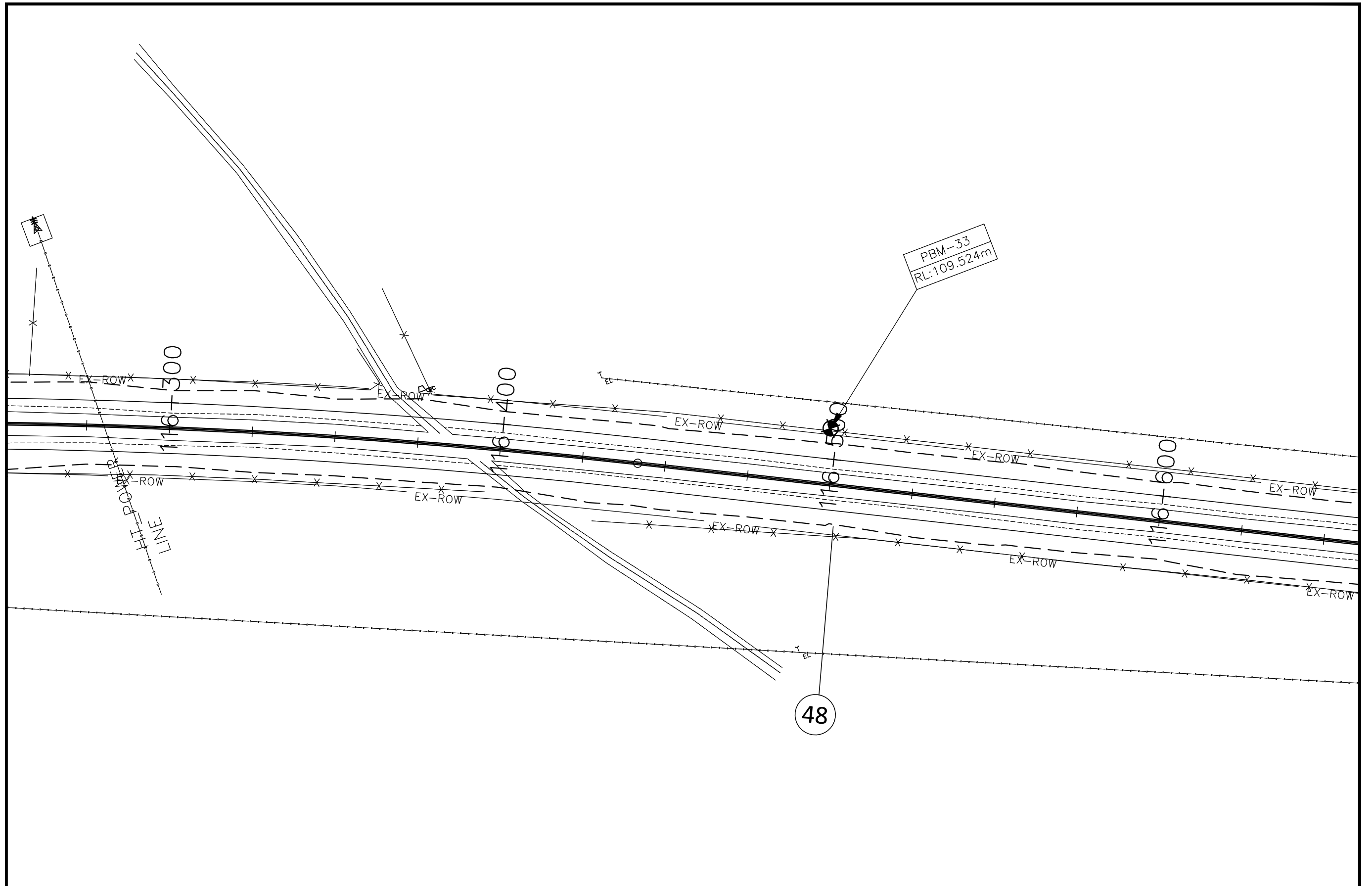


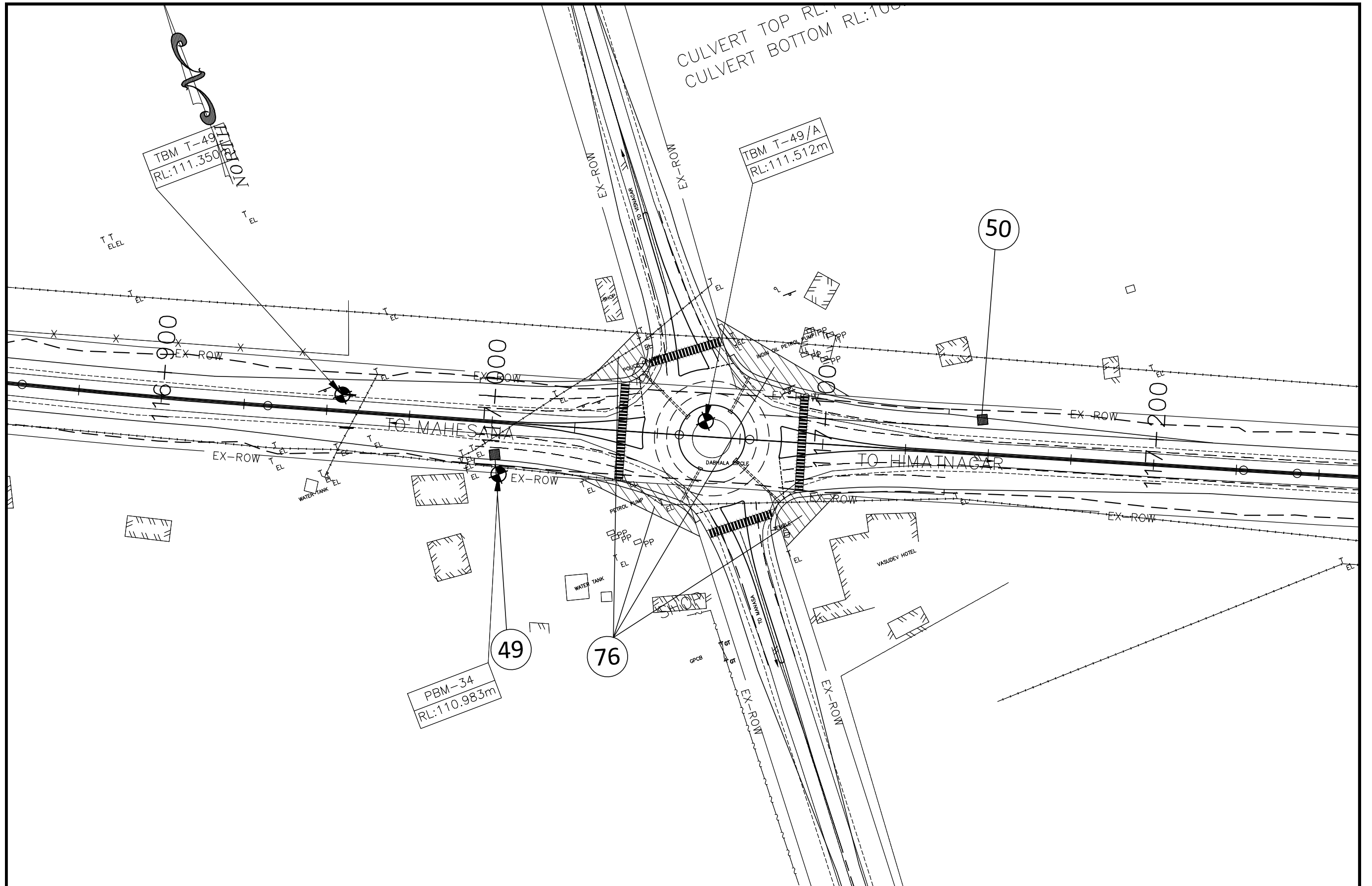
GUJARAT STATE HIGHWAY PROJECT - II

APPENDICES (PART-3)

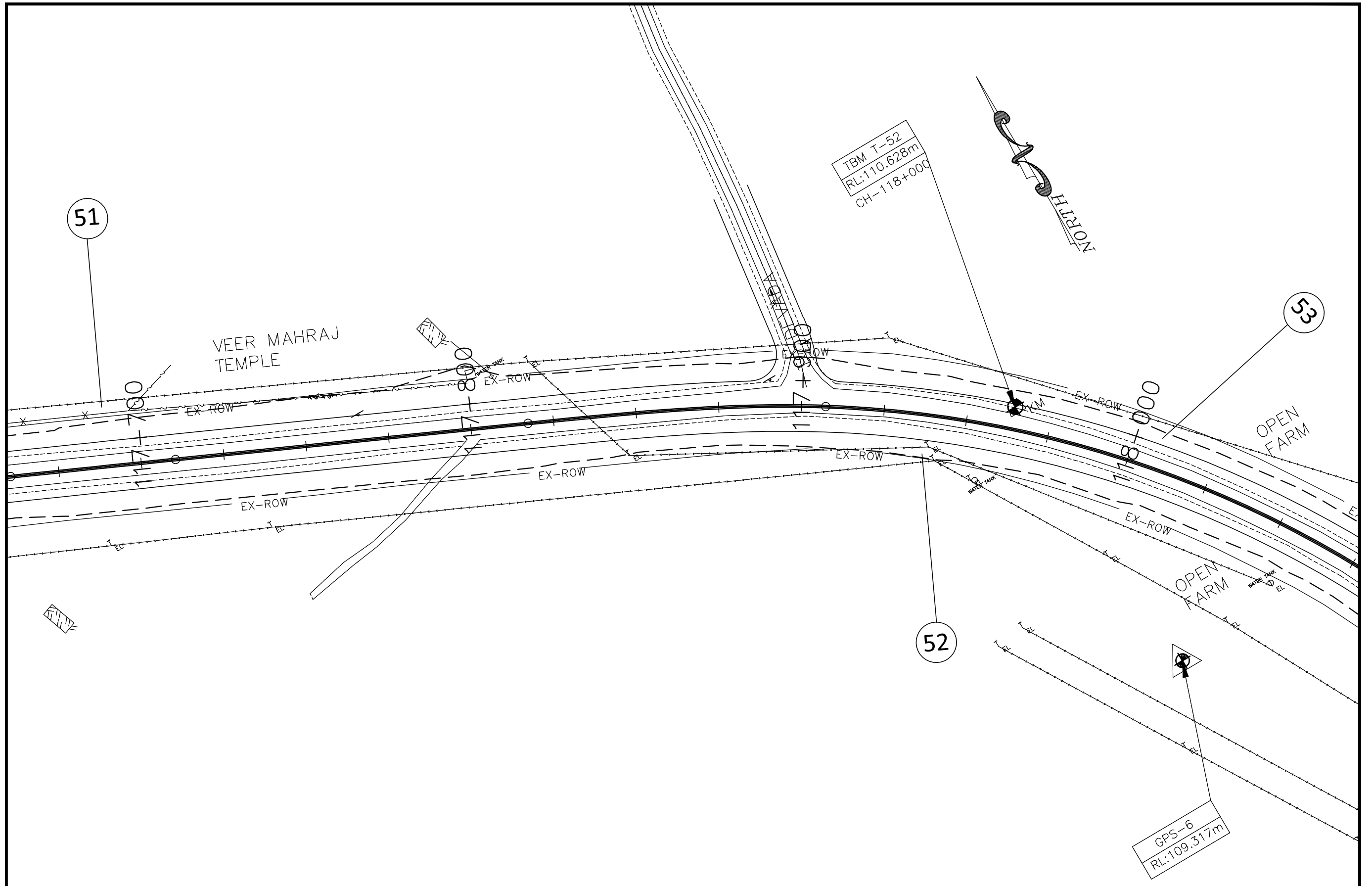
19TH JULY, 2013



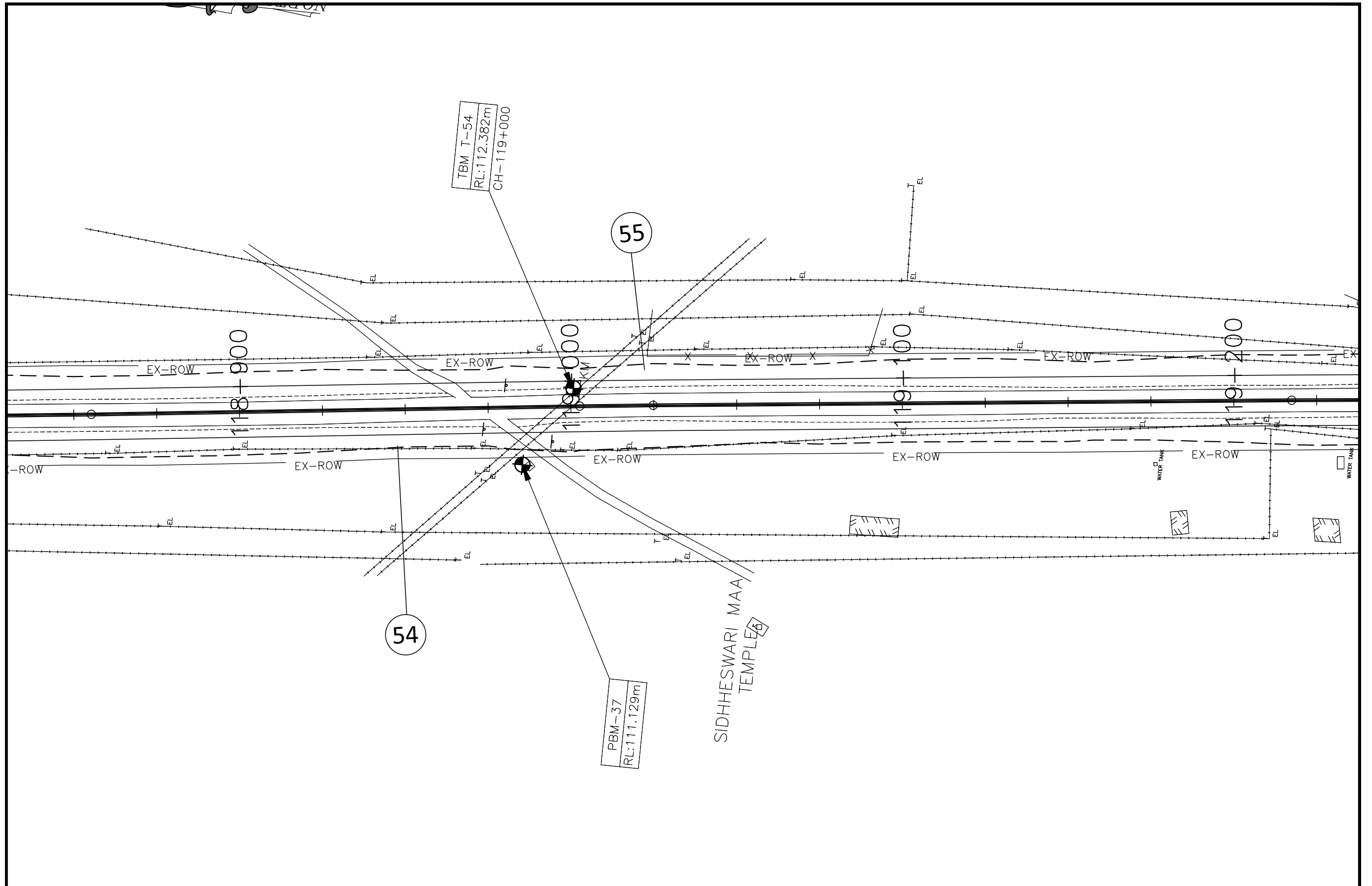
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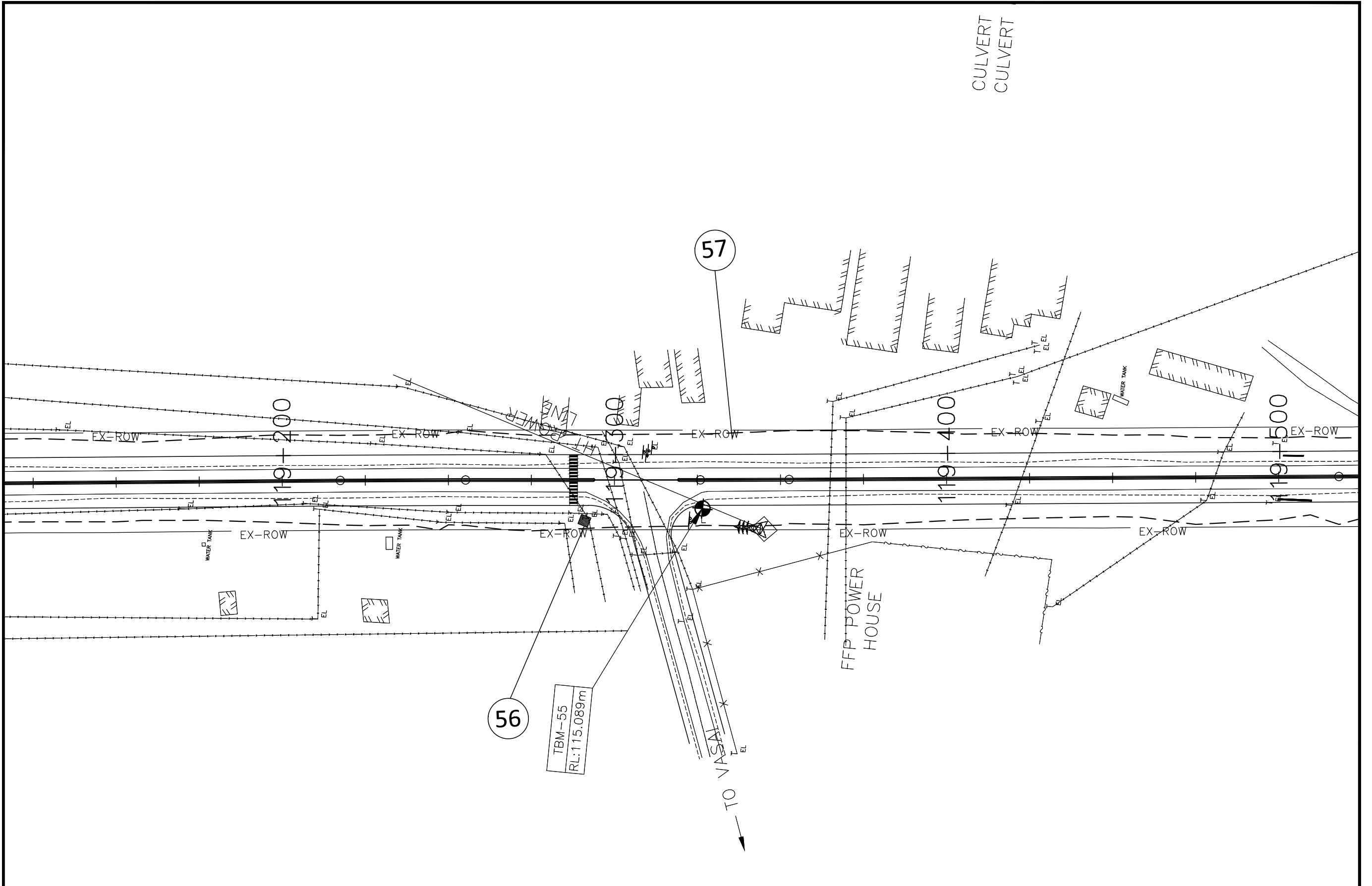
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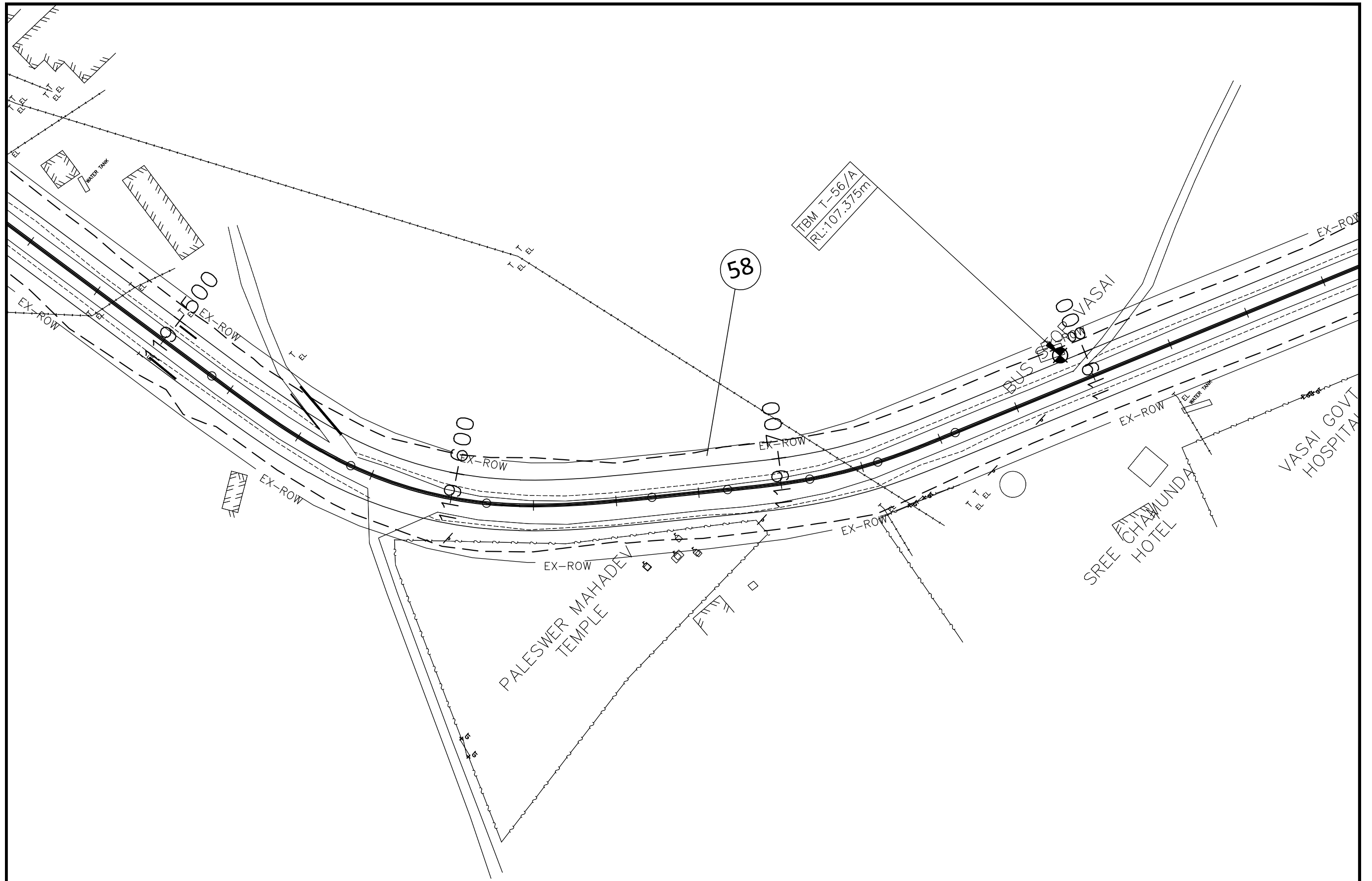
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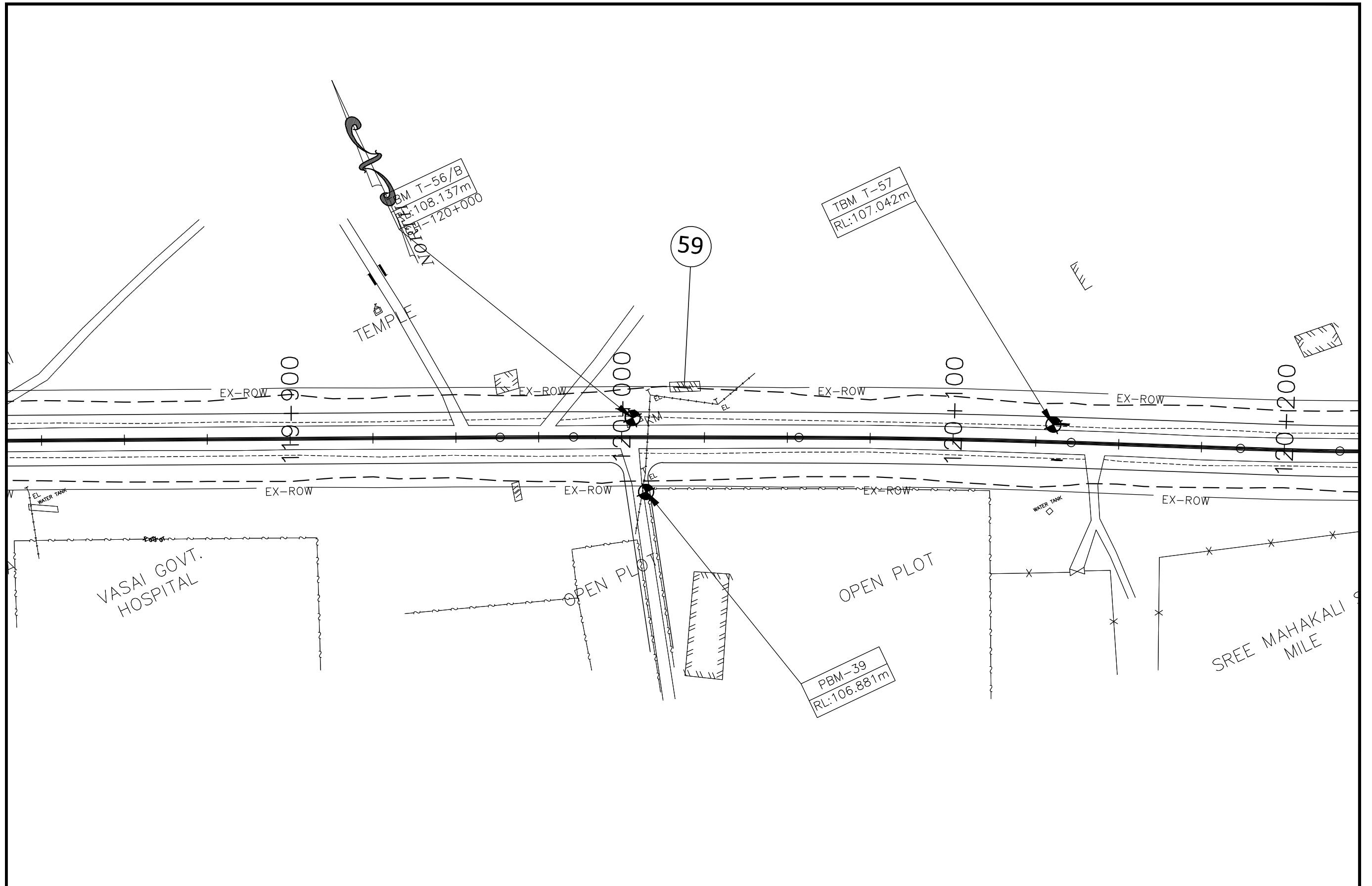
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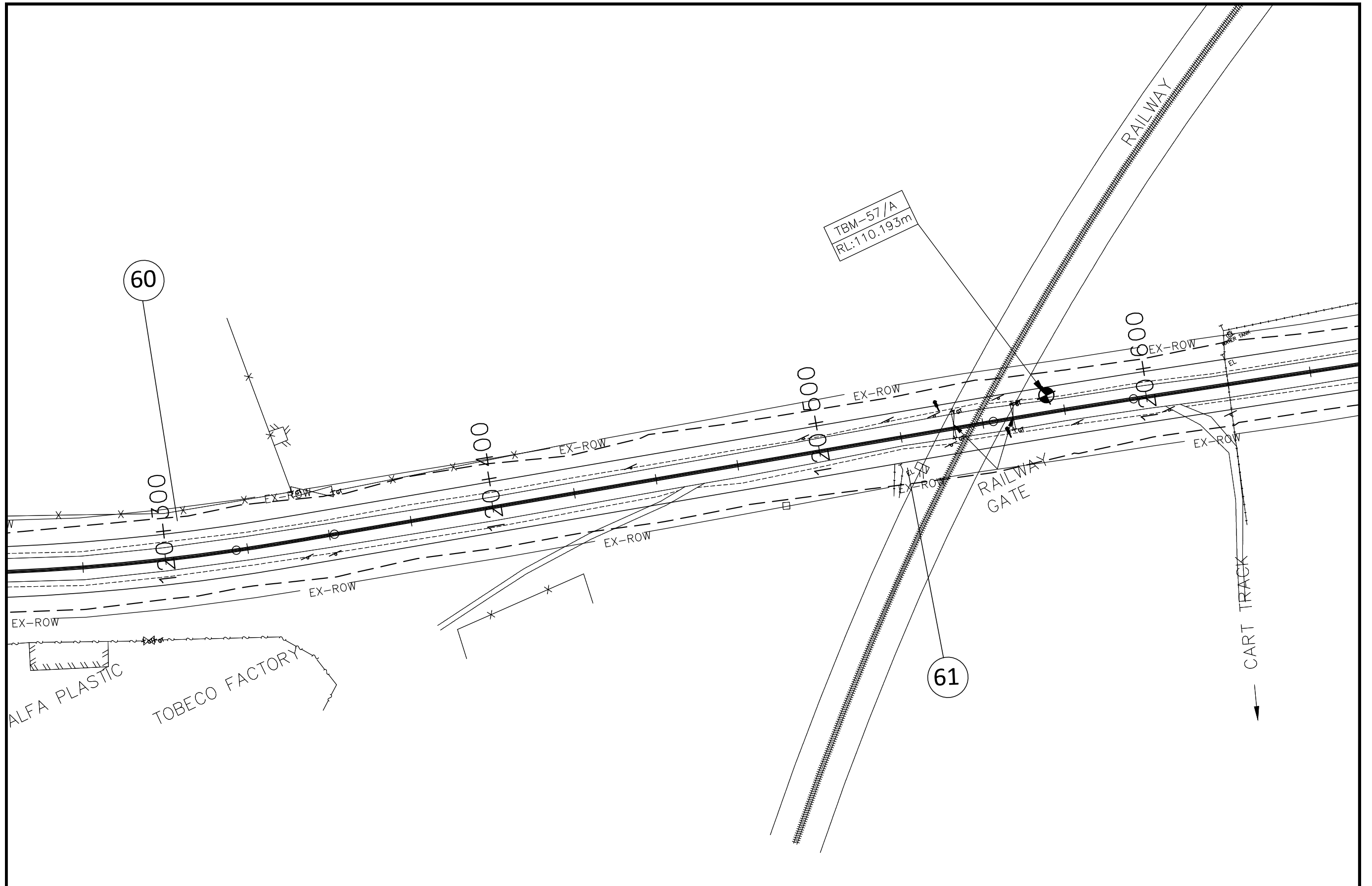
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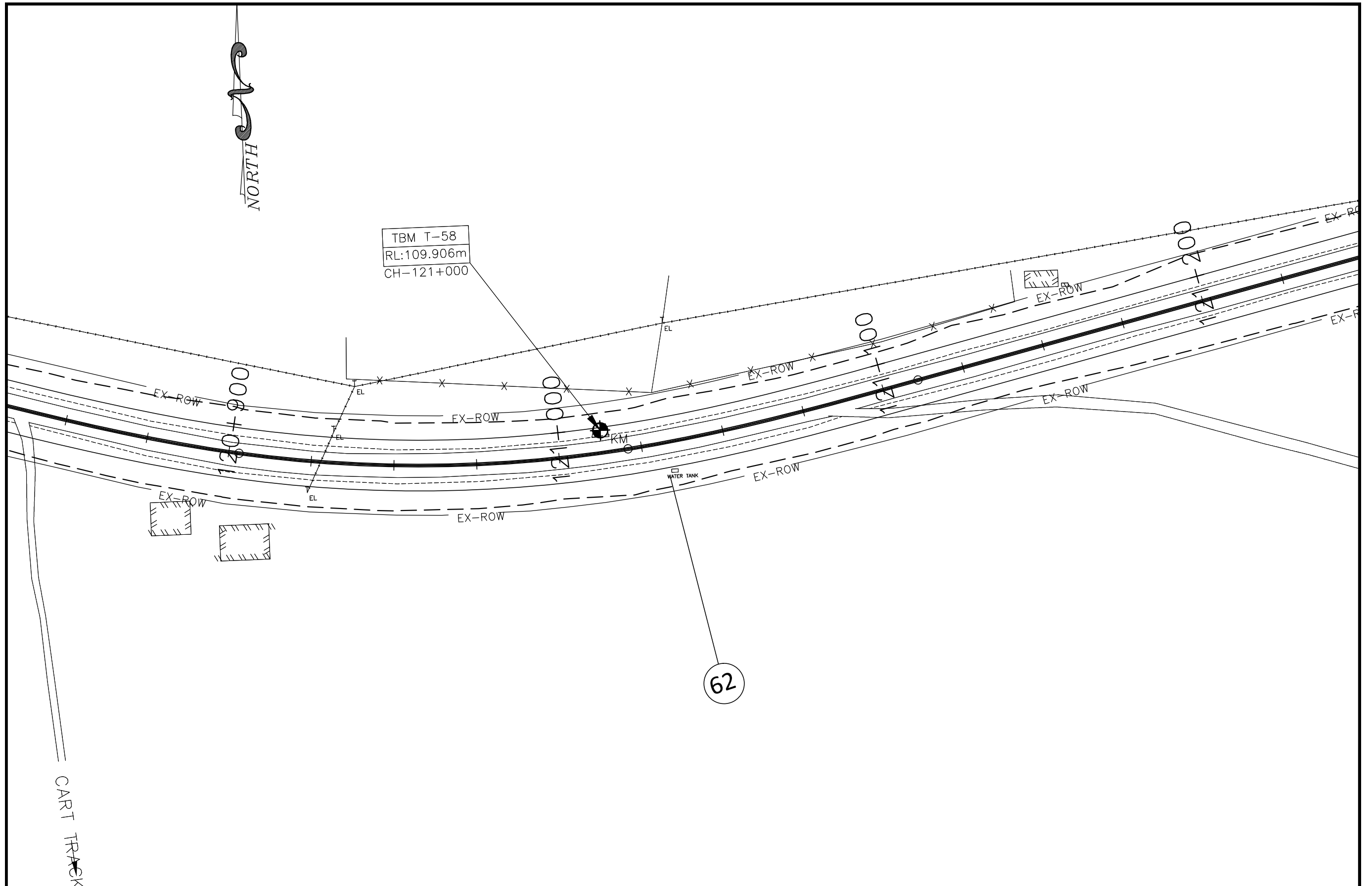
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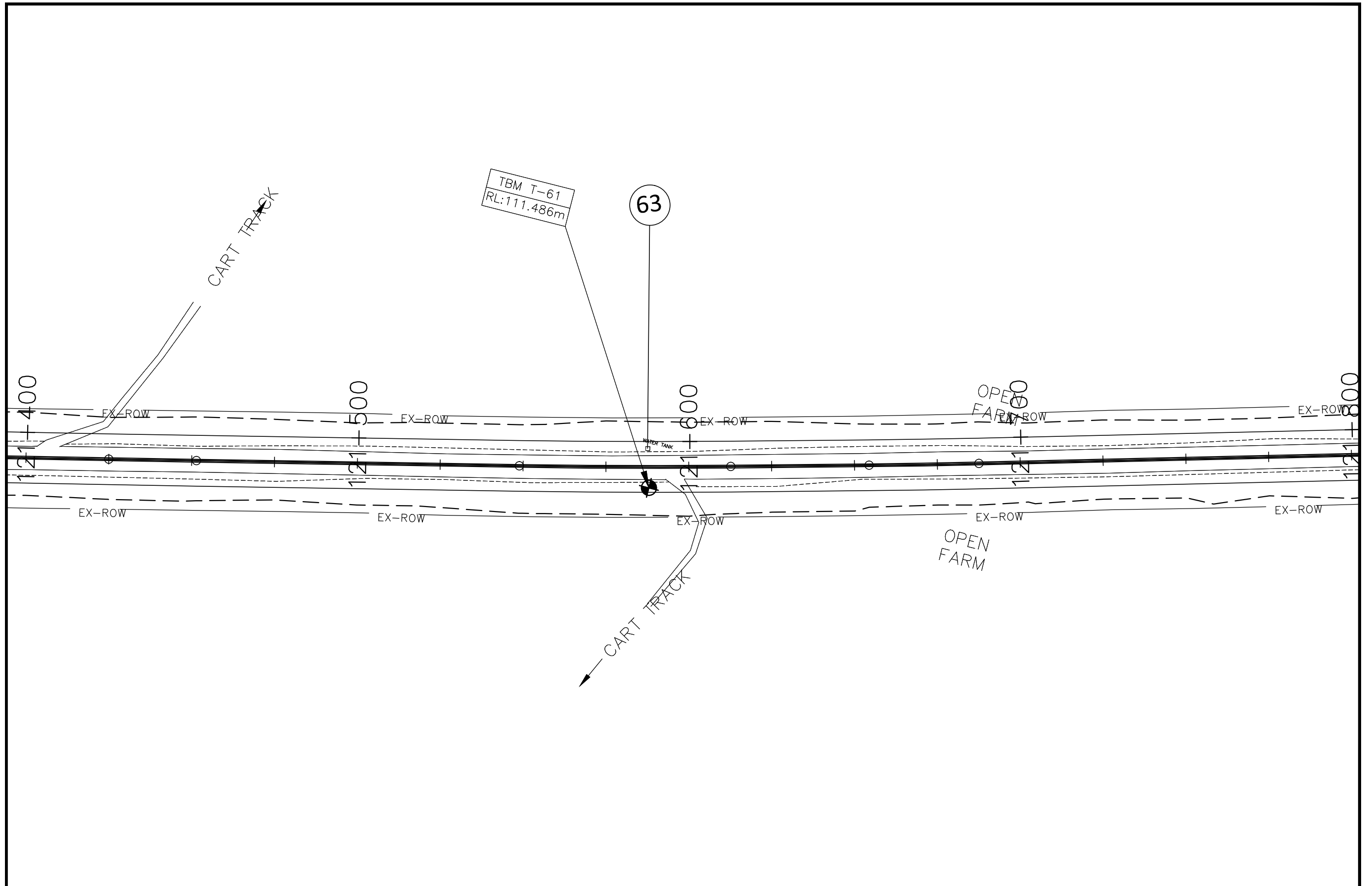
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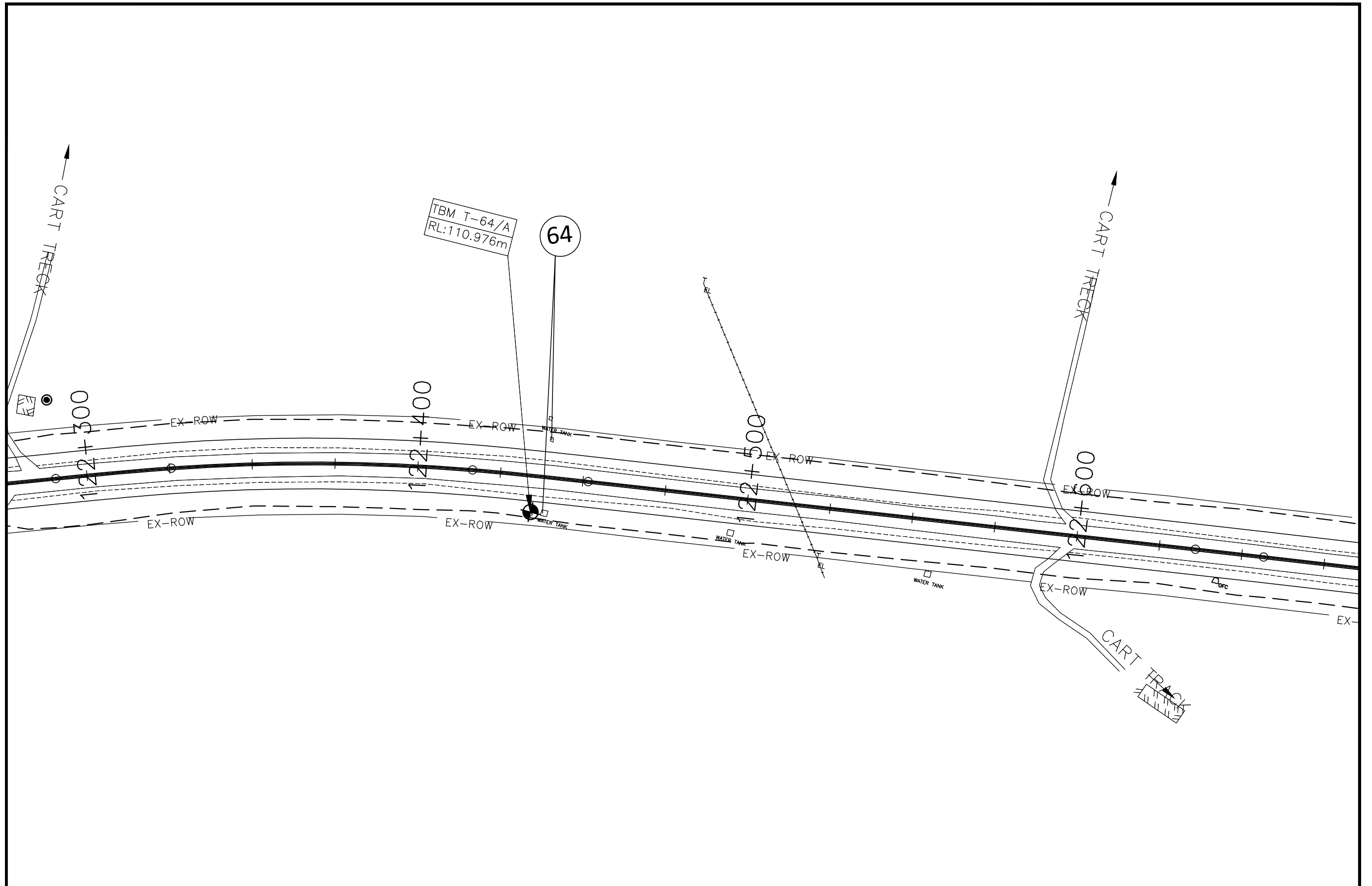
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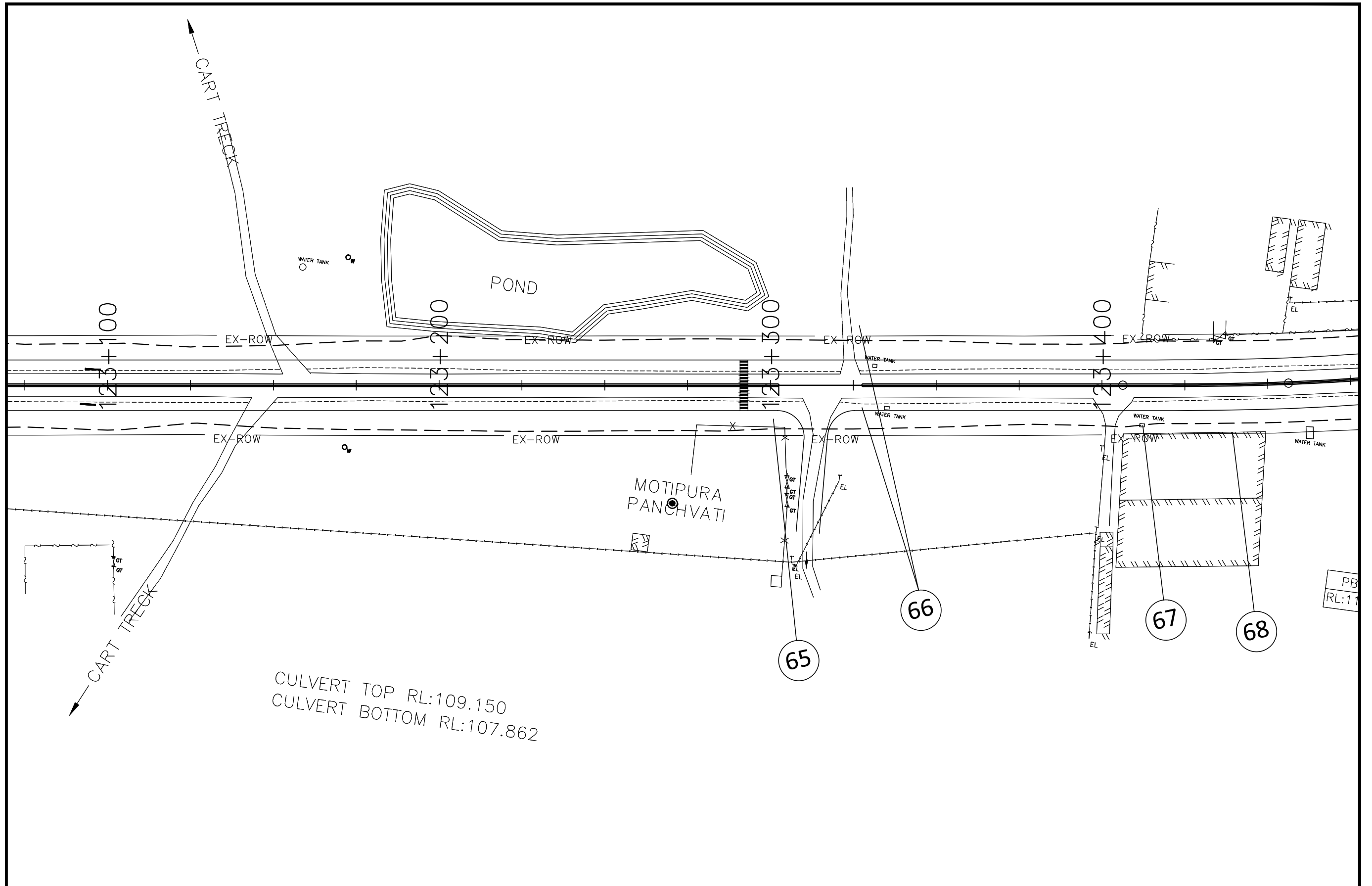
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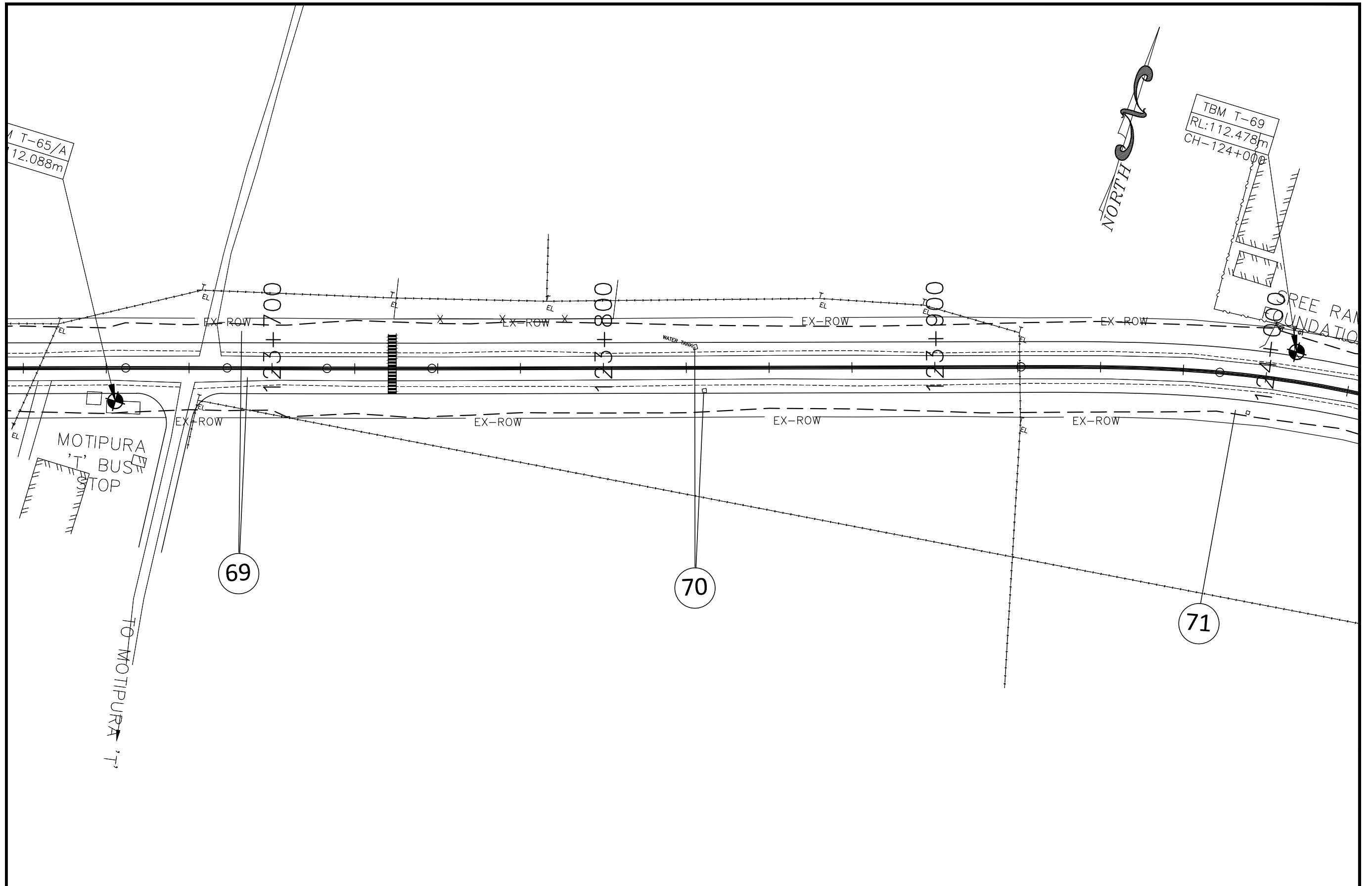


