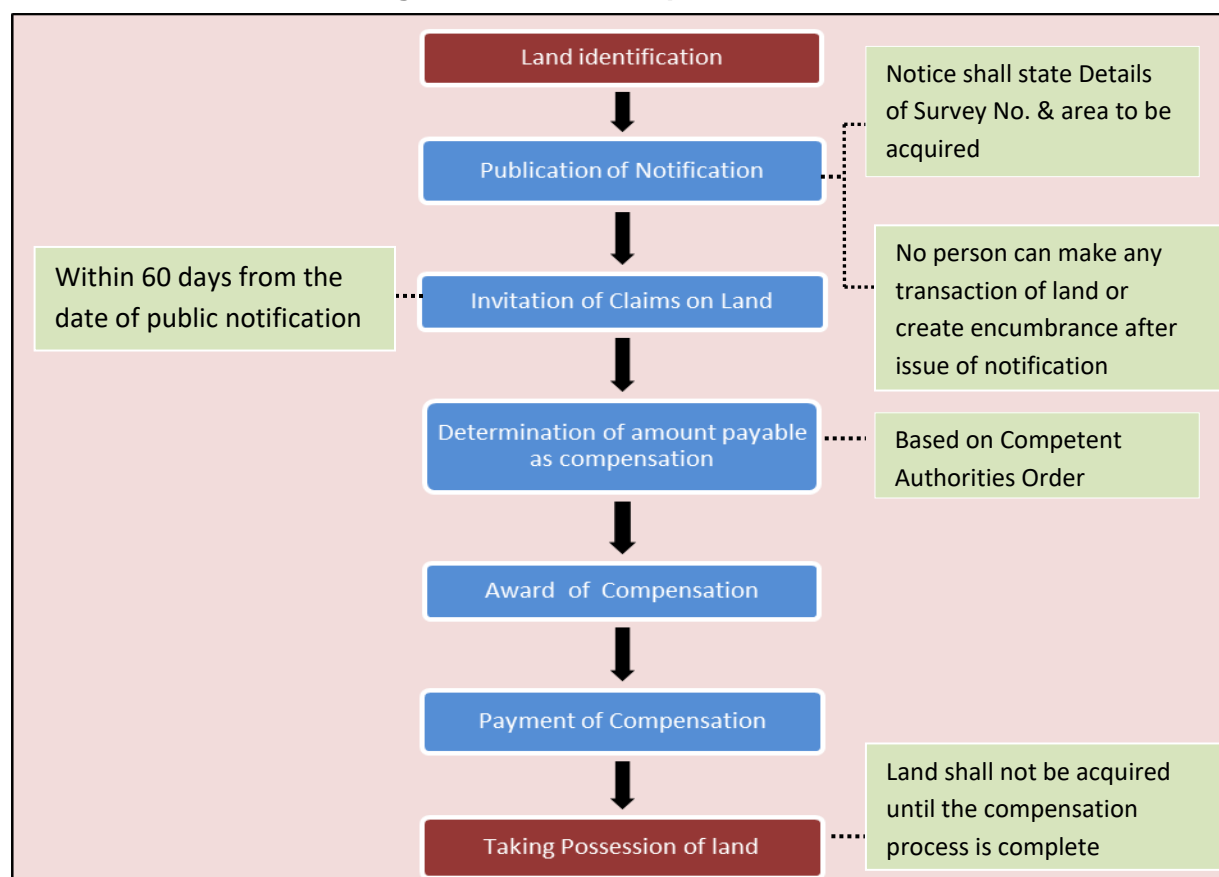
4.4.4 Compensation for Temporary Land Usage

Compensation for temporary land usage from private owners will be based on mutually agreed terms.

4.4.5 Land Acquisition Process

The Private land acquisition will be initiated under RFCTLARR, 2013, however, private land can be procured through the mutual negotiation. Land acquisition will be completed by 31st December 2021 (Land is being facilitated pocket wise subsequently). The land acquisition process is given in **Figure 4.1**:

Figure 4.1 – Land Acquisition Process



A Land Acquisition Plan is also produced to indicate respective land plot (Khasra) revenue survey map boundaries and numbers referring to the land registration maps maintained by village level administration, together with detail average measured in hectares. It also includes collecting details such as owner of property, type of structure, number of floors and land use patterns, such as agriculture, commercial, barren, forest etc.

4.4.6 Acquisition Process of Government Land

Government land is being transferred on inter-departmental transfer rate as per the sanction order of the MRTS project issued vide order no. K-14011/60/2014/MRTS-I (vol. I) dated 09th March 2019 by GoI. Procedure for transfer of Govt. Land is as follows.

1. Survey and Identification of land pocket with respect to station building, viaduct, entry-exit
2. Identification of ownership i.e Name of Department
3. Placing requisition to respective departments
4. A joint survey of Land with respective departments
5. Organizing meetings at various levels involving all stakeholders
6. Allotment of Land by the competent authority

4.4.7 Process of Direct Purchase of Private Land

Price of private land to be acquired for the Delhi Metro Phase-IV priority corridors will be based on provisions of the RFCTLARR Act, 2013 or through negotiation with the owner (direct purchase) as per the DMRC Circular No. DMRC/15/LM-DP/1221/312 dated 08th September 2014. In the case of direct purchase of land, concerned CPM in-charge of the project will identify the critical land requirement, name of owners/occupants on the land, copy of ownership documents and enquire from owners whether they are willing to sell the land to DMRC directly. Subsequently, concerned CPM in-charge of the project will initiate a proposal for in-principle approval of MD/DMRC for direct purchase of land through Land Cell of DMRC. The nominated standing committee of four HoDs will deal the matter. To assist the Committee, a consultant having experience and expertise in the field of determining the fair market value of land, verification of ownership document, search of title, preparation of sale deed and getting it registered with Sub Registrar and mutated from Revenue Authorities, will then be appointed. The consultant shall recommend the fair market value of the land and property for the consideration of the committee. The valuation of the land/property shall also be carried out through two independent valuers to be appointed by the Director Projects/DMRC on the recommendation of HoD's Committee. The valuation report by independent valuers will be received in a sealed cover. Standing Committee of HoDs will submit a preliminary report to Director Projects/DMRC based on the input given by the consultant. Thereafter, Director projects/DMRC will order for opening the valuation report of the independent valuers. HoD's Committee will then negotiate with the owner/occupant of the land to arrive at the compensation to be paid and submit its final recommendation to the Standing Committee of Director level, wherein one retired Senior Govt. Officer may also be associated and the recommendation will then put up to MD/DMRC for the final decision.

4.4.8 Valuation of Residual Plot

If the residual plot (s) is (are) not economically viable, DMRC will follow the rules and regulations applicable in the state and compensate accordingly; if there are no state-specific rules and regulations available regarding residual land DMRC in agreement with the Affected Party, DMRC will either buy the residual land for the project following the entitlements listed in the entitlement matrix or it will pay the affected party 25% of the land compensation payable for that portion of land without its purchase.

4.4.9 Compensation Payment Process

Disbursement of compensation will be done by cheques signed by a nominated officer of DMRC; DMRC will prepare all the documents required for taking possession of the land. The payment of R&R assistance will also be done in a similar fashion as per the entitlement matrix. All necessary arrangements for transferring the land title to DMRC with all legal formalities like the purchase of stamp papers, handing/taking over land, attending the Revenue Department, all charges payable to Govt. such as stamp duty etc. shall be paid by DMRC. Payment of compensation and other R&R benefits entitled to affected persons shall be completed before taking the land into possession.

CHAPTER-5 INSTITUTIONAL FRAMEWORK

5.1 INSTITUTIONAL ARRANGEMENT

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

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

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

5.1.1 Delhi Metro Rail Corporation

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

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

funding agency regarding the progress made on land acquisition and implementation of the resettlement plan.

5.1.2 Land and Building Department

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

5.1.3 Office of The District Collector

The proposed project covers almost all districts of Delhi and each district has a Land Acquisition Collector (LAC). The office of the LAC will be responsible for land acquisition. Land Acquisition Collector will coordinate between the DMRC and the affected landowners. DMRC will be providing the technical details and the land acquisition plans to the LAC. The LAC will be responsible for initiating the notice and issuing all the sections under the Land Acquisition Act. LAC will be responsible for conducting the valuation of affected land and assets and will decide the compensation. The disbursement of compensation for land and assets of the legal owners will be done by LAC.

