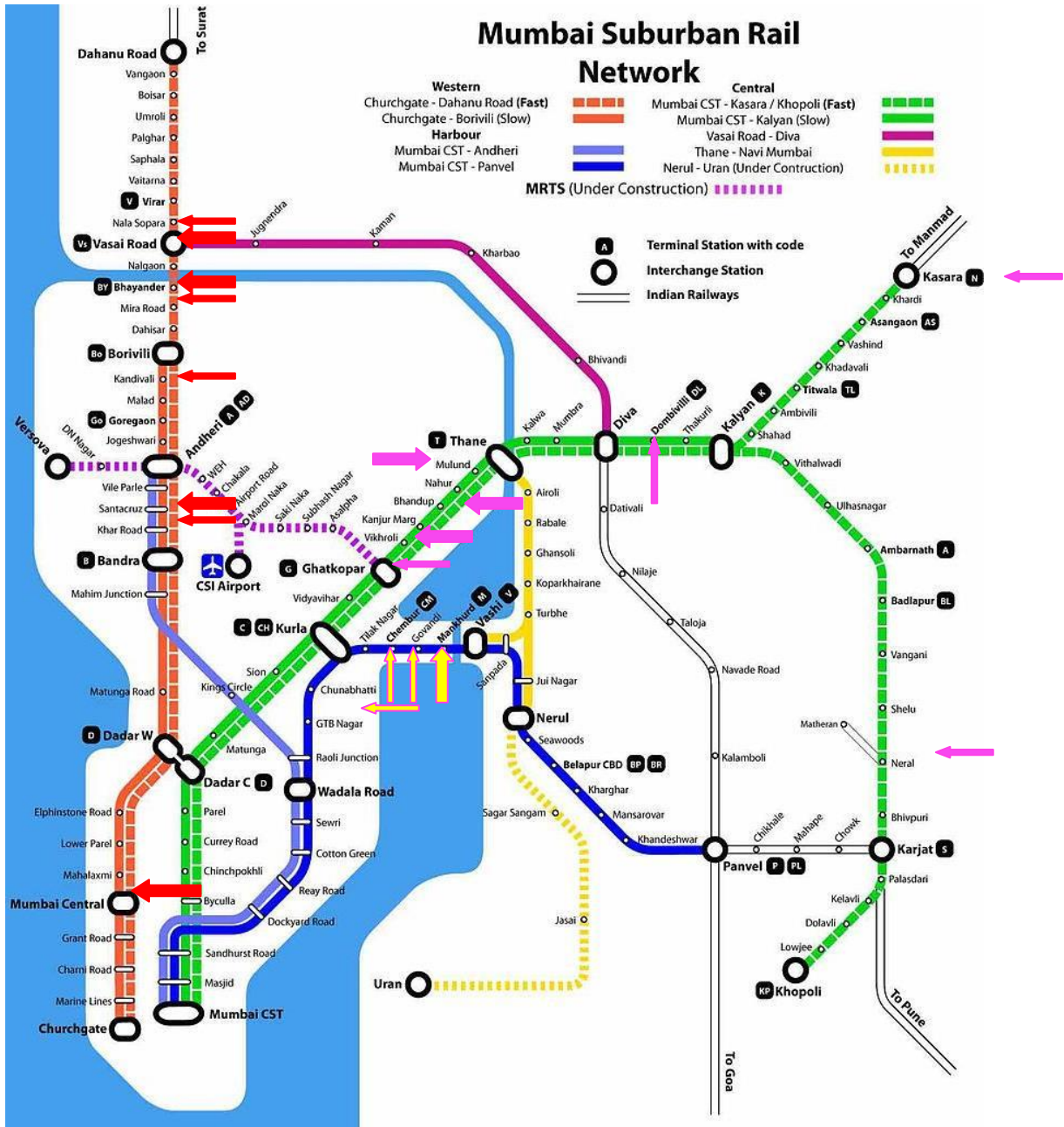


MUMBAI RAILWAY VIKAS CORPORATION LIMITED



Environmental & Social Impact Assessment, Resettlement Action Plan and Land Acquisition for Improvement of 19 Suburban Railway Stations on Mumbai Suburban Sections

Final Resettlement Plan Report



January 2022



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ABBREVIATIONS

AFs	Affected Families
AFC	Automatic Fare Collection
AIIB	Asian Infrastructure Investment Bank
ATM	Automated Teller machine
BPL	Below Poverty Line
CBTC	Communication-Based Train Control System
CoI	Corridor of Impact
CMD	Chairman and Managing Director
CR	Central Railways
DP	Director Project
ESF	Environmental and Social Framework
ESIA	Environmental and Social Impact Assessment
FGD	Focused Group Discussion
FI	Financial Intermediary
FOBs	Foot Over Bridges
GAD	General Arrangements Drawing
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
HQ	Head Quarter
IPP	Indigenous Peoples Plan
IPPF	Indigenous Peoples Policy Framework
IRP	Income Restoration Plan
JMS	Joint Measurement Survey
LA	Land Acquisition
M&E	Monitoring & Evaluation
MEP	Mechanical, Electrical and Plumbing
MMRDA	Mumbai Metropolitan Region Development Authority
MOR	Ministry of Railway
MRTS	Mass Rapid transport system
MRVC	Mumbai Railway Vikas Corporation
MUTP	Mumbai Urban Transport Project
NGOs	Non-governmental Organization
NRRP	National Rehabilitation and Resettlement Policy
NTLO	Non-title Lease Occupier
OBC	Other Backward Class
PAA	Project Affected Area
PAFs	Project Affected Families
PAPs	Project Affected Persons
PPM	Project-affected People's Mechanism
PR	Public Relation
PRO	Public Relation Officer
R&R	Resettlement and Rehabilitation
RAA	Railways (Amendment) Act
RP	Resettlement Plan

RFCTLARR	Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement
RITES	Rail India Technical and Economic Services
ROW	Right of Way
RPF	Resettlement Policy Framework
SDO	Social Development Officer
SC	Scheduled Caste
SIA	Social Impact Assessment
SMP	Social Management Plan
ST	Scheduled Tribes
WR	Western Railways

EXECUTIVE SUMMARY

- **Project Description**

Mumbai Railway Vikas Corporation (MRVC) intends to improve 19 Railway Stations in Mumbai Suburban Railway by upgrading the level of passenger amenities by way of new constructions/renovations including improvement of the station buildings, platform surfaces, circulating area to better standards so as to serve the need of the passenger. Out of the 19 stations, 7 are on the Central line, 4 are on Harbor line of Central Railway and remaining 8 are on western line of Western Railway. The Asian Infrastructure Investment Bank (AIIB) is considering providing loan assistance for improvement of 19 Railway Stations in Mumbai Suburban Railway under the Mumbai Urban Transport Project (MUTP) III Project. The project involves station improvement covering the aspects of station sizing, platform, concourse, staircase widths, deck, escalators, signage, entry/exit points, foot over bridge (FOB), passenger amenities, ticketing, waiting area, etc.

In accordance to the requirement of a 'Category A' project, a Social Impact Assessment (SIA) report including a Resettlement Plan (RP) is prepared. The RP is prepared to provide mitigation measures of the impact identified in the Social Impact Assessment (SIA). The RP complies with the guidelines outlined in Resettlement Policy Framework (RPF) adopted for the project. The project is assigned as 'Category A', but after the decreased number of affected structures and families the project category is been assigned as 'Category B'. As per AIIB's ESF, Environmental and Social Standard (ESS) 1: Environmental and Social Assessment and Management; and ESS 2: Involuntary Resettlement will be triggered.

- **Scope of Land Acquisition and Resettlement**

The station improvement project will involve acquisition of total 158533.5sq m land. Out of the total land requirement, 1.01% is government land whereas majority of land (98.99%) belongs to railway authority. No private land will be acquired. Efforts were made by MRVC to avoid private land acquisition and to utilize existing railway land for the proposed development. There are total 9 structures being affected, 5 commercial structures in Chembur station and 4 residential structures in Mumbai Central. There are total 18 PAPs identified in the proposed development only at these two stations.