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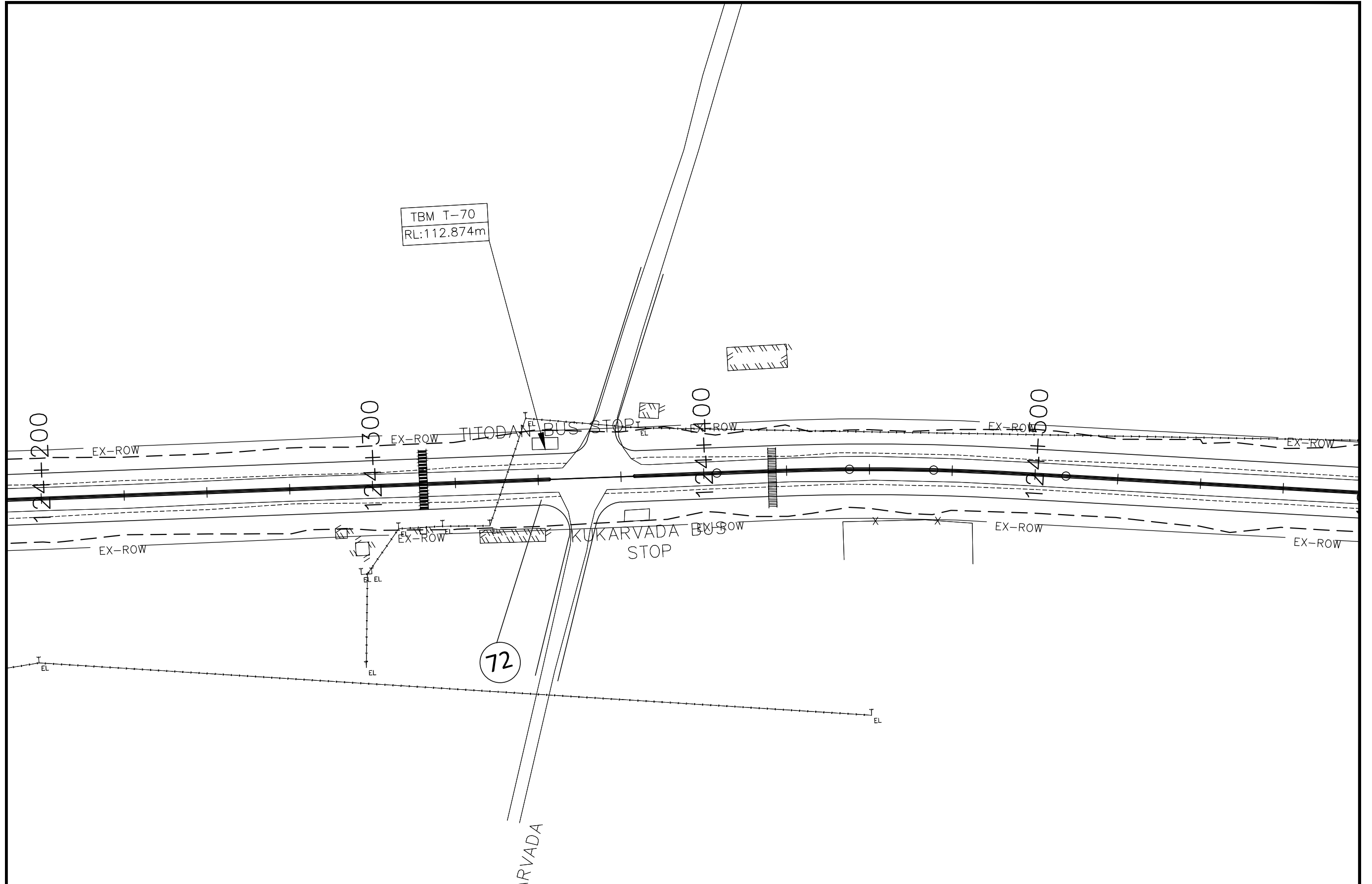


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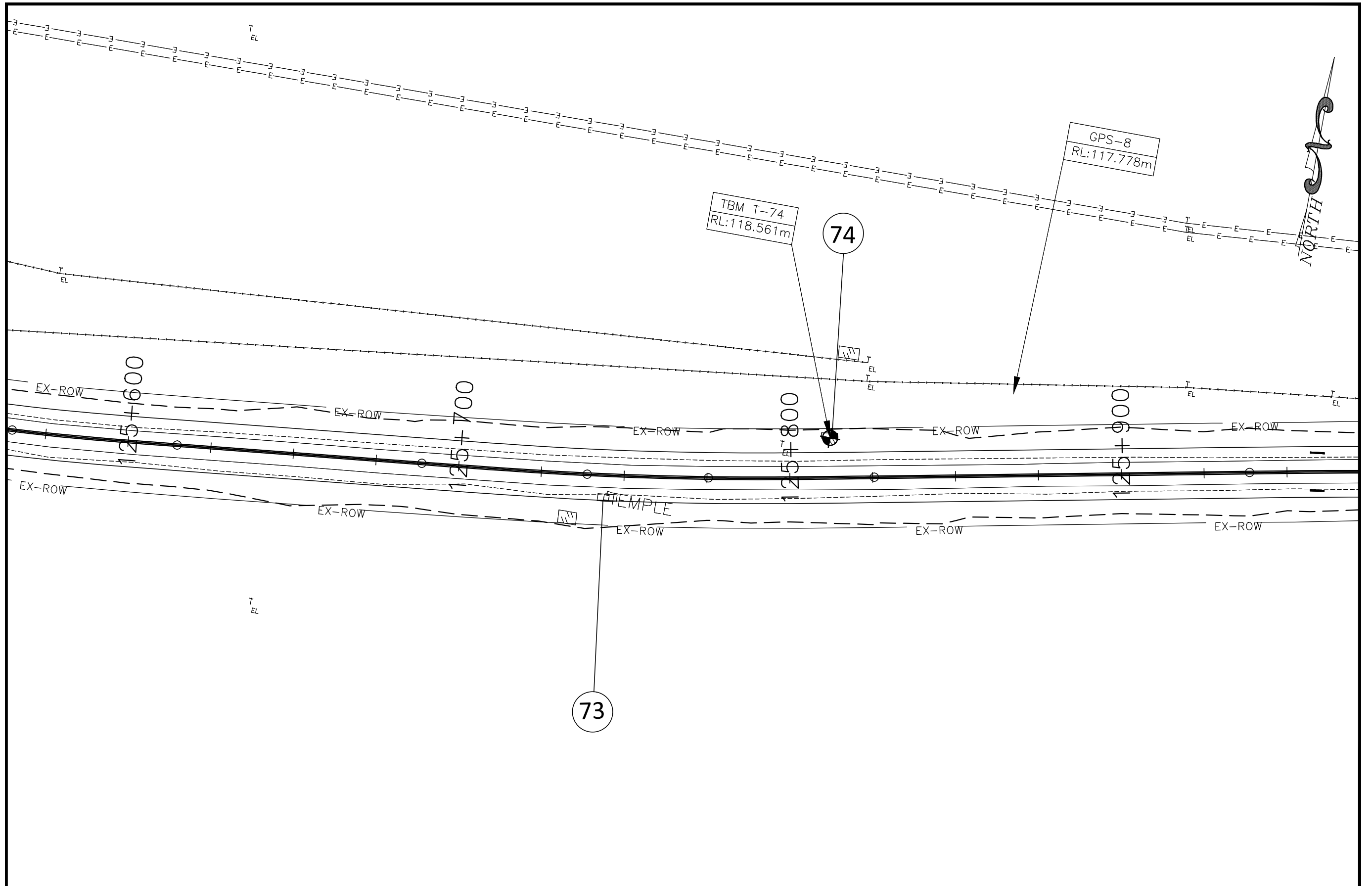
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TIJODAN BUS STOP

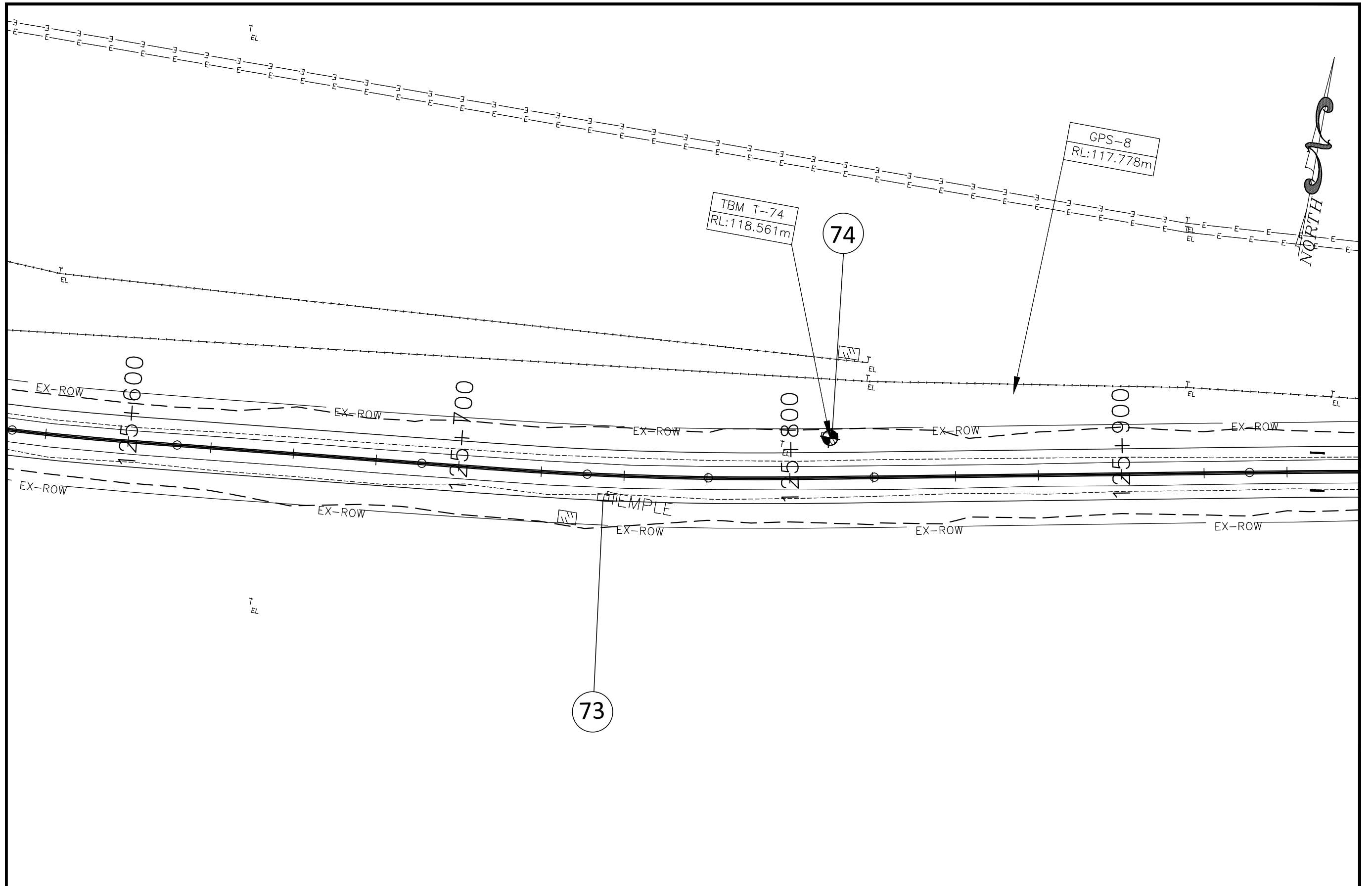
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RVADA

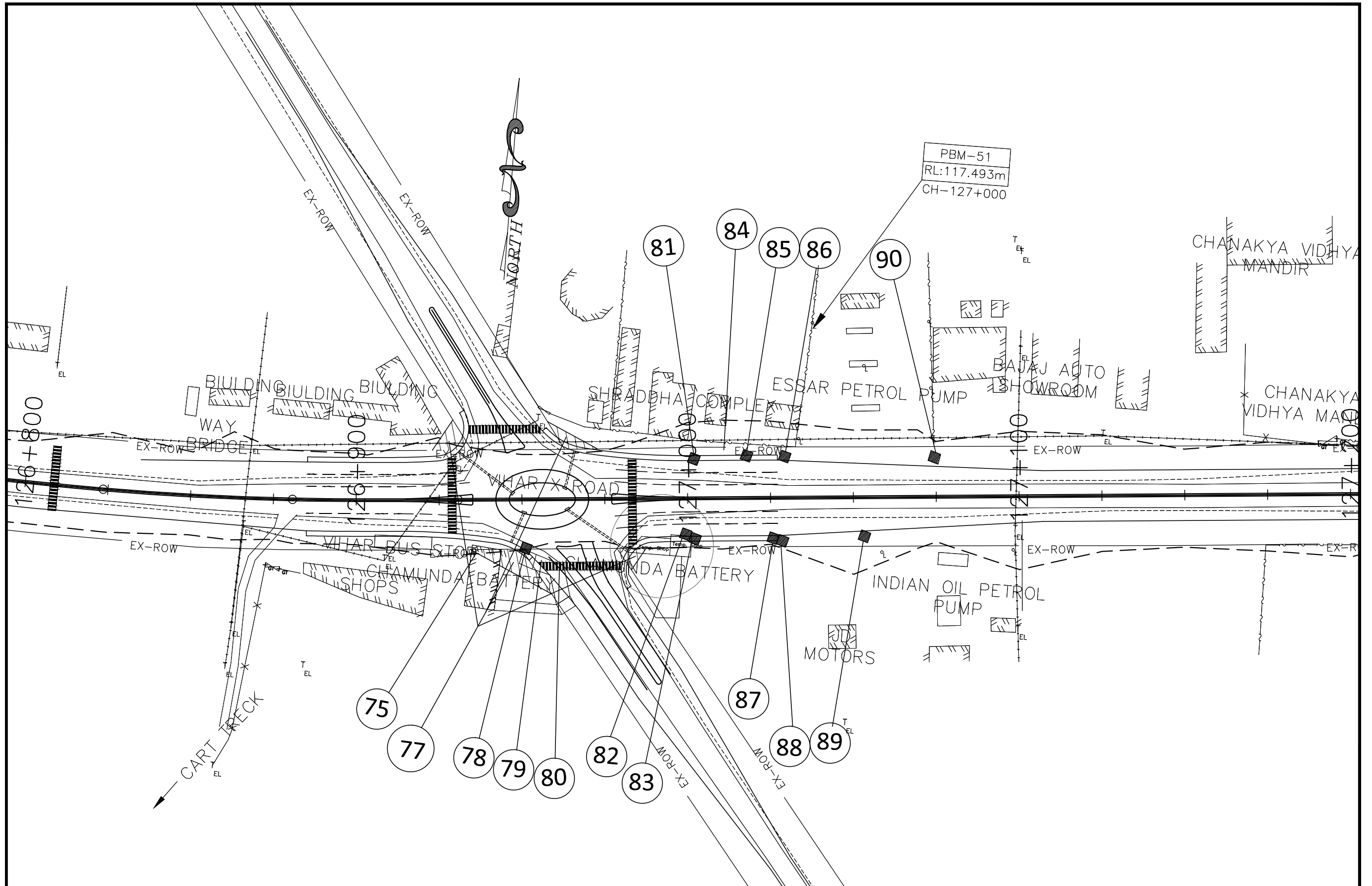
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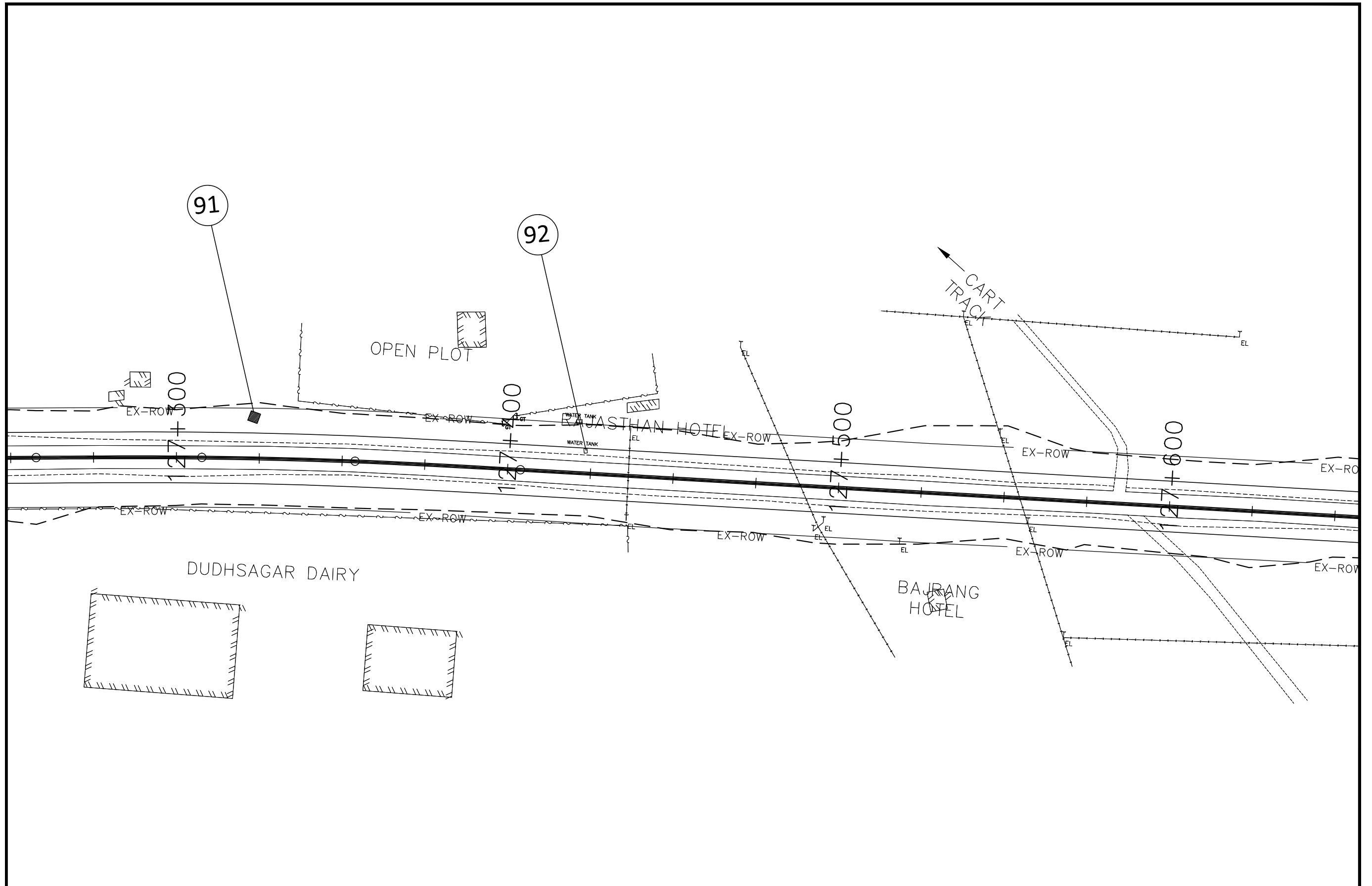
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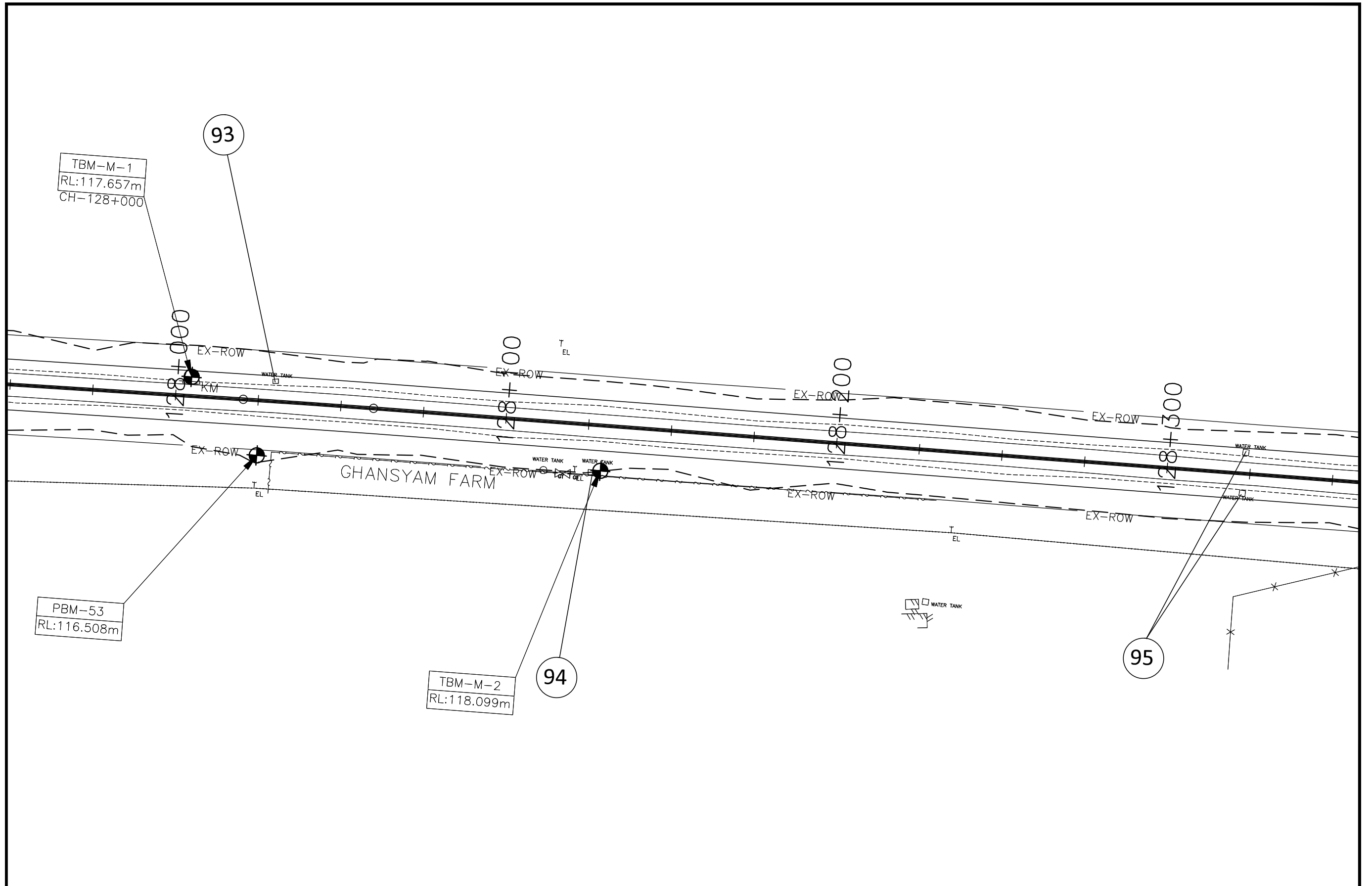
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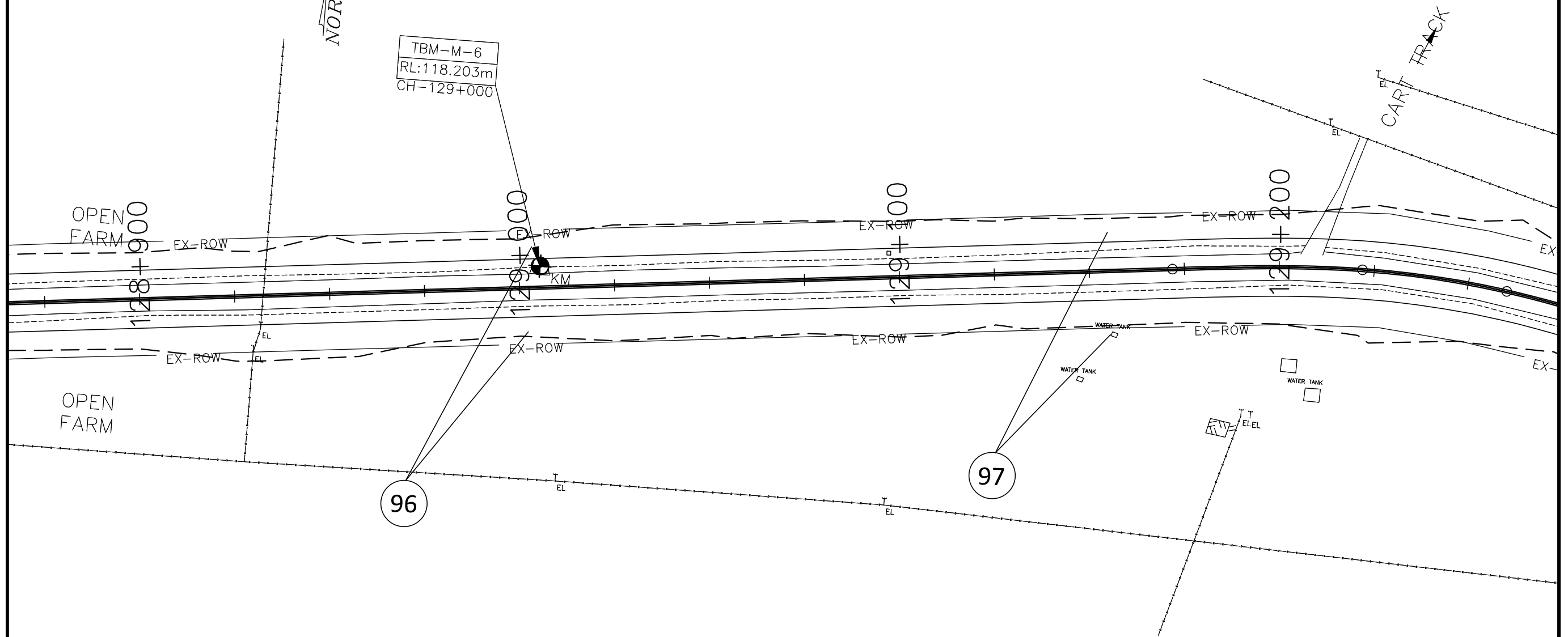


