

RATIONALE

Following contents were prepared for the purpose of the JICA Environmental Review for Delhi Metro Phase IV Priority Corridors. Descriptions and analyses in this document are the most updated information against the Social Impact Assessment for Priority Corridors of Delhi Metro Phase-IV in June 2020.

Upon finalization of the contents based on the JICA environmental review, DMRC will compile all addendum and corrigendum into one document and disclose it on DMRC web site with the Social Impact Assessment for Priority Corridors of Delhi Metro Phase-IV in June 2020. The addendum/corrigendum may also be disclosed at JICA website if it is required.

CHAPTER-6 INFORMATION DISCLOSURE AND PUBLIC CONSULTATION

In compliance with JICA Guidelines for Environmental and Social Considerations, April 2010 (JICA E&S GL), the project proponents are required to publicly disclose information about the environmental and social considerations of the projects and seek the opinion/suggestions of the stakeholders through Public Consultation. As a JICA loan proponent, Delhi Metro Rail Corporation Ltd. (DMRC) has been committed to the stakeholder engagement as per the JICA E&S GL.

As per the JICA E&S GL categorization, the proposed project, Phase IV priority corridors, is category "A" due to the projects in sensitive sectors-railway¹. Definition of the Category A project is given in the following box.

Category A: Proposed projects are classified as Category A if they are likely to have significant adverse impacts on the environment and society. Projects with complicated or unprecedented impacts that are difficult to assess, or projects with a wide range of impacts or irreversible impacts, are also classified as Category A. These impacts may affect an area broader than the sites or facilities subject to physical construction. Category A, in principle, includes projects in sensitive sectors, projects that have characteristics that are liable to cause adverse environmental impacts, and projects located in or near sensitive areas. An illustrative list of sensitive sectors, characteristics, and areas is provided in Appendix 3 of JICA Guidelines.

Source: JICA Guidelines for Environmental and Social Considerations, April 2010

6.1 INFORMATION DISCLOSURE

The information disclosure and public consultation are important tools for disseminating information of the project, its environmental and social impacts and consulting all relevant stakeholders of the host country as per Sections 2.2 and 2.4 of JICA's Guidelines.

DMRC's information disclosure strategy includes wide dissemination of project-related information, in print and electronic media regarding significant project details. Such dissemination is carried out both during construction and operation by DMRC's Public Relations Department and is aided by interviews and public discussions in which very senior DMRC management participate. The public is thus kept well informed and all significant issues concerning the public are incorporated in DMRC's web site for the techno-savvy. Furthermore, the project SIA report is also accessible to the public. Copies of the report are available not only in the DMRC office but in other government offices. The report will also be web hosted by DMRC from where it can be downloaded.

As per information disclosure strategy, the details on the Social Impact Assessment Report were presented to the people living near the corridors through Social Public Consultation. The stakeholders were communicated about the venue, time and date in advance. These were fixed in consultation with the Resident Welfare Associations (RWA) and Shopkeepers Association (SA) of the area along the corridors.

¹ Appendix 3. Illustrative List of Sensitive Sectors, Characteristics, and Areas, JICA Guidelines for Environmental and Social Considerations, 2010

In the subsequent sections, the outcomes of the public consultations organized have been discussed and presented.

6.2 COORDINATION AND HOLDING PUBLIC CONSULTATIONS

Detailed and extensive consultations had been carried out during the environmental baseline and socio-economic survey stages as well as the draft report stage from 2013 to 2020 along the communities of Impacts with project affected persons such as traders, women, squatters, kiosks and other inhabitants within the COI (corridor of Impact). The objective of such consultations was to inform affected persons about the project, its features (such as nature of physical constructions, alignment *etc.*), expected impacts, policies that govern project-related land acquisitions and R&R benefits such as compensation, income restoration, employment generation, information flow, grievance redress *etc.* This report incorporates all issues raised during public consultations and recommends institutional strengthening measures in response to issues raised. The following methods were adopted for conducting public consultation:

- Informal individual/group consultation by the field surveyors that informed the PAPs about the project, purpose of survey and clarifications on their queries.
- In-depth individual interviews/discussion with key representatives RWAs, Trade Associations *etc.*;
- Public Consultation with the affected families' representatives RWAs, Trade Associations *etc.*

6.3 METHODOLOGY ADOPTED FOR PUBLIC CONSULTATIONS

The methodology adopted for conducting public consultations included the following:

- **Information to PAPs:** The PAPs were informed before and about the purpose of the meeting.
- **Identification of Suitable Venue:** These venues were chosen in a way so that they can be easily approached by the PAPs/PAFs.
- **Formal Invitation to participants for the meeting:** A formal invitation was sent to all concerned about the public consultation 15 days in advance (**Annexure 6.1**). Further, follow up was done telephonically.