- **Socio-economic Information and Profile**

The socio-economic survey result shows that only 4 project affected families (PAFs) in Mumbai Central station which will be affected. This includes 44.45% male and 55.55 % female. All the surveyed families are Hindu and Jain. The social stratification of the project area shows the dominance of 100% general category population. The majority of educational attainment of PAPs are up to upper primary which is 50% followed by high school which is 27.77% and 11% are Graduates. Only 11.11% PAPs have studied up to

primary level which is only observed in female population. No illiterate persons reported. 40% PAPs are involved in business activities and average family income is Rs.30, 000/-per month.

- **Consultation, Participation and Information Disclosure**

In order to engage with the community and enhance public understanding on the project and address the issues pertaining to resettlement, various sections of PAFs (traders, shop owners, kiosks,) and other stakeholders (daily passengers, students, working groups, station masters, community-based organization (CBOs), auto and taxi drivers were consulted in 12 station locations during project design stage of the project while carrying out Census and Socio-economic surveys. Focused Group Discussion was conducted particularly with passengers, auto and taxi drivers, etc.

The feedback and suggestions of the impacted and those interest in the project were recorded through various consultations. Summary of the translated in Marathi will be distributed to the stakeholders and their views and suggestions will be considered depending on their applicability.

- **Grievance Redress Mechanism**

A project specific Grievance Redress Mechanism (GRM) will be established to receive, evaluate and facilitate the resolution of displaced persons' concerns, complaints and grievances about the social and environmental performance at project level. The Grievance Redress Mechanism includes Grievance Redress Committee (GRC) at the field and headquarters levels for redressing grievance of people in issues related to land acquisition, R&R and other issues. The affected persons may approach the AIIB if they are not satisfied with the decision of the GRC. The affected person will also have the option of taking recourse to Court of Law at any time during in the course of the project.

- **Policy and Legal Framework**

The Resettlement Policy Framework (RPF) for the MUTP-III has been finalized based on the provisions of National and State laws, State Government decisions and guidelines of Environmental and Social Framework (ESF) and Project Affected Peoples' Mechanism of Asian Infrastructure Investment Bank (AIIB) and the same have been approved by AIIB. Therefore, the present RP for the proposed project has been prepared based on RPF.

- **Entitlements, Assistance and Benefits**

The affected persons meeting the cut-off date requirements will be entitled to a combination of compensation measures and resettlement assistance, depending on the nature of ownership rights of lost assets and scope of the impact, including social and economic vulnerability of the affected persons. An Entitlement Matrix (EM) has been

formulated with all possible types of losses and the corresponding nature and eligibility for entitlements of the project affected families.

The date of publication of the preliminary notification for Direct Purchase of private land will be treated as the cut-off date for titleholders. For non- titleholders the cut-off date will be 1st January, 2018 as per Govt. Decision No. SANKIRNA-03/2015 dated 12/05/2015. Based on conceptual plan received from MRVC dated 4th October, the census and socio-economic survey was started from 7th November, 2020. In order to minimize resettlement and rehabilitation, MRVC revised GADs accordingly. Subsequently, census and socio-economic survey was re-conducted from 10th Sept 2021 to 15th Oct 2021 in AoI. After several rounds of scrutiny of GADs and joint site inspection by MRVC, it was further notified that there will be minimum resettlement and rehabilitation due to proposed project. The cut-off date will be the completion date of census and socio-economic survey.

This project will not involve any private land acquisition. In future if any private land gets acquired, land acquisition by Direct Purchase through negotiations with the land owners as per Govt. of Maharashtra's Decision No. SANKIRNA-03/2015 dated 12/05/2015 will be applicable. In case the Direct Purchase fails, the land will be acquired under Railway (Amendment) Act 2008 and the compensation will be calculated as per the Schedule I and Schedule II of the RFCTLARRA 2013. The compensation in direct purchase method will have 25% additional amount on the compensation calculated as per Section 26 to 30 of RFCTLARR Act 2013.

- **Relocation of Housing and Resettlement**

The MRVC will provide compensation at replacement cost for affected structures in accordance with the eligibility and entitlements elucidated in Chapter-8 of this report. Further, compensation for partially damaged structures and shifting assistance has also been provided for affected families in the entitlement matrix. Compensation to the non-titleholders for the loss of assets other than land, such as dwelling units and shops has been provided in the entitlement matrix. The entitlements to the non-titleholders will be provided only if they were in occupation of the land or structure in the project area prior to the cut-off date (the date of completion of census survey). After receiving revised GADs to minimize the impact the census socio-economic survey was again conducted as per new design modification from 10th Sept 2021 to 15th Oct 2021.

- **Income Restoration and Rehabilitation**

The project will cause loss of commercial units. Further, the entitlement proposed for this project has adequate financial provisions for restoration of livelihood of affected persons. Suitable income restoration schemes will be identified and implemented by MRVC with the assistance of social cell. Efforts will be made to provide employment opportunities to the

affected persons during the construction phase by facilitating their engagement by the civil works contractor.

- **Resettlement Budget and Planning**

The resettlement and rehabilitation budget for the project has been estimated at **Rs. 174.41 Lakh** excluding estimated cost of direct purchase of land. In future if private land gets acquired during implementation, the compensation for land acquisition will be determined in lapse of or in lieu of Direct Purchase Method or Acquisition of land on payment of compensation as per RFCTLARR (Maharashtra) Act 2013 and RFCTLARR Act 2013. MRVC will make adequate budget for all land acquisition compensation (if required) and R&R assistance from the counterpart funding. The budget estimates and its sources will be reflected in RP.

- **Institutional Arrangement**

Mumbai Railway Vikas Corporation (MRVC) will be the implementing agency, responsible for execution of the project. MRVC will be supported in implementation activities by Mumbai Metropolitan Regional Development Authority (MMRDA).

- **Implementation Schedule**

The implementation schedule for RP will be linked to the overall project implementation program. Upon the approval of RP, the payment of compensation and allowances under R & R benefits will be disbursed as per the approved RP.

The R&R activities of the proposed project are divided into three broad categories based on the stages of work and process of implementation. In the project preparation stage, identification of required land for acquisition, census & socio-economic survey, public consultation, preparation and review/approval of final RP, disclosure of RP, and preparation of resettlement site shall be carried out. Activities like notification of land acquisition, joint measurement, valuation of structure, payment by competent authority, shifting of PAPs shall be taken up during RP implementation. During monitoring and evaluation stage internal monitoring will be carried out by MRVC and mid and end term evaluation will be carried out by Third Party Monitoring Agency. In future if private land gets acquired during implementation, Independent External Agency will be hired by MRVC for a one-time engagement, will evaluate the process of land acquisition in the project, while the land acquisition process is under progress.

- **Monitoring and Reporting**

Implementation of Resettlement Plan will be monitored internally and evaluated externally. MRVC will be responsible for internal monitoring whereas mid and end term evaluation will be conducted by Third Party Monitoring Agency. The social cell of MRVC is responsible for supervision and implementation along with preparation of monthly progress reports on

resettlement activities. The social cell will submit monthly progress report to ED-Civil on first week of each following month and half yearly progress report prepared by MRVC will be submitted to AIIB. Third Party Monitoring Agency will submit mid and end term evaluation report to MRVC, and AIIB and determine whether resettlement goals have been achieved and more importantly whether livelihoods and living standards have been restored / enhanced and suggest suitable recommendations for improvement. If private land gets acquired, an Independent External Agency will evaluate the process of land acquisition in the project, while the land acquisition process is under progress.

1 INTRODUCTION AND PROJECT DESCRIPTION

1.1 Background

Mumbai (also known as Bombay), is the most populous city of India and is also the financial, commercial and entertainment capital of India. The numerous employment opportunities in different sectors attract people from different parts of the country there by, making it the most populous city of India. A dominant feature of mass transportation in Mumbai is the overwhelming dependency on suburban railway system. The Mumbai Suburban Railway system is operated by Indian Railways two zonal divisions Western Railways (WR) and Central Railways (CR). The fast commuter rail corridors on Central Railway as well as Western Railway are shared with long distance and freight trains, while inner suburban services operate on exclusive parallel tracks. Western Railways operates the Western Line and Central Railways operates the Central Line, Harbour Line, Trans-Harbour Line as well as the Vasai Road-Diva-Panvel line.

