



MUMBAI METRO RAIL CORPORATION LIMITED

मुंबई मेट्रो रेल निगम लिमिटेड

**SOCIAL IMPACT ASSESSMENT
FOR MUMBAI METRO RAIL LINE- III
(COLABA-BANDRA-SEEPZ)**



**VOLUME-I
FINAL REPORT
SEPTEMBER 2012**



RITES LIMITED

(A Government of India Enterprise)
RITES Bhawan, Plot No.1, Sector-29
GURGAON-122001(INDIA)
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ABBREVIATION

APL	Above Poverty Line
AIDS	Acquired Immunodeficiency Syndrome
BPL	Below Poverty Line
BMC	Bombay Municipal Corporation
BPIP	Borrower's Project Implementation Plan
BSES	Baseline Socio-Economic Study
CPR	Common Property Resources
CTSO	City Survey Officer
CRZ	Coastal Regulation Zone
CRF	Community Revolving Fund
CEMP	Community Environmental Management Plan
CBO	Community Based Organisation
DPR	Detailed Project Report
DC	District Collector
DRC	Development Rights Certificate
DMRC	Delhi Metro Rail Corporation
ESMD	Environmental & Social Management Division
EIA	Environmental Impact Assessment
ERG	Economic Rehabilitation Grant
FGD	Focus Group Discussion
FSI	Floor Space Index
GR	Government Resolution
GOM	Government of Maharashtra
GRC	Grievance Redress Committee
GC	General Consultancy
HIV	Human Immunodeficiency Virus
ICCP	Information and Community Consultation Programme
IEA	Independent Evaluation Agency
JICA	Japan International Cooperation Agency
SLAO	Special Land Acquisition Officer
LAA	Land Acquisition Act
MOUD	Ministry of Urban Development

MUIP	Mumbai Urban Infrastructure Project
MMR	Mumbai Metropolitan Region
MMRDA	Mumbai Metropolitan Region Development Authority
MMMP	Mumbai Metro Master Plan
MMRCL	Mumbai Metro Rail Corporation
MUTP	Mumbai Urban Transport Project
MSW	Master in Social Work
MCGM	Mumbai Corporation of Greater Mumbai
M&E	Monitoring and Evaluation
NTH	Non-Title Holder
NRRP	National Rehabilitation & Resettlement Policy
NGO	Non-Governmental Organisation
ODA	Official Development Assistance
PIU	Project Implementation Unit
PAF	Project Affected Family
PAP	Project Affected People
PIC	Public Information Centre
RAP	Resettlement Action Plan
ROW	Right of Way
RITES	Rail India Technical and Economic Services
SC	Scheduled Castes
ST	Scheduled Tribes
STD	Sexual Transmitted Disease
SRA	Slum Rehabilitation Scheme
SDC	Social Development Cell
SBE	Small Business Enterprise
SJSRY	Suvarna Jayanti Sahari Rojghar Yojana
TDR	Transferable Development Rights
TBM	Tunnel Boring Machine
TOR	Term of Reference
TH	Title Holder

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CHAPTER-0 EXECUTIVE SUMMARY

0.1 THE PROJECT

The Government of Maharashtra through Mumbai Metropolitan Region Development Authority (MMRDA) has identified metro mode of transport as efficient, economically viable and environmentally friendly mass transport system to meet the future transportation requirement in Mumbai/Mumbai Metropolitan Region (MMR). A master plan for Mumbai metro was prepared in 2004 which proposed implementation of metro corridors in three phases i.e. Phase I:2005-2011, Phase II:2011-2016 and Phase III:2016-2021. MMRDA has carried out DPR studies of all three corridors of Phase-I during 2005-2009 and DPRs of four lines of Phase-II & III in 2010.

To provide multimodal access to the airport passengers at Chhatrapathi Shivaji International Airport (CSIA), it has been considered necessary metro connectivity to/from major parts of the City. The National Facilitation Committee (NFC) decided that metro connectivity to CSIA be expedited and put in Phase I rather than in Phase III as per Metro Master Plan. This was decided to be achieved by merging Line 6 of Phase III, named BKC-Kanjur Marg via Airport with the Line 3 of Phase I, i.e. Colaba-Mahim-Bandra and run through services from Colaba till SEEPZ. With this background, MMRDA through MMRC commissioned the services of RITES to prepare DPR and Environmental and Social Impact Assessment studies for Colaba-Bandra-SEEPZ corridor.

0.1.2 Project Description

The length of Colaba-Bandra-SEEPZ corridor is 33.51 km. It will facilitate the commuters to travel from South Mumbai to Airport via Mahim-BKC. It will also provide direct access to the economic hubs such as BKC, MIDC Industrial Estate, SEEPZ and famous landmarks such as Kalina University, Mahalaxmi etc. The corridor has been proposed as fully underground keeping in consideration of social and environmental aspects. The rail level of the metro line under study is proposed to be kept at least 15 m below ground level at station and in tunnel portion. Rock is available at a depth of 2.10 m to 10.0 m from the ground level along the alignment. The rail level will be kept at such level to have a minimum of 6 m rock cushion available over the tunnel. This will facilitate to avoid underground utilities and building foundations. Total number of stations are 27, which is underground, no stations are at grade or elevated. It has design speed 80kmph and schedule speed is 30 kmph. Traction system is 25 KV AC, power demand (MVA) is 65-48 MVA in 2016, and receiving sub station shall be at Colaba (Cuffe Parade), Race Course and Dharavi. 3.2 m (maximum) wide modern rolling stock is with axle load 17t. The seating arrangement is longitudinal for 1178 passengers in four coaches train unit. The completion cost of the project works out to Rs.24340 crore.

0.1.3 Land Acquisition

The proposed metro rail project shall require land mainly 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, maintenance and construction depots at work sites etc. For the above purpose the project will involve

acquisition of 45.81 ha of land. Out of the total land, 41.087 ha is Government land and 4.72 ha is private land. Out of the total government land, 28.297 ha is for permanent use and 12.79 ha is identified for temporary use. Out of total 4.72 ha of private land, 3.43 ha is for permanent use and 1.29 ha of land is for temporary use.

0.1.4 Objective of SIA and RAP

The objective of Social Impact Assessment is (i) to prepare a complete inventory of structures, affected families and persons, (ii) to identify social impacts and (iii) to prepare Resettlement Action Plan (RAP). The SIA which includes RAP is based on an integrated and holistic approach to deal with project impacts and aims at rebuilding lives and livelihoods of those affected as quickly as possible.

0.2 STUDY APPROACH AND METHODOLOGY

Census socio-economic survey was conducted in association with SPARC, a local NGO in the corridor of impact zone to identify the affected structures, families/persons and list out the adverse impacts of the project. The SIA which includes RAP has been prepared in accordance with the JICA guidelines for Environmental and Social Consideration, 2011 and Resettlement and Rehabilitation Policy for Mumbai Urban Transport Policy, 1997. The methodology adopted to prepare SIA report was desk research, site visits and information dissemination, enumeration of structure and mapping, socio-economic survey, compilation, verification and analysis of data, public consultation at local and City level.

0.3 IMPACTS AND INVENTORY OF LOSS

The project will require acquisition of 45.81 ha of land for construction of different components. 41.087 ha of land is under government possession and remaining 4.72 ha of land is under private ownership. Total 1128 structures will be affected out of which 837 are residential, 236 commercial including 70 industrial establishments, 36 residential cum commercial. In addition to this there are 19 other structures affected which consists of 10 public toilets, four religious structures temples and five others (i.e, one pump houses, one credit society, one sub-station, one community stage and one electricity cabin). There are 364 PAFs found locked and non-responsive which would be verified before issue of identity cards and the data about them shall be updated.

0.4 SOCIO-ECONOMIC PROFILE

The socio-economic survey results indicate that sex ratio is 871 female per 1000 males. Majority of the surveyed families are Hindu followed by Muslim. Majority of families (44%) speak Marathi as mother tongue followed by 37.8% who speak Hindi. The average age of family members is 32.60 years. Majority of surveyed family members are married. Majority of families are found as nuclear. About 87% of surveyed people are literate and majority of them have studied up to secondary and higher secondary level. Average family income is Rs.11,116.58/- per month and expenditure is Rs.6700/-. Majority of affected persons are

engaged in private service. About 77% of persons work at fixed station. People use Bus and Train as mode of travel.

0.5 PUBLIC CONSULTATION

Public consultations were organised at six project affected areas namely Girgaon, Acharya Atray Chowk, Dharavi, Santacruz, Marol Naka and MIDC during January-April, 2012. About 268 persons who represent different community and society participated in the consultation process at community level. In addition to this public consultation also organised at City level on 11th April, 2012 for inviting suggestions and objections from different stakeholders on environment and social issues of the proposed project. About 200 stakeholders were attended the meetings. The major social issues raised by the people were land acquisition, demolition of structures, displacement, compensation, job opportunities, relocation of religious places and changing of alignment, social amenities at R&R sites, and special scheme for Adivasi.

0.6 RESETTLEMENT POLICY AND LEGAL FRAMEWORK

The Resettlement and Rehabilitation Policy for Mumbai Urban Transport project, 1997 (as amended in December 2002) shall be used for the propose of compensation. The policy ensures meaningful consultations with stakeholders in planning and implementation of the resettlement program and make rehabilitation and resettlement plan more participatory. The non-resident land owners are eligible for market value of the land and building according to Land Acquisition Act, 1894. The resident land owners are entitled to tenements of area measuring 20.91 sq.m in R&R colony. The policy offers two resettlement options to the non-title holders. First is township plot of 25 sq.m with replacement cost of lost structure and second option is a tenement of 20.91 sq.m in multi-storeyed buildings. Vulnerable households are given additional package of rehabilitation services. Provision of employment and training for those who permanently lose their jobs.

0.7 INSTITUTIONAL ARRANGEMENT

The Project Management Unit (PMU) of Mumbai Metropolitan Region Development Authority (MMRDA) is overall responsible for implementation of resettlement and rehabilitation component of the project. The PMU will coordinate with all implementing agencies like PMC, NGO, R&R Supervision Consultant and Public Relation Consultant and supervise their work and monitor the progress of the project. Social Development Cell (SDC) of MMRDA shall look after land acquisition and rehabilitation activities of the project. The responsibility of NGO will be assisting MMRDA in implementation of R&R activities. The implementation of resettlement and rehabilitation activities will be monitored through Quarterly Progress Reports (QPR) which will be prepared by SDC of MMRDA with the assistance of NGO. A consultant will be appointed by MMRDA to carry out due diligence in the implementation of R&R programme as per the provisions of MUTP, 2007 through periodic monitoring. The Public Relation Consultant shall coordinate with PR agency in information sharing on the

R& R activities. Grievance Redress Committee will be formed at field and senior level. Field level GRC shall address grievances relating to individual eligibility and entitlements, whereas senior level GRC shall review decisions of field level GRC on grievance petitions filed by PAP not satisfied with the field level verdict.

0.8 RELOCATION AND RESETTLEMENT SITE

MMRAD has indicated probable sites for rehabilitation of affected families at two locations namely (i) Bhakti Park, Wadala, (ii) Natwar Parekh, Gowandi which has been developed under Mumbai Urban Infrastructure Project (MUIP). The PAFs losing residential and commercial units shall be offered tenements of 225 sq.ft. The PAFs of Dharavi shall have the option to shift to Bhakti Park, Wadala and the PAFs of Santacruz, Marol Naka, MIDC, Acharya Atray Chowk, Grant Road, Girgaon and Kalbadevi have option to shift to Natwar Parekh, Govindi.

0.9 IMPLEMENTATION SCHEDULE

The R&R activities of the proposed project are divided in to three broad categories based on the stages of work and process of implementation. In the project implementation phase, identification of required land for acquisition, census & socio-economic survey, public consultation, preparation and review/approval of draft RAP, disclosure of RAP, establishment of GRC and preparation of resettlement site shall be carried out. Activities like notification of land acquisition, valuation of structure, payment by competent authority, shifting of PAPs shall be taken up during RAP implementation. During monitoring and evaluation phase internal monitoring will be carried out by MMRDA and mid and end term evaluation will be carried out by an independent evaluation agency.

0.10 COST ESTIMATE

The budget is indicative and cost will be updated and adjusted to the inflation rate as the project continues and during implementation. The total cost of proposed metro rail project for resettlement and rehabilitation of project affected families would be Rs.3469.37 million.

0.11 MONITORING AND EVALUATION

Implementation of resettlement action plan will be monitored by internally and evaluated by externally. MMRDA will be responsible for internal monitoring whereas mid and end term evaluation will be conducted by independent evaluation consultant. The PMU of MMRDA is responsible for supervision and implementation of the RAP and will prepare monthly progress reports on resettlement activities. Independent Evaluation Consultant will submit mid and end term evaluation report to MMRDA and JICA 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.

CHAPTER-1 INTRODUCTION

1.1 BACKGROUND

Mumbai is the financial capital of India, which is identified by higher growth in economy as well as population. Mumbai Metropolitan Region (MMR) is one of the fast growing metropolitan in India. MMR covers an area of 4355 sq.km, which includes 8 municipal corporations, 13 municipal councils and 996 villages. The projected population of MMR shall be around 34 millions, however employment opportunities estimated about 15.3 millions in year 2031. The increasing population requires faster transportation to avoid delay in work and to avoid decongestions in the region. The existing transport system of city is not considered capable of bearing the upcoming transportation strains. Thus, upgrading transport system is imperative for rapid growth and economic development in Mumbai Metropolitan Region (MMR). The expansion of road network in Mumbai is not possible as it requires large land acquisition leading to huge displacement of the people. Mumbai desires to be one of the globally competitive cities in the world but falls short on several grounds i.e. transportation inadequacy is the most prominent. The geographic formation of the city makes the expansion of transportation slow which does not match with the demand of fast growing city. In order to improve the overall traffic and transportation in Mumbai/Mumbai Metropolitan Region (MMR) and meet the future travel demand, the Government of Maharashtra through MMRDA has identified metro mode of transport as efficient, economically viable and environmentally friendly mass transport system. MMRDA has proposed metro network to meet the transportation requirement with the existing land resource available for present use with a nominal land requirement and fewer involuntary displacement.

In 2004, DMRC has prepared a master plan for development of metro network in Mumbai. The master plan proposes total length of 149.97 km for metro network development. It is planned in three phases of development, phase I to be completed during 2005-2011; phase II to be completed in 2011-2016; and phase III in 2016-2021. Yet Mumbai has not witnessed any metro rail operation, however, Versova –Andheri- Ghatkopar section of metro rail is under construction. Line II, Charkop-Bandra-Mankhurd section shall be started after CRZ clearance. Line III Colaba-Bandra-SPEEZ, under present study, is 33.508 in length.

1.2 BENEFITS OF THE PROJECT

The proposed project corridor shall have tangible and non-tangible benefits. The proposed project shall contribute to reduce in road traffic and road stress, fuel consumption, air pollution, travel time, vehicle operating cost, accidents and road maintenance. The proposed metro shall increase mobility, better accessibility to facilitates the influence area, increase economic stimulation in the micro region of infrastructure, increase business opportunities, improve aesthetics and image of the city. Overall the metro rail project shall change the transportation face of MMR.

1.3 PROJECT DESCRIPTION

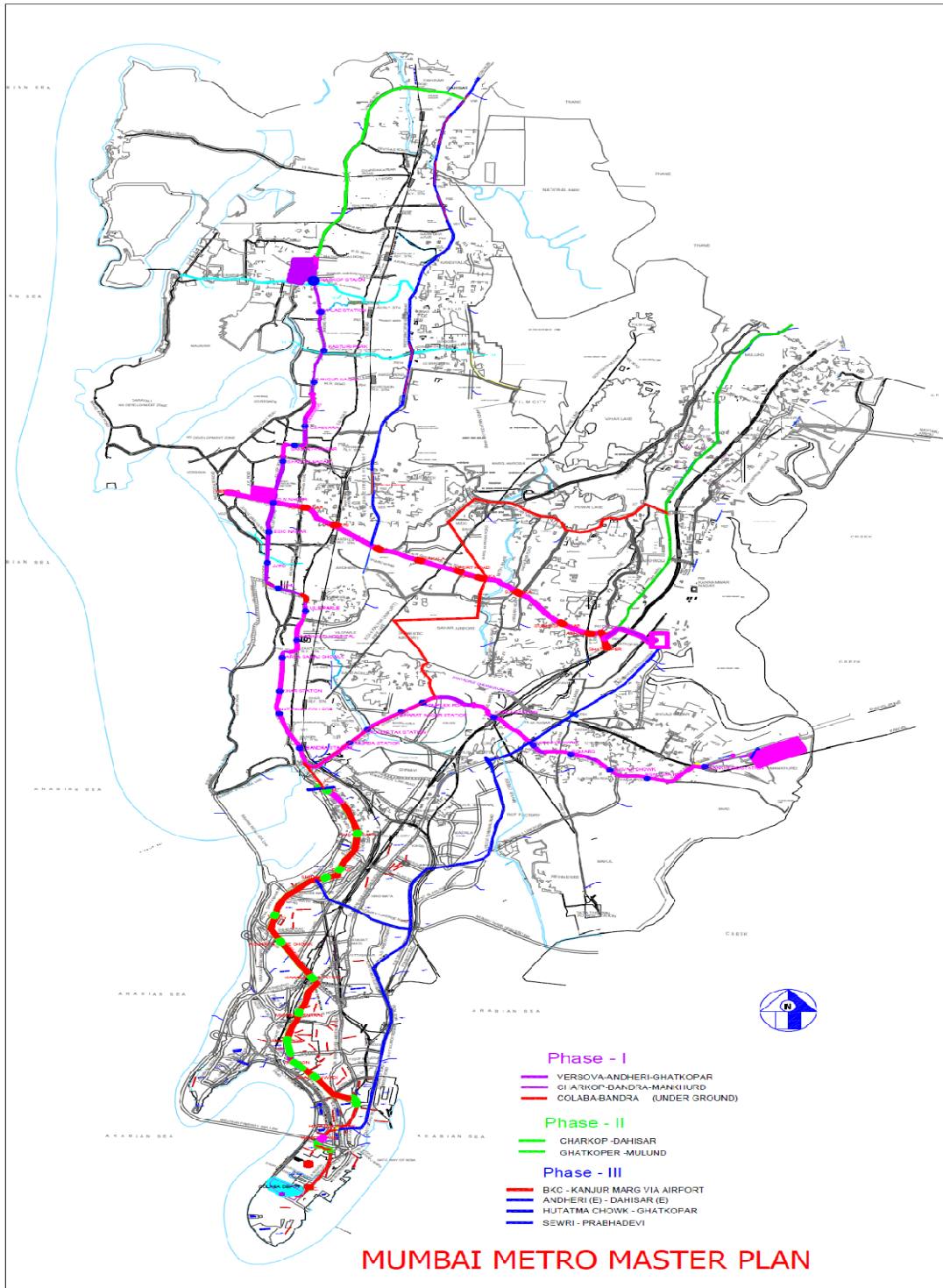
The proposed metro rail will facilitate the commuters to travel from South Mumbai to Airport via Mahim-BKC. It will also provide direct access to the economic hubs such as BKC, MIDC Industrial Estate, SEEPZ and famous landmarks such as Kalina University, Mahalaxmi etc. **Table 1.1** has indicated that the proposed metro rail network lengths for all three phases as per the master plan and amendment plan. **Figure 1.1** indicates the proposed lines indicated and decided in the Mumbai Metro Master Plan. The Detailed Project Report for line 3 (Colaba – Bandra) of Mumbai Metro Phase – 1 was prepared in October, 2007 and for Line 6 (Mahim – BKC – SEEPZ – Kanjur Marg) of Phase III in April, 2011. MMRC intends to implement Line 3 and Line 6 as one corridor i.e. Colaba – Bandra – SEEPZ which is proposed as fully underground keeping in consideration of social and environmental aspects. Since the corridor is planned fully underground either on the edge of existing road or along the median of the road, there will be no or least disruption to existing services/traffic movement.

TABLE 1.1
CORRIDOR, LENGTH AND PERIOD FOR IMPLEMENTATION IN MUMBAI

	CORRIDOR	LENGTH		PERIOD FOR IMPLEMENTATION
		as per Master Plan	as per amendment	
PHASE I	Versova-Andheri-Ghatkopar	67.27	79.36 km	2005-2011
	Charkop-Bandra-Mankurd			
	Colaba-Bandra			
PHASE II	Charkop-Dahisar (East)	19.90	19.90	2011-2016
	Ghatkopar-Mulund			
PHASE III	BKC-Kanjurmarg	62.8	43.3	2016-2021
	Andheri(East)-Dahishar (East)			
	Hutatma Chowk – Ghatkopar			
	Sewri - Prabhadevi			
Total		149.97	142.56	

The proposed metro rail project for 33.51 km in length is divided into six sections as indicated in **Table 1.2**. **Figure 1.2** shows the proposed Colaba –Bandra-Speez metro corridor. The rail level of the metro line under study is proposed to be kept at least 15 m below ground level at station and in tunnel portion. Rock is available at a depth of 2.10 m to 10.0 m from the ground level along the alignment. The rail level will be kept at such level to have a minimum of 6 m rock cushion available over the tunnel. This will facilitate to avoid underground utilities and building foundations. Total number of stations are 27, which is underground, no stations are at grade or elevated.

FIGURE 1.1
MUMBAI METRO MASTER PLAN



**TABLE 1.2
MAJOR SECTIONS OF METRO CORRIDOR (LINE III)**

S.NO.	MAJOR SECTIONS	LENGTH IN KM
1	Colaba/WTC/Cuffe Parade to CST	4.475
2	CST to Science Museum	7.000
3	Science Museum to Mahim	7.000
4	Mahim to Airport	7.000
5	Airport Region	5.000
6	Airport to SEEPZ	3.033
Total		33.508

The proposed metro rail has design speed 80kmph and schedule speed is 30 kmph. Traction system is 25 KV AC, power demand (MVA) is 65-48 MVA in 2016, and receiving sub station shall be at Colaba (Cuffe Parade), Race Course and Dharavi. 3.2 m (maximum) wide modern rolling stock is with axle load 17t. The seating arrangement is longitudinal for 1178 passengers in four coaches train unit. The over all capital cost at September 2011 price level, including general charges @ 5% and 3% contingencies on all items except land, structures, octroi, insurance and stamp duty, as per DPR, has been calculated as **Rs. 19,5981 millions**. A two tier organisation with well defined responsibilities for project execution shall be setup. Mumbai Metro Rail Corporation Limited (MMRC) is at the apex and the second level will be a project management team (General Consultant-GC). The GC shall be responsible for planning, design and full project management.

1.4 LAND ACQUISITION AND RESETTLEMENT

The proposed metro project requires land. The acquisition of land for the project shall displace people from their home, livelihood base, and business base. The land resource is a scarce commodity in Mumbai Metropolitan areas. The efforts have been made to keep land requirement to the barest minimum by so choosing the alignments that the acquisition of private property is minimal. The proposed project will involve acquisition of 45.81 ha of which only 4.72 ha is under private acquisition. However, the project will acquire very less (10.28% of total permanent land acquisition) residential and commercial land use. There are total of 1057 structures occupied by 1442 PAFs. Out of the total PAFs 144 PAFs are titleholders and 1298 PAFs are non-titleholders.

FIGURE 1.2
PROPOSED COLABA – BANDRA – SEEPZ METRO CORRIDOR



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, depot, administrative buildings, property development and temporary construction depots and work sites etc. The identified land plots for acquisition are essentially required to complete the project. The land for acquisition is unavoidable, if project has to be completed.

The acquisition of land for the proposed project involves relocation of shops, commercial-cum-residential buildings, residential buildings and hutments along the corridor. Compensation for land acquisition, resettlement and rehabilitation shall be considered as per the provisions of Resettlement and Rehabilitation Policy for Mumbai Urban Transport Project (MUTP) 1997, as amended in December 2000.

1.5 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 considered. For the proposed work the following specific measures are taken to minimize resettlement in this project.

- Selection of the project sites and its various components in the government land; and
- Proper engineering design to avoid and minimize displacement and hence resettlement.
- Prefer open land instead of habitation and building structures.

1.6 OBJECTIVE OF RESETTLEMENT ACTION PLAN

The Social Impact Assessment (SIA) study includes Resettlement Action Plan (RAP) which is based on the principle that the population affected by the project will be assisted to improve their 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 living standards. The rationale behind preparing RAP as a part of SIA is not only to restore and improve the standard of living of PAPs but also bring qualitative changes in their life. Considering that the ultimate aim of RAP is to improve quality of life of the affected persons, it is important to assess the changes brought about by the project. Rehabilitation and Resettlement Policy for MUTP 1997 has been followed for the resettlement action plan. Since Japan International Cooperation Agency (JICA) will finance the project, the JICA guidelines on Environmental and Social Consideration has also been followed.

1.7 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.

1.8 THE REPORT

The Social Impact Assessment report is presented in 11 chapters. The **Chapter-1** is on Introduction of the project. Benefits of the project, project description, scope of land acquisition and resettlement, minimize resettlement, objectives of RAP, JICA requirements. Study approach and methodology is given in **Chapter-2**. Impacts and Inventory Loss including details of land and structure and probable significant social impacts is presented in **Chapter-3**. An analysis of Socio-Economic profile of project area and project affected families/persons is presented in **Chapter-4**. Public consultation is presented in **Chapter-5**. Resettlement Policy, legal and Administrative Framework is given in **Chapter-6**. **Chapter-7** is on Institutional Arrangement for implementation of resettlement action plan. Relocation and Resettlement Site Plan is given in **Chapter-8**. Implementation Schedule is presented in **Chapter-9**. Resettlement Assistance Plan and Cost Estimates are presented in **Chapter-10**. Finally Monitoring and Evaluation is given in **Chapter-11**.

CHAPTER-2

STUDY APPROACH AND METHODOLOGY

2.1 INTRODUCTION

The objective of Social Impact Assessment (SIA) is to prepare a complete inventory of structures, affected families and persons, to identify social impacts, and to prepare resettlement action plan (RAP). In order to capture data for the present exercise, both primary as well as secondary sources were systematically tapped. As a part of SIA, socio-economic survey has been conducted in association with SPARC, a local NGO in the Corridor of Impact (Col) zone to identify the affected structures, families/persons and list out the adverse impacts of the project, secondary sources information were collected from a number of quarters such as from Census data, Statistical hand book, concerned departments, and a host of other literature. Thus, the secondary sources information complemented the primary data elicited through field survey from the affected people and other stakeholders. Since the social impact assessment is the basis of resettlement plan preparation, it is imperative to describe the various stages of the exercise.

2.2 SIA AND RAP PREPARATION PROCESS

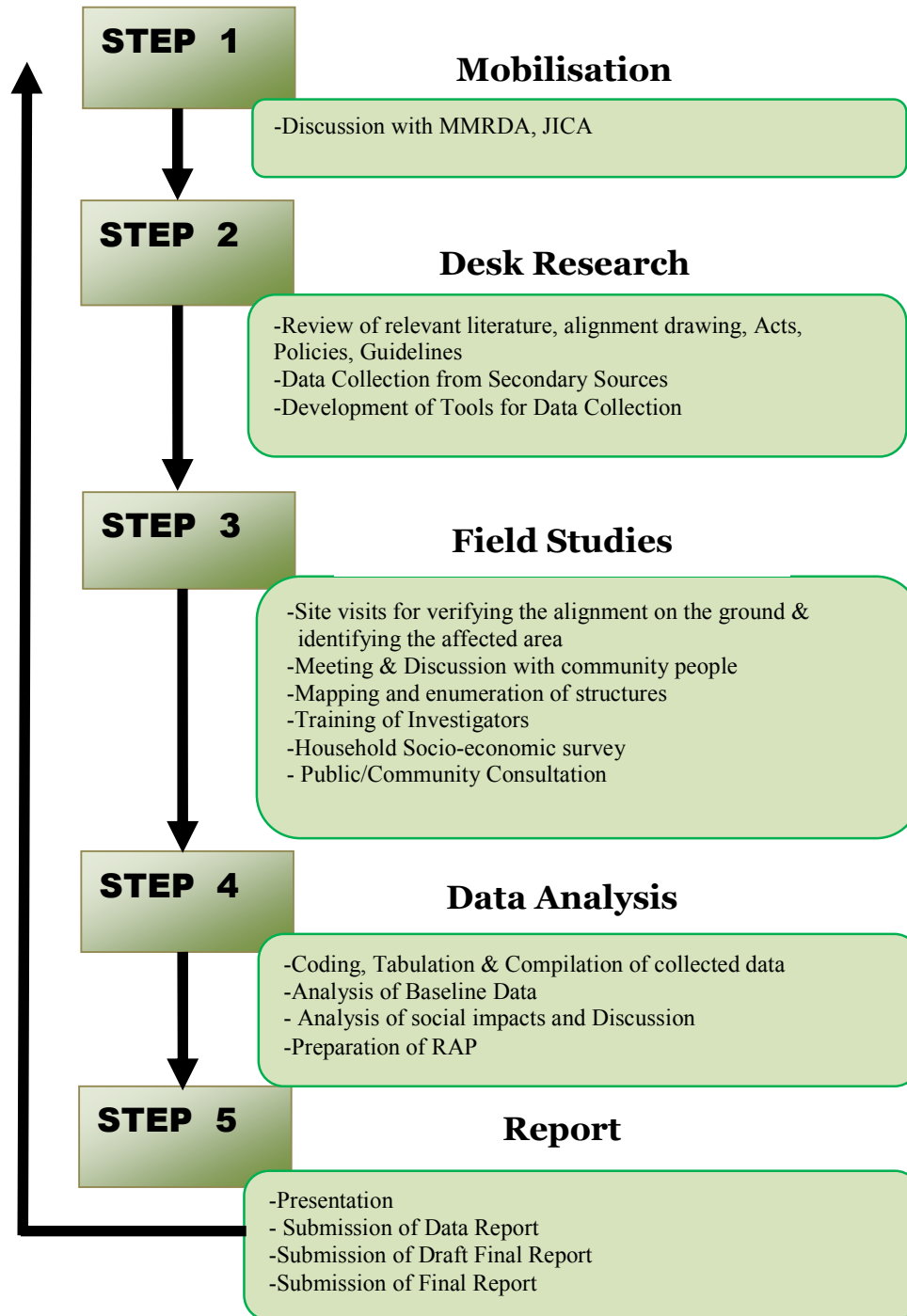
Social impact assessment and resettlement action plan is required when the project results in either physical or economic displacement of the people. Resettlement plan must ensure that the livelihoods of people affected by the project are restored to levels prevailing before inception of the project. While preparing an effective SIA and RAP, the consultant followed some essential components and steps which are (i) identification of socio-economic impacts of the project;(ii) public/community consultation;(iii) legal framework for land acquisition and compensation;(iv) entitlement policy and matrix;(v) organizational responsibilities;(vi) relocation and resettlement;(vii) income restoration; and (viii) implementation schedule;(ix) detail R&R budget; and (x) monitoring, evaluation and reporting.

The approach that was adopted to conduct social impact assessment and to prepare RAP is described below and is structured on the scope of work as mentioned in the Term of Reference (TOR). The SIA which includes RAP has been prepared with special reference to the guidelines of JICA and R & R Policy for MUTP, 1997.

Figure 2.1 presents approach and methodology of SIA study in the form of flow chart and various steps involved in the study have been described in detail in the following paragraphs.