5.1.4 Delhi Urban Shelter Improvement Board (DUSIB)

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

5.1.5 Social Management Unit (SMU)

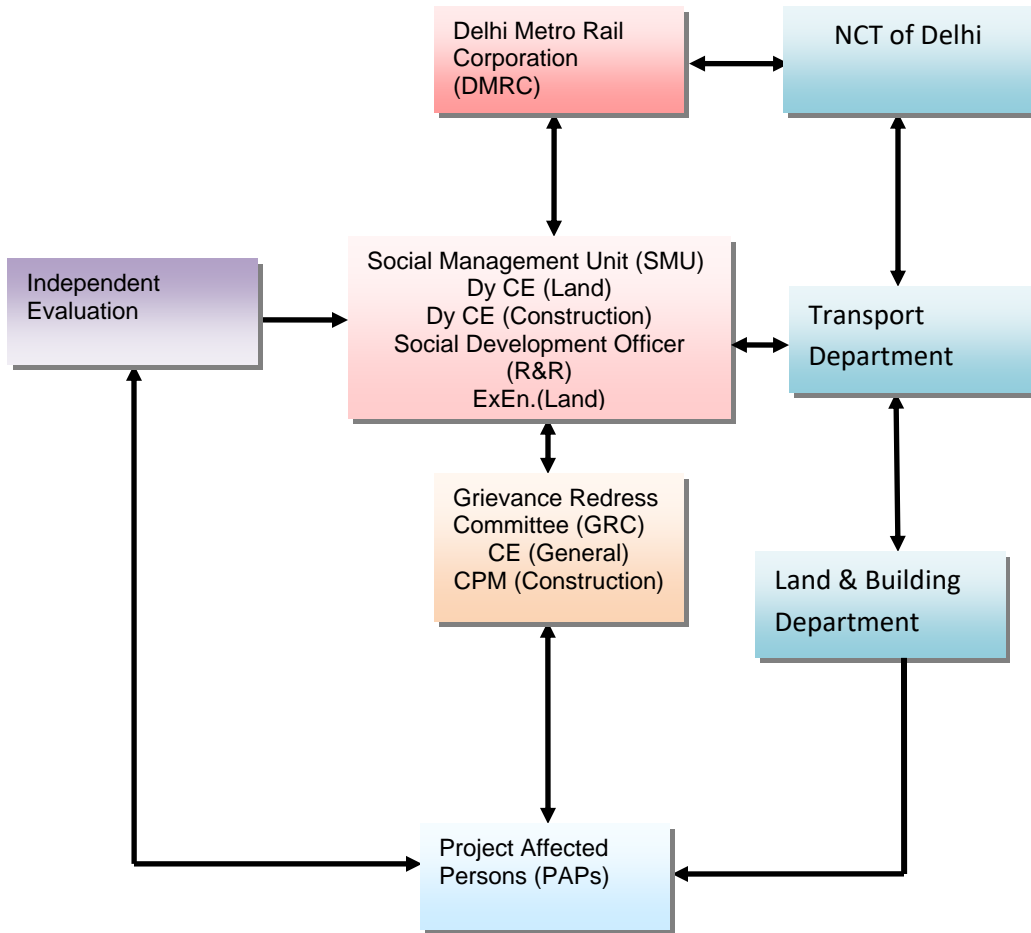
DMRC has a division which is for looking after the social safeguards' activities. This is headed by Deputy Chief Engineer (Land). He/She coordinates with other divisions/sections of DMRC on social, rehabilitation and resettlement issues. Other members of this unit will include the concerned Deputy Chief Engineer of the line/corridor referred to as Deputy Chief Engineer (construction) in, Figure 5.1, Executive Engineer (land) and Executive engineer of the concerned line/corridor. DMRC will do the overall coordination, preparation, planning, implementation, and financing of RAP. The Social Management Unit (SMU) of DMRC, will work closely with other staff of the DMRC and will be specifically looking after the social safeguards'

issues. The SMU shall ensure that all land acquisition issues are handled according to the LA policy/guidelines as it is laid down in this report. It will also monitor that all the procedural and legal issues involved in land acquisition are fulfilled. The SMU will assist the DMRC for getting all the necessary clearances and implementation of the resettlement activities before the start of any civil work. A Social Development Officer (R&R) with a background of social science may be added in this SMU as full time to supervise and monitor overall activities of RAP and he/she will report day to day progress to Deputy Chief Engineer (Land). The ToR for proposed Social Development Officer (R&R) is attached as **Annexure 5.1**.

Some of the specific functions of the SMU regarding resettlement management will include the following:

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

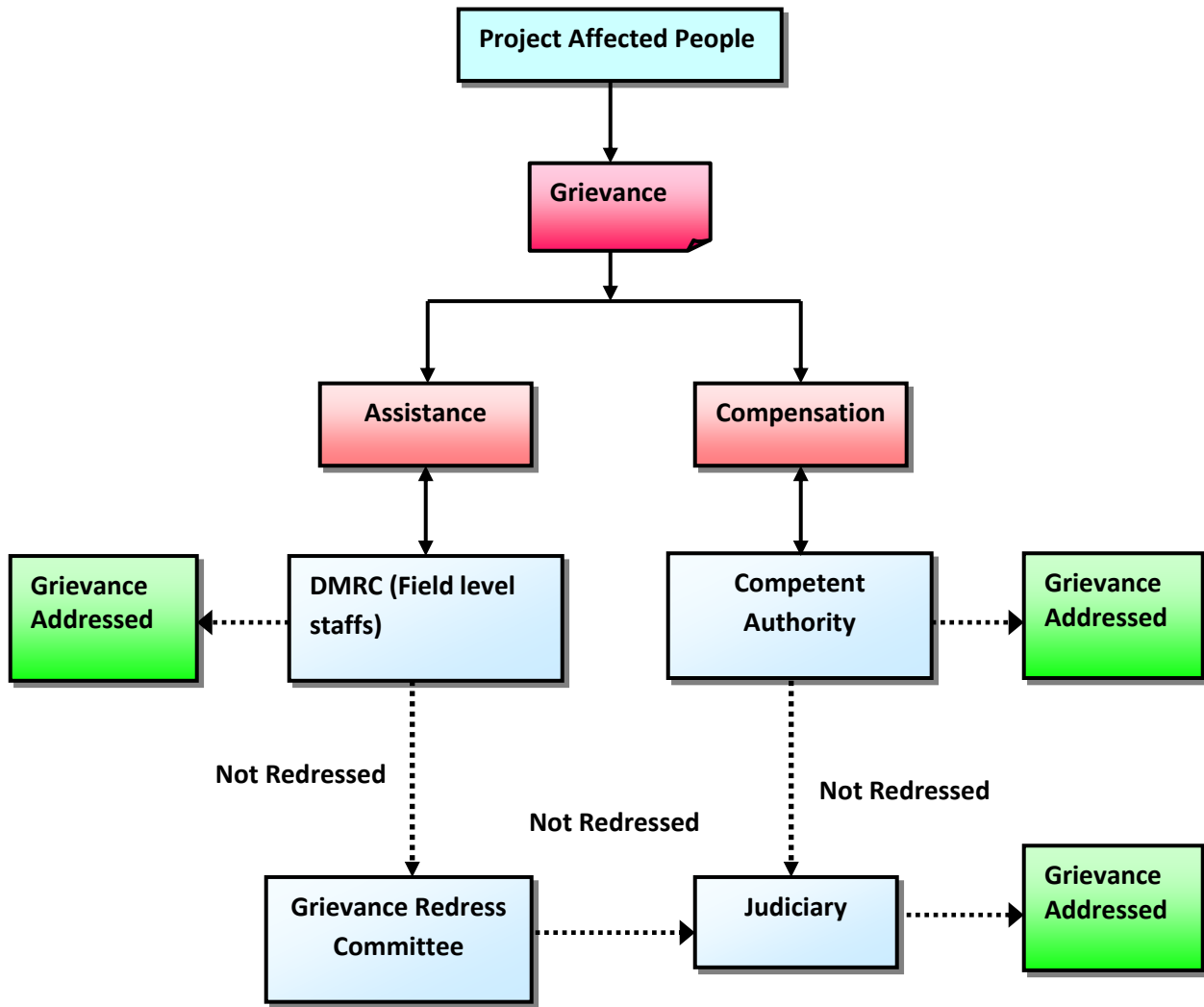
**FIGURE 5.1
INSTITUTIONAL CHART FOR RAP IMPLEMENTATION**



5.2 GRIEVANCE REDRESSAL COMMITTEE

Efficient grievance redressal mechanism will be developed to assist the PAPs to resolve their queries and complaints. Grievances of PAPs will be first brought to the attention of SMU, DMRC. Grievances not redressed by SMU will be brought to the Grievance Redressal Committee (GRC). The composition of the proposed GRC will have Chief Engineer (General), CPM(Construction). The GRC will address only rehabilitation assistance issues. Grievances related to ownership rights and land compensation can be dealt in court as per LAA. The main responsibilities of the GRC are to (i) provide support to PAPs on problems arising from land/property acquisition; (ii) record PAPs grievances, categorize, and prioritize grievances and resolve them; (iii) immediately inform the SMU of serious cases; and (iv) report to PAPs on developments regarding their grievances and decisions of the GRC. Other than disputes relating to ownership rights under the court of law and compensation, GRC will review grievances involving all resettlement benefits. When any grievance is brought to the field level staff, it should be resolved within three months from the date of complaint. The GRC will meet every month (if grievances are brought to the Committee), determine the merit of each grievance, and resolve grievances within three months of receiving the complaint—failing which the grievance can be referred to the appropriate court of Law for redressal by the PAP. Records will be kept of all grievances received including contact details of the complaint, date the complaint was received, nature of the grievance, agreed corrective actions and the date these were effected, and outcome. A flow chart of grievances redressal is indicated in **Figure 5.2**.