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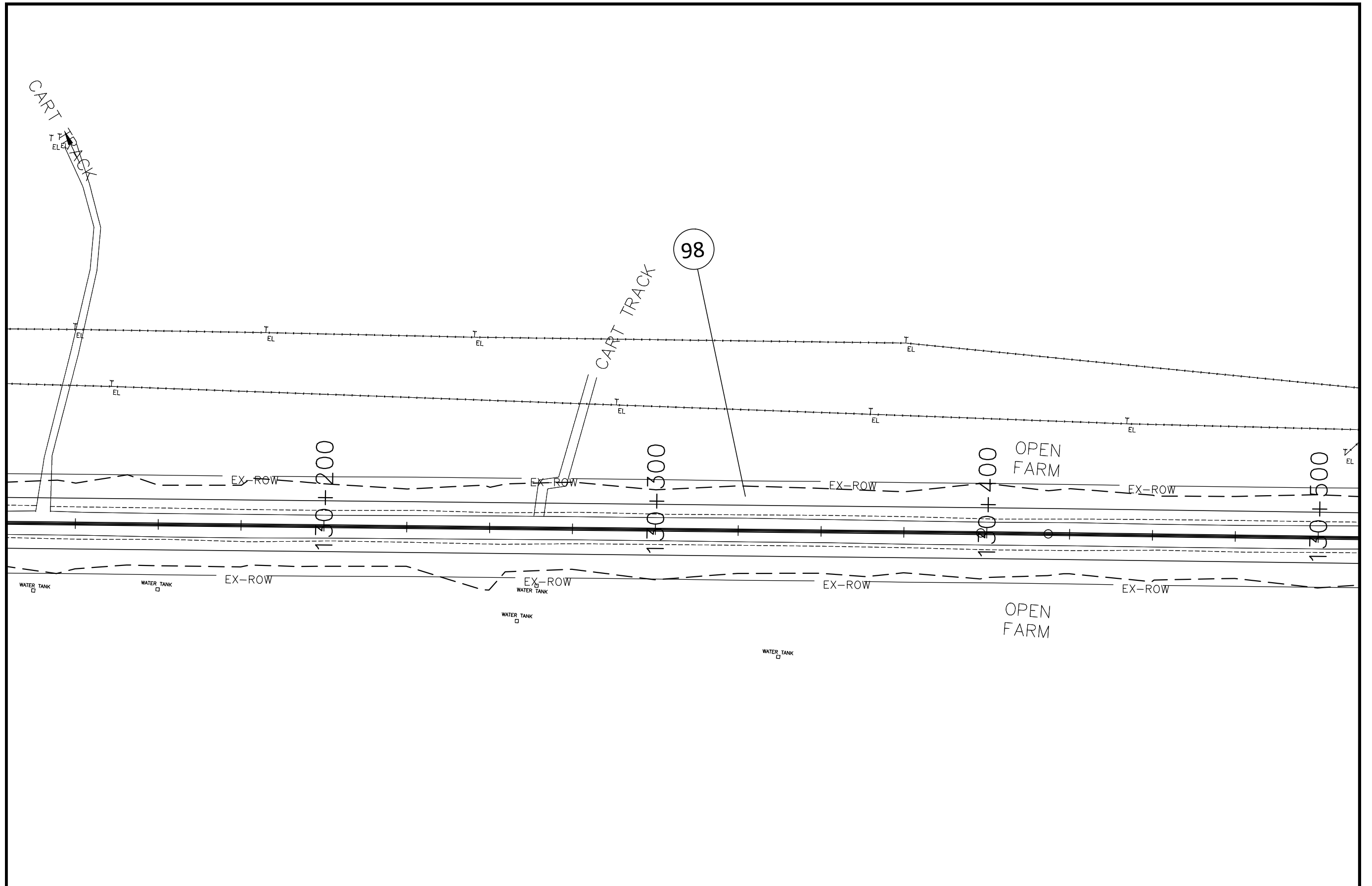
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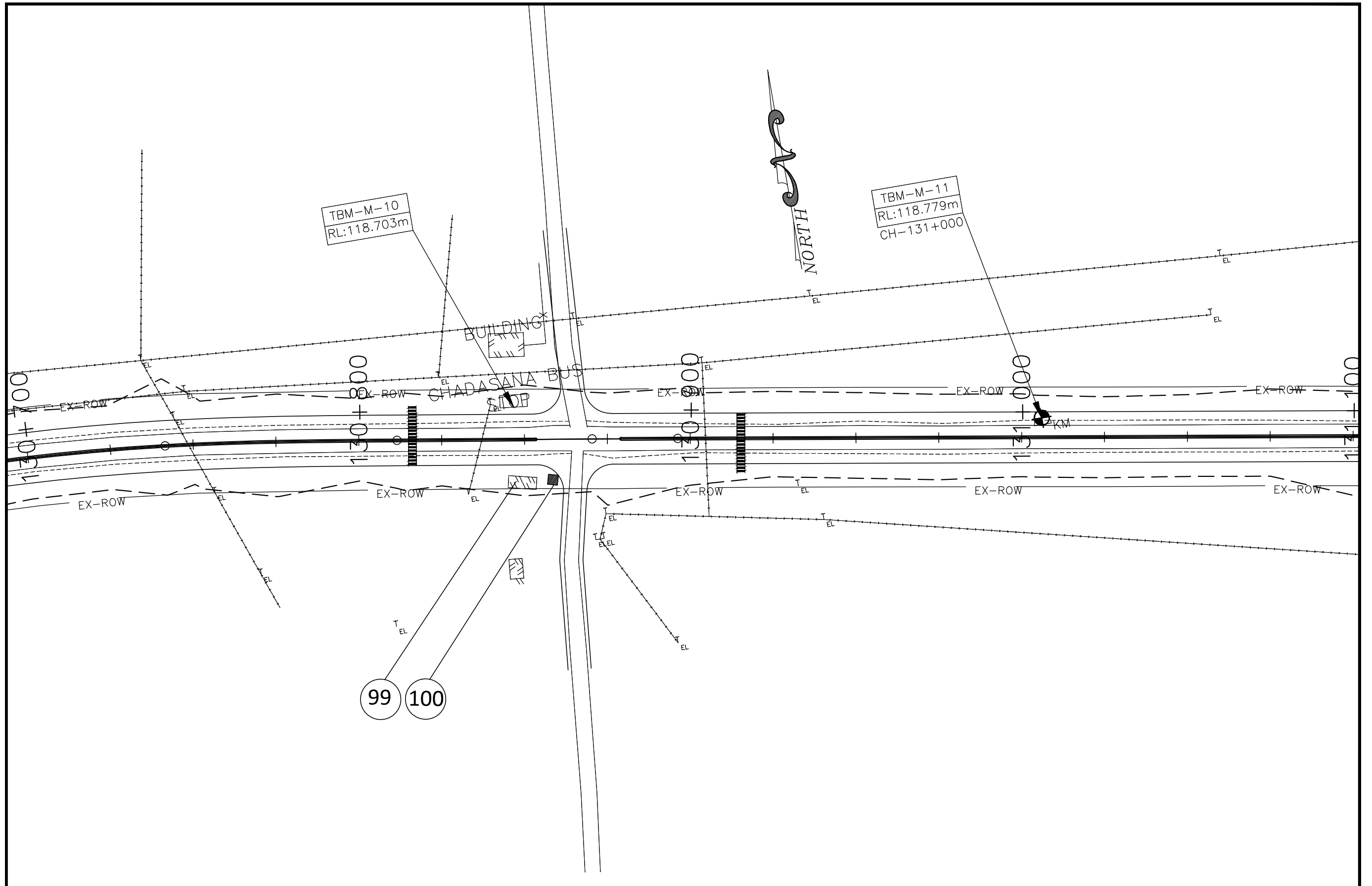
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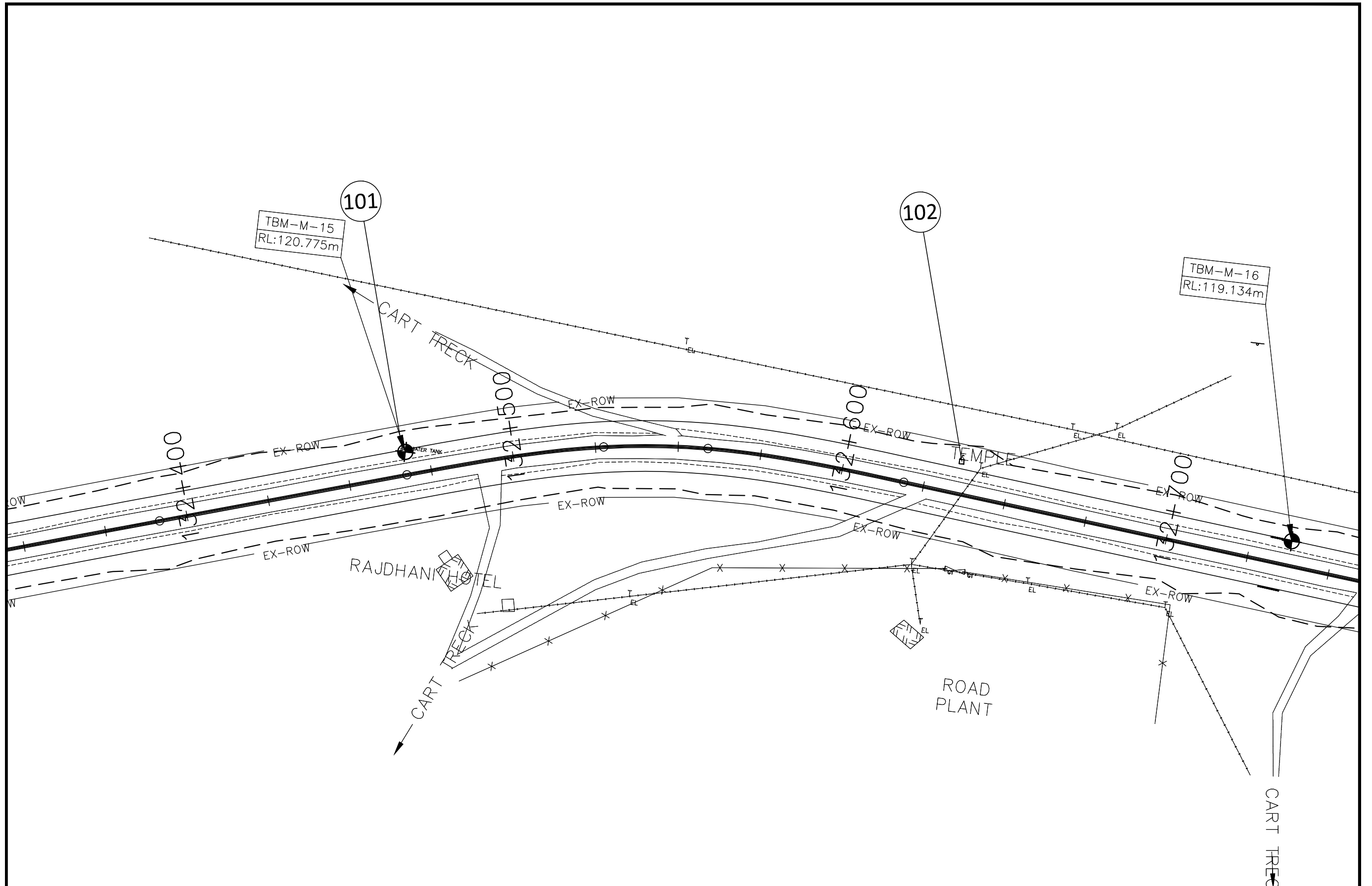
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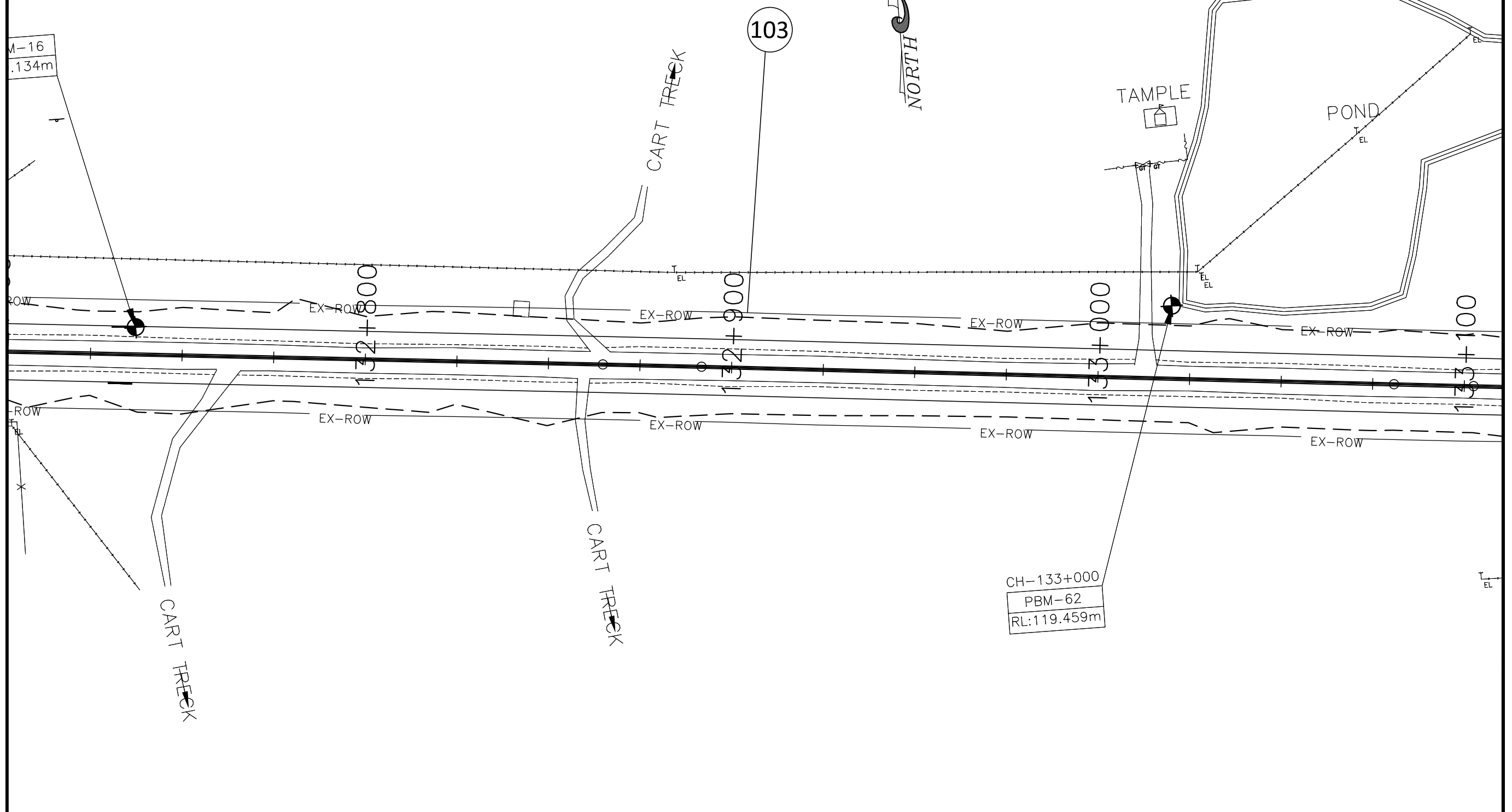


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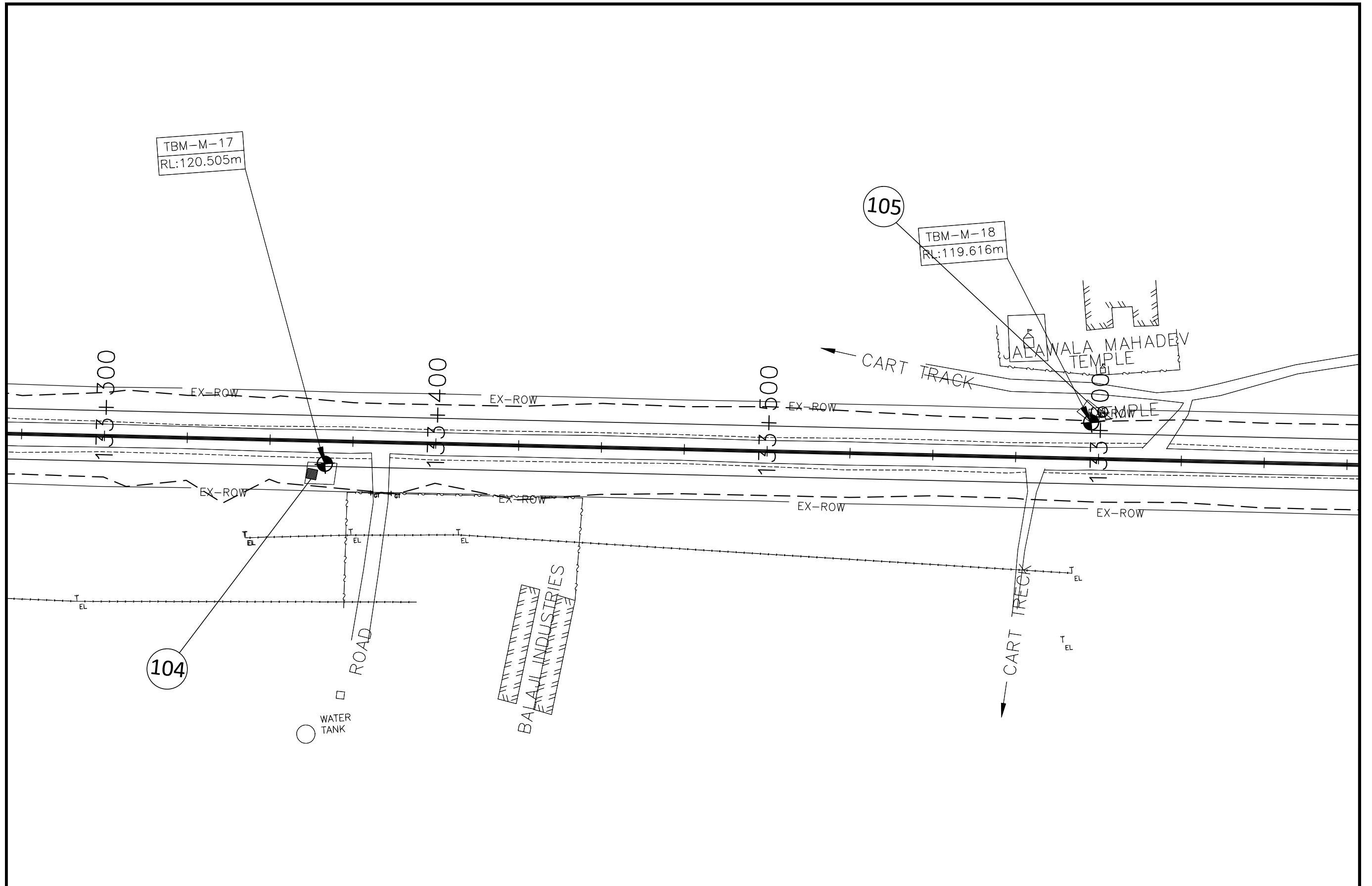


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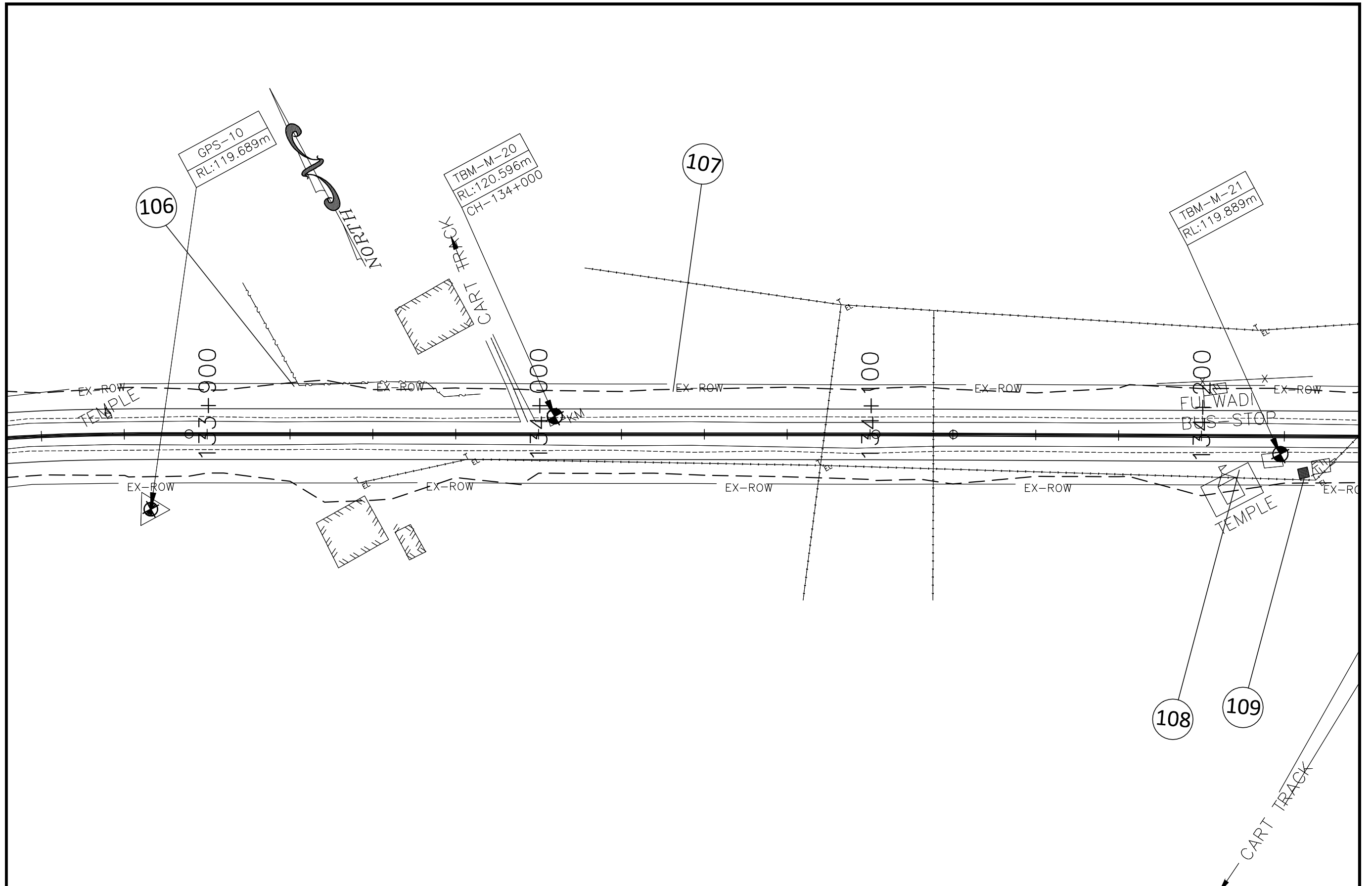
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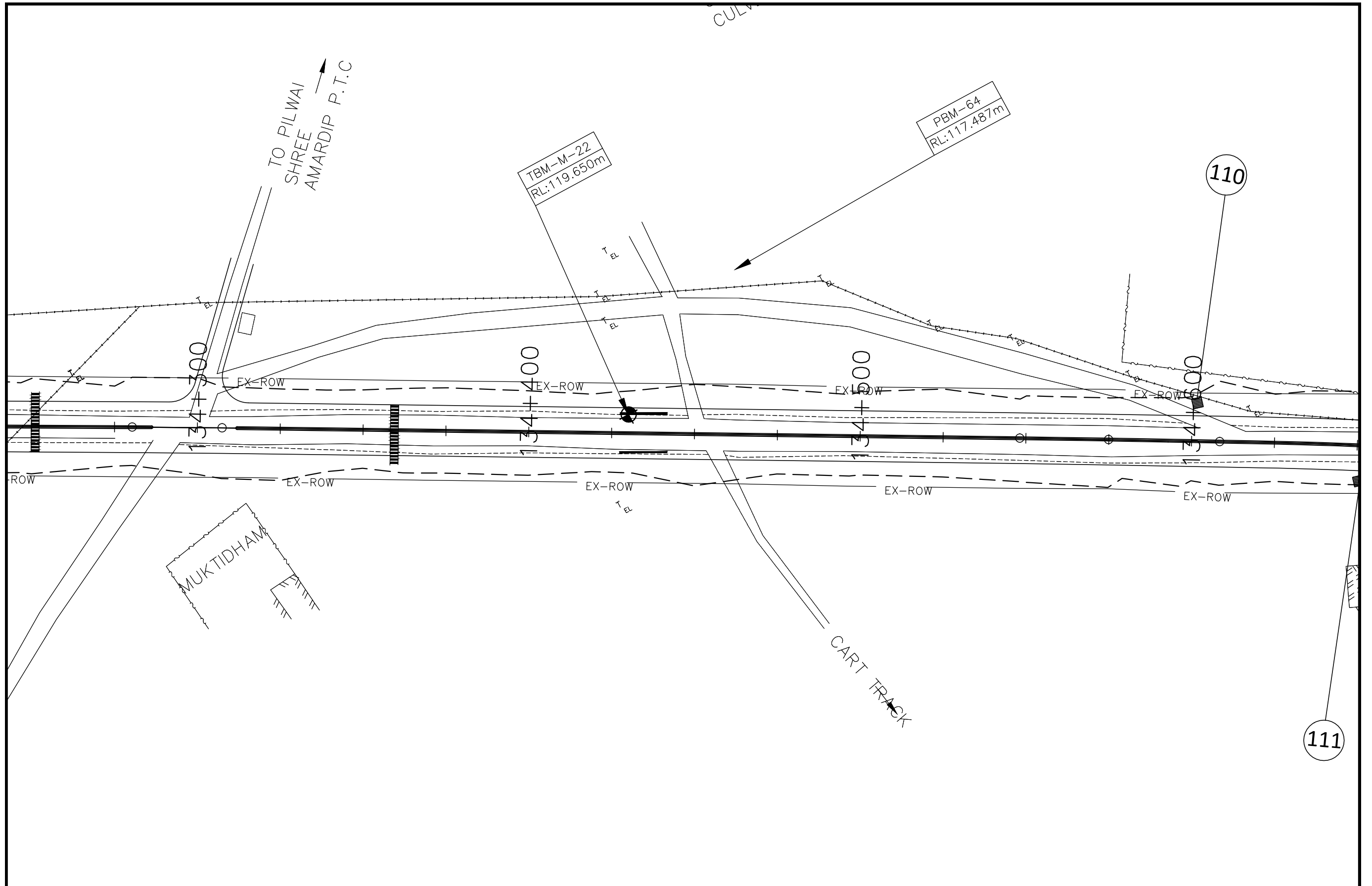
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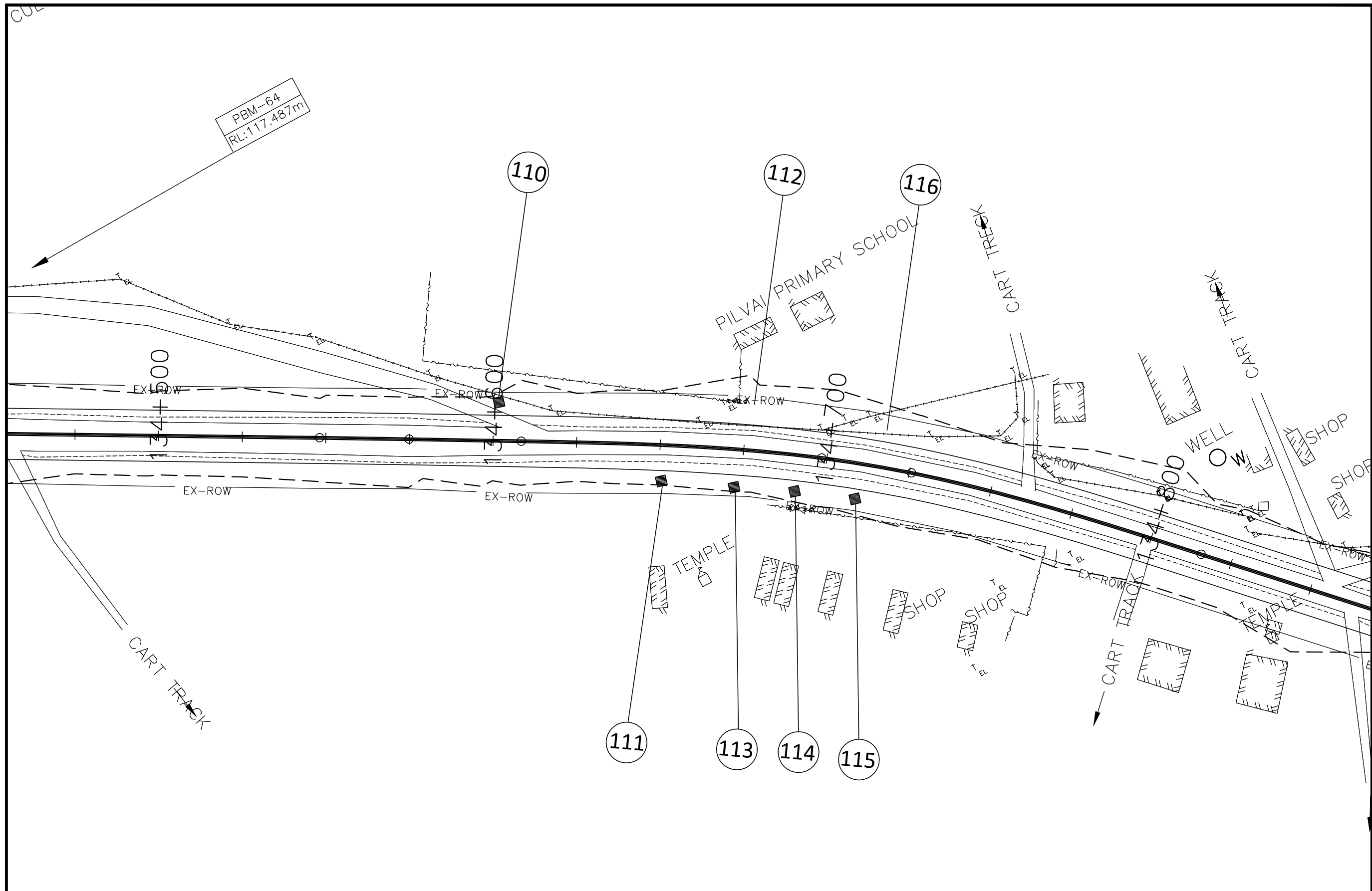
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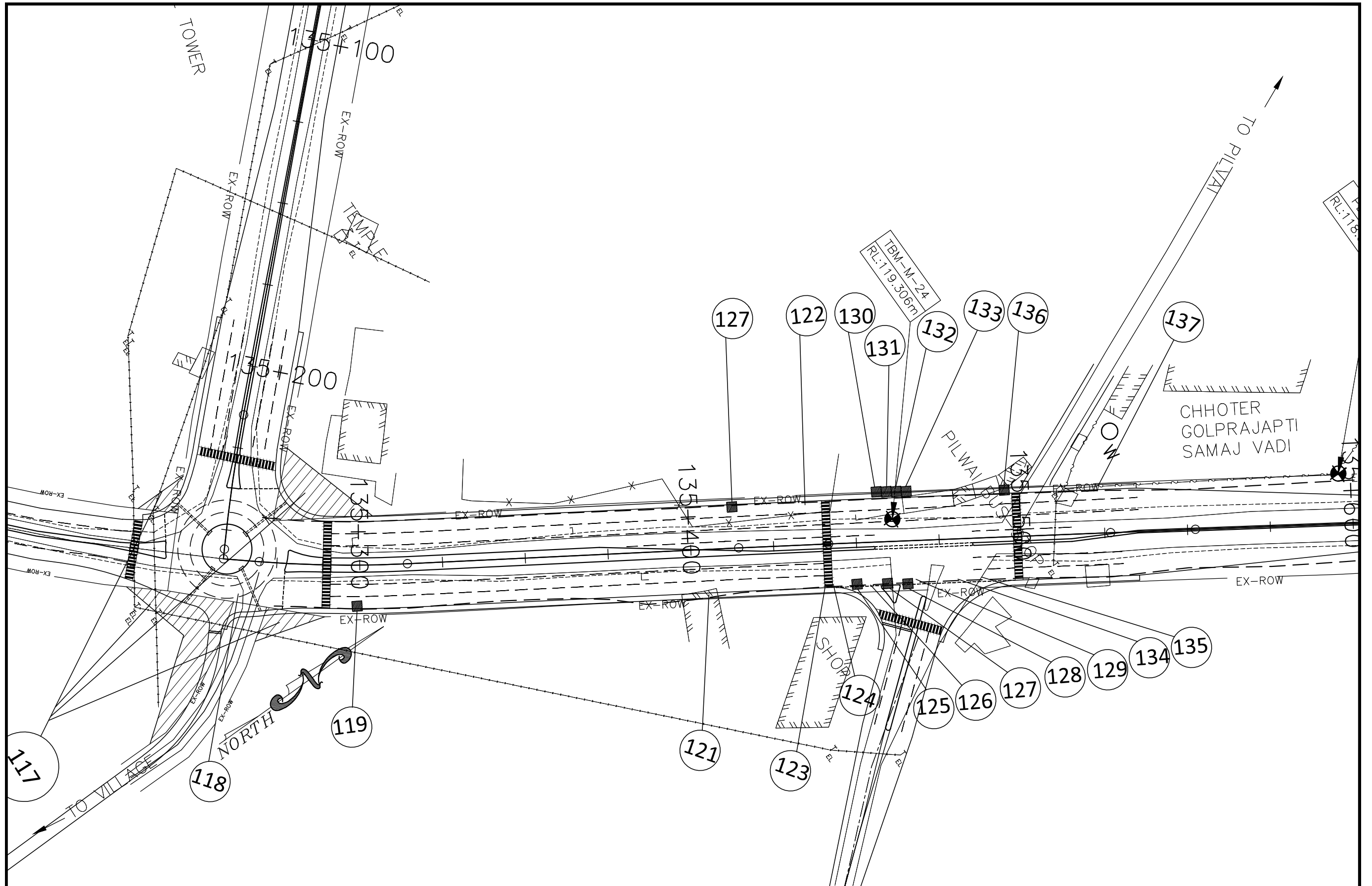
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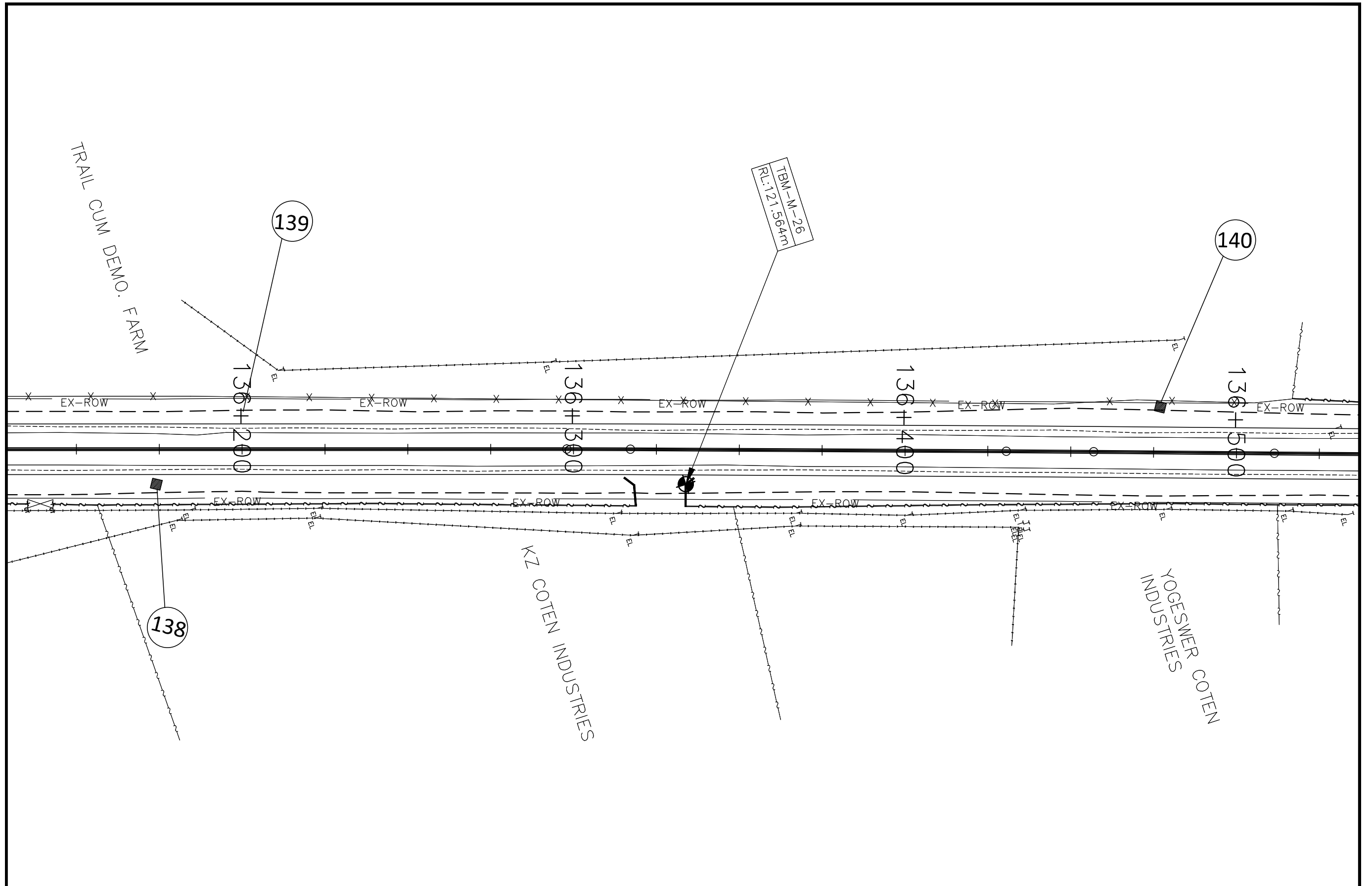
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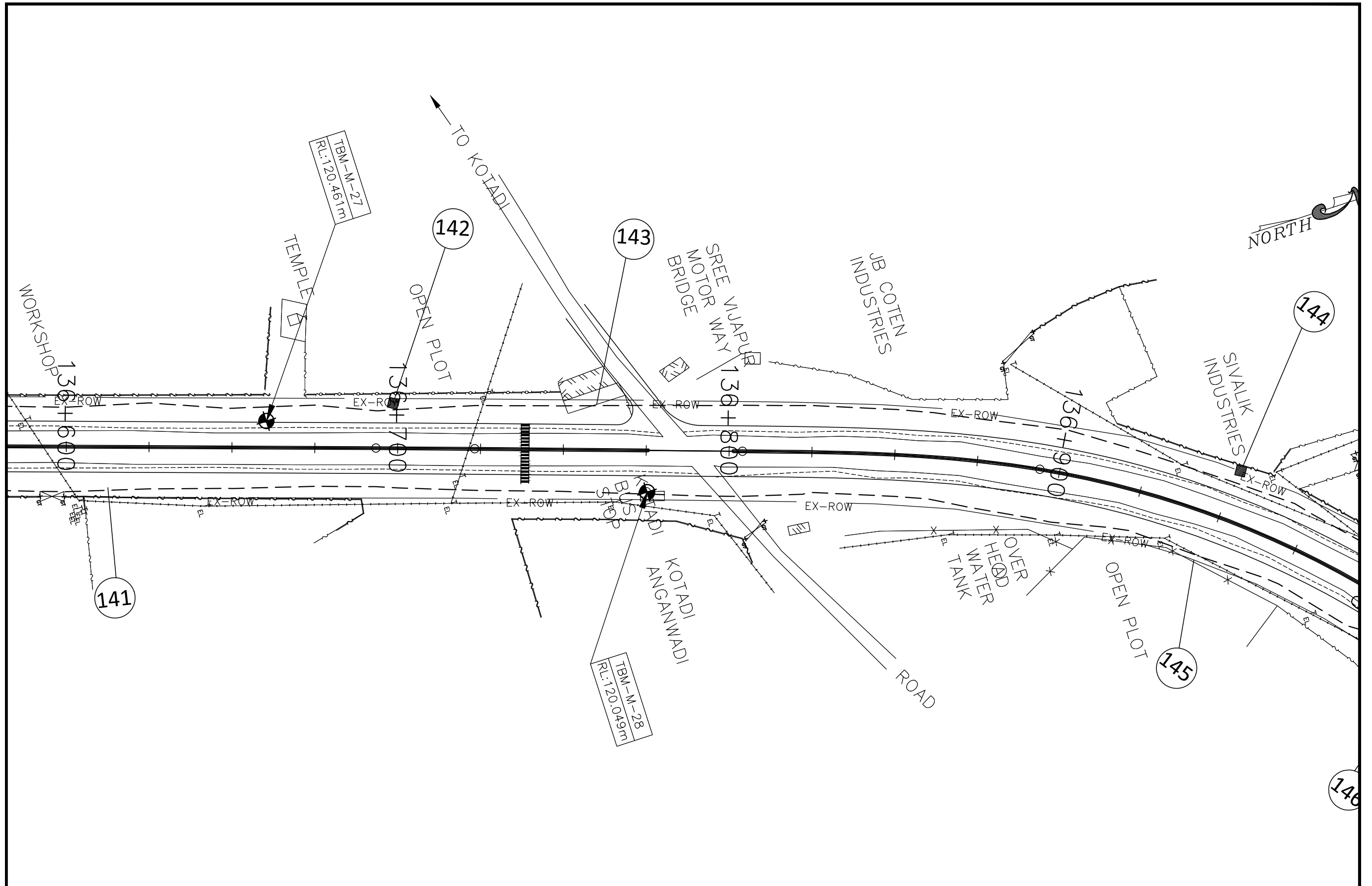
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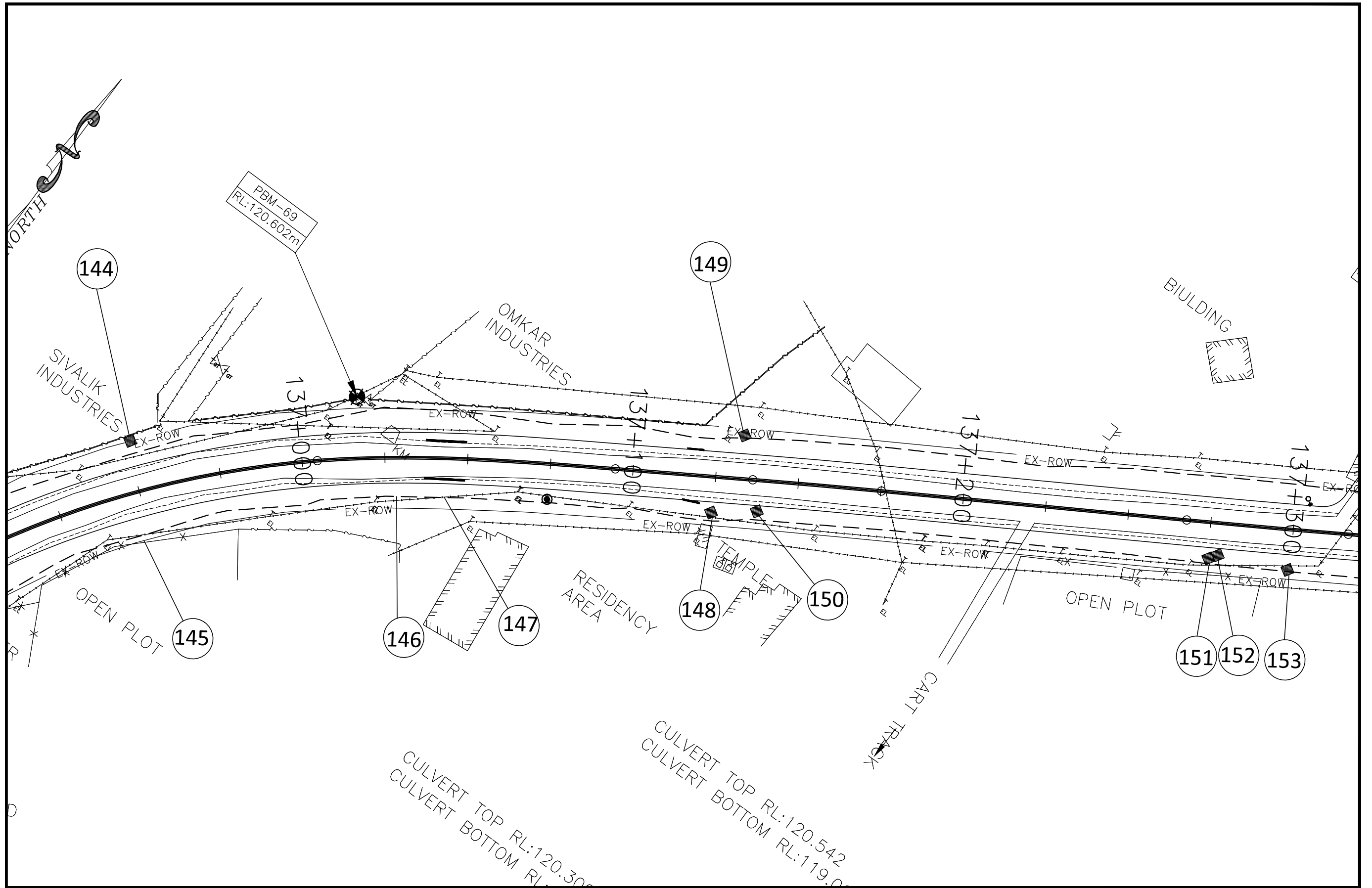
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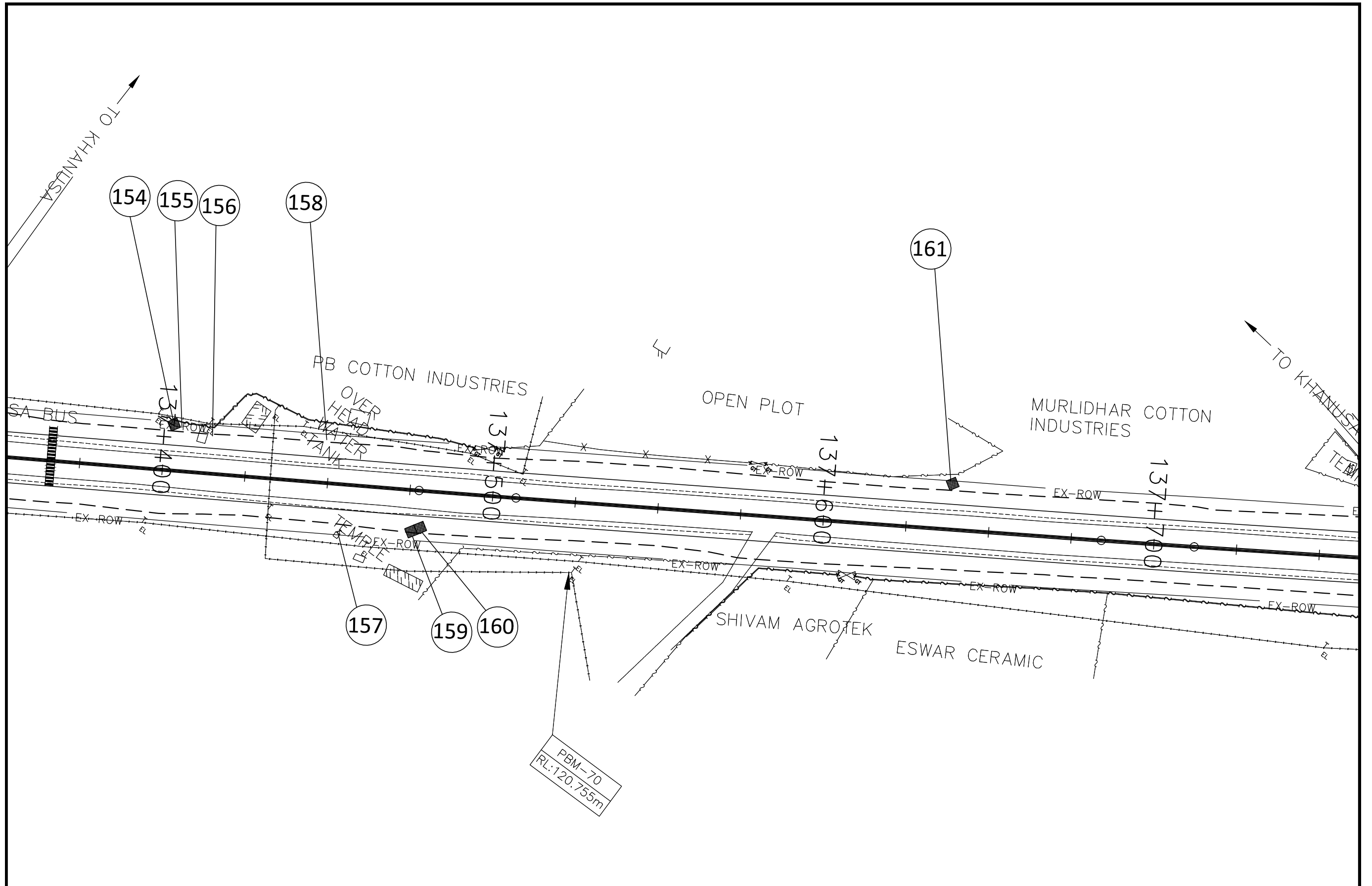
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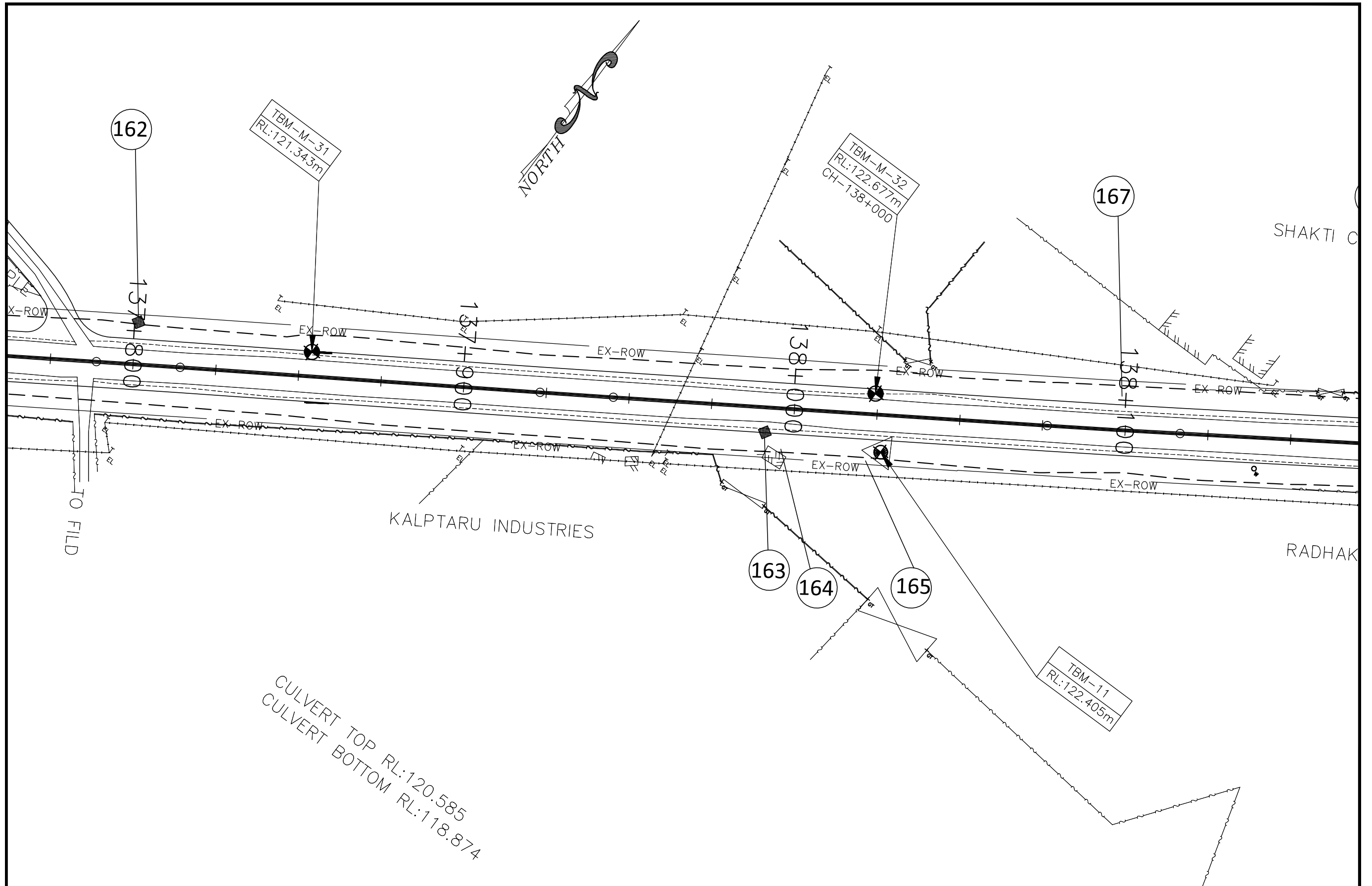
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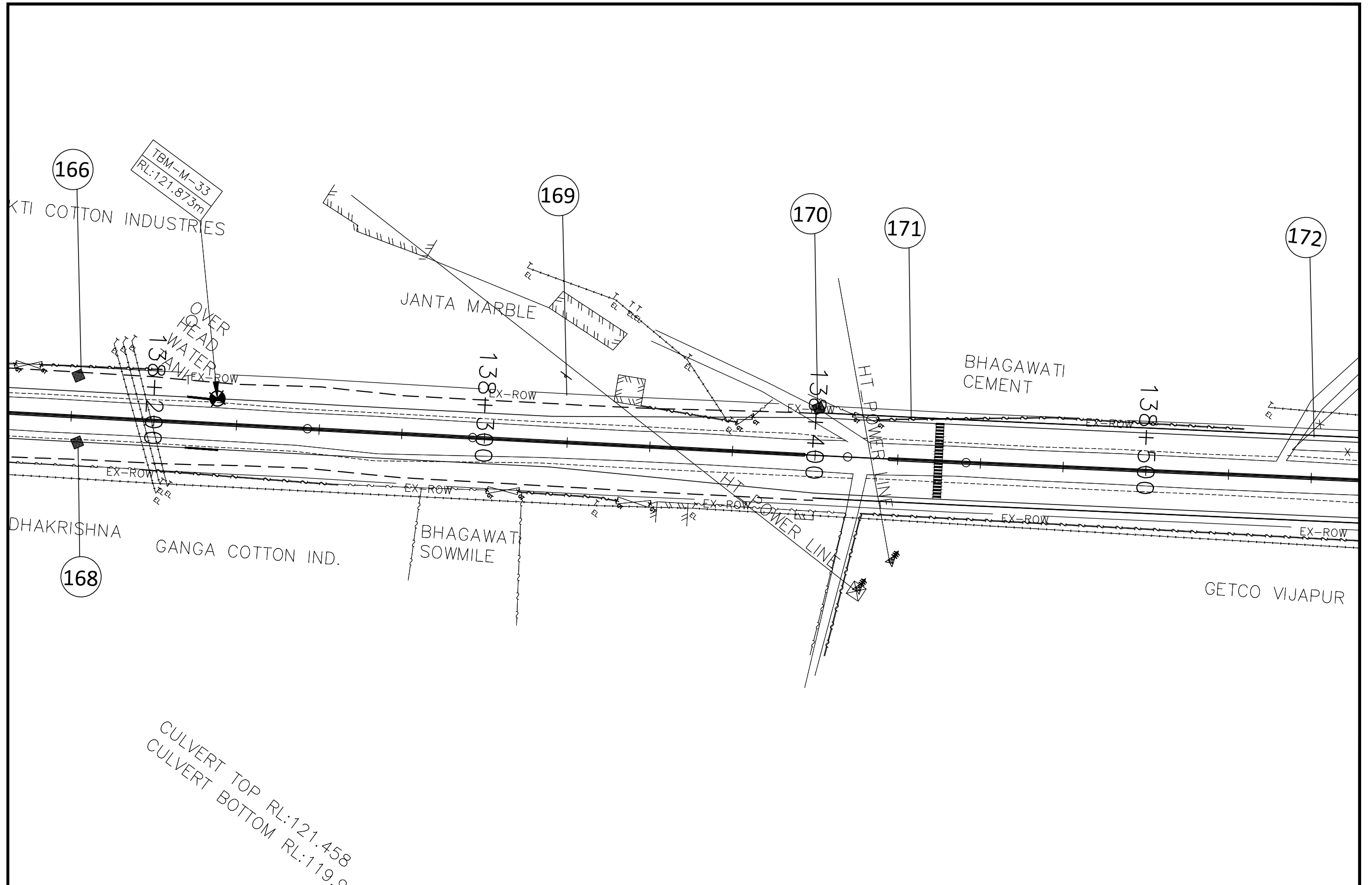
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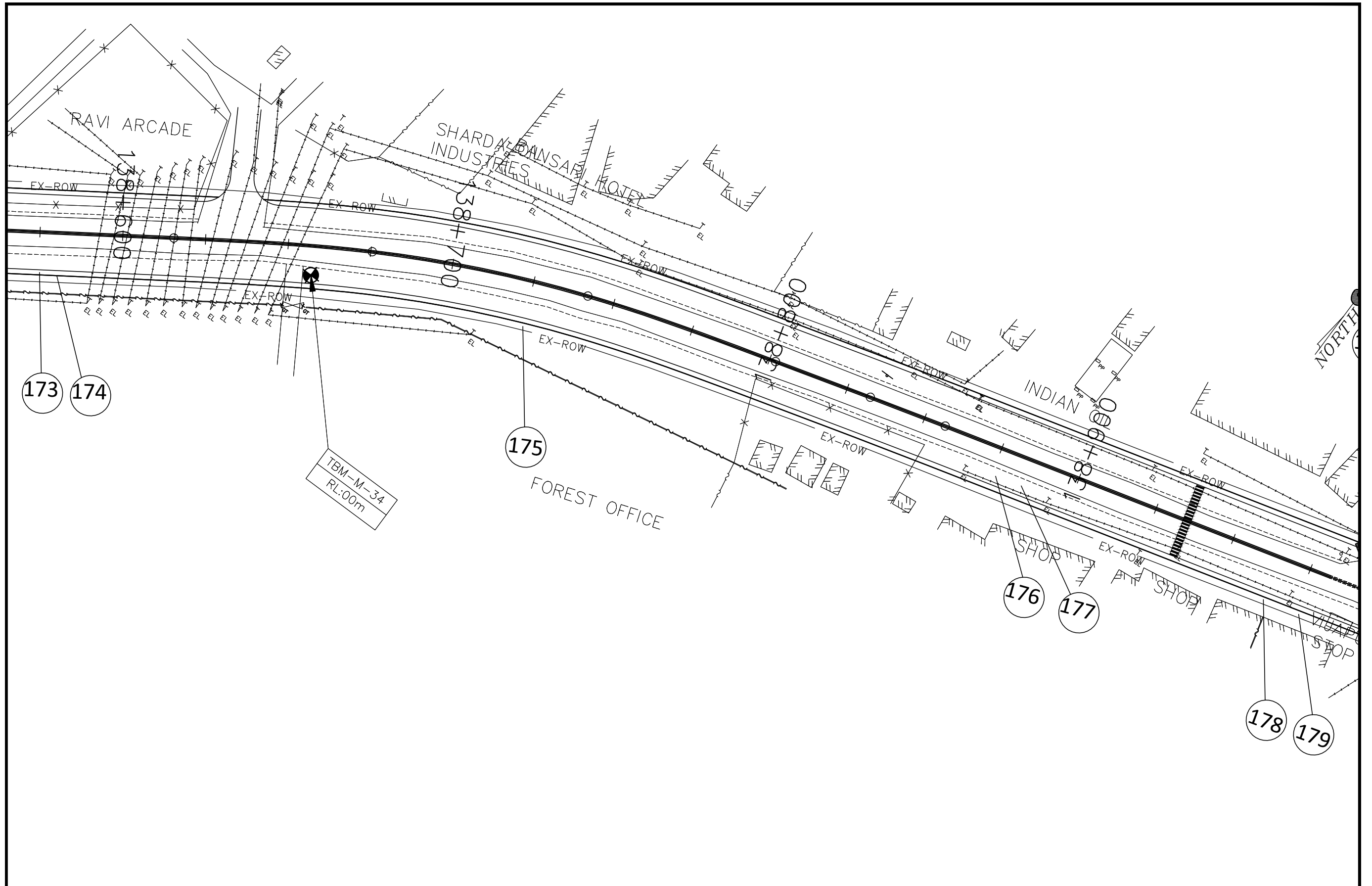