- Study of relevant documents, reports and project alignment drawing.
- Site visits and information dissemination about the project
- Enumeration of structures and mapping by plane table survey.
- Review and analysis of socio-economic survey data
- Consultations and meetings with PAFs,
- Community/Public Consultations

**FIGURE-2.1
APPROACH AND METHODOLOGY FOR SIA**



2.3 DESK RESEARCH

The consultant reviewed the relevant documents, reports and project alignment drawing. For conducting socio-economic survey, a verification exercise to identify the project areas based on alignment drawings and key stakeholders of the project was carried out. The information verified during this exercise formed the base for carrying out the detailed socio-economic survey.

2.4 SITE VISITS AND INFORMATION DISSEMINATION

Before start of social and environmental study, MMRDA has published a notification informing people about the proposed metro rail Line-III project in the prominent news papers i.e The Hindustan Times in English, Navbharat Times in Hindi, etc on 12th December, 2011 (**Annexure-2.1-2.2**).

The field visits and studies were conducted during December 2011 to April, 2012. RITES

team visited the sites along with MMRDA officials to verify the alignment drawings on the ground and to identify the affected area. After identifying the affected areas RITES, MMRDA and SPARC officials consulted with different stakeholders at the project area and organized meetings with them to generate awareness about the project. During site visit it was found that majority of people will be affected at eight station locations namely Kalbadevi, Girgaon, Grant Road, Acharya Atray Chowk, Dharavi, Santacruz, Marol Naka, and MIDC. The survey team begins by holding community meetings in these areas that are affected and have to be enumerated. Information about the metro project and the survey procedure (from the numbering of structures to filling out forms) was shared with the community. They were also informed about the kinds of documents they would need to locate and keep ready for the survey.



The survey team begins by holding community meetings in these areas that are affected and have to be enumerated. Information about the metro project and the survey procedure (from the numbering of structures to filling out forms) was shared with the community. They were also informed about the kinds of documents they would need to locate and keep ready for the survey.

2.5 ENUMERATION OF STRUCTURE AND MAPPING

Before the actual household socio-economic survey, all the structures that were likely to be affected by the project were identified and were enumerated considering the ROW and its alignment drawing prepared by the RITES.

The first step was to number the structures in chalk. One point was selected from where the numbering starts involving community members in the survey process. The teams were divided in two groups who then started the numbering from different points. Once the numbering was done, it was verified with the communities to check if some structures were left out. Once this was finalized, the structures were numbered in paint.



Note that the structures in the “affected area” were certainly marked – but, as a contingency measure, structures that surround the boundary were also marked and surveyed. In case, in the future, the plans get altered, the whole numbering and survey process will not have to be

repeated. The numbering process was critical. Therefore, the team coordinated this carefully. Unexpected challenges constantly present themselves during this process. To give one simple example, a particular structure may have been partitioned to accommodate two families – and it may even have two entrances – making it look like two structures. The first challenge was to recognize such instances. Then the surveyors were to enter the house and examined the architecture from the inside before deciding upon the appropriate course of action. There are far more complex scenarios that are encountered which have to be accommodated – all the while ensuring the cadastral map stays updated.



2.6 SOCIO-ECONOMIC SURVEY

After mapping and enumeration of the structures likely to be affected in the project area, household socio-economic survey was carried out to assess impact of the proposed corridor on socio-economic conditions of affected families. The household social survey was carried out by SPARC survey team with the help of a pre-tested “Household Questionnaire”. Prior to commence of social survey at household level, Social Development Experts of RITES provided one day training to the investigators of SPARC on important aspect of the Questionnaire. The aspects covered in the Questionnaire were identification particulars of PAFs/PAPs, social profile, family details, occupation, source of income, family expenditure, document proofs, household assets, information on affected structure, commercial/self employment activities, employment pattern, opinion and views of PAPs on project and resettlement and rehabilitation. Most part of the questionnaire has been pre-coded except those reflecting the opinion and views of PAP, which have been left open-ended. A copy of Questionnaire for Socio-economic Household Survey is presented in **Annexure-2.3**. Before filling the questionnaires, the affected families were asked to have a copy of the necessary documents they need to produce as proof of their existence in that particular structure and place. So documents like-ration card, electricity bills, voters card or any other documents were verified.



2.7 COMPILATION AND VERIFICATION OF DATA

Survey forms duly filled were consolidated and entered into a database. This information were updated on a regular basis as and when data for incomplete forms were filled in. The

data were later shared with the communities to cross-check if anyone has been left out due to some reasons or if extra counting has been done.

2.8 DATA ANALYSIS AND REPORT WRITING

Once the data were collected and finalized with all the necessary changes, analysis of collected data was done for different sections.

2.9 COMMUNITY AND PUBLIC CONSULTATION

Preliminary public consultations and discussions were conducted by RITES study team with the help of MMRDA and SPARC officials through community meetings with PAPs as well as general public at particularly proposed metro rail station locations. The objective of conducting public consultation was to obtain the views and suggestions of the potentially affected persons to minimize adverse social impacts. The consultation process involved



various sections of affected persons such as traders, women, squatters, kiosks and other inhabitants. Special care was taken during the study to hold discussions with women group to elicit the adverse effects they are anticipating due to the project and their suggestions in this regard for mitigating the foreseeable adverse effects. During public consultations, issues related to land acquisition, compensation, income restoration, employment generation,

information flow, grievance redressal, safety, role of administration etc. were discussed. The methods which were adopted for conducting public consultation were (i) Walk-through informal group consultation at station locations, (ii) Public meetings, (iii) Focus Group Discussions (FGD) with different groups of affected people including residential groups, traders, and slum dwellers (squatters), (iv) In-depth individual interviews, (v) Discussions and interviews with key informants, (vi) Sharing the opinion and preferences of the PAPs. A format for public consultation is presented in **Annexure-2.4**.

2.10 LIMITATIONS OF THE STUDY

During social survey in project affected areas the survey team has faced some limitations which are as follows:

1. Incomplete documentation, locked houses, non-responders: the surveyors have to come back repeatedly to these houses in order to record accurate and complete forms
2. Despite frequent visits made by survey team, some households did not respond to the survey team.

3. In some locations like Acharya Atray Chowk, Marol Naka, Girgaon and Kalbadevi, many people did not respond to the survey team while conducting household survey. This is one of the main reasons for delay in survey work and non-completion of data collection.
4. People were protective for their homes. Therefore, communities often stopped survey work and demanded that the government authority should explain the risks and mitigation measures for eviction or relocation of the people.
5. Due to frequent objection, non-cooperation of local people at the ground level, the household data collection of total affected families has not been completed. However, the survey team try to enumerate all structures and families which are likely to be affected.

In spite of all these problems every effort has been made for making this study very realistic to the existing situation.

CHAPTER-3 IMPACTS AND INVENTORY LOSS

3.1 BACKGROUND

A census and Socio-Economic survey was carried out in December 2011-April 2012. A structured census questionnaire was used to collect detailed information on affected households and to document impacts on private assets, incomes and livelihood for a full understanding of impacts. The objective of the census survey was to generate an inventory of social impacts on the people affected by the project, the type of impact, type of ownership and market value of land and/or structure, social profile of the affected people, poverty status, the presence of non titleholders in the project area, and finally the views of the affected people about the project. A socio-economic survey was also conducted in order to assess the overall socio-economic condition of the project affected area which is described in Chapter 3. The major findings and magnitude of impacts are discussed in the following sections. List of PAPs of each affected area is given in **Field Data Report (Volume-II)**.

3.2 OVERALL PROJECT IMPACTS

Table 3.1 indicates overall project impacts 45.81 ha of land shall be acquired for the purpose of temporary and permanent usages. 4.72 ha of land is under private ownership and 41.087 ha of land is under government possession. Total 1128 structures shall be affected. Based on the property identification, the number of PAFs has been determined. There are 1485 affected families consisting 5940 persons. Out of total 1485 affected families, 150 PAFs are titleholders and 1335 PAFs are non titleholders. About 1010 PAFs and 384 PAFs will lose their residential and business respectively. About 433 vulnerable category families will be affected. About 19 community structures are likely to be affected.

**TABLE 3.1
OVERALL PROJECT IMPACTS**

S. NO.	IMPACT	MAGNITUDE
1	Acquisition of Land (in Ha)	45.81
1.1	Private Land (in Ha)	4.72
1.2	Government Land (in Ha)	41.087
2	Impact on Structure (no)	1128
2	Impact on PAFs/PAPs(no)	
2.1	Total PAFs	1485
2.2	Total PAPs*	5940
4	Titleholder (no)	150
5	Non Titleholder (no)	1335
6	Loss of Residence(no)	1010
7	Loss of Business(no)	384
8	Vulnerable PAFs(no)**	433
9	Impact on Community Resources(no)	19

*The total affected persons are calculated by considering four members as average size of family.

**Surveyed PAFs

3.3 LAND REQUIREMENT AND ACQUISITION

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

The project shall require the acquisition of 45.81 ha of land. Out of the total land, 41.087 ha is government land and 4.72 ha is private land. Out of the total government land, 28.297 ha is for permanent use and 12.79 ha is identified for temporary use. The land identified for temporary use shall be returned to the owning agencies after completion of the project construction. Only transit accommodation and certain compensation may be adequate and acceptable in case of temporary land acquisition. Out of the total 4.72 ha of private land, 3.43 ha is for permanent use and 1.29 ha of land is demarcated under the temporary use category. 1.29 ha required for temporary purpose shall be returned to the land owners after completion of the construction of project. The permanent land required for the proposed Metro project shall be retained by the MMRDA. It is observed that out of the total land requirement, about 26.407 ha of the total land required for maintenance depot and entry to depot is under government ownership. For station purpose, out of the total 4.72 ha of land, 1.49 ha belong to government and 3.23 ha is under private ownership. Out of the total 0.66 ha of the land identified for TSS, 0.4 is under government and the remaining 0.2 ha of the land is under private ownership. The remaining 14.087 ha of land is identified for cut and cover and construction depots use, which shall be acquired for temporarily during construction period and returned to its owners after completion of the construction of the project. As per the DPR, of the total permanent land, 88.38% are open land, 1.35% are commercial land, 7.12% are residential land and 3.16% are other land (BMC foot path, park, & other govt. land). Of the total temporary land, 87.70% are open land and remaining 12.3% are other category land. The details of land requirement and acquisition are presented in **Table 3.2**.

TABLE 3.2
IMPACT ON LAND RESOURCES

Particulars	Category of Land(in ha)						Total (Govt.+Pvt.)
	Government			Private			
	P	T	P+T	P	T	P+T	
Depot	26.407	-	26.407	-	-	-	26.407
Stations	1.49	-	1.49	3.23	-	3.23	4.72
TSS	0.4	-	0.4	0.2	-	0.2	0.6
Cut & Cover	-	1.84	1.84	-	0.067	0.067	1.907
Construction Depot	-	10.95	10.95	-	1.23	1.23	12.18
Total	28.297	12.79	41.087	3.43	1.29	4.72	45.81

P: Permanent, T: Temporary.

3.4 INVENTORY OF STRUCTURE LOSS

Table 3.3 indicates impact of the proposed project on the different types of structures i.e. residential, commercial, residential cum commercial and other types. The total number of structures impacted in this corridor is 1128. Out of the total structures, 837 are residential, 236 are commercial including 70 industrial units at Marol Naka, 36 are residential cum commercial and remaining 19 are such structures which includes public toilet, religious structures, community centre/platform etc. Area wise detail of affected structures is presented in **Annexure 3.1** to **Annexure 3.8**.

TABLE 3.3
IMPACTS ON STRUCTURES

Name of the Location	Affected Structures				Total
	R	C	R+C	Others	
Kalbadevi	4	5	1	0	10
Girgaon	6	3	0	0	9
Grant Road	0	2	0	0	2
Acharya Atray Chowk	1	3	3	0	7
Dharavi	25	28	0	1	54
Santacruz	110	61	22	3	196
Marol Naka	324	114*	6	8	452
MIDC	367	20	4	7	398
Total	837	236	36	19	1128

R: Residential; C: Commercial; R+C: Residential cum Commercial; Others: Structures other than R,C & R+C;

*Out of 114 commercial structures, 70 are industrial establishments.

Table 3.4 and **Table 3.5** indicate the magnitude of project impact on the structures, which is categorized as partially affected structures and fully affected structures. Out of total 1128 structures, 96 structures are partially affected which includes 70 residential, 18 commercial, three residential cum commercial and five other structures.

**TABLE 3.4
PARTIALLY AFFECTED STRUCTURES**

Name of the Location	Partially Affected Structures				Total
	R	C	R+C	Others	
Kalbadevi	0	0	0	0	0
Girgaon	0	0	0	0	0
Grant Road	0	0	0	0	0
Acharya Atray Chowk	0	0	0	0	0
Dharavi	9	5	0	1	15
Santacruz	0	0	0	0	0
Marol Naka	31	9	3	3	46
MIDC	30	4	0	1	35
Total	70	18	3	5	96

R: Residential; C: Commercial; R+C: Residential cum Commercial; Others: Structures other than R,C & R+C;

Table 3.5 shows that out of total affected structures, 1032 structures are fully affected. Again of the total affected structures, 767 are residential, 218 are commercial, 33 are residential cum commercial and 14 are other structures.

**TABLE 3.5
FULLY AFFECTED STRUCTURES**

Name of the Location	Fully Affected Structures				Total
	R	C	R+C	Others	
Kalbadevi	4	5	1	0	10
Girgaon	6	3	0	0	9
Grant Road	0	2	0	0	2
Acharya Atray Chowk	1	3	3	0	7
Dharavi	16	23	0	0	39
Santacruz	110	61	22	3	196
Marol Naka	293	105	3	5	406
MIDC	337	16	4	6	363
Total	767	218	33	14	1032

R: Residential; C: Commercial; R+C: Residential cum Commercial; Others: Structures other than R,C & R+C

3.5 IMPACT ON FAMILIES

Table 3.6 shows that total 1485 families are affected due to the proposed metro rail project. The data of the survey shows that out of total affected families, 1050 are residential, 402 are commercial and remaining 33 are residential cum commercial. The data of **Table 3.7** revealed that of the total affected families, 547 are titleholder (150 owners and 397 tenants) and 886 are non-titleholders (866 squatters and 20 kiosks). Legal tenant has been considered as titleholder. Out of the total tenants there are 212 tenants are in private land.

About 52 families are kept in others because they are found locked social survey. Therefore, they have not been categorized.

TABLE 3.6
AFFECTED FAMILIES WITH TYPE OF LOSS

Name of the Location	Type of Loss			Total
	R	C	R+C	
Kalbadevi	28	73	1	102
Girgaon	86	65	0	151
Grant Road	0	16	0	16
Acharya Atray Chowk	110	25	0	135
Dharavi	25	28	0	53
Santacruz	110	61	22	193
Marol Naka	324	114	6	444
MIDC	367	20	4	391
Total	1050	402	33	1485

R: Residential; C: Commercial; R+C: Residential cum Commercial; Others: Structures other than R,C & R+C

TABLE 3.7
CATEGORY OF AFFECTED FAMILIES

Name of the Location	Titleholders			Non-Titleholders			Others	Total PAFs
	Owners	Tenants	Total	Squatters	Kiosks	Total		
Kalbadevi	21	62	83	0	19	19	0	102
Girgaon	90	45	135	0	0	0	16	151
Grant Road	1	14	15	0	1	1	0	16
Acharya Atray Chowk	5	91	96	29	0	29	10	135
Dharavi	0	0	0	53	0	53	0	53
Santacruz	0	4	4	189	0	189	0	193
Marol Naka	24	181	205	213	0	213	26	444
MIDC	9	0	9	382	0	382	0	391
Total	150	397	547	866	20	886	52	1485

Table 3.8 shows that out of total titleholders, 315 are residential, 230 are commercial and three residential cum commercial. Similarly, of the total non-titleholders, 735 are residential, 173 are commercial and remaining 30 are residential cum commercial.

TABLE 3.8
STATUS OF AFFECTED FAMILIES WITH TYPE OF LOSS

Name of the Location	Titleholders				Non-Titleholders				Total PAFs
	R	C	R+C	T	R	C	R+C	T	
Kalbadevi	28	54	1	83	0	19	0	19	102
Girgaon	82	53	0	135	4	12	0	16	151
Grant Road	0	15	0	15	0	1	0	1	16
Acharya Atray Chowk	88	8	0	96	22	17	0	39	135
Dharavi	0	0	0	0	25	28	0	53	53
Santacruz	1	3	0	4	109	58	22	189	193
Marol Naka	108	95	2	205	216	19	4	239	444
MIDC	8	1	0	9	359	19	4	382	391
Total	315	230	3	547	735	173	30	938	1485

R: Residential; C: Commercial; R+C: Residential cum Commercial; Others: Structures other than R,C & R+C

3.6 LOSS OF RESIDENCE

Table 3.9 indicates that out of the total 1485 PAFs, 1010 PAFs shall be displaced physically as their residential units are getting affected due to the proposed project. About 33.8 % of families from MIDC,29.3% from Marol Naka,13.1% from Santacruz,10.9% from Acharya Atray Chowk,8.5% from Girgaon,2.9% from Kalvadevi and 1.6% from Dharavi shall be displaced physically.No residential unit shall be affected in Grant Road.

TABLE 3.9
LOSS OF RESIDENCE

Name of the Location	Total PAFs	Residential Displaced Family	Percentage (%)
Kalbadevi	102	29	2.9
Girgaon	151	86	8.5
Grant Road	16	0	0
Acharya Atray Chowk	135	110	10.9
Dharavi	53	16	1.6
Santacruz	193	132	13.1
Marol Naka	444	296	29.3
MIDC	391	341	33.8
Total	1485	1010	100

3.7 LOSS OF BUSINESS

Table 3.10 indicates that out of the total PAFs, 384 PAFs shall be displaced as their commercial units are getting affected due to the proposed project. About 27.3 % of families from Marol Naka, 19% from Kalbadevi, 16.9% from Girgaon, 15.9% from Santacruz, 6.5% from Acharya Atray Chowk, 6 % from Dharavi, 4.2% from MIDC and 4.2% from Grant Road shall be losing their business.

**TABLE 3.10
LOSS OF BUSINESS**

Name of the Location	Total PAFs	Commercial Displaced Family	Percentage (%)
Kalbadevi	102	73	19.0
Girgaon	151	65	16.9
Grant Road	16	16	4.2
Acharya Atray Chowk	135	25	6.5
Dharavi	53	23	6.0
Santacruz	193	61	15.9
Marol Naka	444	105	27.3
MIDC	391	16	4.2
Total	1485	384	100

3.8 IMPACT ON VULNERABLE POPULATION

As per the JICA guidelines vulnerable group is defined as indigenous people, ethnic minorities, the poorest, women, the aged, the disabled and other socially/economically vulnerable groups who would be adversely affected from a project. But as per the R&R Policy for MUDP, 1997, vulnerable households such as women headed households, handicapped and the aged. It does not cover the poorest (BPL family), SCs and STs who are considered socially and economically backward as per the Indian Constitution.

As regards vulnerability among PAFs, there are 433 surveyed families who belong to vulnerable category. Out of these about 56 families are women headed households, seven families are below the line of poverty, 20 families are Scheduled Castes, four families are Scheduled Tribes, 23 families having disability people, and remaining 323 families having heads above 60 years of age (**Table 3.11**). They will be provided with additional rehabilitation package such as access to credit to help them overcome difficulties on account of resettlement.

**TABLE 3.11
VULNERABLE POPULATION**

Name of the Location	Total PAFs	Vulnerable Families						Total
		Women HHs	BPL Family	SC	ST	Family with Disability people	Family with Aged people	
Kalbadevi	102	4	0	0	0	0	16	20
Girgaon	151	3	0	0	0	0	30	33
Grant Road	16	1	0	1	0	0	1	3
Acharya Atray Chowk	135	4	1	0	0	2	25	32
Dharavi	53	1	0	0	0	0	8	9
Santacruz	193	11	2	1	0	5	54	73
Marol Naka	444	15	2	0	0	7	135	159
MIDC	391	17	2	18	4	9	54	104
Total	1485	56	7	20	4	23	323	433

3.9 IMPACT ON COMMUNITY STRUCTURES

Table 3.12 indicates the impact of the proposed metro project on community structures. The project shall impact total 19 community structures. Out of the total, 10 structures are public toilets, four structures are religious structures and one credit society at Marol Naka, one sub-station, one stage and one pump house at MIDC.

**TABLE 3.12
IMPACT ON COMMUNITY STRUCTURES**

AREA	Loss of Common Resources							Total
	Religious structure	Credit Society	Toilet	Sub station	Stage	Pump house	Electricity cabin	
Kalbadevi	0	0	0	0	0	0	0	0
Girgaon	0	0	0	0	0	0	0	0
Grant Road	0	0	0	0	0	0	0	0
Acharya Atray Chowk	0	0	0	0	0	0	0	0
Dharavi	0	0	1	0	0	0	0	1
Santacruz	1	0	2	0	0	0	0	3
Marol Naka	2	1	4	0	0	0	1	8
MIDC	1	0	3	1	1	1	0	7
Total	4	1	10	1	1	1	1	19

CHAPTER-4

SOCIO-ECONOMIC PROFILE

4.1 THE PROJECT AREA-AN OVERVIEW

Mumbai, the financial capital of India, has witnessed phenomenal growth in population and employment. The trend is expected to continue in future. Mumbai Metropolitan Region (MMR) is one of the fast growing metropolitan regions in India. It comprises of 7 municipal corporations, 13 municipal councils and 996 villages and extends over an area of 4,335 sq.km. The area of Greater Mumbai is 445.86 sq.km. The total population of Greater Mumbai in 2001 was 119.14 lakh which is double of the 1971 population of 59.7 lakh. Of the total population of Greater Mumbai, about 48.88 percent population are from slum area. The decadal growth in population during 1971-81 was around 38 percent and has remained around 20 percent during 1981-91 and 1991-2001 respectively. The sex ratio (female per 1000) is 811 which is low as compared to sex ratio of the State. The literacy rate of Greater Mumbai has gradually increased 68.16 percent in 1981 to 77.45 percent in 2001. Out of the total literate population, 82.29% are male and 71.51% are female. About one third of the population in Greater Mumbai is working during 1971-2001. Employment in this area has stagnated during 1980-1998 with growth rate just around 1 percent.

4.2 PROFILE OF PROJECT AFFECTED FAMILIES

A detailed socio-economic survey was conducted in conjunction with the census of the project affected persons (PAPs) to profile the impacted project area and provide a pedestal against which mitigation measures and support will be measured. For this purpose comprehensive information related to demographic, social, economic, structure, employment, community resources and other information such as awareness about the project were collected. These information were collected through a structured "Household Questionnaire". During survey, 364 houses were locked and PAFs of locked structures could not be covered under social survey. But while enumerating these families have been included. Therefore, this analysis is based on the responses from PAPs. Data revealed that due to the proposed metro line-III project about 1485 numbers of families will be affected either because of loss of residential, commercial or other structures. Of the total 1448 affected families, 1121 families (Residential-832, Commercial-257 and Residential cum Commercial-32) were surveyed and remaining 364 families were not surveyed due to their absent as well as non-cooperation at the time of social survey. The data has been compiled and presented in the following sections of this chapter.

4.2.1 Demographic and Social Conditions

4.2.1.1 Gender and Sex Ratio

The data on gender and sex ratio is very helpful indicator to know the participatory share of male and female in the society, which is also an important indicator for human development index. Among the surveyed population it is observed that there are 53.46% are male and remaining 46.54% are female. The sex ratio is 871 per 1000 males

4.2.1.2 Religious and Social Groups

Data on religious groups were collected in order to identify people with the specific religious belief among the surveyed families. The religious beliefs and social affiliation of the people are indicators that help understand cultural behavior of the groups. The social and cultural behavior will help understand the desires and preferences of PAPs, which is a prerequisite to rehabilitate the affected people and their families. **Table 4.1** shows that six religions are followed in the study area viz., Hindu, Muslims, Christian, Buddhist, Shikh and Jain. The number of families following Shikh and Jain are very negligible. The study result shows that about 66.28% of the surveyed families are Hindu followed by Muslim(24.09%) and Christian(6.78%). Another 2.85% are Buddhist(1.78%), Jain(0.62%) and Shikh(0.45%).

Table 4.1 discloses information about 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 (SCs) and Scheduled Tribes (STs) under the provisions of Constitution of India get preferential treatment in the government benefits because the group includes the people who are traditionally vulnerable. Except general category, all other groups need attention and to be addressed for their backward socio-economic conditions. The survey results shows that majority of surveyed families did not respond to the question related to caste. Among the surveyed families, about 4.84% belong to other backward cast, 2.69% belong to Scheduled Castes, 0.81% belong to upper caste and remaining 0.53% belong to Scheduled Tribes.

4.2.1.3 Mother Tongue and Place of Nativity

A majority of families (46.03%) speak Hindi as a mother tongue, followed by 35.86% who speak Marathi, 3.57% speak Konkani, 3.3% speak Gujarati and 2.68% speak Urdu. Majority of surveyed families are from Maharashtra followed by Uttar Pradesh.

4.2.1.4 Age Group

The persons of surveyed families have been categorized in to six age groups. The distribution of persons age in various group shows that 32.40% of the total persons belong to the 36-59 followed by 32.31% belong to 19-35 years age group, that is potentially productive group. About 9.54% belong to above 60 years age group and a further 25.75% belong to the age group below 18 years, who are dependent population (**Table 4.1**).

4.2.1.5 Marital Status

The marital status of the surveyed family members is indicated under three categories – married, unmarried, and other (widow/widower, separated, divorced). It is observed that out of total surveyed people, majority of them (74.30%) are married, 19.86 % are unmarried and about 5.85 % are in other types which includes widowed/divorced/separated.

4.2.1.6 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. It is observed from the **Table 4.1** that majority of surveyed families are nuclear(49.42%) followed by single(21.05%), Joint(16.41%) and extended(12.58%). Family size has been classified into four categories i.e. individual, small (2-4), medium (5-7) and large (7 & above). **Table 4.1** shows that majority of families (46.92%) are small in size followed by 26.05% families are

medium type, 21.05% are individuals and remaining 5.98% families have their members more than seven.

TABLE 4.1
SOCIO-DEMOGRAPHIC PROFILE

S.NO	DESCRIPTION	NO OF PAFs/PAPs	PERCENTAGE (%)
1	Gender		
	Male	2219	53.46
	Female	1932	46.54
	Sex Ratio(females per 1000 males)		871
2	Religious Group		
	Hindu	743	66.28
	Muslim	270	24.09
	Christian	76	6.78
	Buddhist	20	1.78
	Jain	7	0.62
	Sikh	5	0.45
3	Social Group		
	Scheduled Caste	20	2.69
	Scheduled Tribe	4	0.53
	Other Backward Caste	36	4.84
	General Caste	6	0.81
	No Response	677	91.12
4	Mother Tongue		
	Hindi	516	46.03
	Marathi	402	35.86
	Konkani	40	3.57
	Gujarati	37	3.3
	Urdu	30	2.68
	Kannada	24	2.14
	Tamil	18	1.61
	Telugu	18	1.61
	Malayalam	18	1.61
	Others*	18	1.61
5	Age Group		
	<14 Years	772	18.60
	14-18 Years	297	7.15
	19-35 Years	1341	32.31
	36-59 Years	1345	32.40
	60 Years & Above	396	9.54
	Average Age		32.60 Years
6	Marital Status¹		
	Married	2275	74.30

¹ The legal age for marriage in India is 18 for females and 21 for males. Therefore, all persons below these ages were excluded for computation of this table.

S.NO	DESCRIPTION	NO OF PAFs/PAPs	PERCENTAGE (%)
	Unmarried	608	19.86
	Others**	179	5.85
7	Type of Family		
	Nuclear	554	49.42
	Joint	184	16.41
	extended	141	12.58
	Single	236	21.05
	Other	6	0.54
8	Family Size		
	Individual	236	21.05
	Small(2-4)	526	46.92
	Medium(5-7)	292	26.05
	Large(>7)	67	5.98
	Average size of family		3.70
9	Literacy Status¹		
	Literate	3372	87.95
	Illiterate	462	12.05
10	Education Level		
	Primary	276	8.19
	High School	1919	56.91
	Higher Secondary	953	28.26
	Graduate	152	4.51
	Technical	72	2.14

*Others (Nepali-5, Punjabi-6, Oriya-2, Bengali-5).

**Others (widow/widower, separated, divorced and abandoned).

4.2.1.7 Educational Attainment

Education is a tool for vertical mobility in the 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. The analysis indicates that out of the total surveyed people, about 87.95% are literate and 12.05% are illiterate. So far as educational attainment is concerned 8.19% are educated up to primary class, 56.91% are educated up to High School, and 28.26% have studied up to Higher Secondary level. Other than this, 4.51% of persons have done their graduation and 2.14% of the total surveyed persons have attained technical education.

4.2.2 Economic Conditions

The economic condition of PAFs describes occupational pattern, family income, and 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 income of all the earning members. The earning members include the people who work and earn to

¹ Note: Excluded the persons who are below the Age of 6 years.

contribute to the family; however dependents include housewife, children, elderly people and others who cannot work and earn. About 1.42% of families reported less than Rs.2900/- monthly income. About 34.88% of families' monthly income is between Rs.5001 to 10000/-, 25.78% of families' income is between Rs.10001 to 20000/-Families' earning more than Rs.20000/- monthly constitutes about 17.22%. The average income of a family is Rs.11,116.58/- per month. Average family expenditure is Rs.6700/- per month. On an average earning member per family is 1.32(**Table 4.2**).

An attempt was made to collect the information about loan taken by the family for various purposes. Our keen interest was to see the housing loan or the loan taken for either purchase of new house or renovation of the house. If the family has equal income and expenditure or less income and more expenditure, to manage the daily expenses, the family has to avail the loan and it is another aspect to measure the economic status of the family. It is important to be mentioned here that most of the respondents did not want to give the information on the issue of indebtedness. Only eight surveyed families have availed loan for one or the other purpose.

**TABLE 4.2
ECONOMIC CONDITIONS**

S.NO	DESCRIPTION	NO OF PAFs/PAPs	PERCENTAGE (%)
1	Monthly Household Income (in Rs.)		
	Up to Rs.2900	16	1.42
	Rs. 2901 – Rs. 5000	177	15.79
	Rs. 5001 – Rs.10000	391	34.88
	Rs.10001 – Rs.20000	289	25.78
	Above Rs.20000	193	17.22
	No Response	55	4.91
	Average monthly household income		Rs.14487.36
		Rs.6700.00	
2	Number of Earners		
	1	721	64.32
	2	224	19.98
	3	72	6.42
	Above 3	23	2.05
	No Response	81	7.23
	Average number of earners in PAFs		1.32

4.2.3 Employment Status

Occupational pattern of the surveyed persons is recorded to assess their skill so that income generation plan can be prepared accordingly for alternative income generating scheme. Secondly, occupational pattern helps in identifying dominating economic activity in the area. The survey results in **Table 4.3** shows that 44.88% of surveyed persons are employed and remaining 55.12% are unemployed. Among the employed persons about 49.29% of persons engaged in private service,41.39% of persons are self employed. About 4.59% of persons are engaged in government service and remaining 4.73% of persons are in casual work. About 76.77% of surveyed persons work at a fixed station, while 6.95% have no fixed job. The location of work is not given in the case of 6.14% persons. About 3.51 % of persons work at home. About 39.31% of persons go to their work place by walk and 21.72%travel by Bus. About 11.96% of persons travel by train.