**FIGURE-5.2
STAGES OF GRIEVANCE REDRESSAL**



5.3 ROLE OF STAKEHOLDERS IN RAP

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

TABLE-5.1
ROLE OF STAKEHOLDERS FOR IMPLEMENTATION OF RAP

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

5.4 IMPLEMENTATION SCHEDULE

The implementation schedule for the 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 100% compensation is paid before displacement and commencement of civil works. Public consultation, internal monitoring and grievance redressal will be undertaken intermittently throughout the project duration. However, the schedule is subject to modification depending on the progress of the project activities. As part of advance actions, DMRC will establish the GRC, and initiate the resettlement implementation. The R&R activities of the 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.

5.4.1 Project Preparatory Stage (Pre-implementation Stage)

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

5.4.2 RAP Implementation Stage

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

5.4.3 RAP Implementation Schedule

As per the DPR, the project will take about 72 months for completion. RAP implementation schedule for R&R activities in the proposed project including various sub-tasks and timeline matching with civil work schedule is prepared and presented in **Table 5.2**.

**FIGURE 5.2
RAP IMPLEMENTATION SCHEDULE FOR DELHI METRO PHASE-IV CORRIDORS**

Sl. No	Description	2020			2021			2022			2023			2024			2025			
1	Identification of required land for acquisition	■																		
2	Socio-economic survey for SIA	■																		
3	Community /Public Consultation	■																		
4	Preparation of Draft SIA	■																		
5	Submission of Revised SIA		■																	
6	Review/Approval of SIA		■																	
8	Establishment of Grievance Redress Committee			■																
9	Census survey after peg marking on the ground				■															
10	Finalization of updated SIA and RAP				■															
11	Disclosure of SIA and RAP				■															
12	Notification of Land Acquisition					■														
13	Valuation of structures for compensation					■														
14	Land Acquisition Payment by Competent Authority					■														
15	Payment of all eligible assistance and relocation of PAFs						■													
16	Construction of Shops						■	■												
17	Schedule of Civil Work							■	■	■	■	■	■	■	■	■	■	■	■	
18	Internal Monitoring								■	■	■	■	■	■	■	■	■	■	■	
19	External Monitoring														■				■	

CHAPTER-6 PUBLIC CONSULTATION

6.1 BACKGROUND

Public consultation is a continuous process throughout the project period, during project preparation, implementation, and monitoring stages. The sustainability of any infrastructure development depends on 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 is likely to occur during project implementation. The overall objective of the consultation program is to minimize the negative impact in the project corridors and to make people aware of the project.

Keeping in mind the significance of consultation and participation of the people likely to be affected or displaced due to the proposed project, both formal and informal discussions were conducted with stakeholders during field visits. During field visits officials of DMRC. 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, the value of affected assets, and other assistance & allowances. In this chapter detailed methodology adopted for stakeholder consultation and key findings of consultations are discussed.

6.2 APPROACH AND METHODS OF CONSULTATION

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

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

The number of participants in the consultations were approximately 15 to 50 per consultation, which include different representatives from different echelon of society. The key informants included both individuals and groups namely (i) head of households;(ii) household members; (iii) small business entrepreneurs (SBEs); (iv)local people; (v)squatters; (vi)kiosks.

6.3 KEY FINDINGS OF CONSULTATIONS

The key findings of public consultation are presented in **Table 6.1**. Public Notices for consultation are given in **Annexure-6.1**.

TABLE 6.1
STAKEHOLDER CONSULTATION

Place	Date	No. of Attendees	Issues Discussed	Important views & Suggestions	DMRC reply
Pul Bangash	01.02.2020	Approx. 20 (Male – 20 Female – 0)	Land acquisition	<ul style="list-style-type: none"> - The private land acquisition should be avoided - Entry/Exit structure should be accommodated in the MCD dispensary 	-Due to site constraints /land constraints, private land acquisition is necessary
			Loss of revenue	- DMRC should compensate for the loss of revenue during the construction stage	-This request will be examined against the Land Acquisition Act, 2013.
			Safety	- DMRC should ensure the safety of shops/buildings during the construction stage	-Safety is paramount for DMRC and all measures will be taken to avoid any mishap
			Rehabilitation	- DMRC should shift the shops, not beyond 100m	-It was informed that DMRC will look into this suggestion based on site condition

					and availability of land
R K Ashram	01.02.2020	Approx. 80 (Male – 75 Female – 5)	Station Location	- Station location should be shifted 300m backwards to avoid any disturbance	- Due to site constraint, it is not feasible
			Loss of revenue	- DMRC should compensate for the loss of revenue during the construction stage	- This request will be examined against the Land Acquisition Act, 2013.
			Compensation	- Compensation during construction stage along with shifting allowance and DMRC should construct new shops	- This request will be examined against the Land Acquisition Act, 2013.
			Employment	- During the construction and operation phase of the project, the PAPs should be provided with job opportunities	- This will be as per Entitlement matrix
Ghanta Ghar	02.02.2020	Approx. 30 (Male – 27 Female – 3)	Loss of revenue Compensation Safety	- DMRC should compensate for the loss of revenue during the construction stage	- This request will be examined against the Land Acquisition Act, 2013.
				- Compensation should be given at market value - Compensation should be given in cash for loss of buildings	- Compensation will be as per Entitlement matrix - To keep the integrity and transparency in money

				<ul style="list-style-type: none"> - Though they appreciate metro, a development that's affects their livelihood is not preferred 	<p>transaction it was recommended to use cheque or digital payments</p>
				<ul style="list-style-type: none"> - DMRC should ensure the safety of shops/buildings during the construction stage 	<ul style="list-style-type: none"> - Safety is paramount for DMRC and all measures will be taken to avoid any mishap
			Air Pollution	<ul style="list-style-type: none"> - Dust generation during construction should be avoided 	<ul style="list-style-type: none"> - All measures will be taken to minimize dust emission during the construction stage
Sadar Bazar	01.02.2020	Approx. 25 (Male – 25 Female – 0)	Station Location	<ul style="list-style-type: none"> - The station should be constructed on the road 	<ul style="list-style-type: none"> - Due to site constraint, it is not feasible
			Compensation	<ul style="list-style-type: none"> - Compensation should be at least twice the market rate 	<ul style="list-style-type: none"> - Compensation will be as per Entitlement matrix
			Rehabilitation	<ul style="list-style-type: none"> - Shops for shop – All shop keepers should be rehabilitated by constructing market complex in the nearby area 	<ul style="list-style-type: none"> - Compensation/ rehabilitation will be as per Entitlement matrix
			Loss of revenue	<ul style="list-style-type: none"> - They should be compensated thrice the market rate for loss of revenue during the construction stage 	<ul style="list-style-type: none"> - This request will be examined against the Land Acquisition Act, 2013.

			Air pollution	- Dust generation during construction should be avoided	- All measures will be taken to minimize dust emission during the construction stage
			Benefits of metro rail	- How the proposed metro rail benefits the people at large	- Faster and reliable mode of travel - Income generation options - Less pollution and environment friendly etc
Khanpur Market	09.02.2020	Approx. 50 (Male – 40 Female – 10)	Rehabilitation	- All shop keepers should be rehabilitated in the nearby area before demolition	- Agreed. They will be rehabilitated within 500m distance.
			Compensation	- Compensation should be given on market rate - Tenants should be compensated with transport allowance	- Compensation will be as per Entitlement matrix
			Loss of revenue	- They should be compensated thrice the market rate for loss of revenue during the construction stage	- Compensation will be as per Entitlement matrix
Anandmayee Marg	10.02.2020	Approx. 20 (Male – 14 Female – 6)	Rehabilitation	- Jhuggies coming in the work area should be rehabilitated in the nearby area before demolition	- Agreed. They will be rehabilitated within the nearby area.
			Compensation	- Compensation should be given on market rate	- Compensation will be as per

				- families should be compensated with transport allowance	Entitlement matrix
			Employment	- During the construction and operation phase of the project, the PAPs should be provided with job opportunities	- This will be as per Entitlement matrix and qualification.

