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# **Roads and Buildings Department Government of Gujarat**



## **Second Gujarat State Highway Project (GSHP-II)**

# **RESETTLEMENT POLICY FRAMEWORK**

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## 1 INTRODUCTION

1. With the demonstrated excellence through Gujarat State Highway Project<sup>1</sup>, Government of Gujarat (GoG) Roads and Buildings Department (R&BD) and the World Bank (WB) had continued with their successful partnership. This was another teaming up and effort towards empowering the communities with enhanced road infrastructure and building the capacities of stakeholders participating in Second Gujarat State Highway Project (GSHP II). Continuing the development process under GSHP II, R&BD Government of Gujarat has selected four additional corridors, aggregating to 153 km length for preparation of developmental intervention and implementation of existing State Highways. The corridors are proposed for Rehabilitation / Strengthening and Widening; as necessary. Out of these, as part of DPR preparation, social safeguard reports have been prepared for 4 corridors including HIV/AIDS Prevention Plan (HPP). List of project corridors considered under GSHP-II as considered as Additional Corridors are presented in Table 1.

**Table 1: Additional Project Corridors under GSHP II**  
**(Widening/upgradation and Rehabilitation corridors - DPRs Prepared)**

Sr. No	List of Roads	Length (Km)	SH No	RoW	Present Lane Configuration	Proposed Improvement	Districts Covered	Specific regions
1	Mehsana - Unjha - Siddhpur - Palanpur	60.90	41	60	4LPS	4 LPS to 6L + Paved Side Shoulder and Hard Shoulders+ Multipurpose Pathway on LHS	Mehsana, Patan Banaskantha	North Gujarat
2	Four laning of Mehana bypass including RoB	5.00	41	60 & 100	2LPS	2 LPS to 4 L + Paved Side Shoulder	Mehsana	
3	Chanasma-Harij-Sami-Radhanpur	60.40	55	30	2LPS	Rehabilitation / Strengthening	Patan	
4	Vallabhipur-Ranghola (Via Dhola&Parvala)	27.00	39	24	2LPS	Rehabilitation / Strengthening	Bhavnagar	Saurashtra Region
	<b>Total</b>	<b>153.30</b>						

Source: R&BD, Govt. Of Gujarat

## 2 PURPOSE OF RESETTLEMENT POLICY FRAMEWORK

2. Resettlement Policy Framework (RPF) has been formulated based on the applicable and relevant laws relating to the project and also based on the bank OP 4.12 on involuntary resettlement. RPF outlines the principles and procedures, legal framework, operational guidelines, institutional arrangements, entitlements for different types of impacts, disclosure procedures and monitoring and evaluation. This framework will guide in management of social impacts caused by the proposed project and improvement works to be taken up for subsequent corridors. The purpose of preparing RPF is to: (i) bring commonality in resettlement and rehabilitation benefits under the project, (ii) bring together and built upon the current good practices in terms of procedures to address more systematic and institutional issues, (iii)

<sup>1</sup> GSHP, 2001-2007 one of the most successful WB assisted state highway project, set many benchmarks for others to follow.

establish institutional arrangements at project level for the implementation of RAP, and (iv) establish mechanism for redressing grievances; and monitoring and evaluation etc. This policy framework will help facilitate consistent preparation of RAPs for project initiatives under GSHP-II. All the Bank-approved social safeguard documents (RAP) will be disclosed 120 days prior to the start of the construction.

### 3 OBJECTIVES OF GSHP-II

3. The Gujarat State Highway Project-I (GSHP-I) successfully implemented by R&BD through 2001 to 2007 with the World Bank assistance, has set many bench marks for other states to follow. The state while appreciating need of sustenance of its economic growth, endorses that infrastructure is one of the key factors and further enhanced quality infrastructure is great value addition. Coming up with second World Bank assisted Gujarat State Highway Project-II (GSHP-II) is such kind of a major initiative.

4. R&BD, GoG with in-principal agreement with the World Bank has finalised a project budget as Rs. 1938 crore (323 M USD) for GSHP-II. As a pre-requisite towards loan appraisal with the World Bank, R&BD-GoG is meeting the preparedness with first lot of the projects getting ready with finalized designs and implementation. The current status of works under GSHP II is completed and nearing completion stage.

5. PIU-R&BD proposed for time extension of GSHP-II, for which GoG approved for time extension along with utilisation of savings. Savings are proposed to be utilised under the project for improvement of highways under Civil works component of additional four corridors proposed for widening and strengthening for utilisation of savings. The project delivery will have EPC contracts with some innovative ways of financing/package to make projects more attractive and enabling passing of more benefits in favour of next level infrastructure. Besides, Additional Corridors under GSHP-II is trying to take lead while Climate Resilient highway concept and safer roads initiative through this endeavour.

### 4 SOCIAL SCREENING

6. At an initial stage of the project preparation, screening of the 155 km of project corridors, to be taken up in the second phase was carried out. Screening site visits, consultations with stakeholders and review of secondary information formed the basis for screening. Key findings of the screening with respect to the social aspects are highlighted in Table 2.

**Table 2: Findings of the Screening Exercise**

- ▶ Design cross-sections are proposed to be accommodated within the available RoW to the extent possible, and hence land acquisition is not envisaged for the DPR corridors. There are no major settlements along the corridors which warrant development of bypasses.
- ▶ Based on the screening site visits and consultations, the available RoW along all the DPR corridors is generally free of encumbrances, with the exception of junctions and settlement stretches. The impacts on the non-titleholders shall be addressed during the detailed designs;
- ▶ Cattle movement along and across the project corridors were observed along Mehsana-Palanpur, Vallabhipur-Ranghola and Radhanpur-Chanasma.
- ▶ Water bodies comprising open wells, ponds and lakes exist along the corridors. However, impacts over these water bodies would be negligible since they are mostly located away from the road edge. Where these are close to the corridor design measures shall ensure minimum impact on such

features;

- ▶ The following corridors do not pass through tribal Talukas as notified under Fifth Schedule areas.
- ▶ Road side community consultations during the screening stage revealed that the people welcome the proposed road improvement measures. The following suggestions have been forwarded by road side communities for due consideration while designing the road improvement measures:
  - Junction improvements with adequate street lighting and safety measures;
  - Construction of drains and culverts to improve roadside drainage;
  - Provision of parking areas with amenities such as public toilets;
  - Provision for safety measures in urban stretches such as speed breakers, pedestrian crossings, foot paths, guard rails, sign boards, street lights, etc., and construction of noise barriers at sensitive locations (hospitals, schools, etc.).

## 5 PERCEIVED POSITIVE AND ADVERSE IMPACTS

7. The proposed project has positive as well as adverse impacts. The advantages of the project as perceived by the stakeholders are (i) The project will provide faster movement of people and goods which in turn would provide a boost to local as well as State economy; (ii) The people felt that the interconnectivity of settlements along the corridor will improve substantially; (iii) Help alleviate development constraints in agriculture, commerce, education, health and social welfare; (iv) Travel time would be saved; and (v) Better designs and safety measures will lead to reduction of accidents. Adverse impacts perceived by people are (i) displacement of people; (ii) loss of livelihood; and (iii) loss of community assets. The efforts taken to avoid or minimize adverse impacts have been presented in the following sections.

## 6 LAND ACQUISITION AND RESETTLEMENT IMPACTS

8. The available RoW along the project corridors varies from corridor to corridor. The proposed improvement has followed Col approach and only private structures, cultural properties and community assets will be affected. Majority of the affected private structures are commercial shops which includes small shops/sheds squatted in the government land. The community assets include water *kundi*<sup>2</sup>, water tanks, community toilet, seating area around tree etc.

9. Based on the SIA carried out for the Additional project corridors, altogether 146 properties (structure) will be impacted, apart from 14 cultural properties and 18 community assets.

## 7 APPROACH TO MINIMIZE LAND ACQUISITION AND ADVERSE SOCIAL IMPACTS IN GSHP-II

10. A conscious effort towards avoidance of land acquisition and resettlement impacts has been taken up as an integral part of the entire project preparation and design in GSHP-II. Wherever unavoidable, efforts to minimize impacts through design interventions have been worked out for Phase-II projects and the process shall be followed for future projects. A three stage iterative process to avoid land acquisition and minimize resettlement impacts has been detailed in the following sections.

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<sup>2</sup> On-ground water-storage facility made of bricks and cement, of size 5 sq.m to 8 sq.m.

11. In line with the requirements of the ToR for the assignment, the cross-sections have been designed to accommodate within the available RoW. RoW information from each of the R&BD field divisions along the project corridors has been collected.

12. In GSHP-II, a Corridor of Impact (COI) approach has been followed to reduce impacts on environmental and social features within the road RoW<sup>3</sup>. The corridor of impact considered is the width between the toe walls of the proposed road cross section. ***The objective of social inputs to project design has been to ensure that the corridor of impact is reduced, within acceptable design principles and standards, to minimize displacement and other project impacts.*** An illustration of the Col is given in Appendix-1.

13. Census and socio-economic surveys of the affected persons within the Col shall be compiled and possibilities of further reduction of impacts on people shall be worked out as part of design finalization. Properties that could be avoided from being impacted shall be saved, after adoption of necessary design modifications, and adoption of protection measures etc. An illustration of the impacts minimization achieved along a particular settlement stretch is highlighted in Appendix-2.

## 8 APPLICABLE LEGAL AND POLICY FRAMEWORK

14. Applicable Acts and Policies relevant in the context of the project have been reviewed and their relevance to the project outlined in Table 3. R&BD will ensure that project activities implemented are consistent with the following regulatory/legal framework.

**Table 3: National and World Bank Policies: Relevance and Applicability for the Project**

Policy / Act / Rule	Relevance to this project	Applicability
<b>The Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013</b> (effective from January 2014)	<ul style="list-style-type: none"> <li>To ensure, in consultation with institutions of local self-government and Gram Sabha established under the Constitution of India, a humane, participative, informed and transparent process for land acquisition for industrialization, development of essential infrastructural facilities and urbanization</li> <li>Provide just and fair compensation to the affected families whose land has been acquired or proposed to be acquired or are affected by such acquisition</li> <li>Make adequate provisions for such affected persons for their rehabilitation and resettlement.</li> <li>Ensure that the cumulative outcome of compulsory acquisition should be that affected persons become partners in development leading to an improvement in their post-acquisition social and economic status.</li> </ul>	Applicable to the project corridors
<b>The Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Gujarat Amendment) Act, 2016</b> (effective from August 2016)	<ul style="list-style-type: none"> <li>Further to amend the "Principal Act" referred to the Right to Fair Compensation, Transparency in Land Acquisition and Resettlement and Rehabilitation Act, 2013 in its application to the State of Gujarat, enacted the Gujarat Amendment Act, 2016 with simplify the provisions, which was commenced on 15th August 2016.</li> <li>The Right to Fair Compensation, Transparency in Land Acquisition and Resettlement and Rehabilitation (Gujarat Amendment) Act, 2016 is almost follows similarly to the Principal Act (Central Act) with reference to compensation and R&amp;R practices. Two major changes made and inserted as following: <ul style="list-style-type: none"> <li>Power of State government to exempt of public interest and SIA for certain projects mentioned in sub section of 10A.</li> <li>Another major point to be noted that the Gujarat (Amendment) Act 2016 provides the R&amp;R Assistance, such lump sum amount equal to 50% of the</li> </ul> </li> </ul>	Applicable to the project corridors

<sup>3</sup> The Right of Way is the lawfully acquired corridor of public land owned by the State Government and administered by the R&BD for transit. The corridor of impact (Col) is the width required for the actual construction of the road, including carriageway, shoulder and embankments.



Policy / Act / Rule	Relevance to this project	Applicability
	amount of land compensation as determined under section 27 of principal Act to the affected families, in case of project which are linear in nature.	
<b>The Provisions of the Panchayats (Extension to the Scheduled Areas) Act, 1996</b>	<ul style="list-style-type: none"> <li>One of the important provisions of this Act states “the Gram Sabha or the Panchayats at the appropriate level shall be consulted before making the acquisition of land in the Scheduled Areas for development projects and before re-settling or rehabilitating persons affected by such projects in the Scheduled Areas.</li> </ul>	Not applicable. The project corridors do not fall under Fifth Schedule Area
<b>The Scheduled Tribes and Other Traditional Forest Dwellers (Recognition of Forest Rights) Act, 2006</b>	<ul style="list-style-type: none"> <li>This law provides for recognition of forest rights to Scheduled Tribes in occupation of the forest land prior to 13.12.2005 and to other traditional forest dwellers who are in occupation of the forest land for at least 3 generations i.e. 75 years, up to maximum of 4 hectares. These rights are heritable but not alienable or transferable</li> </ul>	Applicable to all project corridors
<b>World Bank OP 4.12 – Involuntary Resettlement</b>	<ul style="list-style-type: none"> <li>Cash compensation should be sufficient to replace the lost land and assets at full replacement cost in local markets; eligibility of benefits include, the PAPs who have formal legal rights to land (including customary and traditional land rights recognized under law), the PAPs who don't have formal legal rights to the land they are occupying; particular attention to the needs of vulnerable groups; displaced persons and their communities will be provided timely and relevant information, consulted on resettlement options, and offered opportunities to participate in planning, implementing, and monitoring resettlement; establishment of appropriate and accessible grievance mechanisms</li> </ul>	Applicable to all project corridors
<b>OP 4.10 – Indigenous Peoples</b>	<ul style="list-style-type: none"> <li>Project proposed for Bank financing that affects Indigenous Peoples requires a process of Free, Prior and Informed Consultation (FPIC) with the affected Indigenous People's Communities at each stage of the project, and particularly during project preparation, to fully identify their views and ascertain their broad community support for the project and requires preparation of an Indigenous Peoples Development Plan.</li> </ul>	Not Applicable to project corridors. The project corridors do not fall under Fifth Schedule Area
<b>Supreme court order, pertaining to removal and restriction of encroachment of religious structures on the public space</b>	To disallow / regulate the use of RoW, public spaces for construction of temples, mosques, shrines, church in public land and public spaces.	Applicable to all project corridors
<b>Labour laws: Workman compensation Act, 1923</b>	The Act provides for compensation in case of injury by accident arising out of and during the course of employment	Applicable to all project corridors
<b>Payment of Gratuity Act, 1972</b>	gratuity is payable to an employee under the Act on satisfaction of certain conditions on separation if an employee has completed 5 years' service or more or on death the rate of 15 days wages for every completed year of service. The Act is applicable to all establishments employing 10 or more employees	Applicable to all project corridors
<b>Contract Labour (Regulation &amp; Abolition) Act, 1970</b>	The Act provides for certain welfare measures to be provided by the Contractor to contract labour and in case the Contractor fails to provide, the same are required to be provided, by the Principal Employer by Law. The Principal Employer is required to take Certificate of Registration and the Contractor is required to take license from the designated Officer. The Act is applicable to the establishments or Contractor of Principal Employer if they employ 20 or more contract labour	Applicable to all project corridors
<b>Minimum Wage Act, 1948</b>	The Employer is supposed to pay not less than the Minimum Wages fixed by appropriate Government as per provisions of the Act if the employment is a schedule employment. Construction of Buildings, Roads, Runways are schedule employments	Applicable to all project corridors
<b>Child Labour (Prohibition &amp; Regulation) Act, 1986</b>	The Act prohibits employment of children below 14 years of age in certain occupations and processes and provides for regulation of employment of children in all other occupations and processes. Employment of Child Labour is prohibited in Building and Construction Industry.	Applicable to all project corridors
<b>Inter-State Migrant workmen's (Regulation of Employment &amp; Conditions of Service)</b>	The Act is applicable to an establishment which employs 5 or more inter-state migrant workmen through an intermediary (who has recruited workmen in one state for employment in the establishment situated in another state). The Inter-State migrant workmen, in an establishment to which this Act becomes	Applicable to all project corridors

Policy / Act / Rule	Relevance to this project	Applicability
<b>Act, 1979</b>	applicable, are required to be provided certain facilities such as housing, medical aid, traveling expenses from home up to the establishment and bank etc.	
<b>Maternity Benefit Act, 1961</b>	The Act provides for leave and some other benefits to women employees in case of confinement or miscarriage etc.	Applicable to all project corridors
<b>Sexual Harassment of Women at the Workplace (Prevention, Prohibition and Redressal) Act, 2013</b>	This Act defines sexual harassment in the workplace, provides for an enquiry procedure in case of complaints and mandates the setting up of an Internal Complaints Committee	Applicable to all project corridors
<b>The Right to Information Act, 2005</b>	The Act provides for setting out the practical regime of right to information for citizens to secure access to information under the control of public authorities, in order to promote transparency and accountability in the working of every public authority.	Applicable to all project corridors

## 9 RESETTLEMENT POLICY FRAMEWORK

15. Resettlement Policy Framework (RPF) has been prepared based on the findings of SIA carried out for the corridors proposed for inclusion as additional corridors of the project. The principles and procedures (pertaining to land acquisition and resettlement) adopted for the implementation of the Gujarat State Highways Project (GSHP- II) has been proposed to be adopted with modifications in terms of policy requirements triggered due to the recent policies/legislations of the Right to Fair Compensation and Transparency in Land Acquisition and Resettlement and Rehabilitation Act, 2013 and Gujarat Amendment Act, 2016, apart from incorporation of the learning from implementation of GSHP I and II and similar World Bank funded state highway projects in other states of India.

## 10 RESETTLEMENT PRINCIPLES AND ELIGIBILITY CRITERIA

16. The RPF is based on the principle that affected people should be in a better-off position or at least at the same level as compared to the pre-project scenario. The RPF will guide in the effective management of social impacts caused by the proposed project. RPF ensures greater acceptability of the project among the community and is expected to facilitate effective communication. The RPF provides the following:

- ▶ Entitlements for project affected persons to cover the loss of land, structures and other assets, such as standing crops or trees.
- ▶ The vulnerable sections among each of the above categories will receive additional support.
- ▶ Adverse impacts would be avoided or minimized by exploring all viable alternative project design. Where the impacts are unavoidable, the project-affected persons will be assisted for retaining or upgrading their standard of living.
- ▶ Compensation for land at replacement cost, plus allowances for fees or other charges will be provided along with other assistances. Land will be acquired following the Right to Fair Compensation and Transparency in Land Acquisition and Resettlement and Rehabilitation (RFCTLARR) Act, 2013 and the amendments.
- ▶ Compensation for residual unviable land parcels will be provided to those affected persons who are eligible and opting for the same.
- ▶ Compensation for loss of structures, other assets will be provided at replacement rate and will be paid before physical displacement from the occupied or affected area.



- ▶ Assistance will be provided to those affected persons who lose their livelihood due to the acquisition carried out as part of the project.
- ▶ Cut-off date for titleholders (who having the formal legal rights) will be the date of publication of notification under Section 11(1) of Land Acquisition and R&R Act, 2013. For non-titleholders (who do not have the formal legal rights), the start date of project census survey will be considered as cut-off date.
- ▶ The households/land owners who are absent during the time of census survey will be entitled for assistance and budget provisions will include them also. However, people moving to the Col after the cut-off date will not be entitled for any compensation or assistance.
- ▶ Vulnerable groups will be identified and given additional support and assistance in re-establishing or enhancing livelihood.
- ▶ Loss of common property resources will be compensated and reconstructed at project cost. Enhancement measures also will be provided for community assets located alongside the project corridor in consultation with the community.
- ▶ Information related to the preparation and implementation of resettlement plan will be disclosed to all stakeholders and people's participation will be ensured in planning and implementation.
- ▶ Appropriate grievance redress mechanism will be established at the district level to ensure speedy resolution of disputes.
- ▶ All consultations with PAPs shall be documented. Consultations will continue during the implementation of resettlement and rehabilitation works.
- ▶ Effective monitoring and evaluation mechanism will be established to ensure consistent implementation of resettlement activities planned under the project including third party monitoring.