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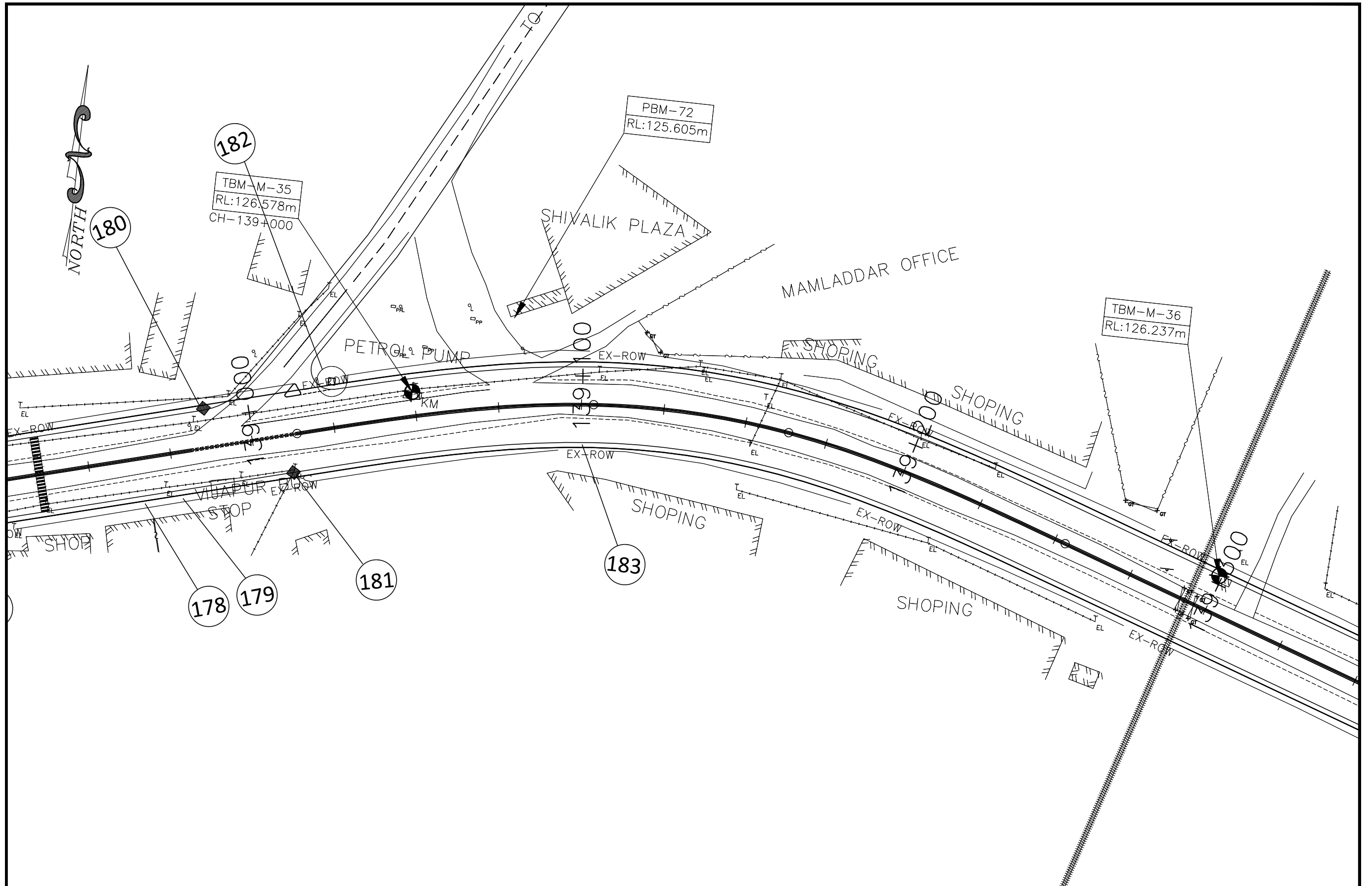


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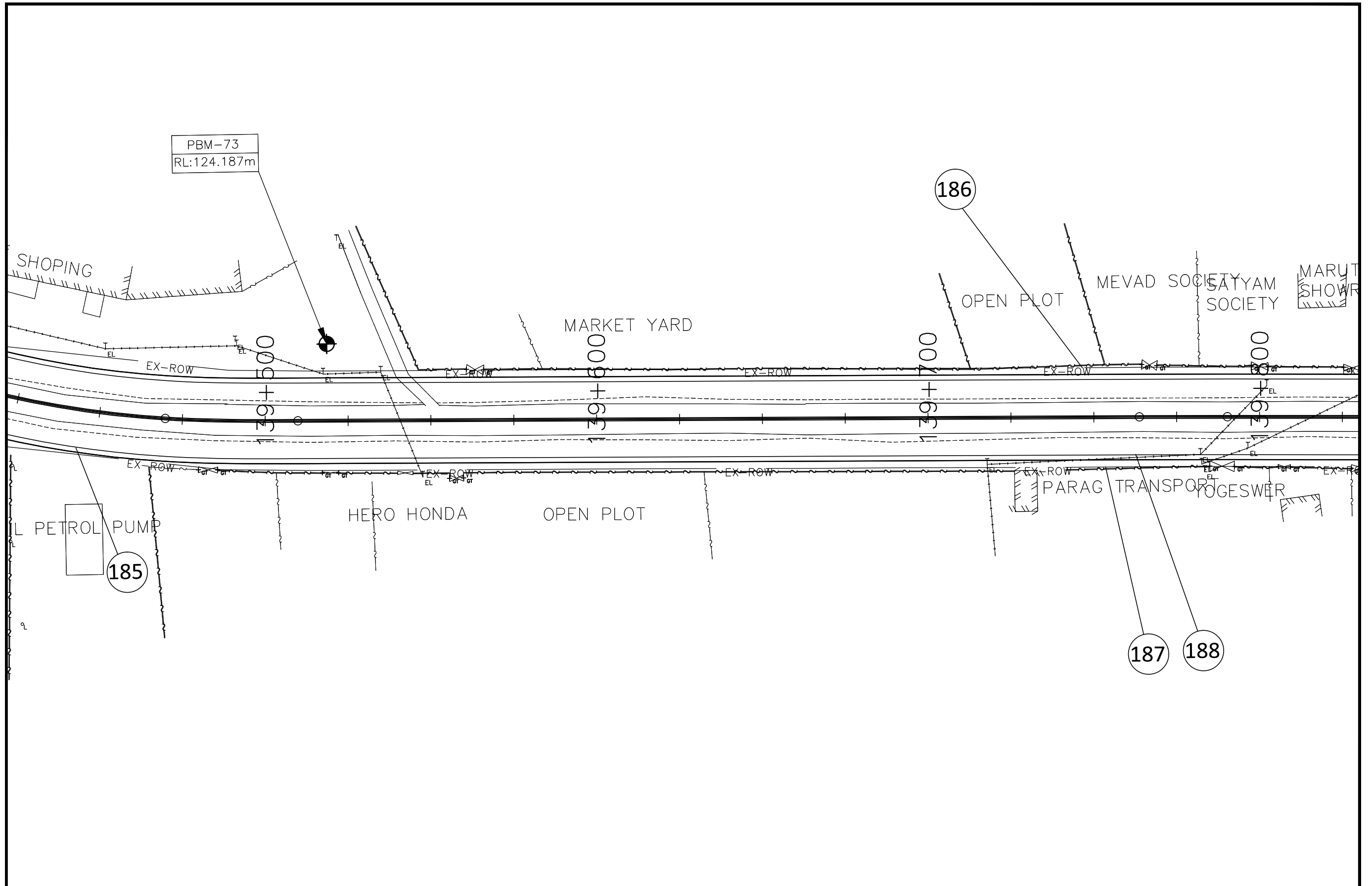
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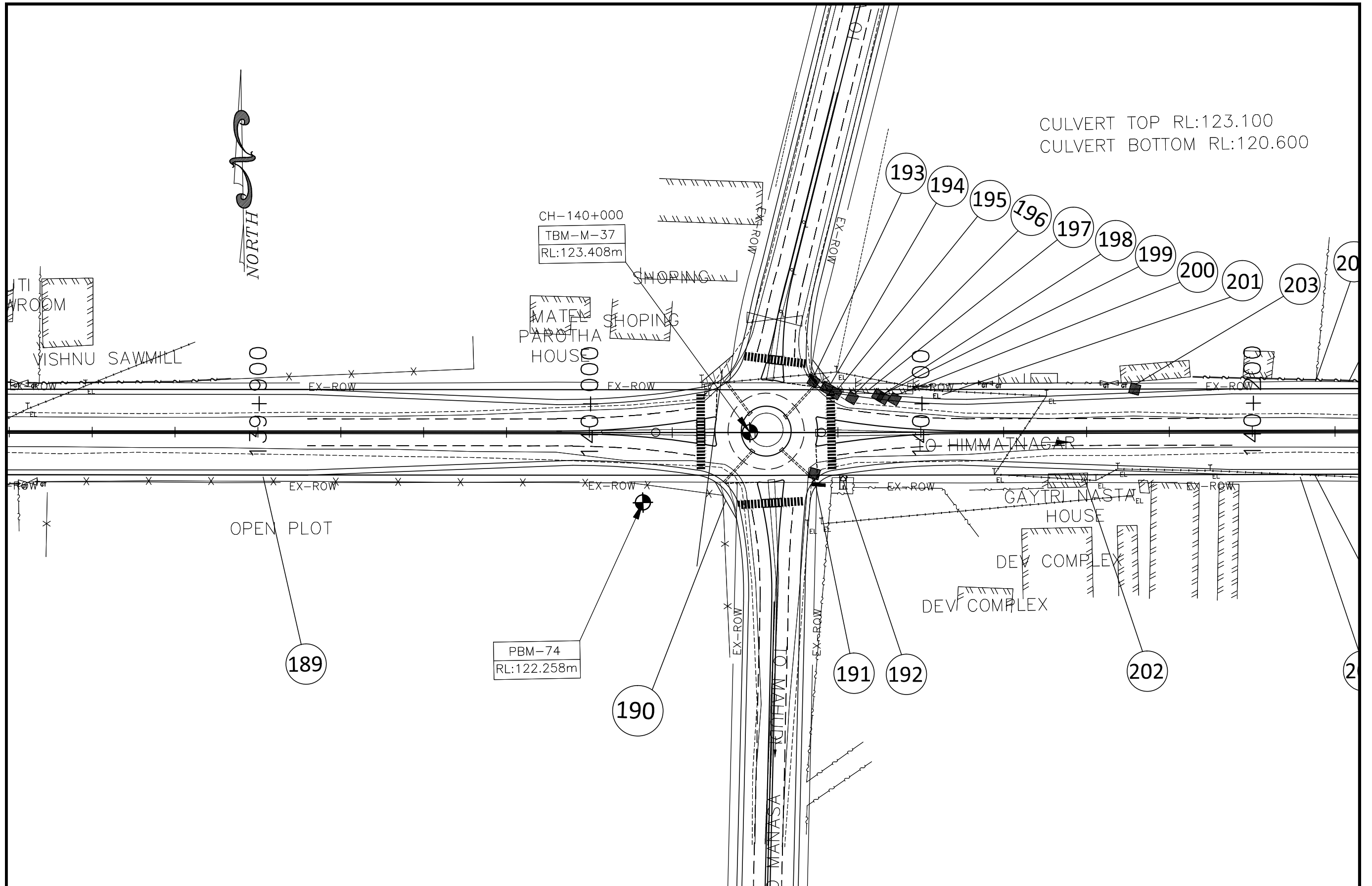
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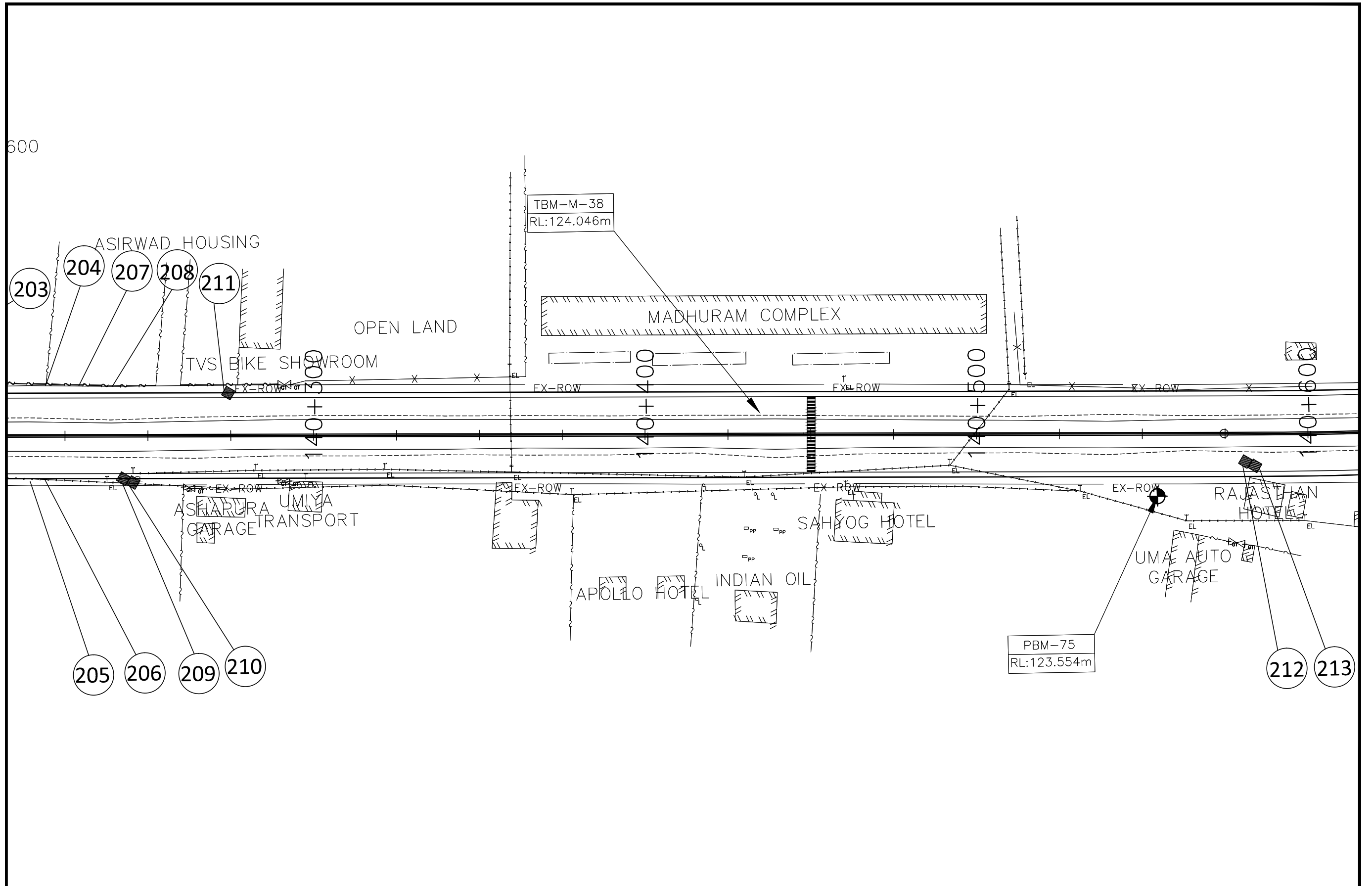
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 CULVERT BOTTOM RL:120.600