FIGURE 6.1
PHOTOGRAPHS OF PUBLIC CONSULTATION AND SOCIO-ECONOMIC SURVEY





It is evident from the discussion with local people during the social survey that the people in Delhi have no objection to the proposed metro rail project. According to them, loss of residential structures and homestead land will mean a lot of problem for people. Compensation for acquisition of private land should be given to those who are likely to lose their land at the current market price. There should not be any negative impact on the green view of Delhi. Minutes of stakeholder discussions are given in **Annexure-6.2**.

6.4 INFORMATION DISCLOSURE AND CONSULTATION

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

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

6.5 COMMUNITY PARTICIPATION DURING PROJECT IMPLEMENTATION

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

The following set of activities will be undertaken for the 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 vulnerable groups like women, families of BPL, Scheduled Castes to ensure that the vulnerable groups understand the process and their needs are specifically taken into consideration.
- c) DMRC will organize public meetings and will appraise the communities about the progress in the implementation of project works and payment and assistance paid to the community. Regular update of the program of resettlement component of the project will be placed for public display at the project offices.
- d) Taking into consideration the risks of HIV/ AIDs during the project construction period and road safety issues, the specialist will be invited to undertake activities related to their core competencies.

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

CHAPTER 7

RESETTLEMENT ASSISTANCE PLAN AND COST ESTIMATE

7.1 BACKGROUND

This chapter presents a consolidated overview of the budget and the cost estimates. The budget is indicative, and costs will be updated and adjusted to the inflation rate as the project continues and during implementation. The final compensation amount for the land acquisition and structures will be determined by the Competent Authority.

7.2 COST ESTIMATE FOR R&R

The cost for implementation of Resettlement and Rehabilitation Plan is given in **Table 7.1**. The total cost for the R&R implementation plan is INR. 2389.68 crore.

TABLE 7.1
COST FOR RESETTLEMENT & REHABILITATION (R&R)

Sl. No.	Description	Unit	Quantity	Rate (Rs.)	Amount (Rs.)
A. Cost of land					
1.	Cost of private land for permanent acquisition	Lum sum (approx.)			10,94,11,54,560
2.	Cost of government land for permanent acquisition	Lum sum (approx.)			9,78,94,73,520
3.	Cost of land for temporary acquisition	Lum sum (approx.)			68,72,80,000
4.	Other related costs	Lum sum (approx.)			29,05,75,000
5.	Total				21,70,84,83,080
B. Compensation for Titleholders					
Residential PAFs					
1.	Transportation allowance	No.	0	50000	0
2.	Subsistence allowance	No.	0	36000	0
3.	Resettlement allowance	No.	0	50000	0
Commercial PAFs					
4.	Transportation allowance	No.	12	50000	6,00,000
5.	Subsistence allowance	No.	12	36000	4,32,000
6.	Resettlement allowance	No.	12	50000	6,00,000
7.	Loss of small traders / self-employment	No.	0	25000	0
8.	Annuity or employment	No.	12	500000	60,00,000

Sl. No.	Description	Unit	Quantity	Rate (Rs.)	Amount (Rs.)
	Vulnerable groups (e.g. SCs, STs)				
9.	Additional assistance	No.	11	50000	5,50,000
C. Compensation for non-titleholders					
	Tenant				
1.	Transportation allowance	No.	10	50000	5,00,000
2.	Subsistence allowance	No.	10	36000	3,60,000
	Squatters				
3.	Transportation allowance	No.	6	50000	3,00,000
4.	Subsistence allowance	No.	1	36000	36,000
	Kiosk				
5.	One-time artisan grant	No.	0	25000	0
	Loss of employment				
6.	Resettlement allowance	No.	0	50000	0
D. Compensation for Community Structures					
1.	Religious structures (LS)	No.	2	500000	10,00,000
2.	Public Toilets (LS)	No.	5	400000	20,00,000
E. Engagement of NGO					
1.	NGO Cost (LS)	No.	1	2000000	20,00,000
F. Monitoring & Evaluation					
1.	Cost of Independent Evaluation Agency (LS)	No.	1	1500000	15,00,000
G.	Total (B to F)				1,58,78,000
	Total (A + G)				21,72,43,61,080
	Miscellaneous items @10% of sub total				2,17,24,36,108
	TOTAL				23,89,67,97,188

CHAPTER- 8 MONITORING AND EVALUATION

8.1 BACKGROUND

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

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

8.2 INTERNAL MONITORING

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

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

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

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

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

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

TABLE 8.1
INDICATORS FOR MONITORING OF RAP PROGRESS

Indicators	Parameters Indicators
Physical	The extent of land acquired Number of structures dismantled Number of land users and private structure owners paid compensation Number of families affected Number of families purchasing land and extent of land purchased Number of PAPs receiving assistance/compensation Number of PAPs provided transport facilities/ shifting allowance The extent of government land identified for house sites
Financial	Amount of compensation paid for land/structure Cash grant for shifting oustees Amount paid for training and capacity building of staffs The amount for the restoration of CPR (Common Property Resource)
Social	Area and type of house and facility at the resettlement site Number of times GRC met Number of appeals placed before grievance redressal cell Number of grievances referred and addressed by GRC Number of cases referred and addressed by arbitration Number of PAPs approached the court

Indicators	Parameters Indicators
	Women concern
Economic	Entitlement of PAPs-land/cash Number of business re-established Utilization of compensation House sites/business sites purchased Successful implementation of Income Restoration Schemes
Grievance	Consultation for grievance redressal PAPs knowledge about their entitlements Cases referred to the court, pending and settled Number of grievance cell meetings The number of cases disposed of by SMU to the satisfaction of PAPs.

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

8.3 INDEPENDENT EVALUATION

As mentioned earlier, an Independent Evaluation Agency (IEA) will be hired by DMRC for mid and end-term evaluation. A detailed Terms of Reference for IEA is found as **Annexure 8.2**. The following should be considered as the basis for indicators in monitoring and evaluation of the project. The list of impact performance indicators suggested to monitor project objectives is delineated in **Table 8.2**.

TABLE 8.2
INDICATORS FOR PROJECT OUTCOME EVALUATION

Objectives	Risk Factor	Outcomes and Impacts
<ul style="list-style-type: none"> – The negative impact on persons affected by the project will be minimized. – Persons losing assets to the project shall be compensated at replacement cost. – The project-affected persons will be assisted in 	<ul style="list-style-type: none"> – Resettlement plan implementation may take longer time than anticipated – The institutional arrangement may not function as efficiently as expected – NGO may not perform the task as 	<ul style="list-style-type: none"> – The satisfaction of landowners with the compensation and assistance paid – Type of use of compensation and assistance by landowners – The satisfaction of structure owner with compensation and assistance – Type of use of compensation and assistance by structure owner – % of PAPs adopted the skill

Objectives	Risk Factor	Outcomes and Impacts
<p>improving or regaining their standard of living.</p> <ul style="list-style-type: none"> - Vulnerable groups will be identified and assisted in improving their standard of living. 	<p>efficiently as expected</p> <ul style="list-style-type: none"> - An unexpected number of grievances - Finding a suitable rehabilitation site for the displaced population - PAPs falling below their existing standard of living 	<p>acquired through training as only economic activity</p> <ul style="list-style-type: none"> - % of PAPs adopted the skill acquired through training as secondary economic activity - % of PAPs reported an increase in income due to training - % PAPs got trained in the skill of their choice - Role of NGO in helping PAPs in selecting trade for skill improvement - Use of productive asset provided to PAPs under on time economic rehabilitation grant - Type of use of additional assistance money by the vulnerable group - Types of grievances received - No. of grievances forwarded to GRC and time taken to solve the grievances - % of PAPs aware of the GRC mechanism - % of PAPs aware of the entitlement framework mechanism - PAPs opinion about NGO approach and accessibility

8.4 REPORTING REQUIREMENTS

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

Questionnaire for Social Survey

1. IDENTIFICATION

- 1.1 City/Town : _____ District : _____
- 1.2 Place/Location : _____ Chainage No.: _____
- 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 :
- 2.2 Name of the Respondent :
- 2.3 Religious Group: Hindu - 1 Muslim - 2 Christians - 3 Ja
- 4 Others (specify) - 5
- 2.4 Social Group: SC - 1 ST - 2 OBC - 3 Gen
- 4
- 2.5 Family Pattern : Joint - 1 Nuclear - 2 Individual - 3
- 2.6 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	Relationship to HH Head	Sex	Age (years)	Marital Status	Education	Any Disability	Any skilled family member
1								
2								
3								
4								
5								