## 11 TERMS AND DEFINITIONS

- a. **Administrator:** means an officer appointed for the purpose of rehabilitation and resettlement of affected families under sub-section (1) of section 43;
- b. **Affected area:** means such area as may be notified by the appropriate Government for the purposes of land acquisition;
- c. **Affected Family:** (i) a family whose land or other immovable property has been acquired
- d. (ii) a family which does not own any land but a member or members of such family may be agricultural labourers, tenants including any form of tenancy of holding of usufruct right, share-croppers or artisans or who may be working in the affected area for three years prior to the acquisition of the land, whose primary source of livelihood stand affected by the acquisition of land;
- e. (iii) the scheduled tribes and other traditional forest dwellers who have lost any of their forest rights recognised under the scheduled tribes and other traditional forest dwellers (recognition of forest rights) Act 2006 due to acquisition of land;
- f. (iv) family whose primary source of livelihood for three years prior to the acquisition of the land is dependent on forest or water bodies and includes gatherers of forest produce, hunters, fisher folk and boatmen and such livelihood is affected due to acquisition of land;
- g. (v) a member of the family who has been assigned land by the State Government of the Central Government under any of its schemes and such land in under acquisition;
- h. (vi) a family residing on any land in the urban areas for preceding three years or more prior to the acquisition of the land or whose primary source or livelihood for three years prior to the acquisition of the land is affected by the acquisition of such land;

- i. **Agricultural land** means land being used for the purpose of: (i) agriculture or horticulture; (ii) dairy farming, poultry farming, pisciculture, sericulture, seed forming breeding of livestock or nursery growing medicinal herbs; (iii) raising of crops, trees, grass or garden produce; and (iii) land used by an agriculturist for the grazing of cattle, but does not include land used for cutting of wood only;
- j. **Authority:** means the Land Acquisition and Rehabilitation and Resettlement Authority established under section 51;
- k. **Commissioner:** means the Commissioner for Rehabilitation and Resettlement appointed under sub-section (1) of section 44.
- l. **Cost of acquisition:** includes-
  - i. Amount of compensation which includes solatium, any enhanced compensation ordered by the Land Acquisition and Rehabilitation and Resettlement Authority or the Court and interest payable thereon and any other amount determined as payable to the affected families by such Authority or court;
  - ii. Demurrage to be paid for damages caused to the land and standing crops in the process of acquisition;
  - iii. Cost of acquisition of land and building for settlement of displaced or adversely affected families;
  - iv. Cost of development of infrastructure and amenities at the resettlement areas;
  - v. Cost of rehabilitation and resettlement as determined in accordance with the provisions of this Act;
- m. **Cut-off Date:** The cut-off date for identifying the affected families including land owners, those having title claims recognized under other state and central laws, and squatters/encroachers shall be the date of first land acquisition notification issued under section 11 (1) Notification of RFCT-LARR Act, 2013.
- n. **Displaced Family:** means any family, who on account of acquisition of land has to be relocated and resettled from the affected area to the resettlement area.
- o. **Family** includes a person, his or her spouse, minor children, minor brothers, minor sisters dependent on him: Provided that widows, divorcees and women deserted by families shall be considered separate families. Explanation-An adult of either gender with or without spouse or children or dependents shall be considered as a separate family for the purposes of this Act.
- p. **Holding of land :** means the total land held by a person as an owner, occupant or tenant or otherwise;
- q. **Infrastructure project:** this shall include any one or more of the items specified in clause (b) of sub-section (1) of section 2.
- r. **Land:** includes benefits to arise out of land and things attached to the earth or permanently fastened to anything attached to the earth;
- s. **Land less:** means such persons or class of persons who may be: (i) considered or specified as such under any State law for the time being in force; or (ii) in a case of land less not being specified under sub-clause (i) as my be specified by the appropriate Government.
- t. **Land owner:** includes any person; (i) whose name is recorded as the owner of the land or building or part thereof, in the records of the authority concerned; or (ii) any person who is granted forest rights under the Schedule Tribes and other traditional Forest Dwellers (Recognition of Forest Rights) Act, 2006 or under any other law for the time being in force; or (iii) who is entitled to be granted Patta rights on the land under any law of the State including assigned lands; or (iv) any person who has been declared as such by an order of the court or Authority.
- u. **Government** refers to the Government of Gujarat.
- v. **Land acquisition** means acquisition of land under the RFCTLARR Act, 2013 (since 1 Januray 2014) and subsequent amendments of the Act.

- w. **Marginal farmer** means a cultivator with an unirrigated land holding up to one hectare or irrigated land holding up to one-half hectare;
- x. **Market value:** means the value of land determined in accordance with section 26 of new LA & RR Act 2013.
- y. **Non-Perennial Crop:** Any plant species, either grown naturally or through cultivation that lives for a season and perishes with harvesting of its yields has been considered as a non-perennial crop in the project. For example, paddy, sugarcane, groundnut, etc.
- z. **Notification** means a notification published in the Gazette of India, or as the case may be, the Gazette of State and the expression “notify” shall be construed accordingly ;
- aa. **Perennial Crop:** Any plant species that live for years and yields its products after a certain age of maturity is a perennial crop. Generally trees, either grown naturally or by horticultural and yield fruits or timber have been considered as perennial crop in the project. For example, tamarind, coconut, mango, etc. are perennial crops.
- bb. **Person interested:** means (i) all persons claiming an interest in compensation to be made on account of the acquisition of land under this Act; (ii) the Scheduled Tribes and other traditional forest dwellers, who have lost any forest rights recognised under the Scheduled Tribes and Other Traditional Forest Dwellers (Recognition of Forest Rights ) Act, 2006; (iii) a person interested in an easement affecting the land; (iv) persons having tendency rights under the relevant State laws including share-croppers by whatever name they may be called; and (v) any person whose primary source of livelihood is likely to be adversely affected;
- cc. **Project Affected Household (PAH):** A social unit consisting of a family and/or non-family members living together, and is affected by the project adversely and/or positively.
- dd. **Project Affected Persons (PAPs),** any persons who have economic interests or residence within the project impact corridor and who may be adversely affected directly by the project. PAP include those losing commercial or residential structures in whole or part, those losing agricultural land or homestead land in whole or part, and those losing income sources as a result of project action. PAPs would be of two broad categories, ‘PAPs with Major Impact’ and ‘PAPs with Minor Impact’.  
**Major Impact:** those properties where the major part of the structure/land is affected and becomes untenable and the affected party is unable to live/do business in the unaffected portion of the property, OR, 25% or more portion of the property is affected.  
**Minor Impact:** all other impacts other than major impact will be treated as minor impacts, OR, those properties where a part of the structure/land is acquired and the remaining portion is intact and the affected party can continue to live/do business in the unaffected portion of the property.
- ee. **Replacement Cost** of the acquired assets and property is the amount required for the affected household to replace/reconstruct the lost assets through purchase in the open market. Replacement cost will be calculated at R&BD current Schedule of Rates without depreciation. Replacement cost shall be in line with the provisos of the Entitlement Matrix of the project.
- ff. **Resettlement Area:** means area where the affected families who have been displaced as a result of land acquisition are resettled by the appropriate Government;
- gg. **Scheduled Areas:** means the Scheduled Areas as defined in section 2 of the Provisions of the Panchayats (extension to the Scheduled Areas) Act, 1996;
- hh. **Small farmer** means a cultivator with an un-irrigated land holding upto two hectares or with an irrigated land holding upto one hectare, but more than the holding of a marginal farmer.
- ii. **Squatter** means a person/family that has settled on the public land without permission or has been occupying public building without authority prior to cut-off date and is depending for his or her shelter or livelihood and has no other source of shelter or livelihood.
- jj. **Encroacher:** A person/family, who transgresses into the public land (prior to the cut of date), adjacent to his/her own land or other immovable assets and derives his/her additional source of shelter/livelihood.
- kk. **Tenants** are those persons having bonafide tenancy agreements, written or unwritten, with a private property owner with clear property titles, to occupy a structure or land for residence, business or other purposes.

- II. **Vulnerable Persons:** persons who are physically challenged, widows, persons above sixty years of age, below-poverty line households and woman-headed household.
- mm. **Woman-Headed Household:** A household that is headed by a woman who is the major bread-earner of the household. This woman may be a widow, separated or deserted person.

## 12 ENTITLEMENT MATRIX

17. The Entitlement Matrix (Revised) provisions for the various impact categories have been worked out to update the provisions adopted in Gujarat State Highways Project (GSHP-II) in accordance with the Right to Fair Compensation and Transparency in Land Acquisition and Resettlement and Rehabilitation Act 2013 and the Gujarat Amendment Act, 2016. The update addresses the modifications required in terms of policy requirements triggered due to the recent policies/legislations apart from incorporation of the learning from implementation of GSHP II and similar World Bank funded projects in other states of India (Table 4).

**Table 4: Entitlement Matrix**

### Compensation for Land and Value of Assets attached to Land and Building (THE FIRST SCHEDULE)

S. No.	Component of Compensation Package in respect of land acquired under RFCT-LARR Act, 2013	Determination Procedure	Eligible Category	Explanatory Remarks
(1)	(2)	(3)	(4)	(5)
1	Market value of land	Compensation to be determined as provided u/s 26 of the RFCT-LARR Act, 2013 and spelled out in Note A.	a. Land owners– whose land to be acquired and have verifiable claims to ownership as u/s 3 of RFCT-LARR Act, 2013.	A. Compensation for Structures (a) Cash compensation for the building and assets at market value determined u/s 29 of RFCT-LARR, 2013 and Note B. In case of partial impact making unimpaired use of the structure difficult such as where more than 25% of the structure area is affected, full compensation shall be paid u/s 94 of RFCT-LARR Act, 2013.
2	Factor by which the market value is to be multiplied in the case of rural areas.	Vide a GO of GoG the multiplied factor is being considered as per Notification issued by GoG (No. LAQ 22-2014 / 179 / GH, dated 10/11/2016). Govt. of Gujarat has finalised the demarcation of rural area and multiplying <b>factor 2.00 (two)</b> for rural areas to be considered.	b. Registered 'lessees', 'tenants' or 'share croppers' will get an apportionment of the compensation as determined by the Appropriate Government payable under law.	(b) In case of partial impact, 25% additional amount to be paid on compensation award for the affected part of the structure to enable damage repair where the owner/occupier is of his/her own will be interested to retain the remaining part of the structure, provided that unimpaired continuous use of such structure is possible without hazards.
3	Factor by which the market value is to be multiplied in the case of urban areas.	Vide a GO of GoG the multiplied factor is being considered as per Notification issued by GoG (No. LAQ 22-2014 / 179 / GH, dated 10/11/2016). Govt. of Gujarat has finalised the demarcation of urban area and multiplying <b>factor 1.00 (one)</b> for urban areas to be considered	c. In case of land occupiers such as occupiers of assigned lands or tribes occupying forest with claims/rights recognised under state/central laws covered u/s 3 (c) point no. iii and v of RFCT-LARR Act, 2013 will get compensation with solatium at par with titleholders.	(c) Right to salvage material from the affected structures. (d) Three months' advance notice to vacate structures.
4	Value of assets attached to land or building	To be determined as provided under section 29 In determining the amount of compensation to be awarded for land acquired under this Act. The Collector shall take into consideration- the damage (if any) sustained by the person interested, at the time of the Collector's taking possession of the land, by reason of		B. Partial impact on land: In case only a part of any land plot is affected and its owner desires that the whole plot be acquired on the grounds that the plot has been rendered uneconomic or has been severed due to LA (u/s 94 RFCT-LARR Act, 2013 and Note C), the competent authority can award compensation for the remaining

S. No.	Component of Compensation Package in respect of land acquired under RFCT-LARR Act, 2013	Determination Procedure	Eligible Category	Explanatory Remarks
		the acquisition injuriously affecting his other property, movable or immovable, in any other manner, or his earnings. Compensation determination shall take place under Section 29 (i) for building/properties, (ii) for Tree and (iii) for crops of RFCTLARR Act 2013.		part of the plot; or award 25% of actual value of remaining land holding as additional compensation allowing the owner to retain the remaining land plot, if agreeable to the land loser.
5	Solatum	Equivalent to one hundred percent of the market value of land mentioned against serial number 1 multiplied by the factor specified against serial number 2 for rural areas or serial number 3 for urban areas plus value of assets attached to land or building against serial number 4 under column (2).		C. Compensation for trees/crops etc. a. Cash compensation as estimated u/s 29 (3), RFCT-LARR Act, 2013 by: i. Forest Department for timber trees ii. State Agriculture Extension Department for crops iii. Horticulture Department for horticulture, perennial trees iv. Cash assistance to title holders and non-squatters for loss of trees, crops and perennials at market value. b. Three months' advance notice to affected parties to harvest fruits, crops. In case standing crops, the affected parties shall receive three months' advance notice to salvage crops, or compensation in lieu thereof as determined above.
6	Final Award in Rural areas	Market value of land mentioned against serial number 1 multiplied by the factor specified against serial number 2 plus value of assets attached to land or building mentioned against serial number 4 under column (2) plus solatium mentioned against serial number 5 under column (2).		D. Alternative Compensation packages In case where a State Government through any Act or Gazette Notification or as approved by any authority of State Government (duly authorized for the purpose) as per their approved procedure has fixed a rate for compensation of land, the same may be adopted by the Competent Authority in determining the compensation for land in lieu of package available under the First Schedule.
7	Final Award in Urban areas	Market value of land mentioned against serial number 1 multiplied by the factor specified against serial number 3 plus value of assets attached to land or building mentioned against serial number 4 under column (2) plus solatium mentioned against serial number 5 under column (2).		Provided that the State Government shall provide the entitlement of affected family to avail the better compensation and resettlement and rehabilitation which should not be less than the amount payable according to the RFCTLARR Act, 2013.
8	Other component if any to be included	Interest on compensation payable to the affected families as notified by the concerned State Government or at the rate of 12% per annum from the date of LA notification u/s 11 applicable as per section 30 (3) of RFCT-LARR Act, 2013 and explained in Note A (6).		

**Resettlement and Rehabilitation Assistance for project affected families  
(The Second Schedule)**

S. No.	Component of Compensation Package in respect of land acquired under RFCT-LARR Act, 2013 and Gujarat Amendment Act, 2016	Eligible Category	Entitlement	Explanatory Remarks
(1)	(2)	(3)	(4)	(5)
1	<b>Resettlement and Rehabilitation cost</b>	Each affected family owning land and assets in the acquired area.	Compensation to be determined and provided u/s 31A of the Gujarat Amendment Act 2016. Each affected family shall be given a one-time "Resettlement and Rehabilitation cost" of such lump sum amount equal to fifty percent (50%) of the amount of compensation (as determined under section 27 of central Act) to the affected families.	The lump-sum amount R&R cost shall not be less than the amount payable according to the second schedule of the RFCT-LARR Act 2013.  The affected family receiving this lump-sum amount under this category shall be entitled in lieu of all other benefits under the second schedule.
2	<b>Provision of Housing units in case of displacements</b>	<p>a. All affected families defined u/s 3 c of RFCT-LARR Act, 2013 required to relocate due to the project for which land is being acquired including land owners, customary dwellers and occupiers whose livelihood is primarily dependent on the affected land.</p> <p>b. This benefits shall also be extended to any affected family which is without homestead land and which has been residing in the area continuously for a period of not less than three years preceding the date of notification of the affected area and which has been involuntarily displaced from such area u/s 1 (2) of Second Schedule of RFCT-LARR Act, 2013.</p>	<p>a. Rural areas: A constructed house as per Indira Awas Yojana specifications, or cash assistance in lieu thereof as determined by the concerned State Government under its own resettlement policy or rules, equivalent cost of the house may be offered, provided that such cash assistance shall not be less than Rs. 60,000.</p> <p>b. Urban areas: A constructed house of minimum 50 sqmts in plinth area or cash assistance in lieu thereof as determined by the concerned State Government under its own resettlement policy or rules, provided that such cash assistance shall not be less than Rs. 1,50,000.</p>	<p>a. This cash assistance in lieu of the provision of alternative house shall be provided to all displaced families without discrimination, including resident owners, occupant land assignees, and long-term lessees.</p> <p>b. This assistance shall be extendable to mixed-use structures fulfilling residential and commercial purposes in owner as well as un-titled categories.</p>
3	<b>Land for Land where feasible</b>	In the case of irrigation project, as far as possible and in lieu of compensation to be paid for land acquired, each affected family	Provided that in every project those persons losing land and belonging to the Scheduled Castes or the Scheduled Tribes will be provided a land equivalent to land acquired or two and a one half acres, which is lower. (Item 2	Preference shall be given to land-based resettlement strategies for displaced persons whose livelihoods are land-based where feasible. These strategies include resettlement on public land or on private land acquired or purchased for resettlement. Whenever replacement land is offered, resettles are



S. No.	Component of Compensation Package in respect of land acquired under RFCT-LARR Act, 2013 and Gujarat Amendment Act, 2016	Eligible Category	Entitlement	Explanatory Remarks
		owning agricultural land in the affected area and whose land has been acquired or lost, or who has, as a consequence of the acquisition or loss of land, been reduced to the status of a marginal farmer or landless, shall be allotted, in the name of each person included in the records of rights with regard to the affected family, a minimum of one acre of land in the command area of the project for which the land is acquired.	of <i>Second Schedule-RFCT-LARR Act, 2013</i> ).	provided with land for which a combination of productive potential, locational advantages and other factors is at least equivalent to the advantages of the land taken.  If sufficient land is not available at a reasonable price, non-land-based options built around opportunities for employment or self-employment shall be provided (as per serial no.5a) in addition to cash compensation for land and other assets lost.
4	<b>Offer for Developed Land</b>	In case the land is acquired for urbanisation purposes, twenty per cent of the developed land will be reserved and offered to land owning project affected families, in proportion to the area of their land acquired and at a price equal to the cost of acquisition and the cost of development:  Provided that in case the land owning project affected family wishes to avail of this offer, an equivalent amount will be deducted from the land acquisition compensation package payable to it. ( <i>Item 3 of Second Schedule-RFCT-LARR Act, 2013</i> )		This provision is not applicable to the GSHP II road projects; however this provision may apply in case if project involving land developments are undertaken by R&BD in future.
5	<b>Choice of Annuity of Employment</b>	Affected families defined u/s 3 (c) of RFCTLAR&R Act 2013.	The appropriate Government shall ensure that the affected families are provided with the following options: a. Where jobs are created through the project, after providing suitable training and <b>skill development</b> in the required field, make provision of employment at a rate not lower than the minimum wages provided for in any other law for the time being in force, to at least one member per affected	Suitable provisions will be made and disclosed in line with the extant Law/Rules as obtaining in the concerned Govt. at the time of acquisition.