CH-140+000
 TBM-M-37
 RL:123.408m

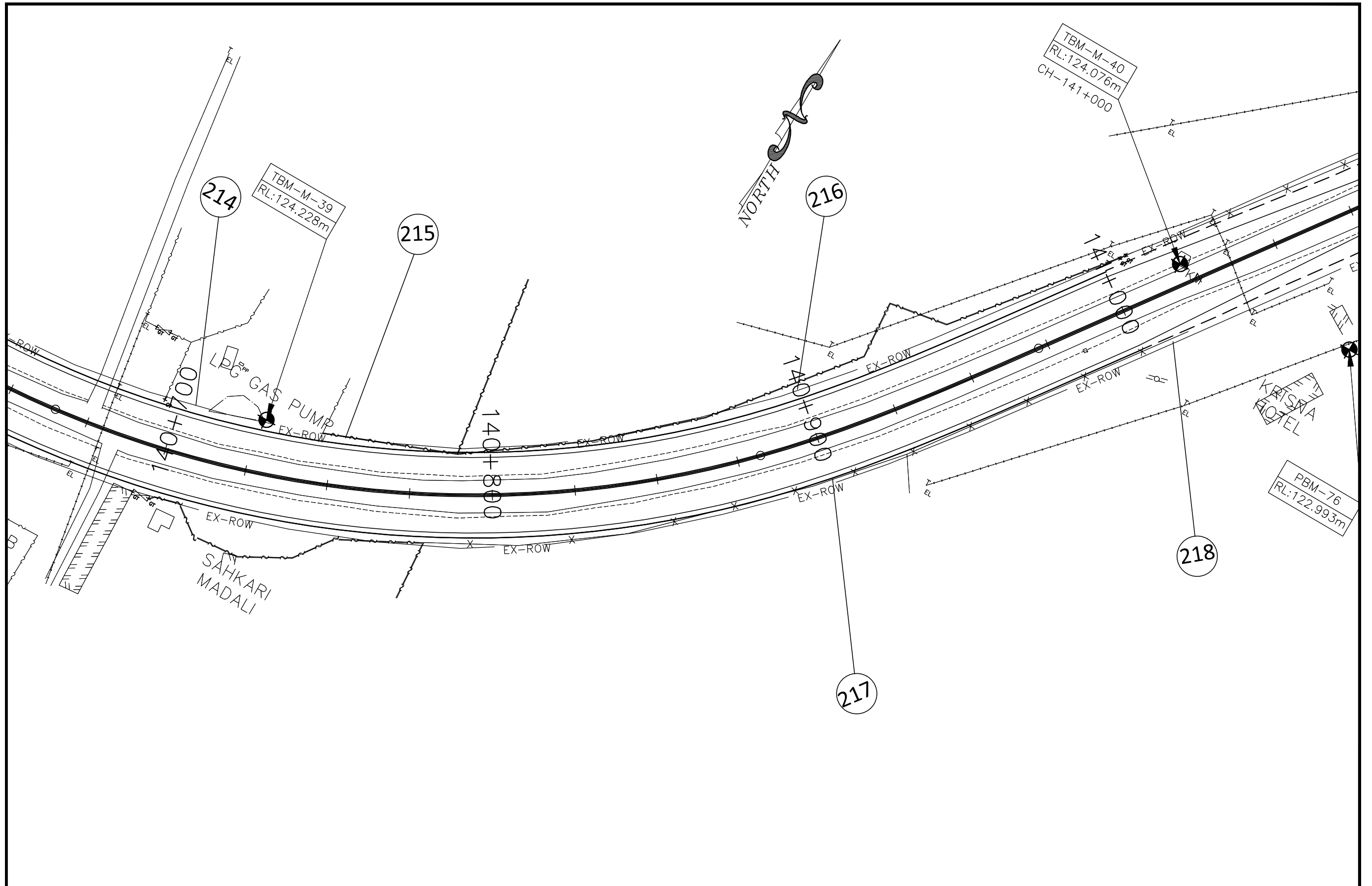
PBM-74
 RL:122.258m



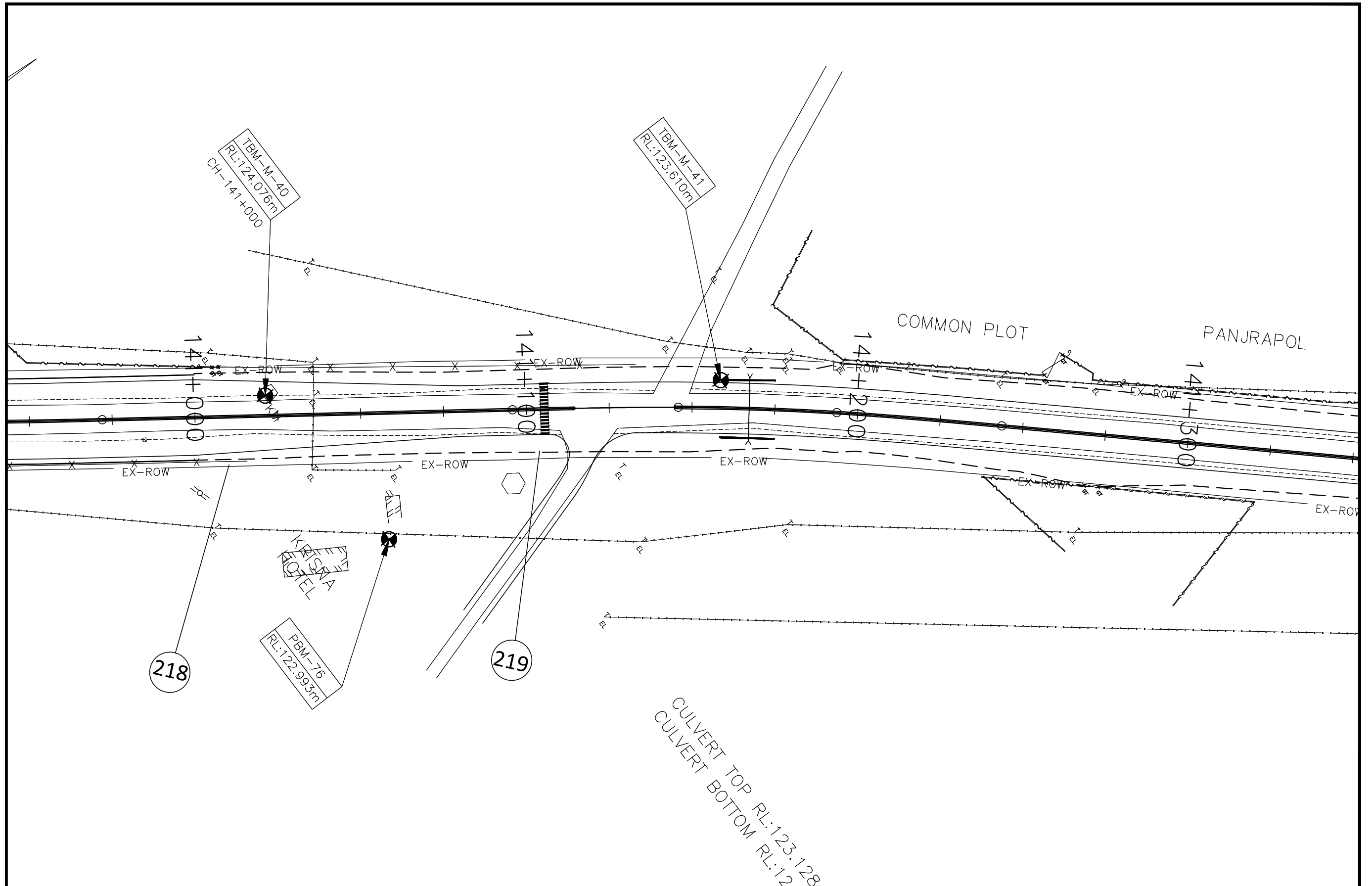
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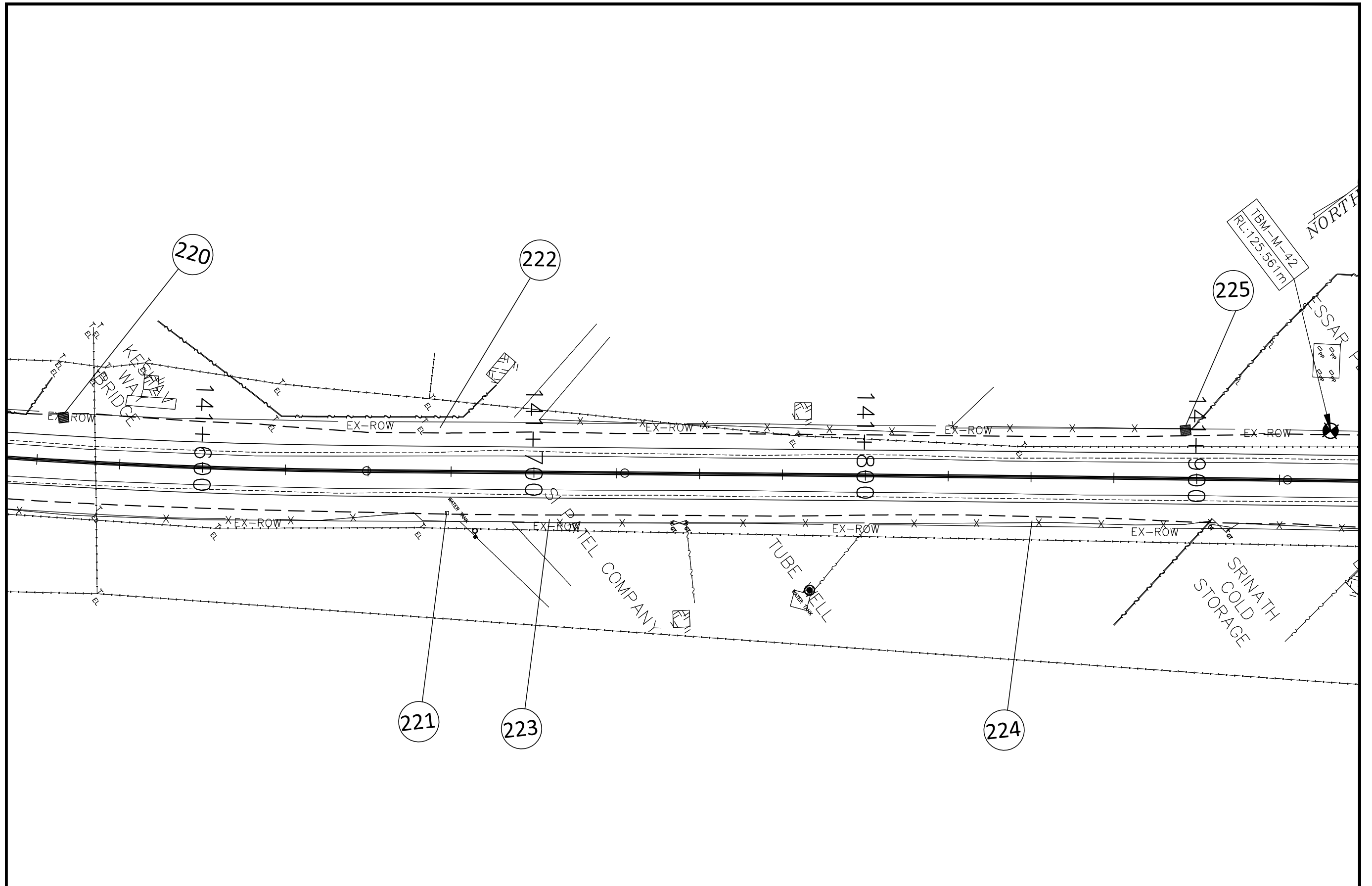
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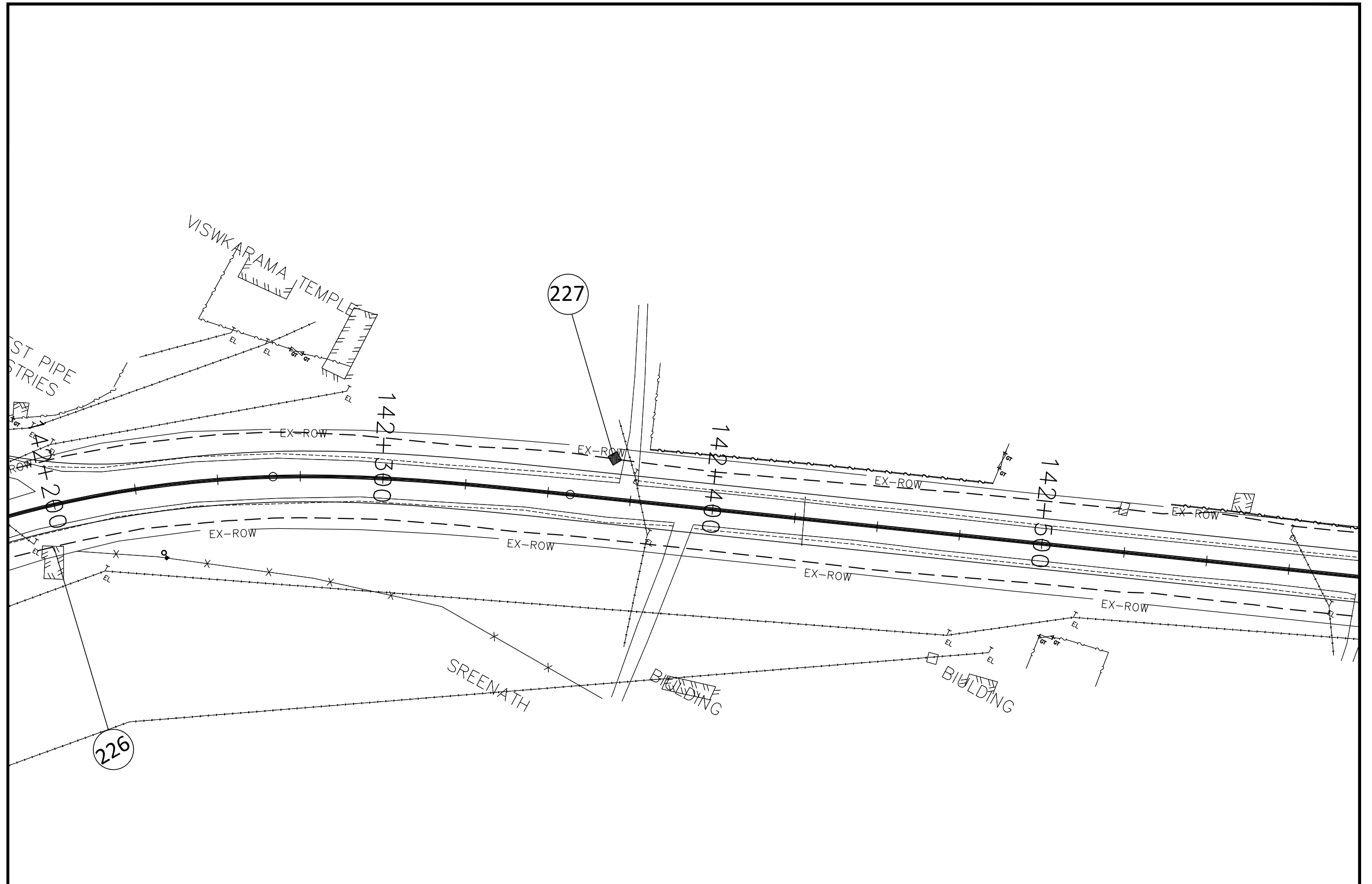
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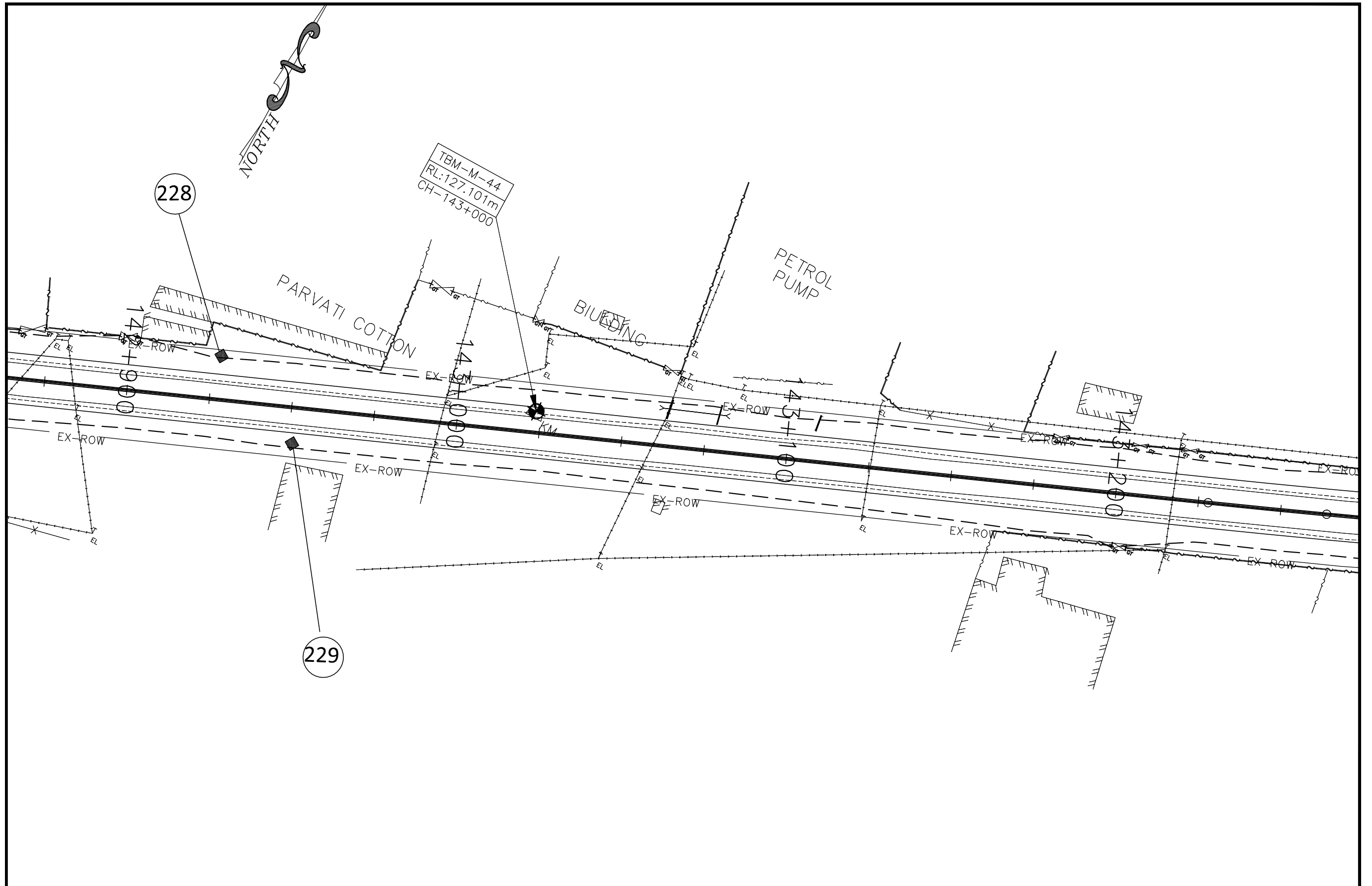
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No.	REVISION	DATE	BY							



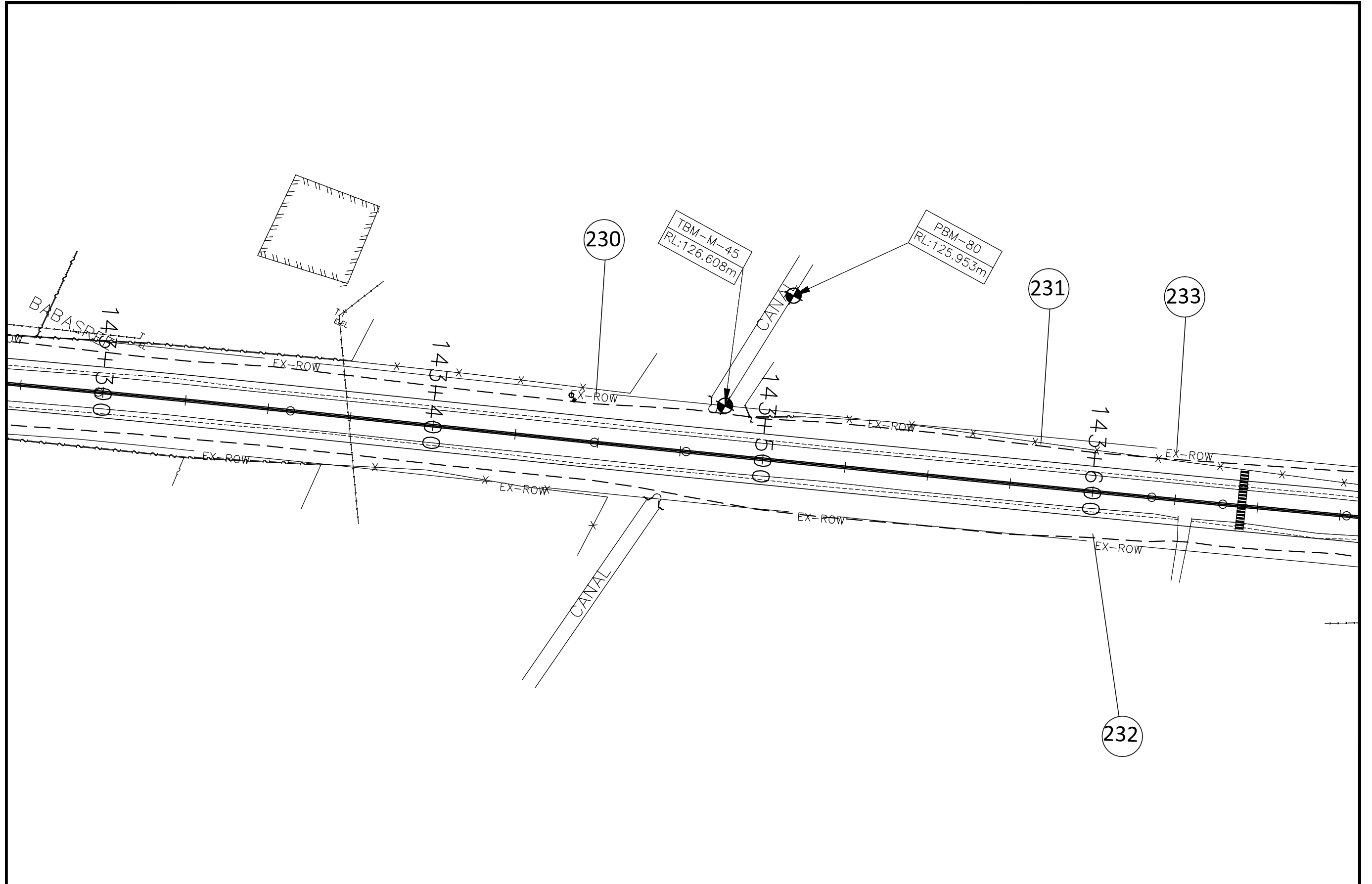
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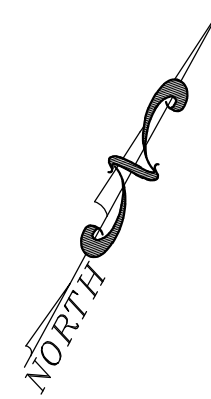
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No.	REVISION	DATE	BY	CAD FILE:	DES-MH	DATE:	SEP'2012	PROJECT:	PPWCS	DWG No:	PPWCS/MH/IS/62	REV.	0



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No.	REVISION	DATE	BY											



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No.	REVISION	DATE	BY	CAD FILE:	DES-MH	DATE:	SEP'2012	PROJECT:	PPWCS	DWG No:	PPWCS/MH/IS/64	REV:	0



TBM-M-47
RL:127.337m
CH-144+000

TBM-M-46
RL:127.236m

DEV NAVA
BUS
STAND

JALDHARA
SUBMARSIBAL

DEV NADAN
OIL
COMPANY

SATAVIS KADVA
PATIDAR SAMJVADI

234

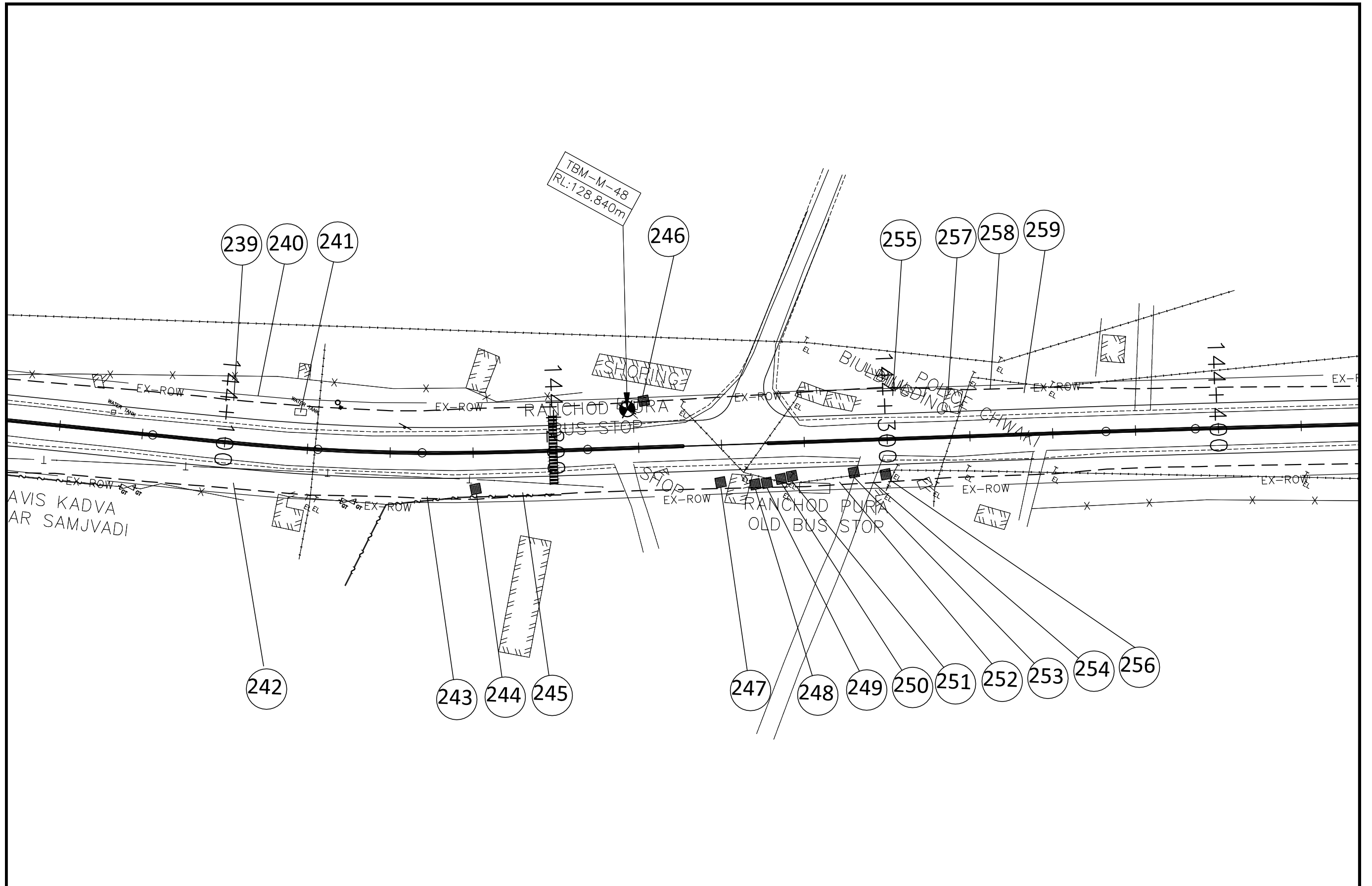
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236

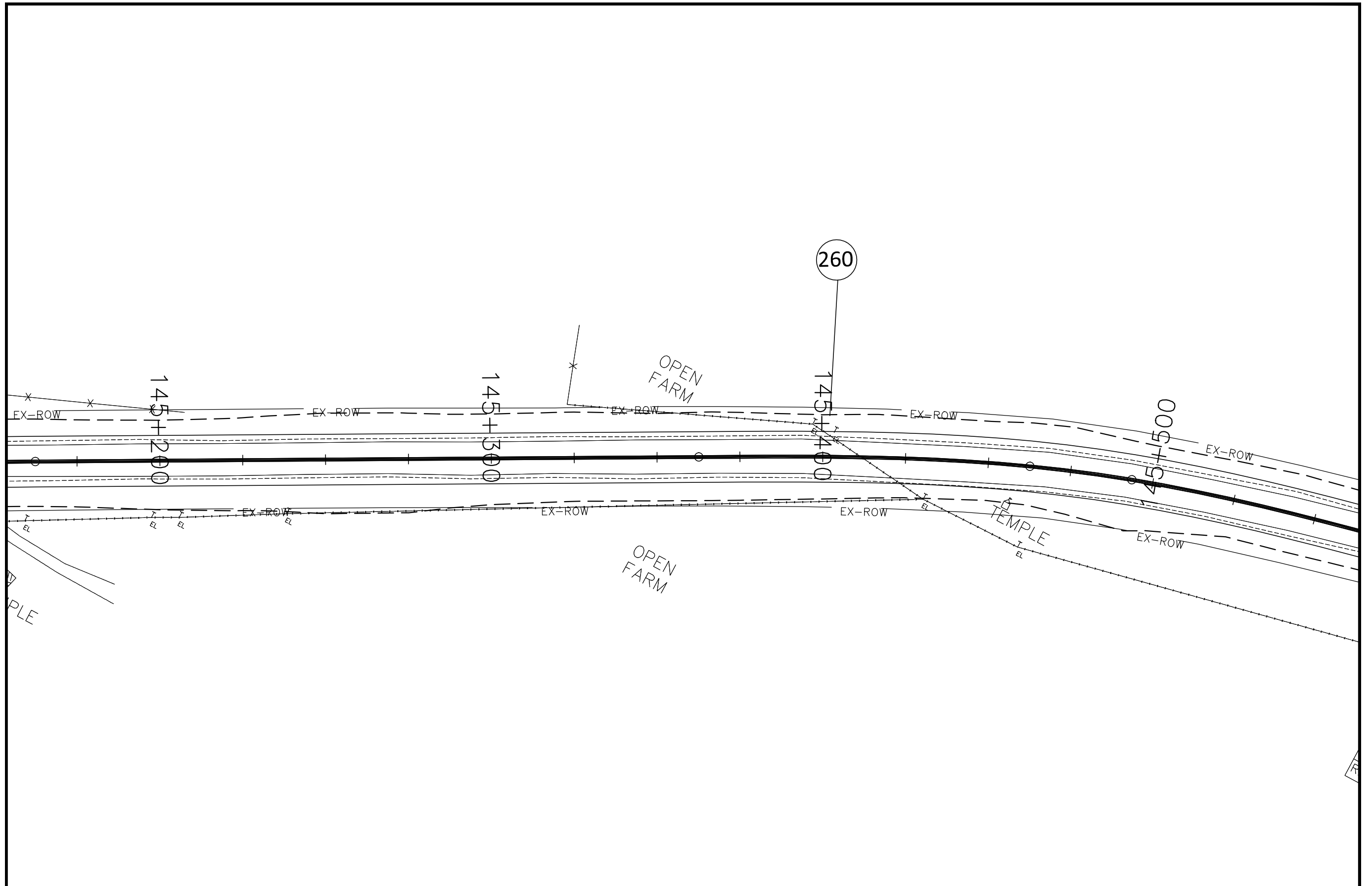
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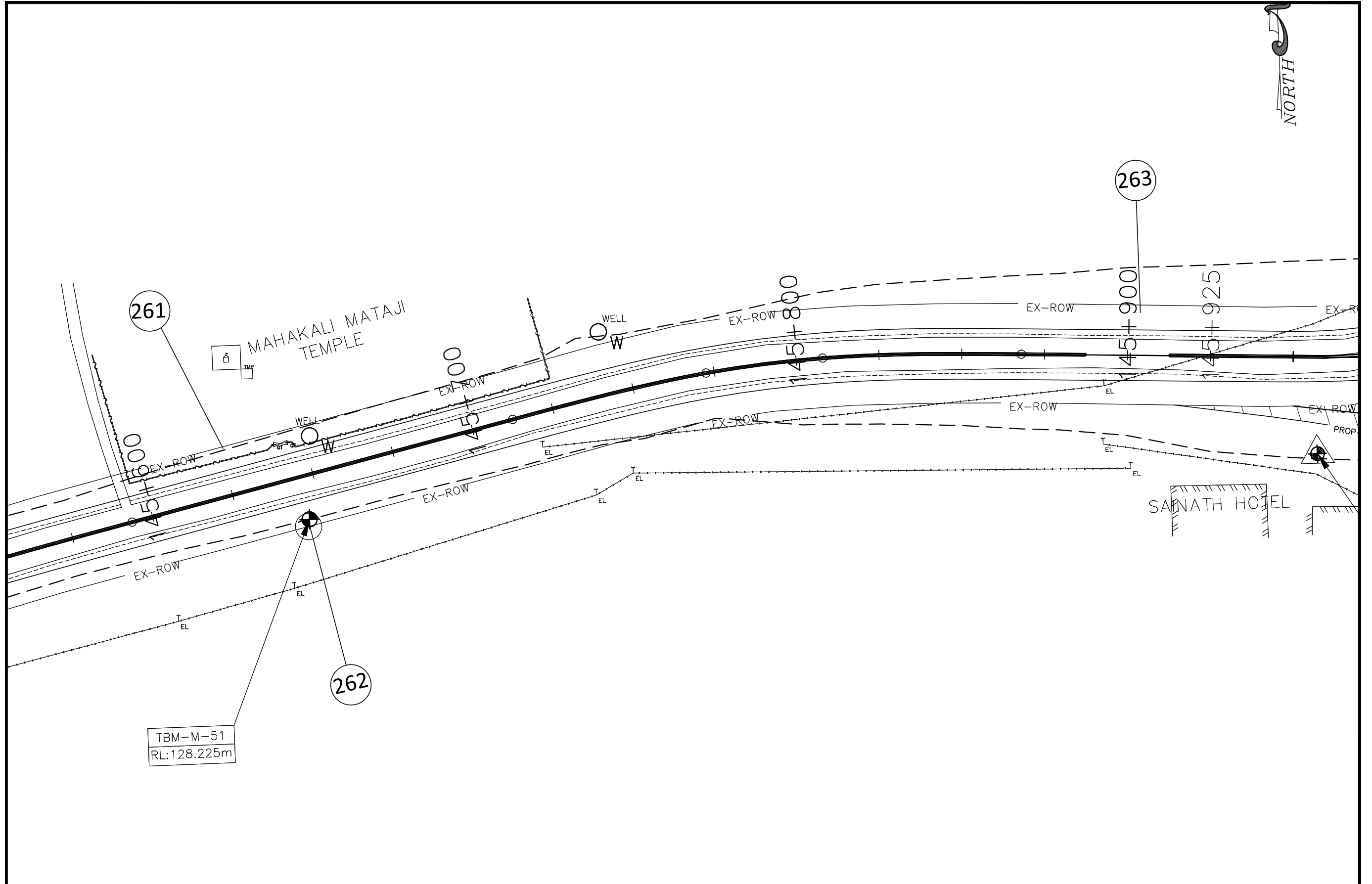
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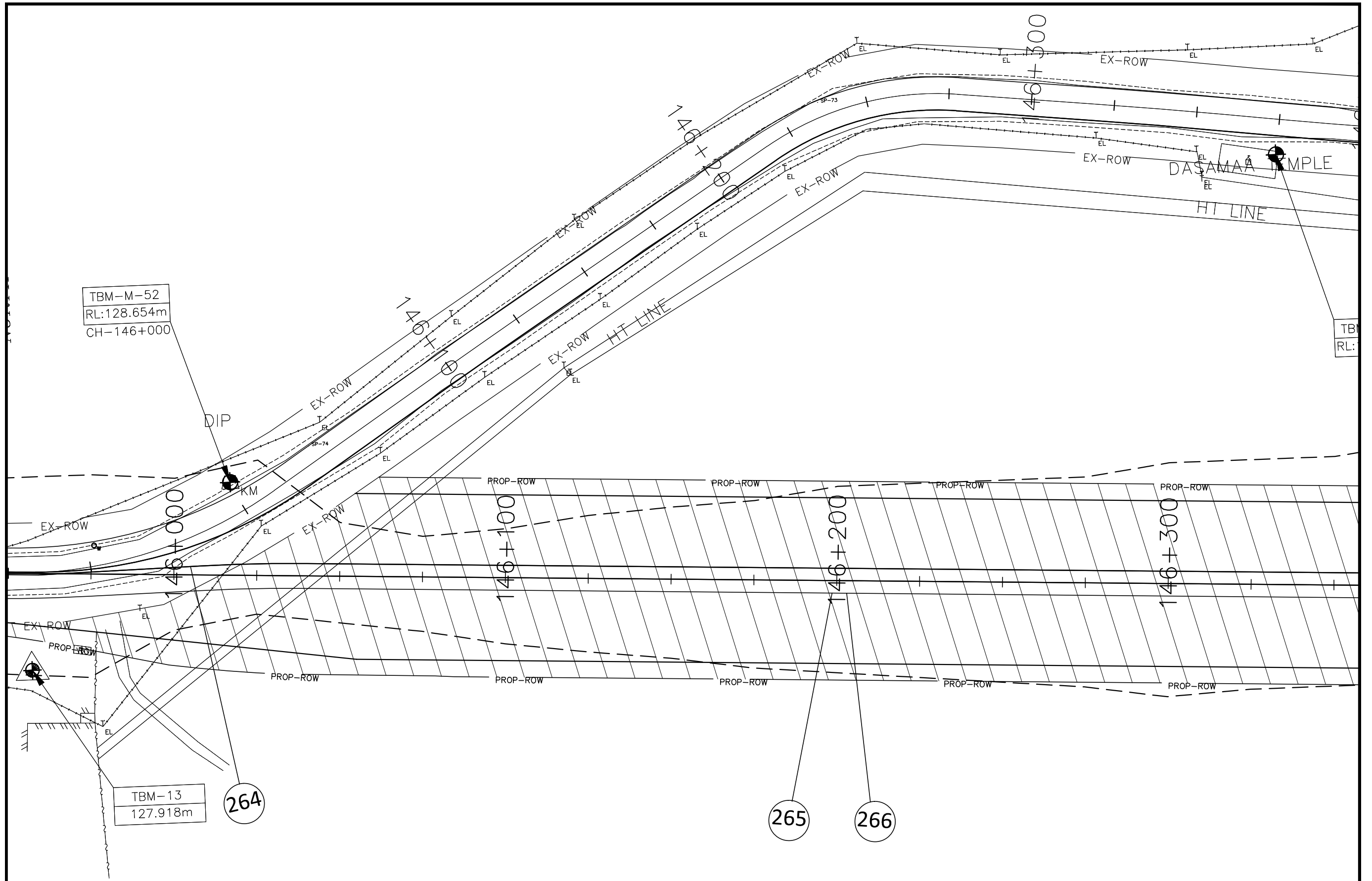


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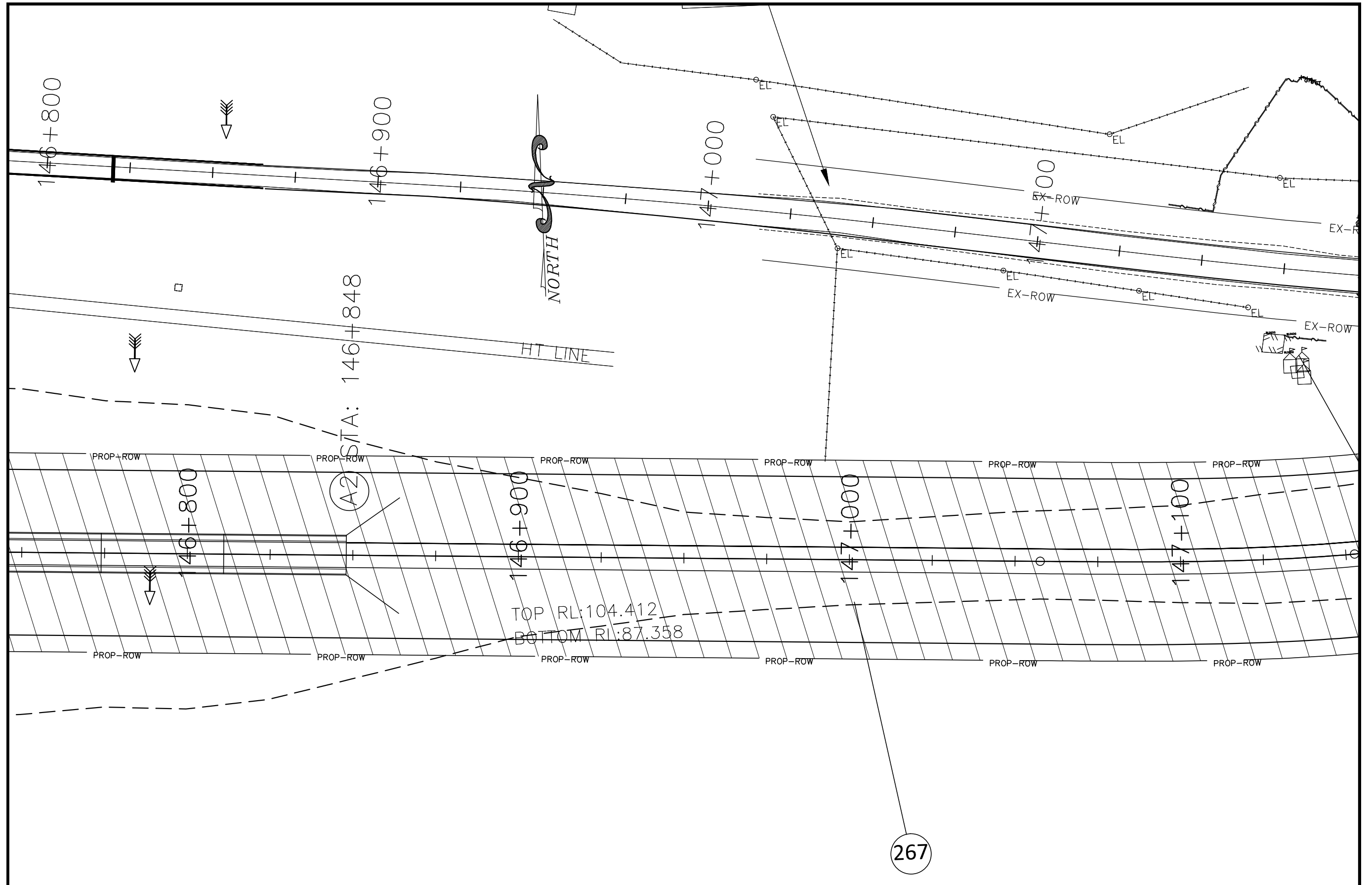