- 3.10 Household's Main Occupation----- and Monthly Income(Rs)-----
- 3.11 Subsidiary Source ----- and Monthly Income (Rs.)-----
- 3.12 No. of Adult earning members-----
- 3.13 No. of dependents-----
- 3.14 Family annual expenditure: Rs. _____
- 3.15 Household Assets _____

4. COMMERCIAL/SELF EMPLOYMENT ACTIVITIES

- 4.1 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

- 4.2 Employment Pattern
 Owner/Operator -1
 Employed 1 to 5 persons -2
 Employed 5 & above -3

5. **VULNERABILITY**
1. HH below poverty line
 2. HH becoming BPL as a result of loss of livelihood/assets
 3. Female headed household
 4. Scheduled Caste
 5. Schedules Trbe

6. **INFORMATION ON AFFECTED PROPERTY**

6.1 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)	Impacted area (Sq.m)	
							P	F

Type of Use: 1. Residential, 2. Commercial, 3. Residential cum Commercial, 4. Other (Specify)
Cons. Type: 1. Kutchha, 2. Pucca, 3. Semi-pucca
Tenure status: 1. Own, 2. Rented, 3. Leasehold
Utility Connection: 1. Electricity; 2. Water; 3. Phone
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 _____

- 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 k.m.)

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)

**Terms of Reference
For Social Development Officer (R&R)**

Background:

The main objective of the Social Management Unit (SMU) in DMRC is to undertake resettlement and rehabilitation issues during project planning and implementation of Delhi MRTS Phase-IIIV so as to mainstream attention to social issues that may arise during Phase-IIIV implementation. The Social Development Expert (R&R) shall play a key role in taking forward the compensation and R&R issues, during the course of Phase-IV

Job Description:

- Manage day to day implementation of R&R activities and report the same to SMU.
- Monitor land acquisition and progress of R&R implementation;
- Supervise and monitor the activities of RAP implementation;
- Develop communication strategy for disclosure of RAP;
- Liaison with district administration for government's income generation and development programmes
- applicable for PAPs;
- Monitor physical and financial progress on land acquisition and R&R activities;
- Organize monthly meetings with support staff to review the progress on R&R implementation;
- Prepare monthly progress report and submit to SMU.

Qualification and Experience:

- Advanced degree (Master's) in relevant social sciences (Social Work and Sociology), and at least 10 years of relevant work experience.
- Substantial work experience in addressing issues covered by compensation, resettlement and rehabilitation in complex and difficult settings, across different sectors. Demonstrated capacity to translate analytical work related to resettlement and rehabilitation issues into advice and operational, actionable, recommendations.
- Passionate commitment to social development; Deep understanding of the relationship between social development, and those affected by involuntary resettlement.
- In-depth knowledge and professional experience with the social development issues faced by Delhi region would be a plus.



दिल्ली मेट्रो रेल कॉर्पोरेशन लि० DELHI METRO RAIL CORPORATION LTD.

(A JOINT VENTURE OF GOVERNMENT OF INDIA AND GOVT. OF DELHI)

Office of the Executive Director/Civil/P-II,
Press Enclave Road, Near Metro Station Malviya Nagar, New Delhi-110017

Date-27.01.2020

TO WHOMSOEVER IT MAY CONCERN

It is to inform that the public consultation and orientation program/ socio-economic survey for Delhi MRTS Tughlakabad to Aerocity corridor of phase-IV is scheduled to be conducted on 09.02.2020 to 10.02.2020 by Delhi Metro officials in your area at Shiv Mandir Ambedkar Nagar, Khanpur Market, Kendriya Vidhalaya Sangam Vihar. It is requested to kindly be available and cooperate.

जो कोई भी इससे संबंधित है उसके लिए

यह सूचित किया जाता है कि दिल्ली एमआरटीएस के तुगलकाबाद से एरोसिटी कॉरिडोर चरण -4 पर सार्वजनिक परामर्श कार्यक्रम/ सामाजिक-आर्थिक सर्वेक्षण आपके क्षेत्र (शिव मंदिर अम्बेडकर नगर, खानपुर मार्केट, केंद्रीय विध्यालय संगम विहार) में दिल्ली मेट्रो के अधिकारियों द्वारा 09.02.2020 से 10.02.2020 के बीच आयोजित किया जाना है। अनुरोध है कि कृपया उपलब्ध रहें और सहयोग करें।



रवि कपूर

कार्यकारी निदेशक/ परियोजना/II
दिल्ली मेट्रो रेल कॉर्पोरेशन लि०



CIN: U74899 DL 1995 GOI 068150

Tel. : 011-22754713

Fax : 011-22754657

दिल्ली मेट्रो रेल कॉर्पोरेशन लि० DELHI METRO RAIL CORPORATION LTD.

(A JOINT VENTURE OF GOVERNMENT OF INDIA AND GOVT. OF DELHI)

Office of the Chief Project Manager-3/Line-7
Ground Floor, Mayur Vihar Phase-I Metro Station, Delhi-110091

Date-15.01.2020

TO WHOMSOEVER IT MAY CONCERN

It is to inform that the public consultation program/ socio-economic survey for Delhi MRTS at R.k. Ashram to Derawal Nagar corridor of phase-IV is scheduled to be conducted on 01.02.2020 to 02.02.2020 by Delhi Metro officials in your area (Chitra-Gupt road at R.K.Ashram, Pul Bangash metro station, Ghantagahar chowk, near Vyaamshala at Sadar Bazar). It is requested to kindly be available and cooperate.

जो कोई भी इससे संबंधित है उसके लिए

यह सूचित करना है कि दिल्ली एमआरटीएस के आर.के. आश्रम से डेरावल नगर कॉरिडोर चरण -4 पर सार्वजनिक परामर्श कार्यक्रम/ सामाजिक-आर्थिक सर्वेक्षण आपके क्षेत्र (आर.के. आश्रम पर चित्रा-गुप्त रोड, पुल बंगश मेट्रो स्टेशन, घण्टाघर चौक, सदर बाजार पर व्यमशाला के पास) में दिल्ली मेट्रो के अधिकारियों द्वारा 01.02.2020 से 02.02.2020 के बीच आयोजित किया जाना है। अनुरोध है कि कृपया उपलब्ध रहें और सहयोग करें।

Sanjiv
15.1.20

संजीव कुमार

मुख्य परियोजना प्रबंधक -3

दिल्ली मेट्रो रेल कॉर्पोरेशन लि०

(मेट्रो भवन, फायर ब्रिगेड लेन, बाराखम्बा रोड़, नई दिल्ली-110001)

Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi-110001

Contract -DC-07

Sub: Minutes of Meeting of DMRC DC-07 Project officials with PAFs on 10th Feb 2020.

Venue: At Site Location Anandmayee Marg (Okhla Red Light, Lal Kuan).

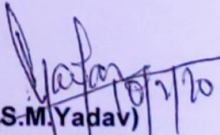
The meeting started at Okhla Red Light, Lal Kuan with brief introduction by the entire project related/affected members. It was attended by Shri S.M.Yadav, (PM/6A), Shri Siddharth Kashyap , (AEN 6A-2), Shri Ambuj Pandey , (JE), Shri Ajay Devanda , (JE) and Project Affected Families (PAF's).

Shri Siddharth Kashyap, (AEN) started the presentation on RPF (Resettlement Plan Framework). The presentation also consisted of salient features of DMRC Project DC-07, Compensation Matrix and Grievance Redressal Mechanism. These points were further elaborated in detail by Shri S.M.Yadav, PM/6A .The points related to land compensation matrix was raised by PAF Anandmayee Marg, which was answered in detail by officials of DMRC.

All the above questions were handled efficiently by PM/6A and other officials of DMRC. Most of the issues were sorted out in the meeting itself. Few queries, specially related to location where rehabilitation will take place was enquired by PAFs .They want resettlement nearby. It was explained to them that DMRC will pursue with the Delhi Urban Shelter Improvement Board (DUSIB), which is nodal agency for resettlement.

The meeting ended with vote of thanks by all officials to the PAFs of DMRC Project.

Encl: Attendance Sheet attached herewith


(S.M. Yadav)
Project Manager/6A

May kindly see
ED/C/P-2
seen.
10/2/20

pm/6A.