**TABLE 4.3
EMPLOYMENT INFORMATION**

S. NO	DESCRIPTION	NO OF PAFs/PAPs	PERCENTAGE (%)
1	Status of Employment		
	Employed	1481	44.88
	Not Employed	1819	55.12
2	Nature of Employment		
	Govt.Service	68	4.59
	Pvt.Service	730	49.29
	Self Employed	613	41.39
	Casual Work	70	4.73
3	Location of Work		
	Fixed	1137	76.77
	Not Fixed	103	6.95
	Not given	91	6.14
	At Home	52	3.51
	Itinerant	32	2.16
	Peripatetic	66	4.46
4	Mode of Travels		
	Walk	447	39.31
	Bus	247	21.72
	Train	136	11.96
	Cycle	2	0.18
	Two-Wheeler	7	0.62
	No Response	298	26.21

4.2.4 Household Assets

The household assets indicate the prosperity and paucity of the household. **Table 4.4** reveals the household assets of the surveyed families. The cooking gas, fan, music system, television, two wheeler, radio and refrigerator are owned by majority. The other prominent assets are washing machine, bicycle, computer and taxi. The families consider that their consumable material base, that they have in their households, as need of day and necessary to survive in cities like Mumbai.

**TABLE 4.4
HOUSEHOLD ASSETS**

S. NO	DESCRIPTION	PERCENTAGE (%)
1	Cooking Gas	63.87
2	Fan	83.05
3	Music System	24.26
4	Television Set	66.46
5	Two-Wheeler	3.39
6	Radio	8.65
8	Bicycle	0.80
10	Refrigerator	0.54

11	Washing Machine	0.18
12	Computer	0.18
13	Taxi	0.18

*Percentages are calculated for each asset against total surveyed PAFs

4.2.5 Documents Available

The survey team has verified the documents available with the families who likely to be affected due to proposed metro line-3 project. The documents available with families were ration card, electoral enlistment, name in census record, electric connection. Out of the total surveyed families 65.39% have ration cards and 34.61% have no ration cards. As voter 15.52% are listed in electoral list by the end of 1995, 9.72% were listed during 1995-2000, 13.65% are registered after 2000. About 71.99% of families have electric connections and meter, however 28.01% are without the meter (**Table 4.5**).

**TABLE 4.5
DOCUMENTS AVAILABLE**

S. NO	DESCRIPTION	NO OF PAFs/PAPs	PERCENTAGE (%)
1	Ration Card		
	Yes	733	65.39
	No	388	34.61
2	Electoral Enlistment		
	Up to 1995	174	15.52
	1995-2000	109	9.72
	After 2000	153	13.65
	Not Response	685	61.11
3	Name in Census		
	Yes	66	5.89
	No	1055	94.11
4	Electric Meter		
	Yes	807	71.99
	No	314	28.01

4.3 COMMERCIAL/SELF EMPLOYMENT ACTIVITIES

There are 289 commercial establishment (257 purely commercial and 32 residential cum commercial) have been covered under social survey. **Table 4.6** indicates commercial and self employment activities among the surveyed families. Most of the commercial establishments (69.90%) started operating since 20-50 years. About 45% of commercial establishments are shops, 24.23% are small scale industries, 16.26% are other enterprise and 13.15% are repair and workshop. Generally in Mumbai, shops owners are provided license by BMC. Out of the total interviewed commercial establishments, 55.71% are licensed shop owners and remaining 44.29% have no formal license to operate the shops. The employment pattern indicates the number of people involved in the business activities. About 52.94% of the surveyed commercial establishments operate their business and shops without any manpower support, 29.76% have employed 1-5 employees, 4.84% have employed 5& above people in their work. The proposed metro project shall have cumulative impacts on both the affected commercial establishments as well as their employed people.

TABLE 4.6
COMMERCIAL/SELF EMPLOYMENT ACTIVITIES

S. NO	DESCRIPTION	NO OF PAFs/PAPs	PERCENTAGE (%)
1	Year of Establishment		
	Less than 5 years	2	0.69
	5 – 10 years	1	0.35
	10 – 20 years	28	9.69
	20 -50 years	202	69.90
	50 years and above	37	12.80
	No Response	19	6.57
2	Type of Shop		
	Hotel	4	1.38
	Tea & Snaks	4	1.38
	Repair & Workshop	38	13.15
	Other Shops	122	42.21
	Other Enterprise	47	16.26
	Small Scale Industries	70	24.23
	No Response	4	1.38
3	No. of Shops got License from BMC		
	Yes	161	55.71
	No	128	44.29
4	Employment Pattern		
	Owner/Operator	153	52.94
	Employed 1-5 persons	86	29.76
	Employed 5 & above	14	4.84
	No Response	36	12.46

4.4 AWARENESS AND OPINION ABOUT THE PROJECT

During the socio-economic survey, some questions were asked to the families regarding the awareness, source of information and opinion about the proposed metro rail line-3 project. The findings of the survey with regards to awareness, source of information and opinion about the proposed project is presented in **Table 4.7**. Out of the total surveyed families, 64.85% families were aware with the proposed Mumbai metro line -3 project, whereas 35.15% said that they had no information about the project. People who were aware about the project said that project meeting at station location during social survey and news paper were the main source of information. Out of total respondents, 73.87% considered it a good government initiative for transport infrastructure development in the city like Mumbai; however 11.14% replied it as a bad option because it shall destroy their business base and source of livelihood while 14.72% had no opinion about the proposed metro development.

TABLE 4.7
PROJECT RELATED INFORMATION

S. NO	DESCRIPTION	PERCENTAGE (%)
1	Awareness about the Project	
	Yes	64.85
	No	35.15
2	Source of Information	
	Project Meeting	33.01
	News Paper	4.40
	Mapping	0.28
	Others	0.56
	No Response	61.76
3	Opinion about the Project	
	Good	73.87
	Bad	11.14
	Can't Say	14.72
	No Response	0.28

Others include NGO, Society letter, Bright Future, Staff.

CHAPTER-5 PUBLIC CONSULTATION

5.1 BACKGROUND

Public consultation is a continuous process throughout the project period, during project preparation, implementation, and monitoring stages. The sustainability of any infrastructure development depends on the participatory planning in which public consultation plays major role. To ensure peoples 'participation in the planning phase of this project and to treat public consultation and participation as a continuous two way process, numerous events were arranged at various stages of project preparation i.e., Detailed Project Report(DPR). Aiming at promotion of public understanding and fruitful solutions of developmental problems such as local needs and problem and prospects of resettlement, various stakeholders i.e., displaced persons, government officials, local community leaders, people and elected representatives of the people are consulted through community meetings, focus group discussions, individual interviews and formal consultations. The project will therefore ensure that the displaced population and other stakeholders are informed, consulted, and allowed to participate actively in the development process. This will be done throughout the project, both during preparation, implementation, and monitoring and evaluation of project results and impacts.

Keeping in mind the significance of consultation and participation of the people likely to be affected or displaced due to the proposed project, public consultation has been taken up as an integral part of social and environmental assessment process. Consultation was used as a tool to inform and educate stakeholders about the proposed action both before and after the development decisions were made. It assisted in identification of the problems associated with the project as well as the needs of the population likely to be affected. This participatory process helped in reducing the public resistance to change and enabled the participation of the local people in the decision making process. Initial public consultation has been carried out in the project areas with the objectives of minimizing probable adverse impacts of the project and to achieve speedy implementation of the project through generating awareness among the community about the benefits of the project.



5.2 OBJECTIVES OF THE CONSULTATION

The basic objective of consultation is to explore the measures for affected people in project area with specific objectives as follows:

- Disseminate information to the people about the project in terms of its activities and scope of work; and understand the views and perceptions of the people affected and local communities with reference to acquisition of land or loss of property and its due compensation.
- Understand views of affected people on land acquisition and resettlement options and generate idea regarding the expected demand of the affected people;

- Identify and assess major economic and social information and characteristics of the project area to enable effective social and resettlement planning and its implementation.
- Resolve issues related to impacts on community property and their relocation.
- Establish an understanding for identification of overall developmental goals and benefits of the project.

5.3 APPROACH AND METHODS OF CONSULTATION

Preliminary public consultations and discussions were conducted by RITES study team with the help of MMRDA officials through community meetings with Project Affected Persons (PAPs) as well as general public and group discussions at particularly proposed metro rail station locations. The consultation process involved various section 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, role of administration etc. were discussed. The Resettlement Action Plan(RAP) addresses all issues raised during public consultation and recommends institutional strengthening measures as well. The following methods were adopted for conducting public consultation:

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

The consultations have also been carried out with special emphasis on the vulnerable groups. 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)Local leader;(vi)Community based organizations(CBOs) and Non-Governmental Organization(NGOs);(vii)Squatters; (viii)Kiosks; (ix) Government agencies and departments.

5.4 CONSULTATION AT PROJECT AFFECTED AREA

Public consultation meetings were organized at six places namely Girgaon, Acharya Atray Chowk, Dharavi, Santacruz, Marol Naka and MIDC. The details are given in **Table 5.1**. The number of participants in the consultations were approximately 268, which include different representatives from different echelon of the society. The minutes of the meetings and signature of the participants are given in **Annexure-5.1** to **Annexure-5.8**.

TABLE 5.1
DETAILS OF CONSULTATION AT AFFECTED AREA

Place	Date	No. of Participants	Issues raised
Girgaon	13/01/2012	14	Land Acquisition, Demolition of Structure, Displacement
Dharavi	16/01/2012	34	Relocation, Job Opportunity, shifting allowance,
Santacruz	17/01/2012	45	Displacement, relocation, compensation, job opportunity, transit camp,

Acharya Atray Chowk	18/02/2012	6	Changing of station location
Marol Naka	20/04/2012	72	Displacement, relocation, special package, compensation
MIDC- Kiran Nagar-1 Kiran Nagar-2 Pandit Deen Dayal Upadhya Nagar	2301/2012 09/02/2012 21/02/2012	13 36 48	Displacement, alternative accommodation, inclusion of 1 st floor, job opportunity, relocation of religious place, social amenities

Some of the important views expressed and suggestions given by the participants are given in **Table 5.2**.

**TABLE 5.2
ISSUES DISCUSSED AND MMRC REPLY**

SI.No.	Issues Discussed	MMRC Reply
1	Many people in the project area were not aware about the project although public notification has been given through news paper of English, Hindi and local language;	--
2	People consented to cooperate if adequate compensation is given	R&R benefits will be given as per Govt. Policy.
3	Most people preferred to resettle near their previous place of residence and business;	The people may join local SR Scheme of private Developer if feasible. Else will be resettled in R&R colonies where tenements are available.
4	Affected families should be properly rehabilitated before commence of construction work of the project	The resettlement is carried out as per R&R policy prior to commencement of construction work.
5	Minimum 300 to 400 sq.ft area should be provided to residentially affected families;	The Residential PAPs will be provided tenements as per Govt. policy.
6	PAPs wanted to know when they construction work would commence	The data of commencement of the project will be intimated to PAPs.
7	Job opportunity should be given to one member of each affected family	Policy related to job opportunity will be considered by MMRC.
8	PAPs asked about creation of employment opportunities during construction and operation of the project for them; In slum area, particularly at MIDC & Santacruz, PAPs demanded constructed house for all affected families who have separate door and separate kitchen and not based on legal documents	-do- The PAPs will be identified on the basis of Baseline Socio-Economic Survey (BSES)
9	People of slum area demanded to include all families in the list of social survey	Issue is not clear, BSES may cover all families in the area but families affected

	whether affected or not;	by the project will only be resettled.
10	All social amenities should be provided in resettlement site	The amenities will be provided as per the R & R policy and S. R. regulations.
11	In case the commercial people are disturbed, the project proponent should build commercial complex nearby area and should give priority to the affected people;	The people may join local SR Scheme of private Developer if feasible. Else will be resettled in R&R colonies where tenements are available.
12	People suggested for uninterrupted social life during the construction phase	MMRC will ensure smooth transfer of PAFs to the R&R site before start of project construction work for not to disturb the social life of PAPs. MMRC will take necessary mitigation measures to minimize the impacts of construction activities on social life.
13	People also suggested a proper compensation package to be granted who are losing their properties;	R&R benefits will be given as per Govt. Policy.
14	Minimum 225 sq.ft. area should be given to commercially affected people	Under R&R policy commercial areas or size only equivalent to affected area can be provided. Maximum 750 sq. ft. out of which 225 sq. ft. will be free of cost.
15	Shifting allowance should be given to all displaced PAFs	Such benefits will be given as per the policy.
16	If people are dislocated temporarily, they should be given proper compensation and alternative accommodation	Such benefits will be given as per the policy.
17	No transit camp during construction of the project	Suggestion not clear. Transit accommodation if provided by MMRDA will be in R & R colonies.
18	People of Santacruz (Gate-1) suggested that Stamp Duty Ready Recokoner should be followed to determine the rate of commercial and residential affected structure	Monetary Compensation is available to only land title holders and will be as per rules governing acquisition of land. Any other monetary compensation will be as per R & R policy.
19	Religious place should not be disturbed	All structures affected by the project will have to be shifted / resettled.
20	The compensation should be based on the current market value.	Monetary Compensation is available to only land title holders and will be as per rules governing acquisition of land. Any other monetary compensation will be as per R & R policy.
21	People suggested that adequate safety measures should be provided for Uninterrupted social life.	MMRC will take adequate safety measures during construction of the project.
22	People would like to receive regular updates on project	Public Information center can be opened and operated.



5.5 PUBLIC CONSULTATION/HEARING AT CITY LEVEL

Vide newspaper Notification dated 5th April,2012 a public consultation/hearing was organized at Insurance Institute of India,G Block,Plot No-46,BKC,Bandra(E),Mumbai on 11th April 2012 for inviting suggestions and objections from concerned stakeholders on environment and social issues of the proposed Metro Line-3.About 200 stakeholders were attended and 27 stakeholders raised their suggestions/objections. A summary of the public hearing is given in **Annexure-5.9**. Detail of suggestions and objections raised by stakeholders on social issues and MMRC remark is given in **Table 5.3**.The disclosure material used in the public hearing is given in **Annexure-5.10**.



**TABLE 5.3
DETAILS OF PUBLIC HEARING ON SOCIAL ISSUES**

Date & Time	Venue	Token No.	Issues	Suggestion/Objection	MMRC Remark
11 th April,2012	Insurance Institute of India(College of Insurance),G Block,Plot No. C-46, Bandra-Kurla Complex,Bandra(E), Mumbai-400 051	17	Numbering during Social Survey	Some numbers are put in slums at Marol Naka. What is the meaning of that? From where will the project start? Whether the numbers will increase or decrease? When we can get an idea? When and where will we be shifted?	Slum numbering is part of survey work being done for SIA. Project extends from Colaba to SEEPZ MMRC is in process of determining R&R sites. The actual impact for resettlement will depend on detailed designs. Affected persons will be shifted to nearby R& R Colony where tenements are available
		61		Your officers also should come. People at home are getting afraid because some people came to put the number in their slums. Please do not give to any agency to put no. Only MMRDA officers/staff should come for this. Please give the prior date on Sundays so that all the concerned association people are called.	MMRDA can hold meetings with representatives of people and provide necessary information to them.
		5	Public Meeting	We want to know about the problems we will be facing because of this metro line 3? One more hearing for PAPs may be held? VAG experience is very bad.	MMRDA can hold meetings with representatives of people and provide necessary information to them.

Date & Time	Venue	Token No.	Issues	Suggestion/Objection	MMRC Remark
		57		Meeting should be arranged in the area of Project affected people. All PAPs should be taken in to Confidence , enquired about project whether U/G.	MMRDA can hold meetings with representatives of people and provide necessary information to them.
		64		When will you conduct the next meeting? You have to declare the meeting date today. There should be transparency in conducting survey of slums. Enquired about 1 point contact officer from MMRC Advised to form a committee amongst them.	The details of survey will be explained to PAP, Stakeholders. Survey is being conducted by NGO SPARC and process is transparent. MMRC has designated Community Development Assistance to address R&R issues of this project.
		34	Displacement & Rehabilitation	Line 3 is very good for the future of Mumbai. We cannot deny the role of slum people for the development of Mumbai. When we loose our place please give us good place to settle within the same locality. So that we can serve the people of Mumbai. Please explain why you cannot settle us in nearby places. It is good for the future of our country.	PAPs can join local Slum Rehabilitation Scheme if such scheme is promoted by developer and is feasible, and MMRDA can provide transit accommodation. If SR Scheme is not feasible PAPs will be shifted to nearby R&R colony depending on availability of tenements.
		35		Rehabilitate PAPs nearby and do not send to far off place. Take confidence of PAPs living in slums. People have got different views.	As above (token No.34

Date & Time	Venue	Token No.	Issues	Suggestion/Objection	MMRC Remark
		77		Numbers put on slums in Marol area and enquired about reason. Enquired about R&R compensation / TDR . What is the criteria for rehabilitation? Whether you will take care of owner ?	Survey being done for SIA. The rehabilitation will be done as per MUTP R&R policy approved by Govt. and based on BSES.
		66	Project Implementation	When line 3 will be implemented practically? What are the SRA plans?	Implementation of Mumbai Metro Line-3 is proposed between 2013 and 2019.
		72	Changing of RG/PG and basic facilities in R&R sites	There are more than 10,000 houses at Chimatpada. How you are going to settle them? Whether MMRDA is the authority to change the RG/PG. There is a PIL and court order for no development and enquired about whether metro can be constructed. He enquired about SRA schemes. Basic facilities like schools, markets, temple etc to be constructed.	MMRDA does not have the authority to change the D. P. reservations but it can examine the matter and offer possible help. The R&R colonies are provided facilities as per the SR Scheme norms.
		80	Job Opportunity	Benefit to be given to people affected by metro. They need job in Metro. They need house there only.	PAPs can join SRA Scheme if locally feasible else will be rehabilitated in R&R colonies.
		73	Special Scheme for Adivasi	Is there any special schemes for the Adivasis?	Policy /Scheme not yet finalized.

5.6 INFORMATION DISCLOSURE AND CONSULTATION

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

Information disclosure is persuaded for effective implementation and timely execution of RAP. For benefits of PAPs and community in general RAP should be disclosed by MMRDA. During project implementation, Project Management Unit (PMU) of MMRDA shall provide information related to entitlement policy and various options to the PAPs and community through its Public Information Centre (PIC). PMU will prepare an information brochure in local language, i.e., Marathi and Hindi, explaining the RAP, the entitlements and the implementation schedule. The RAP is required to be disclosed to the affected persons and other stakeholders.

5.7 COMMUNITY PARTICIPATION DURING PROJECT IMPLEMENTATION

The effectiveness of the RAP is directly related to the degree of continuing involvement of those affected by the project. Several additional rounds of consultations with PAPs will be required during RAP implementation. Consultations during resettlement plan implementation shall involve agreements on compensation, assistance options, entitlement package and income restoration. Another round of consultation shall occur when compensation and assistance are provided and actual resettlement start.

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

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

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

CHAPTER-6 RESETTLEMENT POLICY AND LEGAL FRAMEWORK

6.1 LEGAL FRAMEWORK

This chapter discusses about the existing law and regulations of the country and state those are applicable to the proposed Mumbai Metro Rail Line-III corridor. In addition, JICA Guidelines 2010 is adopted since the Japanese ODA loan will be utilized for the implementation of the project. It is very important to analyse the Acts and Policies to understand the legalities and procedures in implementing project and to identify the gaps and area where there is a need for strengthening to comply with JICA Guidelines for Environmental and Social Consideration of project affected people. Therefore, the legal framework in which the proposed metro rail project will be implemented with respect to social issues as well as JICA guidelines for environmental and social consideration has been summarized in this chapter. The applicable laws on land acquisition and resettlement for the Mumbai metro rail project are:

- Land Acquisition Act, 1894 (Amended in 1984)
- Mumbai Metropolitan Region Development Authority Act, 1974
- National Rehabilitation and Resettlement Policy, 2007;
- JICA Guidelines for Environmental and Social Consideration, April 2010
- Resettlement and Rehabilitation Policy for Mumbai Urban Transport Project (MUTP), 1997 (Amended in 2000)

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

6.2 LAND ACQUISITION ACT, 1894 (AMENDED IN 1984)

The most relevant Indian regulation for facilitating resettlement and rehabilitation is the Land Acquisition Act, 1894 (amended 1984). This Act is the principal document for procedures to be followed for acquisition of private land by the Government for public purposes and for determining compensation. The Act ensures that no person is deprived of land under this Act and entitles PAPs to a hearing before the actual acquisition. While this Act does not per se provide for mitigation measures, Section 23 of the Act discusses compensation at market price, the market value of land being determined at the “*date of publication of the notification*”. However, for land acquisition, this Act will not be applicable for displacement of temporary huts. Procedures set out include: (i) Preliminary notification (Section 4); (ii) Declaration of Notification (Section 6); (iii) Notice to persons interested (Section 9); (iv) Enquiry and award (Section 11); (v) Possession (Section 16). Summary features of LAA are presented in **Box No.6.1**. The proposed project entails acquisition of land along the alignment and land will be acquired under this Act.

The main elements of the LAA are:

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

BOX NO.6.1: FEATURES OF LAA

SECTIONS OF LA ACT, 1894	DESCRIPTION
3	Definition
4	Power ¹ of officers to enter for survey work
5	Payment for damage
5A	Hearing ² of Objections
6	Declaration ³ that is required for a public purpose
7	After declaration, Collector to take order for acquisition
8	Land to be marked out, measured and planned
9	Notice ⁴ to persons interested
10	Powers to require and enforce the making of
11	Enquire ⁵ and award by Collector
12	Award of Collector when to be final
13A	Correction of Clerical Errors, etc.
16	Power ⁶ to take possession
17	Special power in cases of urgency
18	Reference ⁷ to court

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

1. Whenever it appears to the appropriate government that land in any locality is needed or is likely to be needed for any public purposes a notification to that effect shall be published in local news paper(at least one in local language of the region) which empowers project proponent to enter in land[4(1)] for survey and any project related work.
2. Any person interested in any land which has been notified under Section 4(1) within thirty days from the date of publication of the notification, object to the acquisition of land in writing to District Collector.
3. When the appropriate Government is satisfied that any land is needed for public purposes; a declaration shall be made to that effect under the signature of secretary to such Government or of some officer duly authorised to certify its orders.
4. The District Collector shall then cause public notice to be given at convenient places on or near the land to be acquired. Such notice shall state the particulars of the land so needed and require serving all entitled persons.
5. The Collector if satisfied with the LA proceedings under said Act; may declare award which shall cover true area of land, compensation amount and other provisions of the Act.
6. When Collector has made award under Section 11, he may take possession of the land, which shall there upon vest absolutely with the Government free from all encumbrances.
7. Section 18 to Section 28 deals with intervention of court in land acquisition processes.
 - In case of delayed payments, after placement under Section 9, an additional 9 percent amount per annum is to be paid for the first year and 15 percent for subsequent years.

6.3 MUMBAI METROPOLITAN REGION DEVELOPMENT AUTHORITY ACT, 1974

This Act may be called the Mumbai Metropolitan Region Development Authority Act, 1974. The Act has been prepared for forming Brihan Mumbai and certain areas round about into a Mumbai Metropolitan Region, to provide for the establishment of an Authority for the purpose of planning, co-ordinating and supervising the proper, orderly and rapid development of the areas in that Region and of executing plans, projects and schemes for such development, and to provide for matters connected therewith.

The MMRDA Act, 1974 provides land acquisition process and procedures for the projects, including valuation method of land compensation. According to Section 32 (2), discharging any of Authority's functions or exercising any of its powers or carrying out any of its projects or schemes or development programmes are deemed to be public purpose; and on receipt of representation of the Authority, State Government can acquire the land. For land in urban areas acquired under this Act, the amount of compensation under Section 35, is 100 times the net average monthly income actually derived from such land during the period of the five consecutive years immediately preceding the date of publication of the notification under Section 32. When the amount of compensation for acquisition is not paid on or before possession of the land, the Competent Authority has to pay interest at the rate of 4% for first six months and thereafter at the rate of 9% per annum. The main elements of the Act are given in **Table 6-1**.

TABLE 6.1
MAIN ELEMENTS OF LAND ACQUISITION AS PER MMRDA ACT, 1974

SECTION	ASPECT	DESCRIPTION
Section 32	Power to acquire Land	For any projects, schemes or development programmes, State Government may acquire land in any part of Metropolitan region for public purpose by publishing in the Official Gazette a notification to the effect. On publication of the notification, the land shall vest absolutely in the State Government free from all encumbrances.
Section 33	Power to require person in possession of land to surrender or deliver possession thereof	To surrender or deliver possession thereof to the State Government or any person duly authorized by it in this behalf within a period of 30 days of the service of the notice.
Section 34	Right to receive an amount for acquisition	Person from whom land is acquired shall be entitled to receive an amount from State Government.
Section 35	Determination of amount for acquisition of land in Municipal areas	<ul style="list-style-type: none"> • Amount for acquisition of land acquired under section 32 of this Act shall be determined and paid by agreement between the State Government and the person to whom it is payable. • Where no such agreement can be reached, the amount of compensation under Section 35, shall be 100 times the net average monthly income actually derived from such land during the period of the five consecutive years immediately preceding the date of publication of the notification under Section 32.
Section 36	Appointment of the amount for acquisition	Where the owner of the land and the owner of the building are different persons or several persons claim for compensation, the Competent Authority shall determine the persons who in its opinion are entitled to receive the amount.
Section 37	Payment of amount for acquisition on deposit	If the persons entitled to the amount do not consent to receive it, the Competent Authority shall deposit the

SECTION	ASPECT	DESCRIPTION
	the same in court	amount in the Bombay City Civil Court and in any other municipal area in the court of the District Judge. The court shall deal with the amount so deposited in the manner laid down in sections 32 and 33 of Land Acquisition Act,1894.
Section 38	Power in relation to determination of amount	
Section 39	Payment of interest	When the amount of compensation for acquisition is not paid on or before possession of the land, the Competent Authority has to pay interest at the rate of 4% for first six months and thereafter at the rate of 9% per annum.
Section 40	Appointment of Competent Authority	The State Government may appoint an officer not lower in the rank than that of Deputy Collector or Executive Engineer to be a Competent Authority for the purposes.
Section 41	Appointment of Tribunal	
Section 43	Alternative accommodation	The duty of the Authority is to provide alternative accommodation only to those persons who are occupiers of residential premises in the building, either as an owner or tenants before eviction.

6.4 JICA's GUIDELINES ON INVOLUNTARY RESETTLEMENT

The JICA guidelines for environmental and social considerations¹ are applicable to this project subject to provisions in this SIA report. The Resettlement Action Plan (RAP) has been developed in accordance with the requirements of the JICA on Involuntary Resettlement. The involuntary resettlement may cause severe long-term socioeconomic hardships, impoverishment and environmental damages unless appropriate measures are carefully planned and carried out. The JICA requires that involuntary resettlement should be avoided where feasible, or minimize exploring all viable alternative project designs. In cases, it becomes unavoidable, then the affected persons should be meaningfully consulted providing them an opportunity to participate in planning and implementing the resettlement programme. They should be assisted in their efforts to improve their livelihoods and standard of living or at least to restore these, in real terms, to pre-displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher. This approach endorses the eligibility of all the categories of persons, whether with formal legal rights or without these rights, in a project, but occupying project area prior to the cut-off date established by the borrower and acceptable to the Bank.

6.5 RESETTLEMENT AND REHABILITATION POLICY FOR MUTP, 1997

Government of Maharashtra had appointed a task force in 1995 under the chairmanship of a former chief secretary to the state of Maharashtra consisting of members from the Government, private sector, NGOs and civil society to prepare a policy framework for resettlement and rehabilitation of persons affected by the project. Based on the recommendations of the committee, GOM had issued a Government Resolution (GR) adopting the policy in March, 1997 which was later amended to incorporate certain changes suggested by the Bank to bring the policy in line with the World Bank's Operational Directive

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.

4.30 on involuntary resettlement. This policy is called Resettlement and Rehabilitation for Mumbai Urban Transport Project, 1997 (as amended in December,2000).

The R&R policy shall be applicable to all the sub-projects described in the Borrower's Project Implementation Plan (BPIP) for the MUTP and also the sub-projects identified for inclusion in the subsequent phases of MUTP. The main objectives and principles of the policy are:

- a) Involuntary resettlement should be avoided or minimized where feasible, exploring all viable alternative project designs.
- b) Where displacement is unavoidable, resettlement plans should be developed. All involuntary resettlement should be conceived and executed as development programs, ensuring that PAHs are provided sufficient investment resources and opportunities to share in project benefits. Displaced persons should be
 - Compensated for their losses at full replacement cost prior to the actual move;
 - Assisted with the move and supported during the transition period in the resettlement site; and
 - Assisted in their efforts to improve their former living standards, income earning capacity, and production levels, or at least to restore them. Particular attention should be paid to the needs of the poorest groups to be resettled.

The policy ensures meaningful consultations with stakeholders in planning and implementation of the resettlement program in order to suitably accommodate their inputs and make rehabilitation and resettlement plan more participatory and broad based. The policy ensures benefits of R&R to PAPs including non-title holders if they are enumerated during baseline survey for lost assets at replacement value. The policy also ensures payment of compensation and resettlement assistance prior to taking over the possession of land and commencement of any construction activities. The policy offers two resettlement options to the affected community. First is township option wherein a fully developed plot of 25 sq.m in a green field site is allotted and second option is a tenement of 20.91 sq.m in multi-storeyed buildings. Vulnerable households such as women headed households, handicapped and the aged will be given additional package of rehabilitation services. Provision of employment and training for those who permanently lose their jobs. The Grievance Redressal Committee appointed by R&R Agency comprising its officials and representative of NGOs shall have the power to consider and dispose of all complaints relating to resettlement and rehabilitation issues(**Annexure-6.1**).

6.6 ELIGIBILITY AND ENTITLEMENT MATRIX

PAPs entitled for compensation and rehabilitation are (i) PAPs losing land and other assets with legal title/traditional land rights will be compensated, and PAPs will be rehabilitated (ii) tenants (iii) owners of buildings, or other objects attached to the land; (iv) PAPs losing business, income, and salaries; (v) assistance to the non title holders(squatters, etc). Compensation eligibility is limited by a cut-off date as set for the project on the day of the PAP census survey. It is on this date that all impacted persons will be identified and the nature of the impact disclosed. PAPs who settle in the affected areas after the cut-off date will not be eligible for compensation and/or other assistance. They, however, will be given sufficient advance notice, requested to vacate premises and dismantle affected structures prior to project implementation. Their dismantled structures will not be confiscated and they will not pay any fine or suffer any sanction.

For land acquisition, generally the MMRDA may offer two options to the land owners. These include (i) cash compensation,(ii) award of TDR.

The non-resident land owners are eligible for market value of the land and building according to Land Acquisition Act, 1894. Market value of the land is determined on the rates prevailing at the date of the publication of the notice under Section 4. The market value is based on Annual Ready Reckoner rates. A brief note on process of finalising Ready Reckoner rates is presented in **Annexure-6.2**. In addition to the market value of the land, an amount of 12% per annum on such market value for the period commencing on and from the date of the publication of the notification under Section 4, in respect of such land to the date of the award or the date of taking possession of the land, whichever is earlier and a solatium of 30% on such market value in consideration of the compulsory nature of acquisition is also payable.

The facility of Transferable Development Rights (TDRs)² will be available as an alternative to compensate under the LA Act, as per Development Control Regulations (DCRs) for Greater Mumbai 1991. Such award will entitle the owner of the land to Floor Space Index (FSI) in the form of a Development Rights Certificate (DRC).

In case of resident landlords, tenement in the R&R colony is provided in addition to the legal compensation fixed by competent authority under LA act. However, resident landlords who opt for cash supplement in lieu of 20.91 sq.m. of structure in a resettlement colony, the cash supplement will be offered as per the market price for similar typologies of affected structures.