Mumbai's suburban railway network is the busiest commuter train system with 8.2 million people using the trains to commute daily. Annually, the suburban railways transport 2.95 billion passengers, which is about a third of the world's population. Due to extensive reach of Mumbai Suburban Railway across the Mumbai Metropolitan Region, and its intensive use by the local suburban population, the Mumbai Suburban Railway suffers from excessive overcrowding. Over 7,000 passengers are packed in a 12-car rake during peak hours as against the rated carrying capacity of 3,600. The capacity enhancement work under MUTP I & II have resulted in increase in Railway corridors and conversion of all 9 car rakes into 12 car rakes. Further, augmentation of services and increase of length of trains to 15 coaches is underway. These additional services have increased commuter volume at the station and therefore station capacities are required to be upgraded. MUTP III is in progress and will lead to similar capacity enhancements. There is urgent need for additional circulating space by provision of elevated decks, interconnection between Foot Over Bridges (FOBs) and improving entry/exit points.

Mumbai Railway Vikas Corporation (MRVC) intends to improve 19 Railway Stations in Mumbai Suburban Railway by upgrading the level of passenger amenities by way of new constructions/renovations including improvement of the station buildings, platform surfaces, circulating area to better standards so as to serve the need of the passenger. To increase the throughput (footfall) of the passenger traffic (30% to 50%) by reducing headway to 2-2.5 minutes, modern signaling system i.e. Communication-Based Train Control System (CBTC) is planned to be introduced on Mumbai Suburban Railway System. MRVC has engaged RITES Limited to assess the Environmental and Social Impact Assessment (ESIA) of proposed development and preparation of Resettlement Plan (RP) and Land Acquisition Plan (LAP).

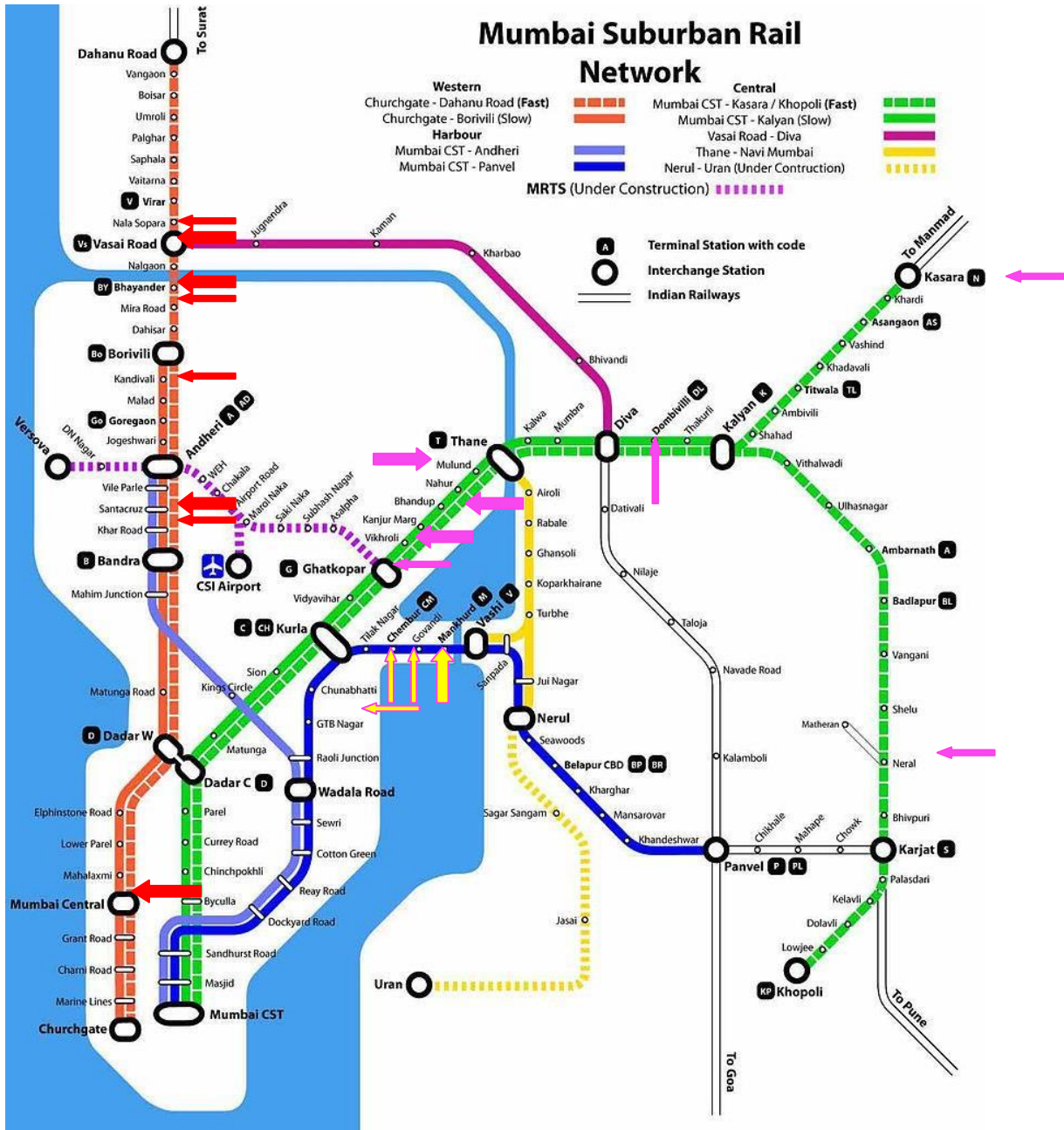
1.2 Description of the Project

Due to the capacity enhancement work, conversion of all 9 car rakes into 12 car rakes under MUTP I & II and increase of length of trains to 15 coaches which is underway, the commuter volumes at the stations have increased. MUTP III is also in progress and will lead to similar capacity enhancements. Therefore, station capacities are required to be upgraded by the provision of elevated decks, interconnection between Foot Over Bridges (FOBs) and improving entry/exit points, etc. Station Improvement is proposed on 19 stations. Out of the 19 stations, 7 are on the Central line, 4 are on Harbour line of Central Railway and remaining 8 are on western line of Western Railway. The list of proposed 19 stations for improvement is shown in Table 1.1 and Figure 1.1. During tender stage it was communicated by MRVC that out of the below 19 stations, land acquisition is required only in 04 stations namely Mumbai Central local, Kandivali, Mira Road and Nalla Sopara. Later, MRVC improved the GAD drawings and communicated that private land acquisition will not take place in these stations. The existing railway and government land will be utilized for station improvement project.

Table 1.1: Proposed 19 Stations Improvement

Sr. No.	Railway Network	Line	Station
1.	Central Railway	Central Line	Bhandup
2.			Mulund
3.			Ghatkopar
4.			Dombivli
5.			Vikhroli
6.			Neral
7.			Kasara
8.		Harbour Line	GTB Nagar
9.			Chembur
10.			Govandi
11.			Mankhurd
12.	Western Railway	Western Line	Mumbai Central (Local)
13.			Santa Cruz
14.			Kandivali
15.			Mira Road
16.			Bhayandar
17.			Vasai Road
18.			Nalla Sopara
19.			Khar Road

Figure 1.1: Proposed 19 Stations for Improvement



- Western Railway Stations →
- Central Railway Stations →
- Harbour Railway Stations →

1.3 Project Components

The subject Railway Station(s) are considered to be a key component of development of the suburbs, convenience for the population and aesthetics of the town to which it belongs and hence the basic criteria to be followed during development of concept plan. Following are project key elements for station improvements:

- To provide optimal plans for development of allied facilities such as parking lots, inter-modal transfer and road traffic at the station in line with international code requirement, amenities and keeping in view the sanctity of station premises.
- To identify adequate space at Platforms, above station building, in circulating areas on either side of the station for development and up-gradation of existing arrangements, provision of FOBs, provision of elevated decks, inter connection between deck/ FOBs, skywalk, relocation of service buildings, stalls, food courts, kiosks including graphical and illuminated signage's/ indicators, etc., while taking care of safety and comfortable modern passenger amenities in a hygienic and aesthetically pleasing ambience.
- To improve passenger circulation within station, provision of landscape & indoor green spaces, improvement in general lighting, day lighting and MEP services, etc.
- To provide user-friendly facilities and essential passenger amenities for the convenience of common passengers and barrier free movement for the old, infirm and differently able passengers.
- To provide efficient, convenient and aesthetical multi-modal interface solutions for integration of the Railway station with the other existing/proposed transit modes with the city at large, involving existing mainline railway system, Bus services, MRTS/Metro/Monorail corridor through the use of good planning and engineering tools to improve connectivity of station with city and surroundings.
- To carry out assessment of utility requirements, including but not limited to, demand of water, sewerage, power, and communication system and propose mitigation plans to meet increase in infrastructure demand. Viable diversion of utilities/services and tree felled shall be studied and cost estimates to be provided.
- To assess without affecting passenger services, relocation of structures and their users, removal of encroachments.
- To study provision of Access Control System and its implementation via smart card based integrated ticketing system.
- To study and provide provision for Automatic Fare Collection (AFC) system based on passenger movement plan.
- To carry out adequately clear preliminary design and General Arrangements Drawings (GAD's) together with outline specifications so as to safeguard the functional requirements.