STAKEHOLDER CONSULTATION Meeting held at office of ED/C/P-II

Place	Date	No. of Attendees	Issues Discussed	Important views & Suggestions	DMRC reply
Khanpur Market	09.02.2020	Approx. 50 (Male - 40 Female - 10)	Rehabilitation	- All shop keepers should be rehabilitated in nearby area before demolition	- Agreed. They will be rehabilitated within <u>500m</u> distance.
			Compensation	- Compensation should be given on market rate - Tenants should be compensated with transport allowance	- Compensation will be as per Entitlement matrix
			Loss of revenue	- They should be compensated thrice the market rate for loss of revenue during construction stage	- Compensation will be as per Entitlement matrix
Anandmayee Marg	10.02.2020	Approx. 20 (Male - 14 Female - 6)	Rehabilitation	- Jhuggies coming in work area should be rehabilitated in nearby area before demolition	- Agreed. They will be rehabilitated within <u>nearby</u> area.
			Compensation	- Compensation should be given on market rate - families should be compensated with transport allowance	- Compensation will be as per Entitlement matrix
			Employment	- During construction and operation phase of the project, the PAPs should be provided job opportunities	- This will be as per Entitlement matrix and qualification.



PUBLIC ORIENTATION PROGRAM

Corridor Sangam Vihar-Saket-'G' (DC-04)

Location KHANPUR (M.B. Road)

Date: 09.02-2020

S.No.	Name of the Person	Address	Mobile No.	Email ID	Signature
1	MAHESH CHAUDHARY	27 Paj Kotli Khanpur	9350317771		
2	DR. MARGAN	35 Paj Kotli	9811077687		Hangyas
3	SATPAL	7A KHANPUR	9650722471		Sahel
4	ASHAK	35 A KHANPUR	9871982727		Rajob
5	MAHENDER SINGH	M.B. Road Khanpur	9873001415		Chaitany
6	RAJ KUMAR	215 P.N.B KHANPUR	9810050668		Rajiv
7	Rejinder Chawla	D-56, Khanpur	9810046457		Ramesh
8	Krishan Chandel	56, Khanpur	9810384857		Kavya
9	Danu Singh	P134 Ambar	99040423		Devi
10	Pratik	P156 Kancer Jha	9971534877		Pratik
	Geetanjali	D/S6/3	9810900850		

S.No.	Name of the Person	Address	Mobile No.	Email ID	Signature
12	Nirayan	83B Khepur	9968911888		
13	Bijender	3A Khepur	8730191580		
14	Sakshy	56D Khepur	9871011920		
15	Indu Sharma	8175 Masheer	9871807570		
16	Anguri Devi (65 yrs)	Shop 38, Khepur, MB Road.			
17	Anita (28 yrs)	Shop 38, Khepur, MB Road			अनिता
18	Neelu (22 yrs)	Shop 37, Khepur, MB Road			नीलु
19	Pooja (40 yrs)	Shop 36, Khepur, MB Road			पूजा
20	Pritya (27 yrs)	Shop 35, Khepur, MB Road			प्रिया
21	Shweta (22 yrs)	Shop 33, MB Road, Khepur			श्वेता
22	Laxmi (26 yrs)	Shop 32, Khepur, MB Road			लक्ष्मी
23	Kajal (21 yrs)	Shop 31, Khepur, MB Road			काजल
24	Anju (34 yrs)	Shop 29, Khepur, MB Road			अंजु

25. Hemlata (25 yrs) Shop 25, Khepur, MB Road.
 Sheet 4 of 4

Name	Address	Signature	Mobile No (16)
1 H.C. SARHUJA	56-D, Khampur		9811011933 9811671933
2 H.C. SARHUJA	94 Khampur		9911043982
3 Ravi Kumar	94 Shop Khampur - Ravi		991016077
4 SHYAM YADAV	97, M.B. Road, Khampur Dist.		9810946840
5 Lalit Kumar	94, M.B. Road Khampur Dist.		9818720432
6 Yogender	F-14 MB Road Khampur Dist.		9211630543
7 DEEPAK MALHOTRA	C-54 MB Road Khampur Dist.		9810464626
8	C-54 MB Road MB Dist.		9211344401
9 VINAY AGGARWAL	C-54, Khampur Main Market		7827070801
10 JAS SINGH	11 KHAMPUR.		92183414
11 JAI KARAN			9911200222
12 SHRI PAL			
13 Rohul			
14 Shyam Sunder	22/231 M.B. Road Khampur		9654307503
15 A.K. JAIN	20/223, M.B. Road Khampur		9818298032 9810117742
16 Gaurishankar Goyal (Goyal Diamond Tools)	22/227 M.B. Road Khampur		
17 Sanjeev Sirohi	38/4 M.B. Road Khampur		9910326330
18 SANTAY Goyal	Shop No 22 MB Road Khampur		9810074056
19 Satish Jindal	22/227 M.B. Road Khampur		9818227393
20 ANIL JARA CHAND	22/230 MB Road Khampur		9268376761
21 KRISHAN Kumar	A-54 Khampur		9810384857
22	A-54 Khampur		9810384857
23 Jitender Singh	D-56 Khampur		9971109090
24 Nilanjana Sirohi	3/56 Khampur		8130400880
25 Tilkam Singh	26 Khampur		931018588

Public Consultation Programme (Anandmayee Marg)
Attendance Sheet

Date 10.02.2020

S. No.	Name	Gender	Signature	Remarks
1.)	Sanjay Kumar	M	Sanjay Kumar	
2.)	Ram Singh	M	Ram Singh	
3.)	Sagar	M	Sagar	
4.)	Sunny Padiyar	M	Sunny	
5.)	Praveen Kumar	M	Praveen	
6.)	Sunil Padiyar	M	Sunil	
7.)	Mangal Rathor	M	Mangal	
8.)	Ravi	M	Ravi	
9.)	Pawan	M	Pawan	
10.)	Baljeet	M	Baljeet	
11.)	Sahil	M	Sahil	
12.)	Darshath Bhati	M	Darshath	
13.)	Mamta	F	Mamta	
14.)	Golu	M	Golu	
15.)	Geeta	F	Geeta	
16.)			Geeta	
17.)	Geeta	F	Geeta	
18.)	Sonu	M	Sonu	
19.)	Seema	F	Seema	
20.)	Pinki Devi	F	Pinki Devi	
	Lali	F	LALI	

NOTE

Dated: 03.02.2020

Sub: Minutes of Stakeholder Consultation Meeting

Location: Ghanta Ghar

Date: 02.02.2020

The Meeting was attended by Sh. Saurabh Sharma (PM-3A), Sh. Virender Kumar Sattawan (XEN), Lokesh (JE), Sachin Shakya (JE), Vijay Kumar (JE), Ashish Kumar (JE), Priyum Swarup (JE), Rohit Jamun (JE), Satinder (Surveyor) and project-affected people of the Ghanta Ghar locality. Attendance sheet is attached herewith.

DMRC team delivered a presentation on the Phase-IV project. The presentation touched upon the brief about R K Ashram – Janakpuri West corridor, construction schedule, silent features of DMRC project, resettlement policy framework, entitlement matrix and grievance redress mechanism in DMRC. The project manager Sh. Saurabh Sharma further elaborated on these points and the team provided answers to questions raised by the affected people. Main questions raised by the PAF and reply given by the DMRC team is given below.

Issues Discussed	Important views & Suggestions	DMRC reply
Loss of revenue	- DMRC should compensate for the loss of revenue during the construction stage	- This request will be examined against the Land Acquisition Act, 2013.
Compensation	- Compensation should be given at market value - Compensation should be given in cash for loss of buildings - Though they appreciate metro, a development that's affects their livelihood is not preferred	- Compensation will be as per Entitlement matrix - To keep the integrity and transparency in money transaction it was recommended to use cheque or digital payments
Safety	- DMRC should ensure the safety of shops/buildings during the construction stage	- Safety is paramount for DMRC and all measures will be taken to avoid any mishap
Air Pollution	- Dust generation during construction should be avoided	- All measures will be taken to minimize dust emission during the construction stage
Loss of revenue Compensation Safety	- DMRC should compensate for the loss of revenue during the construction stage	- This request will be examined against the Land Acquisition Act, 2013.
	- Compensation should be given at market value - Compensation should be given in cash for loss of	- Compensation will be as per Entitlement matrix - To keep the integrity and transparency in money transaction it was

XEN-1/IV

	buildings - Though they appreciate metro, a development that's affects their livelihood is not preferred	recommended to use cheque or digital payments
--	---	---

W
A
XEN-1/14

Encl: a/a



Saurabh Sharma
Project Manager/3A

Attendance Sheet

Location: Ghanta Ghar

Date of meeting:

Sl. No.	Name	Gender	Signature	Remarks
1.	Vivender Kumar	M		
2.	Rakesh	M		
3.	Rohit Jaisun	M		
4.	Vijay Kumar	M		
5.	Jitender Kumar yadav	M		
6.	Dharmender Kumar	M		
7.	Sachin Shukya	M		
8.	Nishant Sharma	M		
9.	Man Mohan	M		
10.	Rakesh	M		
11.	Asha Sharma	F		
12.	Priyam	M		
13.	Ashish Kumar	M		
14.	Manish Kumar	M		
15.	Kapil Sharma	M		
16.	Rakha Khandelwal	F		
17.	Kartik	M		
18.	Amit Kumar	M		
19.	Chandan Sahas	M		
20.	Jitender Kumar	M		
21.	Ramesh Chand	M		
22.	Ravi Kant Kumar	M		
23.	Saurabh Sharma	M		
24.	Satinder Singh	M		
25.	Nitin	M		
26.	Puneet Kumar	M		
27.	Ravi	M		
28.	Indu Kumari	F		
29.	Dev Kumar	M		
30.	Ashok Kumar	M		
31.				
32.				
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37.				
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39.				
40.				
41.				
42.				