The people who do not have legal title, affected by this project and losing houses are entitled to tenements of area measuring 20.91 sq.m. The affected shopkeepers are entitled to an equivalent area, if affected area is less than 20.91 sq.m. If the affected area is more than 20.91 sq.m., the owners would be provided commercial unit up to 20.91 sq.m. area free of cost and they would be entitled for maximum area up to 70 sq. m. However, they have to pay the cost of above 20.91 sq.m. In addition, there is a provision for providing compensation to those whose travel distances to place of work increases. The entitlement matrix provides category wise details regarding the entitlements in relation to the R&R principles enumerated above. The following **Table 6.2** presents the entitlement matrix for the proposed metro rail project.

² Under the land use regulations in Mumbai, the Government of Maharashtra (GoM) has established a maximum Floor Space Index (FSI) for each location in the city. Developers cannot exceed these maximum limits when constructing buildings. However, as an incentive for developers to construct low-cost housing, the GoM has given the developers the rights to exceed these limits. The TDR is available as an alternative to compensation under the LA Act. TDRs are especially valuable because the right to exceed the legal density can be transferred from slum areas to suburb areas and can be used for more intensive development. The developer may either use the TDRs to construct and sell the additional space generated from the higher FSI or sell the right to another user.

TABLE 6.2
MUTP R&R ENTITLEMENT MATRIX

S. No	Impact Category	Legal Compensation	Rehabilitation		
			Monetary Supplementary	Type of Shelter related Rehabilitation	Price to be Charged
1	Non-resident land Owners(including farmers and horticulturist Non-resident lessees	Market value of land and building according to LA Act. Appointment of compensation for the unexpired period of lease according to LA Act.	Nil Nil	Nil Nil	
2	Resident landlord(land and building including farmers and horticulturists) Resident lessee of land and building	As in 1 above Apportionment of compensation for the unexpired period of lease according to LA Act.	Nil Nil	Cash supplement equivalent to cost of construction of floor space(subject to a max. of 20.91 sq.m) occupied prior to resettlement. OR Floor space equal to self occupied floor area,subject to maximum of 70 sq.m.,irrespective of use of floor space. Floor space equal to self occupied floor area,subject to maximum of 70 sq.m.,irrespective of use of floor space	First 20.91 sq.m of floor space free of cost and at actual cost for the area in excess thereof. First 20.91 sq.m. of floor space free of cost and at actual cost for area in excess thereof.
3.	Resident lessees,tenants or sub-tenants or sub-tenants of buildings	Shifting charges according to LA Act.	Nil	Floor space equal to self occupied floor area,subject to a maximum of 70 sq.m. irrespective of use of floor space.	Free of cost on ownership basis up to 20.91 sq.m. of floor space and at actual cost for area in excess thereof

S. No	Impact Category	Legal Compensation	Rehabilitation		
			Monetary Supplementary	Type of Shelter related Rehabilitation	Price to be Charged
4.	Squatters Non-Resident structure owners(The status to be established by documentary evidence in Resident structure owner	Nil	Replacement cost of lost structure	Nil	
		Nil	Replacement cost of lost structure Nil	Township option Plot of 25 sq.m. PH/HD/SRD Option: Residential: floor space of 20.91 sq.m Area in excess of 20.91 sq.m	Free of cost Free of cost At cost for the excess area
	Tenants	Nil	Nil	Shops & business Area equivalent to existing area with a maximum of 70 sq.m. Out of which 20.91 sq.m Township option Plot of 25 sq.m. Plot in excess of 25 sq.m PH/HD/SRD Option: Residential: Floor space of 20.91 sq.m	Free of cost Free of cost At cost for the excess area. Free of cost.
				For shops & business Area equivalent to existing area with a maximum of 70 sq.m. out of which 20.91 sq.m	Free cost
				Area in excess of 20.91 sq.m	At cost for the excess area
5.	Pavement dwellers	Nil	Replacement Cost of lost Structure	Township option Plot of 25 sq.m Plot in excess of 25 sq.	Free of cost At cost for the excess area
			Nil	PH/HD/SRD Option: Residential: floor space of 20.91 sq.m For shops &	Free of cost

S. No	Impact Category	Legal Compensation	Rehabilitation		
			Monetary Supplementary	Type of Shelter related Rehabilitation	Price to be Charged
				business: Area equivalent to existing area with a maximum of 70 sq.m. Out of which 20.91. sq.m. Area in excess of 20.91 sq.m	At cost for the excess area.
6.	Employees and entrepreneurs (a) Employees residing in the affected community and working at some other place	Nil	Amount equivalent to the fare of twelve quarterly season tickets for excess distance by suburban railway.	Nil	
	(b) Non-resident employees (c) Employees and entrepreneurs who permanently lose their source of livelihood	Nil Nil	Same as above A lum sum compensation equivalent to one year's income, determined by R&R Agency' valuation committee.	Nil The rehabilitation package shall include access to employment information through employment exchange and training facilities for appropriate skills be provide through on going government programmes, and credit through community operated fund.	

CHAPTER-7 INSTITUTIONAL ARRANGEMENT

7.1 BACKGROUND

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

1. Mumbai Metropolitan Region Development Authority (MMRDA)
2. Social Development Cell(SDC)
3. NGOs Support during Implementation and Post Resettlement Phase
4. Implementation Support of Consultant
5. Public Relation Consultant
6. Grievance Redress Committee(GRC)

The role of different stakeholders is given in **Table 7.1**. An institutional framework for implementation of resettlement plan is presented in **Figure 7.1**.

7.2 Mumbai Metropolitan Region Development Authority (MMRDA)

Project Management Unit (PMU) of MMRDA is responsible for planning and implementation of resettlement and rehabilitation component of the proposed Metro Line-3 project. The PMU will coordinate with all implementing agencies and monitoring the progress of the project. The PMU is also responsible for the delivery of entitlements, supervising the work of Project Management Consultant (PMC), NGO, R&R supervision Consultant, Public Relation Consultant etc. It will provide logistical support to the Project Steering Committee (PSC)¹ and Independent Monitoring Panel(IMP)² for the purpose of reviewing the progress of project implementation. It will generate Quarterly Progress Report (QPR) for effective management decision. The PMU headed by Project Director (PD) will be responsible for overall planning, supervision of all activities related resettlement and rehabilitation of the proposed project during preparation, implementation and post implementation phase. The PMU staff will work with NGOs and Consultants for implementation of all R&R activities.

7.3 Social Development Cell (SDC)

MMRDA has a Social Development Cell (SDC) which shall look after land acquisition and resettlement and rehabilitation activities. The Chief SDC, Joint Project Directors (JPD) and Project Managers will provide technical support for effective implementation of resettlement and rehabilitation activities of the project. The SDC of MMRDA shall work closely with other PMU staffs for better coordination and implementation of R&R activities. The SDC shall

¹ The Project Steering Committee under the chairmanship of the Chief Secretary of Government of Maharashtra to keep an eye on the progress of MUTP and provide necessary policy back up. The committee consists of representatives of concerned departments of GoM, MRVC, IR, MMRDA, MCGM, BEST, Planning Commission of Government of India and the Department of Economic Affairs, Ministry of Finance, GoI.

² The Independent Monitoring Panel is established at the start of the project, comprising eminent citizens from Mumbai in the fields of law, administration, journalism, social development and environment. The main responsibility of the IMP is to ensure the compliance of accepted policies and monitoring implementation. This panel operates at the level of High Power Steering Committee and the Project Coordination Committee.

ensure that all issues related to land acquisition, resettlement and rehabilitation are handled according to the policies/guidelines as it is laid down in this report. The overall responsibility of SDC is planning, supervision, implementation of all components of R&R. It would also coordinate with the respective JPDs to ensure implementation of various R&R activities that require the inputs of the respective officers from the environment, finance, legal and PR section of the PMU.

7.4 NGOs Support during Implementation and Post Resettlement Phase

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

**TABLE-7.1
ROLE OF STAKEHOLDERS FOR IMPLEMENTATION OF RAP**

POSITION	RESPONSIBILITIES
Project Director-(PMU), MMRDA	<ul style="list-style-type: none"> • Overall planning and supervision of all project activities; • Exercise of administrative approval for finance & execution related activities; • Supervision and control over responsible officers in PMU • Coordination with JICA, Govt. of India, Govt. of Maharashtra and other concerned agencies.
Chief SDC, MMRDA	<ul style="list-style-type: none"> • Planning, supervision and implementation of R&R components; • Report to Project Director,PMU; • Supervision and control over the Managers, Officers and support staff in SDC; • Liaison and coordination with PMU, Land and Estate Management Cell, Engineering Cell, NGOs, PAPs & other stakeholders; • Prepare and submit all reports and communication to Project Director; • The administrative domain of Chief-SDC include: <ul style="list-style-type: none"> -Approval of eligibility list -Approval of Progress Reports -Procurement of Consultancy services for R&R components; -Disclosure of information to requesters and external agencies -Release of payment to Consultants and NGO
NGO	<ul style="list-style-type: none"> • Assist MMRDA in conducting public consultation, survey, issue of identity cards, • Organize meeting with PAPs assist them during relocation; • Explain the entitlements and R&R policy provisions; • Acting as catalysts between PAPs and project authorities; • Serve as initial step to redress grievances; • Assist the PAPs in redressing grievances with Project Authorities; • Provide support for post resettlement activities such as registration of Cooperative Societies and training related to maintain the building etc. • Report to Chief-SDC • Prepare monthly progress reports and submit to Chief-SDC
Implementation Support of Consultant	<ul style="list-style-type: none"> • Preparation of database of affected structures, families, persons; • Verification of database through field survey; • Improve monitoring system; • Capacity building, • Regular follow up implementation activities and other relevant activities. • Report to Chief-SDC

POSITION	RESPONSIBILITIES
Public Relation Consultant	<ul style="list-style-type: none"> • Report to the Chief SDC • Coordinate with PR agency in information sharing on R&R activities of the project; • Ensure availability of information to PAPs and other stakeholders; • Coverage of progress of R&R activities in the print and electronic media.
Grievance Redress Committee	<ul style="list-style-type: none"> • FLGRC address grievances relating to individual eligibility and entitlement; • SLGRC review decisions of FLGRC on grievance petitions filed by PAPs, • IMP reviews grievances where group interests are affected and post resettlement problems.
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.

The NGO will be supervised by Chief SDC of MMRDA. A list of local NGOs having work experience in the field of resettlement and rehabilitation is presented in **Annexure-7.1**.

NGOs services are also required during post resettlement phase. The PMU of MMRDA will also appoint an NGO for providing services to enable the resettled PAFs to self manage their Cooperative Housing Societies (CHS), Community Revolving Fund (CRF), public infrastructure, and improve healthy environment in R&R colonies. The activities during post resettlement include (i) Situational Assessment (ii) Development of Action Plan, (iii) Implementation of Action Plan and (iv) Evaluation of Post Resettlement Activity.

7.5 Implementation Support of Consultant

During implementation phase of RAP, MMRDA will appoint a consultant to assist MMRDA in implementation of resettlement plan. The consultant will carry out due diligence in the implementation of resettlement and rehabilitation programmes as per the provisions of R&R Policy of MUDP, 2007 (Amended in 2000) through periodic monitoring. The consultant will be responsible for (i) preparation of database of affected structures, families, persons, (ii) verification of database through field survey, (iii) improve monitoring system, (iv) Capacity building, (v) regular follow up implementation activities and other relevant activities. A draft Terms of Reference for R&R Consultant is presented in **Annexure 7.2**.

7.6 Public Relation Consultant

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

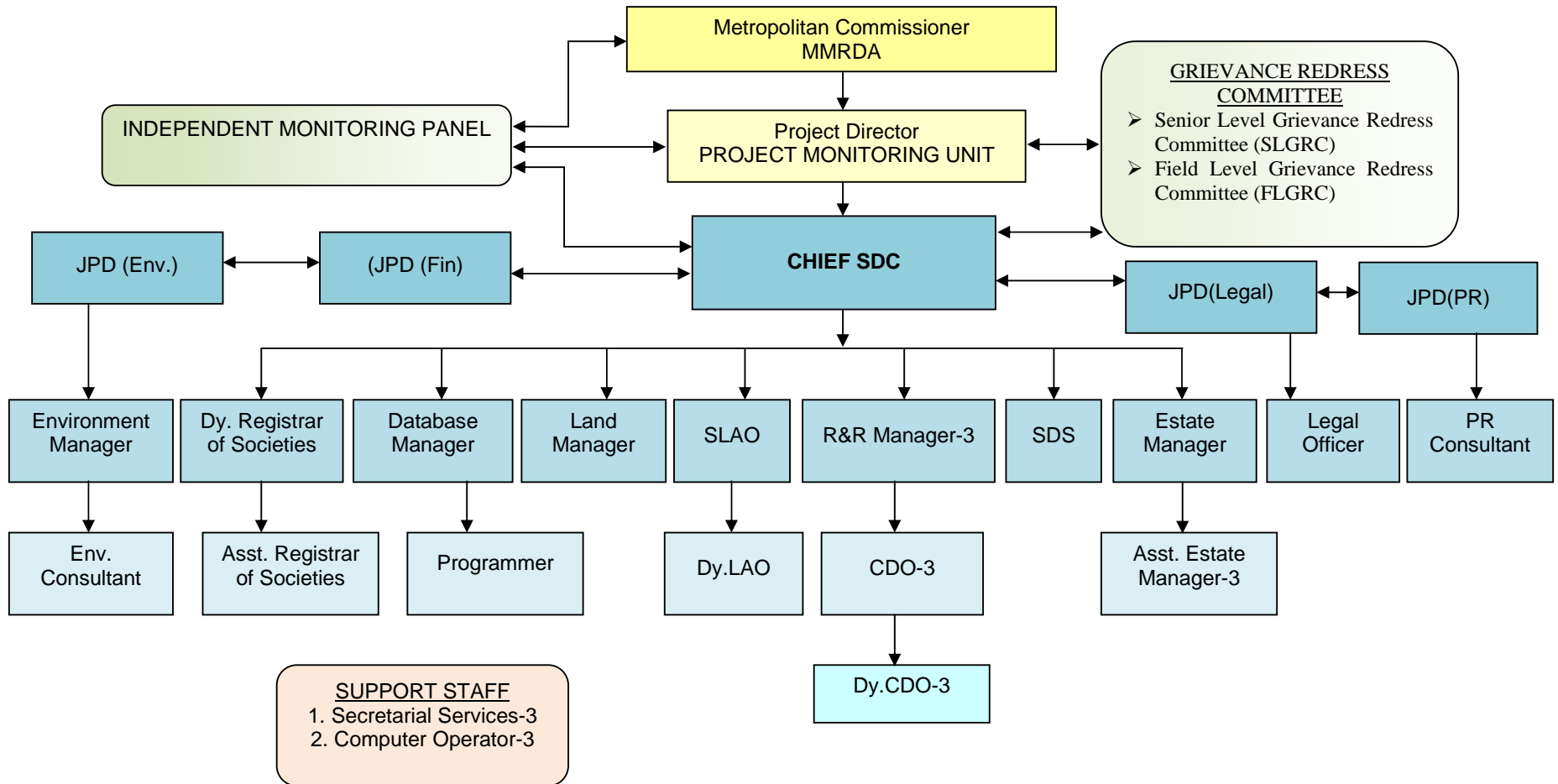
7.7 Grievance Redress Committee (GRC)

Though there is provision for redress of grievances of PAPs in all aspects relating to land acquisition, resettlement and rehabilitation and payment of compensation in resettlement action plan, various provision under Land Acquisition Act, 1894 enable aggrieved PAPs at different stages of land acquisition to represent their cases to Land Acquisition Officer or

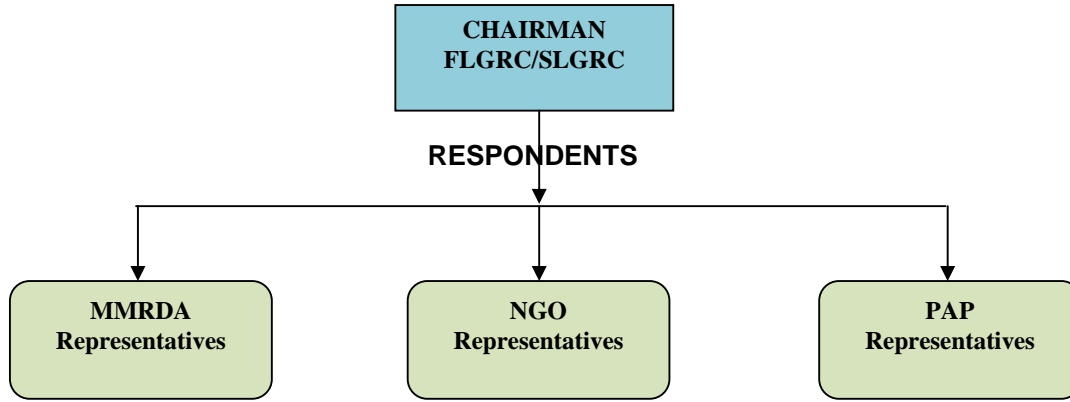
even refer to court for redress and seek higher compensation. The most common reason for delay in implementation of projects is grievance of people losing their land and residential and common structures. Considering this, Grievance Redress Committee (GRC) will be formed in order to address the grievances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

The GRC will be formed at field level and senior level. Field Level Grievance Redress Committee (FLGRC) and Senior Level Grievance Redress Committee (SLGRC) are one person committee headed by an independent Chairperson with representatives from MMRDA and assisting NGO, PAP, his or her representatives as respondents. An organizational set up of FLGRC and SLGRC is presented in **Figure-7.2**. FLGRC addresses grievances relating to individual eligibility and entitlement, whereas SLGRC reviews decisions of FLGRC on grievance petitions filed by affected families/persons not satisfied with the FLGRC verdict. If the grievances related to group interests and post resettlement problems will have to be presented before Independent Monitoring Panel (IMP). The role of IMP is to consider special cases where group grievance is concerned as these may involve broader policy issues. Both FLGRC and SLGRC follow the procedure of carrying out record and field verification and holding meeting with the concerned PAP after informing him/her about specific location, date, and time of such meetings. A detail about GRC mechanism is given in **Annexure 7.3**.

**FIGURE 7.1
INSTITUTIONAL FRAMEWORK FOR IMPLEMENTATION OF RAP**



**FIGURE 7.2
ORGANISATIONAL STRUCTURE OF FLGRC/SLGRC**



CHAPTER - 8 RELOCATION AND RESETTLEMENT SITE

8.1 BACKGROUND

As per the R&R Policy of MUTP, the site for resettlement shall be selected out of the feasible options in consultation with the affected community as a part of the RAP preparation. The principal criteria for site selection shall include access to employment opportunities, infrastructure and social services. Environmental Impact Assessment (EIA) of the resettlement site shall be carried out as part of the preparation of Community Environmental Management Plan (CEMP). During preliminary public consultation it was noted that most of the residential and commercial PAFs prefer to resettle near their previous place of residence and business. Based on the collected data there are 1394 fully affected residential and commercial PAFs are to be rehabilitated properly. MMRDA has indicated probable sites for rehabilitation of residential and commercial PAFs at two locations namely (i) Bhakti Park, Wadala, (ii) Natwar Parekh, Gowandi which has been developed by MMRDA under Mumbai Urban Infrastructure Project (MUIP). However, finalization for selection of Resettlement site would be taken in consultation of PAFs, MMRDA officers and other concerned Departments.

8.2 RESETTLEMENT OPTIONS

Resettlement and Rehabilitation may be considered as per the availability of land. However, rehabilitation of residential and commercial PAFs of Mumbai Metro Line-3 has tentatively been proposed at following locations:

1. Bhakti Park, Wadala
2. Natwar Parekh Borla, Gowandi

PAFs losing residential units and PAFs losing commercial units shall be offered tenements of 225 sq.ft at residential buildings and commercial complex respectively. The residential and commercial PAFs of Dharavi shall have the option to shift to residential and commercial tenements at Bhakti Park, Wadala. The residential and commercial PAFs of Santacruz, Marol Naka, MIDC, Kalbadevi, Girgaon, Grant Road and Acharya Atray Chowk shall have the option to shift to Natwar Parekh, Govindi. The detail of project affected area and proposed resettlement site has been presented in **Table 8.1**. The commercial PAFs whose structures are not fully affected shall be allowed to retain the remaining part of the structure and carry on with their business with the concurrence of the Municipal Corporation of Greater Mumbai (MCGM).

**TABLE 8.1
PROPOSED RESETTLEMENT SITE**

AFFECTED AREA	PROPOSED RESETTLEMENT SITE
Dharavi	Bhakti Park, Wadala
Santacruz	Natwar Parekh Govindi
Marol Naka	
MIDC	
Kalbadevi	
Girgaon	
Grant Road	
Acharya Atray Chowk	

MMRDA has developed R&R sites which shall be open for residential as well as commercial PAPs of Metro Line-III. The details about resettlement site of Bhakti Park, Wadala is given in **Table 8.2**.

**TABLE 8.2
DETAILS ABOUT RESETTLEMENT SITE AT BHAKTI PARK WADALA**

1	Total Area of the Plot	34249.60 Sq.m.
2	No. of Buildings constructed	11
3	Type of Construction	G+7
4	Total number of Residential Tenements	1540
5	Carpet area each of residential tenement	225 Sq.ft.
6	Cost per residential tenements	Land and buildings procured from Private Developer against TDR. Estimated Land + Building cost of tenement as per Ready Reckoner, 2012 is Rs. 19,46,721/- (Rs. 93,100/ sq. m.)
7	Total number of shops constructed	193
8	Cost per commercial tenements	Land and buildings procured from Private Developer against TDR. Estimated Land + Building cost of tenement as per Ready Reckoner, 2012 is Rs. 23,37,738/- (Rs.1,11,800/- sq. m.)
9	Social amenities	A Society Office, Balwadi and Welfare Centre for 100 tenements

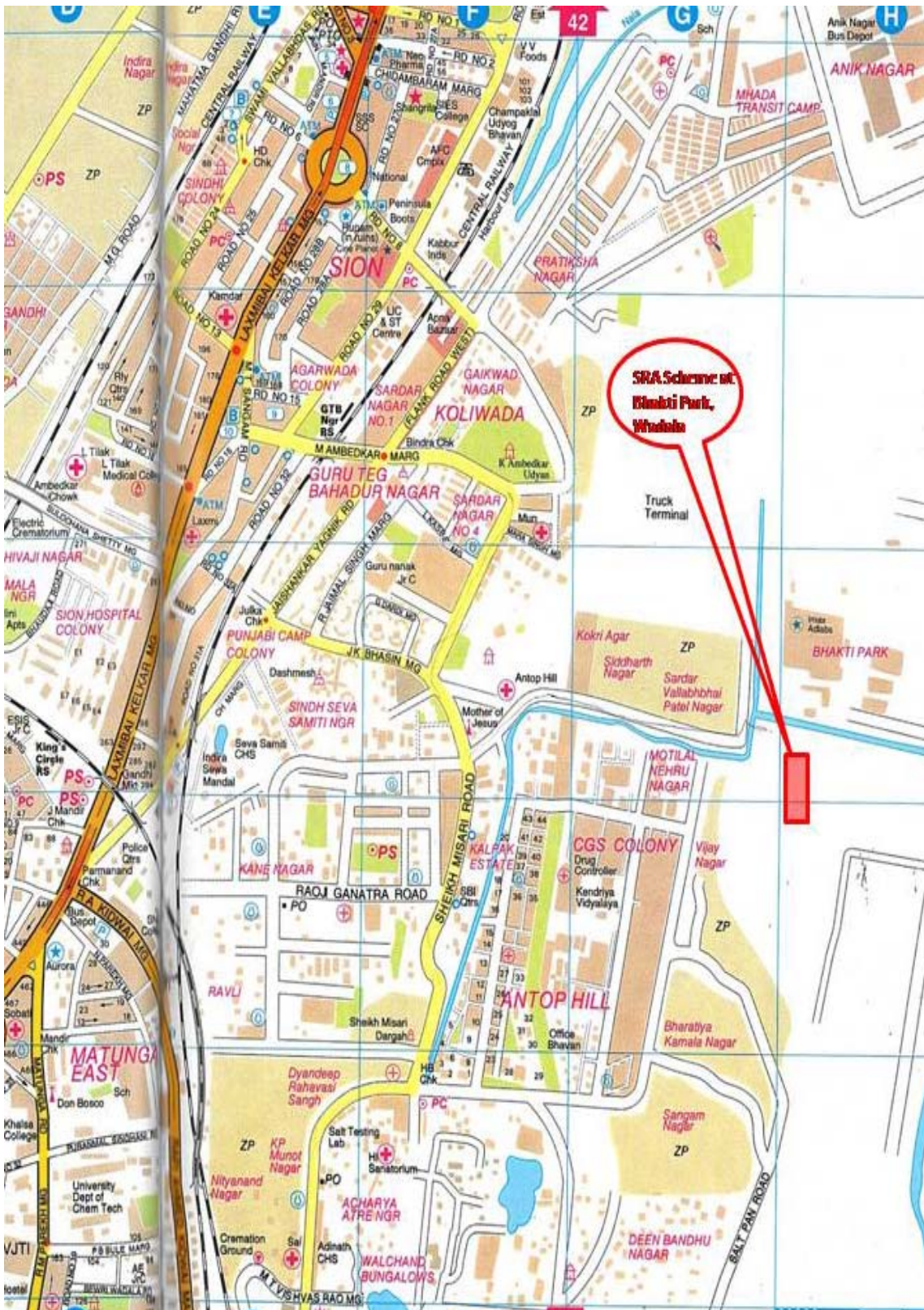
The details about resettlement site of Natwar Parekh, Govandi is given in **Table 8.3**.

TABLE 8.3
DETAILS ABOUT RESETTLEMENT SITE AT NATWAR PAREKH,GOVANDI

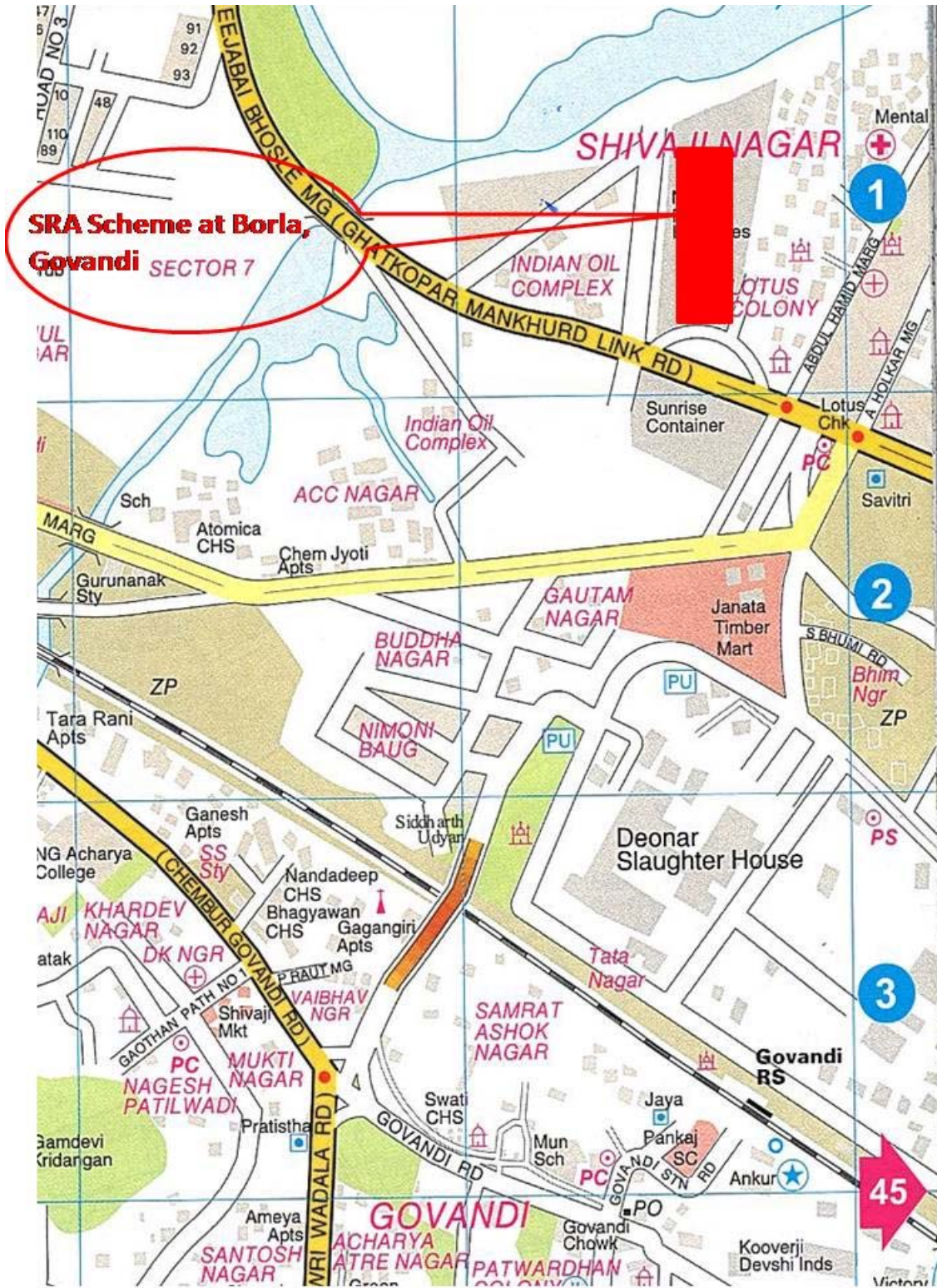
1	Total Area of the Plot	72250.08 Sq.m.
2	No. of Buildings constructed	77
3	Type of Construction	G+7
4	Total number of each Residential Tenement	6852
5	Carpet area of residential tenements	225 Sq. ft.
6	Cost per residential tenements	Land and buildings procured from Private Developer against TDR. Estimated Land + Building cost of tenement as per Ready Reckoner, 2012 is Rs. 15, 49,431/- (Rs.74,100/- sq. m.)
7	Total number of shops proposed	566
8	Cost per commercial tenements	Land and buildings procured from Private Developer against TDR. Estimated Land + Building cost of tenement as per Ready Reckoner, 2012 is Rs. 19,40,448/- (Rs.92,800/- sq. m.)
9	Social amenities	A Society Office, Balwadi and Welfare Centre for 100 tenements

The location of resettlement site at Bhakti Park,Wadala and Natwar Parekh,Govandi is presented in **Figure 8.1** and **Figure 8.2**.The layout plan of ground floor and 1st floor to 7th floor of R&R buildings is given in **Figure 8.3** and **Figure 8.4**.