Conscious efforts were made to ensure higher representation of women, amongst the project affected persons. During the final draft stage consultation in 2019 and 2020, between 20-80 persons turned up for each consultation meeting. The procedure followed to ensured that participants represented the socio-economic strata of the project affected population.

During the public consultation, the public was informed about the project description, issues related to land acquisition, compensation, income restoration, employment generation, information flow, grievance redressal, safety, role of administration *etc.* were discussed. The public was also informed about the project benefits. The mode of information disclosure was PowerPoint Presentation in English and the mode of presentation was in Hindi (vernacular language). The environmental public consultations meeting on an average lasted 1 hour. Minutes of the public consultations were recorded

on paper.

6.4 PUBLIC CONSULTATION

The Public consultations had been carried out in three stages during the initial planning stage in 2013 and design and final design stages between 2019 and 2020. The details of public consultation in stages are presented below:

6.4.1 Initial Design Stage between August and October 2013:

During the initial planning stages of social-economic survey process, multiple Focus Group Discussions (FGDs) were held with project affected people, resident welfare associations, trade associations etc. along the potentially impacted area along the Phase IV corridors summarized in the Table 6.1. During focus group discussion, issues related to land acquisition, compensation, income restoration, employment generation, information flow, grievance redressal, safety, role of administration etc. were discussed. Also, the proposed methodologies for the survey were explained. Participants raised concerns and opinions and DMRC and its technical consultants responded those concerns and opinions. There were approximately 10-12 participants in each FGD. The key participants included both individuals and groups namely (i) head of households; (ii) household members; (iii) small business entrepreneurs (SBEs); (iv) local people. Summary of FGD locations and dates are given in Table 6.1.

Table 6.1
DETAILS OF FOCUS DISCUSSION HELD

Sl. No.	Location	Date	No. of Participants
1.	Azadpur	14.08.2013	Approx. 10 to 12 per FGD (approx. 1 to 2 women)
2.	Peeragarhi	23.08.2013	
3.	Khanpur		
4.	Rangpuri village Mahipalpur		
5.	Jagatpur Village	02.09.2013	
6.	LNJP Hospital		
7.	Sheikh Sarai	10.09.2013	
8.	Andrews Ganj		
9.	Bawana Industrial Area	07.10.2013	
10.	Anajamandi Narela		

6.4.2 Final Design Stage in September 2019:

During the final planning stage of the EIA 2020 and SIA 2020, joint Focus Group Discussions (FGDs) for EIA and SIA were held with project affected people, resident welfare associations, trade associations etc. for each location on dates mentioned in the Table 6.2. During FGDs, the potential impacts due to the project during the construction and operation phases explained. Issues related to land acquisition, compensation, income restoration, employment generation, information flow, grievance redressal, safety, role of administration etc. were discussed. The issues raised by participants were addressed. There were approximately 8-10 numbers of participants in each consultation. The key participants included both individuals and groups namely (i) head of households;

(ii) household members; (iii) small business entrepreneurs (SBEs); (iv) local people. The details of such meetings are tabulated in Table 6.2.

Table 6.2
DETAILS OF FOCUS DISCUSSION HELD

Sl. No.	Location	Date	No. of Participants
1.	Pul Bangash Area	04.09.2019 – 05.09.2019	Approx. 8 to 10 per FGD (approx. 1 to 2 women)
2.	R K Ashram Area		
3.	Sadar Bazar Area	06.09.2019 – 07.09.2019	
4.	Ghanta Ghar Area		
5.	Khanpur Market Area	12.09.2019 – 14.09.2019	

6.4.3 Draft Final EIA & SIA Stage in February 2020:

In addition to above, during the draft final stage of the SIA2020 and EIA2020, six public consultations for EIA and SIA were conducted during February 2020. The outcomes of these public consultations had been recorded and analyzed for incorporation in both EIA and SIA Report in June 2020. Suitable recommendations have been made in project planning, design and operation based on the relevant outcomes of the consultation process. The venue, date and number of participants of such public consultations are presented in Table 6.3.

Table 6.3
DETAILS OF PUBLIC CONSULTATIONS HELD

Sl. No.	Location	Date	No. of Participants*
1.	Pul Bangash	01.02.2020	20(0)
2.	R K Ashram	01.02.2020	80(5)
3.	Sadar Bazar	01.02.2020	25(0)
4.	Ghanta Ghar	02.02.2020	30(3)
5.	Khanpur Market	09.02.2020	50(10)
6.	Anandmayee Marg	10.02.2020	20(6)

* No. in parenthesis denote female participants present in the meeting

During the public consultation, the public was informed about the project description, issues related to environment, issues related to land acquisition, compensation, income restoration, employment generation, safe mode of transportation, road accident information flow, grievance redressal, safety, role of administration etc. The public was also informed about the project benefits. The mode of information disclosure was Power Point Presentation in English and the mode of presentation was in Hindi (vernacular language).