NOTE

Dated: 03.02.2020

Sub: Minutes of Stakeholder Consultation Meeting

Location: Pul Bangash

Date: 01.02.2020

The Meeting was attended by Sh. Saurabh Sharma (PM-3A), Sh. Virender Kumar Sattawan (XEN), Lokesh (JE), Sachin Shakya (JE), Vijay Kumar (JE), Ashish Kumar (JE), Priyum Swarup (JE), Rohit Jamun (JE), Satinder (Surveyor) and project-affected people of the Pul Bangash locality. Attendance sheet is attached herewith.

DMRC team delivered a presentation on the Phase-IV project. The presentation touched upon the brief about R K Ashram – Janakpuri West corridor, construction schedule, silent features of DMRC project, resettlement policy framework, entitlement matrix and grievance redress mechanism in DMRC. The project manager Sh. Saurabh Sharma further elaborated on these points and the team provided answers to questions raised by the affected people. Main questions raised by the PAF and reply given by the DMRC team is given below.

Issues Discussed	Important views & Suggestions	DMRC reply
Land acquisition	- The private land acquisition should be avoided - Entry/Exit structure should be accommodated in the MCD dispensary	- Due to site constraints /land constraints, private land acquisition is necessary
Loss of revenue	- DMRC should compensate for the loss of revenue during the construction stage	- This request will be examined against the Land Acquisition Act, 2013.
Safety	- DMRC should ensure the safety of shops/buildings during the construction stage	- Safety is paramount for DMRC and all measures will be taken to avoid any mishap
Rehabilitation	- DMRC should shift the shops, not beyond 100m	- It was informed that DMRC will look into this suggestion based on site condition and availability of land
Land acquisition	- The private land acquisition should be avoided - Entry/Exit structure should be accommodated in the MCD dispensary	- Due to site constraints /land constraints, private land acquisition is necessary
Loss of revenue	- DMRC should compensate for the loss of revenue during the construction stage	- This request will be examined against the Land Acquisition Act, 2013.

XEN-1/IV

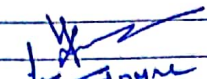
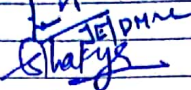
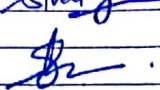
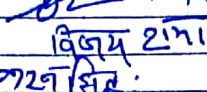
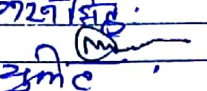
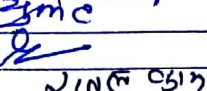
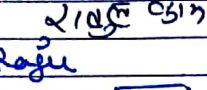
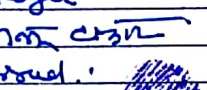
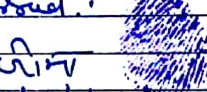
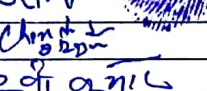
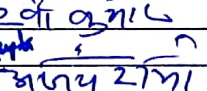
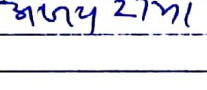
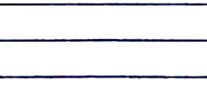
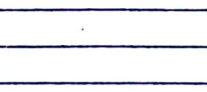
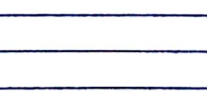
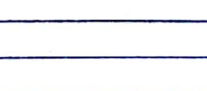

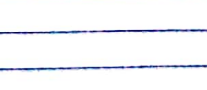
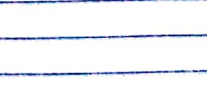
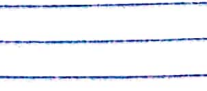
Saurabh Sharma
Project Manager/3A

Encl: a/a

Attendance Sheet

Location: Pol Bangash

Date of meeting:

Sl. No.	Name	Gender	Signature	Remarks
1.	Virender Kumar	M		
2.	lokesh	M		
3.	Sachin shakya	M		
4.	Vijay yadav	M		
5.	vivek	M		
6.	Vijay Sharma	M		
7.	Karan Singh	M		
8.	Manish Kumar	M		
9.	Somit	M		
10.	Satendar Singh	M		
11.	Rahul Kumar	M		
12.	Raju	M		
13.	Manu Thakur	M		
14.	Irsad	M		
15.	Mr. Farq	M		
16.	Nazim	M		
17.	chandan Sahas	M		
18.	Ravi Kumar	M		
19.	Avdesh gupta	M		
20.	Ajuy Sharma	M		
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NOTE

Dated: 03.02.2020

Sub: Minutes of Stakeholder Consultation Meeting

Location: R K Ashram


Date: 01.02.2020

The Meeting was attended by Sh. Saurabh Sharma (PM-3A), Sh. Virender Kumar Sattawan (XEN), Lokesh (JE), Sachin Shakya (JE), Vijay Kumar (JE), Ashish Kumar (JE), Priyum Swarup (JE), Rohit Jamun (JE), Satinder (Surveyor) and project-affected people of the R K Ashram locality. Attendance sheet is attached herewith.

DMRC team delivered a presentation on the Phase-IV project. The presentation touched upon the brief about R K Ashram – Janakpuri West corridor, construction schedule, silent features of DMRC project, resettlement policy framework, entitlement matrix and grievance redress mechanism in DMRC. The project manager Sh. Saurabh Sharma further elaborated on these points and the team provided answers to questions raised by the affected people. Main questions raised by the PAF and reply given by the DMRC team is given below.

Issues Discussed	Important views & Suggestions	DMRC reply
Station Location	- Station location should be shifted 300m backwards to avoid any disturbance	- Due to site constraint, it is not feasible
Loss of revenue	- DMRC should compensate for the loss of revenue during the construction stage	- This request will be examined against the Land Acquisition Act, 2013.
Compensation	- Compensation during construction stage along with shifting allowance and DMRC should construct new shops	- This request will be examined against the Land Acquisition Act, 2013.
Employment	- During the construction and operation phase of the project, the PAPs should be provided with job opportunities	- This will be as per Entitlement matrix
Station Location	- Station location should be shifted 300m backwards to avoid any disturbance	- Due to site constraints, it is not feasible
Loss of revenue	- DMRC should compensate for the loss of revenue during the construction stage	- This request will be examined against the Land Acquisition Act, 2013.

XEN-1/IV



Saurabh Sharma
Project Manager/3A

Encl: a/a

Attendance Sheet

Location: R.k Ashram

Date of meeting:

Sl. No.	Name	Gender	Signature	Remarks
1.	Virender Kumar Pattanjan	M		
2.	Lokesh	M		
3.	Satinder Singh	M		
4.	Sachin Shukya	M		
5.	Md. Wakil	M		
6.	Manglu	M		
7.	Farooq Alam	M		
8.	Nitin Kohiya	M		
9.	Rizwan Shakil Alam	M		
10.	Abdul Zamil	M		
11.	Mohan Kumar	M		
12.	Mujhan Anwar	M		
13.	Fayyaz Uddin	M		
14.	Vijay Yadav	M		
15.	Md. Jahuddin	M		
16.	Janilaluddin	M		
17.	Ashfaq	M		
18.	Mahender Singh	M		
19.	Durga Singh	M		
20.	Subhash	M		
21.	Wasim	M		
22.	Irfan	M		
23.	Muzlu	M		
24.	Om Prakash	M		
25.	Santosh Kumar	M		
26.	Priyam	M		
27.	Ashish Kumar	M		
28.	Chandan Singh	M		
29.	Sumit Kumar	M		
30.	Munish Kumar	M		
31.	Dil Bahadur	M		
32.	Shakti Dehka	M		
33.	Prudeep Kumar	M		
34.	Ram Prasad	M		
35.	Ajay Sharma	M		
36.	Birender Sharma	M		
37.	Premod Rai	M		
38.	Andra Devi	F		
39.	Rinku Kumar	M		
40.	Amay Rai	M		
41.	Sanjay	M		
42.	Sanat Lal	M		