FIGURE 8.1
RESETTLEMENT SITE AT BHAKTI PARK, WADALA



**FIGURE 8.2
RESETTLEMENT SITE AT NATWAR PAREHH,GOVANDI**



**FIGURE 8.3
LAYOUT PLAN OF GROUND FLOOR**

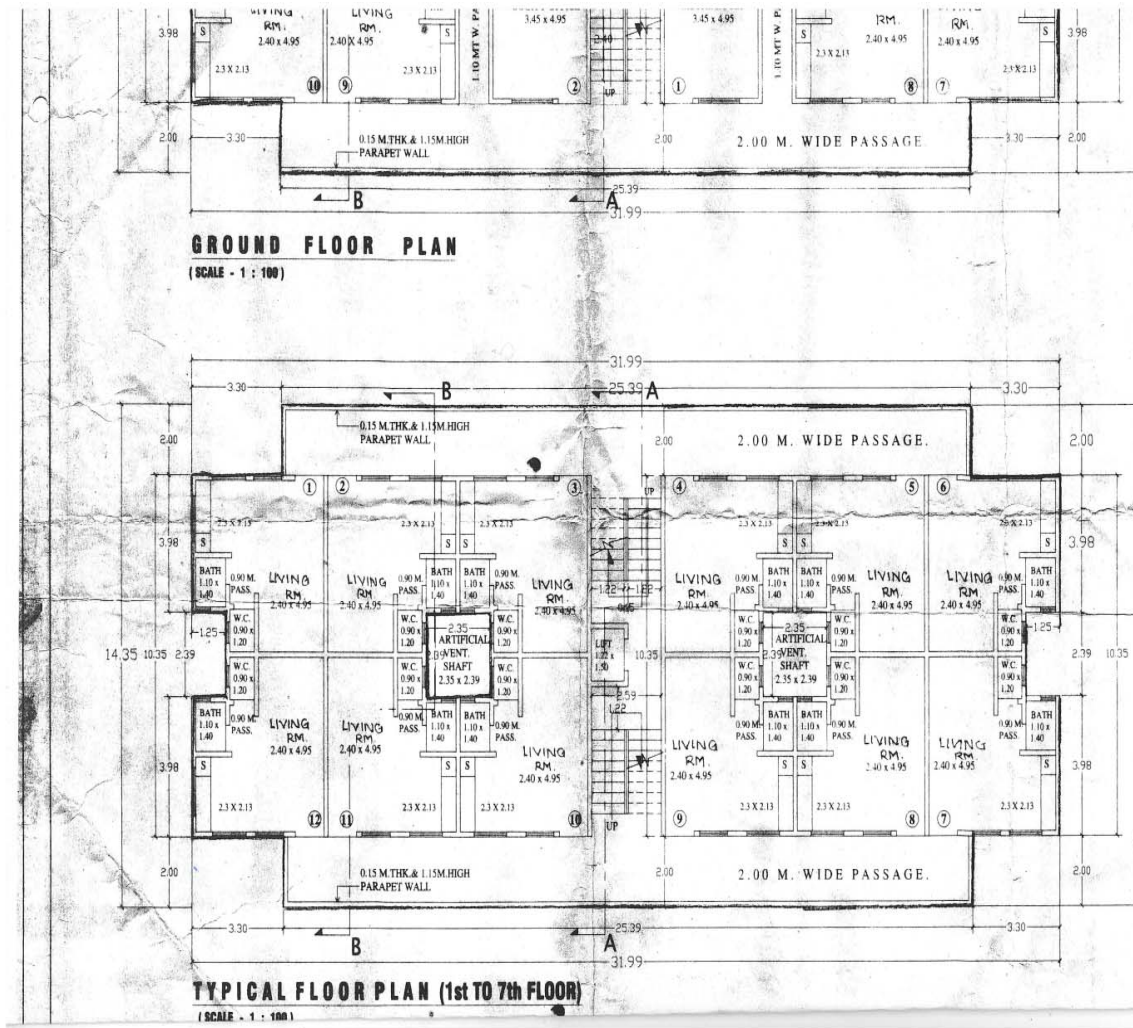
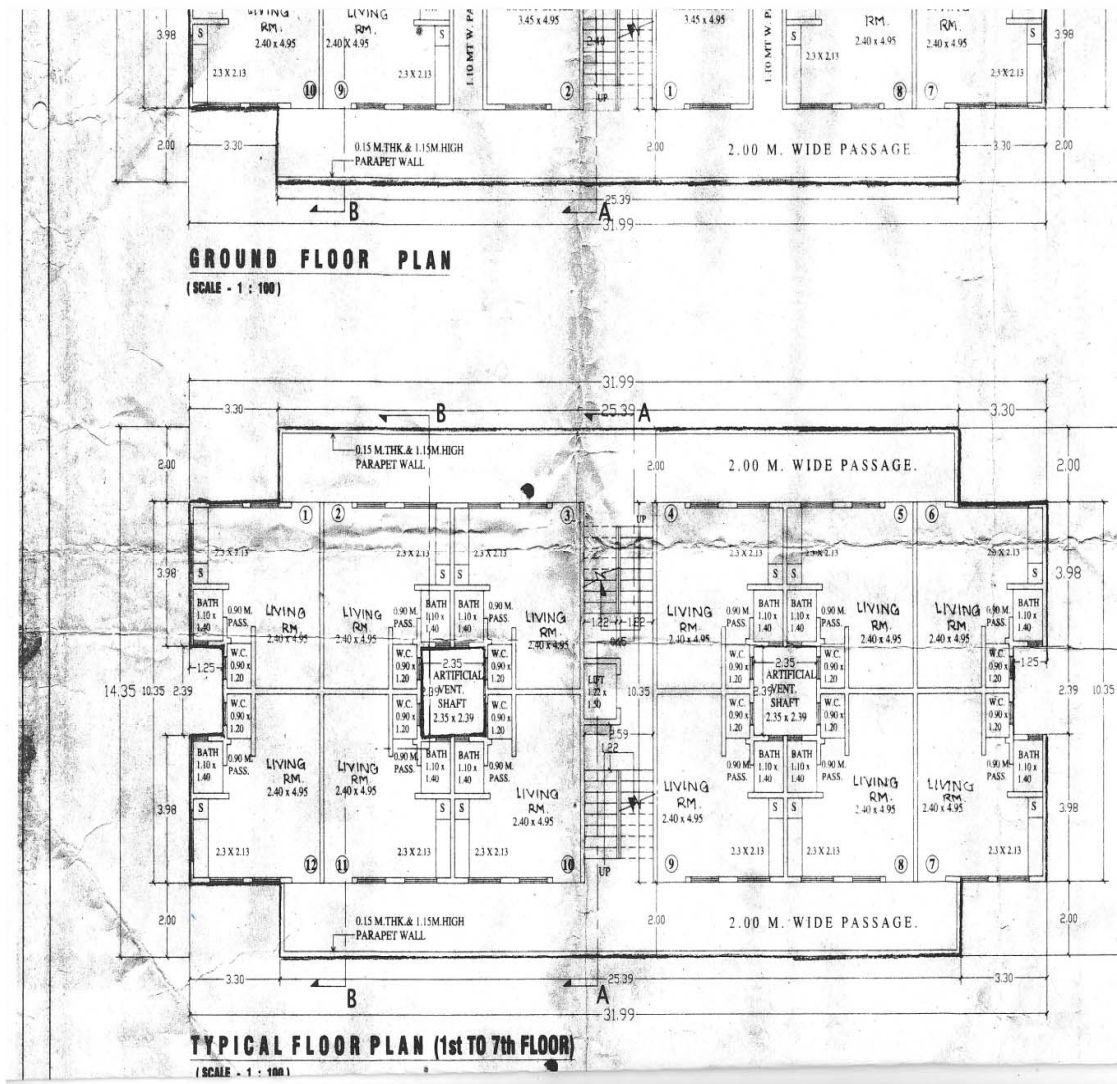


FIGURE 8.4
LAYOUT PLAN OF 1ST TO 7TH FLOOR



The detail about R&R sites of Mumbai Metro Line-1,2 & 3 is presented in **Table 8.4** and **Figure 8.5**.

FIGURE 8.5
R&R SITES OF METRO LINE 1,2,&3



TABLE 8.4
R&R SITES SHOWN ON THE ABOVE MAP

Sr.No.	Location	R&R Site / Project Name	Remarks
1	Dahisar	Kandar Pada	
2	Goregaon (East)	Nirlon	Fully Occupied
		Nesco	
3	Jogeshwari (East)	Asgaonkar	Fully Occupied
4	Oshiwara/ Goregaon(West)	RNA	Fully Occupied
		Deshmukh	
		Wonderland	
		Asmi Complex	
5	Dharavi	Dharavi	
6	Wadala	Kokari Agar	Fully Occupied
		Antop Hill	
		Bhakti Park	
7	Mankhurd	Hiranandani – Akruti	
		S.V.Patel	
		PMGP	
8	Govandi	Indian Oil	
		Gautam Nagar	
9	Chembur	East – West	
		Kukreja	
		Charishma	
		RNA	
10	Ghatokopar(East)	Orbit	Fully Occupied
11	Pawai	Pawai Plaza	Fully Occupied
12	JVLR	Durga Nagar	Fully Occupied
		Poonam Nagar	Fully Occupied
		Tunga Village	Fully Occupied
13	Kanjurmarg	Marathon	
		Piramal Holding	
		MMRDA Kanjurmarg(East)	
		Karve Nagar	
14	Nahur	Anjani Kumar	
15	Mulund	Mundra Salt	
		Mulund Mall.	
16	Bandra-Kurla	Motilal Nagar	
17	Mahul	Videocon Atithi	
		Charisma	
18	Anik	Runwal	
		RockLine	
		Diwan	

CHAPTER-9 IMPLEMENTATION SCHEDULE

9.1 BACKGROUND

The implementation schedule for resettlement plan will be scheduled as per the overall project implementation. All activities related to the land acquisition and resettlement shall be planned to ensure that at least 80% compensation is paid prior to displacement and commencement of civil works. Public consultation, internal monitoring and grievance redress shall 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, MMRDA shall establish the GRC, and initiate the resettlement implementation. The R&R activities of proposed project are divided in to three broad categories based on the stages of work and process of implementation. The details of activities involved in these three phases are project preparation phase, RAP implementation phase and Monitoring and Evaluation (M&E) phase.

9.2 PROJECT PREPARATORY STAGE (PRE-IMPLEMENTATIONSTAGE)

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

9.3 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 MMRDA in advance which is being followed as per the MMRDA Act. Internal monitoring will be the responsibility of MMRDA which will start in early stage of the project when implementation of RAP starts and will continue till the completion of the implementation of RAP. The MMRDA will be responsible for carrying out the monitoring on half yearly basis.

9.4 RAP IMPLEMENTATION SCHEDULE

RAP implementation schedule for R&R activities in the proposed project including various sub tasks and time line matching with civil work schedule is prepared and presented in **Table 9.1**.

**TABLE 9.1
RAP IMPLEMENTATION SCHEDULE**

No.	Actions	2011				2012				2013				Remarks						
		6	7	8	9	10	11	12	1	2	3	4	5		6	7	8	9	10	11
A. Project Implementation Phase																				
1	Identification of required land for acquisition																			
2	Census & Socio-economic survey																			
3	Community /Public Consultation																			
4	Preparation of Draft SIA																			
5	Submission of Revised SIA																			
6	Review and Approval of SIA																			
7	Information Brochure in local language (Hindi and Marathi)																			
8	Disclosure of SIA																			
9	Establishment of Grievance Redress Committee																			
10	Preparation of Resettlement Site																			
11	Additional census and socio-economic survey based on the final alignment																			
12	Finalization of updated SIA																			
B. RAP Implementation																				
Compensation for title holder (Cash compensation)																				
1	Notification of Land Acquisition (cash compensation)																			
2	Joint Measurement survey (2weeks)																			
3	Draft-notification by GoM (1 month)																			
4	Suggestion and objection by PAPs (1month)																			
5	Hearing by competent authority (1month)																			
6	Declaration of award of compensation as per LAA (2month) (Final Notification)																			
7	R&R provision																			
8	Shifting of PAPs (3month)																			
Compensation for title holder (TDR provision)																				
1	TDR compensation (MCGM will be involved)																			
2	Shifting of PAPs (3month)																			
Resettlement assistance for non-title holder																				
1	Consultation and allotment of resettlement site for Non-title holders																			
2	Shifting of PAPs																			
1	Grievance redress																			
C. Monitoring & Evaluation(M&E)																				
1	Internal Monitoring																			
2	External Evaluation																			Mid-term and End-term evaluation will be

CHAPTER 10 RESETTLEMENT ASSISTANCE AND COST ESTIMATE

10.1 BACKGROUND

This chapter presents a consolidated overview of 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. However, the final compensation amount for the land acquisition and structures will be determined by the Competent Authority.

10.2 COMPENSATION FOR LEGAL TITLEHOLDERS

A total of 4.72 ha private land will be required out of which 3.43 ha is permanent and 1.29 ha is temporary. The rate for private land plus building has been considered different areas/locations wise and is based on market value. The tabular statement for detailed acquisition of land and loss of structure is given in DPR. An additional 30% has been taken as solatium over and above the compensation in consideration of compulsory nature of acquisition. About 12% as interest rate has also been considered. The total cost of private land plus building for compensation has been presented in capital cost estimate of DPR.

The residential landlord (land & building) in addition to compensation under LA is also entitled to get 20.91sq.m of structure in a resettlement colony. In case of resident landlords who opt for cash supplement in lieu of 20.91 sq.m. of structure in a resettlement colony, the cash supplement will be offered as per the market price for similar typologies of affected structures.

10.3 COMPENSATION FOR NON-TITLEHOLDERS

Rehabilitation of residential and commercial non-titleholders PAFs will be done by MMRDA. PAFs losing residential units shall be offered tenements of 225 sq.ft at MUIP R&R site. PAFs losing commercial units shall be offered 225 sq.ft of shop area. If the affected area is more than 225 sq.ft, the owner would be provided commercial unit up to 225 sq.ft area free of cost and they would be entitled for maximum area up to 750 sq.ft at cost for excess area.

10.4 SHIFTING ALLOWANCE

Each project affected families shall be provided shifting allowance of Rs.1000/- as transportation cost for shifting of household materials and belonging etc. Shifting allowance is one time grant.

10.5 COMPENSATION FOR ECONOMIC LOSS OF AFFECTED EMPLOYEES

Based on socio-economic survey there are about 278 employees working in commercial establishments. The owners of affected commercial establishments will get alternative shops at R&R sites, which will economically compensate them. However, the employees who lose their job due to affect of their owners' shops, may or may not find it easy to regain job after relocation. As per the R&R policy the economic needs of such workers shall be properly

addressed as part of resettlement and rehabilitation process. A lump sum compensation equivalent to one year's income to be given to such workers/employees who are not re-employed. The one year income to be offered to employees will be determined by the R&R Valuation Committee as described in the R&R Policy. MMRDA shall issue "identity cards with name and address" so that their re-employment could be monitored. Employees who fail to be re-employed within three months of relocation can approach MMRDA and request for delivery of their entitlement.

10.6 COMMUNITY REVOLVING FUND

The R&R policy provides for cash compensation for increased travel distance because of relocation support for those losing permanent source of livelihood as also for those employees of business establishments who lose their jobs. Individual housing co-operative societies will be given the option of setting up a Community Revolving Fund (CRF) instead of travel compensation, as the latter is a long-term solution. A community Revolving Fund will be created through community savings and a project grant @ Rs.1000 per households to finance those who are in need of money for starting various business and other activities. Access will also be provided to government self employment schemes like Swarna Jayanti Swayam Rozgar Yojana (SJSRY) and where needed, training facilities for self-employment.

10.7 RELOCATION OF RELIGIOUS AND COMMUNITY STRUCTURES

There are about four religious structures and 15 community structures i.e, 10 public toilet and five other structures will be affected. The relocation of these religious and community structures shall be undertaken based on discussion with affected community people.

10.8 INCOME RESTORATION

The metro rail project will have an adverse impact on the income and sources of livelihood earnings of PAFs, as the alignment is passing through the commercially high valued area and the affected people are from comparatively lower economic profile. In this emerged situation, it has become the responsibility of MMRDA as the developer of the project to provide adequate provisions for restoration of livelihood of the affected families. The focus of restoration of livelihood will be to ensure that the Project Affected Persons (PAPs) are able to at least "regain their previous living standards" with overall objective to improve their life in better ways. The entitlement matrix proposed for this project has adequate provisions for restoration of livelihood of the affected families. The focus of restoration of livelihoods is to ensure that the PAPs are able to at least regain their pre project living standards. To restore and enhance the economic conditions of the PAPs, various assistances are incorporated in the RAP. MMRDA will play an important role to mobilize PAPs to get some vocational skills training for the vulnerable groups and the vendors losing their business and income. The livelihood restoration scheme shall be categorized mainly into following two types of protection:

- 1) Wage based livelihood protection;
- 2) Enterprise based livelihood protection.

Wage based livelihood protection: The wage based livelihood protection schemes shall include illiterate PAPs who depends on the daily wage earnings. The PAFs of this category shall get jobs directly in the project works during construction. The selected PAFs shall also be absorbed in the jobs during operation for cleaning work, security requirements, etc.

There are about 367 surveyed families who belong to vulnerable category. Out of these about 50 families are women headed households, five families are below the line of poverty, 20 families are Scheduled Castes, four families are Scheduled Tribes, 22 families having disability people, and remaining 266 families having heads above 60 years of age. They will be provided with additional rehabilitation package such as access to credit to help them overcome difficulties on account of resettlement.

MMRDA, under the Government social welfare scheme such as SJSRY (Swarna Jayanti Shahari Rojghar Yojana)¹ may provide vocational training/skill such as trainings for painting, carpentry, plumbing, electrician work and so on for the BPL families. Under the income rehabilitation assistance, the project affected vulnerable families should be provided with such trainings. Programmes for women and children implemented by the Department of Women and Child Development are primarily directed towards the most disadvantaged groups of population like SCs, STs and other economically backward classes living in urban slums. Women headed households and women and children of vulnerable families to be integrated into these welfare programmes. One member of each household of the affected families shall be identified for such trainings to restore their livelihoods. In the field of Labour and Employment, the Ministry of Labour is implementing special training and rehabilitation programmes for Scheduled Castes (SCs) to equip them with necessary training in up gradation of skills and, thus, improve their employment opportunities. The affected Scheduled castes youth are to be trained in employable skills under this scheme. MMRDA may provide assistance to integrate the affected persons above 60 years into National Old Age Pension Scheme² to get the benefits of the scheme.

Those who are unskilled and working as labourers in various establishments could be employed in construction sites. The special training programme should be conducted with the help of concerned departments of Govt. of Maharashtra which is actively working for Poverty Alleviation Programmes in Slums and other localities. Department of Urban Development also conducts various training programmes leading to income generation and capacity building. Especially, the Women and Child Welfare Department provides an opportunity to all concerned persons to undergo various training programmes. It conducts several vocational and technical training courses. All these courses could be available to the affected people. For this purpose, help of local NGOs could be solicited. Based on the demands of the affected people, the NGOs may be asked to facilitate and impart training. After completion of training, monitoring and follow up could be undertaken by MMRDA with the help of NGOs.

Enterprise based livelihood Protection: This category includes business establishments, shop keepers and entrepreneurs. MMRDA shall provide shops in the marketing places of resettlement area and support PAFs to establish their business base at the identified

¹ Short term courses are run under Swarn Jayanti Shahri Rojgar Yojna Scheme sponsored by Ministry of Urban Development, with the objective of training the people in employable skills.

² Under this scheme old age persons of 65 years for male and 60 years for female having a little source or no source of income are given Old Age Pension of Rs.100/- per month.

locations. The goods and services required shall preferentially procure from these suppliers. The project developer MMRDA shall procure goods and services from the suppliers who belong to the group of PAFs.

10.9 POST RESETTLEMENT SUPPORT

The project affected families are placed in multi-storied vertical structures with legal title and all facilities as members of Cooperative Housing Society (CHS). It is their responsibility to manage properly their buildings, assets and other facilities like balwadi, welfare centre etc. They have also to manage their cooperative societies, and revolving funds which involve financial as well as organizational management needs. To address all these challenges, they need to assess and enhance their resources, knowledge, skills, and capacities.

The post resettlement activities are formation of the co-operative societies, registration of the co-op societies, and regular receipt of interest on building maintenance funds (Rs. 20,000 per PAF) of the resettlement colonies and the transfer of the capital, administration of community revolving funds (CRF), accessing basic services etc. MMRDA with the help of assisting NGO needs to prepare an action plan for post resettlement support as part of its exit strategy.

10.10 COST ESTIMATE FOR R&R

The cost for implementation of Resettlement and Rehabilitation Plan is given in **Table 10.1**. The total cost for R&R implementation plan is **INR.3469.37** million.

TABLE 10.1
COST FOR RESETTLEMENT & REHABILITATION

S. No	Description	Unit	Quantity	Rate (Rs.)	Amount (Rs.in million)
A	Compensation for loss of private land and structure has been presented in capital estimate of DPR				
B	Accommodation and Infrastructure for Residential PAFs	No.	1050	19,46,721/- (93,100/-sq.m)*	2044.06
C	Accommodation and Infrastructure for 402 Commercial and 33 Residential cum Commercial PAFs	No	435	23,37,738/- (Rs.1,11,800/-sq.m)*	1016.92
D	Shifting Allowance	No	1485	1000	1.49
E	Contribution towards Community Revolving Fund	No	1485	1000	1.49
F	Relocation of Religious Structure	No	4	10,000,00	4.00
G	Relocation of Community Structures	No	15	10,000,00	15.00
H	Employment Allowance Fund	No	278	10,000	33.36
I	Post Resettlement Activity	NO	1485	20,000	29.70
J	NGO Cost	@Rs.2000/- per household			2.97
K	Cost for Monitoring & Evaluation	Lum sum			5.00
	Total (A+B+C+D+E+F+G+H+I+J+K)				3153.97
	Miscellaneous items @ 10% of sub total				315.40
	TOTAL				3469.37

Note:1. The cost includes land and buildings as per the Ready Reckoner, 2012. MMRDA has provided the cost of residential and commercial tenements of two relocation sites. The higher site cost per residential and commercial tenements has been considered.

2. Since the partially affected structures are in government land, they are considered for resettlement in R&R colony.

CHAPTER - 11 MONITORING AND EVALUATION

11.1 BACKGROUND

Monitoring & Evaluation are critical activities in involuntary resettlement. Monitoring involves periodic checking to ascertain whether activities are progressing as per schedule while evaluation is essentially to assess the performance of PAPs at the end of the project. For this purpose, a monitoring and evaluation (M&E) program is required to be developed to provide feedback to project management which will help keep the programs on schedule and make them successful. Monitoring and Evaluation of R&R gives an opportunity to the implementation and the funding agency to reflect broadly on the success of the basic R&R objectives, strategies and approaches. However, the objective of conducting M&E is to assess the efficiency and efficacy in implementation R&R activities, impact and sustainability, drawing lessons as a guide to future resettlement planning.

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

11.2 INTERNAL MONITORING

The internal monitoring for RAP implementation will be carried out by MMRDA. 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 MMRDA will include:

- Liaison with the Land Acquisition team, construction contractor and project affected communities to review and report progress against the RAP;
- Verification of land acquisition and compensation entitlements are being delivered in accordance with the RAP;
- Verification of agreed measures to restore or enhance living standards are being implemented;
- Verification of agreed measures to restore or enhance livelihood are being implemented;
- Identification of any problems, issues, or cases of hardship resulting from resettlement process;

- Through household interviews, assess project affected peoples' satisfaction with resettlement outcomes;
- Collection of records of grievances, follow up that appropriate corrective actions have been undertaken and that outcomes are satisfactory;

Monitoring is a continuous process and will be carried out by field level officers of R&R Cell on regular basis to keep track of the R&R progress. For this purpose, the indicators suggested have been given in **Table 11.1**.

TABLE 11.1
INDICATORS FOR MONITORING OF RAP PROGRESS

INDICATORS	PARAMETERS INDICATORS
Physical	Extent of land acquired Number of structures dismantled Number of land users and private structure owners paid compensation Number of families affected Number of families purchasing land and extent of land purchased Number of PAPs receiving assistance/compensation Number of PAPs provided transport facilities/ shifting allowance Extent of government land identified for house sites
Financial	Amount of compensation paid for land/structure Cash grant for shifting oustees Amount paid for training and capacity building of staffs
Social	Area and type of house and facility at resettlement site PAPs knowledge about their entitlements Communal harmony Morbidity & mortality rate Taken care of vulnerable population 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	Number of community level meeting Number of GRC meetings Number of cases disposed by MMRDA to the satisfaction of PAPs Number of grievances referred and addressed by GRC Cases of LA referred to court, pending and settled

Socio-economic survey and the land acquisition data provide the necessary benchmark for field level monitoring. A format for monitoring of RAP implementation is presented in **Annexure 11.1**.

11.3 INDEPENDENT EVALUATION

As mentioned earlier, an Independent Evaluation Agency (IEA) will be hired by MMRDA for mid and end term evaluation. A detailed Terms of Reference for IEA is presented in **Annexure 11.2**. The external evaluation will be carried out to achieve the following:

- Verify results of internal monitoring,
- Assess whether resettlement objectives have been met, specifically, whether livelihoods and living standards have been restored or enhanced,

- Assess resettlement efficiency, effectiveness, impact and sustainability, drawing lessons as a guide to future resettlement policy making and planning, and
- Ascertain whether the resettlement entitlements were appropriate to meeting the objectives, and whether the objectives were suited to affected persons' conditions,
- This comparison of living standards will be in relation to the baseline information available in the BSES. If some baseline information is not available then such information should be collected on recall basis during the evaluation.

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 11.2**.

**TABLE 11.2
INDICATORS FOR PROJECT OUTCOME EVALUATION**

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

11.4 REPORTING REQUIREMENTS

MMRDA will be responsible for supervision and implementation of the RAP. MMRDA will prepare quarterly progress reports on resettlement activities. The Independent Evaluation Consultant will submit draft and final reports of their assignment to MMRDA 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. Submission of the draft report would be carried out after completion of assignment and the final report should be submitted after receiving feedback from MMRDA.

REFERENCES

Government of India (2007): "The National Rehabilitation and Resettlement Policy, 2007", Ministry of Rural Development, GOI, New Delhi.

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Government of India (1995): "The Land Acquisition Act, 1984", Central Law Agency, Allahabad.

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MMRDA (2004): "Master Plan for Mumbai Metro", May, Mumbai.

Navbharat Times (2011): "Notification "Mumbai Metro Rail Corporation Limited, Mumbai.

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Tweet using the hashtag **#htfittermumbai**

ces civic

ns

WATER METER PROJECT



Began in August 2008

Water meters installed as on December 8: **61,363**

Number of water meters stolen in 2010-11: **600**

Quantity of water BMC supplies to the city: **3,350 mld**

Distribution loss due to leakages and pilferage: **700 mld**

CIL OF AGRICULTURAL RESEARCH

ASAD ROAD, NEW DELHI-110 001

INTEREST FOR CONSULTANTS

Consultants/firms for ICAR for development of establishment of agricultural d, (ii) establishment of dia, and (iii) establishment m-Demonstration Centres, ence Centres), and Soil, res in Africa. Terms of are available on ICAR ured persons or rited application format Secretary (GAC), ICAR, Marg, New Delhi 110001 of publication of this

SK Behera
Deputy Secretary (GAC)
Tel (O): 23381378

... were being provided for prostitution", said an official, requesting anonymity.

Following this, the SS branch team raided the premises and rescued nine girls. The police arrested 12 persons including the manager Yeshwant Krishna Shetty, 33, and the operator Krishnababu Shetty, 34.

Senior inspector AS Prijade of Dahisar police station said the accused had been arrested under relevant sections of the Prevention of Immoral Trafficking Act.

16, 1999. Subsequently, acting on a claim lodged by his wife Sangita, the insurance company (National Insurance Company Ltd on behalf of the Standard Chartered Bank) sanctioned Rs 5 lakh, accepting that Sawadekar had died in an accident.

However, when the widow lodged another claim towards the policy drawn by the cooperative credit society, the National Insurance Company rejected it expressing doubt about Sawadekar's death.

Annexure-2.1

mentioned one policy claim, cannot be heard to say the insured person was guilty of a criminal act in crossing the railway line unauthorisedly, and therefore his death was not accidental.

The public sector insurance company will have to pay Rs 5 lakh to the widow as well as an additional amount of more than Rs. 3.5 lakh towards interest at the rate of 7% per annum from the date of rejecting her claim and Rs 5,000 towards litigation costs.

Mumbai Metro Rail Corporation Limited

MMRDA Building, Bandra Kurla Complex, Bandra (East), Mumbai- 400 051
Phone: +91-022-2659 4000, Fax: +91-022-2659 4102,
e-mail: mmrcfld2010@gmail.com; web: <http://www.mmrdamumbai.org>

NOTIFICATION

Mumbai Metro Rail Corporation Ltd. intends to implement Metro Rail Line-3 (Colaba -Bandra)-with an extension to SEEPZ via Airport as fully underground system of 33.5 km. and 27 stations. Government of Maharashtra is negotiating with Japan International Cooperation Agency (JICA) for a loan for this project.

The alignment starts from Cuffe Parade near the World Trade Centre junction and terminates at SEEPZ. Important station Locations on the alignment are Churchgate, Chhatrapati Shivaji Terminus (CST), Girgaon, Mahalaxmi, Worli, Mahim, Bandra (BKC), Domestic & International Airport, MIDC and SEEPZ. Details of the alignment and station locations can be found at www.mmrdamumbai.org. The project alignment plan is also displayed at following offices:



- i. Transport & Communications Divn.
MMRDA, Bldg., Bandra-Kurla Complex, Bandra (E), Mumbai - 400 051
- ii. Dy. Director (Town Planning), Greater Mumbai, ENSA Hutment, E. Block, Azad Maidan, Mahapalika Marg, Mumbai- 400 001
- iii. Chief Engineer (Development Plan), 4th floor, Annexe building, MCGM head office, Mahapalika Marg, Mumbai -400 001
- iv. Collector (City), Mumbai City Collectorate, Old Custom House, Fort, Mumbai - 400 001.
- v. Collector (Suburbs), New Administrative Bldg., Bandra Colony, Bandra (East), Mumbai - 400 051

A Social and Environmental Impact Assessment Study is being undertaken as per JICA guidelines. In this regard the alignment and station locations are hereby notified and suggestions / objections for the same are invited from concerned stakeholders in writing by Mumbai Metro Rail Corporation Ltd.

For further details contact Shri. R. Ramana, Additional Chief (Transport Planning), Transport & Communications Divn., MMRDA at above mentioned Address. **Last date of submission of written suggestions/objections is 11th January, 2012 till 15.00 hrs.**

Public hearing regarding the project will be held one month thereafter. Date, time and place of public hearing will be notified through Newspaper Advertisement. Please note that no written communication will be sent to applicants filing suggestion / objections.

Mumbai
Date: 12/12/2011

Sd/-
Managing Director

HT-Mumbai

12/12/2011

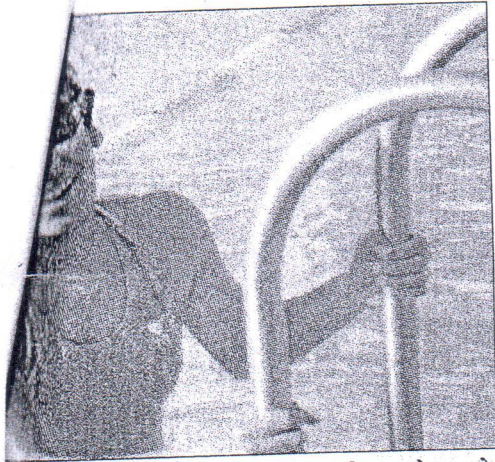
उद्घाटन किया. उन्होंने इस साल 34 मैच का इतना हा
 47.62 की औसत से 1381 रन बनाए, जिसमें
 शतक और 8 अर्धशतक शामिल हैं. कोहली ने इंग्लैंड
 को पीछे छोड़ा, जिन्होंने 29 मैच की 28
 पारियों में 52.60 की औसत से 1315 रन बनाए हैं.
 इन दोनों के अलावा आस्ट्रेलिया के शेन वॉटसन
 (1139), श्रीलंका के कुमार संगकारा
 (1127), पाकिस्तान के मोहम्मद हफीज
 (1075) और श्रीलंका के महेश जयवर्धने
 (1032) ही इस साल एक हजार से अधिक
 रन बनाने में सफल रहे. भारत की तरफ से
 कोहली के बाद इस साल सर्वाधिक रन कप्तान
 महेंद्र सिंह धोनी (764) ने बनाए.