1.4 Social Impact Assessment (SIA)

The Social Impact Assessment (SIA) for the proposed improvement of 19 suburban railways stations includes a census of all affected structures, and Socio-economic Survey of project affected households. It also includes information on public consultations and Focused Group Discussions (FGDs) with the affected people. The SIA identifies and measures impacts on land, residential and commercial structures, and the impact of the project on title holders, tenants, encroachers, non-title lease occupiers, squatters, kiosks, wage earners and loss of livelihood due to acquisition of land.

SIA has been carried out with the following broad objectives:

- Assess adversely affected land and structures;
- Benchmark affected land, structures, affected families and socio-economic status of the affected people;
- Identifying potential impacts of the project affected families and
- Identifying impacts on the Community Property Resources.

1.5 Resettlement Plan

The Resettlement Plan (RP) is prepared to provide mitigation measures of the impact identified in the SIA. The RP complies with the guidelines outlined in Resettlement Policy Framework (RPF) adopted for the project. The RP also includes entitlements for different types of impacts, institutional mechanisms, implementation schedules, land acquisition and R&R budgets, assessment of income restoration mechanisms, grievance redress mechanism, and internal and external monitoring mechanisms.

This RP is project specific resettlement plan with the overall objective to assess the adverse impacts of the project on people, their properties, livelihood, common property resources and develop mitigation measures to assist the project affected persons (PAPs) in getting their entitlements (compensation - for affected land, structure and other properties and assets and R&R assistances) to enable them in improving their socio-economic levels to at least the pre-project standards and income earning capacity.

The RP is based on the findings of the social impact assessment through census and socio-economic survey, field visits and meetings with various project-affected people in the project area. The specific objectives of the study are:

- To minimize displacement and to promote least displacing alternatives;
- Assess the extent of loss of properties (land, structure, and others) of individual as well as that of community and loss of livelihood;
- Establish a baseline profile of the population, social structure, employment, sources of income, access to social services and facilities along the alignment.

- To ensure adequate rehabilitation package and implementation of rehabilitation process with active participation
- To provide better living conditions and making concerted effort for providing sustainable income to affected families
- To develop communication mechanism to establish harmonious relationship between MRVC and Project Affected Persons (PAPs).
- To ensure adequate mechanism for expeditious implementation of R&R.

1.6 Methodology to Minimize Resettlement

Designing and aligning suburban railway projects in the congested city of Mumbai faces a major dilemma of serving maximum population and at the same time minimizing impacts. The station improvement project is proposed in Mumbai suburban to facilitate convenient, inclusive and better means of travelling experience to the daily commuters. Attempts have been made during the designing of the project to minimize the land acquisition, resettlement and adverse impacts on people in the project area through suitable engineering design.

In order to evaluate the potential social impact, census and socio-economic survey was conducted based on the conceptual plan provided by MRVC. However, in order to minimize the number of affected structures, GAD drawings were further remodified. However, the numbers of affected structures were reduced resulting in minimizing resettlement. After final scrutiny and inspection, it is found out that there will be encroachers who will be impacted in this proposed project, These encroachers will be referred as non-titleholders in Mumbai Central and Chembur stations respectively.

RITES team conducted social survey based on approved revised GADs provided by MRVC on 15th September, 2021. MRVC's project engineers along with RITES team verified affected structures during joint site visit as per superimposed drawings. Subsequently, it was communicated by MRVC vide letter *No. MRVC/W/Stat. Dev. /ESIA & CBTC/Consultancy/2021 dated 12th November, 2021* which stated that none of the non-titleholders will get affected due to the proposed project. There are total 18 PAPs who are non-titleholders (encroachers) being identified in this project. Chembur station will have 5 commercial structures consisting of 5 PAPS who are encroachers and whereas Mumbai Central will have 4 residential structures consisting of 13 PAPs (encroachers) who are likely to get impacted.

1.7 Screening and Categorization

The proposed project will involve no private land acquisition. The existing railway land will be used for the development of the project. Talking about physical displacement, all 9 commercial and residential structures are likely to be affected and demolished during construction phase. The project is assigned as 'Category A' for involuntary resettlement

impacts. But after the decreased number of affected structures and families the project category is been assigned as 'Category B'. As per AIIB's Environmental and Social Framework (2016), Environmental and Social Standard (ESS) 1: Environmental and Social Assessment and Management; and ESS 2: Involuntary Resettlement will be triggered.

1.8 The Report

The Resettlement Plan report is presented in 14 Chapters. Chapter-1 is on Introduction and Project Description. Scope of Land Acquisition and Resettlement is given in Chapter-2. Socio-economic Information and Profile are detailed in Chapter-3. Chapter 4 outlines Resettlement Policy and Legal Framework. Gender Action Plan is given in Chapter 5. Chapter 6 focuses on Grievance Redress Mechanism. Entitlement, Assistance and Benefits is presented in Chapter 7. Relocation of Housing and Settlements is presented in Chapter 8. Chapter 9 explains Income Restoration and Rehabilitation. Chapter 10 details Resettlement Budget and Financing Plan. Institutional Arrangements are presented in Chapter 11. Chapter 12 is on Implementation Schedule and Monitoring and Reporting is detailed in Chapter 13.

2 SCOPE OF LAND ACQUISITION AND RESETTLEMENT

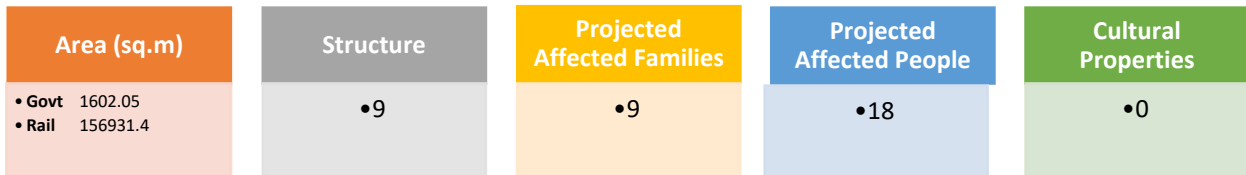
2.1 Background

The proposed project would require land for construction and improvement of stations. The project has been proposed only in government land in order to utilize the existing government property and resources and to avoid private land acquisition and involuntary resettlement of project affected families. This chapter describes the land acquisition and resettlement impacts arising out of the improvements of proposed 19 stations.