S. No.	Component of Compensation Package in respect of land acquired under RFCT-LARR Act, 2013 and Gujarat Amendment Act, 2016	Eligible Category	Entitlement	Explanatory Remarks
			<p>family in the project or arrange for a job in such other project as may be required; or</p> <p>b. onetime payment of five lakhs rupees per affected family; or</p> <p>c. Annuity policies that shall pay not less than two thousand rupees per month per family for twenty years, with appropriate indexation to the Consumer Price Index for agricultural labourers.</p>	
6	<b>Subsistence grant for displaced families for a period of one year.</b>	Each affected family (losing residential or commercial structures) defined u/s 3 of RFCTLARR, Act 2013, displaced by the project.	<p>a. Subsistence allowance equivalent to <b>three thousand rupees</b> per month for a period of one year.</p> <p>b. In addition to this amount, the Scheduled Castes and the Scheduled Tribes displaced from scheduled areas shall receive an amount of Rs. 50,000 on onetime basis.</p>	<p>Each affected family which is displaced shall be given a monthly subsistence allowance equivalent to three thousand rupees per month for a period of one year from the date of award or after displacement.</p> <p>The affected family will have the option to opt for onetime payment of subsistence allowance payable over a year.</p> <p>In case of displacement from the Scheduled Areas, as far as possible, the affected families shall be relocated in a similar ecological zone, so as to preserve the economic opportunities language, culture and community life of the tribal communities.</p>
7	<b>Transportation cost for displaced families</b>	Each displaced family defined in u/s 3 of RFCTLARR Act, 2013	One-time financial assistance of Rs. 50000/- as transportation cost for shifting of the family, building materials, belongings and cattle.	All displaced families will receive three months advance notice to vacate.
8	<b>Each affected Cattle Shed or Petty shop</b>	Each displaced family (defined in u/s 3 of RFCTLARR Act, 2013) having cattle shed or petting shop	One-time financial assistance of such amount as the appropriate Government may, by notification, specify subject to a minimum of Rs. <b>25000/-</b> for construction of cattle shed or petty shop as the case may be.	<p>Small shops will include commercial kiosks, vendors where business is carried out.</p> <p>Kiosks and vendors receiving this cash assistance under the small shop category shall not be entitled to any other rehabilitation assistance under second schedule.</p> <p>Provided that the PIU and the implementation support NGO / agency will consult such PAPs and assess the requirement of subsistence allowance and shall be provided based on their livelihood loss.</p> <p>Cattle shed shall mean any permanent, semi-permanent structure or makeshift shed erected on long term basis for keeping cattle.</p>
9	<b>One-time grant to artisan, small traders and certain others</b>	Each displaced family of an artisan, small trader or self-employed person or an affected family which owned non-agricultural land or commercial, industrial or institutional structure in the affected area, and which has been involuntarily displaced from the affected area	One-time financial assistance of such amount as the appropriate Government may, by notification, specify subject to a minimum of Rs. 25,000/-.	<p>The affected families eligible for this assistance may be from title holder or non-title holder categories as defined u/s 3 © of RFCT-LARR Act, 2013</p> <p>The actual person losing income in this category shall be eligible for this category shall be eligible for this financial assistance without discrimination on the basis of gender.</p>

S. No.	Component of Compensation Package in respect of land acquired under RFCT-LARR Act, 2013 and Gujarat Amendment Act, 2016	Eligible Category	Entitlement	Explanatory Remarks
		due to land acquisition.		
10	<b>Fishing rights</b>	In cases of irrigation or hydel projects, the affected families may be allowed fishing rights in the reservoirs, in such manner as may be prescribed by the appropriate Government.		This provision is not applicable to the GSHP II Road projects.
11	<b>One-time Resettlement Allowance</b>	Each affected family (defined in u/s 3 of RFCT-LARR Act, 2013)	One-time "Resettlement Allowance" of Rs. 50000/-	<p>a. The affected families eligible for this allowance may be from title holder or non-titleholder categories as defined in u/s 3 c of RFCT-LARR Act, 2013. Non-title holders such as encroachers and squatters for those in the Right of Way where no Land Acquisition is done and occupy prior to the date of census or the date of project area was delineated, whichever date is earlier.</p> <p>b. The actual person losing income in this category shall be eligible for this financial assistance without discrimination on the basis of gender.</p>
12	<b>Stamp duty and registration fee</b>	Each displaced family	Reimbursement of stamp duty and fees for purchase and registration of alternative property.	Purchase of alternative property including land, residence, or shop to replace the lost and assets in the name of self or and in the name of the spouse within one year from receipt of compensation.
13	<b>Provisions of Resettlement Sites</b>	Groups of affected families relocated by the project in block in resettlement sites established for the purpose	Appropriate permanent housing with minimum specified floor area at resettlement sites with providing basic services and other provisions as spelt out in the Third Schedule of RFCT-LARR Act, 2013 where resettlement sites are established for the displaced families.	<p>a. This may not be applicable in most cases; however, wherever such an option is planned, R&amp;BD shall include these in the Resettlement Action Plan (RAP) and implement the same.</p> <p>b. The RAP shall spell out services to be provided, key conditions for allowing occupancy and indicators for withdrawal of post-resettlement support once the people are adequately settled.</p>
14	<b>Loss of community Infrastructure and Common Property Resources</b>	Affected communities and groups	Reconstruction of community structure and common property resources.	The reconstruction of community structures and replacement of common property resources shall be done in consultation with the community.
15	<b>Mitigation of Temporary Impacts on Lands and Assets</b>	Affected owners of land and assets	Compensation for restoration of temporary impact during construction like disruption of normal traffic, damage to adjacent parcel of land/assets due to the movement of heavy machinery and plant sites.	The contractor shall bear the compensation cost of any impact on structure or land due to movement of machinery during construction or establishment of construction plant. All temporary use of lands outside proposed RoW to be through written approval of the landowner and contractor. Location of construction camps by contractors in consultation with R&BD.

## Notes to Entitlement Matrix

### Note A:

- Compensation would be determined by Competent Authority as per provisions in RFCT-LARR Act, 2013 section 26, which specifies the following criterion for assessing and determining market value of the land.
  - The market value, if any, specified in the Indian Stamp Act, 1899 for the registration of sale deeds or agreements to sell, as the case may be in the area where the land is situated or

- b. The average sale price for similar type of land situated in the nearest village or nearest vicinity, ascertained from not less than 50% of the sale deeds registered during three years.

Whichever is higher.

The date for determination of market value shall be the date on which the notification has been issued under section 11.

Explanation 1: The average sale price referred to in clause (b) shall be determined taking into account the sale deeds or the agreements to sell registered for similar type of area in the near village or near vicinity area during immediately preceding three years of the year in which such acquisition of land is proposed to be made.

Explanation 2: For determining the average sale price referred to in Explanation 1, one half of the total number of sale deeds of the agreements to sell in which the highest sale price has been mentioned shall be taken into account.

Explanation 3: While determining the market value under this section and the average sale price referred to in Explanation 1 or 2 any price paid as compensation for land acquired under the provisions of this Act on an earlier occasion in the district shall not be taken into consideration.

Explanation 4: While determining the market value under this section and the average sale price referred to in Explanation 1 or 2 any price paid, which in the opinion of the Collector is not indicative of actual prevailing market value may be discounted for the purposes of calculating market value.

2. The market value calculated as per said (1) above shall be multiplied by a factor of one or two based on the distance from urban area as may be notified by the appropriate Government.
3. Where the market value as per 1 or 2 above cannot be determined for the reason that:
  - a. The land is situated in such area where the transaction in land are restricted by or under any other law for the time being in force in that area; or
  - b. The registered sale deeds or agreements to sell as mentioned in clause (a) of sub-section (1) for similar land are not available for the immediately preceding three years or;
  - c. The market value has not been specified under the Indian Stamp Act, 1899 by the appropriate authority.
  - d. The State Government concerned shall specify the floor price or minimum price per unit area of the said land based on the price calculated in the manner specified in sub-section (1) irrespective of similar types of land situated in the immediate adjoining areas;
4. In determining the amount of compensation to be awarded for land acquired under RFCT-LARR Act, 2013 the provisions under section 28 of the Act shall be taken into consideration.
5. Those occupying village common lands/abadi lands prior to 1961 shall be eligible to be treated as “regularized land holders” as permitted by law and shall be provided with alternative land or site allowance equivalent to land compensation.
6. In addition to the market value of the land awarded, in every case the competent authority will award an amount at the rate of 12% per annum on such market value for the period commencing on and from the publication of the notification u/s 11 till the date of award or the date of taking possession, whichever is earlier.

**Note B:** The compensation for houses, buildings and other immovable properties will be determined on the basis of current market value by referring to relevant Schedule of Rates (SoR) as on date without depreciation. While evaluating structure value, services of competent engineer, or any other specialist shall be hired. While considering the SoR, an independent evaluator registered with the Government hired for the purpose will use the latest SoR for the residential and commercial structures in the urban and rural areas of the region, and in consultation with the owners.

**Note C:** In case only a part of any land plot is affected and its owner desires that the whole plot be acquired, the competent authority may make additional award as per section 94 of RFCT-LARR Act, 2013 for the remaining part of land without initiating the land acquisition process afresh. The compensation/assistance would be normally paid/provided to the Household Head. Or else to the member with the household who owns/has valid papers to the affected structure/land or based on verification will receive the compensation or assistance. Also during

implementation stage, NGO shall undertake a verification exercise and provide details to the ESMU for preparation of micro plan and payment of compensation and eligible assistances.

### 13 CENSUS AND SOCIO-ECONOMIC SURVEYS: METHODOLOGY

18. The census survey shall be carried out for 100% of the Project Affected Families (PAFs) present during the survey period for the project corridor. The start date of the census survey shall be the cut-off date for the PAP/PAF to establish their presence within the project corridor of impact. The census survey shall be based on the final design duly approved by the GoG. The strategy for socio-economic survey should be drawn up based on findings of the SIA exercise. A format of census and socio-economic survey schedule is given in Appendix-3.

### 14 PREPARATION OF SIA AND RAP

19. Detailed Social Impact Assessment (SIA) shall be carried out to assess the likely adverse impact of the project. Subsequently Resettlement Action Plan (RAP) shall be prepared based on the principles of RPF. The impact on private land and structures will be compensated and resettlement assistance will be given following the principles of RPF. The RAP shall ensure that the affected persons are: (i) informed about their options and rights pertaining to resettlement; (ii) consulted, provided with technically and economically feasible resettlement alternatives and offered choices among them; (iii) provided prompt and effective compensation at full replacement cost for loss of assets caused due to the project; (iv) provided assistance (such as shifting allowance, transition allowance, etc.) during relocation and for a transition period, to restore their livelihood and standards of living; and, (v) provided with skill development assistance such as training, in addition to the compensation which the affected person is entitled. The outline of RAP is given in Appendix 4.

### 15 INCOME RESTORATION MEASURES

20. The basic objective of income restoration activities is that no project-affected person shall be worse off than before the project. Restoration of pre-project levels of income is an important part of rehabilitating individuals, households, and socio-economic and cultural systems in affected communities. Income restoration (IR) schemes will be designed in consultation with affected persons so as to benefit them. Based on the information collected on IR activities through the census socio-economic surveys, the implementing agency will identify suitable IR programme for the affected persons. Steps to be followed for income restoration include:

- ▶ **Verification of PAPs and choosing respective income restoration activities** – NGO needs to verify the affected persons and prepare a list of feasible income restoration options. While identifying IR options, the following factors shall also be considered:
  - education level of affected persons,
  - skill possession,
  - likely economic activities in the post-displacement period,
  - suitability of economic activity to supplement the income, and
  - market potential and marketing facilities.

21. The RAP Implementation Agency will assist in identifying appropriate alternative economic rehabilitation schemes from the list of government schemes. It shall counsel and consult the PAPs on their preferred options. RAP Implementation Agency in consultation with the PAPs, other stakeholders prepare IR proposal for PAPs. The proposal will be submitted to project authority for approval. Upon approval, the IR activities will be started by the NGO. The scope of work of the NGO to be engaged for the implementation of RAP includes all the above aspects related income generation/restoration activities for PAPs:

22. **Provision of Training:** Option for training on skill enhancement for those losing their livelihood has been provided in the Entitlement Matrix. Training needs assessment shall be carried out and that shall form the basis of identification of the further training needs. The beneficiary group includes member of the identified ST household. Training programs will be conducted by PIU with assistance from NGO. Support shall be provided through the training agency/department to PAP in seeking employment. Periodic review meeting will be carried out by the PIU to assess the efficacy of training programs and corrective measures, if required, will be suggested for coordination with various training institutes/departments.

23. **Identification of Training Institutes/Departments:** Based on trades selected, RAP Implementation Agency shall identify the training institute for different trades / activities who can provide on the job training. RAP Implementation Agency shall group the affected persons based on their preferred trades and make all the arrangements such as fixing the venue etc. The suggested institutes include:

- Education Department, Govt. of Gujarat (self-employment programmes for women);
- Commissioner ate of Rural Development, Govt. of Gujarat.

24. **Monitoring:** After training, the contracted M&E agency shall carry out the monitoring. Internal monitoring is the responsibility of PIU with support from PMC.

## 16 PUBLIC CONSULTATION AND DISCLOSURE

25. Individuals and group consultations would be carried out as part of the SIA, RAP and HPP preparation to understand the needs and concerns of PAPs with regard to various issues such as project impacts, alternative design options, compensation, assistance, resettlement options, value addition to the project etc., (refer Appendix 5 for a sample copy of the Consultation Format). Consultations shall be carried out with respective groups of affected population including women groups, STs, farmers and agricultural labourers, etc. Consultation with the community for affected cultural properties shall be carried out to inform them about the details of the nature of impact (no impact, partial or full) and to obtain their response and views on mitigation measures. All the participants shall be informed in advance about the date, venue and time of the consultation and their presence to be noted in the form of an attendance sheet. Documentation of details of all public meetings held with people and other stakeholders including government officials shall be carried out. The documentation of these consultations shall be appended to the RAP. In the event of public announcements being made, the details / notices of such announcements including a copy of the text of such announcements shall also be included in the documents.



26. The Disclosure Policy of GSHP-II formulated by R&BD, GoG states that the Policy intends to enhance transparency in decision making process during implementation phase, including those for procurement, financial management, social and environmental safeguards, and to comply with all legal requirements under Right to Information Act, 2005.

27. In order to make the RAP implementation process transparent, a series of public disclosure meetings will be arranged. The Executive Summary of RAP documents, translated in Gujarati language along with Full RPF and list of PAPs will be disclosed through public consultations and will also be made available through GSHP Website (<http://gshp2.gov.in>). The full RPF along with Executive Summary of all RAPs would be also disclosed at World Bank's Infoshop. The following project specific information related to social safeguards will be disclosed/updated on the website. Relevant topics shall be disseminated by the implementing agency among the community to elicit participation.

- ▶ Details of construction phase;
- ▶ Work opportunities for local labour;
- ▶ Notification process;
- ▶ Process relating to issuance of identity cards and preparation of microplans;
- ▶ Compensation and assistance payment;
- ▶ Approved resettlement action plan;
- ▶ Approved entitlement matrix;
- ▶ Village-wise area of government and private land to be acquired;
- ▶ Disbursement status of compensation and assistance given to respective PAPs;
- ▶ Details of Grievance Redress Committee, its procedures and mechanism;
- ▶ Details of public consultation;
- ▶ Complaint handling procedures;
- ▶ Details of compensation given to land looser and PAP (Quarterly);
- ▶ Details of social/cultural and religious properties to be relocated;
- ▶ Details of benefits of project to the public;
- ▶ Details of RAP Implementation Agency involved in implementation of RAP;
- ▶ RAP Implementation Agency role in implementation of RAP;
- ▶ Progress Reports.

28. The objective of the consultations is to (i) understand the view of the affected persons on rehabilitation and resettlement issues; and (ii) facilitate delivery of appropriate and acceptable entitlement options.

29. The process and proceedings of such consultations shall be documented and PIU respond to the issues raised during the consultations.

30. All the Bank-approved Resettlement and Rehabilitation documents (RAP, HPP, etc) will be disclosed 120 days prior to the start of the construction.

## 17 GENDER DEVELOPMENT STRATEGY

31. The proposed road development is expected to open up new economic opportunities for women to upgrade their skills and also better accessibility to educational and health facilities. During

consultations, women suggested to provide adequate safety measures especially at school locations. To ensure that women are secure in receiving payments all benefits will be provided in joint account where woman will be first beneficiary.

32. Passive participation of women in general was found in many of the consultations. Hence special attention was made to discuss issues related to the road improvement project and its consequent impact on women community. The RAP Implementation Agency will ensure that women are consulted and their views are accounted during implementation.

33. **Women labourers in the construction work force:** there will be requirement of unskilled labourer where women may likely to involve in such work. Women as household members of the skilled and semi-skilled labourers will also stay in the construction camps and will indirectly involve during the construction phase. The construction contractors are expected to bring along their labourer force. Thus, in most cases the labourers, both male and female, will be migratory labourers and there will be involvement of local labourer force, especially for unskilled activities. There will be involvement of local women also in the local labour force. Foreseeing the involvement of women both directly and indirectly in the construction activities, measures would be taken towards welfare and wellbeing of women and children in-particular during the construction phase.

34. For women working at the construction site and staying in the labour camps, the following facilities will be ensured (i) temporary housing - during the construction the families of labourers/workers will be provided with the suitable accommodation and facilities for other civic requirements, particularly health and sanitation; (ii) health centre - health problems of the female workers will be taken care of through health centres temporarily set up for the construction camp where medicines and minimum medical facilities to tackle first-aid requirements or minor accidental cases will be provided. In addition, linkage to nearest higher medical care will be ensured whenever required. The contractor will arrange the visit of doctor, at least once in a week, to provide required medical support to the workers in general and women in particular.

35. A strong vigilance mechanism will have to be developed by the contractor to ensure ceasing abuses against women at work places. RAP implementing agency will provide necessary support to check such exploitation. Scheduling of working hours for women also needs to be regulated. Women, especially the mothers with infants will be exempted from night shifts and from prolonged working hours.

36. **Gender Based Violence (GBV) risk in the project area:** The project have more number of crime cases (as per website of digital India) particularly in terms of cruelty by Husband and her relatives cases), followed by Kidnapping and abduction records and Assault on women with intent to outrage her modesty cases against women in project districts in the year 2015. Women working at the construction site and staying in the labour camps may have the following risks:

- Gender Based Violence has physical, sexual, psychological and economic dimensions:
- Physical violence may occur in the workplace, or in the communities around the workplace; particularly in construction, agriculture, textiles and education. It is used to maintain situations of forced labor and to deprive workers of their rights.
- Sexual violence occurs in partner and non-partner situations. Job insecurities and power imbalances may exacerbate the risk of GBV.

- Psychological violence can take the form of threats, harassment, mobbing etc in order to preserve exploitative work environments.

37. The roles and characteristics assigned to different genders have not evolved in isolation; they are a product of the complex tapestry of social, cultural, traditional, religious, and spiritual aspects of the societies in which people and communities live. Disadvantage and vulnerability derive from them or are exacerbated by them.

38. The following recommended actions to address the project induced GBV risk at the construction site and staying in the labour camps in accordance with the Sexual Harassment of Women at the Workplace (Prevention, Prohibition and Redressal) Act, 2013, the following mechanism will be enforced through the code of conduct are:

- Sensitize the importance of addressing GBV on the project by setting up of internal complaints committee
- As part of project awareness campaigners will be informed about GBV and identify the risks
- Identify the corresponding mitigation measures accordingly
- Monitor the mitigation measures and adopt as appropriate
- Provide essential services to the complainant.-The Contractor/Internal committee have to assist the women or complainants who choose to file a complaint.
- Report case through CHM/GRM as appropriate, keeping complainants information confidential and anonymous
- Functions and Responsibilities of employer/committee members of internal complaints committee in accordance with the Sexual Harassment of Women at the Work Place (Prevention Prohibition and Redressal) Act, 2013 as :
- A Presiding Officer (preferably women employed at senior level at the workplace or from any other department or organization who have experience in social work/have legal knowledge.
- Two Committee members should be there, one will be a presiding officer from the work place or any other department and another member from NGO/associations committed to the cause of women or person familiar with the issues relating to sexual harassment.
- The functions/responsibilities of the employer and committee would be prescribed in the Act whereas: provide a safe working environment at the workplace.
- Provide necessary facilities to the committee for dealing with the complaint and conducting an enquiry.
- Organize workshops, awareness programs at regular intervals to sensitize the employees with the provisions of the Act.
- Provide assistance to the women if she chooses to file a complaint in relation to the offence under Indian Penal Code or any other law for time being etc.,

39. Contractor/Employers have to treat Sexual Harassment as misconduct under the services rules and initiate action for such misconduct. The External Monitoring to be undertaken by the PMC will also monitor the implementation of these provisions based on suitably devised gender sensitive indicators. The detailed action plan for implementation of gender issues are provided in the table below:

### Gender Action Plan

Activity	Target/Indicators	Responsibility	Time line/Duration
Pre-Construction Activities			
Ensure that the road design integrate addressing the needs of women, differently abled and children/students	Design standards (including bus stops/bus shelters along with basic amenities such as toilets and water facilities, pedestrian facilities for safe and comfortable movement/crossing) meet the needs of women and physically disabled persons are assessed and reflected in the road design.	R&BD and Design Consultant	Design/pre-construction Stage
Ensure that GAP is appropriately disseminated to the women community (of migrant and on host community) and include suggestions and views received	Carryout focused consultations with women community (of migrant and host community) shall be framed to gather information on GBV and shall be appropriately included/updated in the gender action plan	R&BD, PMC/Authority Engineer and Contractor	Pre-construction stage
	Gather information on (i) number of likely migrant labor (labor influx) in the project site during the pre-construction and construction stages, (ii) distance of proposed labor camps from villages, (iii) absorption capacity of host community, (iv) gender perspective study of safety provisions provided in road design and road-user facilities		
During Construction Activities			
Develop material and conduct awareness campaigns to improve attitude and behaviors and creating women and disabled friendly environment along the road and at construction/labour camp	Information on safety measures provided along the road, generate awareness on sexual harassment laws, help line numbers and encourage women to report harassment and encourage to bystanders to assist women and girls along the road and at labour camp included in awareness programs to be aired through information boards.	Contractor under the approval of Authority Engineer	Construction stage (18 -20 Months)
Promote appropriate employment opportunities and wages for all gender equally during the project construction and operation period.	Employment opportunities for women with a minimum target of women engagement	Contractor under the approval of Authority Engineer	Construction stage (18-20 months)
Develop and enhance infrastructure design for pedestrian facilities to provide safe and comfortable mobility for women, students and disabled persons	Multipurpose path with sanitation facilities for all genders along with bus shelter and basic amenities including landscape all along the corridor shall be provided by the Contractor according to the design standards	Contractor under the approval of Authority Engineer	Construction Stage (18-20 months)
Take measures to curb instances of sexual harassment	Constitution of Internal Complaints Committee - in accordance with the Sexual Harassment of Women at the Workplace (Prevention, Prohibition and Redressal) Act, 2013	Contractor under the approval of Authority Engineer	Construction Stage (18-20 months)
	Awareness campaign on Gender issues		

### Budget for Implementation of Gender Action Plan

Sl. No	Category	Unit	Rate	Number/months	Amount (INR)
<b>1</b>	GAP awareness and risks prevention				
<b>a</b>	Promotion with key stakeholders and internal complaint committee formation	Lumpsum per corridor	5,000	9	45,000
<b>b</b>	Awareness Campaign & IEC Material	Lumpsum per corridor	3,000	9	27,000
<b>c</b>	Audio-visual equipment	Lumpsum (one set)	3,000	9	27,000
	<b>TOTAL</b>				<b>99,000</b>

Note: Budget for implementation of Gender Action Plan has included in the EMP cost besides that the HIV/AIDS awareness programs shall be conducted by the Contractor at Construction/labour camps

## 18 LABOUR INFLUX MANAGEMENT

40. The construction period of the corridor is 18 months and the expected skilled and semiskilled labourer would be required for construction of civil works for the project corridor during the construction phase. The source of labour should be preferably from local areas, however skilled labour required for road construction primarily from migrant labours from nearby or outside the state of Gujarat mostly the contractor will deploy the labour from Rajasthan, Madhya Pradesh and Bihar. If labourer would be employed from outside the region, it is necessary to provide better accommodation facilities within the project area. For project corridors, it is expected that the required labour would be 150 to 250 approx. for each corridor (including local and migrant labourer), this could result in some stress on local disruption in community relations.