6.4.4 Key Findings of Consultations

The key findings of the initial planning stage FGDs in 2013 are presented in Table 6.4. Minutes of consultations are placed at **Annexure 6.2**.

Table 6.4
KEY FINDINGS OF INITIAL PLANNING STAGE FGDS IN 2013

Place & Date	Issues Discussed	Important views, questions & Suggestions	DMRC reply
Azadpur 14.08.2013	- Social Issues	<ul style="list-style-type: none"> - DMRC should compensate for the loss of revenue during the construction stage - The private land acquisition should be avoided - Though they appreciate metro, a development that's affects their livelihood is not preferred 	<ul style="list-style-type: none"> - This request will be examined against the provisions of the Act - Due to site constraints /land constraints, private land acquisition is necessary - Metro is a Public project for the benefit of citizens of Delhi
Peeragarhi 23.08.2013	- Social Issues	<ul style="list-style-type: none"> - Compensation should be given at market value - DMRC should ensure the safety of shops/buildings during the construction stage - How the proposed metro rail benefits the people at large 	<ul style="list-style-type: none"> - Compensation will be as per Entitlement matrix - Safety is paramount for DMRC and all measures will be taken to avoid any mishap
Khanpur 23.08.2013	- Social Issues	<ul style="list-style-type: none"> - How the proposed metro rail benefits the people at large - All shop keepers should be rehabilitated in the nearby area before demolition 	<ul style="list-style-type: none"> - Faster and reliable mode of travel - Income generation options - Less pollution and environment friendly etc - Rehabilitation of shopkeepers within the project area will be worked out in the later stages
Rangpuri Village Mahipalpur 23.08.2013	- Social Issues	<ul style="list-style-type: none"> - During the construction and operation phase of the project, the PAPs should be provided with job opportunities - Compensation should be given in cash for loss of buildings 	<ul style="list-style-type: none"> - This will be as per Entitlement matrix and qualification. - Cash payment is not feasible
Jagatpur Village 02.09.2013	- Social Issues	<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

Place & Date	Issues Discussed	Important views, questions & Suggestions	DMRC reply
LNJP Hospital 02.09.2013	- Social Issues	- DMRC should take measures to manage traffic during construction - DMRC should compensate for the loss of revenue during the construction stage	- Measures will be taken to minimize traffic issues during construction - This request will be examined against the provisions of the Act
Sheikh Sarai 10.09.2013	- Social Issues	- Compensation during construction stage along with shifting allowance and DMRC should construct new shops - During the construction and operation phase of the project, the PAPs should be provided with job opportunities	- This request will be examined against the provisions of the Act. - This will be as per Entitlement matrix
Andrews Ganj 10.09.2013	- Social Issues	- DMRC should compensate for the loss of revenue during the construction stage - DMRC should ensure the safety of shops/buildings during the construction stage - From Noida and Andrews ganj metro corridor is required	- This request will be examined against the Land Acquisition Act, 2013. - Safety is paramount for DMRC and all measures will be taken to avoid any mishap - New corridors will be considered in the subsequent phases
Bawana Industrial Area 07.10.2013	- Social Issues	- Metro frequency should be increased to avoid crowding - Private land acquisition should be minimized	- Frequency of train depends on passenger load. As the passenger increases no. of trains will also be increased. - Private land acquisition is very minimal in this corridor
Anajmandi Narela 07.10.2013	- Social Issues	- Present transportation system is inadequate - Due to Bhawana Railway crossing, traffic jam is frequent. Metro will help to avoid traffic jam	- Metro will offer a safe reliable fast mode of transport for the people of Narela

The key findings of the public consultations related to land acquisition, R&R during the draft final EIA and SIA stages are presented in Table 6.5. Minutes of consultations are placed at **Annexure 6.3**.

TABLE 6.5

KEY FINDINGS OF PUBLIC CONSULTATIONS

Place	Issues Discussed	Important views & Suggestions	DMRC reply
Pul Bangash	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	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	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.

Place	Issues Discussed	Important views & Suggestions	DMRC reply
		<ul style="list-style-type: none"> - 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 	<ul style="list-style-type: none"> - 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
		<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	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	<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
	Benefits of metro rail	<ul style="list-style-type: none"> - How the proposed metro rail benefits the people at large 	<ul style="list-style-type: none"> - Faster and reliable mode of travel - Income generation options - Less pollution and environment friendly etc

Place	Issues Discussed	Important views & Suggestions	DMRC reply
Khanpur Market	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	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 - families should be compensated with transport allowance	- Compensation will be as per 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 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.

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.