2.2 Potential Impacts

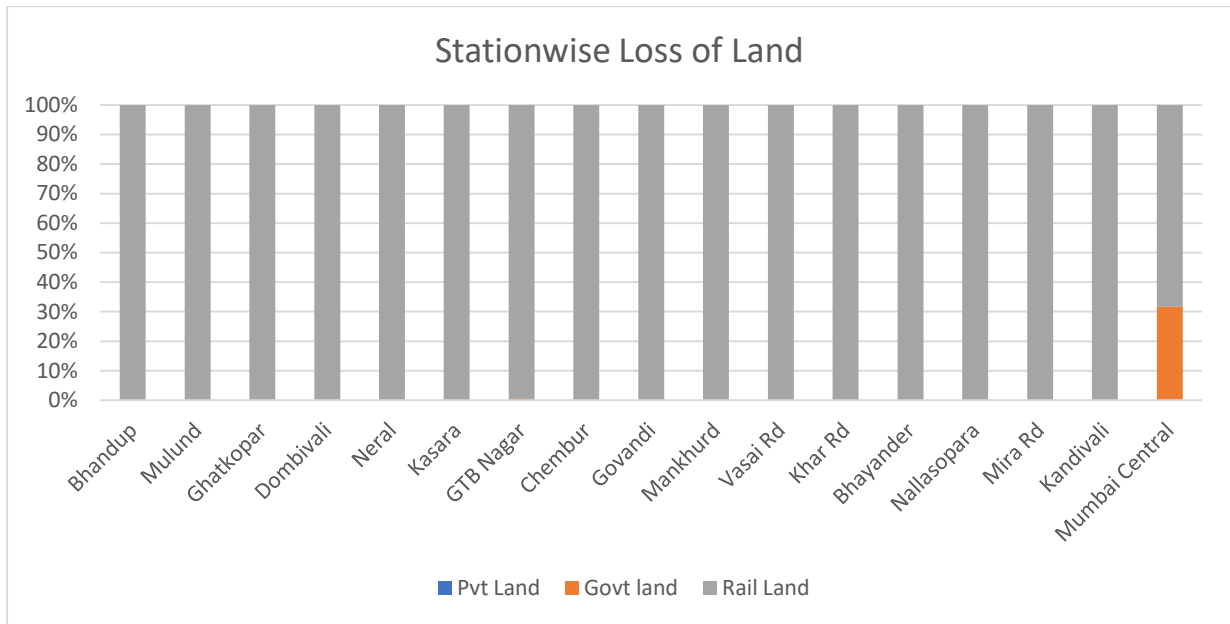
The anticipated negative impacts will include loss of structure, loss of livelihood, Impact on families and impact on women. (Figure 2.1).

Figure 2.1: Potential Impacts



2.3 Scope of Land Acquisition

A total of 19 stations locations have been proposed in the entire suburban sections of Central and Western Railways. In order to minimize land acquisition the station improvement project is proposed only in government land. (Figure 2.2). The proposed project will involve acquisition of total 158533.5sq.m. Out of the total land requirement 1602.05 sq m (1.01%) is government land. The majority (98.99%) of the proposed development will take place on the existing railway land which is 156931.4 sq m. No private land will be acquired. However, the Joint Measurement Survey (JMS) with Revenue Officials will confirm the exact area of government land required for the project. The required government land will be transferred from the respective departments to MRVC for the project.

Figure 2.2: Station wise Affected Land Area


Source: RITES Field Studies December 2021

2.4 Impact on Structures

The station wise types of residential, commercial and other structure are given in **Table 2.1**. 5 commercial structures will be affected in Chembur station, whereas in Mumbai Central station 4 numbers of residential structures are likely to be affected. The bifurcation of structures in government land and private land is given in **Table 2.2**. It is observed from the table that all 9 structures are on the government land and occupied by non-titleholders.

Table 2.1: Station wise Impact on Structures

Sr. No	Station name	Residential	Commercial	Other	Total
1	Bhandup	0	0	0	0
2	Mulund	0	0	0	0
3	Ghatkopar	0	0	0	0
4	Vikhroli	0	0	0	0
5	Dombivli	0	0	0	0
6	Neral	0	0	0	0
7	Kasara	0	0	0	0
8	GTB Nagar	0	0	0	0
9	Chembur	0	5	0	5
10	Govandi	0	0	0	0
11	Mankhurd	0	0	0	0
12	Vasai Road	0	0	0	0
13	Khar Road	0	0	0	0
14	Bhayandar	0	0	0	0
15	Nalla Sopara	0	0	0	0
16	Mira Road	0	0	0	0
17	Kandivali	0	0	0	0

Sr. No	Station name	Residential	Commercial	Other	Total
18	Santa Cruz	0	0	0	0
19	Mumbai Central	4	0	0	4
	Total	4	5	0	9

Source: RITES Study, 2021

Table 2.2: Station wise Distribution of Structures in Government and Private Land

Sr. No	Stations	Structures on Govt land	Structures on Pvt land	Total
1	Bhandup	0	0	0
2	Mulund	0	0	0
3	Ghatkopar	0	0	0
4	Vikhroli	0	0	0
5	Dombivli	0	0	0
6	Neral	0	0	0
7	Kasara	0	0	0
8	GTB Nagar	0	0	0
9	Chembur	5	0	5
10	Govandi	0	0	0
11	Mankhurd	0	0	0
12	Vasai Road	0	0	0
13	Khar Road	0	0	0
14	Bhayandar	0	0	0
15	Nalla Sopara	0	0	0
16	Mira Road	0	0	0
17	Kandivali	0	0	0
18	Santa Cruz	0	0	0
19	Mumbai Central	4	0	4
	Total	9	0	9

Source: RITES Study, 2021

Table 2.3: Station wise Details of Structures

Table 2.3 shows type of construction of structures. Out of the total 9 structures, 8 are permanent pucca structures and one is semi-pucca identified at Chembur and Mumbai Central station.

Sr. No	Station name	Type of Construction of Structures				Total
		Semi-Pucca	Pucca	Kutcha	Temporary	
1	Bhandup	0	0	0	0	0
2	Mulund	0	0	0	0	0
3	Ghatkopar	0	0	0	0	0
4	Vikhroli	0	0	0	0	0
5	Dombivli	0	0	0	0	0
6	Neral	0	0	0	0	0
7	Kasara	0	0	0	0	0
8	GTB Nagar	0	0	0	0	0
9	Chembur	0	5	0	0	5

Sr. No	Station name	Type of Construction of Structures				Total
		Semi-Pucca	Pucca	Kutcha	Temporary	
10	Govandi	0	0	0	0	0
11	Mankhurd	0	0	0	0	0
12	Vasai Road	0	0	0	0	0
13	Khar Road	0	0	0	0	0
14	Bhayandar	0	0	0	0	0
15	Nalla Sopara	0	0	0	0	0
16	Mira Road	0	0	0	0	0
17	Kandivali	0	0	0	0	0
18	Santacruz	0	0	0	0	0
19	Mumbai Central	1	3	0	0	4
	Total	1	8	0	0	9

Source: RITES Study, 2021

Table 2.4: Details of Structure on Type of land

Table 2.4 shows station wise private and government structures. It is observed from the table that all 9 structures are private (commercial/residential) in nature.

Sr. No	Station name	Type of Structures			Total
		Private	Govt.	Religious	
1	Bhandup	0	0	0	0
2	Mulund	0	0	0	0
3	Ghatkopar	0	0	0	0
4	Vikhroli	0	0	0	0
5	Dombivli	0	0	0	0
6	Neral	0	0	0	0
7	Kasara	0	0	0	0
8	GTB Nagar	0	0	0	0
9	Chembur	5	0	0	5
10	Govandi	0	0	0	0
11	Mankhurd	0	0	0	0
12	Vasai Road	0	0	0	0
13	Khar Road	0	0	0	0
14	Bhayandar	0	0	0	0
15	Nalla Sopara	0	0	0	0
16	Mira Road	0	0	0	0
17	Kandivali	0	0	0	0
18	Santacruz	0	0	0	0
19	Mumbai Central	4	0	0	4
	Total	9	0	0	9

Source: RITES Study, 2021

2.5 Impact on Families and Persons

Table 2.5 shows Station wise number of Project Affected Structures (PASs) and Project Affected Persons (PAPs). It is identified that there are 4 PAFs in Mumbai Central consisting of 13 PAPs and whereas there is no family being affected only 5 commercial owners will be affected. PAPs consist of family members of residential units and owner of commercial units. The data revealed that all 9 PASs are non- titleholders, 5 commercial structures are encroachers and remaining 4 are residential squatters. Details of title-holders and non-title holders are given in **Table 2.6**.