विकासकृत
 लक्ष्मी कोंड
 17, 18, 24 एवं 25 दिसंबर 2011
 बोर्डिंग प्वाइंट : सीएससीएम
 प्रमुख दर्शनीय स्थल दर्शन
 रेल हेरिटेज म्यूजियम, सीएससीएम हेरिटेज बिल्डिंग, गेजवे और इतिहास संग्रहालय
 गार्डन, प्रिंस ऑफ वेल्स म्यूजियम, मरीन ड्राइव, ताज महल होटल, फिफ्टीकाथक
 मंदिर, इस्कॉन मंदिर, जूहू चौपाटी एवं और बहुत कुछ.
 टिकटों के लिए 9004082801 / 9004082010 पर सम्पर्क करें
 संच: 022 - 22644378 / 9 - 9561130186 - 9004082756 - 9004082710
 9004082826 - 9004082761 - 9004082815 - 9004082814 - 9004082874

पृष्ठ संख्या 94/29
 (शहर जिल्हाध्यक्ष: रा.कां.पा.) (शहर जिल्हाकार्याध्यक्ष: रा.कां.)
 दि. 12/12/2011, मुख्य कार्यक्रम : भव्य रक्तदान
 स्थळ : टि. व्ही. सेक्टर चौक औरंगाबाद, वेळ: स. 11
 प्रत्येक रक्तदात्यास Reebok घड्याळ भेट देण
 सर्व सामग्री नि:शुल्क आहे. (शहर जिल्हाकार्याध्यक्ष: रा.कां.)

तन्वी अगले चक्र में

तन्वी अगले चक्र में चल रही गौतम ठक्कर मेमोरियल
 बौद्धमिंटन टूर्नामेंट में रविवार को लड़कियों
 की शीर्ष खिलाड़ी गौरी घाटे क्वार्टर फाइनल
 के कारण बाहर हो गई. जिस वक्त गौरी घायल
 हो 21-9 से जीत चुकी थीं. दूसरे सेट में एयर
 आगे थी, तभी गौरी को चोट लग गया. तन्वी को
 लड़कों के अंडर-19 वर्ग के तिसरे सत्र में आंध्र
 प्रदेश के सुधांधु मेदशिखर को 21-12, 21-7



चल रही 24वीं प्रबोधन अंतर स्कूल क्रीडा महोत्सव के
 स्पर्धा में जमनाबाई नर्सरी हाईस्कूल की जुमना अटारी
 सर्वश्रेष्ठ तैराक चुनी गईं.

Mumbai Metro Rail Corporation Limited
 MMRDA Building, Bandra Kurla Complex, Bandra (East), Mumbai- 400 051
 Phone: +91-022-2659 4000, Fax: +91-022-2659 4182,
 e-mail: mmrcld2010@gmail.com; web: http://www.mmrdamumbai.org

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Mumbai
 Date: 12/12/2011

Sd/
 Managing Director

कल्याण दर्शन
 ति. सोमवारवा - मद्रास - कल्याणवासी त्रिवेदम-कोषालम
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 - गुणवत्ता वाले शाकाहारी भोजन, ब्रेक फास्ट, लंच एवं
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 - गुणवत्ता वाले शाकाहारी भोजन, ब्रेक फास्ट, लंच एवं डिनर,
 ग पानी.
 रिवहडन 2x2 (नॉन एसी) बसों द्वारा.
 प्रति व्यक्ति (सब शामिल)
बोर्डिंग : अहमदाबाद, कल्याण, पुणे
प्रस्थान : अहमदाबाद 02.01.2012
 22-22644378/9 - 9561130186 / 9004082756 / 9004082810
 828 / 9004082761 / 9004082815/ 9004082814 / 9004082806
 - 020-26105119-26052798-09503057202-0909601009
www.railtourindia.com / ऑफिशियल पृष्ठ

Neighbour - Mumbai

HOUSEHOLD QUESTIONNAIRE

Socio-economic Household Survey for R&R,MMRDA(20)

Date of Survey: _____
 Name of Investigator: _____
 Name of Agency: _____
 Schedule No. _____ (Match with House No.)

1. IDENTIFICATION

1.1 City/Town : _____ Name of Street /Road: _____
 1.2 Name of Settlement/area: _____ Chainage No. : _____
 1.3 Name of the Respondent _____
 1.4 Name of Owner of the Structure: _____
 Phone No.: _____
 1.5 Name of the Occupant of the Structure: _____
 1.6 Do you have Ration Card: Yes/No: _____ Number: _____
 1.7 No. of Electoral Roll: _____
 (1990) (1995) (2000)
 1.8 Name in Census: 1990(Yes/No) _____ 2000(Yes/No) _____
 1.9 Category of PAF: **D**
 Titleholder --1 Encroacher --2 Tenant --3
 Squatter --4 Kiosk --5 Others (specify) --6

2. GENERAL INFORMATION

2.1 Religious Group: _____
 2.2 Social Group _____
 2.3 Mother Tongue _____
 Place of Nativity : _____
 2.4 Family Pattern : Joint - 1 Nuclear - 2 Individual - 3 **D**
 2.5 Size of Family : Small (2-4) - 1 Medium (5-7) - 2 Large(Above 7) - 3
 2.6 _____

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

S. No	Name of the member	Relation-ship to HH Head	Sex	Age (years)	Marital Status	Education	Any Disability	Any skilled family member
1								
2								
3								
4								
5								
6								

S. No	Name of the member	Relationship to HH Head	Sex	Age (years)	Marital Status	Education	Any Disability	Any skilled family member
8								
9								
10								

3.1 Household's Main Occupation: _____ and Monthly Income(Rs _____)

3.2 Subsidiary Source : _____ and Monthly Income (Rs) _____

3.3 No. of Adult earning members

3.4 No. of dependents:

3.5 Family Monthly expenditure: Rs. _____

3.6 Indebtedness

Source	Amt Borrowed	When Borrowed (Year)	Purpose of Borrowing	Rate of interest per annum	Amount outstanding as on date

37 Household Assets: _____

4. COMMERCIAL/SELF EMPLOYMENT ACTIVITIES

4.1 Name of the Shop: _____

4.2 Type of Shop/Business Enterprises (SBEs)

Hotel	-1	Tea & Snaks	-2
Repair & Workshop	-3	Other Shops (Specify)	-4
Other Enterprise (Specify)	-5		

D

4.2 No. of Partners: _____

4.3 Whether Licensed by BMC: _____

4.4 Employment Pattern

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

D

5. INFORMATION ON AFFECTED STRUCTURE

D

5.1 Details of the structure

Type of Use	Year of Cons	Cons type	No. of Rooms/ storey	Utility connection	Total area(Sq.m)	Impacted area(Sq.m)	Impact	
							P	F

Type of Use. 1. Residential, 2. Commercial, 3. Residential cum Commercial, 4. Other (Specify)

Construction Type: 1. Kutcha, 2. Pucca, 3. Semi-pucca

Utility Connection. 1. Electricity, 2. Water, 3. Phone

P-Partially F-Fully

5. Other Affected Assets
2 Compound wall -1 Tree -2
Open well -3 Others (Specify) -4
Replacement Value (Rs.) : _____

6. **PROJECT RELATED INFORMATION**

6.1 Are you aware of the proposed metro Rail Project? **D**
Yes -1 No -2

6.2 If Yes, Source of information _____

6.3 What is your opinion about the project? **D**
Good -1 Bad -2 Can't say -3

6.4 If good, what positive impacts do you perceive?

6.5 If bad, what negative impacts do you perceive?

(Signature of Respondent)

(Signature of Investigator)

(Signature & Seal of Survey Agency)

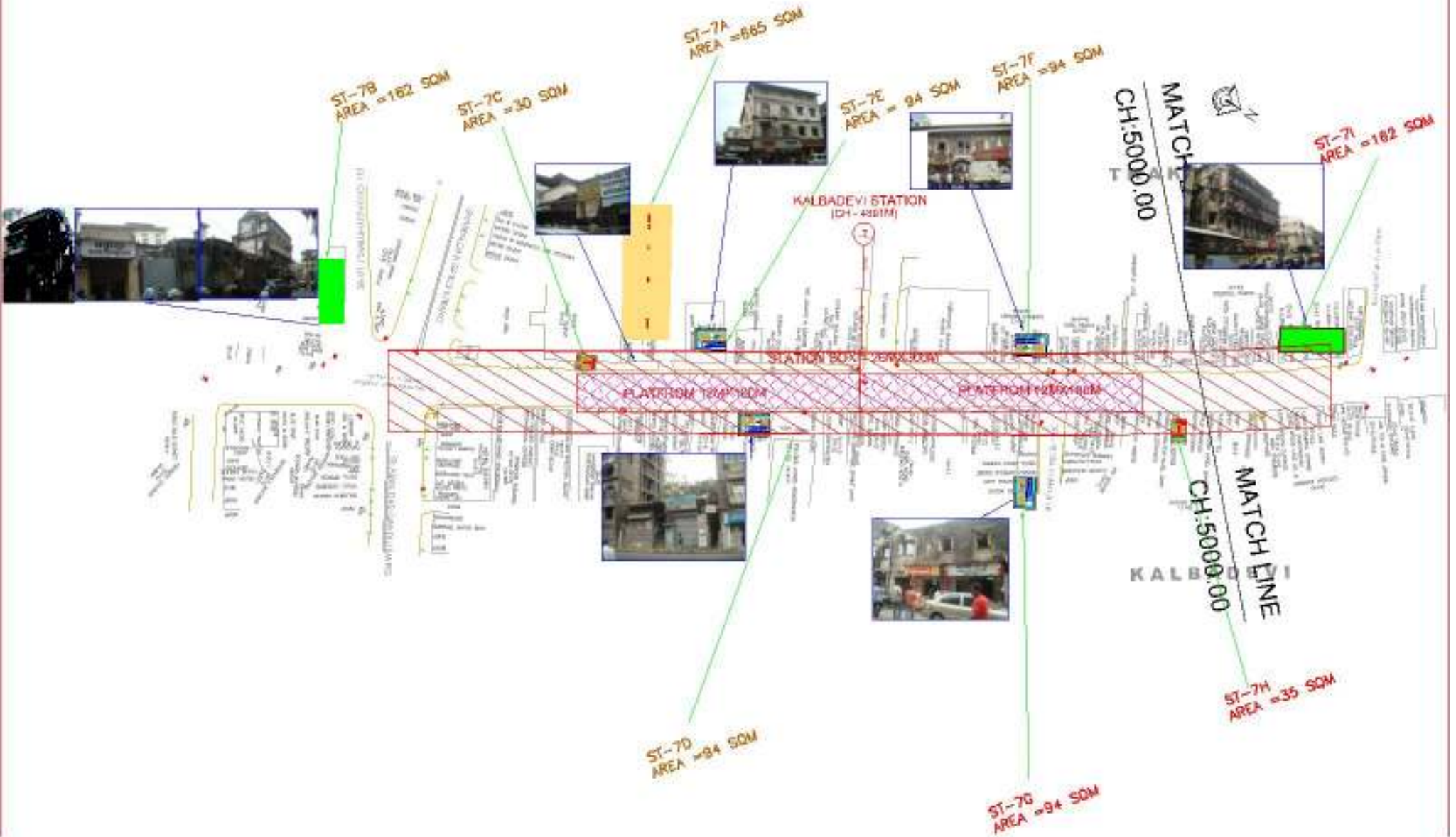
FORMAT FOR PUBLIC CONSULTATION

ProjectName:.....

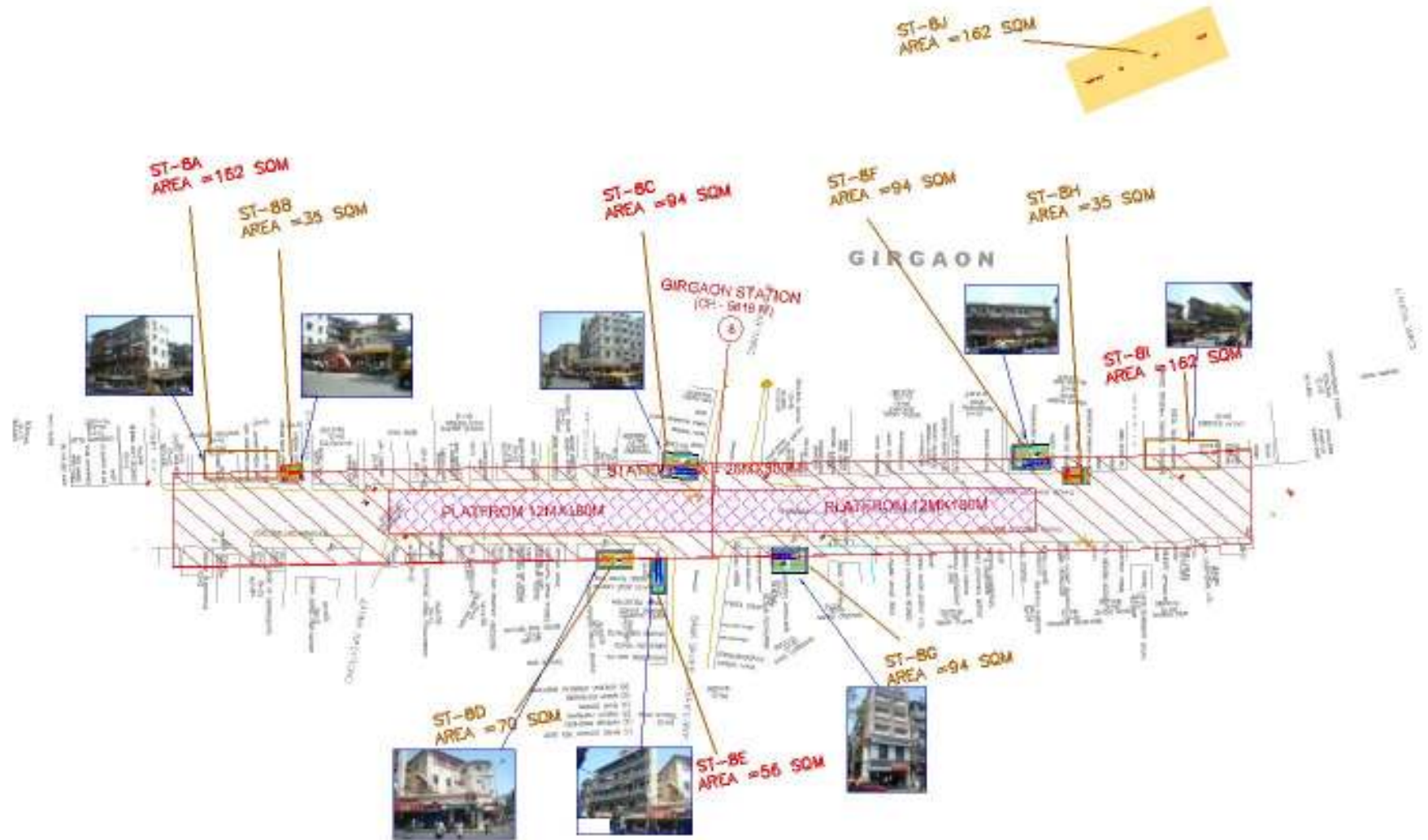
Location	Date & Time	Stakeholders	Issues Discussed	Suggestions by Stakeholders

Signature of Stakeholders:

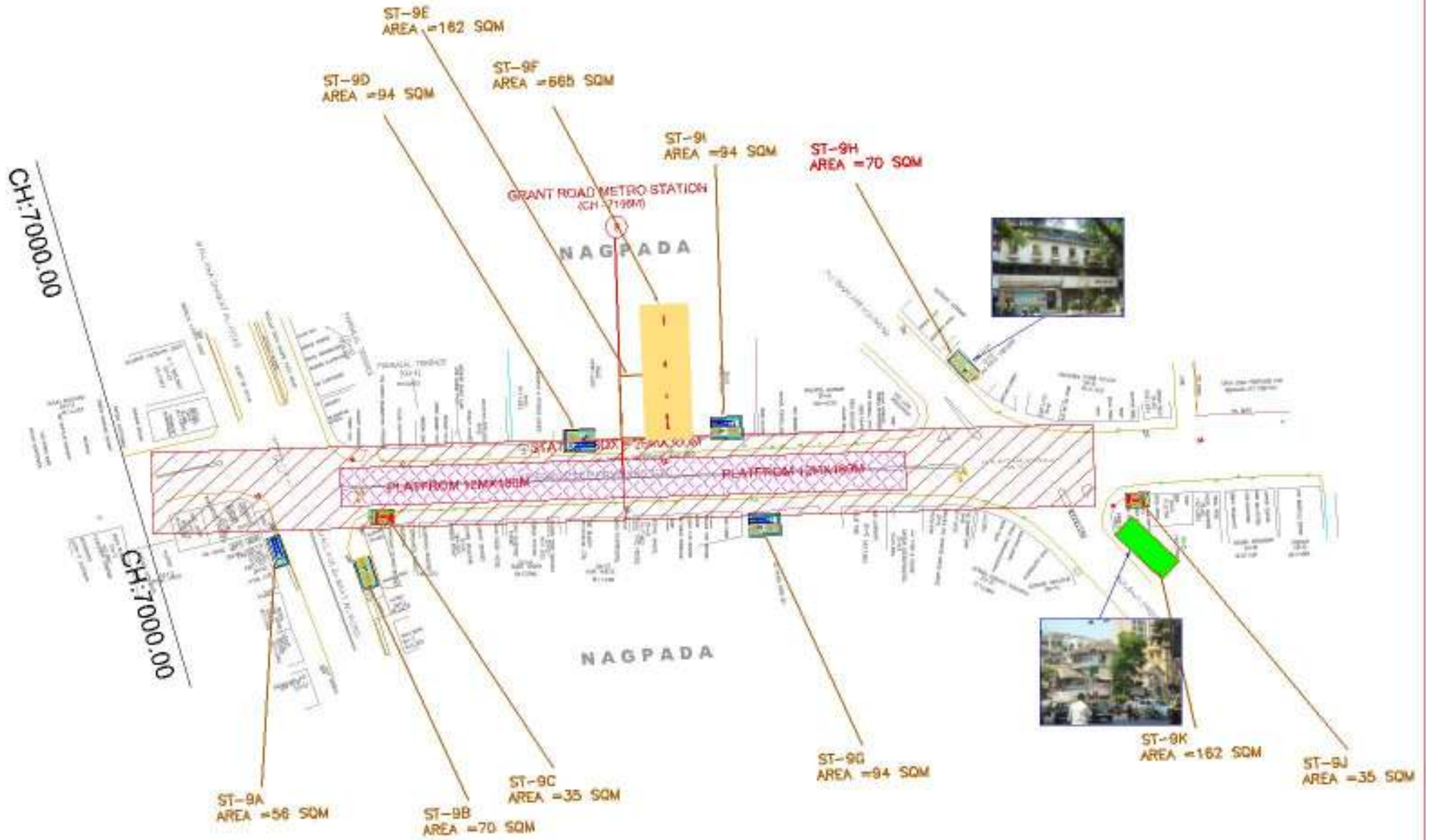
ANNEXURE 3.1: STRUCTURES AT KALBADEVI



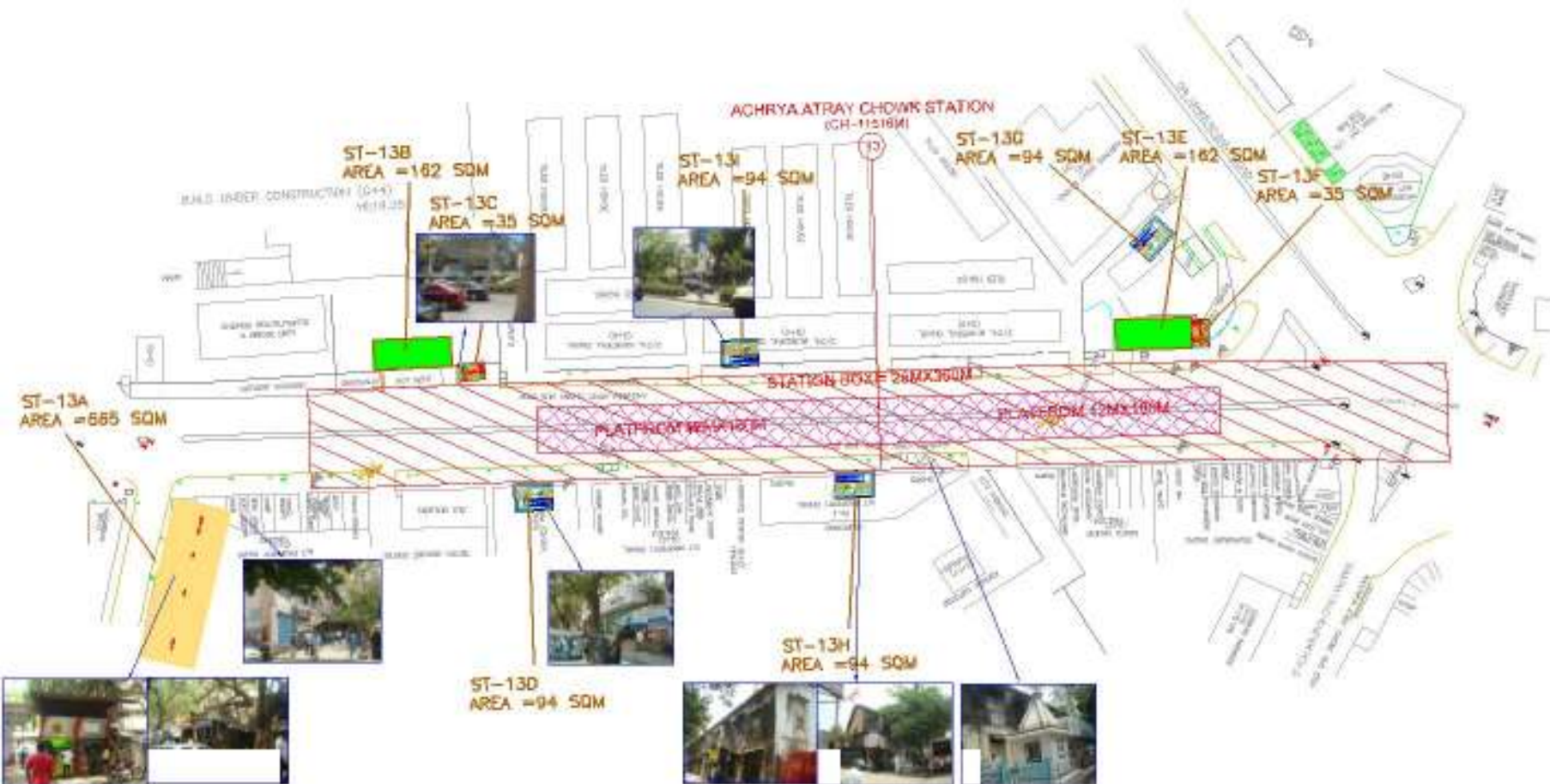
ANNEXURE 3.2: STRUCTURES AT GIRGAON



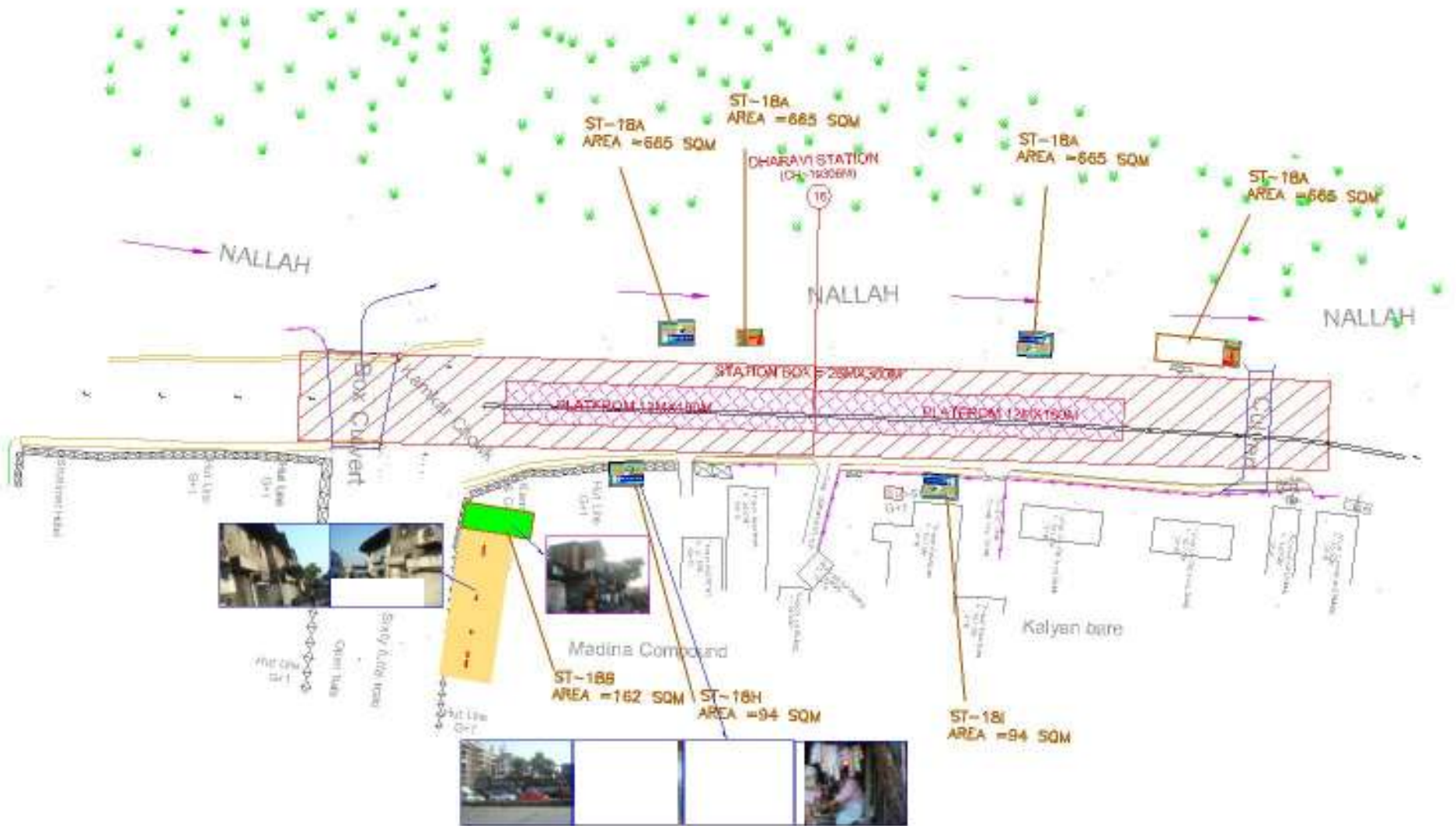
ANNEXURE 3.3: STRUCTURES AT GRAND ROAD



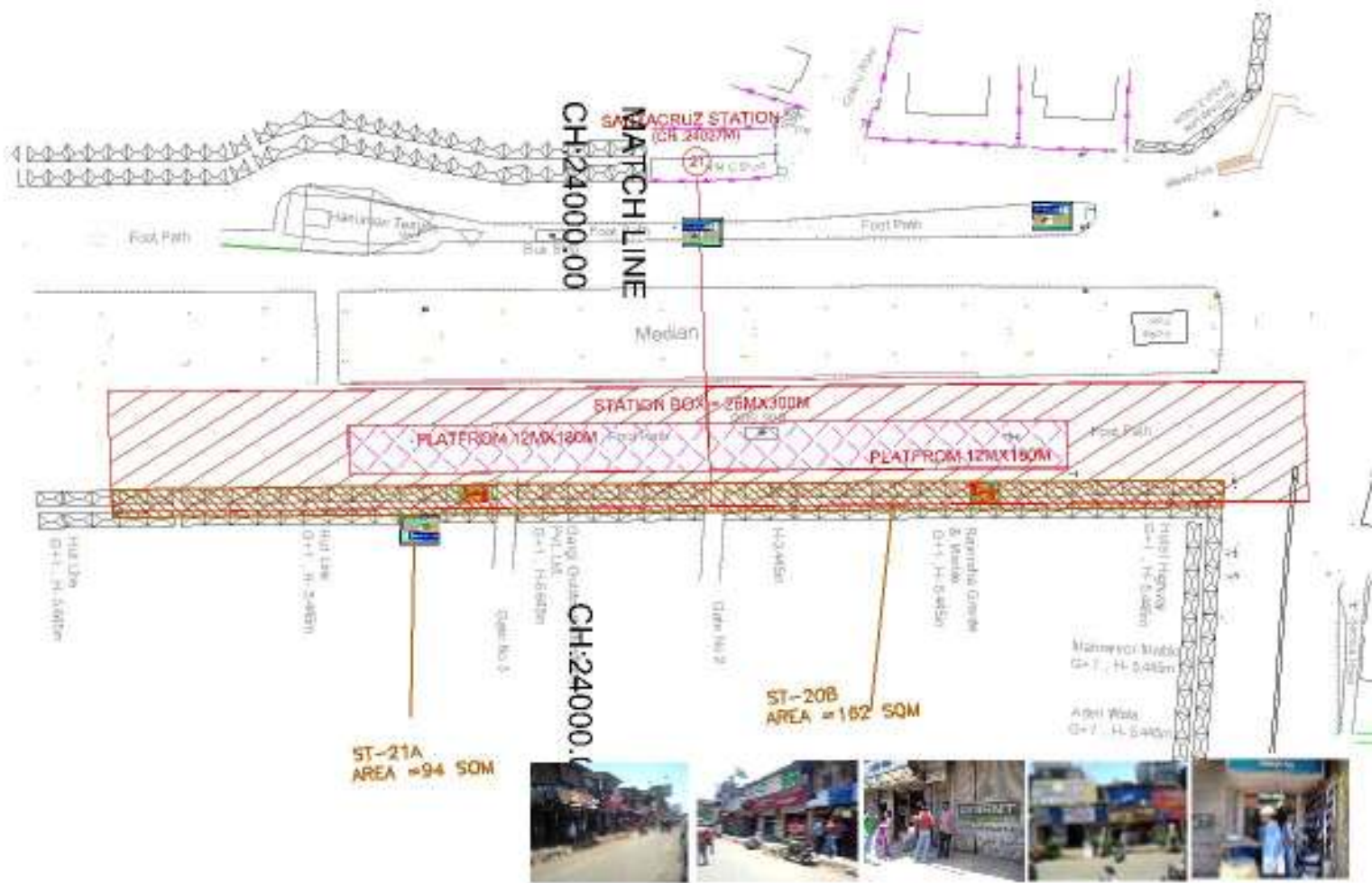
ANNEXURE 3.4: STRUCTURES AT ACHRYA ATRAY CHOWK