41. Labour camp should be selected and finalised by the contractor according to the guidelines provided in the ESMP (ESGP-02) and in prior approval of Authority Engineer to avoid the local disruption in nearby settlements and proximity of sensitive ecosystems. Discussions and interactions with the industrial unit operators and NGO personnel at the project corridors reveal that more than 40 percent of the migrant workers are 'single-male-migrants'. Most of the workers engage for an average period of 8 months in a year depending upon the seasonal requirement of the employment in cotton & ginning units etc.

42. The following issues related with labour influx are likely to happen during the construction period:

- Conflict amongst workers, and between workers and local community, based on cultural, religious or behavioural practices.
- Displeasure amongst local community on engagement of outsiders.
- Minor epidemics of certain infectious diseases due to interactions between the local and migrant populations. The most common of these are respiratory (TB), vector borne (Malaria, Dengue), water borne (Stomach infections, typhoid) and sexually transmitted diseases (HIV, Syphilis and Hepatitis).
- Security issues to local women from migrant workforce. Influx of labour may worsen the risk of Gender Based Violence in a project area<sup>4</sup>. Women and girls are more commonly affected by gender-based violence due to the lower status of women in many societies, discrimination against them and their higher vulnerabilities to violence. Gender-based violence takes many forms, including sexual, physical, and psychological abuse.
- Use of community facilities such as health centres, temples, transport facility etc. by migrant labour may lead to discontent with local community.
- In case contractors bring in unskilled migrant labour, there stands the risk of exploitation of a labourer. This can happen in the form of hiring young labourers, low and unequal wage payments, forced labour and discrimination on basis of the caste, religion or society.
- Impacts due to cumulative labour at site are mainly stress on local resources, disruption of community relations and movement of labourers.

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<sup>4</sup> Gender-based violence is an umbrella term for any harmful act that is perpetrated against a person's will, and that is caused by differences in power between people of different genders, i.e., between males and females and people of other gender and sexual identities.

- The other impacts could be worker utilize the local transport for commuting nearby areas thereby increasing risk of accidents, increased traffic generated by the project etc.,
- There could be increase in stress on medical or recreational facilities prevailing nearby residential areas if appropriate services are not provisioned in the project area.

43. Such adverse impacts are usually amplified by local-level low capacity to manage and absorb the incoming labour force, and specifically when civil works are carried out in, or near, vulnerable communities and in other high-risk situations.

44. A Labour Influx Management Plan addresses specific activities that will be undertaken to minimize the impact on the local community, including elements such as worker codes of conduct, training programs on HIV/AIDS, etc. A workers' Camp Management Plan addresses specific aspects of the establishment and operation of workers' camps. A detailed study was carried out to understand the prevalence of HIV/AIDS along the project corridor, assessed and prepared a strategic plan for prevention of HIV/AIDS at the project corridor (refer **HIV/AIDS Prevention Plan**).

45. The objective of the labour influx management plan is:

- To demonstrate the potential impacts associated with labour influx on the host population that can be minimized
- To provide the safe and healthy working situation and a comfortable environment for migrant labourers and
- To ensure compliance with the World Bank guidelines and national labour laws.

46. The table below provides the labour management plan to assess and manage the risks of adverse impacts on communities that may result from temporary project induced labour influx.

**Labour Influx Management Plan**

S. No.	Category of Impacts	Mitigation Measures	Responsibility	Duration
1	Labour influx and stress on local environment	<ul style="list-style-type: none"> <li>▶ The contractor shall, wherever possible, locally recruit the available workforce or priority given for employment of labour, those impacted due to the project.</li> <li>▶ Project should include a code of conduct relating to the Environment, social health and safety (ESHS) to be signed with the contract document, the Contractor shall be required to implement the agreed code of conduct till the end of contract period.</li> <li>▶ Contractor shall provide appropriate and requisite on job and ESHS training as necessary including required awareness campaigns and health checkups (Prevention of HIV/AIDS) etc.,</li> <li>▶ No gender discrimination shall be followed by the Contractor with respect to recruitment, wages and benefits.</li> </ul>	Contractor under the approval of Authority Engineer	Construction period (18-20 months)



S. No.	Category of Impacts	Mitigation Measures	Responsibility	Duration
		<ul style="list-style-type: none"> <li>▶ The Contractor ensure and followed the activities under the national labour and employment laws</li> <li>▶ A complaint handling mechanism for workers shall be put in place to inform and to raise workplace concerns.</li> </ul>		
2	Accommodation Facilities at the labour camp	<ul style="list-style-type: none"> <li>• Guidance note on workers accommodation should be referred (provided in the bid document on Setting up of Construction and Labour camps-ESGP02)</li> <li>• The work force shall be sensitized to the local cultural behavior, Labour behavior in the accommodation facilities to be kept in place and strictly enforced.</li> </ul>	Contractor under the approval of Authority Engineer	Construction period (18-20 months)
3	Environment Health and safety/security issues	<ul style="list-style-type: none"> <li>• All the guidance notes related Environment, health and safety provided in the bid documents should be referred and followed by the Contractor.</li> <li>• The contractor shall put in place the following security measures to ensure the safety of the workers.</li> <li>• Adequate measures will be undertaken to safeguard gender issues in the project area and the labour camp by the contractor (as outlined in Gender Action Plan-GAP)</li> </ul>	Contractor under the approval of Authority Engineer	Construction period (18-20 months)
4	Regular inspection and monitoring of labour camp	<ul style="list-style-type: none"> <li>• The procedure developed should include regular inspection of the camp sites, maintaining information pertaining to labors sourced by sub-contractors.</li> <li>• Campsite shall be inspected at frequent intervals to ensure that the facilities are well organized and maintained to acceptable and appropriate standards by the contractor.</li> </ul>	Contractor under the approval of Authority Engineer	Construction period (18-20 months)

47. Such adverse impacts are usually amplified by local-level low capacity to manage and absorb the incoming labour force, and specifically when civil works are carried out in, or near, vulnerable communities and in other high-risk situations. The labour influx management plan also included in Bid document [referred in **Appendix D-2 in Schedule D of the Bid Document, Clause 111 on Precautions for safeguarding the environment, Technical Specifications in the Bid Document**]. Budget for Labour influx management is included as part of EMP/Bid document.

## 19 HIV/AIDS PREVENTION PLAN

48. It has been proved that infrastructure development project such as highways project will have positive impacts on development and economic growth, but there are some adverse implications among the truckers, road users and local communities who are at risk as far as the vulnerability to HIV/AIDS is concerned. The high risk activities related to unsafe sex are common along the highways. The truck parking areas, bus terminals, rest areas, road side eateries along the corridors are predominant meeting places for sex workers and their clients, mostly trucker community. Apart from trucker community, another most vulnerable group is the construction workers and migrant workers. In view of the health related risks associated with the highway improvement project, a standalone HIV/AIDS Prevention Plan (HPP) has been prepared.

49. HPP assesses and addresses the pertinent issues with respect to the mobility pattern of high-risk groups (HRGs) and bridge population and analyses the potential risk factors on the local communities. HPP also suggests for appropriate mitigation measures and institutional arrangements for the sustainable delivery of project benefits to community. Data from various sources were collected and consultations with identified stakeholders were carried out in all the project corridors and this report presents a comprehensive prevention plan and strategic action plan. HPP (s) would be prepared for subsequent corridors based on the findings of SIA exercises.

50. The components suggested for effective implementation of HIV/AIDS Prevention Plan in project corridors with the objective of sustaining the project initiatives have been worked out and presented below.

- Awareness creation through IEC will be adopted for identified locations and at construction/labour camps.
- Behavior Change Communication is an essential element of HIV prevention, care and support programs, providing critical linkages to other program components, including policy initiatives.
- Health problems of the workers will be taken care of by providing basic health care facilities through a health center set up at the construction camps.

## 20 ARRANGEMENTS FOR R&R IMPLEMENTATION

### 20.1 ENVIRONMENTAL AND SOCIAL MANAGEMENT UNIT (ESMU)

51. ESMU will be headed by an officer of the rank of Executive Engineer (EE), and will be responsible for all activities related to resettlement and rehabilitation. Chief Engineer (World Bank Projects) will have overall responsibility of the project, who will be assisted by Superintending Engineer (SE). The EE will be assisted by an Environmental Specialist and a Social Specialist. ESMU will be housed in R&BD headquarters in Gandhinagar. One each Executive Engineers at field divisions<sup>5</sup> will be responsible for E&S activities.

#### **Roles and Responsibilities of EE at State Level:**

- ▶ Co-ordinate the implementation of R&R activities with PIU, field staff, engineering and revenue officials;
- ▶ Ensure availability of budget for R&R activities;
- ▶ Approve micro plans prepared by the RAP Implementation Agency for implementing RAP;
- ▶ Monitor the progress related to R&R and LA carried out by RAP Implementation Agency and M&E Consultants;
- ▶ Hold periodic meetings on R&R implementation and review of activities at Divisional Offices

52. Respective Divisional Offices at field level will assist the PIU in carrying out the R&R activities in roads passing through respective districts.

#### **Roles and Responsibilities of Divisional Offices at District Level:**

- ▶ Ensure continued participation of the people in entire project cycle;

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<sup>5</sup> The Field Divisions of R&BD are located at Rajkot, Mehsana and Vadodara.

- ▶ Verify and send the micro plans for approval of the PIU
- ▶ Assist the PIU in monitoring the progress related to R&R and LA carried out by RAP Implementation Agency and M&E Consultants;
- ▶ Hold periodic meetings on R&R implementation and report to the PIU.

**53.** The Social Specialist will assist the SE. The Social Specialist shall have a minimum of 5 years of experience in resettlement and rehabilitation in highway projects.

**Roles and responsibilities of Social Specialist, ESMU at the State Level**

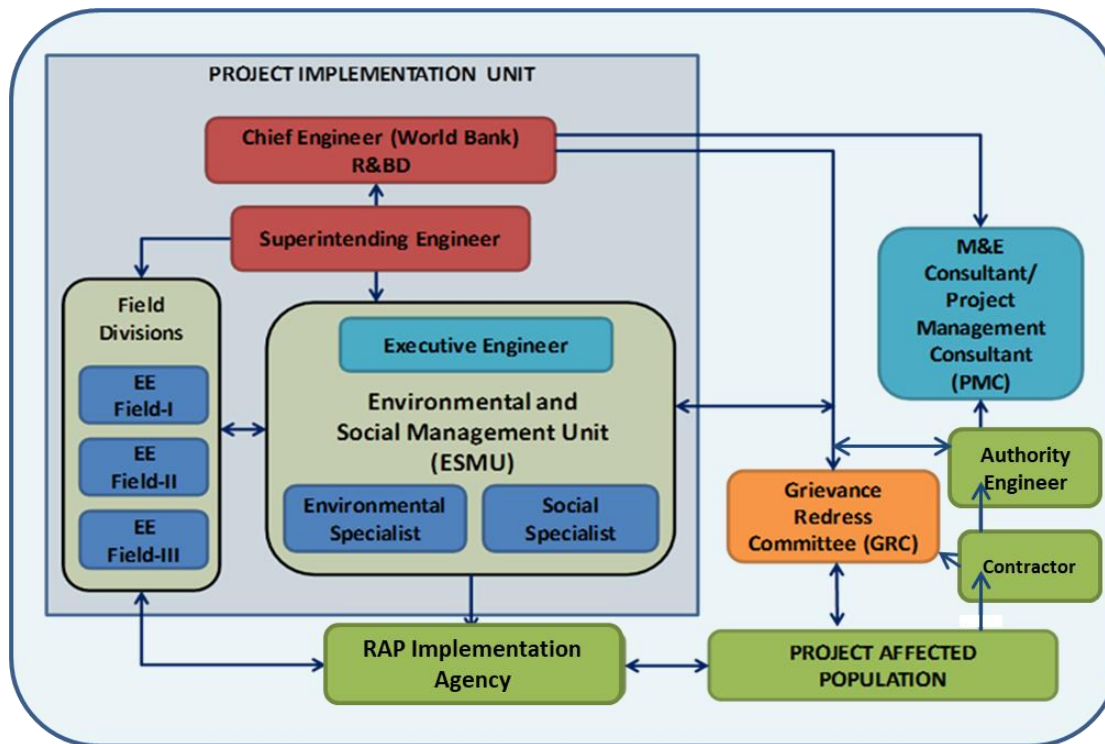
- ▶ Assist SE to perform R&R activities.
- ▶ Co-ordinate with the district administration on LA and R&R. Coordinate and follow-up with Revenue Department member of the ESMU.
- ▶ Facilitate the appointment of external agency for impact evaluation and overall monitoring and supervision of implementing RAP Implementation Agency.
- ▶ Training of NGOs – class –room and on-site.
- ▶ Review of reports and documents submitted by the NGO.
- ▶ Training to R&BD staff on social aspect management and reporting.
- ▶ Preparation of Social Aspect Status Reports for the WB and Government of Gujarat.
- ▶ Preparation of periodic progress reports for the WB and Government of Gujarat.
- ▶ Documentation of case histories.
- ▶ Preparation of reporting formats, checklists, guidelines on social management aspects.
- ▶ Translate the executive summary of RAP in Gujarati language and disseminate it among the project stakeholders and at important places along the project road.
- ▶ Organize fortnightly meetings with the RAP Implementation Agency to review the progress on R&R and report to SE and CE.
- ▶ Review micro plan and monthly progress reports submitted by RAP Implementation Agency.

**Roles and responsibilities of Social Specialist, ESMU at the District Level**

- ▶ Participate in public consultations.
- ▶ Management of conflict resolution exercises for social issues.
- ▶ Assistance in-community property & temple relocation cases.
- ▶ Monitoring of community enhancement plans.
- ▶ Liaison with district administration and concerned departments for dovetailing government social security schemes for the socio-economic wellbeing of the PAPs.
- ▶ Develop and maintain a PAP level database including aspects related to losses, compensation, R&R entitlement, release of funds and utilization.
- ▶ Assistance in Cross-verification of PAPs identified by the RAP Implementation Agency.
- ▶ Finalization of individual entitlements in co-ordination with the RAP Implementation Agency and PIU.
- ▶ Checking of ID cards submitted by the RAP Implementation Agency.
- ▶ Participation in the ID card distribution process with RAP Implementation Agency and PIU.
- ▶ Cross-verification of PAP training details submitted by the RAP Implementation Agency.
- ▶ Coordination with concerned divisions regarding distribution of shifting, subsistence and training allowances.

- ▶ Assistance and coordination with concerned divisions regarding notification process under RAP.
- ▶ Assistance and coordination for resettlement cases with State Road Project Divisions and concerned Government departments.

Supervision of the socio-economic surveys.



**Figure 1: Implementation Arrangements**

- ▶ Assistance in redress grievances & coordination of field activities with the RAP Implementation Agency.
- ▶ Assistance in Market Value Assessment Procedures.
- ▶ Technical assistance in creating socio-economic data base of HHs losing land.

## 20.2 IMPLEMENTATION SUPPORT BY RAP IMPLEMENTATION AGENCY

54. As prescribed in the World Bank Operational Policy<sup>6</sup>, GSHP-II envisages involvement of RAP Implementation Agency in the implementation of RAP. The Terms of Reference of RAP Implementing Agency is presented in Appendix 6. The roles and responsibilities of RAP Implementation Agency are summarized as follows:

- ▶ Explain to PAPs about the potential adverse impacts and proposed mitigation measures and, R&R entitlements;
- ▶ Distribute the dissemination materials including pamphlets on RAP and other aspects;
- ▶ Facilitate ESMU in organizing public information campaign at the commencement of R&R activities;
- ▶ Prepare the micro plans;
- ▶ Participate in the meetings organized by ESMU;
- ▶ Provide support for implementation of RAP;

<sup>6</sup> Annex A: Involuntary Resettlement Instruments, OP 4.12. The World Bank Operational Manual. December 2001.

- ▶ Prepare and issue identity cards to identified PAFs;
- ▶ Facilitate opening of joint bank accounts (PAPs and his/her spouse) for individual PAPs;
- ▶ Assist PAPs in receiving compensation, focusing on vulnerable PAPs to ensure that they get their dues on time;
- ▶ Generate awareness about the productive use of compensation money and R&R grants;
- ▶ Explain the resource base and other opportunities to enable them to make informed choices and participate in their own development;
- ▶ Ensure that vulnerable PAPs are given their dues both for payment of compensation and rehabilitation assistance;
- ▶ Submit monthly progress reports to ESMU;
- ▶ Identify training needs of PAPs for income generating activities and ensure they are adequately supported during the post-training period on respective income generating activities, and,
- ▶ Ensure that the grievances and problems faced by PAPs are presented to the Grievance Redress Committee for their resolution.
- ▶ Support PIU in updating the implementation status in E-RAP Tool

### 20.3 COMPLAINT HANDLING MECHANISM<sup>7</sup>

55. Being a project involving large scale of civil works along with implementation of RAP/ HPP, the project is likely to receive suggestions, complaints, inquiries, etc. R&BD recognizes the importance of this and hence intends to address such issues through the Complaints Handling Procedures for GSHP-II, under which a centralized monitoring of all the complaints received from and through various mechanisms / individuals can efficiently take place under the information of WB.

56. Complaints Handling Procedure ensures that any citizen can lodge complaints with (i) any officer not below the rank of executive engineer in charge of the work, and (ii) any officer in charge of the redress systems in vogue in the state. Complaints related to (i) project services (new proposal/alteration in the scope of project, ongoing /completed project services in the areas of quality, procurement, R&R, environment and inaction/delayed action) and (ii) personnel (misbehaviour, corruption, service matter).