Table 2.5: Station wise PASs and PAPs

Sr. No	Station Name	No. of PASs	No. of PAPs
1	Bhandup	0	0
2	Mulund	0	0
3	Ghatkopar	0	0
4	Vikhroli	0	0
5	Dombivli	0	0
6	Neral	0	0
7	Kasara	0	0
8	GTB Nagar	0	0
9	Chembur	5	5
10	Govandi	0	0
11	Mankhurd	0	0
12	Vasai Road	0	0
13	Khar Road	0	0
14	Bhayandar	0	0
15	Nalla Sopara	0	0
16	Mira Road	0	0
17	Kandivali	0	0
18	Santacruz	0	0
19	Mumbai Central	4	13
	Total	9	18

Source: RITES Study, 2021

Table 2.6: Station wise Titleholder and Non- title holder

Sr. No	Station name	Title Holder	Non- Title Holder			Others	Total
		Owner	Squatters	Kiosks	Encroachers		
1	Bhandup	0	0	0	0	0	0
2	Mulund	0	0	0	0	0	0
3	Ghatkopar	0	0	0	0	0	0
4	Vikhroli	0	0	0	0	0	0
5	Dombivli	0	0	0	0	0	0
6	Neral	0	0	0	0	0	0
7	Kasara	0	0	0	0	0	0
8	GTB Nagar	0	0	0	0	0	0
9	Chembur	0	0	0	5	0	5
10	Govandi	0	0	0	0	0	0

Sr. No	Station name	Title Holder	Non- Title Holder			Others	Total
		Owner	Squatters	Kiosks	Encroachers		
11	Mankhurd	0	0	0	0	0	0
12	Vasai Road	0	0	0	0	0	0
13	Khar Road	0	0	0	0	0	0
14	Bhayandar	0	0	0	0	0	0
15	Nalla Sopara	0	0	0	0	0	0
16	Mira Road	0	0	0	0	0	0
17	Kandivali	0	0	0	0	0	0
18	Santacruz	0	0	0	0	0	0
19	Mumbai Central	0	4	0	0	0	4
	Total	0	4	0	0	0	9

2.6 Loss of Livelihood

Table 2.7 indicates that all 5 commercial owners (PAPs) will be permanently affected in Chembur station and 4 residential families (PAFs) will be affected in Mumbai Central station. These PAFs/PAPs will ultimately have an impact on their source of livelihood after project execution. It is anticipated that these affected commercial PAPs are likely to lose their livelihood.

Table 2.7: Station wise Details of Loss of livelihood

Sr. No	Station Name	No of PASs	No of PAPs
1	Bhandup	0	0
2	Mulund	0	0
3	Ghatkopar	0	0
4	Vikhroli	0	0
5	Dombivli	0	0
6	Neral	0	0
7	Kasara	0	0
8	GTB Nagar	0	0
9	Chembur	5	5
10	Govandi	0	0
11	Mankhurd	0	0
12	Vasai Road	0	0
13	Khar Road	0	0
14	Bhayandar	0	0
15	Nalla Sopara	0	0
16	Mira Road	0	0
17	Kandivali	0	0
18	Santacruz	0	0
19	Mumbai Central	0	0
	Total	5	5

Source: RITES Study, 2021

2.7 Impact on Women

The SIA result show that due to the proposed station improvement project in Mumbai, there are 10 females likely to be affected in this project. 3 commercial women PAPs affected in Chembur and 7 PAPs who are residents in Mumbai Central station.

2.8 Impact on Vulnerable Families

During census and socio-economic survey no vulnerable families were identified due to the proposed development.

2.9 Impact on Community Properties

During census and socio-economic survey, it was identified that no community properties are likely to be affected due to the proposed development.

3 SOCIO-ECONOMIC INFORMATION AND PROFILE

3.1 Background

The final Resettlement Plan is based on census and socio-economic survey carried out in November 2020-December, 2021. After receiving approved GADs from MRVC to minimize the impact, census and socio-economic survey was re-conducted from 10th Sept 2021 to 15th Oct 2021. The methodology adopted for census and socio-economic survey and salient findings of the study are discussed in the following sections of this chapter.

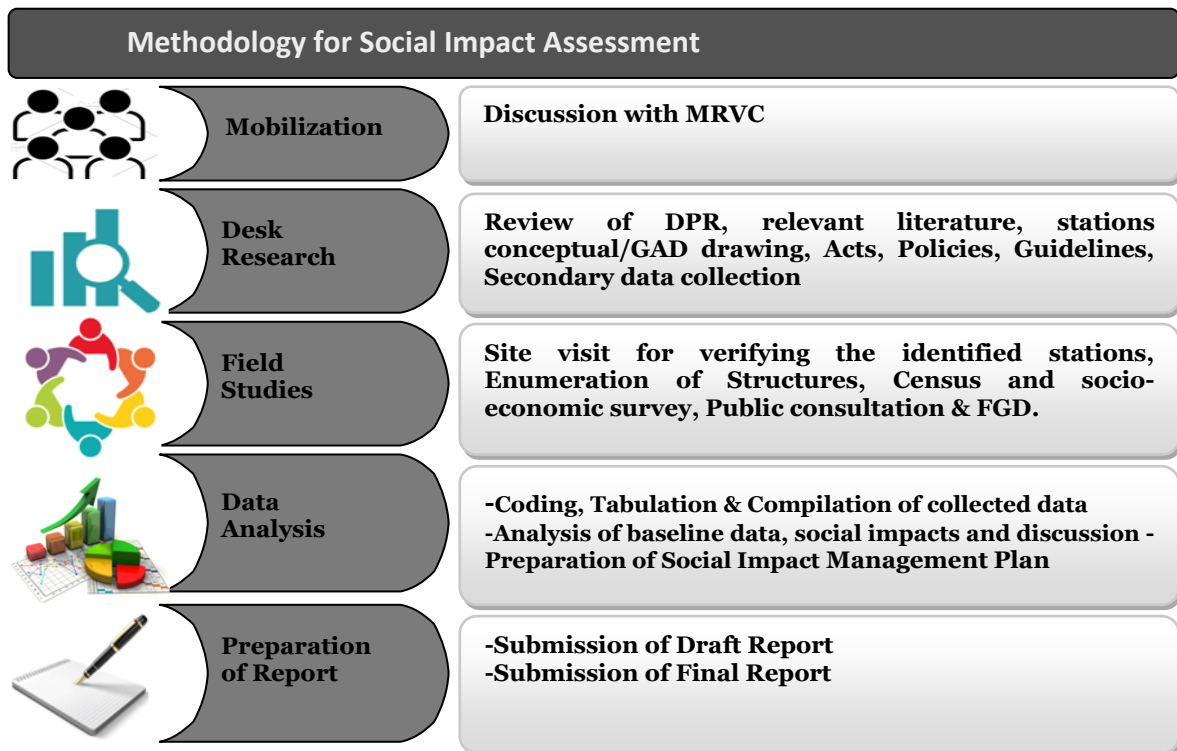
3.2 Methodology Adopted

The methodology adopted for social impact assessment is given in **Figure 3.1**. The census survey enumerated all private assets/properties within the Area of Influence (AoI) and verified if any community assets were getting affected. The private assets/properties were marked with distinct numbers, photographed, measured and type and use of structure was recorded.

For every affected and displaced families, a pre-tested structured questionnaire was administered during the census survey. The draft questionnaire prepared was pretested in the locality to remove any ambiguity and then after it was finalized and approved by MRVC. Sample format of Questionnaire for Census and Socio-Economic survey is attached as **Annexure-3.1**. The survey recorded to identity details and gathered information regarding type and extent of loss, family characteristics including social, economic and vulnerability status. Further, for all commercial activities, nature of business activity and the impact to employee was collected.

In addition to recording the above information, detailed family characteristics, including demographic profile of members of the family, income, standard of living, inventory of physical assets, and ascertaining perceptions about the proposed project, resettlement options and compensation was collected from all affected families. All assets were photographed and numbered for reference and record.

The census and socio-economic survey revealed that there will be 5 commercial PAPs in Chembur station and 4 residential PAFs consisting 13 persons would be impacted Mumbai Central station. The findings of the survey are discussed in the following sections and presented in tabular format.

Figure 3.1: Methodology for SIA


3.3 Demographic Profile of Affected Families

Table 3.1 shows demographic characteristics (i.e. sex, age and marital status) of the family members in Chembur and Mumbai Central station.

3.3.1 Gender and Sex Ratio

The data on gender and sex ratio is a very helpful parameter to know the participatory share of male and female in the society, which is also an important indicator for human development index. Among the surveyed family members it is observed that 55.55% are female and whereas 44.45% are male.

3.3.2 Age Group

The persons of surveyed families have been categorized into five age groups. The distribution of member's age in various group shows that 33.33% is younger population of age group 0-14, 33% are adults from age group of 19-59 and remaining 33% are older population having age above 60 years.