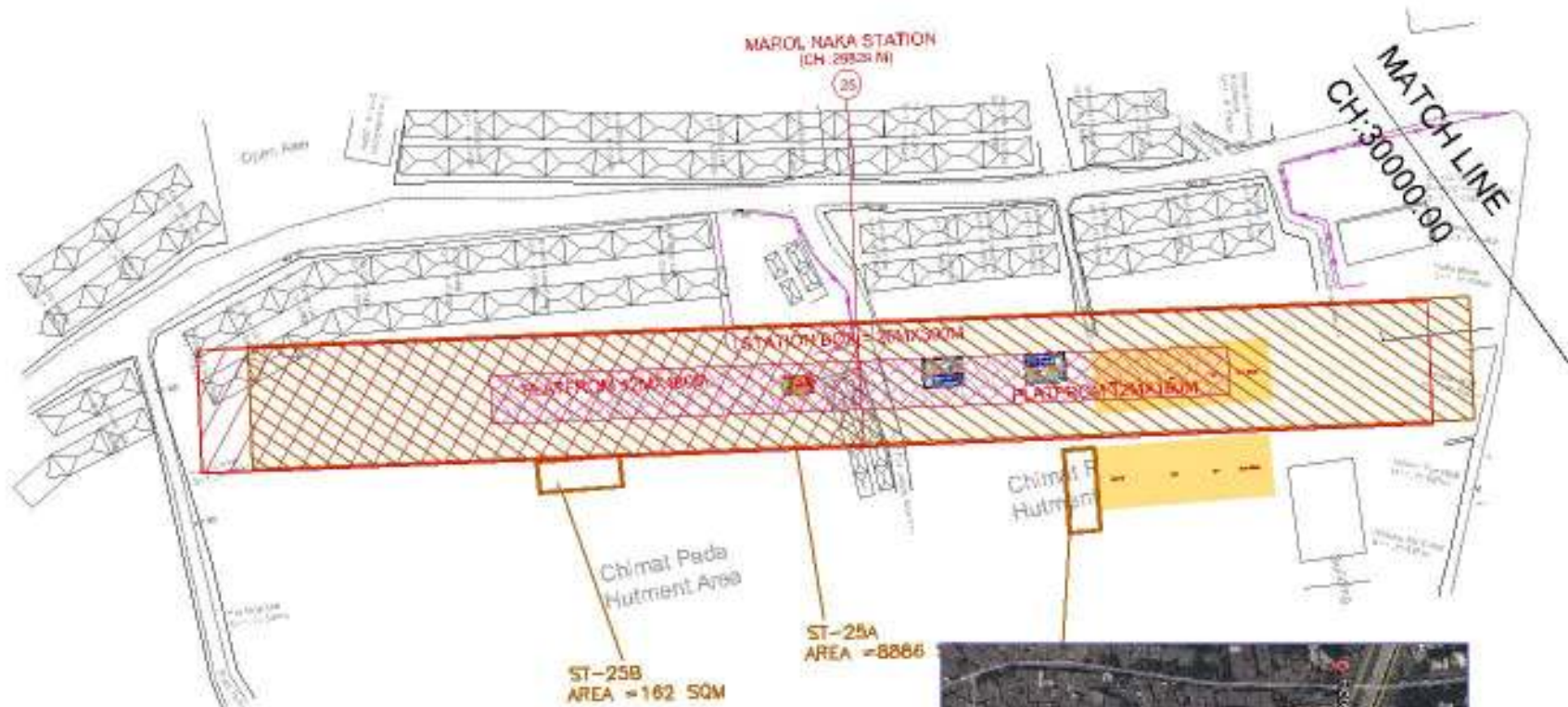
ANNEXURE 3.5: STRUCTURES AT DHARAM



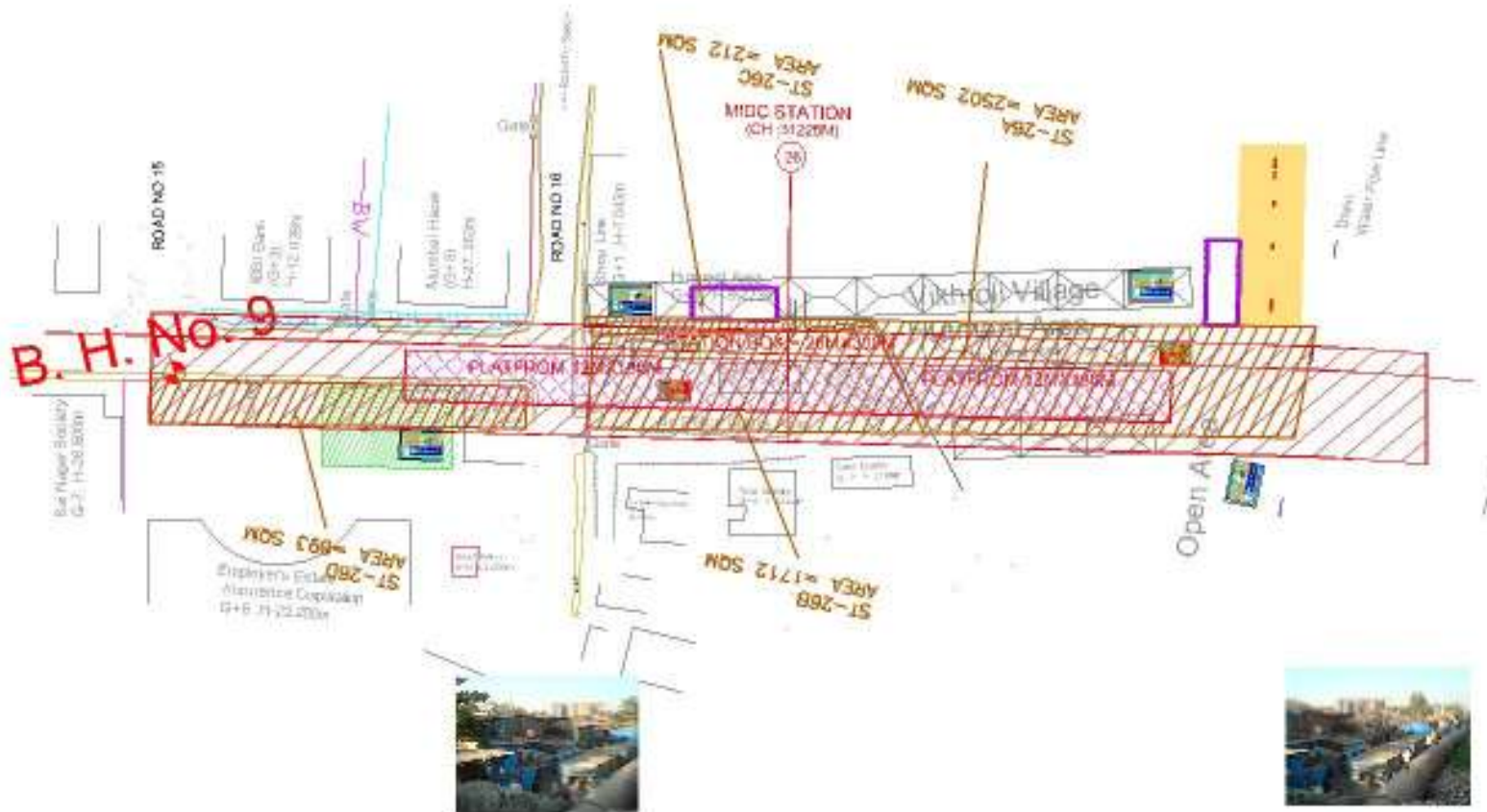
ANNEXURE 3.6: STRUCTURES AT SANTACRUZ



ANNEXURE 3.7: STRUCTURES AT MAROL NAKA



ANNEXURE 3.8: STRUCTURES AT MIDC



FORMAT FOR PUBLIC CONSULTATION

ProjectName: Mumbai Metro Rail Line - III

Location	Date & Time	Stakeholders	Issues Discussed	Suggestions by Stakeholders
Kiran Nagar, MIDC,	21/2/2012	<p>35 males & 28 female participated in the meeting.</p> <p>✓ Lakshkumar Sagar 9322832259</p> <p>Bala Ingale 9702504980</p> <p>✓ ANJAREDDY N. MUDYAL 9987694437</p> <p>U. H. Talwar 9664297756</p> <p>Rajk Kamble 9969227358</p> <p>V. M. Shinde 9869873495</p> <p>Chandrasekhar 9867078082</p> <p>Vijay V. Chavan</p> <p>Rakha Anet → pure</p> <p>Vijay →</p> <p>Sudha Shetty</p> <p>Shabkir Shaikh → 9987661105</p> <p>N. P. Lambay 9820485139</p> <p>Sunil Kumar 8652039550</p> <p>Panchsri 9321942974</p> <p>mathura pyalkai 9833779029</p> <p>Charandas → 9323852015</p> <p>Sandeep Reddy 9987855915</p>		<ol style="list-style-type: none"> There should not be no building on station location. people are not interested to put their signature in survey form. Those who are staying at 1st floor or second floor should be benefited for R & R people should be informed through notice. PAPs should be given job opportunity in metro project Those who have families who has door & kitchen should be given constructed building instead of any proof documents. Alternative accomodation should be provided in this location only All family should be included in survey 400 sq. ft area is required for each family

Signature of Stakeholders: VIKRAM PUSARI 98693910, people want to relocate u. dist 21/1833 in the same place.

1) [Signature]
2) [Signature] V.V. Chav

3) ANJAREDDY N. MUDYAL
4) [Signature] 9987694437

5) V.M. Shinde [Signature]

[Signature]

FORMAT FOR PUBLIC CONSULTATION

ProjectName: Mumbai Metro Rail Project, Line - 111

Location	Date & Time	Stakeholders	Issues Discussed	Suggestions by Stakeholders
Kiran Nayer MIDC	23/01/2012	Francis Rodrigues Atma ram Karande Ramvites Saine Ramu Thorat Secretary Adicals Society, MIDC. Rajesh yadar, Jaywant Derram Arunad Parvaram more Uttam masuti Ghodke Ganesh, SPARC Sashikant, SPARC Pankaj Sonawane CDO, MMRDA Vishal Naik MMRDA Dr. S. Pradhan, RITES. Gitroy Misquitta, General Secretary, Congress, MIDC. 09324601424	Rehabilitation Shri Area of Residential Flat job opportunity	1. People of the Kiran nayer area accept the development of the metro rail Project. 2. 5000 sq.m area is available 3. people want to be relocated in the same available place. 4. Govt. should build multi-story houses for affected families in within the area. 5. Minimum 350 sq.ft should be given to residentially affected families. 6. job opportunity should be given to each one member of each affected family 7. structure for 7. house for house 8. one Balwadi centre, one community centre & one office should be provided in the resettlement area. 9. A temple (Hanumanji) will be affected it should be relocated in the same place.
			Temple	10. Those who are having ground + first floor they should be given minimum Rs. 1000 lacs for the 1st floor. 11. Govt. should take total jhugi area near by proposed metro (MIDC) station & rehabilitate to all affected & non- affected families in same area.

Signature of Stakeholders:

Abharande
Kiran Nayer
[Signature]
Rajesh yadar
Jaywant Derram
[Signature]

[Signature]
23/11/2012
[Signature]
23/11/2012
[Signature]
23/01/2012
[Signature]
23/1/12
[Signature]
23/1/12

[Signature]
10. Those who are having
ground + first floor
they should be given
minimum Rs. 1000 lacs
for the 1st floor.
11. Govt. should take
total jhugi area near
by proposed metro (MIDC)
station & rehabilitate
to all affected & non-
affected families in same
area.

FORMAT FOR PUBLIC CONSULTATION

ProjectName: Mumbai Metro Rail Line-III (Colaba-Bandra-SFEPZ)

Location	Date & Time	Stakeholders	Issues Discussed	Suggestions by Stakeholders
<p>Hanuman Temple Pandit Deen Daxel Upadhye Nager, MIDC, Mumbai</p>	<p>09/02/12 12:00 AM</p>	<ol style="list-style-type: none"> Bherat Goshwami President Mr. Jagatap Chakachak Dubey Sunder Twar Vice President Santa Ram Siywana Gangadham Lambe Indal Yedav Sahuji Patel Laxmitai Siywan (F) Gumfar seikh (F) Manohar Ganpua Rander Singh Bhat Ram Ashray Yedav Sulachana More Arvind Ingle Moti Singh Panduram Natre S. Rout Atma Ram Karande राधाजी (श्री गणेश) राधाजी बाई कारण्डे 		<ol style="list-style-type: none"> people accept the project. Total family of Upadhye Nagar slum should be rehabilitated instead of only family coming along the alignment. people want to resettle in the same location. Total area is 22,000 sq.m. Owner slum was set up in 1979, most of the people are daily labourer. Owner of each structure should get constructed house. Area of the house should be 350 sq.ft. people want to cover all family of Upadhye slum under final survey. If only affected area/PAs are surveyed then people do not want to put their signature on survey form. Affected temple should be relocated in nearby area. All social amenities should be provided to the people. During construction of the project structure family should not be disturbed. mitigation measures is required for vibration control. people of the area should be given priority for job during construction & operation. The family who has kitchen & door should get a constructed house instead of bearing any official document proofs.

Signature of Stakeholders:

- 1) - 9967915227
- 2) - B.R. GOSWAMI 9323220628
- 3) MS - 9773554719
- 4) - 9769875254
- 5) - 9773554719
- 6) - 8108701089
- 7) - 8652039550

- 8) - 9820143584
- 9) - 9820143584
- 10) - 9820143584
- 11) - 9820143584
- 12) - 9820143584

FORMAT FOR PUBLIC CONSULTATION

ProjectName: Mumbai Metro Rail Project Line - III

Location	Date & Time	Stakeholders	Issues Discussed	Suggestions by Stakeholders
Acharya Atray Chowk	18/2/2012	<p>Sanjay Jain</p> <p>Sanjay Jain</p> <p>S. A. Lalji</p> <p>S. A. Lalji</p> <p>M. D. G.</p> <p>Panel. Ghelge</p>	Station location	<p>1. There is no need of station at Acharya Atray chowk as station at Science museum (within 200-250m) is already proposed. The next work station at Graxo is nearly 1.2 km from Science museum.</p> <p>2. ST-13H (Anandgagan) should be located at near place of Babau Milk centre.</p> <p>3.</p>

Signature of Stakeholders:


 9821245360
 (Sanjay Jain)
 Cont. person of Landlord


 S. A. Lalji (9867250781)
 Smit Dalvi
 secretary


 M. D. G.

FORMAT FOR PUBLIC CONSULTATION

ProjectName: Propose of Mumbai Metro Line - III (Colaba - Bandra - SEPR)

Location	Date & Time	Stakeholders	Issues Discussed	Suggestions by Stakeholders
Girgaon	13/01/2012	1. Mr. Pramod Puro 2. Mr. Hemant Sagwera 3. Mr. Sanjeer Raisakar 4. Mr. Ajit Khot 5. Mr. Gaurav Sagwera 6. Mr. Balkrishna 7. Mr. Vijay Sarpal 8. Mr. Ramesh Gujarati 9. Mr. Murlidhar Nandagaukar 10. Mr. Ashok Wadkar 11. Mr. Rishor vedan 12. Mr. Kishore Lema 13. Mr. Shiraji Rahane 14. Mr. Shantilal Gala	Demolition of structure Displacement Land Acquisition	1. Rele Building (Girgaon EKA Cooperative Housing Society at ST 81 (162sq.m) should not be disturbed. 2. Ventilation shaft (ST 81-162sq) should be on right side near Shirsa office & Rupee Cooperative Bank. 1. Commercial people should not be disturbed and they should be settled in the same place. In case they are disturbed during construction the project proponent should build a temporary complex and give the priority to the affected people. • Land Compensation should be given to Girgaon Eka cooperative housing society as this land belong to society.

Signature of Stakeholders:

[Signature]
 13/01/12
 9819673720
 7303701085

[Signature]
 13/01/2012
 9869475757

[Signature]
 13/01/12
 [9967657959]

[Signature]
 13/01/12
 022-23850985

[Signature]
 13/01/12
 GHORAN
 SAGWERA

Annexure-5.9

Mumbai Metro Line-3 Colaba-Bandra-SEEPZ(Fully U/G)

Public Hearing for EIA and SIA study of Metro Line -3

Vide newspaper Notification Dated 12th Dec 2011 suggestions / objections from concerned stakeholders were invited for Environmental Impact Assessment and Social Impact Assessment (EIA & SIA) of Metro Line 3 (Colaba – Bandra – SEEPZ). M/s RITES consultants has submitted Draft EIA report draft SIA. A public hearing for concerned stakeholders of the project was organized on 11th April 2012 the details given below.

Date	Time	Venue
11 th April, 2012	10.00 am - 1.00 pm	Insurance Institute of India (college of Insurance), 'G'block, Plot no.C-46, Bandra-Kurla Complex, Bandra(E) Mumbai-400051

2. Public hearing was attended by 200 stakeholders and 27 stakeholders raised their suggestion objection. Hearing panel consist of following officers :-
- (1) Shri Rahul Asthana, Chairman, MMRC
 - (2) Shri S.V.R. Srinivas, MD, MMRC
 - (3) Shri P.R.K. Murthy, Director, MMRC
 - (4) Shri G.R. Madan, Director, MRTS
 - (5) Shri Vishram Patil, Chief, R&R
 - (6) Shri Vikas Tondwalkar, JT.PD (Env.)
 - (7) Shri V.K. Phatak, Urban planning Expert Ex-Chief, T&CP Division

Details of suggestion objection raised by stakeholders are summarized below.

Token No.	Name	Suggestion/Objection	MMRC Remark
4	Nitin Kilawala	<p>Metro line 3 to be combined with Metro line 2 and One depot location can be saved. He has submitted a plan and mentioned about ridership.</p> <p>A letter addressed to the then C.S., GoM, Shri Johnny Joseph by Mr/ Shri deran, MD, DMRC was read by him regarding Charkop-Bandra-Colaba corridor and MMRDA later changed as Charkop-Bandra-Mankhurd corridor.</p>	<p>PPP contract has been awarded for Metro Line 2 (Charkop – Bandra – Mankhurd). Merging with Line 3 is not possible at this stage. Area required for a combined depot will be much greater than the space available at any one site. Combined depot will not be feasible for Metro Train operation of Line-2 and Line-3</p>
22	Rishi Agarwal	<p>Aarey Milk Colony should be taken up very strongly. He supported metro line 2 – 3 connectivity. MMRC has a responsibility for mass public transport; it has also responsibility towards environment. How to dispose of the muck coming out of excavation? Where will it be dumped?</p>	<p>MMRC is working on several options for muck disposal. Due care will be taken with regards to environmental impact. MMRC has already undertaken EIA study for Metro Line 3.</p>
21	Satish Ashtaputre	<p>He supported for fully underground section and expressed doubt regarding completion year 2019 in light of VAG corridor Line 1 experience.</p> <p>How much will be the fare? What are the minimum and the maximum? The area from where the line 3 will go through is a very highly congested area. We have to take great caution because of the underground cables, pipelines, etc.</p>	<p>Based on experience of Line 1 and other underground metros in India MMRC will device a construction plan including comprehensive utility diversion to complete project within given time frame.</p> <p>MMRC is in the process for fare fixation for line 3.</p>
5	Ms. Kunika Lal	<p>MMRC to take utmost care for underground utilities Disaster Plan and Evacuation Plan etc. to be prepared. She also supported Metro line 2-3 connectivity.</p>	<p>MMRC will device a comprehensive utility diversion plan.</p> <p>Disaster and evacuation plans will be as per Indian standards</p>

38	D'souza	Absolutely no problem with underground alignment. Supported the idea of Metro line 2-3 connectivity to avoid duplication. Difficult to understand the logic of having 2 parallel lines.	Line 2 and 3 are serving different areas and there is no duplication.
50	Ashok Datar	Due to metro line 3 coastal road not required. Enquired about cost per k.m. of underground metro.	Coastal road project is not linked with Metro Line 3. Approximate cost of u/g metro is Rs 600 cr / km
20	Anil Gaikwad	Enquired about people living in Ballard Estate, Colaba, Gateway of India to access metro station. How will you connect this metro line with the main line?	CST station, Churchgate, Cuffe Parade Station and Hutatma Chowk stations serve these areas. Metro stations will be integrated with suburban stations at interchange points with main lines
1	Sudhir Badami	<ol style="list-style-type: none"> 1. High cost of underground metro 2. Suburban train overcrowded , 44% walk trips and 3.1% cars 3. Enquired about technical details of metro line 3 4. DPR not available 5. Method of construction 6. Disaster Management Plan, Evacuation Plan etc. 7. Mumbai affected by seismic zone 8. Commuter dispersal at stations 9. Encouraged BRTS due to less cost and less time for construction. 10. Metro projects are very costly & time consuming 	<p>Technical details and DPR is available for review at MMRC office.</p> <p>Tunnelling bt TBM, station s by either cut and cover or NATM.</p> <p>MMRC will devise a comprehensive utility diversion plan. Disaster and evacuation plans will be as per Indian standards</p> <p>MMRC will take due care during detailed design stage</p> <p>Since ridership is in excess of BRTS capacity metro is required to satisfy demand.</p>
51	Rep. from Indian Institute of Shipping	Sky walk third party audit done by them. We are involved in fire safety and can guide MMRC, if associated. How to minimise construction cost?	MMRC will consider the proposal.
36	Rajesh	There are 2 stations. It is going through Marol slum. Why these stations are so close? Why it should go through the slum?	Marol naka station is an interchange station with Line 1. 3 stations have been proposed in Airport as per their requirement.
17	Mr. Poojari	Some numbers are put in slums at Marol Naka. What is the meaning of that? From where will the project start? Whether the numbers will increase or decrease?	Slum numbering is part of survey work being done for SIA. Project extends from Colaba to SEEPZ MMRC is in process of determining R&R sites.

		When we can get an idea? When and where will we be shifted?	The actual impact for resettlement will depend on detailed designs. Affected persons will be shifted to nearly R& R Colony where tenements are available
5	Ms. Kunika Lal	We want to know about the problems we will be facing because of this metro line 3? One more hearing for PAPs may be held? VAG experience is very bad.	MMRDA can hold meetings with representatives of people and provide necessary information to them.
34	Sandip	Line 3 is very good for the future of Mumbai. We cannot deny the role of slum people for the development of Mumbai. When we loose our place please give us good place to settle within the same locality. So that we can serve the people of Mumbai. Please explain why you cannot settle us in nearby places. It is good for the future of our country.	PAPs can join local Slum Rehabilitation Scheme if such scheme is promoted by developer and is feasible, and MMRDA can provide transit accommodation. If SR Scheme is not feasible PAPs will be shifted to nearby R&R colony depending on availability of tenements.
35	MIDC Zopadpatti representative	Rehabilitate PAPs nearby and do not send to far off place. Take confidence of PAPs living in slums. People have got different views.	As above (token No.34
51	Sandip Patil	He enquired about technical details of metro line 3 like diameter of tunnel, width etc. He had suggested 7 storey building to be constructed within 20 mtr. width and partly rehabilitate PAPs and sale remaining flats for public to recover part cost of metro line 3. Due to this vibration effect will be less. He will give the detailed presented of the same to MMRC officials in due course.	MMRC will consider the proposal and will take appropriate decision.
61	Shailesh Sawant	Your officers also should come. People at home are getting afraid because some people came to put the number in their slums. Please do not give to any agency to put no. Only MMRDA officers/staff should come for this. Please give the prior date on Sundays so that all the concerned association people are called.	MMRDA can hold meetings with representatives of people and provide necessary information to them
71	Anil Galgali	Give details of Central Assistance to MMRDA for	Central govt. will give equity and subordinate

		executing infrastructure projects in Mumbai.	debt for the project
55	Shubhangi Sarang	What is the role of MMRDA in Girgaon. Redevelopment. How much area will be taken for dev.? Area for sub-station 162 sq. mtr. marked and enquired about details of R&R,	
57	Rajesh	Meeting should be arranged in the area of Project affected people. All PAPs should be taken in to Confidence , enquired about project whether U/G	MMRDA can hold meetings with representatives of people and provide necessary information to them
78	Mr. Almeida	Where is the dumping ground? Mumbai affected by seismic fault line and how you will evacuate passengers?	MMRC is in the process of examining various options for muck disposal and finalising muck disposal strategy. Designs will account for Mumbai's seismic zone. Disaster and evacuation plans will be as per Indian standards
7	Sawant	Location for metro – Whether it is underground or elevated? Our beaches will be lost due to coastal road Prabhadevi – Mahim. He enquired about some connectivity project belong to MCGM.	Proposed Metro line-3 is fully U/G
77	Shri. Prasad	Numbers put on slums in Marol area and enquired about reason. Enquired about R&R compensation / TDR . What is the criteria for rehabilitation? Whether you will take care of owner ?	Survey being done for SIA. The rehabilitation will be done as per MUTP R&R policy approved by Govt. and based on BSES.
66	Sudhir	When line 3 will be implemented practically? What are the SRA plans?	Implementation of Mumbai Metro Line-3 is proposed between 2013 and 2019.
72	Rahaman	There are more than 10,000 houses at Chimatpada. How you are going to settle them? Whether MMRDA is the authority to change the RG/PG. There is a PIL and court order for no development and enquired about whether metro can be constructed. He enquired about SRA schemes. Basic facilities like schools, markets, temple etc to be constructed.	MMRDA does not have the authority to change the D. P. reservations but it can examine the matter and offer possible help. The R&R colonies are provided facilities as per the SR Scheme norms.
80	L. M. Sagar	Benefit to be given to people affected by metro. They need job in Metro. They need house there only.	PAPs can join SRA Scheme if locally feasible else will be rehabilitated in R&R colonies.

73	Mr. Gilroy J.Misquitatz	Is there any special schemes for the Adivasis?	Policy /Scheme not yet finalized.
64	Pramod Shinde	When will you conduct the next meeting? You have to declare the meeting date today. There should be transparency in conducting survey of slums. Enquired about 1 point contact officer from MMRC Advised to form a committee amongst them.	The details of survey will be explained to PAP, Stakeholders. Survey is being conducted by NGO SPARC and process is transparent. MMRC has designated Community Development Assistance to address R&R issues of this project.

Benefits

- World class mass transit system
- Fully air- conditioned
- Improved safety
- Significant travel time reduction

Mode	Travel time — Cuffe Parade to Airport
Metro	50 min
Car	100 min
Suburban Rail	80 min

Estimated Ridership:

Year	Daily Ridership
2025	13.87 Lakhs
2031	16.99 Lakhs

- Reduction in fuel consumption
- Reduction in traffic congestion
- Reduction in road accidents
- Reduction in noise pollution
- Reduction in air pollution

Mumbai Metro Master Plan

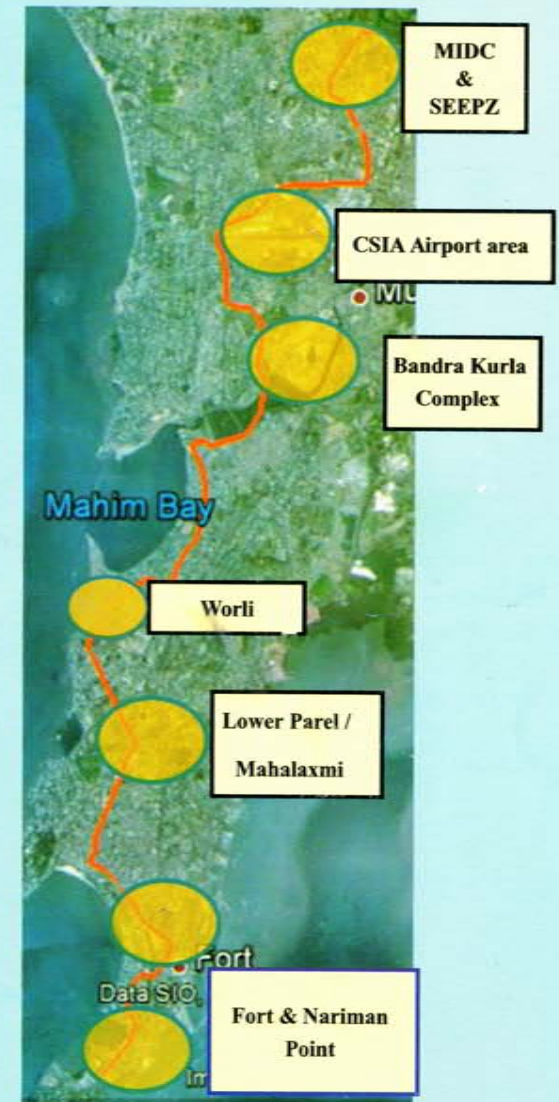


Mumbai Metro Rail Corporation
 Mmrda Building,
 Bandra (East),
 Bandra Kurla Complex,
 Mumbai - 400051
 Tel : 022 26594000



Mumbai Metro Line 3

(Colaba – Bandra – SEEPZ)



Salient Features

- Length : 33.5 km
- Fully underground
- 27 conveniently located stations
- Connects: Cuffe Parade, Nariman Point, Fort, Girgaon, Mahalaxmi, Worli, BKC, Airport and SEEPZ



Interchanges :

Central Railway	CST
Western Railway	Churchgate, Grant Road and Mumbai Central
Metro	Line 1: Marol Naka Line 2: BKC
Monorail	Sant Gadge Maharaj Chowk

- Air – conditioned trains
- Construction by Tunnel Boring Machines (TBM), NATM or Cut & Cover
- Minimal disturbance at ground level during operation
- Estimated commencement of operations : 2019

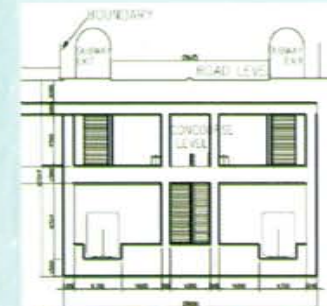


Stations



Typical Underground Station

- Fully air-conditioned
- 2 levels—concourse & platform
- Entry/exit by escalators & lifts



- Automatic Fare Collection
- Designed for 8 coach trains
- Platform Screen Doors
- Stations fire and emergency systems designed as per international standards (NFPA—130)



**Resettlement and Rehabilitation Policy
for
Mumbai Urban Transport Project (MUTP)**

MARCH 1997
(as amended in December 2000)

GOVERNMENT OF MAHARASHTRA
Housing and Special Assistance Department
Mantralaya, Mumbai-400 052.

Policy for Resettlement and
Rehabilitation of persons affected
by Mumbai Urban Transport
Project.

GOVERNMENT OF MAHARASHTRA

Housing and Special Assistance Department
Resolution No. Prakaipa 1700/CR 31/Slum 2,
Mantralaya, Mumbai 400 032
Dated the 12th December, 2000

Read : Government Resolution, Housing and Special Assistance Department, No. MIS
1034/CR 558/Slum 2, dated 12th March 1997.

1. Resolution :

Government of Maharashtra has decided to take up "Mumbai Urban Transport Project" (MUTP) with a view to bringing about improvements in traffic and transportation situation in the Mumbai Metropolitan Region (MMR). Efforts are being made to obtain financial assistance for this project from the World Bank. The schemes under MUTP include roads, Road Over Bridges (ROBs), traffic management schemes as well as various rail projects. The various schemes under MUTP would affect a substantial number of households, business activities and structures, which will have to be relocated. Resettlement of project affected persons, according to the World Bank operational directives, is required to be an integral part of World Bank financed projects. Preliminary estimate indicates that approximately 25,000 to 30,000 families will have to be relocated due to MUTP. Government of Maharashtra appointed a Task Force, in February, 1995 under the Chairmanship of Shri D. M. Sukthankar, former Chief Secretary, to prepare a framework for Resettlement and Rehabilitation (R & R) Policy and to assist the Government in determining the institutional arrangements and implementation strategies for R & R. The Task Force submitted its report to the Government after a detailed study of the households, business activities and structures likely to be affected by MUTP. Based on the recommendations of the Task Force, orders

prevailing for R & R of persons affected by the projects in rural areas, the legal provisions and a series of discussions with the World Bank missions a revised R & R Policy was submitted to the Government for approval. Accordingly the following Resettlement & Rehabilitation Policy has been formulated.