57. Complaints Handling Procedures assigns SE, PIU as the Chief Complaint Handling Officer with set roles and responsibilities. He is mainly responsible for complaints not related to personnel. Complaints related to personnel require to be dealt with as per the existing system. Training to the employees working under WB wing of R&BD, who are involved in GSHP II under the World Bank assisted project. This includes PIU staff, staff of State Road Project Divisions of Rajkot, Vadodara and Mehsana. They need to be given a clear understanding of the procedures involved and to treat the complaints as an opportunity for improvement and not to discriminate / antagonize the complainant in future dealings.

Compliant registration process in GSHP-II web site and contact information board at project site

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<sup>7</sup> The complaint handling mechanism is meant for any citizen to lodge any kind of complaints (including R&R) while the GRC is specifically for R&R related issues. Secondly, the complaint handling mechanism even though it covers R&R aspects does not have any person outside of the project, hence R&R aspects require to be dealt by GRC.

The screenshot shows the 'Complaint Registration' page of the Gujarat State Highway Project - II website. The form includes fields for Name, Address, Email, Phone No., Complaint Subject, and Complaint Description. A 'Submit' button is at the bottom. The website header includes navigation links like Home, About Us, Project Details, and Login. The footer shows the site was updated on Monday, March 25, 2019.

The screenshot shows the 'Complaint Status' page of the Gujarat State Highway Project - II website. It features a field to enter the Complaint Registration No. and a 'Submit' button. The page also displays navigation links and the site update date: Monday, March 25, 2019.

The screenshot shows the 'Contact Us' page of the Gujarat State Highway Project - II website. It lists contact information for three officers: Mr. P.R. Patel, Mr. N.G. Parmar, and Mr. D.K. Solanki, including their titles, addresses, and contact numbers. The page also includes navigation links and the site update date: Monday, March 25, 2019.



Contact information in gsHP-2 web site

Project Information Board at Start and End Point of the Corridor

58. Other Modes of complaints include SWAGAT, Media Response System, Vigilance Commission, Anti-Corruption Bureau and ATVT/Janseva Centers will be received through Collector, CM Office, Minister Office etc., from public representatives. Remaining mode is directly to R&BD from Secretary-R&BD to minimum EE level of R&BD. 27. Another mode is as per RTI act 2005, RTI will be received by Information Officer (EE/ SE or both at PIU, R&BD) and will be responded within 30 days

59. Details of complaint handling procedures, response time frame, roles and responsibilities of CHO, format of the complaint register, etc are given in Appendix 7.

## 20.4 GRIEVANCE REDRESS MECHANISM

60. The project proposes to establish a Grievance Redress Committee (GRC) to hear the complaints of project affected persons and resolve the same. The process will promote settlement of disputes and reduce litigation. GRC will be set up at the district level with District Collector as head. The following persons will be the members of GRC:

- ▶ District Collector or his designated representative of at least the rank of Assistant District Collector (preference would be given to women officers);
- ▶ The District Development Officer of the Department of Revenue;
- ▶ The Executive Engineer, PIU; and



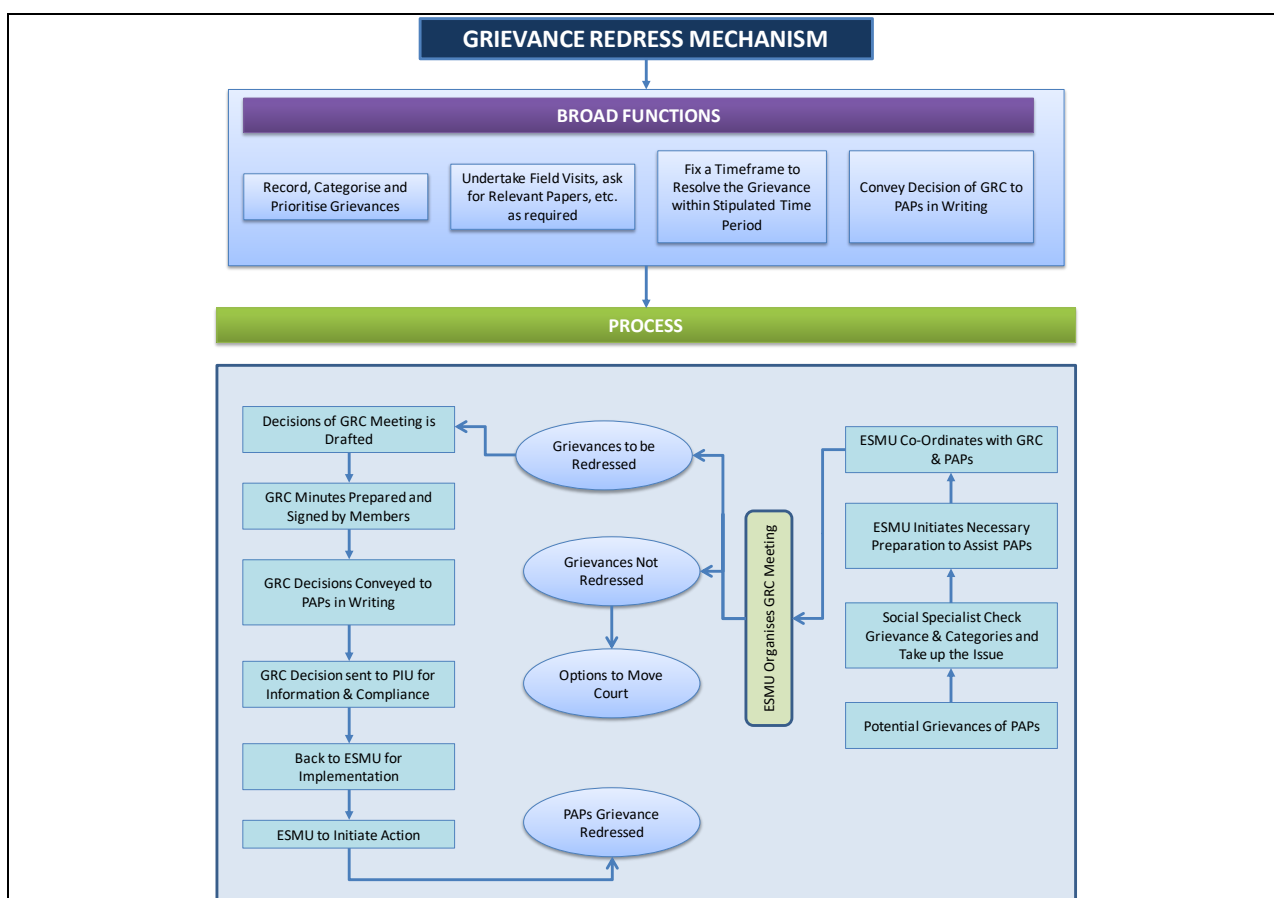
- Representative from Social Sector/Local NGO (not involved with implementation) /Person conversant with similar issues and he/she should be widely respected and having problem solving skills (to be selected by DM / Collector).

61. GRC will be responsible for the following: (i) Support PAPs in resolving issues related to R&R and LA; (ii) Record grievance and resolve them within stipulated time; and (iii) Inform PIU about any serious cases.

62. ESMU will provide all necessary help to PAPs in presenting his/her case before the GRC. The GRC will respond to the grievance within 15 days. The GRC will normally meet once in a month but may meet more frequently, if the situation so demands. A time period of 45 days will be available for redressing the grievance of EPs. The decision of the GRC will not be binding to PAPs. The PAP has the option of taking recourse to the court of law, if he/she so desires. Broad functions of GRC are as under:

- Record the grievances of PAPs, categorize and prioritize them and provide solution to their grievances related to resettlement and rehabilitation assistance.
- The GRC may undertake site visit, ask for relevant information from Project Authority and other government and non-government agencies, etc in order to resolve the grievances of PAPs.
- Fix a time frame within the stipulated time period of 45 days for resolving the grievance.
- Inform PAPs through ESMU about the status of their case and their decision to PAPs for compliance.

63. The GRC will be constituted within 3 months by an executive order from GoG from the date of mobilization of RAP implementing NGO.



## 20.5 LIST OF DOCUMENTS/INFORMATION REQUIRED TO ESTABLISH OWNERSHIP AND ACCESS COMPENSATION

64. The PAP should produce the following documents/information to establish ownership to property and access compensation:

- ▶ Land Records [7/12 – 8A, Khedut Pothi<sup>8</sup>];
- ▶ Statement showing details of the land under acquisition.
  - Survey number of the land;
  - True area of land for the purpose of award;
  - Tenure of the land [such as new tenure, old tenure, etc];
  - Category of land [*Jarayat* (irrigated), *Bagayat* (unirrigated), *Kyari* (block), etc].
- ▶ Statement showing the details of claims filed and evidence produced by the interested persons.
  - Name of the Claimant (whether owner, lessee, tenant, etc);
  - Claim (area of land, number of trees, area and details of structures, details of other damages);
- ▶ ID card issued by PIU and cross verified by the NGO.
- ▶ Details of Bank Account for transfer of compensation amount.

## 20.6 COMPENSATION AND ASSISTANCE PROCEDURES

65. ESMU will facilitate for joint verification and Valuation of assets within affected land will be carried out by respective Departments<sup>9</sup>. Implementing Agency will facilitate and assist in the valuation of assets.

66. Micro-Plan will be prepared for each affected person. Micro-Plan will have details of affected area of land and the compensation for the same (including compensation for various assets located within the affected land) along with entitlements as per the Resettlement Policy Framework for respective members of households RAP Implementation Agency will prepare the Micro-Plan.

67. The compensation for land and other assets for titleholders (assets alone in the case of non-titleholders) will be disbursed through Revenue Department. Assistance as per entitlement provisions for both titleholders and non-titleholders will be disbursed through PIU.

68. Any grievances arise during valuation of land or other assets and estimation of entitlements will be referred to the Grievance Redress Committee. This will also be facilitated by NGO.

## 20.7 MECHANISM FOR TRAINING AND CAPACITY BUILDING

69. Training and development of project staff is an integral part for implementation GSHP-II. Training needs identification shall be carried out at State level (PIU), Regional level (Divisional offices of R&BD) and at Field level, based on which focused training modules shall be developed. This is with the objective of (i) strengthening in-house capacity to implement the RPF/RAP/HPP; (ii) creating awareness, providing the

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<sup>8</sup> Khedut Pothi is a booklet where the details of land holdings of individual farmers are recorded. The Khedut Pothi is maintained by the Revenue Department and a copy of the same is issued to each farmer.

<sup>9</sup> Timber trees – Forest Department; Perennial trees and standing crops – Agriculture and Cooperation Department; Built-up structures – Roads and Buildings Department; Water resources – Gujarat Water Supply and Sewerage Department.

tools for implementation and accompanying set of management procedures to all departments; and (iii) developing competence within key officials to provide training in their respective level.

70. The topics for training and capacity building includes:

- ▶ Introduction to social & R&R issues (R&R policies at state/national/international level, social issues pertaining to R&R ( participation of women, poverty assessment, anti-poverty programmes, highway related diseases, road safety, transparency, right to information);
- ▶ Land acquisition (Acts, policies, valuation of land, concept of replacement value, /market value, institutional mechanism etc.);
- ▶ Social Impact Assessment and RAP/HIV/AIDS Awareness, prevention plan (social screening, census survey, socioeconomic survey, methodology, focus group discussions, institutional survey, free, prior informed consultation, data analysis report preparation);
- ▶ Resettlement Policy Framework (category of PAPs, category of impacts, valuation of assets (land, structure, crops, trees, community assets, etc.), entitlements, women and vulnerable groups, temporary impacts, disruption/damage during construction and respective mitigation measures);
- ▶ RAP/HPP implementation (updating PAP database, joint verification of affected structures/land and affected population, preparation of Micro Plan, grievance redress procedures, conflict resolution packages, assistance and training for income restoration, monitoring and evaluation of social safeguards implementation).

71. The training programs shall be conducted with the help of local, state and national level training institutions and experts in various aspects of social management and safeguard issues. PIU will also identify courses offered by the premier institutions in India on social management and safeguard issues and enable participation of project staff. Towards enhancing the capacity of the R&BD engineers on social safeguards management, R&BD has over the past few years deputed engineers for participation in various safeguards training and capacity building programs.

## 21 MONITORING AND EVALUATION

72. Internal monitoring of the implementation of social safeguards will be carried out by the PIU with support of Project Management Consultant/Supervision Consultant. E-RAP Tool has been developed in consultation with the World Bank towards monitoring the real time activities and to increase the transparency in implementation. E based monitoring system (E-RAP tool) is designed to monitor the RAP implementation activities through mobile and web based system. The purposes of E-RAP Tool development are:

- Transparency in monitoring for the entire work flow of each individual case of PAPs
- To avoid unnecessary delays in implementation activities
- Tracking each step of decision making, implementation and Audit

73. E-RAP Tool is responsible for real time information via mobile and desktop application. It provides the central repository of requisite documents and connects all stakeholders with right kind of information in the quickest possible timeline. The tool is easy to accessible and allows for clear visibility and communication. The following picture depicts the mechanism of E-RAP Tool.

74. Towards enhancing the quality of RAP implementation, in addition to the internal monitoring by the PIU, external monitoring will be done by a third-party agency or Project Management Consultant

(PMC) for technical as well as environmental/social aspects. The role of third-party agency/PMC towards external monitoring of social safeguards will include the following:

- ▶ Conduct periodic monitoring of RAP implementation on quarterly basis to provide early alert to redress any potential problems; and,
- ▶ Conduct mid-term, annual and end term monitoring to assess target achievements and slippages with respect to implementation of RAP.
- ▶ Grievance redressal mechanisms – its functioning and processes along with complaints received and resolved will be monitored.

75. The RAP will contain indicators and benchmarks for achievement of the objectives under the resettlement programme. These indicators and benchmarks will be of (i): proposed indicators, indicating project inputs, expenditures, staff deployment, etc; (ii) output indicators, indicating results in terms of numbers of affected People compensated and assisted, training held, details of disbursements, etc; and (iii) impact indicators, related to the longer-term effect of the project on communities.

76. The benchmarks and indicators will be limited in number, and combine quantitative and qualitative types of data. The first two types of indicators, related to process and immediate outputs and results, will be monitored to inform project management about progress and results, and to adjust the work programme where necessary if delays or problems arise. The results of this monitoring will be summarized in reports which will be submitted to the PIU on a regular basis. Provision will be made for participatory monitoring involving the PAPs. Illustrative set of monitoring indicators for physical progress, financial progress and grievance redress have been presented in Appendix-8.

## 22 COORDINATION WITH CIVIL WORKS AND CERTIFICATION

77. The resettlement program will be co-coordinated with the timing of civil works. The required co-ordination has contractual implications, and will be considered in procurement and bidding schedules, award of contracts, and release of cleared Col sections to project contractors. The project will provide adequate notification, counselling and assistance to affected persons so that they are able to move or give up their assets without undue hardship before commencement of civil works and after receiving the compensation.

78. Actions to be completed prior to bid and award of contract include: (i) resettlement action plan should be approved by the GoG; (ii) the action plan should be disclosed in the web site and other public places accessible to the local people; (iii) the first notification for private land acquisition should be issued; (iv) the issue of identity cards to eligible PAPs should be completed.

The actions to be completed prior to handing over the stretch to the contractor includes: (i) acquisition of private land should be completed and compensation for land and assistance as per entitlement matrix should be disbursed; and (ii) transfer of Government land should be completed or no objection should be obtained from the land owning agency.

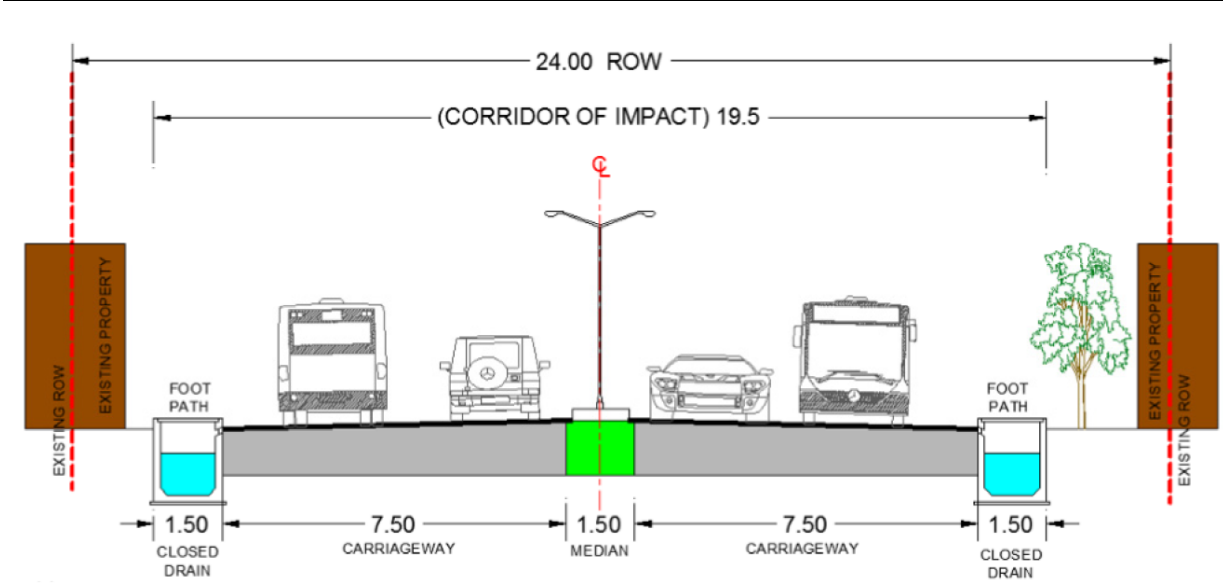
## 23 RESETTLEMENT BUDGET

The resettlement budget will comprise itemized estimate of compensation structures, trees, and crops, various resettlement assistances, rehabilitation and replacement of community assets and cultural

properties, institutional cost, cost towards implementation, engagement of RAP implementation agency, evaluation consultants, etc. All R&R paid in cash would be met out of GoG funds. Other costs relating to consultancies, goods and works for implementation of RAP would be met with Bank funds following Bank procurement procedures.