3.3.3 Marital Status

The marital status of the surveyed family members is indicated under four categories – married, unmarried, divorced and widow. This data is analyzed for the male population above 21 years and female population above 18 years. Based on this 83% PAPs are married and 17% PAPs are widowed.

Table 3.1: Demographic Characteristics of PAPs

Characteristics	Total PAPs	Percentage (%)
Sex		
Male	8	45.00%
Female	10	56.00%
Total	18	100
Age group		
0-14	6	33.34%
15-18	0	0.00
19-35	3	16.66%
36-59	3	16.66%
60 & above	6	33.34%
Not Responded	0	0.00
Total	18	100
Marital status		
Married	10	83.33%
Unmarried	0	0.00
Divorced	0	0.00
Widow	2	16.66%
Total	12	100

Source: RITES Field Study, 2021

The legal age for marriage in India is 18 for females and 21 for males.

3.4 Family Pattern and Family Size

All the surveyed families are Hindu and Jain. Family Pattern and Family Size indicate the fabric of sentimental attachment among the family members, social value, economic structures and financial burden. It is reported that all surveyed families are nuclear (100%). Family size has been classified into three categories i.e. small (2-4), medium (5-7) and large (7 & above). Data shows that all the families (100%) are small in size.

3.5 Educational Attainment

Education is a tool for vertical mobility in the society. It provides an opportunity to participate in the process of growth and development. However, it also creates differences among people and introduces a new kind of inequality between those who have it and those who do not have. In all the cases, education is a basic need and the best indicator of socio-economic development of a region. **Table 3.2** shows that out of the total surveyed PAPs, educational attainment is concerned 50% male PAPs have studied up to upper primary, 37.5% male PAPs have studied up to high school and 12.5% are male PAPs are graduates. Talking about females PAPs, 20% of them have studied up to primary followed by upper primary (50%). Remaining 20% females have studied up to high school and 10% are graduates.

Table 3.2: Gender wise Education levels of PAPs

Education (PAPs)	Total PAPs		
	Male	Female	Total
Illiterate	0	0	0
Primary	0	2 (20%)	1
Upper Primary	4 (50%)	5 (50%)	9
High School	3 (37.5%)	2 (20%)	1
Graduate	1 (12.5%)	1 (10%)	1
Post Graduate	0	0	0
Technical Courses above	0	0	0
Not Response	0	0	0
Total	8	10	18

Source: RITES Field Study, 2021

PAPs of age groups of 0-5 are not considered.

3.6 Main Occupation of PAPs

Occupational pattern of the surveyed PAPs are recorded to assess their skill so that income generation plan can be prepared accordingly for alternative income generating scheme. Secondly, occupational pattern helps in identifying dominating economic activity in the area. The survey results 8 PAPs belongs to the working class population who is above 18 years and less than 60 years of age. Out of these 8 PAPs, 5 are working show that 2 PAPs are engaged in business/trade activities while other 3 are engaged in private sector. **Table 3.3** shows that the average income of a family is Rs.30, 000/-.

Table 3.3: Economic Characteristics of PAPs and PAFs

Characteristics	Total PAFs
Artisan	0
Business/ Trade	2
Govt. Service	0
Private Service	3
Others	0
Not Responded	0
Total	5
Rs.<5000	0
Rs.5001 -10,000	1
Rs.10001 -20000	2
Rs.20001 -30000	0
Rs.30001-40000	0
Rs.40001-50000	2
Rs. >50000	0
No Response	0
Average monthly household income (Rs.)	30,000
Total	5

Source: RITES Field Study, 2021

3.7 Consumption Pattern

Table 3.4 indicates the consumption pattern of surveyed families. It is observed that most people are spending on food, education, clothing, transport, health and social function. This reflects the basic necessity of the surveyed families. According to Cost of Living in India-A 2018 Guide, monthly food (groceries) would cost around Rs.1500-4000 a month per person. The housing expenses include electricity bill, municipal corporation tax (water bill) and repairing & maintenance cost. The PAPs would spend on an average Rs.1500-2000 per month if they find a flat today. Talking about transport, People in Mumbai prefer to use public transport rather than their own vehicle to reach their work station, market, college and other places.

Table 3.4: Consumption Pattern of PAFs

Particulars	Average monthly expenditure(Rs)
Food	2888
Agriculture	0
Housing	1488
Cooking Fuel	766
Clothing	1211
Health	888
Education	1555
Transport	688
Communication	488
Social Function	400

Source: RITES Field Study, 2021

3.8 Gender Issues

No surveyed family is identified where women have title for land and house. It is observed from survey data that in majority of cases husbands have titles for the ownership of land and house and informed and discussed with women before purchasing the property. So far as decision making and participation at family level is concerned, generally both male and female participate in the decision making.

3.9 Perceived Benefit about the Project

It is reported that all the surveyed families are aware about proposed project. They came to know about the project from newspaper as a source of information. All families consider convenient travelling as a benefit of this project. They further said that better platform and other associated facilities will increase their mobility in a large scale. Loss of shop and livelihood is considered as the negative impacts due to the proposed project.

4 RESETTLEMENT POLICY AND LEGAL FRAMEWORK

4.1 Applicable Law

Recognizing the social issues that can arise in railways projects in Mumbai, MRVC has prepared a Resettlement Policy Framework (RPF) in May 2019 in line with National and State Laws and Policies and AIIB's ESF and the RPF has been approved by AIIB. The applicable laws and policies on land acquisition, rehabilitation and resettlement for the proposed improvement of 19 stations are as under:

- 1) Mumbai Railway Vikas Corporation, the executing Agency, is a Public-Sector Undertaking of Government of India under the Ministry of Railways and hence, The Railways (Amendment) Act, 2008 may be applicable in the project.
- 2) The project being implemented post 2015, the Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013 (RFCTLARR) of Govt. of India, which came into effect from January 2015, is applicable in this project.
- 3) Since project is in the state of Maharashtra and the RFCTLARR (Maharashtra) Rules 2014 and Amendment Rules 2016 along with the following State Government Notifications, Decisions and Resolutions are applicable and considered in the RPF:
 - The State Government Resolution: MRD-3318/C.R. 06 (Part 2)/ UD-7 of the Urban Development Department dated 5th December 2018
 - The State Government Resolution: MRD-3317/S.N. 15/ UD-7 of the Urban Development Department dated 20th August 2018
 - The R&R Policy for MUTP-III, 2018 (GR: MRD-3317/Pra.Ka.15/Navi-7 dated 20th August 2018).
 - Government Decisions No. SANKIRNA-03/2015/Para. Kra.34/A-2/dated 12th May 2015 and SANKIRNA-03/2015/Para. Kra.34/A-2/dated 30th Sep. 2015 of Revenue & Forest Department, Govt. of Maharashtra – Regarding Acquisition of Private Land for Irrigation and other projects by negotiation through direct purchase method.
- 4) The Asian Infrastructure Investment Bank (AIIB) is funding for the proposed improvement of 19 suburban railway stations of MUTP-III, hence the Environmental and Social Framework (ESF), February 2016 and Project Affected Peoples' Mechanism (PPM) Policy of AIIB are also applicable.
- 5) The other acts and policies, which may be relevant, are:
 - a) Minimum Wages Act, 1948
 - b) Contract Labor Act, 1970
 - c) The Bonded Labor System (Abolition) Act, 1976
 - d) Child Labor (Prohibition and Regulation) Act 1996 along with Rules, 1988
 - e) Children (Pledging of Labor) Act, 1933 (as amended in 2002)
 - f) The Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995

- g) The Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Rules,1996
- h) Un-touch ability Offences Act,1955
- i) The Scheduled Castes and the Scheduled Tribes (Prevention of Atrocities) Act, 1989
- j) The Scheduled Castes and the Scheduled Tribes (Prevention of Atrocities) Rules, 1995
- k) Right to Information Act,2005
- l) Forest Rights Act,2006

4.2 National Acts and Policies

4.2.1 Railways (Amendment) Act, 2008

- a) The Railways Act, 1989, which combines and amends the law relating to Railways, was further amended in 2008. This Act is called The Railways (Amendment) Act, 2008 (RAA 2008). The RAA 2008 has been prepared for execution of a special railway project, notified as such by the Central Government from time to time, to provide national infrastructure for a public purpose in a specified time-frame, covering one or more states or Union territories.
- b) The RAA 2008 may not be applicable for MUTP-III. But, if the MUTP-III project is declared as special railway project by respective authority, then the RAA 2008 will be applicable in MUTP-III.
- c) The main elements of the RAA 2008 act are provided in the **Table 4.1** below:

Table 4.1: Main elements of the Railways (Amendment) Act 2008

Section		Description
20A	Power to acquire land	Declaration of intention to acquire land required for execution of a special railway project. This is the first notification and empowers the competent authority to trigger the substance of the notification
20D	Hearing of objections, etc.	Objections are to be made by the interested persons within 30 days from the date of publication of the notification under sub-section (1) of section 20A.
20E	Declaration of acquisition	After the publication of the declaration under sub-section (1), the land shall vest absolutely with the Central Government free from all encumbrances.
20F	Determination of amount payable as compensation	Amount to be paid as compensation shall be declared by an order of the competent authority. The competent authority shall make an award under this section within a period of one year from the date of publication of the declaration.