2. Applicability of the Policy :

The following R & R policy shall be applicable to all the sub-projects described in the Borrower's Project Implementation Plan (BPIP) for the MUTP and also the sub-projects identified for inclusion in the subsequent phases of MUTP. Resettlement Action Plans (RAP) and Community Environmental Management Plans (CEMP) will be prepared for each subproject involving resettlers in accordance with this Policy.

3. Objectives :

- (a) To minimise the resettlement by exploring all viable alternative project designs, and to prioritise various elements of the project by treating this as one of the important considerations,
- (b) Where displacement is unavoidable, to develop and execute resettlement plans in such a manner that displaced persons are compensated for their losses at replacement cost just prior to the actual move, displaced persons are assisted in their move and supported during the transition period in the resettlement site and displaced persons are assisted in improving or at least restoring their former living standards, income earning capacity and production levels; and to pay particular attention to the needs of poor resettlers in this regard,
- (c) To accord formal housing rights to the PAPs at the resettlement site. Such rights shall be in the form of leasehold rights of the land to the co-operative society of the PAPs and occupancy rights of built floor space to the members of the society. The membership of the co-operative society and the occupancy rights will be jointly awarded to the spouses of the PAP household. The documents in this respect will be the leasehold agreement with the co-operative society, which will include a list of its members and description of dwelling unit allotted to each member. The members of the co-operative society will receive a share certificate signifying the membership of the society.

- (d) To develop and implement the details of the resettlement programme through active community participation by establishing links with the community based organisations; and
- (e) To make efforts to retain existing community network in the resettlement area, wherever this is not feasible to make efforts to integrate the resettled population with the host community, and to minimise the adverse impact, if any, on the host community.

4. Categories of Project Affected Structures :

Project affected structures shall be categorised by referring to ownership, land use and type of construction.

Ownership :

- Land and building owned by the same person,
- Land owned by one person and building owned by the lessees,
- Land and building both leased to lessee,
- Land and building occupied by statutory tenants with owner occupant or where owner is a absentee
- Land occupied by squatters without any legal title. Category of squatters includes - non-resident structure owners, resident structure owners and tenants.

Land use :

- Land used for farming, horticulture etc.
- Land used for open uses such as storage, vehicle repairing etc.
- Structure used for residential purposes
- Structure used for shop-cum-residence
- Structure used for shop
- Structure used for workshop, factory etc.
- Structure used for schools, balwadis, community activities, religious purposes, medical and health facilities, gymnasium etc.

Type of structures :

- Multi-storeyed RCC structures,
- RCC or Steel frame structures in slum,
- Ground storeyed structures with RCC slab or tile or AC sheet or GI sheet roof.
- Ground storeyed structures/hutment in slums.

5. Definition of Project Affected Persons (PAP) :

Project Affected Person includes households, business units including their workers and owners of assets like land and buildings affected by MUTP shall be considered as PAPs and may include; non-resident land owners (including farmers and horticulturist); non-resident lessees; resident landlord (including farmers and horticulturists); resident lessee/resident lessees, tenants or sub-tenants of buildings; squatters (non-resident structure owners, resident structure owners, tenants); pavement dwellers. Household for this purpose means all the males/ females, their family members and relatives staying in a house/tenement/hut.

6. Eligibility of Project Affected Persons (PAPs) for R & R :

- (a) All legitimate occupants of land and building affected by MUTP up to the time of actual resettlement will be eligible for the benefit of R & R Policy. However, PAPs who are squatters and not the legitimate occupants of land or buildings shall be eligible for R & R only if enumerated during the baseline survey. The date of completion of baseline survey shall, therefore, be the cut-off date. While preparing the Resettlement Action Plan (RAP) the baseline survey will be updated if the gap between the baseline survey and the RAP is more than one year. Any new unauthorised structures or additions to existing structures carried out after the cut-off date and their occupants will not be eligible for R & R.

Similarly, the occupants of a structure except legal heir who have acquired the structures after the cut off date shall not be eligible for the benefits of Resettlement and Rehabilitation. However, member added to the eligible households by way of birth and marriage after the cut-off date will be

considered eligible for R & R. For this purpose, the baseline survey will create a detailed data base available with both the R & R Agency and the affected community. The significance of the cut-off date will also be explained to the community.

- (b) PAPs who do not wish to participate in the RAP prepared in the manner as laid down in this policy will not be eligible for rehabilitation and will have to vacate the occupied space on their own.
- (c) Aerial photographs if available and visual documentation carried out during baseline surveys will help identify squatters entering the area after the baseline surveys. These squatters shall not be entitled for any R & R benefits. Motivating and strengthening of Community Based Organisations (CBOs) during the baseline survey will be attempted to help prevent further encroachment after baseline survey. R & R activities and MUTP project execution schedule shall be closely co-ordinated to minimise the time between site clearance and commencements of civil works so as to prevent further encroachment. Implementing agencies shall protect the cleared sites by appointing watch and ward staff. Even with these measures, if encroachment takes place, eviction will be resorted to.

7. Selection of Resettlement Site :

The site for resettlement shall be selected out of the feasible options in consultation with the affected community as a part of the RAP preparation. The principal criteria for site selection shall include access to employment opportunities, infrastructure and social services. Environmental assessment of the resettlement site shall be carried out as part of the preparation of CEMP.

8. Land acquisition :

- (a) For acquisition of land for the project, landowners and lessees shall be compensated as per the provisions of the Land Acquisition Act, 1894 (LA Act). The facility of Transferable Development Rights (TDRs) will be available as an alternative to compensation under the LA Act, in accordance with the Development Control Regulations (DCRs) for Greater Mumbai 1991 as amended from time to time and being in force.

- (b) TDRs will also be available to developers who agree to build and hand over free of cost dwelling units for R & R according to the approved RAP, in accordance with the DCRs more particularly the Urban Development Department Notification dated the 15th October 1997.¹ FSI of 2.5 shall be allowed for construction of tenements, under the above schemes, on the lands reserved for resettlement of PAPs by making appropriate changes in the reservation in the Development Plan. To provide incentive to landowners in residential zones to build dwelling units to the PAPs, an additional FSI of 1.5 may be permitted. 0.75 of this additional FSI shall be used for rehabilitating PAPs free of cost, and the balance FSI of 0.75 may be allowed for free sale.²

9. Resettlement Options :

While preparing RAP following two options may be explored with the community;

- (a) Township option : This will be in the form of a sites and services project developed by the R & R agency (or other public agency) on a green-field site owned by the agency. A fully developed plot of 25 sq. meters shall be allotted one year in advance of the target date of relocation. The agency can use some land for high income housing of non-PAPs and for commercial activities. The agency can sell plots for commercial activities and high-income housing at market price to recover the project cost.

¹ Transfer of Development Right is available as an alternative to compensation under the LA Act 1894. If the landowner whose land is reserved for a public purpose is prepared to surrender such land to free of cost and free of encumbrances to BMC he can opt for receiving TDR equivalent to floor space which he could have constructed had his land not been reserved. In Suburbs where most of the land acquisition is required to be carried out for MUTP such floor space (and therefore the TDR will be reckoned at the Floor Space Index (FSI) of 1. These TDRs are saleable in the market and can be used in areas specified in the DCRs. In addition to the TDR given for the land, TDR equivalent to the floor space constructed for the slum dwellers and handed over free of cost for can also be granted. Such floor space is restricted to FSI of 2.5 and consequently TDR available for constructed dwelling units is also restricted to 2.5.

² More particularly as provided for in Urban Development Department Notification dated the 15th October 1997.

- (b) Tenements under Slum Redevelopment (SRD)/Public Housing (PH)/Housing the Dishoused (HD) : A tenement of 20.91 sq.m. in multi-storeyed buildings.
- (c) The entitlement of PAPs in terms of floor space / plot at the resettlement site for the options described in section 9 above will be as stated in Appendix. I

10. Other Amenities :

- (a) For township / sites and services option :

In addition to the developed plot of 25 sq.m., water supply at 90 lpcd, pedestrian pathways according to DCRs, on plot toilet seat and water tap, community facilities like primary school, dispensary, playground, fair price shop as may be required, and site for religious places that existed in the old community.

- (b) For PH / HD and SRD options :

PH / HD and SRD are a part of the Development Plan of Greater Mumbai. The standards of off-site amenities will therefore be according to the Development Plan. The on-site amenities like the recreational open space, Balwadis, water supply, sanitation, pathways and access streets etc. shall be provided according to the standards prescribed in DCR's.³

11. Monetary Supplement to Squatters :

The Project Affected Squatters who opt for Township option, shall be entitled to a monetary supplement that represents the replacement cost of their shelter at the time of baseline survey. For calculating such monetary supplement, Municipal Corporation of Greater Mumbai and the Public Works Department shall determine for various types of construction, a unit cost of replacement based on the rate schedules used by them for construction activities undertaken by them. The monetary supplement shall be disbursed in suitable instalments related to the progress of work of building the structure on the serviced site. However, PAPs that opt for fully built dwelling unit will not be eligible for such monetary supplement.

³ Some of the standards prescribed by the DCRs at present are; recreational open space @ of 15% of the plot area, water supply @ of 135 litres per capita per day, one balwadi of 20.9 sq.m. for every 100 dwelling units and minimum width of pathway is 1.5 m.

12. Compensation for Economic Losses :

Every effort shall be made to relocate the affected households to nearby site and thus avoid cutting access to existing employment and income earning sources.

- (a) If the relocation of workers / employees results in an increase in travel distance to reach the original place of work or new place of work, a lump sum compensation not exceeding twelve quarterly season tickets for such excess distance by suburban railway at the time of resettlement shall be paid to such workers / employees subject to actual verification of extra expenditure incurred.
- (b) If it turns out to be impossible to continue present occupation or where workers / employees / entrepreneurs permanently lose their source of livelihood, because of displacement, a lump sum compensation equivalent to one year's income be given to such workers / employees / entrepreneurs at the rates to be determined by the R & R implementing agency. A valuation committee comprising the representatives of the R & R Agency and the NGO shall assist the R & R Agency in determining the annual income of PAPs.
- (c) Vulnerable households such as women headed households, handicapped and the aged will be extended an additional package of rehabilitation services to help them overcome the difficulties on account of resettlement. This will include preference in allotment of dwelling units on the ground floor for the handicapped and preference in sanctioning of loans from the fund mentioned below. Any further assistance required for vulnerable PAPs will be determined during RAP preparation.
- (d) For those who permanently lose their jobs, the rehabilitation package shall include access to employment information through employment exchange and training facilities. Moreover, community operated fund will be created to provide seed capital and other loans. Community operated fund could be linked with community saving programmes. The fund could be controlled and monitored by the community with the assistance of Non-Governmental Organisation (NGO).

13. Other Benefits :

In addition to the shelter-related rehabilitation described in the Appendix I, cost of shifting will be paid to the PAPs or free transport arrangements be made available to the PAPs for moving to the resettlement site.

14. Planning and Implementation Procedure :

- (a) Based on the baseline survey carried out through close participation of NGOs and CBOs, a list of eligible project affected structures, households, lands, shops and business activities shall be prepared and announced for community endorsement to avoid conflict over subsequent entrants in the project area.
- (b) RAP preparation shall be undertaken with active participation of eligible PAPs. Draft RAP shall include, a statement of objective and policies, an executive summary, and provision for the following :
- organizational responsibilities,
 - community participation and integration with host populations,
 - socioeconomic survey,
 - legal framework,
 - alternative sites and selection,
 - valuation of and compensation for lost assets,
 - land tenure, acquisition, and transfer,
 - access to training, employment, and credit,
 - shelter, infrastructure, and social services,
 - environmental protection and management; and
 - implementation schedule, monitoring, and evaluation.

Cost estimates should be prepared for these activities, and they should be budgeted and scheduled in coordination with the physical works of the main investment project.

- (b) Draft RAP shall be shared with the PAPs, NGOs, CBOs and general public in the area through community meetings and other appropriate media. The views of PAPs will be taken into account in finalising the RAP.⁴

⁴ In case Indigenous people are affected by MUTP a separate Indigenous People Development Plan (IPDP) will be prepared along with the RAP in accordance with the World Bank's Operational Directive 4.20.

- (c) In addition, general dissemination of information on R & R policy, specific RAPs and environmental management plan related to MUTP shall also be undertaken in a planned manner. These activities may include organising seminars, bringing out the news items in newspapers, TV, radio, technical and academic journals.
- (d) The RAP prepared in this manner shall be implemented by the agency identified for the purpose.
- (e) "A two-stage resettlement process will be adopted only under emergency circumstances and only if the affected community agrees to move to the transit housing prior to shifting to permanent houses. Prior to shifting people to transit houses the following need to be ensured -
 - (i) the type of accommodation and basic amenities to be provided in the transit camps and a time table for moving to permanent sites are discussed and agreed with the PAPs and
 - (ii) the world Bank will verify the feasibility of the schedules in the time table, particularly whether acquiring permanent sites can be completed within at most two years and that permanent housing can be available before the end of the third year."

15. Redressal of Grievances :

R & R Agency shall designate a senior officer at the local level to consider any grievance of PAPs in consultation with the concerned NGO and give his decision in writing, within a stipulated time period, and also keep a record of such decisions. If the aggrieved PAP is not satisfied with this decision, final appeal could be made to the Grievance Redressal Committee appointed by the R & R Agency comprising its officials and the representatives of NGOs.

16. Completion of Resettlement Prior to Commencement of Civil Works :

The agreed resettlement activities in transit structures in the case of two stage implementation procedure and in permanent settlements in other cases shall be generally completed prior to commencement of the relevant section of the civil work of the transport project. On completion of resettlement, the site shall be turned over to the concerned transport project-implementing agency.

17. Indirectly Affected PAPs :

The relocation of affected communities and persons may have adverse impact on the community linkages at the old site. In order to minimise such adverse impact appropriate and careful measures need be planned. For this purpose, the affected community be identified based on the social and economic linkages and not purely on the basis of right of way required for the project. If the social and economic linkages are substantially affected⁵, the remaining people, whose proportion should not exceed 20% of the directly affected PAPs. If they desire should be resettled along with the PAPs. However, if the remaining people do not desire to shift, efforts shall be made to provide earlier social and economic facilities at the old site.

18. Host Community :

The relocation of PAPs at the new site may impact two types of host communities. One, resident of the relocation site and the other living in the vicinity of the resettlement site. Resettlement of PAPs will displace the first type of host community and increase the burden on the infrastructure services available to the second type of the host community. The host community that is resident of the relocation site shall be treated as eligible PAPs and shall be extended all the benefits of this policy. In case of the host community in the vicinity of the relocation site, the increased demand of services on account of resettled community, may reduce the quality of life of the host community. In order to avoid or minimise such impacts the RAP will propose augmentation of available services. Such augmentation will be carried out as part of RAP implementation.

19. Modification of Development Plan :

Urban Development Department shall decide, on case to case basis, about the changes to be carried out in the reservation in the Development Plan for lands

⁵ The social and economic linkages shall be considered to be substantially affected when almost all the residents of the affected area had shifted together to the area from the same area of origin, or; some common infrastructure facilities such as, school, dispensary etc. were shared by all the residents, which need to be demolished to clear the site for the project and providing these facilities for the remaining families is not feasible, or; the number of the remaining families is so small that it is not possible for them to stay as a community.

to be acquired and utilised for R & R of PAPs according to the procedure laid down in the Maharashtra Regional and Town Planning Act 1966 (MR & TP Act).⁶

20. Institutional Arrangements :

Institutional arrangements, including interdepartmental oversight committees, the hiring of experts in housing, engineering, social development, land acquisition, legal, environment, PR and other relevant areas and monitoring mechanisms, will be set forth in a separate notification to be issued on institutional arrangements.

21. Restrictions on Transfer / Disposal of Tenements Allotted to the PAPs :

No PAPs shall transfer / dispose of the tenement allotted to him without prior permission of the Government. The procedure followed by Slum Rehabilitation Authority for transfer / disposal of tenements under Slum Rehabilitation Schemes shall mutatis-mutandis be applied in case of transfer / disposal of tenements allotted to the PAPs under this policy.

These orders are issued after obtaining concurrence of the Urban Development Department vide informal reference No. 594 Dated 22/11/2000.

This Government Resolution shall supersede all the previous Government Resolutions on this subject.

By order and in the name of the Governor of Maharashtra,

Sd/-

(R. B. Budhiraja)

Principal Secretary to Government of Maharashtra,

⁶ The procedure for modifying the Development Plan reservation is prescribed in Section 37 of the MR & TP Act 1966. This requires publication of proposed modification for inviting public suggestions and objections, hearing the suggestions and objections and then taking a final decision.

Copy to :

1. Secretary to Hon. Governor,
2. Secretary to Chief Minister,
3. Chief Secretary,
4. Chairman, Railway Board, Rail Bhavan, New Delhi.
5. Private Secretaries to all Ministers and State Ministers,
6. Additional Secretary, Urban Development Department, Government of India, New Delhi.
7. General Manager, Western Railway, Churchgate, Mumbai
8. General Manager, Central Railway, CST, Mumbai.
9. Managing Director, M.R.V.C. 2nd floor, Churchgate Station Building, Mumbai 400 020.
10. Metropolitan Commissioner, MMRDA, Bandra Kurla Complex, Mumbai.
11. Secretary to All Department, Mantralaya, Mumbai.
12. Vice President and Chief Executive Officer, MHADA, Mumbai 400 051.
13. Chief Executive Officer, S.R.A., Bandra (East) Mumbai 400 051.
14. Divisional Railway Manager, Western Railway, Mumbai Central, Mumbai.
15. Divisional Railway Manager, Central Railway, CST, Mumbai.
16. Additional Police Commissioner, Traffic Police, Worli, Mumbai.
17. Commissioner, Gr. Mumbai Municipal Corporation, Mumbai.
18. Commissioner, Thane Municipal Corporation.
19. Collector, Mumbai
20. Collector, Mumbai Suburban District, Mumbai.
21. Additional Collector (ENC), Mumbai.
22. Controller, Encroachment, Mumbai.
23. All Officers, Housing and Special Assistance Department, Mantralaya, Mumbai.
24. Select File.

Appendix - I

SUMMARY OF REHABILITATION MEASURES

Sr. No.	Category of RAP	Legal Compensation	Rehabilitation		
			Monetary Supplement	Type of Shelter related Rehabilitation	Price to be Charged
1.	Non-resident land Owners (including farmers and horticulturists)	Market value of land and building according to LA Act.	Nil	Nil	
	Non-resident lessees	Apportionment of compensation for the unexpired period of lease according to LA Act.	Nil	Nil	
2.	Resident landlord (land and building) (including farmers and horticulturists)	As in 1 above,	Nil	Cash supplement equivalent to cost of construction of floor space (subject to a max. of 20.91 sq.m) occupied prior to resettlement. OR Floor space equal to self occupied floor area, subject to maximum of 70 sq.m., irrespective of use of floor space	First 20.91 sq.m. of floor space free of cost and at actual cost for the area in excess thereof
	Resident lessee of land and building	Apportionment of compensation for the unexpired period of lease according to LA Act.	Nil	Floor space equal to self occupied floor area, subject to maximum of 70 sq.m., irrespective of use of floor space	First 20.91 sq.m. of floor space free of cost and at actual cost for area in excess thereof.
3.	Resident lessees, tenants or sub-tenants of buildings	Shifting charges according to LA Act.	Nil	Floor space equal to self occupied floor area, subject to a maximum of 70 sq.m., irrespective of use of floor space.	Free of cost on ownership basis up to 20.91 sq.m. of floor space and at actual cost for area in excess thereof

4	Squatters				
	Non-Resident structure owners (The status to be established by documentary evidence in	Nil	Replacement cost of lost structure	Nil	
	Resident structure owners	Nil	Replacement cost of lost structure	Township option Plot of 25 sq.m.	Free of cost
				Plot in excess of 25 sq.m.	At cost of excess area.
			Nil	PH/HD/SRD Option : Residential : floor space of 20.91 sq.m.	Free of cost.
				Shops & business Area equivalent to existing area with a maximum of 70 sq.m. Out of which 20.91 sq.m.	Free of cost
			Area in excess of 20.91 sq.m.	At cost for the excess area	
	Tenants	Nil	Nil	Township option Plot of 25 sq.m.	Free of cost.
				Plot in excess of 25 sq.m.	At cost for the excess area
				PH/HD/SRD Option : Residential : floor space of 20.91 sq.m.	Free of cost
				For shops & business Area equivalent to existing area with a maximum of 70 sq.m. out of which 20.91 sq.m.	Free of cost
				Area in excess of 20.91 sq.m.	At cost for the excess area

5.	Pavement dwellers	Nil	Replacement cost of lost structure Nil	Township option Plot of 25 sq.m. Plot in excess of 25 sq.m. PH/HD/VRD Option : Residential : floor space of 20.91 sq.m. For shops & business: Area equivalent to existing area with a maximum of 70 sq.m. Out of which 20.91 sq.m. Area in excess of 20.91 sq.m.	Free of cost. At cost for the excess area Free of cost. Free of cost At cost for the excess area.
6.	Employees and entrepreneurs (a) Employees residing in the affected community and working at some other place (b) Non-resident employees (c) Employees and entrepreneurs who permanently lose their source of livelihood	Nil Nil Nil	Amount equivalent to the fare of twelve quarterly season tickets for excess distance by suburban railway. Same as above A lump sum compensation equivalent to one year's income, determined by the R & R Agency's valuation committee.	Nil Nil The rehabilitation package shall include access to employment information through employment exchange and training facilities for appropriate skills be provided through on going government programs, and credit through, community operated fund.	

Note on Methodology for adopted for Annual Ready Reckoner and its applicability in case of Compensation to Project Affected Persons (PAP)

It is reiterated that, as per the entitlement matrix of the MUTP R&R Policy, the rehabilitation benefits for resident land owners are in addition to the legal compensation payable for land and building (based on **Ready Reckoner rates**). A brief note on process of finalising the Ready Reckoner rates is presented here.

The Annual Real-estate Market (Land and Buildings) Rate Value Chart (Ready Reckoner) is prepared by the Town Planning and Valuation Dept. Govt. of Maharashtra and is approved by the Inspector General of Registration and Controller of Stamps, Govt. of Maharashtra. **This becomes effective from 1st January every year.** Process of determining the Ready Reckoner Rate is as follows;

- Month-wise information received from the offices of Jt. Sub-Registrar regarding sale deeds that indicate transactions at rates higher than the prevailing Ready Reckoner rates. This information is analysed based on various slabs (proportions) of growth and frequencies of transactions and is used in establishing general trends of increase in rates. In addition, aspects such as availability of infrastructure and amenities, proximity to Railway Station etc. are also considered in fixing general rates of increase in values.
- Personal visits to property exhibitions arranged every year by the Builders/Developers are carried out and property rates for various types of uses such as Residential, Commercial & Industrial are collected. Printed booklets of rates quoted for various properties are obtained and are compared with the rates specified in the Ready Reckoner for properties in such areas. The information obtained from the analysis is used in determining the rates for such specific areas.
- Personal visits to the construction sites are carried out. Brochures and the information on rates for under construction properties are collected, classified and are used in deciding increases in rates.
- Meetings are held with the Builders, Developers, Architects and local MLAs (representatives in State Legislature) & MPs (Members of Parliament) are arranged and the information on developments in their constituencies is obtained and verified and their views on price trends are obtained and are taken into account in deciding new rates.
- Separate meetings of all Sub-Registrars, Collectors of Stamps, Municipal Corporations & other agencies operating in the area are arranged to assess the trends in their areas, which are used for deciding new rates.
- All the above information is used in assessing the growth trends in various geographical areas and price slabs based on which the new rates are decided.

As per prevailing policy for compensation to legal titleholders Ready Reckoner rates is considered as basis for all Government of India and Government of Maharashtra projects. This is confirming and binding as per the Indian national laws. As these rates are determined and published by the Government these are the only authentic and reliable rates adopted for real estate. No other survey can be considered as authentic and will not be acceptable to the state and central government. This has borne fruitful results equitably in all projects including World Bank funded MUTP project.

List of Non-Governmental Organizations

- 1. Society for Promotion of Area Resource Centre (SPARC)**
2nd Floor, Khetwadi Municipal School Building
Khetwadi Lane No-1
Girgaum,
Mumbai-400004

- 2. Slum Rehabilitation Society (SRS)**
Swapna Safalya,
A-Wing, Ground Floor
T.P.S III,
Bandra (W)
Mumbai-400 050

**Draft Terms of Reference
for Resettlement and Rehabilitation (R&R) Consultant**

The R&R Consultant will assist the Social Development Cell (SDC) in the implementation of the SIA / RAP and its monitoring. The ToR for the Consultant are as follows :

1. To prepare, review and update implementation schedule for all R&R activities.
2. To compile and analyse baseline socio-economic and other spatial data collected in the surveys for various categories of structures and PAPs on the basis of ownership, use, type of structure etc. as required for determining eligibility and entitlements under the MUTP R&R policy.
3. To prepare ToR, engage and monitor the work of NGO to be appointed for R&R
4. To prepare and issue PAP Identity Cards
5. To process and follow up with the concerned authorities the proposals for acquisition of private lands required for the project, including those involving release of TDRs
6. To separately identify and monitor R&R for title holders and large commercial PAPs and other non-residential PAPs
7. Collect and compile information on vulnerable households, identify their skill sets, needs etc. and formulate and implement a plan for providing assistance to them.
8. To examine and respond to any legal cases related to land acquisition and R&R
9. To prepare and execution plan for resettlement of religious and community structures
10. To develop and maintain management information system covering all aspects and activities related to R&R, including data base on availability and use of resettlement stock etc.
11. To maintain co-ordination with the agencies involved in the execution and monitoring of execution of the project
12. To examine changes in project designs for possible changes in R&R impacts and take further necessary steps, where necessary
13. To prepare and submit periodical progress reports in various formats as may be required by various concerned agencies
14. To prepare the guidelines for functioning of Grievance Redress Mechanism
15. To prepare material for and monitor activities related to information disclosure (including information sought under RTI) and public consultation
16. To review and improve, if necessary, implementation manual prepared for MUTP R&R
17. Identify and implement capacity building and manpower strengthening requirement in SDC for R&R
18. To formulate and implement internal system of monitoring implementation of R&R within SDC
19. To prepare ToR and proposal for engagement of any other consultant or agency for any aspect of Land Acquisition and R&R.
20. To carry out and monitor post-resettlement activities such as formation of Co-operative Housing Societies, management and provision of maintenance funds etc.

Grievance Redressal

It may be noted that the formal Grievance Redressal Committee (GRC) mechanism consisting of Field Level Grievance Redressal Committee (FLGRC) and Senior Level Grievance Redressal Committee (SLGRC) mostly handles individual PAP grievances. The specific requirements of large shopkeepers and legal residence owners are addressed by the R&R unit through consultation and negotiations. The Independent Monitoring Panel (IMP) has helped MMRDA in negotiating with such large PAP groups and monitoring the process.

S. No.	Query	Reply
1	Grievance Redress System	
	Neutrality of the grievance adjustment committee and its process (how and what kind of decisions have been made (i.e. how to decide the amount of on-top payment))	GRC is a one-member committee of an independent neutral person experienced in grievance redressal and not representing any of the parties. Most of the cases and decisions pertain to eligibility of the PAP for entitlements under the approved R&R Policy. The GRC is not empowered to take decisions on any financial on-top payments over and above what is provided for in the approved R&R Policy.
2	Grievance Redress Process	
	User friendliness (whether PAPs can make an allegation verbally and / or by local languages with assistance from NGOs))	The PAPs with grievances are required to make a written application in English or local languages and are given a hearing. They are usually allowed to attend with any other person who can explain their case better. The NGO (appointed by MMRDA) representative is also expected to normally attend such hearings.
	Accessibility (whether the location is well informed to PAP, easy to access)	The GRCs generally operate from MMRDA office, which appears to be conveniently located given the Metro 3 alignment. Arrangements can be made to adequately disclose information to PAPs in this regard. For MUTP project; total FLGRC dealt – 3,791 and SLGRC – 902.
	Cost and duration (how long and how much)	The MMRDA obviously does not charge any fee for redressd. The costs pertain to travel to MMRDA for hearing. The duration of each case depends on availability of accurate address of the PAP and time taken by the PAP to respond and submit necessary documents etc. In most cases, the GRC can reach conclusion on a case within 1 or 2 meetings.
	Detail process	The written grievance is received by the office of the GRC and is scrutinized on the basis of records available with the GRC. A letter is sent to the PAP by post (or is collected by him personally) requesting the PAP to attend the hearing along with documents on a particular date. In case of no response, the process is repeated twice. In the hearing, the PAP is asked to

		plead his / her case and submit documents. The representatives of agencies concerned with the project, including the NGO, provide information about the case. The GRC reaches a decision and the same is communicated in writing to the PAP and the R&R unit. In case of a negative decision by the FLGRC the PAP is informed about the appeal procedure to SLGRC. The SLGRC also follows a similar process in considering grievances and the PAP is given another opportunity in presenting his / her case. The cases and proceedings are documented by the FLGRC and SLGRC.
3	Operation of GRC	
	Authority and duty of GRC (whether GRC can make (how much of) on-top payment to PAPs in addition to compensation based on entitlement matrix	The GRC has to also follow the benefits / entitlements specified in the R&R Policy approved by the Government. The GRC can either accept or reject the claims made by the PAP.
	Members of GRC	GRC is a one-member committee. The representatives of R&R unit, NGO, project executing unit, PMC act as respondents.
	Monitoring of GRC decision-making process	The progress of GRC cases is monitored. However, the decision-making process is not monitored and is expected to be carried out based on the guidelines to be provided in this regard.

MUMBAI METROPOLITAN REGION DEVELOPMENT AUTHORITY
Metro Line-III(Coloba-Bandra-SEEPZ)

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 MMRDA 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				

Activity	Indicator	Target		Achievement	
		This Month	Cumulative	This Month	Cumulative
Rehabilitation	No. of training agencies identified				
	No. of people undergone skill development training				
	No. of people restarted their income restoration activities				
	No. of new enterprises started				
Grievance Redressal	No. of grievance redress committee formed				
	No. of grievance redress committee meetings conducted				
	No. of grievances received				
	No. of grievances addressed				
Public consultation/ 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 PMU level				
	Date of appointment of Independent Evaluation Agency (IEA)				

Activity	Indicator	Target		Achievement	
		This Month	Cumulative	This Month	Cumulative
	Frequency of submitting progress reports				
Awareness programs	No. of HIV/AIDS awareness programs conducted				
	No. of hotspots identified				
	No. of road safety awareness programs conducted.				
Fund utilization	Funds utilized				

Part-II- Qualitative Monitoring format

1. Composition/type of participants and specific issues raised by the participants especially the vulnerable groups.
2. Actions/follow-up taken to address the issues raised in the public consultation meetings.
3. Process adopted for the relocation of PAFs, 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:

Terms of Reference for Independent Evaluation Agency

1. Project Description

This project is being implemented by MMRDA with financial support of Japan International Corporation Agency (JICA). The project gives utmost importance to the Rehabilitation and Resettlement of project affected families. Accordingly, a Resettlement Action Plan has been developed for implementation.

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

2. Scope of Work of IEA- Generic

- To review and verify the progress in resettlement implementation as outlined in the RAP
- To monitor the effectiveness and efficiency of Social Development Cell (SDC) 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 SDC 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.