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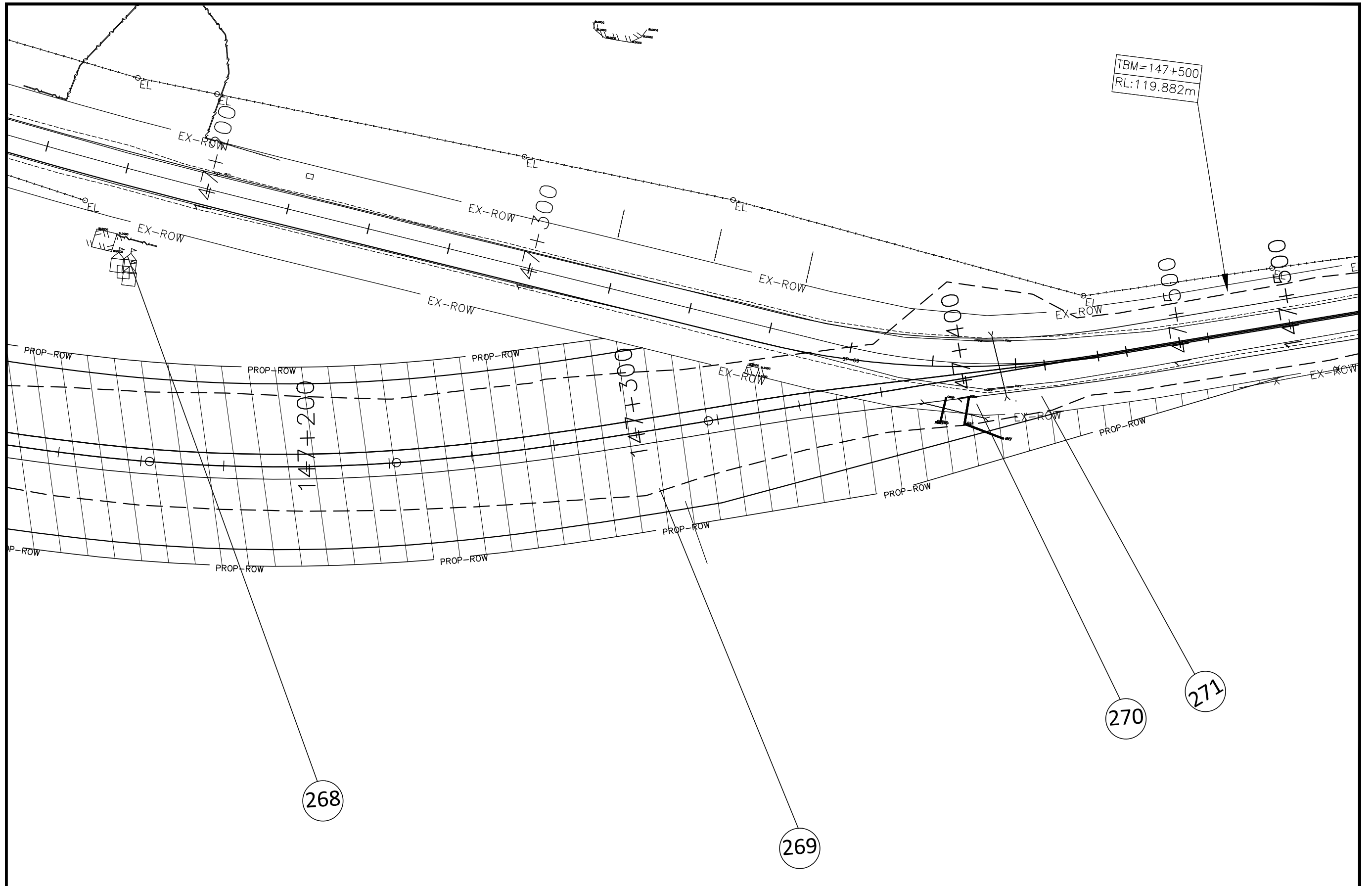




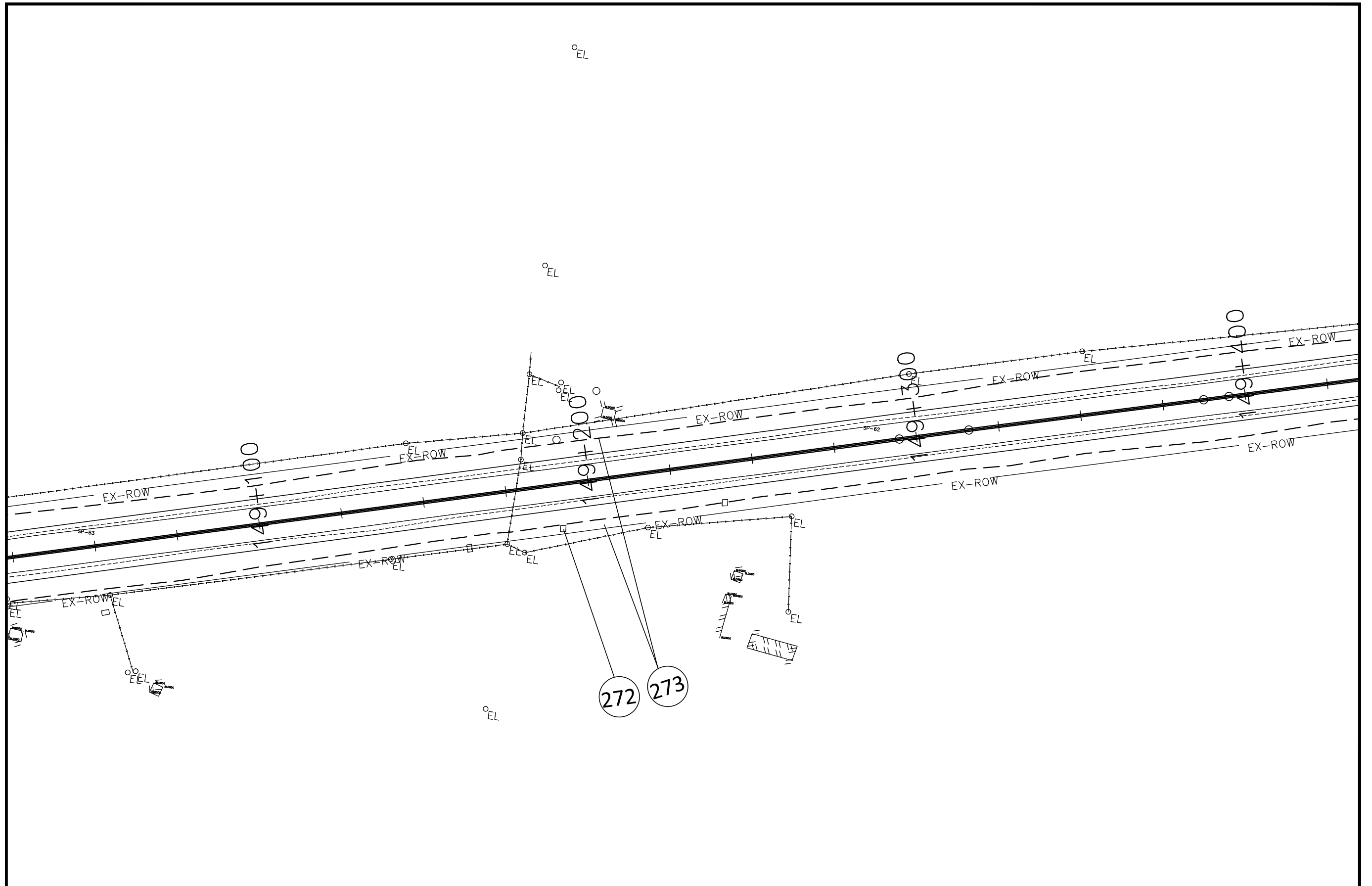
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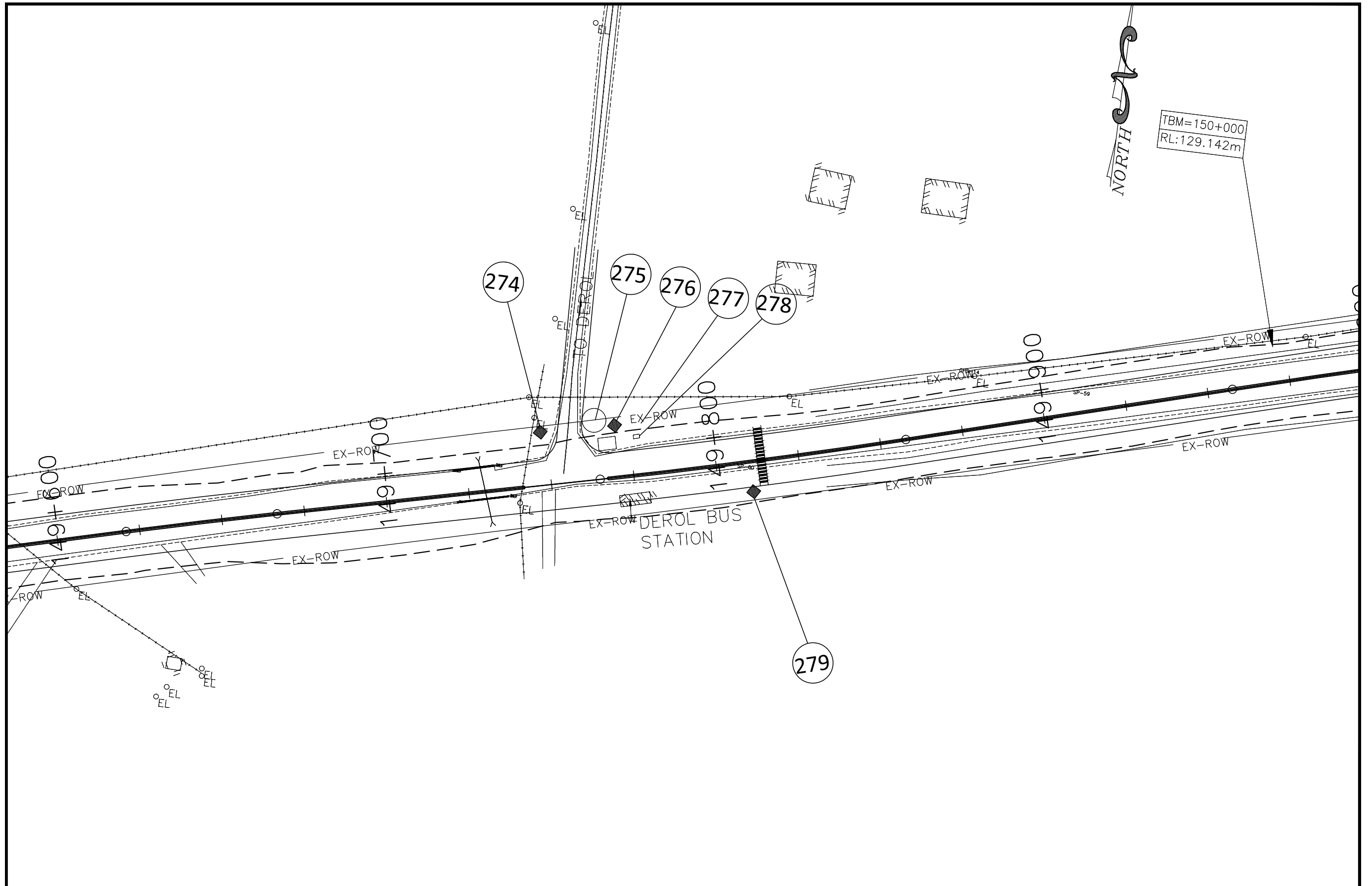
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No.	REVISION	DATE	BY	CAD FILE:	DES-MH	DATE:	SEP'2012	PROJECT:	PPWCS	DWG No:	PPWCS/MH/IS/70	REV.	0



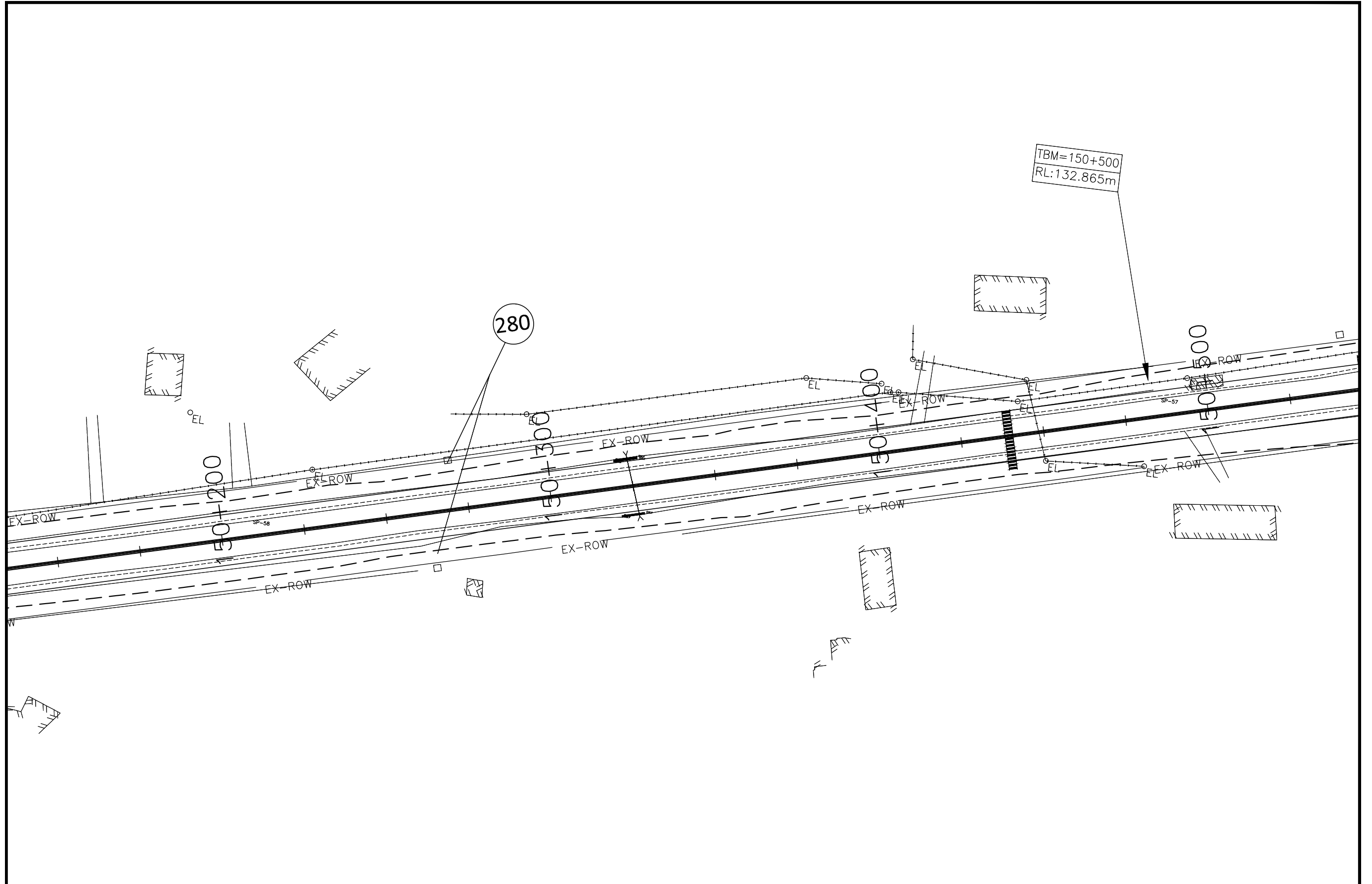
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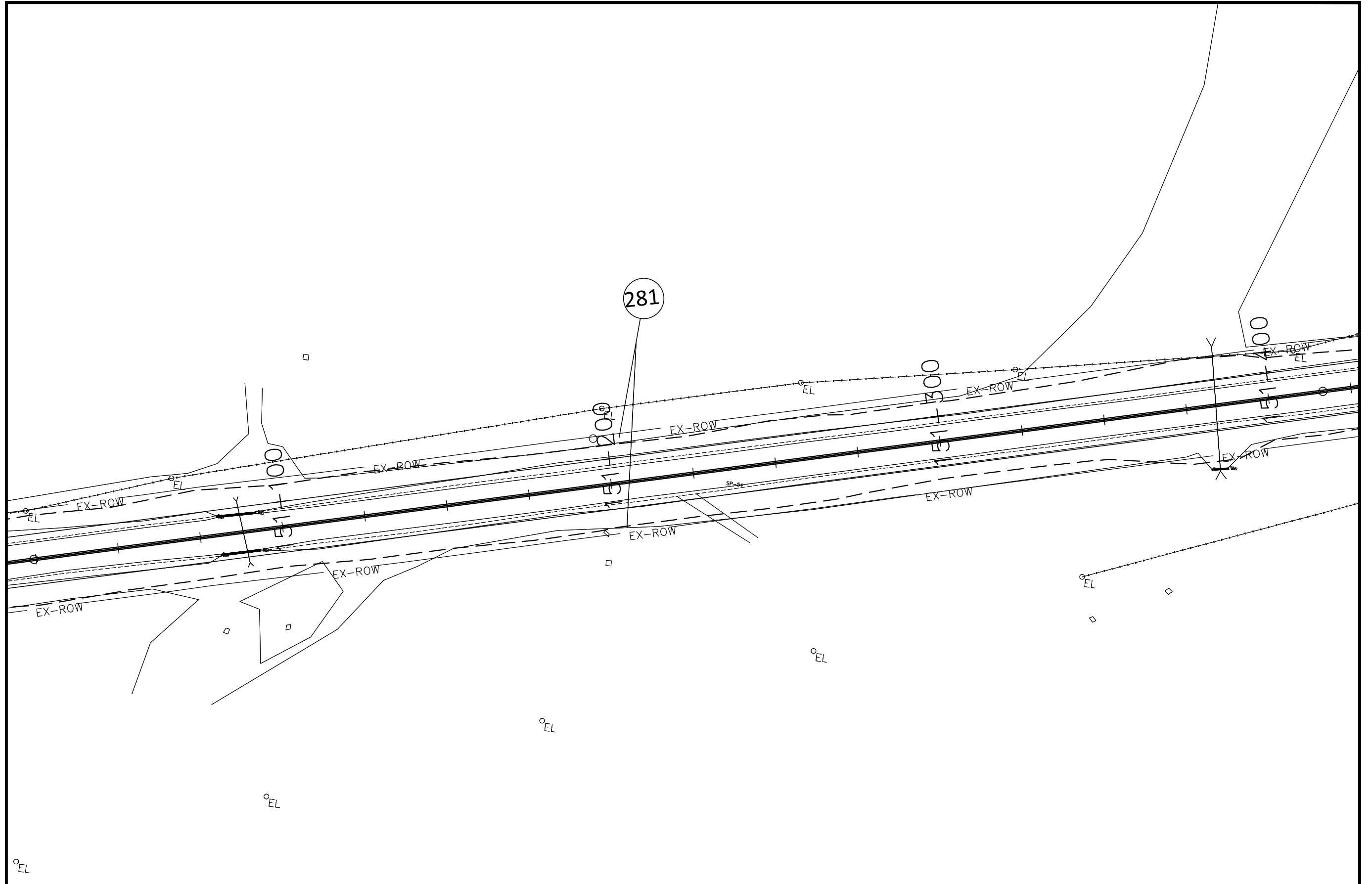
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			CAD FILE: DES-MH	CORRIDOR : MEHSANA - HIMATNAGAR (SH-55)			
				IMPACTED STRUCTURES			
No.	REVISION	DATE	BY	DATE: SEP'2012	PROJECT: PPWCS	DWG No: PPWCS/MH/IS/72	REV. 0



			SCALE :				GOVERNMENT OF GUJARAT ROADS AND BUILDINGS DEPARTMENT						
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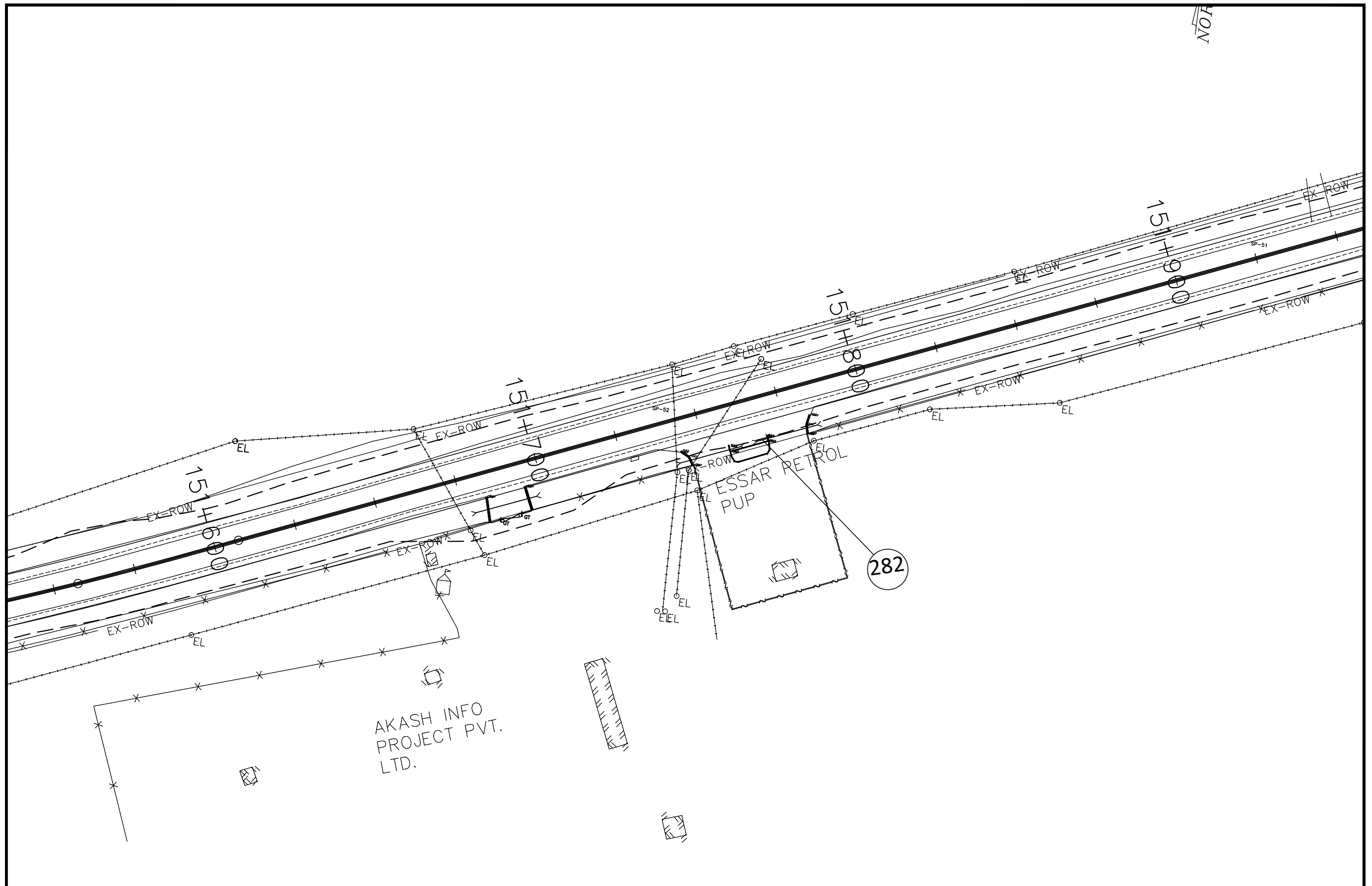


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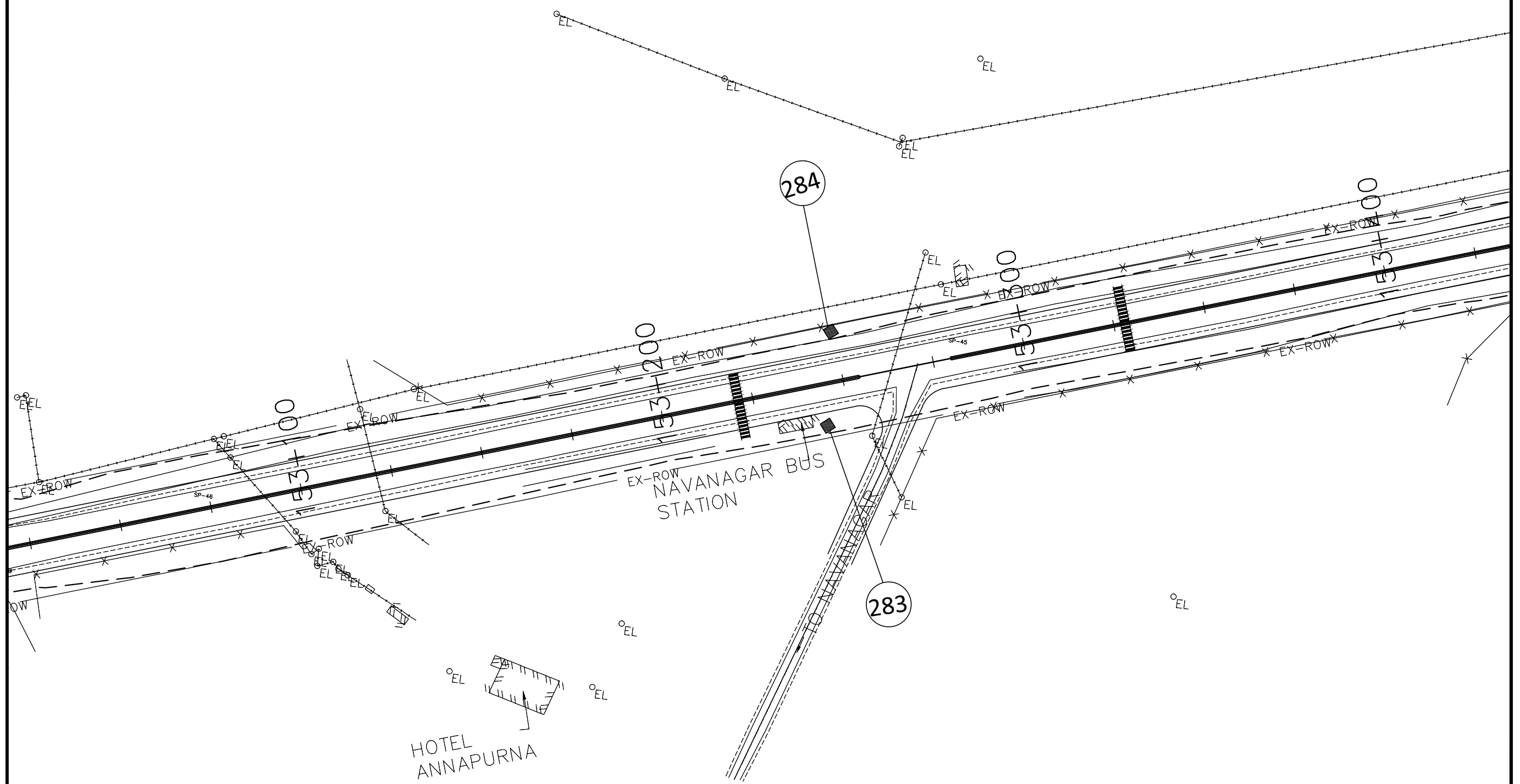


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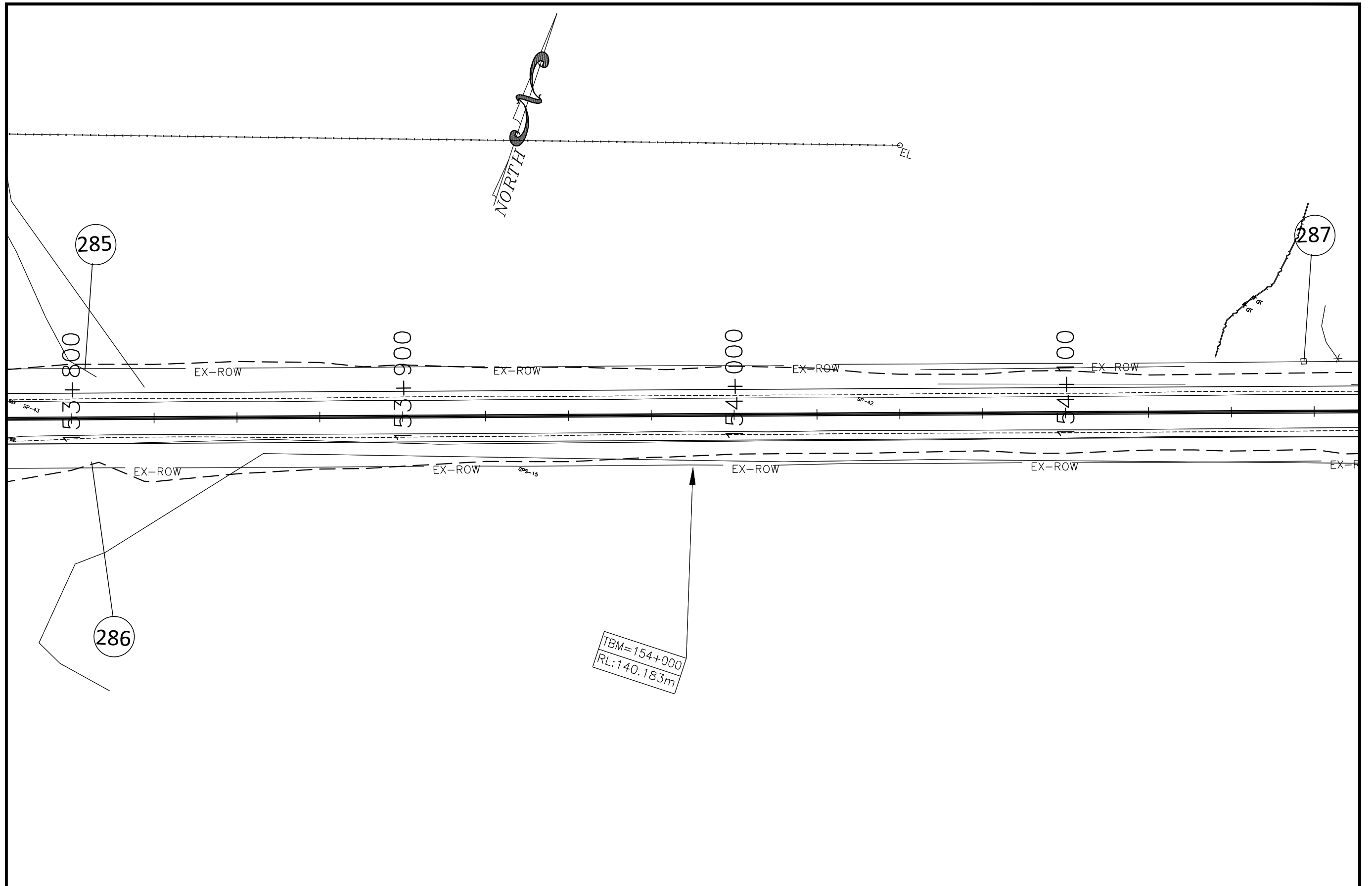
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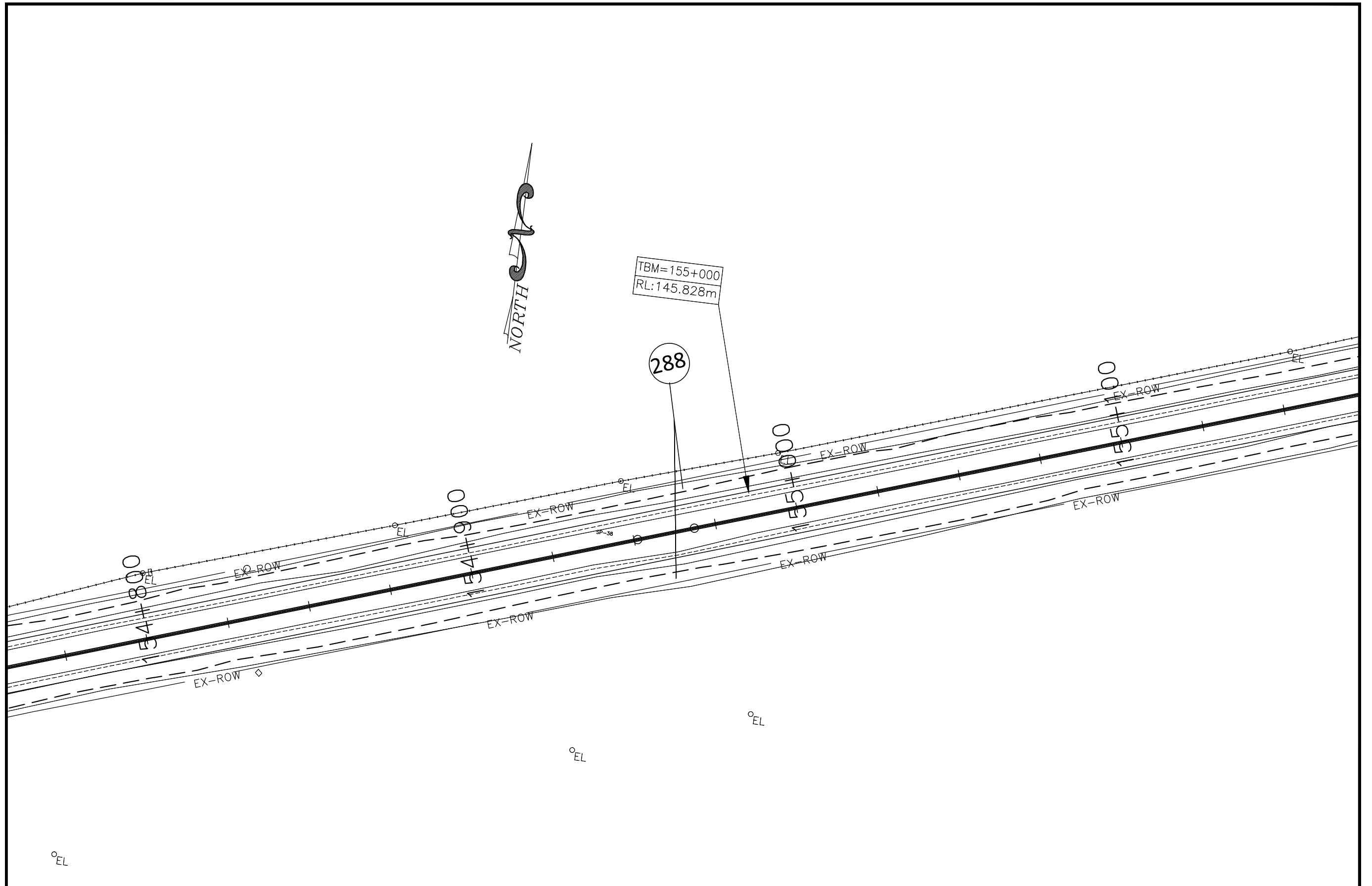
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No.	REVISION	DATE	BY			REV. 0