**APPENDCES**

Appendix-1: Corridor of Impact and Right of Way – Illustration

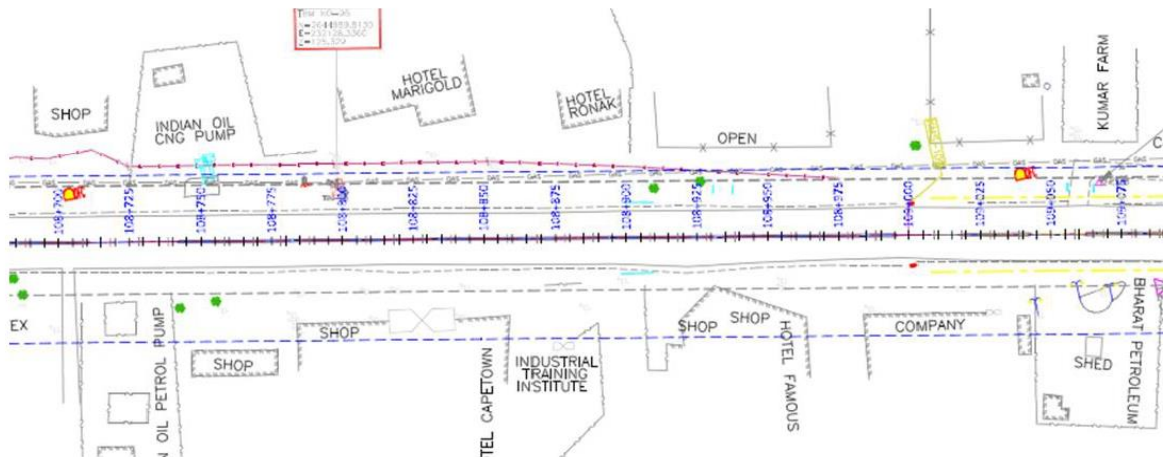




## Appendix-2: Minimization of impacts – Illustration: Mehsana-Palanpur

### Base Scenario: Development of Settlement in full RoW

Corridor: Mehsana-Palanpur  
Village: Lalpur  
Chainage 108.700 to 109.100



Length of stretch: 400m

Total No. of Affected Structures: 7 on RHS

Commercial: 5

Industrial: 1

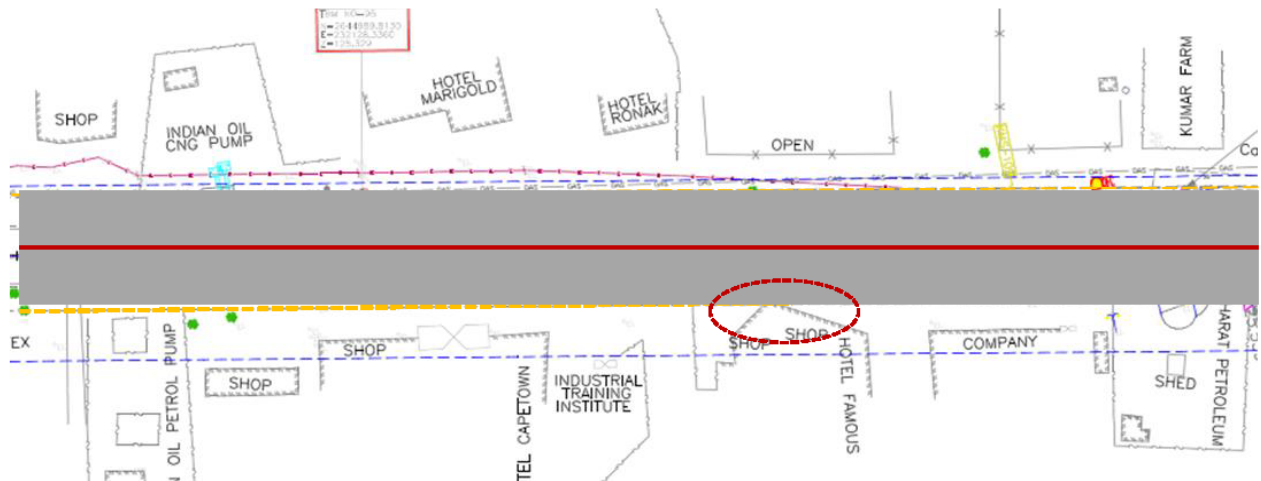
Institutional: 1

**Adopted Scenario: Development of Project Corridor with due consideration of consultation and Socio-economic survey**

Corridor: Mehsana-Palanpur

Village: Lalpur

Chainage 108.700 to 109.100



Length of stretch: 400m

Total No. of Affected Structures: 1 (Partial impact) on RHS

Commercial: 1

Industrial: 0

Institutaional:0

**Base Scenario: Development of Settlement in full RoW :**

**Corridor:** Mehsana-Palanpur

**Village:** Dharewada

**Chainage:** 117+075 to 117+175

**Length:** 100m

**Total No. of Affected Structures:** 2 (Temple, House)



**Adopted Scenario: Development of project with due consideration of consultations and socio-economic survey:**

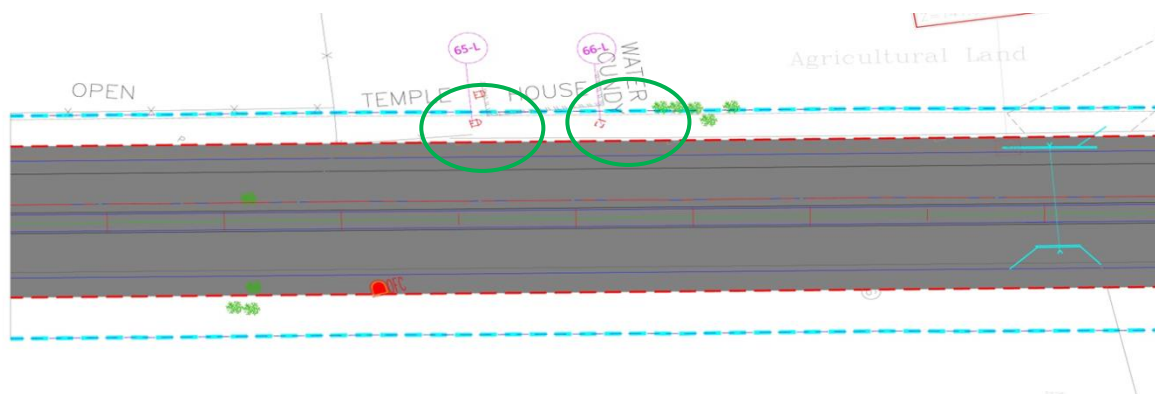
**Corridor:** Mehsana-Palanpur

**Village:** Dharewada

**Chainage:** 117+075 to 117+175

**Length:** 100m

**Total No. of Affected Structures:** 0 (Nil)



## Appendix-3: Census and Socio-Economic Survey Format

**ROADS AND BUILDINGS DEPARTMENT, GOVT. OF GUJARAT**  
**PPWCS, GUJARAT STATE HIGHWAY PROJECT-II,**  
**CENSUS AND SOCIO ECONOMIC SURVEY OF PROJECT AFFECTED HOUSEHOLDS**

Form No. \_\_\_\_\_ Date \_\_\_\_\_

Name of Investigator \_\_\_\_\_

Name of Supervisor \_\_\_\_\_

ID No. \_\_\_\_\_ Chainage \_\_\_\_\_ Distance of Structure from C/L: \_\_\_\_\_

Address: \_\_\_\_\_ Village: \_\_\_\_\_ Block: \_\_\_\_\_ District: \_\_\_\_\_

Phone No: \_\_\_\_\_ Mobile No. \_\_\_\_\_ P/S: \_\_\_\_\_ P/O: \_\_\_\_\_

### 1. Type of the Use

1	Residential	2	Commercial	3	Mixed (C+R)	4	Industrial	5	Petrol Pump	6	Farm House	7	Government
8	Agricultural	9	Orchard	10	Under construction	11	Open land/Plot	12	Plantation	13	Grazing	14	Religious
15	Community Assets			16	Graveyard			17	Others (specify)				

### 2. Type of Loss due to the project

1	Structure	2	Land	3	Land and structure			4	Livelihood	5	Others (.....)		
---	-----------	---	------	---	--------------------	--	--	---	------------	---	----------------	--	--

### 3. Type of Ownership:

1	Private	2	Government	3	Trust	4	Temple	5	Community	6	Others (.....)		
---	---------	---	------------	---	-------	---	--------	---	-----------	---	----------------	--	--

### 4. Ownership Status of Property user

4. Ownership Status of Property user														
1	Titleholder	1	If Titleholder, any portion of the land or structure (or both) encroached into government land								Yes	1	No	2
2	Non-Titleholder	2	If non-titleholder, specify category	1	Leased	2	Tenant	3	Squatter	4	Sharecropper	5	Kiosk/ Mobile Vendors	

### 5a. Survey No. \_\_\_\_\_/House No. \_\_\_\_\_

5a. Survey No. _____		House No. _____									
5b. Total Land Holding:				Bigha		Acre		Hectare			
				Sq.ft		Sq.m		other			
5c. Number of agricultural labourers working in the field (other than family members) – use separate sheet for each labourer (address question 19 to 27)											
5d. Since how long does the agricultural labourer working in the same farm (number of months)											

### 6. Extent of Impact

1	Partial	2	Full
---	---------	---	------

7a. Age of Building _____ 7b. No. of Years Occupied _____ 7c. Legal electricity connection				Yes	1	No	2	8. Which Floor?	
7d. Legal Property Document				Yes	1	No	2		
7e. Name of head of HH: _____ 7f. S/o _____								G	1
9. If Tenant/Lessee:								G+1	2
Name and Address of the owner: _____								G+2	3

10. If the property is on rent then the amount of rent being paid per month:

Rs.

### 11. Assets affected in the Property

S. No	Assets	Units Owned	S. No	Assets	Units Owned	S. No	Assets	Units Owned
1	Trees		8	Motor Pump		15	Temple	
2	Dug Well		9	Boundary Wall		16	Seating around Tree	
3	Tube Well		10	Barbed Wire Fencing		17	Country Stove	
4	Open Well		11	Cattle Shed		18	Bathroom	
5	Water Tap		12	Temporary Shed		19	Others	
6	Water Tank		13	Washing place				
7	Hand Pump		14	Shrine				



**12. Structure types Details**

Wall	Reed	Bamboo	Cane	Mud	Brick	Others
	①	②	③	④	⑤	⑥
Roof	Thatch	Tin	Asbestos	Tiles	RCC	Others
	①	②	③	④	⑤	⑥
Floor	Mud	RCC	Tiles	Marble	Stone	Others
	①	②	③	④	⑤	⑥

**13. Social Category**

13. Social Category									
1.	Scheduled Caste (SC) [Community Name_____]								1
2.	Scheduled Tribe (ST) [Community Name_____]								2
3.	Primitive Tribe Group [ Community Name_____]								3
4.	Other Backward Community (OBC)								4
5.	General								5
13a	Religion	Hindu	Muslim	Christian	Sikh	Jain	Buddhist	Others	
		①	②	③	④	⑤	⑥		
14	Whether Woman Headed Household					Yes	1	No	2
15	Family Type		Joint	1	Nuclear		2		

**16. What type of business are you doing, in case of commercial use**

S. No	Category	Options							
1.	Refreshments	Tea Stall	Dhaba	Sweet Shop	Hotel	Restaurant	Motel	Pan Shop	Others
		①	②	③	④	⑤	⑥	⑦	⑧
2.	Service Industry	Tailoring	Hair Cutting	Cobbler	Blacksmith	Two wheeler repair	Four wheeler Repair	Cycle repair	Others
		①	②	③	④	⑤	⑥	⑦	⑧
3.	Retail Activity	Grocery	Chemist	Furniture	Petrol Pump	Electric Shop	Hardware	Electronics	Others
		①	②	③	④	⑤	⑥	⑦	⑧
4.	Other Services	STD/PCO	Photocopy	Weighing bridge	Godowns	Cold Storages			Others
		①	②	③	④	⑤			⑧
5.	Institutional	School	Government Offices	PHC/CHC	Veterinary Hospital	Anganvadi			Others
		①	②	③	④	⑤			⑧
6.	Industry	Cotton/ ginning	Chemical	Oil Extraction	Dairy				Others
		①	②	③	④				⑧
7.	Manufacturing Unit	Stone/ quarry	Building materials	Cast iron					Others
		①	②	③					⑧
8.	Small-scale	Food	Agri-processing						Others
		①	②						⑧

**17. Capital Investment on Business (at the time of initiating business). Land (Rs.) \_\_\_\_\_ Structure (Rs.) \_\_\_\_\_ Material (Rs.) \_\_\_\_\_**

**18. Value of the property [opinion of the respondent]: Land Cost (Rs.) \_\_\_\_\_, Structure cost (Rs.) \_\_\_\_\_**

### 19. Socio-economic profile

Codes for Relationship with Head of the Household													
1	Head of Household	2	Wife	3	Husband	4	Son	5	Daughter	6	Son-in-law	7	Daughter-in-law
9	Grandmother	10	Grandson	11	Grand daughter	12	Brother	13	Sister	14	Brother-in-law	15	Sister-in-law
17	Mother	18	Father-in-law	19	Mother-in-law	20	Grandson-in-law	21	Grand daughter-in-law	22	Uncle	23	Aunt
25	Nephew	26	Niece	27	Any other (specify):								
24	Cousin												

Member Number	1	2	3	4	5	6	7	8	9	10	11	12	
A. Name													Write down the names of all people who live and eat together in this household starting with head.
B. Relationship													
C. Sex	Is the NAME male or female?												
	M	M	M	M	M	M	M	M	M	M	M	M	
	F	F	F	F	F	F	F	F	F	F	F	F	
D. Age	How old was NAME on the last birthday?												
													Record the age on last birthday
E. Marital Status	1	1	1	1	1	1	1	1	1	1	1	1	Married
	2	2	2	2	2	2	2	2	2	2	2	2	Unmarried
	3	3	3	3	3	3	3	3	3	3	3	3	Divorced
	4	4	4	4	4	4	4	4	4	4	4	4	Separated
	5	5	5	5	5	5	5	5	5	5	5	5	Widow/Widower
	6	6	6	6	6	6	6	6	6	6	6	6	Single Un-wed mother
F. Education	The class till which the person has been educated.												
	1	1	1	1	1	1	1	1	1	1	1	1	Illiterate
	2	2	2	2	2	2	2	2	2	2	2	2	Primary (Upto Class 3)
	3	3	3	3	3	3	3	3	3	3	3	3	High School (Class 4 – 7)
	4	4	4	4	4	4	4	4	4	4	4	4	Secondary (Class 8 - 10)
	5	5	5	5	5	5	5	5	5	5	5	5	Higher Secondary (Class 11 – 12)
	6	6	6	6	6	6	6	6	6	6	6	6	Vocational
	7	7	7	7	7	7	7	7	7	7	7	7	Higher (Graduate or higher)
	8	8	8	8	8	8	8	8	8	8	8	8	Technical (Graduate or higher)
G. Physical/mental disabilities	Is the NAME physically or mentally challenged?												
	1	1	1	1	1	1	1	1	1	1	1	1	Yes
	2	2	2	2	2	2	2	2	2	2	2	2	No
H. Occupation	Is the NAME working?												
	1	1	1	1	1	1	1	1	1	1	1	1	Yes
	2	2	2	2	2	2	2	2	2	2	2	2	No
	What is the main activity at the place of job?												
	This may have multiple entries												
	1	1	1	1	1	1	1	1	1	1	1	1	Artisans
	2	2	2	2	2	2	2	2	2	2	2	2	Farmer
	3	3	3	3	3	3	3	3	3	3	3	3	Agriculture Labour
	4	4	4	4	4	4	4	4	4	4	4	4	Business/Trade
	5	5	5	5	5	5	5	5	5	5	5	5	Govt. Service
	6	6	6	6	6	6	6	6	6	6	6	6	Private service
	7	7	7	7	7	7	7	7	7	7	7	7	Industrial labour
	8	8	8	8	8	8	8	8	8	8	8	8	Construction labour
	9	9	9	9	9	9	9	9	9	9	9	9	Housemaid
	10	10	10	10	10	10	10	10	10	10	10	10	Others (specify)
I. Working Days													Number of working days in a month
J. Reason for not working	What was the main reason for the NAME not working?												
	Persons who are not working												
	1	1	1	1	1	1	1	1	1	1	1	1	No work available
	2	2	2	2	2	2	2	2	2	2	2	2	Seasonal inactivity
	3	3	3	3	3	3	3	3	3	3	3	3	Household family duties
	4	4	4	4	4	4	4	4	4	4	4	4	Old (>65 yrs)
	5	5	5	5	5	5	5	5	5	5	5	5	Student
	6	6	6	6	6	6	6	6	6	6	6	6	Physically Challenged
	7	7	7	7	7	7	7	7	7	7	7	7	Not willing to work
K. Income	How much does the NAME earn in a month (Rs.)												

Member Number	1	2	3	4	5	6	7	8	9	10	11	12	
<b>L. Skills</b>	Any skill possessed by the person?												
	①	①	①	①	①	①	①	①	①	①	①	①	Tailoring
	②	②	②	②	②	②	②	②	②	②	②	②	Electrical
	③	③	③	③	③	③	③	③	③	③	③	③	Plumbing
	④	④	④	④	④	④	④	④	④	④	④	④	Electronic / Watch Repair
	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	Lather works
	⑥	⑥	⑥	⑥	⑥	⑥	⑥	⑥	⑥	⑥	⑥	⑥	Handicraft
	⑦	⑦	⑦	⑦	⑦	⑦	⑦	⑦	⑦	⑦	⑦	⑦	Carpentry/masonry
	⑧	⑧	⑧	⑧	⑧	⑧	⑧	⑧	⑧	⑧	⑧	⑧	Others (specify)
<b>M. Possession of Documents</b>	Whether the NAME possess the documents or NAME member in any												
	①	①	①	①	①	①	①	①	①	①	①	①	APL Ration Card (if included in the Card)
	②	②	②	②	②	②	②	②	②	②	②	②	BPL Ration Card (if included in the Card)
	③	③	③	③	③	③	③	③	③	③	③	③	Voters ID Card
	④	④	④	④	④	④	④	④	④	④	④	④	Driving Licence
	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	Job ID Card of NREGS (if yes, mark) If yes, provide Job ID number
<b>N. Beneficiary of any other govt schemes</b>	①	①	①	①	①	①	①	①	①	①	①	①	Yes
	②	②	②	②	②	②	②	②	②	②	②	②	No
	If yes, name of the scheme												
<b>O. Participation</b>	Whether the NAME participates in the following												
	①	①	①	①	①	①	①	①	①	①	①	①	Casted vote in the last legislative assembly/parliament election
	②	②	②	②	②	②	②	②	②	②	②	②	Casted vote in the last panchayat/local body election
	③	③	③	③	③	③	③	③	③	③	③	③	Whether member of any political party
	④	④	④	④	④	④	④	④	④	④	④	④	Whether member of any CBO/religious body, etc.
	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	Whether holds any position in such organisations
	If yes, mention the position												
Name of the Organisation													

**20. Major and Minor Impact**

A. After the acquisition of land / structure, will you able to continue farming / business in the unaffected land / structure	Yes	①	No	②
B. If No, are you willing to give up the residual land / structure to the project authority against suitable compensation or assistance	Yes	①	No	②
C. Whether any plans or possibility to relocate outside the RoW	Yes	①	No	②
D. Any suggestion of the respondent with respect to que.20.				

**21. Rehabilitation Options**

S. No.	Resettlement Options	Choice (✓)	Priority (1,2,3...)
1	Alternative shop/residence		
2	Employment during project construction		
3	Employment during maintenance		
4	Training to improve the skill level		

S. No.	Resettlement Options	Choice (✓)	Priority (1,2,3...)
5	Provide land against land		
6	Self-relocation		
7	Others (specify)		
8	Others (specify)		

**22. Assets Owned (other than affected one)**

Agricultural Properties				Other Properties				Other Assets (livestock)
Irrigated/ Wet Land	Un Irrigated/ Dry Land	Orchard/Waste/ Barren/Horticulture Land	Equipment	House Plot	House	Farm House	Business Establishment	
Area	Area	Area	Number	Area	Area	Area	Area	Number
Value	Value	Value	Value	Value	Value	Value	Value	

**23. Agriculture (only affected crop)**

Name of Crop	Cropping pattern in a year			Yield Per Acre	Farmgate Price (Rs/quintal)
	Single	Double	Thrice		

**24. Household Expenditure (Amount in Rs)**

Total household expenditure monthly (approximate in Rs.)				Rs.	
Sl. No.	Category	(Rs.)	Sl. No.	Category	(Rs.)
1	Food (Monthly)		6	Health (Monthly/Annual)	
2	Education (Monthly/Annual)		7	Cooking fuel (Monthly)	
3	Cloth (Monthly/Annual)		8	Social Functions (Annual)	
4	Local Travel (Monthly)		9	Vehicle Maintenance (Monthly / Annual)	
5	Leisure (Monthly/Annually)		10	Out Station travel (Monthly / Annual)	



**25. Debts: (Amount in Rs)**

Total household debt (approximate in Rs.), if any			Rs.		
Sl. No.	Category	(Rs.)	Sl. No.	Category	(Rs.)
1	Crop/Agriculture Loan		4	Loan on vehicles	
2	Loan on Assets		5	Loan for education	
3	Jewell Loan		6	Personal Loan.	

**26. Household Items**

Sl. No.	Items	Yes / No		Sl. No.	Items	Yes / No	
1	TV	Yes	No	7	Food processor / Mixer / Grinder	Yes	No
2	Refrigerator	Yes	No	8	Computer / Laptop	Yes	No
3	Two Wheeler	Yes	No	9	Air Conditioner	Yes	No
4	Four Wheeler	Yes	No	10	Air Cooler	Yes	No
5	Telephone/Mobile Phone	Yes	No	11	Microwave Oven	Yes	No
6	Washing Machine	Yes	No	12	Others (specify)	Yes	No

**27. Health Status**

27. Health status									
1	Have you or any family members been affected with any disease (consider for last one year)				Yes		1	No	2
2	If yes, type of disease (mention name of disease)	Respiratory	Digestive	Gynec related	Eye related	Ortho related	General		
		①	②	③	④	⑤	⑥		
2.a	If others (specify)		If others (specify)		If others (specify)				

**28. Drawing of the Affected Structure / Land with measurement** [Total area and affected area of structure as well as land to be recorded – assets like hand pump, borewell, trees, agri crops, etc located within the affected area also to be recorded]

LHS	Sketch of Structure	RHS

**Note for Enumerators:**

- [1] Q.No.3. Confirm the availability of Patta and mark as owned / encroachment.
- [2] Q.No.4. Squatter: No legal ownership over the land occupied.
- [3] Q.No.19. All the relationship should be specified with respect to the household head only.
- [4] Q.No.29. Specify the distance from Centre Line to the property Boundary and Building Line. Mention all the dimensions of the building and plot boundaries in 'meters' only.
- [5] Women Headed Household: The households headed by woman member of the family who is the sole/leading bread-earner of the family.