Attendance Sheet

Location:

Date of meeting:

Sl. No.	Name	Gender	Signature	Remarks
1.	Ma Nizamuddin	M	मो. निजामुद्दीन	
2.	Birender Kushwaha	M	Birender	
3.	Ma Moshim	M	मो. मोशिम	
4.	Agim	M	Agim	
5.	Amar	M	शरार	
6.	Rohit jomon	M	Rohit	
7.	Ravi Kant	M	Ravi	
8.	Jitenver kr. yadav	M	Jiten	
9.	Rahul Dubey	M	Rahul	
10.	Munoj	M	मनोज	
11.	Rakesh kukkar	M	Rakesh	
12.	Nitha	M	Nitha	
13.	Anresh	M	Anresh	
14.	prudeep	M	प्रदीप	
15.	Asha Devi	F	अशा देवी	
16.	prem Chand	M	Prem	
17.	Ramesh Chand	M	Ramesh	
18.	Ashok Kumar	M	अशोक	
19.	Raj Kumar	M	Raj Kumar	
20.	Prudeep Raj	M	प्रदीप	
21.	Sushma Devi	F	सुशमा देवी	
22.	Anurag	M	Anurag	
23.	Kamrul Kumar	M	Kamrul	
24.	Sangeev Jha	M	Sangeev	
25.	puneet sharma	M	Puneet	
26.	Komal wati	F	Komal	
27.	Ravi sharma	M	Ravi	
28.	Lalit Kumar	M	Lalit	
29.	Joyti Kumari	F	Joyti Kumari	
30.	Ram Singh	M	Ram	
31.	lokesh Kumar	M	Lokesh	
32.	Arnav Singh	M	Arnav	
33.	md. fazal	M	मो. फजल	
34.	Rakesh	M	Rakesh	
35.	Sonu Kumar	M	Sonu	
36.	Chintu Kumar	M	Chintu Kumar	
37.	Satinder pal	M	Satinder	
38.	pneet kumar	M	Pneet	
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NOTE

Dated: 03.02.2020

Sub: Minutes of Stakeholder Consultation Meeting

Location: Sadar Bazar

Date: 01.02.2020

The Meeting was attended by Sh. Saurabh Sharma (PM-3A), Sh. Virender Kumar Sattawan (XEN), Lokesh (JE), Sachin Shakya (JE), Vijay Kumar (JE), Ashish Kumar (JE), Priyum Swarup (JE), Rohit Jamun (JE), Satinder (Surveyor) and project-affected people of the Sadar Bazar locality. Attendance sheet is attached herewith.

DMRC team delivered a presentation on the Phase-IV project. The presentation touched upon the brief about R K Ashram – Janakpuri West corridor, construction schedule, silent features of DMRC project, resettlement policy framework, entitlement matrix and grievance redress mechanism in DMRC. The project manager Sh. Saurabh Sharma further elaborated on these points and the team provided answers to questions raised by the affected people. Main questions raised by the PAF and reply given by the DMRC team is given below.

Issues Discussed	Important views & Suggestions	DMRC reply
Station Location	- The station should be constructed on the road	- Due to site constraint, it is not feasible
Compensation	- Compensation should be at least twice the market rate	- Compensation will be as per Entitlement matrix
Rehabilitation	- Shops for shop – All shop keepers should be rehabilitated by constructing market complex in the nearby area	- Compensation/ rehabilitation will be as per Entitlement matrix
Loss of revenue	- They should be compensated thrice the market rate for loss of revenue during the construction stage	- This request will be examined against the Land Acquisition Act, 2013.
Air pollution	- Dust generation during construction should be avoided	- All measures will be taken to minimize dust emission during the construction stage
Benefits of metro rail	- How the proposed metro rail benefits the people at large	- Faster and reliable mode of travel - Income generation options - Less pollution and environment friendly etc


XEN-1/IV


Saurabh Sharma
Project Manager/3A

Encl: a/a

Attendance Sheet

Location: Sadar Bazar

Date of meeting:

Sl. No.	Name	Gender	Signature	Remarks
1.	Vivender kumar	M		
2.	lokesh	M		
3.	Vijay kumar	M		
4.	Rohit Jansen	M		
5.	Ashish kumar	M		
6.	priyam	M		
7.	Saurabh Sharma	M		
8.	Chander Sahar	M		
9.	Anit kumar	M		
10.	Trilokinath	M		
11.	Chalesh	M		
12.	Suresher Rajpal	M		
13.	Ramesh	M		
14.	Raju	M		
15.	Satpal Singh	M		
16.	Satinder Singh	M		
17.	Rampal	M		
18.	Bhajan Lal	M		
19.	Mahinder pal	M		
20.	Manish kr	M		
21.	Mantu	M		
22.	prudeep. kr.	M		
23.	Ma. Shakil	M		
24.	Rohit Sharma	M		
25.	Audhesh Gupta	M		
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DELHI METRO RAIL CORPORATION
Phase III Corridors of Delhi Metro

Monitoring of RAP Implementation

Report for the month of

Part-I: Quantitative monitoring format

Activity	Indicator	Target		Achievement	
		This Month	Cumulative	This Month	Cumulative
Staffing	Number of DMRC staff on the project by job function				
	Number of other line agency officials available for tasks				
Verification of impact	No. of project affected households				
	No. of project affected people				
	No. of people loss residence				
	No. of people loss livelihood				
	No. of people displace				
Resettlement	No. of people provided with ID Card				
	No. of resettlement sites developed				
	No. of people received compensation before starting construction activities				
	Area of private land acquired				
	Area of Govt. land acquired				
	No. of people resettled				
	No. of religious properties relocated				
	No. of community properties relocated				
	No. of Govt. properties relocated				
Rehabilitation	No. of training agencies identified				

Activity	Indicator	Target		Achievement	
		This Month	Cumulative	This Month	Cumulative
	No. of people undergone skill development training				
	No. of people restarted their income restoration activities				
	No. of new enterprises started				
Grievance Redressal	No. of grievance redress committee formed				
	No. of grievance redress committee meetings conducted				
	No. of grievances received				
	No. of grievances addressed				
Public consultation/ 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 Aps				
	No. of locations where the list of entitled persons displayed				
Review and Monitoring	No. of staff meetings conducted at PIU level				
	Date of appointment of Independent Evaluation Agency (IEA)				
	Frequency of submitting progress reports				
Awareness programs	No. of HIV/AIDS awareness programs conducted				

Activity	Indicator	Target		Achievement	
		This Month	Cumulative	This Month	Cumulative
	No. of hotspots identified				
	No. of road safety awareness programs conducted.				
Fund utilization	Funds utilized				

Part-II- Qualitative Monitoring format

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

Signature

Name and Designation of the Reporting officer

Place:

Date:

ANNEXURE 8.2**Terms of Reference for Independent Evaluation Agency****1. Project Description**

Delhi Metro Rail Corporation (DMRC) has already implemented Phase I and Phase II and Phase-III of the Metro network in Delhi. Now DMRC is in process to implement the phase IV of Delhi Metro. The project involves construction of four corridors. The project gives utmost importance to the Rehabilitation and Resettlement of project affected families. Accordingly, a Resettlement Action Plan has been developed for implementation.

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

2. Scope of Work of IEA- Generic

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

3. Scope of work- Specific

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

- Review pre-displaced baseline data on income and expenditure, occupational and livelihood patterns, arrangements for use of common property, social organization, community organizations and cultural parameters.
 - To review and verify the progress in land acquisition/resettlement implementation of subproject on a sample basis and prepare reports for the EA.
 - To evaluate and assess the livelihood opportunities and income as well as quality of life of affected persons of project induced changes.
-

- To evaluate and assess the adequacy and effectiveness of consultative process with affected persons, particularly those vulnerable, including the adequacy and effectiveness of grievance procedures and legal redress available to the affected parties and dissemination of information about these.
- Identify an appropriate set of indicators for gathering and analyzing information on resettlement impacts; the indicators shall include but not limited to issues like restoration of income and living standards and level of satisfaction by the APs in post-resettlement period.
- Review results of internal monitoring and verify claims through random checking at the field level to assess whether resettlement objectives have been generally met. Involve the APs, host population, and community groups in assessing the impact of resettlement for monitoring and evaluation purposes.
- Conduct both individual and community level impact analysis through the use of formal and informal surveys, key informant interviews, focus group discussions, community public meetings, and in-depth case studies of APs and host population from various social classes to assess the impact of resettlement.
- Identify the strengths and weaknesses of basic resettlement objectives and approaches, implementation strategies, including institutional issues, and provides suggestions for improvements in future resettlement policy making and planning

4. Time frame and Reporting

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

5. Qualifications

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

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

6. Budget and Logistics

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