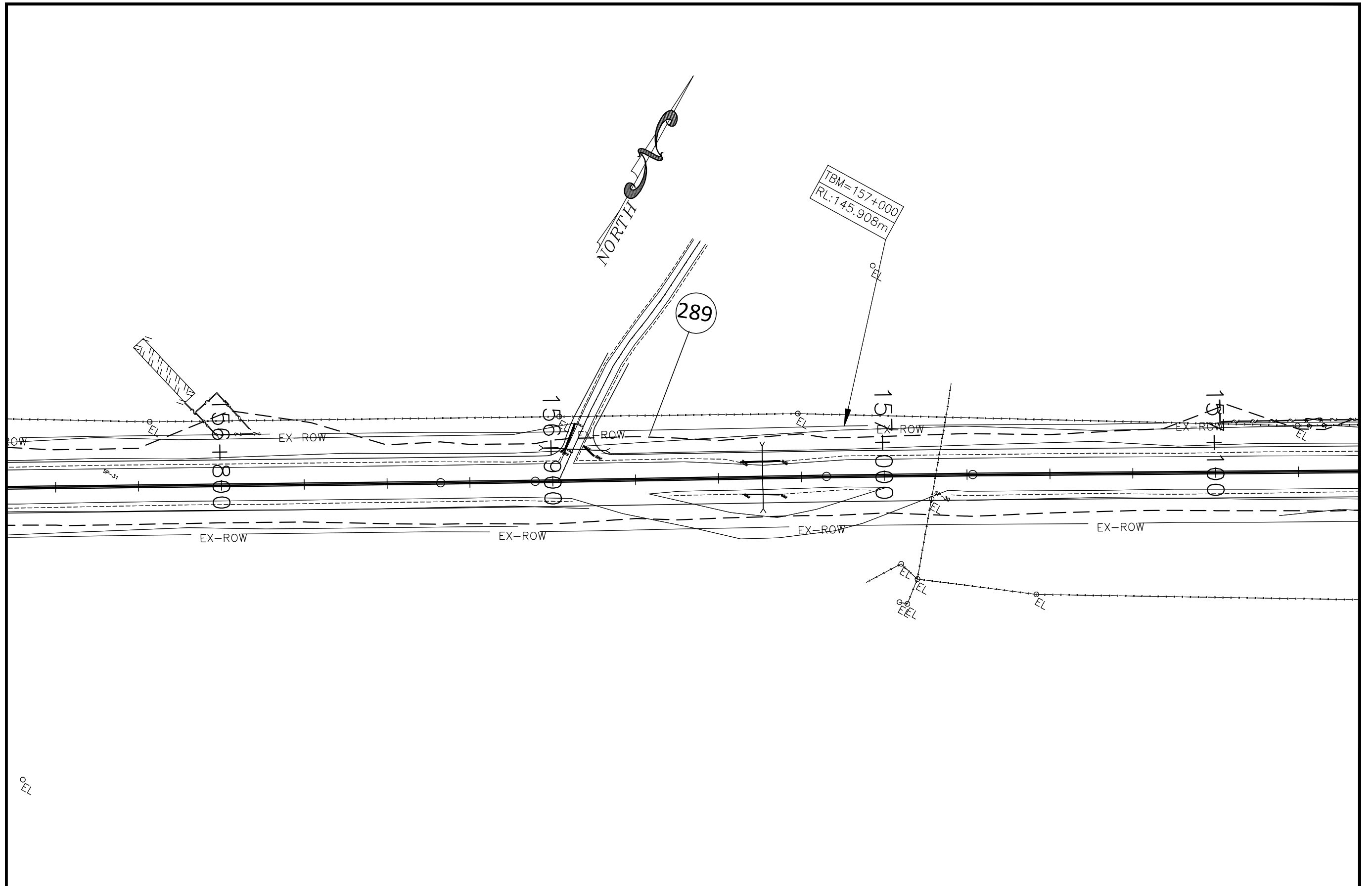
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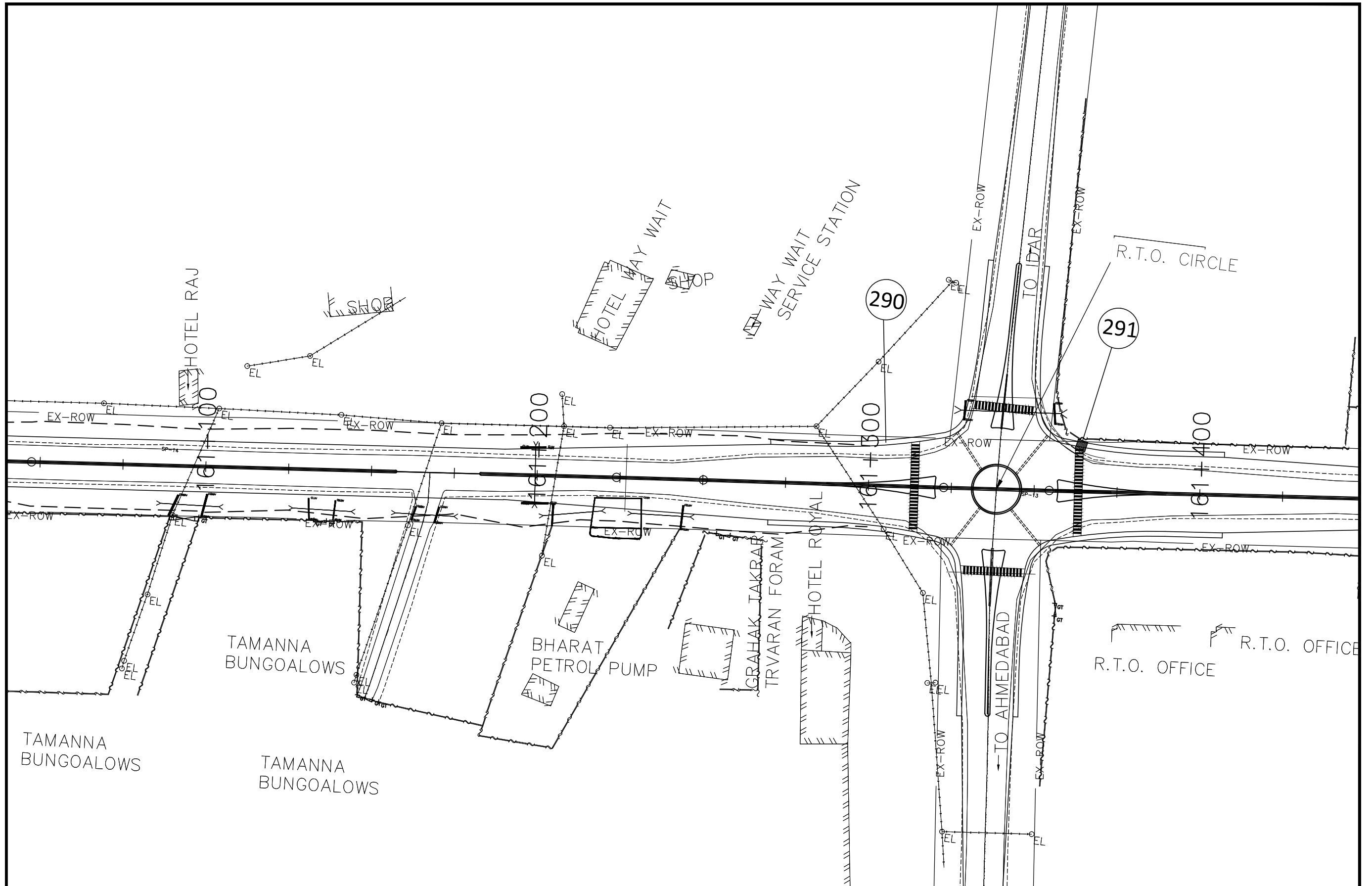
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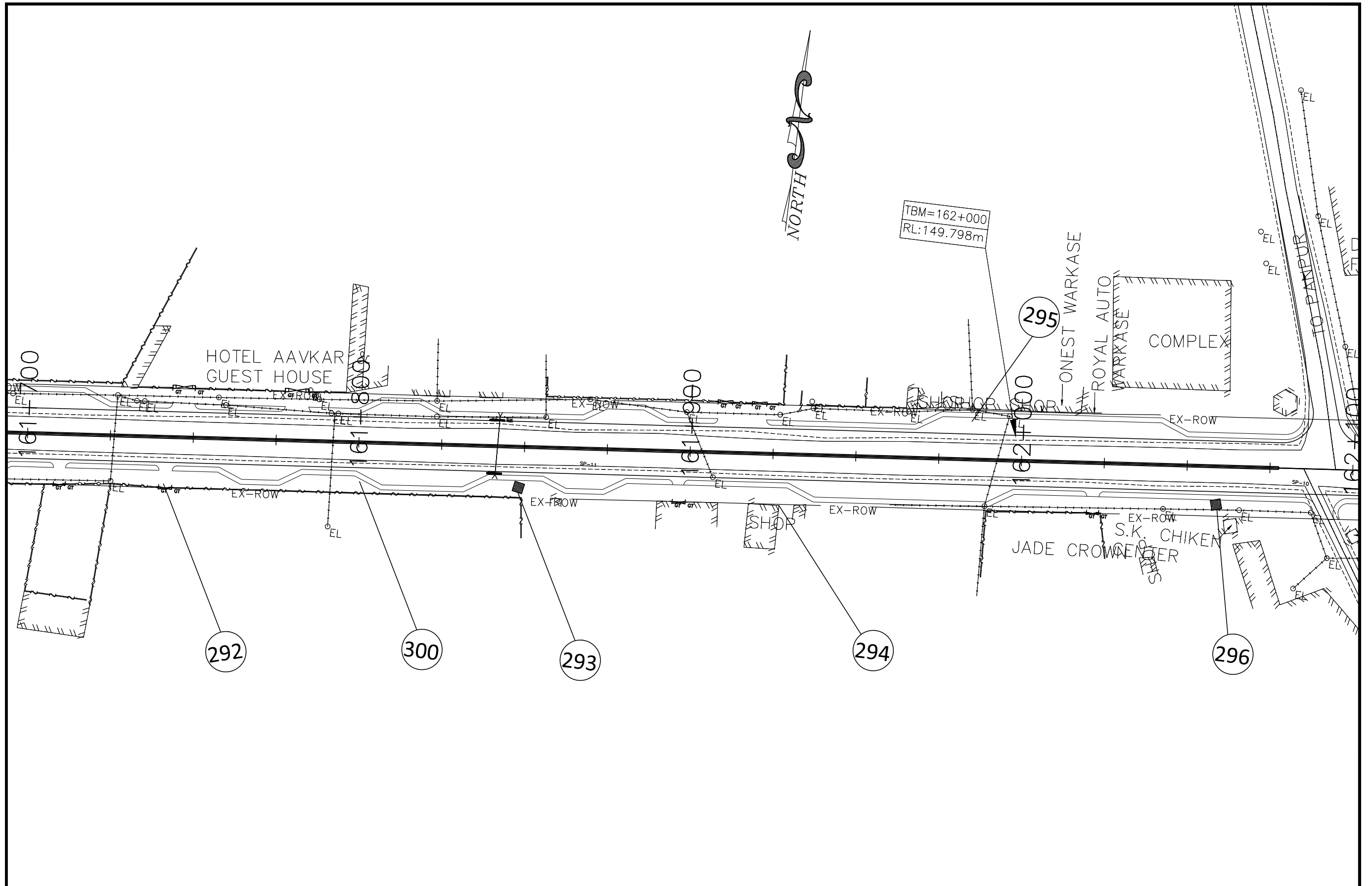
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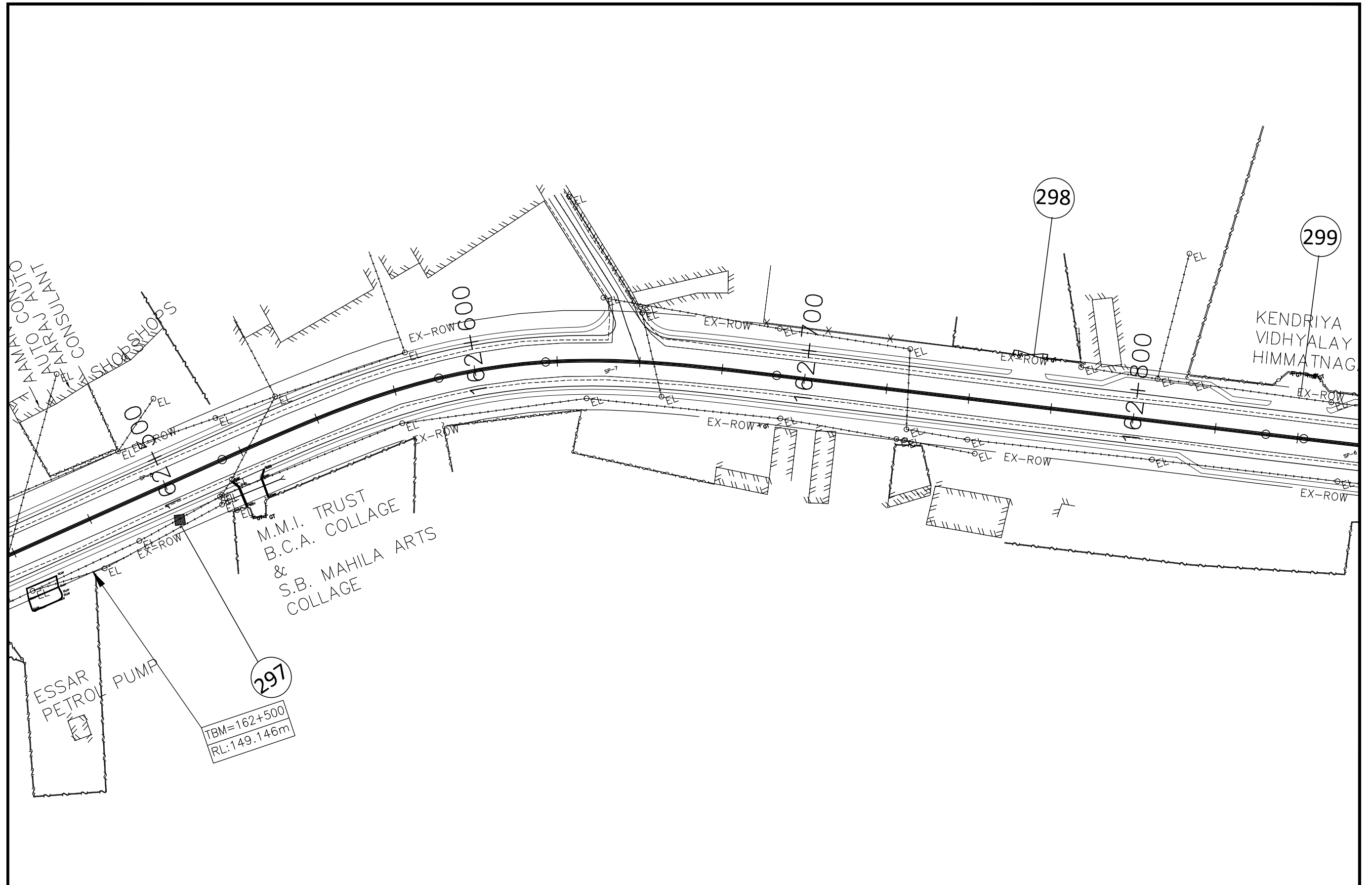
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			CAD FILE:	DES-MH			DATE:	SEP'2012	PROJECT:	PPWCS	DWG No:	PPWCS/MH/IS/83	REV.	0
No.	REVISION	DATE	BY											

Appendix 13.1

Star Rating of Dhansura_Meghraj before and after the Design

Before Design			After Design		
Star Rating	Length (km's)	%	Star Rating	Length (km's)	%
	0.3km	1		7.7km	17
	12.2km	28		11.3km	26
	22.2km	50		18.4km	42
	6.0km	14		5.5km	12
	3.6km	8		1.4km	3
	0km	0		0km	0
Vehicles per day	Length (km)	%	Vehicles per day	Length (km)	%
1000 - 5000	41.6 km	94	1000 - 5000	41.6 km	94
5001 - 10000	2.7 km	6	5001 - 10000	2.7 km	6
Motorcycle flow (% of traffic)	Length (km)	%	Motorcycle flow (% of traffic)	Length (km)	%
41% - 60%	43.3km	98	41% - 60%	43.3km	98
61% - 80%	1km	2	61% - 80%	1km	2
Bicycle flow	Length (km)	%	Bicycle flow	Length (km)	%
Low	44.2km	100	Low	44.2km	100
Medium	0.1km	0	Medium	0.1km	0
Pedestrian flow across the road	Length (km)	%	Pedestrian flow across the road	Length (km)	%
Not recorded / none	40.3km	91	Not recorded / none	40.3km	91
Low	3.3km	7	Low	3.3km	7
Medium	0.5km	1	Medium	0.5km	1
High	0.2km	0	High	0.2km	0
Pedestrian flow along the road	Length (km)	%	Pedestrian flow along the road	Length (km)	%
Low	37.8km	85	Low	37.8km	85
Medium	4.5km	10	Medium	4.5km	10
High	2km	5	High	2km	5
Area type	Length (km)	%	Area type	Length (km)	%
Rural	42.2km	95	Rural	42.2km	95
Urban	2.1km	5	Urban	2.1km	5
Number of lanes for use by through traffic	Length (km)	%	Number of lanes for use by through traffic	Length (km)	%

Star Rating of Dhansura_Meghraj before and after the Design

Before Design			After Design		
One	43.6km	98	One	43km	97
Two	0.7km	2	Two	1.3km	3
One way / two way flow	Length (km)	%	One way / two way flow	Length (km)	%
Two way traffic	44.3km	100	Two way traffic	44.3km	100
Speed	Length (km)	%	Speed	Length (km)	%
50km/h	15.4km	35	<= 40km/h	9.9km	22
60km/h	4.5km	10	50km/h	1.5km	3
70km/h	24.4km	55	60km/h	5km	11
			70km/h	7.9km	18
			80km/h	20km	45
Motorcycle facilities - speed	Length (km)	%	Motorcycle facilities - speed	Length (km)	%
50km/h	15.4km	35	50km/h	15.4km	35
60km/h	4.5km	10	60km/h	4.5km	10
70km/h	24.4km	55	70km/h	24.4km	55
Lane width for lanes serving through traffic	Length (km)	%	Lane width for lanes serving through traffic	Length (km)	%
Wide (> 3.25m)	3.3km	7	Wide (> 3.25m)	44.3km	100
Medium (2.75m <= to <= 3.25m)	3.1km	7			
Narrow (0.0m to < 2.75m)	37.9km	86			
Paved shoulder width	Length (km)	%	Paved shoulder width	Length (km)	%
Medium (1.0m < to < 2.4m)	0.2km	0	Narrow (0.0m < to <= 1.0m)	44.3km	100
Narrow (0.0m < to <= 1.0m)	0.2km	0			
None	43.9km	99			
Unpaved shoulder width	Length (km)	%	Unpaved shoulder width	Length (km)	%
Narrow (0.0m < to <= 1.0m)	39.3km	89	Wide (>= 2.4m)	44.3km	100
None	5km	11			
Curvature	Length (km)	%	Curvature	Length (km)	%
Straight or gently curving	37.2km	84	Straight or gently curving	37.2km	84
Moderate	1.4km	3	Moderate	5.3km	12
Sharp	4.8km	11	Sharp	1.5km	3
Very sharp	0.9km	2	Very sharp	0.3km	1

Star Rating of Dhansura_Meghraj before and after the Design

Before Design			After Design		
Quality of curve	Length (km)	%	Quality of curve	Length (km)	%
Adequate	38.9km	88	Adequate	44.2km	100
Poor	5.4km	12	Poor	0.1km	0
Overtaking demand	Length (km)	%	Overtaking demand	Length (km)	%
None	0.7km	2	None	0.7km	2
Medium	43.6km	98	Medium	43.6km	98
Delineation	Length (km)	%	Delineation	Length (km)	%
Adequate	0.4km	1	Adequate	44.3km	100
Poor	43.9km	99			
Vertical alignment variation	Length (km)	%	Vertical alignment variation	Length (km)	%
Flat	44.1km	100	Flat	44.1km	100
Undulating / rolling	0.2km	0	Undulating / rolling	0.2km	0
Sidewalk provision - left	Length (km)	%	Sidewalk provision - left	Length (km)	%
Adjacent to traffic	1km	2	Adjacent to traffic	8km	18
None	43.3km	98	None	36.3km	82
Sidewalk provision - right	Length (km)	%	Sidewalk provision - right	Length (km)	%
Adjacent to traffic	0.4km	1	Adjacent to traffic	7.5km	17
None	43.9km	99	None	36.8km	83
Road condition	Length (km)	%	Road condition	Length (km)	%
Good	30.7km	69	Good	44.3km	100
Medium	13.6km	31			
Land use - left	Length (km)	%	Land use - left	Length (km)	%
Undeveloped areas	36.4km	82	Undeveloped areas	36.4km	82
Development other than residential or commercial	0.1km	0	Development other than residential or commercial	0.1km	0
Residential	6.7km	15	Residential	6.7km	15
Commercial	1.1km	2	Commercial	1.1km	2
Land use - right	Length (km)	%	Land use - right	Length (km)	%
Undeveloped areas	34.5km	78	Undeveloped areas	34.5km	78
Residential	8.3km	19	Residential	8.3km	19
Commercial	1.5km	3	Commercial	1.5km	3
Side friction	Length (km)	%	Side friction	Length (km)	%

Star Rating of Dhansura_Meghraj before and after the Design

Before Design			After Design		
Low	42.9km	97	Low	42.9km	97
Medium	0.7km	2	Medium	0.7km	2
High	0.7km	2	High	0.7km	2
Shoulder rumble strips			Shoulder rumble strips		
	Length (km)	%		Length (km)	%
No	44.3km	100	No	44.3km	100
Pedestrian crossing facilities			Pedestrian crossing facilities		
	Sites			Sites	
Unsignalised marked crossing without refuge	1 sites		Unsignalised marked crossing without refuge	43 sites	
No facility	442 sites		No facility	400 sites	
Pedestrian crossing quality			Pedestrian crossing quality		
	Sites			Sites	
Poor	1 sites		Adequate	42 sites	
Not applicable	442 sites		Poor	1 sites	
			Not applicable	400 sites	
Bicycle facilities			Bicycle facilities		
	Length (km)	%		Length (km)	%
None	44.3km	100	None	44.3km	100
Motorcycle facilities			Motorcycle facilities		
	Length (km)	%		Length (km)	%
None	44.3km	100	None	44.3km	100
Minor access point density			Minor access point density		
	Length (km)	%		Length (km)	%
Low	0.3km	1	Low	0.3km	1
High	1.8km	4	High	1.8km	4
Not applicable	42.2km	95	Not applicable	42.2km	95
Roadside severity - left			Roadside severity - left		
	Length (km)	%		Length (km)	%
Cut	0.5km	1	Safety barrier	4.9km	11
Steep fill embankment slopes	11.3km	26	Cut	0.3km	1
Distance to object 0.0m - 5.0m	20.9km	47	Distance to object 0.0m - 5.0m	1.4km	3
Distance to object 5.0m - 10.0m	2.8km	6	Distance to object 5.0m - 10.0m	29.8km	67
Distance to object > 10.0m	8.8km	20	Distance to object > 10.0m	7.9km	18
Roadside severity - right			Roadside severity - right		
	Length (km)	%		Length (km)	%
Safety barrier	0.5km	1	Safety barrier	5.3km	12
Cut	0.6km	1	Cut	0.6km	1
Steep fill embankment slopes	8.8km	20	Steep fill embankment slopes	0.1km	0

Star Rating of Dhansura_Meghraj before and after the Design

Before Design			After Design		
Distance to object 0.0m - 5.0m	21.8km	49	Distance to object 0.0m - 5.0m	1.3km	3
Distance to object 5.0m - 10.0m	7.4km	17	Distance to object 5.0m - 10.0m	32.5km	73
Distance to object > 10.0m	5.2km	12	Distance to object > 10.0m	4.5km	10
Bicycle facilities - roadside severity	Length (km)	%	Bicycle facilities - roadside severity	Length (km)	%
Not recorded	44.3km	100	Not recorded	44.3km	100
Motorcycle facilities - roadside severity	Length (km)	%	Motorcycle facilities - roadside severity	Length (km)	%
Not recorded	44.3km	100	Not recorded	44.3km	100
Major intersection type	Sites		Major intersection type	Sites	
3-leg (unsignalised) without cross-traffic turn lane	40 sites		3-leg (unsignalised) with cross-traffic turn lane	4 sites	
4-leg (unsignalised) without cross-traffic turn lane	11 sites		3-leg (unsignalised) without cross-traffic turn lane	36 sites	
Non-major junctions or driveways (rural roads only)	42 sites		4-leg (unsignalised) with cross-traffic turn lane	1 sites	
None	349 sites		4-leg (unsignalised) without cross-traffic turn lane	10 sites	
Median crossing point - poor condition	1 sites		Non-major junctions or driveways (rural roads only)	42 sites	
			None	349 sites	
			Median crossing point - poor condition	1 sites	
Intersection quality	Sites		Intersection quality	Sites	
Poor	94 sites		Good	51 sites	
Not applicable	349 sites		Poor	43 sites	
			Not applicable	349 sites	
Median Type	Length (km)	%	Median Type	Length (km)	%
Poor quality barrier	0.6km	1	Poor quality barrier	0.6km	1
Physical median width 1.0m - 5.0m	0.1km	0	Physical median width 1.0m - 5.0m	0.1km	0
Centre line only	43.6km	98	Centre line only	43.6km	98
Motorcycle facilities - median	Length (km)	%	Motorcycle facilities - median	Length (km)	%
Not applicable (e.g. one way road)	44.3km	100	Not applicable (e.g. one way road)	44.3km	100
Major upgrade cost	Length (km)	%	Major upgrade cost	Length (km)	%
Low	18.3km	41	Low	18.3km	41
Medium	2km	5	Medium	2km	5
High	24km	54	High	24km	54
Roadworks	Length (km)	%	Roadworks	Length (km)	%
No roadworks	44.3km	100	No roadworks	44.3km	100

APPENDIX 14.1

GUJARAT STATE HIGHWAYS PROJECT-II Roads and Building Department, Government of Gujarat Project Preparatory Works Consultancy Services (PPWCS) for GSHP-II

BASELINE SOCIO-ECONOMIC IMPACT INFORMATION: QUESTIONNAIRE

Village Name: _____ Name of the Surveyor: _____

Date of Survey: _____

Name and Address of the Respondent: _____

1. Please tell us about your family members

	Age (Years)	Gender (Male – 1 Female -2)	Marital Status (Married-1, Not married-2)	Relationship to Head of Household	Education	Occupation/ Source of Income	Income (Rs/ Month)
Respondent- 1							
Other Members-2							
Other Members-3							
Other Members-4							
Other Members-5							
Other Members-6							
Other Members-7							

<i>Relationship with Head of Household</i>	<i>Occupation/Source of Income</i>	<i>Education</i>
<i>Self</i>	<i>1 Student</i>	<i>1 Did not complete Primary</i>
<i>Wife/ husband</i>	<i>2 Retired</i>	<i>2 Primary</i>
<i>Daughter/Son</i>	<i>3 Unemployed</i>	<i>3 Secondary</i>
<i>Father/Mother</i>	<i>4 Housewife</i>	<i>4 Higher Secondary</i>
<i>Grand mother/Grand Father</i>	<i>5 Agriculture</i>	<i>5 Technical or Vocational</i>
<i>Brother-in-law/Sister-in-law</i>	<i>6 Manufacturing</i>	<i>6 College and Above</i>
<i>Father-in-law/Mother-in-law</i>	<i>7 Construction</i>	
<i>Son-in-law/Daughter-in-law</i>	<i>8 Jobs in Government Sector</i>	
<i>Nephew/ Niece</i>	<i>9 Other(pl Specify)</i>	
<i>Uncle/Aunt</i>	<i>10</i>	
<i>Grandson/Grand daughter</i>	<i>11</i>	
<i>Brother/sister</i>	<i>12</i>	
<i>Grand daughter-in-law</i>	<i>13</i>	
<i>Cousin</i>	<i>14</i>	
<i>Other, if any</i>	<i>15</i>	

2. Does your household/family own vehicles?

Yes/no

3. If yes, which vehicles do your family own? (please tick \checkmark the appropriate)

Car	
Auto Rickshaw	
2-wheeler	
Bicycle	

4. How far is the bus stop/chakda stand from your home?

_____.

5. How do you go to the bus stop/chakda stand? (please tick \checkmark the appropriate)

Walking	
Car	
Auto Rickshaw	
Motorised 2-wheeler	
Bicycle	

6. What is the frequency of bus service/chakda from the stop close to your house?

_____.

7. Do you or your family members normally travel by bus/chakda? **Yes/No**

8. If yes, while travelling by these modes, do you/your family members normally get a place to sit comfortably? **Yes/No**

9. (a) Are the buses/ chakda/ any other mode of transport you use regularly, always on time? **Yes/No**

(b) If no, how long do you have to wait? _____ **hours**

10. How far is the school where your children go? _____ **km**

11. How do the children in your house travel to school?

Walking	
School Bus	
Car	
Auto Rickshaw	
Motorised 2-wheeler	
Bicycle	

12. How far is the nearest dispensary from your home? _____ **km**

13. In case of any illness in your family, how do you reach the health centre/hospital/dispensary?

Walking	
Bus	
Car	
Auto Rickshaw	
Motorised 2-wheeler	
Bicycle	

14. Normally how long does it take to reach the health centre/hospital/dispensary? _____ **hours**

15. Usual Trip Information of Family (Record for 5 most important Purposes of Travel in last one month)

S. No.	Purpose of Travel (Use code from below)	Distance (in Km) (For respective purpose)	Travel Time (in Minutes) (For respective purpose)	Mode of Travel (In case of more than one mode per trip, write all)	Expenditure on Transportation (In Rs.) (For respective travel for the most frequently used mode of transport)	How many members of Family accompany (no.)	Frequency of travel for respective purpose
1							
2							
3							
4							
5							

Purpose (To Reach)		Mode of Travel (To Reach)		Frequency	
Work Place/Agriculture Field	1	Walk	1	Daily	1
School (up to 10+2)	2	Bicycle	2	3-4 times/week	2
College (after 12)	3	Auto-Rickshaws	3	Twice a week	3
Agriculture Market	4	Mini-Bus	4	Weekly	4
Nearby Local Market/ Grocery shop	5	Two-Wheeler	5	Fortnightly	5
Medical / Health Institute	6	Three-Wheeler	6	Monthly	6
Nearby Town	7	Bus	7	Seasonal	7
Bus Stop	8	Chakda	8		
District Headquarter	9	Cart	9		
Block Headquarter	10	NA	10		
Social Trip	11				

16. Is there anything else you would like to say about the present transport situation in the village, in the form of grievance or suggestion?

Appendix 15.1: Basis for Formulation of Entitlements

Code	Category of PAP	Type of Impact	Unit of Entitlement	Entitlement as per "GSHP-Phase I"	Entitlement as Proposed for GSHP-II	Remarks
1A	Titleholder – Agriculture Land / Non-agriculture land / Homestead Land and assets	Loss of land and assets	Land owner(s)	<p>Compensation at "replacement cost" or "actual market value".</p> <ol style="list-style-type: none"> If the replacement cost is more than the compensation (at "market price" as determined by the Land Acquisition Authority), then the difference is to be paid by the project in the form of "assistance". The "replacement cost" or "actual market price" will be decided by an independent agency. The Independent Committee is to be headed by the District Collector or his designated representative and comprising of the following members: <ul style="list-style-type: none"> Land Acquisition Officer Executive Engineer District Agricultural Officer NGO representative PAP's will be explained the process and their views will be taken into consideration, while determining the market value. <p>[Clause 1A, Para 1, 2 and 3 (GSHP-Phase II B Entitlement Matrix)]</p>	1. Cash compensation as per "Jantri Value".	Adopted from GSHP-Phase II B Entitlement Matrix. Para 6.22 (b), NRRP-2007 states that "compensation award shall take into account the market value of the property being acquired, including the location-wise minimum price per unit area fixed (or to be fixed) by the respective State Government or UT Administration".
				<p>If the residual plot(s) is (are) not viable (i.e. less than 0.4 ha in case of irrigated land and less than 1 ha in case of non-irrigated land)</p> <p>[Clause 1A, Para 4 (GSHP-Phase II B Entitlement Matrix)]</p>	2. Option for compensation of residual unviable land parcels [less than 0.4 ha in case of irrigated land and less than 1 ha in case of non-irrigated land]	Adopted from GSHP-Phase II B Entitlement Matrix
					3. Registration and stamp duty charges (currently applicable) for the land acquired	Adopted as per Para 7.6, NRRP-2007, which states that "In case of a project involving land acquisition on behalf of a requiring body, the stamp duty and other fees payable for registration of the land or house allotted to the affected families shall be borne by the requiring body".
				<p>All fees, taxed and other charges, as applicable under the relevant laws, incurred in the relocation and resource establishment, are to be borne by the project. [Clause 1A, Para 6 (GSHP-Phase</p>	4. All fees and other charges, as applicable under the relevant laws, shall be borne by the project	Adopted from GSHP-Phase II B Entitlement Matrix

Code	Category of PAP	Type of Impact	Unit of Entitlement	Entitlement as per "GSHP-Phase I"	Entitlement as Proposed for GSHP-II	Remarks
				<p>II B Entitlement Matrix]</p> <p>Replacement or compensation for structures or other non-land assets: EPs are eligible for replacement or compensation for structures and other non-land assets that are impacted by the project [GSHP-Phase II B Principles, Compensation of lost assets at replacement cost – Para 18 (e), Page 6]</p>		
					5. Replacement of water-yielding bores shall be done subject to availability of water in the remaining landholding or anywhere near the beneficiary land in consultation with the affected community. If water is not available, replacement cost of the bore-well at rates decided on case-by-case (without depreciation) based on Gujarat Water Supply and Sewerage Board (GWSSB) Schedule of Rates.	Adopted from GSHP-Phase II B Support Principles for Different Categories of Impacts and also on the understanding of the significance of water sources in Gujarat State
					6. Financial assistance for replacement of Cattle shed: One-time financial assistance of Rs.15000 for displaced households	<ul style="list-style-type: none"> Adopted as per Para 7.10, NRRP-2007, which states that "Each affected family that is displaced and has cattle, shall get financial assistance of such amount as the appropriate Government may decide but not less than fifteen thousand rupees, for construction of cattle shed"
					7. In case land owners become landless or marginal, financial assistance equivalent to 12 months of minimum agricultural wages of Gujarat (calculated for 25 days in a month), as subsistence allowance.	<ul style="list-style-type: none"> Para 7.19, NRRP-2007, states that "...provided that, if as a result of such land acquisition, the land holder becomes landless or is reduced to the status of a "small" or "marginal" farmer, other rehabilitation and resettlement benefits available under this policy shall also be extended to such affected family". Benefit specified in Para 7.16, NRRP-2007 is adopted, which states that "In case of a project involving land acquisition on behalf of a requiring body, each affected family which is involuntarily displaced shall get a monthly subsistence allowance equivalent to twenty-five days minimum agricultural wages per month for a period of one year from the date of displacement.
					8. Ex-gratia assistance of Rs.20000 for land owners losing upto 500 sq.m of land in lieu of all other benefits	<ul style="list-style-type: none"> Adopted as per Para 7.19, NRRP-2007, which states that "In case of linear acquisitions, in projects relating to railway lines, highways, transmission lines, laying of pipelines and other such projects wherein only a narrow stretch of land is acquired for the purpose of the project or is utilized for right of way, each <i>khatedar</i> in the affected family shall be offered by the requiring body an ex-gratia payment of such amount as the appropriate government may decide, but not less than twenty thousand rupees, in addition to the

Code	Category of PAP	Type of Impact	Unit of Entitlement	Entitlement as per "GSHP-Phase I"	Entitlement as Proposed for GSHP-II	Remarks
						<p>compensation or any other benefits due under the Act or programme or scheme under which the land, house or other property is acquired"</p> <ul style="list-style-type: none"> Quantification of 500 sq m as eligibility for ex-gratia is based on provisions in recent projects¹, and the amount of Rs.20,000 is from the NRRP 2007
				In case of severance of agricultural land, an additional grant of 10 percent of the amount paid for land acquisition [Clause IA, Para 5 (GSHP-Phase II B Entitlement Matrix)]	9. In case of severance of agricultural land, an additional grant of 10 percent of the amount paid for land acquisition	Adopted from GSHP-Phase II B Entitlement Matrix.
				They are entitled to be given a notice substantially 4 months in advance [Clause 2B, Para 1 (GSHP-Phase II B Entitlement Matrix)]	10. Advance notice of 4 months to harvest standing crops	Adopted from GSHP-Phase II B Entitlement Matrix.
				<p>For non-perennial crops, Grant towards crop lost before harvest due to forced relocation, equal to market value of crop lost plus cost of replacement of seeds for the next season's harvest</p> <p>For perennial crops such as fruit trees, Market value will be calculated as equal to the capitalized value</p> <p>Capitalized value is the net present value of production of such crops, at a discount rate of 12 percent per annum</p> <p>[Clause 2B (Para 2) and Clause 2C (Para 1 and 2) of GSHP-Phase II B Entitlement Matrix]</p>	11. Crop/tree damage compensation as assessed by the concerned Government Departments [The valuation of crop/tree damage shall be assessed by concerned Government Departments on the understanding that respective rates of crop/tree are updated on regular basis by the respective Departments].	Adopted from GSHP-Phase II B Entitlement Matrix.
				Right to salvage materials from existing structures: EPs are eligible to salvage material from their existing structures and sites, with the exception of trees [Para 18.f, Page 6, GSHP-Phase II B RAP Document (support principles for different categories of impacts)]	12. Right to salvage materials from affected land or structure	Adopted from GSHP-Phase II B RAP Document (support principles for different categories of impacts).
1B	Titleholder – Residential Structure	Loss of structure	Land / structure owner(s)	<p>If the asset (part or full) in question is a residential structure, then the replacement cost will be calculated as greater of the following, subject to "Gujarat Housing Board/Gujarat Rural Housing Board quality standards</p> <ul style="list-style-type: none"> Cost of provision of residential 	<p>1. Compensation at replacement cost determined on the basis of R&BD Schedule of Rates as on date without depreciation</p> <p>2. Affected structures of size less than 20 sq.m., which are fully</p>	<p>Adopted from GSHP-Phase II B Entitlement Matrix and modified accordingly:</p> <ul style="list-style-type: none"> Entitlement No.1B.1 is on the understanding that valuation based on R&BD Schedule of Rates without depreciation provides replacement cost. Entitlement No.1B.2 is in compliance with the comments from the World Bank on Draft

¹ Rehabilitation and Resettlement Policy Framework of Karnataka State Highways Improvement Project (KSHIP) – Phase II, funded by the World Bank, dated 12.04.2010

Code	Category of PAP	Type of Impact	Unit of Entitlement	Entitlement as per "GSHP-Phase I"	Entitlement as Proposed for GSHP-II	Remarks
				<p>structure of area equivalent to that lost; or</p> <ul style="list-style-type: none"> Cost of provision of residential structure @ 6m² per member of the household, subject to a minimum of 12m² <p>[Clause 1B, Para 1 (GSHP-Phase II B Entitlement Matrix)]</p>	<p>affected or if rendered unviable, shall have option to compensation equivalent to cost of provision of residential structure of size 20 sq.m.</p>	<p>Entitlement Matrix. The entitlement intends to cover those households fully impacted of sizes lesser than the basic minimum sizes for residential and commercial structures. For residential structures the Indira Awas Yojana (IAY) standards of 20sq.m while for commercial a unit size of 10 sq m is adopted.</p> <ul style="list-style-type: none"> [Draft Entitlement Matrix provided the entitlement as "For fully affected structures or if rendered unviable, shall have option to compensation equivalent to cost of provision of residential structure @ 6 sq.m per member of the household, subject to a minimum of 12 sq.m"].
				<p>A flat sum of Rs.500 as shifting allowances</p> <p>[Clause 1B, Para 5 (GSHP-Phase II B Entitlement Matrix)]</p>	<p>3. Shifting Allowance: One-time financial assistance of Rs. 5000.</p>	<ul style="list-style-type: none"> Adopted from GSHP-Phase II B Entitlement Matrix and modified in compliance with the comments from the World Bank on Draft Entitlement Matrix and based on the discussions with PIU. [Draft Entitlement Matrix provided Shifting Allowance as Rs.1000 based on the rate estimated considering inflation (based on CPI, Ministry of Statistics and Programme Implementation)–Attachment-3].
				<p>Temporary arrangements until permanent structures are ready for occupation (for a grant of Rs.1800 to cover nine month's rental accommodation)</p> <p>[Clause 1B, Para 3, GSHP-Phase II B Entitlement Matrix]</p>	<p>4. Transitional allowance of Rs.10,000 towards temporary arrangements and rentals during the transition period.</p>	<p>Adopted from GSHP-Phase II B Entitlement Matrix. Nine months rental has been considered to arrive at the lump sum of Rs.10000.</p>
				<p>Right to salvage materials from existing structures: EPs are eligible to salvage material from their existing structures and sites, with the exception of trees</p> <p>[Para 18.f, Page 6, GSHP-Phase II B RAP Document (support principles for different categories of impacts)]</p>	<p>5. Right to salvage materials from affected land or structure.</p>	<p>Adopted from GSHP-Phase II B RAP Document (support principles for different categories of impacts).</p>
1C	Titleholder-Commercial/ industrial Structure	Loss of structure	Land / structure owner(s)	<p>If the asset (part or full) in question is a residential structure, then the replacement cost will be calculated as greater of the following, subject to "Gujarat Housing Board/Gujarat Rural Housing Board quality standards</p> <ul style="list-style-type: none"> Cost of provision of residential structure of area equivalent to that lost; or Cost of provision of residential structure @ 6m² per member of the household, subject to a minimum of 	<p>1. Compensation at replacement cost determined on the basis of R&BD Schedule of Rates as on date without depreciation.</p> <p>2. Affected structures of size less than 10 sq.m which are fully affected, or rendered unviable, shall have option to compensation equivalent to cost of provision of commercial structure, of size</p>	<ul style="list-style-type: none"> Adopted from GSHP-Phase II B Entitlement Matrix and modified in compliance with the comments from the World Bank on Draft Entitlement Matrix. [Draft Entitlement Matrix provided the entitlement as "For fully affected structures, or rendered unviable, shall have option to compensation equivalent to cost of provision of commercial structure, subject to a minimum of 10 sq.m"].