## Appendix-4: Outline of Resettlement Action Plan

Project Preparatory Works Consultancy Services for  
Gujarat State Highway Project for GSHP-II

Roads & Buildings Department, GoG

### APPENDIX 4

## RESETTLEMENT ACTION PLAN - OUTLINE

<b>A.</b>	<b>EXECUTIVE SUMMARY</b>	
<b>1.</b>	<b>INTRODUCTION.....</b>	
1.1	PROJECT BACKGROUND.....	
1.2	RESETTLEMENT ACTION PLAN: OBJECTIVES.....	
1.3	RIGHT OF WAY AND CORRIDOR OF IMPACT.....	
1.4	SUMMARY OF LAND ACQUISITION AND RESETTLEMENT IMPACTS.....	
1.5	MINIMIZATION OF RESETTLEMENT IMPACTS IN FIFTH SCHEDULE AREA .....	
1.6	RAP STRUCTURE.....	
<b>2.</b>	<b>LEGAL AND POLICY FRAMEWORK .....</b>	
2.1	RESETTLEMENT POLICY FRAMEWORK.....	
2.2	ENTITLEMENT MATRIX .....	
2.3	POTENTIAL RESETTLEMENT IMPACTS.....	
<b>3.</b>	<b>SOCIO-ECONOMIC PROFILE .....</b>	
3.1	SOCIO-ECONOMIC PROFILE.....	
<b>4.</b>	<b>IMPACTS ON PEOPLE AND COMMUNITY ASSETS.....</b>	
4.1	MINIMISATION OF RESETTLEMENT IMPACTS.....	
4.2	POTENTIAL IMPACTS .....	
4.3	IMPACT ON PROPERTIES .....	
4.4	SOCIO-ECONOMIC PROFILE OF AFFECTED POPULATION.....	
<b>5.</b>	<b>STAKEHOLDER CONSULTATIONS.....</b>	
5.1	CONSULTATION.....	
5.2	OUTCOMES OF CONSULTATIONS.....	
5.3	OVERVIEW OF DESIGN MODIFICATIONS .....	
<b>6.</b>	<b>OTHER SOCIAL ISSUES .....</b>	
6.1	ROAD SAFETY ISSUES.....	
6.2	HIV/AIDS ISSUES.....	
6.3	GENDER ISSUES .....	
<b>7.</b>	<b>IMPLEMENTATION ARRANGEMENTS.....</b>	
7.1	INSTITUTIONAL ARRANGEMENTS FOR THE PROJECT .....	
<b>8.</b>	<b>RESETTLEMENT BUDGET .....</b>	
8.1	SUMMARY OF RESETTLEMENT COSTS.....	

## Appendix-5: Consultation Format

### COMMUNITY CONSULTATION – DISCUSSION GUIDE Mehsana-Palanpur Corridor

#### ROADS AND BUILDINGS DEPARTMENT, GOVT. OF GUJARAT GUJARAT STATE HIGHWAY PROJECT (GSHP-II)

##### Introduction

- Government of Gujarat has taken up the second Gujarat State Highway Project (GSHP-II), covering upgradation, maintenance and improvement of identified core road network for loan appraisal with the World Bank. Roads and Building Department (R&BD), the responsible body for managing the project, has retained M/s LEA Associates South Asia Pvt. Ltd. (LASA) as Project Management Consultants to prepare pertinent plans on widening and upgradation of highways.
- As a pre-requisite towards loan appraisal with the World Bank, R&BD has selected four corridors at this stage, aggregating to 153 km length for detailed project report. This includes widening and upgradation of Mehsana-Palanpur corridor.
- The total corridor length is 61.8km. The project corridor starts from Mehsana at km 79+300 and ends at km 141+100 at Himatnagar. The corridor passes through 6 Taluks of 3 districts. This includes Mehsana, Visnagar, and Unjha, of Mehsana district, Sidhpur Taluk of Patan district and Vadgam and Palanpur Taluk of Banaskantha district. CoI along the corridor is 36 to 50m.
- Consultation intends to disseminate the information regarding the proposed development as well as to know the opinion of the people regarding resettlement issues, road safety measures and potential impacts of the project.

##### Discussion Points – General

- Awareness and Opinion about the project
- Road safety issues along the corridor [road accidents/avoidance/suggestions etc. – specific cases of accidents taking place in particular locations – reasons for such accidents – increase/decrease in accidents].

##### Discussion Points for Commercial / industrial Category

- Extent of impact [in terms of loss of property – loss of livelihood – any improvement in business expected due to the project, etc.]
- Will you be able to continue your business in the same location – if relocating to another place, implications on rent, business etc. - how much time required to relocate the structure or restore the affected business/livelihood
- Tenants – usual notice period from land/building owners
- Opinion regarding compensation and assistance for affected properties
- Opinion about Rehabilitation and Resettlement for fully affected structures or if livelihood affected

## COMMUNITY CONSULTATION – DISCUSSION GUIDE Mehsana-Palanpur Corridor

### Discussion Points – for Residential Category

- Extent of impact [in terms of loss of land – loss of structure – loss of other assets, etc.]
- Will you be able to live in the same building – if you are relocating to another location, what would be the implications
- Tenants – usual notice period from land/building owners
- Opinion regarding compensation and assistance
- Opinion about Rehabilitation and Resettlement for fully affected structures or if livelihood affected

### Discussion Points – Religious Structures / Common Property Resources

- Extent of impact [in terms of loss of land – loss of structure – loss of other assets, etc.]
- Age of the structure – important festivals/events of pilgrim/tourist attraction - period of such celebrations – pilgrim/tourist population
- Relocation of religious properties / common property resources – Involvement of Panchayats – Any community based organizations

### Discussion Points – Agriculture Land

- Extent of impact [in terms of loss of land – loss of agriculture crops – loss of other assets, etc., any improvement in agriculture production or development in terms of marketing expected due to the project]
- Type of crops cultivated in a year [average farm-gate price of various crops cultivated, marketing centers, area of cultivation]
- Details regarding cropping pattern [number of crops in a year, any share-cropping pattern, usual arrangement of share-cropping or contract farming]
- Dependence on Bore-wells or other irrigation facilities [arrangement for bore-well or other irrigation facilities] – Cost of Bore-well or other irrigation facilities – cost sharing pattern.

## Appendix 6: Implementation of Resettlement Action Plan – Terms of Reference for RAP Implementation Agency

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### I. BACKGROUND OF THE PROJECT

The Government of Gujarat (GoG), through the Roads and Buildings Department (R&BD), has taken up the second Gujarat State Highway Project (GSHP-II), covering up-gradation, maintenance and improvement of identified core road network in the state. The GoG has proposed to take up this project with financial assistance from the World Bank. Further improvements for preparation of developmental intervention and implementation of existing State Highways under GSHP II which include: (i) upgradation corridors for a length of 66.9 km, involving the strengthening and upgrading of two lane roads to standard 4-lane paved shoulder and 4-lane to 6 lane-with-paved-shoulders and multipurpose lane, and (ii) maintenance, of the remaining 88.1 km. In line with the prioritization exercise, R&BD has selected four additional corridors, aggregating to about 155 km in length, as projects to be taken up for implementation in the second phase of the project.

Keeping in view the adverse impact the project will have on the people due to the implementation of the project, the Project Implementing Unit (PIU) of R&BD will appropriately resettle and rehabilitate the project affected persons (PAPs)/ project affected families (PAFs) in accordance with the Resettlement Action Plan (RAP) proposed for the purpose. For the implementation of the RAP, the PIU will appoint local RAP Implementation Agency having experience in carrying out such activities. The recruited RAP Implementation Agency shall associate with the Environmental and Social Management Unit (EMU, SMU) of PIU to implement the RAP.

### II. TASKS

The RAP Implementation Agency shall be responsible for the implementation of the RAP that includes mitigating the adverse effects of the project. The RAP Implementation Agency shall facilitate the land acquisition process on behalf of **R&BD**. In addition, remain responsible for the development of a comprehensive livelihood system to facilitate the PAPs to take advantages of the options available as per the RAP.

Dissemination of Information: Key task is to provide full information to the PAPs on the R&R policy, provisions, approach to land acquisition and R&R, time frame for implementation, roles and responsibilities of implementing agency and grievance redress mechanism.

### III. TASKS

RAP Implementation Agency shall assist R&BD in all aspect of implementation of R&R plan proposed to be implemented under this project

#### Consultation

The RAP Implementation Agency shall educate the PAPs on their rights, entitlements and obligations under the RAP. It shall disseminate information to the PAPs on the possible consequences of the project on the communities' livelihood systems and the options available, so that they do not remain ignorant. It shall explain to the PAPs the need for land acquisition, the provisions of the policy and the entitlements

under the RAP. This shall include communication to the roadside squatters and encroachers about the need for their eviction, the timeframe for their removal and their entitlements as per the RAP.

### **Land Acquisition**

The RAP Implementation Agency will facilitate PAP in land acquisition process up to receipt of compensation cheques in consultation with R&BD.

RAP Implementation Agency will support land losers to complete the required documents to access compensation cheques.

RAP Implementation Agency will facilitate disbursement of compensation cheques.

### **Verification**

The RAP Implementation Agency shall undertake joint verification with the Field Offices of R&BD of the project affected persons to identify PAF eligible as per the cut-off date for R&R entitlement and shall update the database accordingly. The RAP Implementation Agency shall verify the information already contained in the RAP and the individual losses of PAPs and validate the same and suggest suitable changes if required.

During the identification and verification of the eligible PAPs and PAFs, the RAP Implementation Agency shall ensure that each of them are contacted and consulted. The RAP Implementation Agency shall conduct consultation with the women including women headed households.

Verification exercise shall include actual measurement of the extent of total property loss/damage, and valuation of the same. Prepare & put up updated data base on individual losses required for preparation of micro-plans before EMU / SMU PIU. After getting approval of the same from EMU / SMU PIU, The RAP Implementation Agency shall display the list of eligible PAFs in the affected villages for PAF's to verify. The PAFs will be provided 15 days time period to verify the list. This process will enable eligible PAFs to be included in the list. RAP Implementation Agency will accordingly update and finalize the list, if required in consultation with EMU / SMU PIU.

The RAP Implementation Agency will identify and verify the community assets that are likely to be affected by the project.

The RAP Implementation Agency will identify PAFs and/or community asset coming within the Right of Way(RoW) / Corridor of Impact (Col) after the cut-off date, and notify the same to the field office of R&BD and shall remove such properties or community structure from the RoW, through appropriate consultation and shall inform them that any project benefits do not apply to them.

### **Distribution of Identity Cards**

After finalization of verification the RAP Implementation Agency shall distribute Identity Cards to all PAPs. The identity card should include a photograph of the head of the PAF, the extent of loss, and entitlement i.e. Compensation and assistance, as applicable. The Identity Cards are to be signed by the responsible person at respective Field Offices of R&BD and counter signed by the R&R Specialist of Social management Unit.

### **Prepare Micro Plan:**

The RAP Implementation Agency shall prepare Micro Plans that details out category of PAF, asset lost, compensation and all types of assistance, alternate livelihood options; details of resettlement, specific training requirement for skill up gradation and institutions responsible for training. A separate plan has to be prepared for shifting of community assets.

### **Training and Support for income restoration**

In addition to providing assistance given in the entitlement package, the RAP Implementation Agency shall be responsible for training and assistance of PAPs in establishing linkages with government programs.

The RAP Implementation Agency shall train PAPs losing their livelihood for suitable income restoration programs, depending on the skills and interest of the PAPs. The RAP Implementation Agency shall prepare individual Income Restoration Plan, as a part of the Micro Plan. The RAP Implementation Agency shall assist the PAPs to establish linkages with Government departments, district administration, etc., and ensure that the PAPs are included in the development schemes, as applicable especially with reference to vulnerable groups, in pension schemes for senior citizens, widow pensions, schemes for women or women headed households, schemes for handicapped persons etc. RAP Implementation Agency shall coordinate with the following training institutes as identified in the RAP.

- Education Department, Govt. of Gujarat (self-employment programmes for women).
- Department of Social Justice and Empowerment; Scheduled Caste Economic Development Corporation (Economic upliftment Schemes for Scheduled Castes and women).
- Commissionerate of Rural Development, Govt. of Gujarat

### **Disbursement of Assistance and delivery of entitlements**

The RAP Implementation Agency shall assist SMU in ensuring all the PAFs obtain their full entitlements under the RAP before being dispossessed; to ensure benefits due to the PAFs under the Resettlement Policy Framework (RPF) are provided to the PAFs. Where options are available, the RAP Implementation Agency shall provide advice to PAPs on the relative benefits of each option. The RAP Implementation Agency shall assist the PAPs in opening bank accounts explaining the implications, the rules and the obligations of a joint account and how she/he can access the resources she/he is entitled to.

### **Relocation**

The RAP Implementation Agency shall assist the project authorities in ensuring a smooth transition guiding the PAFs through the resettlement period. In consultation with the PAFs, the RAP Implementation Agency shall inform the SMU about the date of relocation as suggested by PAF within stipulated time given in notice.

The RAP Implementation Agency shall advice the PAPs on utilization of R&R benefits to create productive asset. RAP Implementation Agency will verify and prepare utilization certificates for the assistance disbursed to PAFs. The funds will be disbursed against the approved plan for creating productive asset.

### **Grievance Redressal**



The RAP Implementation Agency shall make PAPs aware of the grievance mechanism set out in the RAP and shall assist them to resolve the grievances. The RAP Implementation Agency shall help the PAPs to file a grievance application.

The RAP Implementation Agency shall record the grievance and bring the same to the notice of the Grievance Redress Committees (GRC) within 7 (seven) days of receipt of the grievance from the PAPs. It shall submit a draft resolution with respect to the particular grievance of the PAPs, suggesting solutions to concern officer of R&BD who in turn shall present them in the GRC meeting.

The RAP Implementation Agency shall assist R&BD and PAP in the GRC process.

### **Coordination between PAPs and the EMU / SMU**

The RAP Implementation Agency shall facilitate consultation between the PAPs and the EMU / SMU and or concerned R&BD staff. This will be achieved through meetings with both the EMU / SMU representatives and the PAPs as and when necessary which will be documented.

### **Conduct Public information campaign**

The RAP Implementation Agency shall assist the EMU / SMU to undertake public information campaign at the commencement of the project to inform the affected communities regarding the project RAP and the RPF.

### **Participation in Gram Sabhas**

The RAP Implementation Agency may participate in Gram Sabhas of respective villages. Besides contacting PAPs on an individual basis to regularly update the baseline information, RAP Implementation Agency shall inform the project details to the Gram Sabhas on a regular basis. RAP Implementation Agency Shall encourage participation of PAPs in such meetings by discussing their problems regarding LA, R & R and other aspects relating to livelihood restoration.

### **Awareness Creation on Road Safety**

The RAP Implementation Agency shall conduct Road Safety Awareness to the children of schools and community at large in the villages located along the Project Roads through IEC materials, signboards and interactive discussions.

### **Awareness Creation on HIV/AIDS Prevention**

RAP Implementation Agency shall carry out awareness programs along the corridors at identified locations such as toll-plazas, construction camp sites and truck-parking lay-by in respective corridors. For the purpose, the IEC materials as well as technical advice from GSACS will be utilized in a timely manner.

The RAP Implementation Agency shall ensure in collaboration with EMU / SMU that medical facilities and health check-ups which may include diagnosing of STD/HIV for the workers are provided at the construction camps.

- Interaction with industrial units and sensitization
- Awareness programmes for migrants
- Facilitating medical health care services including STI treatment
- Interaction with CHCs, ICTCs

- Coordination with Target Intervention RAP Implementation Agency s, Link Worker Schemes and other agencies working in the field of HIV/AIDS awareness and prevention
- Conduct sensitization programmes for R&BD personnel, contractors and other stakeholders
- Interaction with transporters and brokers
- To educate all PAPs / PAFs and all concern stakeholders regarding importance of periodic health check up
- Ensure availability of condoms (both socially marketed & govt.) through established condom depots

### **Awareness Creation on Gender and other Social issues**

RAP Implementation Agency shall assist PIU in ensuring that the Contractors comply with applicable labor laws (including prohibition of child labor).

RAP Implementation Agency shall assist the EMU / SMU in ensuring facilities for women such as (i) temporary housing - during the construction the families of laborers/workers are provided with suitable accommodation and facilities for other civic requirements, particularly health and sanitation; (ii) health centre - health problems of the female workers are taken care of through health centers temporarily set up for the construction camp where medicines and minimum medical facilities to tackle first-aid requirements or minor accidental cases are provided.

## **IV. CONDITION OF SERVICES**

### **Duration of Services**

The time line for initiating the RAP implementation will be provided by the PIU. From initiation, the duration of the services will be for three years. The RAP Implementation Agency shall help the EMU / SMU in all other matters deemed necessary to implement the RAP in its spirit and entirety.

All documents prepared, generated or collected during the period of contract, in carrying out the services under this assignment will be the property of R&BD. No information gathered or generated during and in carrying out this assignment shall be disclosed by the RAP Implementation Agency without explicit permission of the PIU.

### **Location of RAP IMPLEMENTATION AGENCY**

In order to carry out the above tasks, employees of RAP Implementation Agency are to be stationed at a location mutually agreed with PIU if found necessary, besides central office at Ahmedabad/ Gandhinagar.

### **Reporting**

Reports are to be submitted to EMU / SMU. All supporting documents such as photographs, video graphs, primary and secondary information collected, etc., taken during the assignment shall be submitted in support of the reports, along with an electronic copy of the documents. The following deliverables has to be submitted.

### **Inception Report**

The RAP Implementation Agency shall submit to the EMU / SMU an inception report detailing plan of action, manpower deployment, time schedule, and detailed methodology, within 21 days of the commencement of the assignment.

### **Monthly and Quarterly Progress Reports**

The RAP Implementation Agency shall also submit monthly progress reports on the activities carried out during that month and proposed activities for the next month. The monthly progress reports shall include data on input and output indicators as required by the EMU / SMU, with work charts as against the scheduled timeframe of RAP implementation. All progress reports shall include data on input and output indicators as required by the EMU / SMU. RAP Implementation Agency shall also submit Quarterly progress report depicting all the aforesaid details.

The monthly progress report shall have to be submitted on or before Third working day of every month.

The quarterly progress report shall have to be submitted on or before 7<sup>th</sup> of the First month in the following quarter.

### **Monthly Work Plan**

The work plan for the each coming month shall have to be submitted in the monthly meeting along with that of the current month clearly showing site visits, targets v/s achievements, and various other elements.

The RAP Implementation Agency shall document in full details, the consultation/ counseling processes, and a full description of the training imparted (or facilitated) as part of the assignment. The progress achieved in land acquisition as per entitlements shall be documented and shall be submitted to the EMU / SMU as a part of the monthly progress report.

### **Status Reports**

The RAP Implementation Agency shall prepare and submit the status report in consultation with EMU / SMU as and when asked by R&BD besides at every WB mission visit. RAP Implementation Agency shall also prepare Power Point presentation on status report during WB mission visit in consultation with EMU / SMU as and when required during the entire contract period.

### **Draft Final Report**

RAP Implementation Agency shall submit a Draft Completion Report at the end of the contract period summarizing the actions taken during the project, the methods used to carry out the assignment, and a summary of support, compensation and assistance given to the PAPs (a guideline content of the Final Report is given in Appendix).