Code	Category of PAP	Type of Impact	Unit of Entitlement	Entitlement as per "GSHP-Phase I"	Entitlement as Proposed for GSHP-II	Remarks
				12m ² [Clause 1B, Para 1 (GSHP-Phase II B Entitlement Matrix)]	10 sq.m.	
				A flat sum of Rs.500 as shifting allowances [Clause 1B, Para 5 (GSHP-Phase II B Entitlement Matrix)]	3. Shifting Allowance: One-time financial assistance of Rs. 5000.	<ul style="list-style-type: none"> Adopted from GSHP-Phase II B Entitlement Matrix and modified in compliance with the comments from the World Bank on Draft Entitlement Matrix and based on the discussions with PIU. [Draft Entitlement Matrix provided Shifting Allowance as Rs.1000 based on the rate estimated considering inflation (based on CPI, Ministry of Statistics and Programme Implementation)–Attachment-3].
				Temporary arrangements until permanent structures are ready for occupation (for a grant of Rs.1800 to cover nine month's rental accommodation) [Clause 1B, Para 3, GSHP-Phase II B Entitlement Matrix]	4. Transitional allowance of Rs.10,000 towards temporary arrangements and rentals during the transition period.	Adopted from GSHP-Phase II B Entitlement Matrix. Nine months rental has been considered to arrive at the lump sum of Rs.10000.
				Right to salvage materials from existing structures: EPs are eligible to salvage material from their existing structures and sites, with the exception of trees [Para 18.f, Page 6, GSHP-Phase II B RAP Document (support principles for different categories of impacts)]	5. Right to salvage materials from affected land or structure.	Adopted from GSHP-Phase II B RAP Document (support principles for different categories of impacts).
1D	Titleholder-Residential-cum-commercial/ industrial structure	Loss of structure	Land / structure owner(s)		1. The entitlement provisions that shall be higher among 1B and 1C shall be provided.	
2A	Tenants-Residential / commercial / industrial Structure	Loss of structure	Individual / Household	The tenants (includes the specific case of agricultural tenants) will receive the following: <ul style="list-style-type: none"> The amount of deposit or advance payment paid by the tenant to the landlord prorated on the basis of months remaining at the time of expropriation, (this will be deducted 	1. For tenants (residential category) requiring relocation, rental allowance for 6 months at the rate of Rs.1000/month in rural areas and Rs.1500/month in urban areas, if the structure is fully affected or the unaffected part of the	<ul style="list-style-type: none"> Adopted from GSHP-Phase II B Entitlement Matrix and modified in compliance with the comments from the World Bank on Draft Entitlement Matrix and based on the findings of socio-economic surveys of affected households. [Draft Entitlement Matrix provided the entitlement as "For tenants requiring relocation,

Code	Category of PAP	Type of Impact	Unit of Entitlement	Entitlement as per "GSHP-Phase I"	Entitlement as Proposed for GSHP-II	Remarks
				<p>from the payment to the landlord)</p> <ul style="list-style-type: none"> A sum equal to six months rental (or equal to six months lost income for the agricultural tenants) in consideration of disruption caused, and <p>[Clause 1B, Para 6, GSHP-Phase II B Entitlement Matrix]</p>	<p>2. structure is unviable. For tenants (commercial/industrial category), requiring relocation, rental allowance for 6 months at the rate of Rs.1500/month in rural areas and Rs.2000/month in urban areas, if the structure is fully affected or the unaffected part of the structure is unviable.</p>	<p>rental allowance for 6 months at the rate of Rs.1500 in rural areas and Rs.2000 (to be finalized based on the findings of socio-economic survey of affected households) in urban areas, if the structure is fully affected or the unaffected part of the structure is unviable”].</p>
				<p>A flat sum of Rs.500 as shifting allowances</p> <p>[Clause 1B, Para 5 (GSHP-Phase II B Entitlement Matrix)]</p>	<p>3. Shifting Allowance: One-time financial assistance of Rs. 5000.</p>	<ul style="list-style-type: none"> Adopted from GSHP-Phase II B Entitlement Matrix and modified in compliance with the comments from the World Bank on Draft Entitlement Matrix and based on the discussions with PIU. [Draft Entitlement Matrix provided Shifting Allowance as Rs.1000 based on the rate estimated considering inflation (based on CPI, Ministry of Statistics and Programme Implementation)–Attachment-3].
				<p>The tenants (includes the specific case of agricultural tenants) will receive the following:</p> <ul style="list-style-type: none"> ...Compensation for any structure the tenant has erected on the property <p>[Clause 1B, Para 6, GSHP-Phase II B Entitlement Matrix]</p>	<p>4. For impacts to structures constructed by the EP, compensation at replacement cost determined on the basis of R&BD Schedule of Rates as on date without depreciation.</p>	<p>Adopted from GSHP-Phase II B Entitlement Matrix.</p>
				<p>Right to salvage materials from existing structures: EPs are eligible to salvage material from their existing structures and sites, with the exception of trees</p> <p>[Para 18.f, Page 6, GSHP-Phase II B RAP Document (support principles for different categories of impacts)]</p>	<p>5. Right to salvage materials from affected land or structure.</p>	<p>Adopted from GSHP-Phase II B RAP Document (support principles for different categories of impacts).</p>
3A	Squatter-Residential / Commercial / Residential-cum-commercial	Loss of structure	Individual/Household	<p>1. Plot or house will be given based on existing government to a low cost (as applicable to the EWS housing scheme)</p> <p>2. When only ‘site’ or ‘site and services’ are given, they will be assisted with the construction of a residential/business unit</p> <p>Entitlement details 1 and 2 above are to be equivalent</p> <p>[Clause 3A (Entitlement for Squatters), GSHP-Phase II B Entitlement Matrix]</p>	<p>1. Compensation for impacted structures at replacement cost determined on the basis of R&BD Schedule of Rates as on date without depreciation (or)</p> <p>2. (i) Costs towards house construction (as applicable to IAY/SAY housing scheme in Gujarat), for residential squatters (ii) Costs towards shop construction (of 100 sq ft area) for commercial</p>	<ul style="list-style-type: none"> Adopted from GSHP-Phase II B Entitlement Matrix. Following the principles of GSHP-Phase II B, alternate plot or house require to be provided for squatters. However, considering the difficulty in finding alternate plot or house, compensation (as applicable to IAY/SAY housing scheme in Gujarat) shall be provided at replacement cost.

Code	Category of PAP	Type of Impact	Unit of Entitlement	Entitlement as per "GSHP-Phase I"	Entitlement as Proposed for GSHP-II	Remarks
					squatters, whichever is higher among 3A.1 and 3A.2.	
				A flat sum of Rs.500 as shifting allowances [Clause 1B, Para 5 (GSHP-Phase II B Entitlement Matrix)]	3. Shifting Allowance: One-time financial assistance of Rs. 5000.	<ul style="list-style-type: none"> Adopted from GSHP-Phase II B Entitlement Matrix and modified in compliance with the comments from the World Bank on Draft Entitlement Matrix and based on the discussions with PIU. [Draft Entitlement Matrix provided Shifting Allowance as Rs.1000 based on the rate estimated considering inflation (based on CPI, Ministry of Statistics and Programme Implementation)–Attachment-3].
				Facilitation/access to training includes equivalent income generating assistance [Clause 3A, Para 4 (Entitlement for Squatters), GSHP-Phase II B Entitlement Matrix]	4. Training Assistance: Training in opted areas to any one member of the household losing livelihood.	<ul style="list-style-type: none"> Adopted from GSHP-Phase II B Entitlement Matrix Para 7.13.1 (b) of NRRP-2007, states that "wherever necessary, the requiring body shall arrange for training of the affected persons, so as to enable such persons to take on suitable jobs". Para 7.13.2, NRRP-2007, states that "The affected persons shall be offered the necessary training facilities for development of entrepreneurship, technical and professional skills for self employment".
3B	Encroacher	Loss of structures / Assets	Land owner(s)	Encroachers will be notified a time in which to remove their assets, except trees; and harvest their crops [Clause 3A (Entitlement for Encroachers), GSHP-Phase II B Entitlement Matrix]	1. Encroachers shall be notified a time in which to remove structure or assets, except trees and harvest standing crops, if any;	Adopted from GSHP-Phase II B Entitlement Matrix.
				Will be assisted case-by-case, according to household income and existing assets (including ownership of viable plot of land), in the case of fulfilling both of the criteria below: <ul style="list-style-type: none"> Not owning the land adjacent to land upon which he is encroaching, and Being a member of vulnerable group. 	2. Financial assistance equivalent to 1month of minimum agricultural wages of Gujarat (calculated for 25 days in a month).	<ul style="list-style-type: none"> Adopted from GSHP-Phase II B Entitlement Matrix. Assistance proposed in view of the definition of affected family [Para 3.1 (b), NRRP-2007] which includes "a family whose primary place of residence or other property or source of livelihood is adversely affected by the acquisition of land for a project or involuntary displacement for any other reason".
4A	Additional support to vulnerable groups		Individual / Household	The assistance will be equivalent to a lump-sum grant of Rs.2000 per annum for 3 years towards income generating or vocational training option of the EP's choice. The training programme will be offered in co-ordination with all or any of the following:	1. Training Assistance: Training in opted areas to any one member of the household losing livelihood. 2. Lump sum amount of Rs.15000 for livelihood sources. [Training programmes shall be offered in coordination with any of	<ul style="list-style-type: none"> Adopted from GSHP-Phase II B Entitlement Matrix, with due rise in the training cost. Para 7.13.1 (b) of NRRP-2007, states that "wherever necessary, the requiring body shall arrange for training of the affected persons, so as to enable such persons to take on suitable jobs". Para 7.13.2, NRRP-2007, states that "The affected persons shall be offered the necessary

Code	Category of PAP	Type of Impact	Unit of Entitlement	Entitlement as per "GSHP-Phase I"	Entitlement as Proposed for GSHP-II	Remarks
				<ul style="list-style-type: none"> Gujarat Mahila Arthik Vikas Nigam Ltd., Gujarat Scheduled Castes Economic Development Corporation Gujarat Tribal Development Corporation TRYSEM, etc. <p>The training included counseling to start a suitable production or service activity. The money not spent for initial training programme to be used to pay the cost for setting up of their new enterprise [Clause 4B, GSHP-Phase II B Entitlement Matrix]</p>	<p>the following;</p> <ul style="list-style-type: none"> Education Department, Govt. of Gujarat (self employment programmes for women). Tribal Development Department, Govt. of Gujarat (Vanbandhu Kalyan Yojana). 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]. 	training facilities for development of entrepreneurship, technical and professional skills for self employment".
5A	Employees in shops, agricultural laborers, sharecroppers	Loss of livelihood	Individual	<p>A grant equal to six months lost income:</p> <ul style="list-style-type: none"> This is valid for persons above 14 years of age indirectly affected due to the employer being displaced, on a case by case basis. This will be calculated @Rs.1850 per month to employee of a tenant and Rs.2200 per month to employee of a property owner In individual cases, when the wage earner is the only earner in the household, then he will be entitled to Rs.2500 per month. <p>[Clause 2A and 4B, GSHP-Phase II B Entitlement Matrix]</p>	<ol style="list-style-type: none"> Training Assistance: Training in opted areas to any one member of the household losing livelihood. Lump sum Financial assistance equivalent to 6 months of minimum agricultural wages of Gujarat (calculated for 25 days in a month). 	<ul style="list-style-type: none"> Adopted from GSHP-Phase II B Entitlement Matrix Para 7.13.1 (b) of NRRP-2007, states that "wherever necessary, the requiring body shall arrange for training of the affected persons, so as to enable such persons to take on suitable jobs". Para 7.13.2, NRRP-2007, states that "The affected persons shall be offered the necessary training facilities for development of entrepreneurship, technical and professional skills for self employment".
6A	Community Assets	Loss of community assets	Community	<ol style="list-style-type: none"> Easily displaced resources such as cultural properties will be conserved (by means of special protection, relocation, replacement, etc.) in consultation with the community Loss of access to firewood etc., will be compensated by involving the communities in a social forestry scheme, in co-ordination with the Department of Forests, wherever possible Adequate safety measures, particularly for pedestrians and children; landscaping of community common areas; improved drainage; roadside rest areas, etc., are all provided in the design of the highways [Clause 6A, GSHP-Phase II B Entitlement Matrix] 	<ol style="list-style-type: none"> Resources such as cultural properties shall be conserved (by means of special protection, relocation, replacement, etc.) in consultation with the community. Adequate safety measures, particularly for pedestrians and children, landscaping of community common areas, improved drainage, roadside rest areas, etc shall be provided in design of the highways. 	Adopted from GSHP-Phase II B Entitlement Matrix
7A	Scheduled	Loss of	Household	Targeted support to vulnerable groups:	1. Cash compensation based on	Adopted from GSHP-Phase II B RAP Document

Code	Category of PAP	Type of Impact	Unit of Entitlement	Entitlement as per "GSHP-Phase I"	Entitlement as Proposed for GSHP-II	Remarks
	Tribes	land, structure or both		Vulnerable groups will receive targeted support and special attention from the project, and be provided with more options and support mechanisms than others [Page 9, GSHP-Phase II B RAP Document (Targeted Support to Vulnerable Groups)]	the most recent Jantri values. In the event of the latest Jantri values not being equivalent to market rates due to lack of evidence of recent land transactions, enhanced cash compensation for land equivalent to 1.5 times of latest Jantri value of affected tribal land parcel. 2. Entitled for assistance applicable for vulnerable groups.	(Targeted Support to Vulnerable Groups) and modified in compliance with the comments from the World Bank on Draft Entitlement Matrix and based on discussions with PIU regarding provisions in recent projects ² . [Draft Entitlement Matrix provided the entitlement as "Entitled for compensation and assistance applicable for vulnerable groups".
					3. Additional one-time financial assistance equivalent to 500 days minimum agricultural wages towards the loss of customary rights/usages of forest produce	Adopted as per Para 7.21.5, NRRP – 2007, which states that "In case of project involving land acquisition on behalf of a requiring body, each Scheduled Tribe affected family shall get an additional one-time financial assistance equivalent to five hundred days minimum agricultural wages for loss of customary rights or usages for forest produce
8A	Disruption	Temporary Impact	Owner(s)	The contract document of the GSHP specifies that (private and public) access is to be maintained and disruption minimized. Where for unforeseen circumstances sever disruption occurs and losses can be substantiated, "assistance" will be considered for: <ul style="list-style-type: none"> • Business losses, and • Crop/seed losses [Clause 7, GSHP-Phase II B Entitlement Matrix]	1. Compensation for temporary use of land or structures outside Right of Way for construction activities shall be made by the Contractor. The use of such land or structure, compensation for the temporary occupation/use of lands and restoration post completion of the occupation shall be through written agreement between land/structure owner and the contractor. [As laid down in Clause 111 on Precautions for safeguarding the environment, Technical Specifications in the Bid Document]	Adopted from GSHP-Phase II B Entitlement Matrix
9A	Unforeseen impacts			Where for unforeseen circumstances sever disruption occurs and losses can be substantiated, "assistance" will be considered for:	2. Any unforeseen impacts shall be documented and mitigated in accordance with the principles and objectives of	Adopted from GSHP-Phase II B Entitlement Matrix

² Rehabilitation and Resettlement Policy Framework of Karnataka State Highways Improvement Project (KSHIP) – Phase II, funded by the World Bank, dated 12.04.2010

Code	Category of PAP	Type of Impact	Unit of Entitlement	Entitlement as per "GSHP-Phase I"	Entitlement as Proposed for GSHP-II	Remarks
				<ul style="list-style-type: none"> Business losses, and Crop/seed losses [Clause 7, GSHP-Phase II B Entitlement Matrix]	the Policy.	

TERMS AND DEFINITIONS

- a. Agricultural land** means land being used for the purpose of: (i) agriculture or horticulture; (ii) raising of crops, 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;
- b. Assistance** refers to the support provided to PAPs in the form of ex-gratia payments, loans, asset services, etc. in order to improve the standard of living and reduce the negative impacts of the project.
- c. Below poverty line or BPL Family** means below poverty line families as defined by the Planning Commission of India, from time to time, and those included in the State BPL list in force.
- d. Compensation** refers to the amount paid under Consent Award as part of The Land Acquisition Act, 1894. For private property, structures and other assets acquired for the project, it refers to the amount as given in the Entitlement Matrix for the project.
- e. Cut off Date:** the date of Notification under Section 4(1) of Land Acquisition Act, 1894 shall be the cutoff date where the land acquisition will be required. For non-titleholders the date of census survey shall be considered as the cutoff date.
- f. Encroachers** are those person/family, who transgresses into the public land (prior to the cut-off date), adjacent to his/her own land or other immovable assets and derives his/her additional source of shelter/livelihood.
- g. Family** includes a person, his or her spouse, minor sons, unmarried daughters, minor brothers, unmarried sisters, father, mother and other relatives residing with him or her and dependent on him or her for their livelihood; and includes "nuclear family" consisting of a person, his or her spouse and minor children.
- h. Government** refers to the Government of Gujarat.
- i. Land acquisition** means acquisition of land under the Land Acquisition Act, 1894, as amended from time to time.
- j. Marginal farmer** means a cultivator with an unirrigated land holding up to one hectare or irrigated land holding up to half hectare;
- k. 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.
- l. Notification** means a notification published in the Gazette of India, or as the case may be, the Gazette of State;
- m. 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.
- n. Project Affected Family (PAFs) means-** (i) a family whose primary place of residence or other property or source of livelihood is adversely affected or involuntarily displaced by the acquisition of land for the project (ii) any tenure holder, tenant, lessee or owner of other property, who on account of acquisition of land in the affected area of otherwise, has been involuntarily displaced from such land or other property; (iii) any agricultural or non-agricultural labourer, landless person (not having homestead land or agricultural land) rural artisan, small trader or self-employed person; who has been residing or engaged in any trade, business, occupation or vocation in the affected area, and who has been deprived of earning his livelihood or alienated wholly or substantially from the main source of his trade, business, occupation or vocation because of the acquisition of land in the affected area or being involuntarily displaced for any other reason.
- o. 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'

- p. 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 shall 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.
- q. 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.
- r. 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.
- s. 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.
- t. Vulnerable Persons:** persons who are physically or mentally challenged, widows, persons above sixty years of age, below-poverty line households and woman-headed households.
- u. 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.

APPENDIX 15.2

RESETTLEMENT ACTION PLAN - OUTLINE

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Appendix 15.3

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GOVERNMENT OF GUJARAT
ROADS AND BUILDINGS DEPARTMENT

REQUEST FOR PROPOSAL

RFP No.:

Selection of NGO
SERVICES

NGO SERVICES FOR IMPLEMENTATION
OF SIA, RAP, TDP AND R & R ACTIVITIES
UNDER GSHP-II PHASE-I

April 2013

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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. The improvements of 1577 km in the project includes: (i) upgradation corridors for a length of 983 km, involving the strengthening and upgrading of single/intermediate lane roads to standard 2-lane/ 2-lane-with-paved-shoulders / 4-lanes, and (ii) major maintenance, of the remaining 594 km. In line with the prioritization exercise, R&BD has selected ten corridors, aggregating to about 463 km in length, as projects to be taken up for implementation in the first 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 NGO having experience in carrying out such activities. The recruited NGO shall associate with the Environmental and Social Management Unit (EMU, SMU) of PIU to implement the RAP.

II. TASKS

The NGO shall be responsible for the implementation of the RAP that includes mitigating the adverse effects of the project. The NGO 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

NGO shall assist R&BD in all aspect of implementation of Tribal development plan proposed to be implemented under this project

Consultation

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

NGO will support land losers to complete the required documents to access compensation cheques.

NGOs will facilitate disbursement of compensation cheques.

Verification

The NGO 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 NGO 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 NGO shall ensure that each of them are contacted and consulted. The NGO 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 NGO 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. NGOs will accordingly update and finalize the list, if required in consultation with EMU / SMU PIU.

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

The NGO will identify PAFs and/or community asset coming within the Right of Way(RoW) / Corridor of Impact (CoI) 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 NGO 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 NGO 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 NGO shall be responsible for training and assistance of PAPs in establishing linkages with government programs.

The NGO shall train PAPs losing their livelihood for suitable income restoration programs, depending on the skills and interest of the PAPs. The NGO shall prepare individual Income Restoration Plan, as a part of the Micro Plan. The NGO 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. NGO shall coordinate with the following training institutes as identified in the RAP.

- Education Department, Govt. of Gujarat (self-employment programmes for women).
- Tribal Development Department, Govt. of Gujarat (Vanbandhu, Kalyan Yojana).

- 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 NGO 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 NGO shall provide advice to PAPs on the relative benefits of each option. The NGO 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 NGO shall assist the project authorities in ensuring a smooth transition guiding the PAFs through the resettlement period. In consultation with the PAFs, the NGO shall inform the SMU about the date of relocation as suggested by PAF within stipulated time given in notice.

The NGO shall advise the PAPs on utilization of R&R benefits to create productive asset. NGOs 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 NGO shall make PAPs aware of the grievance mechanism set out in the RAP and shall assist them to resolve the grievances. The NGO shall help the PAPs to file a grievance application.

The NGO 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 NGO shall assist R&BD and PAP in the GRC process.

Coordination between PAPs and the EMU / SMU

The NGO 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 NGO 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 NGO may participate in Gram Sabhas of respective villages. Besides contacting PAPs on an individual basis to regularly update the baseline information, NGO shall inform the project details to the Gram Sabhas on a regular basis. NGO 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 NGO 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

NGO 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 NGO 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 NGOs, 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

Consultation in Scheduled Areas

NGO shall carry out consultation in Scheduled Areas during project implementation, (i) consultation with affected households for livelihood restoration, and (ii) consultation with communities and key stakeholders (Tribal Development Department, Taluka Development Offices and other Development Agencies working for the welfare of Scheduled Tribes) to ensure broader community support for the project ,and to aware all the above offices about Tribal Development Plan proposed to implement under the project.

Awareness Creation on Gender and other Social issues

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

NGO 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.

III. 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 NGO 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 NGO without explicit permission of the PIU.

Location of NGO

In order to carry out the above tasks, employees of NGO 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 NGO 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 NGO 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. NGO 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 th 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 NGO 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 NGO 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. NGO 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

NGO 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

NGO 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

NGO 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 NGO 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 NGO copies of the Resettlement Action Plan / Tribal Development 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 NGO services shall be required for a period of Two years. The NGO 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 NGO, for a period mutually agreed upon by both the parties (PIU and the NGO).

Payment

All payments will be linked to the completion of tasks as per milestones assigned by the EMU / SMU. The payment to the NGO 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 th 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 th month)	30% of the total contract value
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 th 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 NGO, Submission of monthly work plans, MPRs and QPRs. (should be completed within 30 th 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 NGO, Submission of monthly work plans, MPRs and QPRs, if any (should be completed within 33 rd month)	15% of the total contract value

Team for the Assignment

The NGO 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 NGO 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 NGO

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 NGOs, 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. Details of Consultation in Scheduled Area
- a. Consultation with Affected ST Households
 - b. Consultation with Community and Key Stakeholders
12. 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
13. Achievement of Targets: Physical and Financial [stage-wise]
14. Summary and Way Forward

COMPLAINTS HANDLING PROCEDURES

Gujarat State Highway Project- II

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

AUGUST 2011

COMPLAINTS HANDLING PROCEDURES

Rationale and Purpose of Complaints Handling Procedures for Gujarat State Highway Project-II

According to the rules of Business 1990, as amended up to 23rd November 2010 (under article 166 of constitution of India), subjects allocated to road and Building Department includes developments, planning, construction and maintenance of assigned roads. Roads assigned to the R & BD are the roads constructed/ to be constructed through plan allocation of the budget. R&BD is therefore accountable to the public for delivery of services w.r.t above charter. In keeping consonance with the mandated accountability and with a view to having good governance, various systems are being implemented to handle complaints and redressals in the department.

Systems in GOG

There are a few systems which address to different grievances and take redressal measures. These systems are owned and operated by state's other agencies for which they have a separate mandate, rules and procedures. R & B cannot impose on these systems and has to integrate and align to the needs of these systems.

Swagat (State Wide attention on Grievances by Application of Technology)

This is a web based computerized redressal system owned, operated and monitored by the office of Hon CM since May 2003. Swagat project is being hosted on every 4th Thursday of the month in the presence of Chief Minister in the Jansampark Department of Chief Minister Office. In his presence with all the department heads and the district representatives, the grievance of the common man are addressed through Video conferencing and solutions are provided online to the common man immediately. This is a three tier redressal system. Grievances not finding satisfactory redressal at the bottom tier go up successively. Grievances of serious nature, longer pendency and /or pertaining to policy matters find direct access to top tier.

Media Response System

This is an online system to respond to the news in media criticizing GOG actions. The system is owned, operated and monitored by information department. A copy of media report is sent to the concerned department. The department has to decide whether to react or not on the media report. System mandates a fixed time frame for reaction. A repository is maintained and reviewed.

MP/MLA references

The state has a computerized integrated work flow document management System. (IWDMS) Under this system, sub system for trekking MP/MLA references exists. The system treks the reference from receipt to final disposal. This system is owned, operated and monitored by CM office in respect of all the references from MP/MLA received by CM office.

Vigilance commission

Functionally it is an independent office not reporting to any of the Government departments. Its mandate is to look into complaints involving allegations of monetary misappropriation against government employees and inferior quality of works. It functions through government machineries overseen by a team of a few officers loaned from GOG departments. It also now offers proactive vigilance. The commission has its own web site with a facility to register complaints directly.

Anti Corruption Bureau

Anti Corruption bureau has been established to enhance, responsibility of Govt. employee and to make Govt. administration corruption free. The Bureau receives complaints from any person regarding misconduct of any government employees. It has its own website with necessary contact details and a facility for online complaint booking.

ATVT centers

This is the most recent citizen oriented online services put up by the state government, owned and operated under revenue officers. One prant officer, with a team of support derived from various departments, looks after two talukas. He caters to public oriented time bound services like issuance of cast certificate, ration card etc. Complaints are also received and passed on to the responsible local counter part for necessary action.

System specific to R&BD

Deputy Secretary (Enquiry) is the officer responsible to the head of the department for handling complaints and redressal. All written complaints other than anonymous complaints received by the department are sent to DS (Enquiry) who in turn with help of CE (QC) processes the complaints. Anonymous complaints are sent to the committee of three Chief Engineers who depending upon the gravity of matter decides whether to process the complaint further or not. Complaints received from non governmental agencies are primarily acknowledged by the complaint receiving officer before sending the same to DS (Enquiry) through the head of the department. Such complaints flow to DS (Enquiry) either from various field officers or through other sources. Acknowledgement is stamped on the complaints received from government machineries/ vigilance commission. Well drawn rules and procedures are followed to process the complaints.

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 though various mechanisms / individuals can efficiently take place under the information of WB and without budging inside the existing mechanisms.

Visibility of Project and implementing agency:

Any bench mark project always gets media coverage and floor dissemination. In addition, following steps shall give the project and its implementing agency adequate focus.

Publication of Annual budget book

MP/MLA interaction

Web site for Gujarat State Highway Project. This site shall have project related information such as name of roads, status, contact details officers in charge, procedure for complaints handling and other details agreed upon for disclosure.

Web site of R&BD

Workplace display of work specifications and contact details

Display of names and contact details at the Division office

Tele phone directory of the R&BD having the contact details of the officers working for the project

Proactive disclosure under RTI act and other publications decided under disclosure policy for the project.

Disclosing this mechanism on the web site

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 (listed above) in vogue in the state

Save for the limitations inherent to the various existing systems, complaints can be lodged in following modes.

- Through modes specified in the redressal systems in vogue in the state (listed above)
- 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

Categories of Complaints

Related to project Services

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

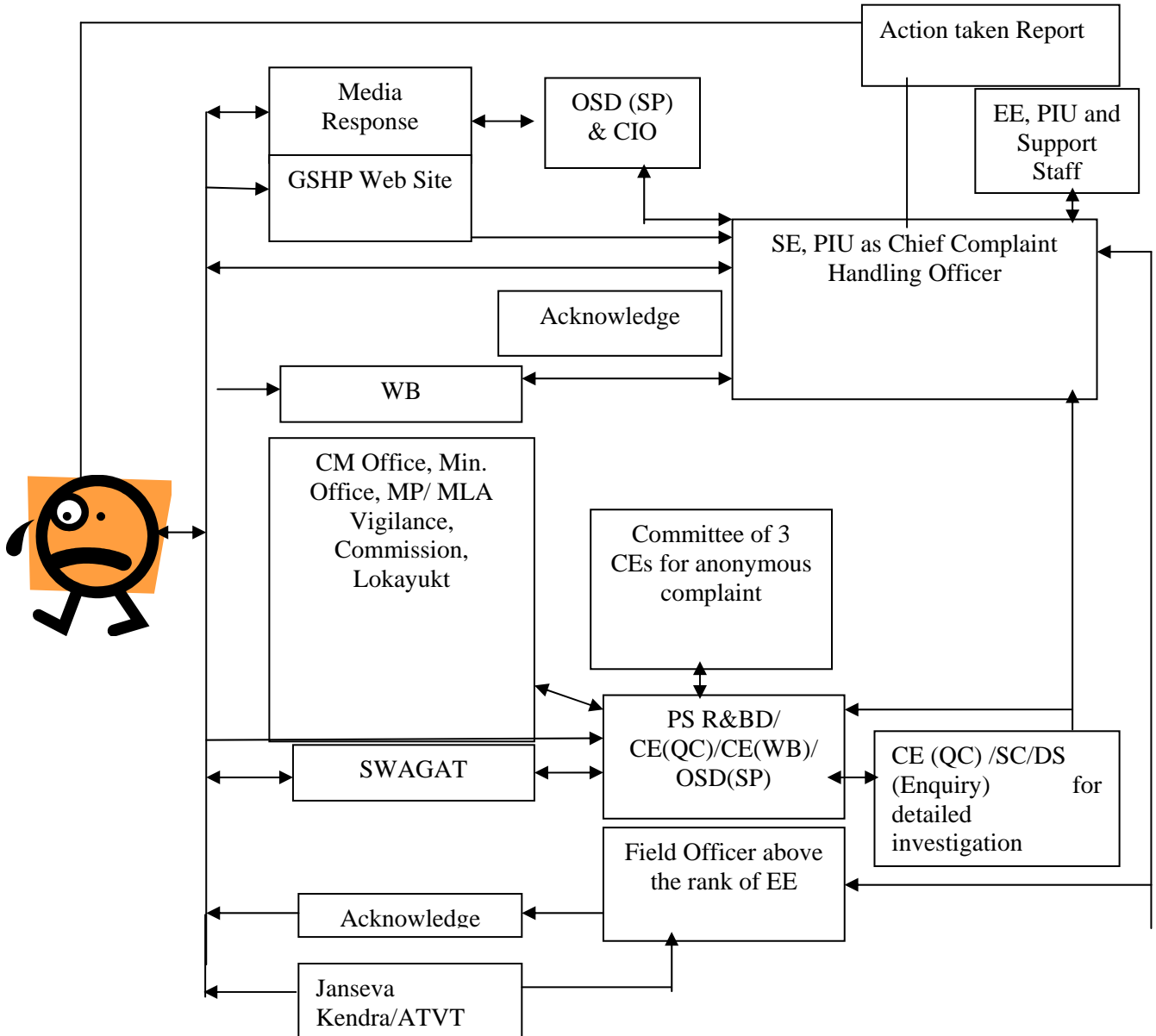
Related to Personal

- Misbehavior
- Corruption
- Service matter

Responsiveness

Complaints shall be processed as depicted in the following chart. SE, PIU shall be designated as chief complaint handling officer with set role and responsibilities. He shall mainly be responsible for complaints not related to personnel. Complaints related to personnel shall be dealt with as per the existing system. Training to the employees working under WB wing shall 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.

Flow Chart for Complaint Handling:



Role and responsibility of CHO

With respect to complaints received from other agency owned systems:

On monthly basis

He shall collect record of the complaints and responses transpired through the systems.

For Media Response, SWAGAT, MP/MLA references he shall collect details from OSD(SP)

For ATVT centers, he shall collect details from all the field officers under WB wing

For Vigilance commission and Anti corruption bureau, he shall collect details from DS (Enquiry)

He shall maintain record of such transpirations

He shall prompt concerned delegated officer/employees for pending responses in respect of complaints received through SWAGAT, MP/MLA referencing and ATVT Centers.

And

He shall inform the WB about the incidence and final disposal of the complaints in details.

With respect to complaints received directly within the department

All the written complaints save for complaints related to misbehavior of the employees and service matters of the employees, shall flow to the CHO. On receipt of such complaints he shall promptly acknowledge the receipt. Complaints of misbehavior and service matters shall be passed on the DS (Enquiry) in sending the prompt acknowledgement.

Telephonic Complaints from MP/MLA/Dignitaries shall be treated as written complaints and shall be treated accordingly. Other telephonic complaints shall not be entertained. Complaints making telephonic complaints shall be requested to give written complaint.

He shall cause the decision on anonymous written complaints by sending them to the standing committees of three Chief Engineers. Anonymous Complaints decided for further action shall be treated as written complaint and shall be processed.

Any complaint logged on the GSHP web site shall have automated acknowledgement and transfer of complaint to the CHO. Any complaint lodged on R&B website shall be treated as written complaint. CHO shall obtain such complaints from Chief Information Officer of the department on fortnight basis and process the same.

If complaint is received through SMS (from other than MP/ MLA/ Dignitaries), the sender shall be requested for written complaint. SMS from persons other than MP/MLA/Dignitaries shall not be

processed. SMS of MP/MLA/Dignitaries 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. The incidence of all the process able complaints shall be informed to the WB in details.

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

**5 Performance Benchmarks – time
(for complaint received from other than R & B Department)**

TABLE-1

Complaint received from	Response time frame			Monitoring Period
	Acknowledgement on 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 complain may be more if it requires field investigations / preparing proposals etc.

**6 - Performance Benchmarks – time
(for complaint received within R & B Department)**

TABLE-2

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 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

Anonymous Complaint

On receiving of any such complaint, CHO will cause it to put up before committee of Chief Engineer's of GoG, R & B D for decision of processing of such complaints. After the receiving the decision of committee, CHO will process such complaint as per Table-2 as per the decision.

Oral Complaint

On receiving of any complaint by SMS or by telephone from the high dignitaries like Hon'ble MP, Hon'ble Minister, MLA of existing assembly etc. by CHO, he will take necessary action on such complaints as per Table-2.

6.0 GRIEVANCE PROCEDURE

In case, Complainant does not receive a decision within time specified in section of Complaint Handling Process or is aggrieved by a decision, then he may prefer to lodge complaint in higher bureaucratic/political/judiciary enclave.

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:

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

Appendix 17.1: Resettlement Budget Components

Table 1 - Budget: RAP Implementing NGO

Sl. No	Category	Unit	Rate	Number	Amount (INR)
1	Team Leader	Person months	60000	36	2160000
2	Land Acquisition Officer	Person months	40000	12	480000
3	Community Specialist	Person months	30000	36	1080000
4	Resettlement Expert	Person months	40000	36	1440000
5	HIV/AIDS Expert	Person months	40000	36	1440000
6	Community Facilitators - 2 Persons	Person months	25000	24	600000
7	Salary to Sub-staff - 4 Persons	Person months	15000	144	2160000
8	Verification, I-card preparation and Distribution, valuation of assets, micro-plan preparation, relocation etc	Project Affected Persons	1000	729	729000
9	Awareness building on road safety, gender sensitisation	Lump sum per corridor	200000	9	1800000
10	Advocacy and consultation in Scheduled Area	Lump sum (3 corridors)	300000	3	900000
11	HIV/AIDS awareness and prevention				
a	Advocacy with key stakeholders	Lump sum per corridor	30000	9	270000
b	Social marketing of condoms and facilitation	Lump sum (6 corridors)	25000	6	150000
c	Audio-visual equipments	Lump sum (one set)	30000	1	30000
d	Traget group congregation events/observance of AIDS Day, etc	Lump sum per corridor	25000	9	225000
e	Travel expense	Months	40000	36	1,440,000
12	FPIC Implementation				
a	Preparation of IEC Materials and dissemination	For 3 meetings each in 4 Scheduled Areas (Taluka) - Rs.5000 per set of IEC	5000	12	60,000
b	Meeting arrangement at Taluka level involving all Gram Panchayats through which the corridors pass (venue arrangements, refreshments, etc)	For 3 meetings each in 4 Scheduled Areas (Taluka) - Rs.10000 per meeting	10000	12	120,000
c	Communication Expenditure [Prior information on meeting, venue, time (phone, fax, letter)]	For 3 meetings each in 4 Scheduled Areas (Taluka) - Rs.3000 per meeting	3000	12	36,000
d	Documentation of meeting proceedings	Rs.3000 for the Resource Person for 3 meeting in 4 Scheduled Areas (Taluka) - including travel and DA)	3000	12	36,000
13	House Rent	Months	15000	36	540,000
14	Electricity, water, telephone, internet expense	Months	10000	36	360,000
15	Printing of Dissemination Information and IEC Materials	Lump sum	500000	1	500,000
16	Stationery, Fax, Postage, Courier & Office Maintenance	Months	10000	36	360,000
TOTAL					16,916,000

Table 2 - Budget: External Monitoring (PMC)

Sl.No.	Category	Unit	Rate	Number	Amount (INR)
1	External Monitoring [PMC]	Person Days	10000	180	1800000
2	Travel Expenses	Trips	12000	36	432000
3	Perdiem	Days	2000	180	360000
4	Printing, stationery	Lumpsum			900000
TOTAL					3,492,000

Table 3 - Budget: Training and Capacity Building

Sl.No.	Category	Units	Rates	Number	Amount (INR)
1	Training/workshop Expenses	Numbers	300000	4	1200000
2	Travel Expenses	Trips	1500	80	120000
3	Perdiem	Days	2000	40	80000
TOTAL					1,400,000

Table 4 - Budget: Administrative

Sl.No.	Category	Units	Rates	Number	Amount (INR)
1	Social Expert	Person months	40000	40	1600000
2	Revenue Officer	Person months	30000	40	1200000
3	Sub-staff	Person months - 2 persons	15000	80	1200000
5	Travel Expenses	Month	40000	40	1600000
6	Computer and accessories	Numbers	50000	3	150000
7	Printing, stationery	Month	30000	40	1200000
8	Publication of disclosure documents, Policy, etc.	Month	10000	40	400000
TOTAL					7,350,000