### **Final Report**

RAP Implementation Agency shall submit final completion report complying all the remarks / comments of EMU / SMU PIU R&BD on Draft Final Report at the end of the contract period summarizing the actions taken during the project, the methods used to carry out the assignment, and a summary of support, compensation and assistance given to the PAPs (a guideline content of the Final Report is given in Appendix).

### Participation in Periodic Review Meeting of PIU

RAP Implementation Agency Team Leader shall participate in the periodic review meetings of the PIU to discuss about the progress of the assigned tasks, issues and constraints in carrying out any specific task, etc.

### Submission of Meeting Records

Minutes of the meeting shall be prepared for all the meetings with EMU / SMU and PAPs, GRC Meetings, various consultations with the PAPs, consultations with respect to shifting of community assets, joint verification of affected land and structures, etc., shall need to be recorded and submitted to the EMU / SMU.

### Submission of Micro Plans

All micro plans have to be submitted, with the status of disbursement and payment of compensation, on a monthly basis. Where changes occur during the project implementation, the RAP Implementation Agency will update the relevant Micro Plans and resubmit them to the EMU / SMU.

### Data, Services and Facilities to be provided by the Client

The EMU / SMU will provide to the RAP Implementation Agency copies of the Resettlement Action Plan / HIV-AIDS Prevention Plan, PAP database, land acquisition details, and any other relevant and available reports/data related to the respective project corridors.

### Time Schedule

It is estimated that the RAP Implementation Agency services shall be required for a period of Two years. The RAP Implementation Agency shall carry out all assigned tasks based on the milestones as set out by the EMU/ SMU. The period of service shall be extended, if found necessary and on the basis of the performance of the RAP Implementation Agency, for a period mutually agreed upon by both the parties (PIU and the RAP Implementation Agency).

### Payment

All payments will be linked to the completion of tasks as per milestones assigned by the EMU / SMU. The payment to the RAP Implementation Agency will be made against outputs as given below.

Sl. No.	Output	Payment Schedule
1	Upon Approval of Inception report (should be submitted within 1 month)	10% of total Contract value. At the end of first month from commencement of the services with Bank Guarantee of 10% of Contract value
2	Joint verification of assets within RoW, dissemination and distribution of Entitlement Matrix, issue of Identity card for eligible PAPs. Submission of monthly work plans, MPRs and a QPRs. (should be completed within 5 <sup>th</sup> month)	15% of the total contract value
3	Submission of Micro Plan for Title Holders/Non- Title Holders and approval of the same by EMU / SMU, Disbursements of entitlement for PAPs, final data analysis report containing additional and or missing census details, Submission of monthly work plans, MPRs and QPRs. (should be completed within 9 <sup>th</sup> month)	30% of the total contract value

Sl. No.	Output	Payment Schedule
4	Training and need assessment for income restoration, submission of monitoring and evaluation schedule of PAPs on the implementation of RAP, Submission of monthly work plans, MPRs and QPRs. (should be completed within 24 <sup>th</sup> month)	15% of the total contract value
5	On approval of Draft final report summarizing the action taken and RAP implementation works to be fulfilled by RAP IMPLEMENTATION AGENCY, Submission of monthly work plans, MPRs and QPRs. (should be completed within 30 <sup>th</sup> month)	15% of the total contract value
6	On approval of final report summarizing the action taken and RAP implementation works to be fulfilled by RAP IMPLEMENTATION AGENCY, Submission of monthly work plans, MPRs and QPRs, if any (should be completed within 33 <sup>rd</sup> month)	15% of the total contract value

### Team for the Assignment

The RAP Implementation Agency shall depute a team of professionals to the site. The constitution of the Core Team and their required qualification and experience shall be as follows.

Sl. No.	Position	Number of Position	Qualification/Experience
1	Project Manager/Team Leader	1	Project Manager / Team Leader should be a post-graduate, preferably in social sciences. S/he should have about 10 years' experience in implementation of R & R and rural development works. S/he should have held responsible position in the previous assignments and should possess participatory management skills. Knowledge of local language is necessary. The Project Manager must have been with the RAP Implementation Agency for at least 2 years.
2	Social Specialists cum Community Facilitators	2	Should be graduate or equivalent in social sciences with at least five years field experience. They shall have experience in implementation of R & R and rural development works, Knowledge of prevailing R&R policies including WB's R&R policies. Should have at least three years of experience in community consultation. Knowledge of local language and experience of working in the region desired. One person must be woman.
3	Land acquisition facilitator	1	Should be a retired revenue officer having knowledge of prevailing land acquisition Act and land acquisition process, prevailing R&R policies including WB's R&R policies and its Implementation to be able to liaison with the revenue department.
4	Land Acquisition Specialist	1	Should be a graduate or equivalent in social science with five years field experience in Land Acquisition should having knowledge of prevailing land acquisition Act and land acquisition process , to be able to liaison with the revenue department.

### Appendix: RAP implementing Agency Contents of final report

1. Introduction
  - a. Background of the Project
  - b. Action Plan for RAP Implementation
2. Details of Joint Verification
3. Status of Distribution of ID Cards
4. Details of Consultations carried out with PAPs
5. Details of Micro Plans for respective PAFs
6. Training and Support given to PAPs for income restoration

- a. Coordination with Government Departments
  - b. Linkages with suitable schemes
  - c. Identification of skill sets of PAPs
  - d. Details of training imparted
  - e. Outcome of training
7. Disbursement of assistance
8. Grievance Redress
9. Road safety awareness programmes
  - a. Tools and Methods
  - b. IEC Materials
  - c. Dissemination outlets
  - d. Programme Details
  - e. Outcome
10. Awareness on HIV/AIDS Prevention
  - a. Tools and Methods
  - b. IEC Materials
  - c. Interaction with industrial units and sensitization
  - d. Awareness programmes for migrants
  - e. Details of medical health care services including STI treatment facilitated
  - f. Details of Coordination with Target Intervention RAP IMPLEMENTATION AGENCYs, Link Worker Schemes and other agencies working in the field of HIV/AIDS awareness and prevention
  - g. Details of sensitization programmes for R&BD personnel, contractors and other stakeholders
  - h. Interaction with transporters and brokers
  - i. Details of social marketing of condoms
11. Awareness creation on Gender and Social Issues
  - a. Awareness creation on gender issues
  - b. Health care facilities and working conditions of women in construction camp sites
12. Achievement of Targets: Physical and Financial [stage-wise]
13. Summary and Way Forward

## Appendix 7: Note on Complaint Handling Procedures

### Complaint Handling Procedures

The complaint handling mechanism is meant for any citizen to lodge any kind of complaints (including R&R). It has been established with set of roles and responsibilities in GoG. There are a few systems which address different grievances and provide redressal measures. These systems are operated by different agencies for which have a separate mandate, rules and procedures, R&BD cannot impose on these systems and has to integrate and align to the needs of these systems.

#### 1. Project specific Complaint Handling Mechanism:

A centralised complaint Handling System, which includes maintaining a project log and filling to monitor or follow up each received complaints, established under the GSHP II. The complaint Handling System has been established with the purpose as follows.

- Being a project involving large scale of civil works along with implementation of RAP/HPP, the project is likely to receive suggestions, complaints, inquiries, etc. R&BD recognizes the importance of this and hence intends to address such issues through the Complaints Handling Procedures for GSHP-II, under which a centralized monitoring of all the complaints received from and through various mechanisms / individuals can efficiently take place under the information of WB.
- Complaints Handling Procedure ensures that any citizen can lodge complaints with (i) any officer not below the rank of executive engineer in charge of the work, and (ii) any officer in charge of the redress systems in vogue in the state. Complaints related to (i) project services (new proposal/alteration in the scope of project, ongoing /completed project services in the areas of quality, procurement, R&R, environment and inaction/delayed action) and (ii) personnel (misbehaviour, corruption, service matter).
- Complaints Handling Procedures assigns SE, PIU as the Chief Complaint Handling Officer with set roles and responsibilities. He is mainly responsible for complaints not related to personnel. Complaints related to personnel require to be dealt with as per the existing system. Training to the employees working under WB wing needs to be given for clear understanding of the procedures involved and to treat the complaints as an opportunity for improvement and not to discriminate / antagonize the complainant in future dealings.

Thus GOG and the R&BD in GOG have complaint handling procedures. But for Gujarat State Highway Project II which is being prepared with loan assistance from WB, R&BD at the behest of WB desires putting up within R&BD procedures for this project for interfacing with the existing mechanisms so that a centralized monitoring of all the complaints received from and through various mechanisms / individuals can efficiently take place under the information of WB and without budging inside the existing mechanisms.

#### Accessibility for complaint:

- Save for the limitations inherent to the various existing systems, any citizen can lodge complaints.
- With any officer not below the rank of executive engineer in charge of the work.
- With any officer in charge of the redressal systems in vogue in the state.

#### Complaints can be lodged in following Modes:

- Through modes specified in the redressal systems in vogue in the state i.e SWAGAT, Media Response System, Vigilance Commission, Anti-Corruption Bureau and ATVT/Janseva Centers
- Through telephone SMS and orally for MPs/MLAs and other dignitaries



- Through letter/fax
- Through email
- Through web site of GSHP
- Through web site of R&BD
- Through WB
- Information Through RTI act 2005

#### **Categories of Complaints Related to project Services**

- New proposal / alteration in the scope of project
- Ongoing/ completed project services
- Quality
- Procurement
- R & R
- Environment
- Related to inaction / delayed action

#### **Related to Personal**

- Misbehavior
- Corruption
- Service matter

#### **Responsiveness**

Complaints shall be processed (Flow chart for Complaint Handling process and Tables for Response time frame for complaints received within R&BD and other than R&BD are attached with this note) by SE, PIU as chief Complaint Handling Officer (CHO) with set roles and responsibilities.

#### **Role and Responsibilities of CHO**

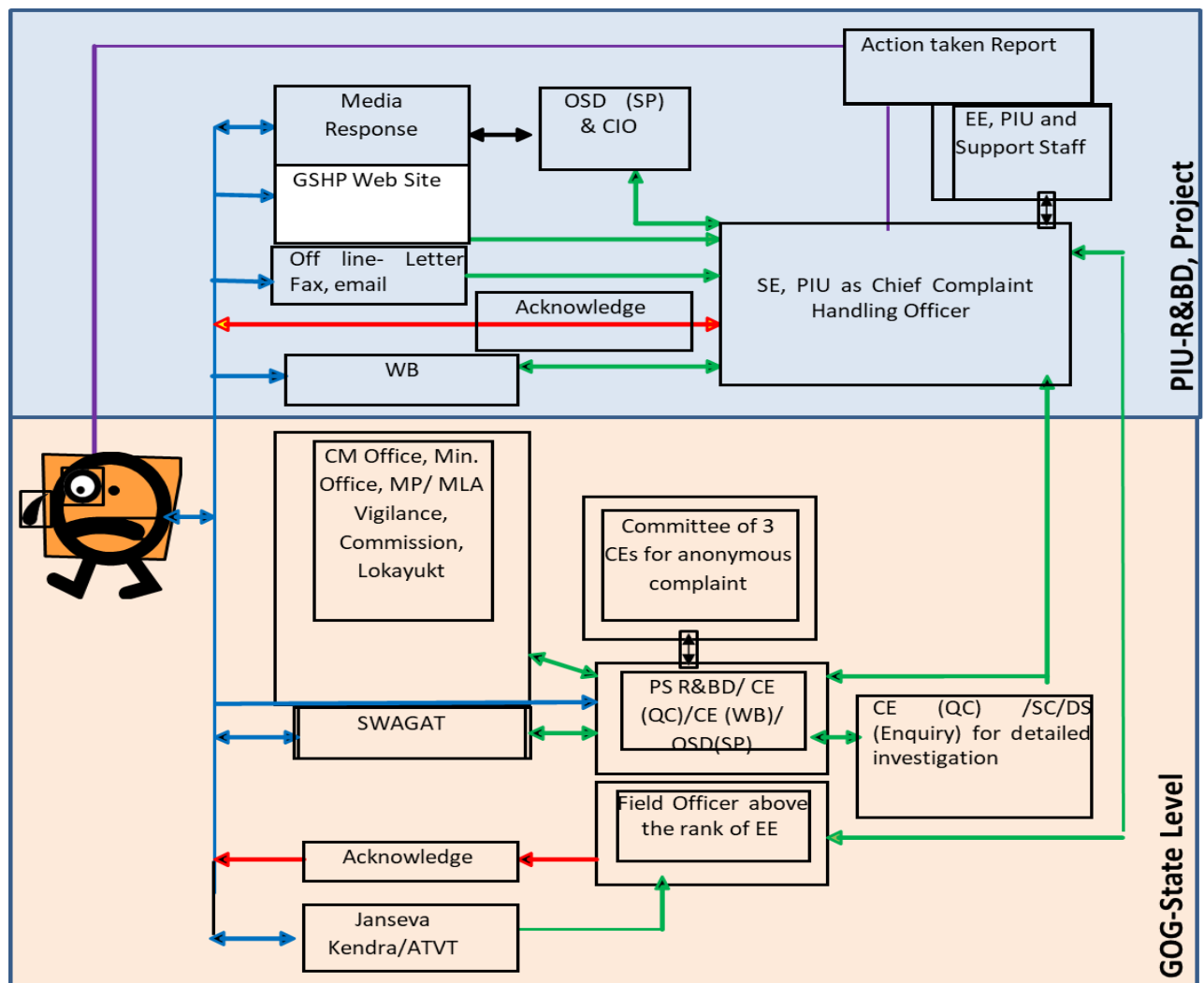
He shall collect record the complaints and responses transpired through the systems:

1. Complaints from Median Response, Swagat, MP/MLA references shall collect from Officer on Special Duty (SP) and shall be treated as written complaints and treated accordingly.
2. Complaints from ATVT /Jan seva centers collect from all the field officers under WB wing and shall promptly acknowledge the receipt.
3. For Vigilance commission and Anti-corruption bureau, he shall collect details from DS (Enquire) and treated accordingly with in the specified time frame.
4. A complaint making telephonic complaints shall be requires to give written complaint. Anonymous complaints decided for further action shall be treated as written complaint and shall be processed.
5. Any complaint logged on the GSHP web site shall have automated acknowledgement and transfer of complaint to the CHO; this shall be treated as written complaint. CHO shall obtain such complaints from Chief Information Officer (CIO) of the department on fortnight basis and process the same.
6. If complaints received through SMS, the sender shall be requested for written complaint. SMS from MP/MLA shall be printed out and treated as written communication. No acknowledgement shall be required.

Record of all the complaints (written, anonymous and telephonic/SMS) shall be maintained in prescribed formats by the CHO. (Format of Complaint Register is attached in this note)

CHO shall act in stipulated time frame to get the complaint processed through the existing system of complaint handling. He shall regularly monitor the status of complaints and shall also place before CE (WB) the records every month. CHO shall inform the decision to the complaint under the intimation of WB.

### Flow Chart for Complaint Handling



**Table-1-For complaint received from other than R & B Department**

Complaint received from	Response time frame			Monitoring Period
	Acknowledgement receipt by CHO	Intermediate response to whom complaint received	Final response	
World Bank Office	within 15 days after receipt	Not more than 30 days	Depending upon the depth of investigation and involvement of other agencies, within 30 days after getting the detailed report of Investigation or from other Agency.	Monthly
Media response system	As per system			Monitored by Information department
SWAGAT	As per system			CM office monitors online
GSHP web site	Immediate, automatic	Not more than 35 days		Monthly
Janseva Kendra/ATVT Center	As per system			Monthly
Other Offices	within 10 days	Not more than 45 days		Monthly
Vigilance	within 10 days	Not more than 45 days		Monthly
ACB	As per system			Monthly

Note: In exceptional cases the time of disposing off the complaint may be more if it requires field investigations / preparing proposals etc.

**Table 2: For complaint received within R & B Department**

Complaint directly addressed to	Response time frame			Monitoring Period
	Acknowledgement on receipt by CHO	Intermediate response	Final response	
CHO & S.E-PIU	within 10 days	within 30 days	Depending upon the depth of investigation and involvement of other agencies, within 30 days after getting the detailed report of Investigation or from other Agency.	Monthly
Any other concerned project Officer of R & B D, not below rank of E.E.	within 7 days by concerned project Officer of R & B with copy to CHO	within 45 days		Monthly
Any other Officer of R & B Department, Gandhinagar	within 10 days	within 45 days		Monthly

### Format of Complaint Register

Sr. No.	Name & Address of Complainant	Date of receipt	Name of office and Officer by whom complaint received	Date & Letter No.	Brief description of complaint	Category of complaint	whether intimated to World Bank	If Yes, Date & letter No.	Date & letter no. of receipt of complaint by CHO	Brief of intermediate action taken by CHO	Letter No. & Date	Whether complaint require involvement of other Agency/ Officer for detailed Report on complaint (Y/N)	If Yes, Name of office and Officer to whom complaint referred	Letter No. & Date	Date of receiving of detailed Report from other Agency /Officer	Date & letter no. of final Disposal	whether final disposal intimated to World Bank (Y/N)	If Yes, Date & letter No.	Feedback received from the complainant
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20

Note:

- The complaint register for all complaints is to be maintained at field offices and CHO Office (Office of S.E., PIU)
- CHO will inform every month about status of the complaint to PD and on quarterly basis to P.S, R & B D

## Appendix-8: Monitoring Indicators for Physical Progress, Financial Progress and Grievance Redress

### Monitoring Indicators for Physical Progress

Sl. No	Monitoring Indicators	Implementation Target	Revised Implementation Target	Progress this Month	Cumulative Progress	% against Revised Implementation Target
1	Land acquired – private (acre)					
2	Land transferred – government (acre)					
3	Compensation for land (INR)					
4	Compensation for structure					
5	Preparation and dissemination of leaflets to various stakeholders					
6	Preparation and approval of plans					
7	Number of joint bank accounts opened					
8	Issuance of identity cards					
9	Submission of monthly progress reports					
10	Shifting allowance for all affected categories					
11	Livelihood Restoration Allowance for affected categories					
12	Vulnerable groups					
13	Community Assets					

### Monitoring Indicators for Financial Progress

Sl. No	Category	Estimated Cost (INR)	Progress this month
1	Land Acquisition		
2	R&R Assistance		
3	NGO Services and M&E Services		

### Monitoring of Grievance Redress

Sl. No	Particulars	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
1	No. of cases referred to GRC				
2	No. of cases settled by GRC				
3	No. of cases pending with GRC				
4	Average time taken for settlement of cases				
5	No. of GRC meetings				
6	No. of PAPs moved court				
7	No. of pending cases with the court				
8	No. of cases settled by the court				

Illustration of Evaluation Indicators-Mehsana-Palanpur Corridor

Indicators	Pre Project Baseline	Mid Term Evaluation	End Project Evaluation
<b>ECONOMIC</b>			
Below Poverty Line	Total BPL (residential, commercial) – 24 out of 94 (25%) BPL within commercial – 10 out of 24 (42%) BPL within residential and mixed– Nil		
Household income (Annual)	< Rs. 24000 = 0 out of 94 (0%) Rs. 24001-60000 = 4 out of 94 (4%) Rs. 60001-96000 = 10 out of 94(11%) Rs. 96001-132000 = 12 out of 94 (13%) Rs. 132001-168000= 18 out of 94 (19%) > Rs. 168001 = 50 out of 94 (53%)		
Occupation	Business/Trade – 192 out of 512 (37%) Private service – 9 out of 512 (1.75%) Agriculture labour – 86 out of 512 (17%)		
Average household expenditure	Food (monthly) – Rs.5875 Education (monthly) – Rs.3000 Health (monthly) – Rs.2100 Local travel (monthly) – Rs.1300		
Percentage of earning women	18 earning women out of 170 women age between 20 to 60 (11%)		
Average monthly earning of women	Rs. 15000 (average monthly earning of 18 earning women)		
<b>ASSET OWNERSHIP</b>			
Ownership of household assets	Television – 69 out of 94 (73% ) Refrigerator –67 out of 94 (71%) 2-wheeler – 69 out of 94 (73%) 4-wheeler – 33 out of 94 (35%) Telephone – 90 out of 94(96%) Washing Machine – 28 out of 94 (30%) Computer – 30 out of 187 (16%)		