Section		Description
20F (6)	Arbitrations	If the amount determined is not acceptable to either of the parties, they can ask for arbitration and an arbitrator shall be appointed for this purpose.
20G	Criterion for determination of market value of land	(i) The minimum land value, if any, specified in the Indian Stamp Act, 1899 for the registration of sale deeds in the area, where the land is situated; or (ii) the average of the sale price for similar type of land situated in the village or vicinity, ascertained from not less than 50% of the sale deeds registered during three years, where higher price has been paid, whichever is higher
20I	Power to take possession	To surrender or deliver possession thereof to the competent authority or any person duly authorized by it in this behalf within a period of 60 days of the service of the notice
20N	Land Acquisition Act 1 of 1894 not to apply	Nothing in the LA Act, 1894 shall apply to an acquisition under this Act.
20O	Application of the National Rehabilitation and resettlement Policy (NRRP), to persons affected due to land acquisition	The Provisions of the NRRP, 2007 for the project affected families, notified by the Government of India in the Ministry of Rural Development vide number F.26011/4/2007-LRD, dated 31st October, 2007

4.2.2 RFCTLARR Act 2013

- a) The Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act 2013 provides for land acquisition as well as rehabilitation and resettlement. It replaces the Land Acquisition Act, 1894 and National Rehabilitation and Resettlement Policy, 2007 and the effective date is 1st January 2014.
- b) The RFCTLARR Act 2013 has four schedules for minimum applicable norms for compensation based on market value, multiplier and solatium; resettlement and rehabilitation (R&R) entitlements to land owners and livelihood losers; and facilities at resettlement sites for displaced persons, besides providing flexibility to states and implementing agencies to provide higher norms for compensation and R&R. It also provides for the baseline for compensation and has devised a sliding scale which allows States to fix the multiplier (which will determine the final award) depending on distance from urban centers. The aims and objectives of the Act are as follows:
 - i. To ensure, gentle, participative, informed and transparent process for land acquisition.
 - ii. Provide just and fair compensation to the affected families whose land has been acquired or proposed to be acquired or already affected by such acquisition.

- iii. Make adequate provisions for affected persons for their rehabilitation and resettlement.
- iv. Ensure that outcome of obligatory acquisition should be such that the affected persons become partners in development activities, which would lead to an improvement in their post-acquisition social and economic status.

4.3 State Acts, Policies and Government Orders

4.3.1 RFCTLARR (Maharashtra) Act 2013

The Revenue and Forest Department of the Maharashtra through Notification No. LQN. 12/2013/C.R. 190/A-2 dated 27th August 2014 on the RFCTLARR Act 2013, and notified the following:

- a) The market value of land to be followed in the State of Maharashtra.
- b) The Multiplication factor to be followed.
- c) Components of the Rehabilitation and Resettlement components.
- d) Increment of 5% per annum on the unit amount of Assistance provided in the RFCTLARR Act 2013

4.3.2 Government Resolution: MRD-3318/C.R. 06 (Part 2)/UD-7 dated 5th Dec 2018

The Urban Development Department of the Government of Maharashtra through Government Resolution No. MRD-3318/CR 06 (Part-2)/UD-7 dated 5th December 2018 issued the decision taken by the Govt. of Maharashtra on the projects under MUTP 3 and MUTP 3A, and decided the following particularly in connection with R&R policy:

- a) The rehabilitation policy for the project affected people as per Government Resolution No. Project-1700/CR-31/Slum-2 dated 12th Dec 2000 (section-1700/CR-31/ slum-2 dated 12-12-2000) issued for rehabilitation of MUTP-I and MUTP-II, is applicable for R&R of PAPs of MUTP 3 & MUTP 3A projects. **(Annexure-5)**
- b) Mumbai Metropolitan Region Development Authority (MMRDA) will rehabilitate the project affected people of MUTP 3.
- c) For R&R of PAPs under MUTP 3, if the premises are not available in MMRDA's jurisdiction, then it is allowed to pay the lump sum amount to PAPs (encroachers) as per guidelines of UDD GR No. CMP-2017/CR-23/UD-26 dated 13th June 2018.
- d) MUTP rehabilitation policy will be applicable for private land PAPs under MUTP 3 and MUTP3A.

4.3.3 R&R Policy for MUTP-III, 2018 (Government Resolution: MRD-3317/S.N. 15/UD-7 dated 20th Aug 2018)

The Urban Development Department of the Government of Maharashtra issued order that rehabilitation of Project Affected Persons under MUTP 3 will be done by Mumbai Metropolitan Region Development Authority vide Government Resolution No. MRD3317/SN 15/UD-7 dated 20th August 2018 and decided the following:

- a) Government Policy for taking possession of encroached Government land required for MUTP-III project by making onetime payment of cost of construction to PAPs issued vide Government Resolution of Urban Development Department of Government of Maharashtra no. Champa-2017/Pra.Kra.23/Navi-26 dated 13th June 2018, (Maharashtra Govt. Municipal Development Department Govt. No.Mank Champa-2014 / 7.79.23 / Nov-26, dated June 13, 2014), is applicable for rehabilitation of PAPs whole project area of MUTP-III. It further states all terms and conditions under Para A and General conditions of Urban Development Department of Government of Maharashtra GR no. Champa2017/Pra.Kra.23/Navi-26 dated 13th June 2018 is applicable for rehabilitation of PAPs of MUTP-III.
- b) Salient features of GR No.(Champa-2014 / 6.79.2 / nv-26, dated 13 June 2014) of Urban Development Department of Government of Maharashtra:-
- The government land required for Central and State Government vital projects in urban area if encroached upon, encroachers are entitled for protection, while displacing them following guidelines are to be followed by concern agencies:
 - In Municipal Corporation Area, the person encroached on the Government land otherwise who are eligible for regularized should be given flat of 269 sq. Ft. area free of cost in corporation area. In case of non-availability of free of cost house, such eligible encroachers should be compensated by the house price in cash as per the prevailing annual ready reckoner rate.
 - In Municipal Council/ Nagar Panchayat Area, the eligible encroacher on the Government land, should be provided flat of 300 sq. Ft. area free of cost within the boundaries of Corporation/ Nagar Panchayat or within 5 km of the boundaries of Corporation/ Nagar Panchayat. In case of non-availability of free of cost flat/house, such encroachers should be compensated in cash by the current price of the house as per the prevailing annual ready reckoner rate.
 - If encroacher of their encroachment is not entitling for regularization as per rule in that case, no compensation to be paid.
 - The family holding separate ration card on 1st Jan 2018 or before that should be deemed as separate family.
 - In case, if more than one family are living in one hutment on 1st Jan 2018 or before, and they are holding separate ration card, then every such family should be treated as eligible for house/ land/ construction expense or cash compensation.

4.3.4 Maharashtra Government Decision on Direct Purchase

4.3.4.1 *The Government Decision No. SANKIRNA-03/2015/Para. Kra. 34/A-2 dated 12th May 2015, Revenue & Forest Department, Govt. of Maharashtra*

Generally, for a different project, the private land required, is acquired as per the prevailing Land Acquisition Act by concerned Land Acquiring Institution. However, if the land required by Land Acquiring Institution is acquired by direct purchase method instead of acquiring as per Land Acquisition Act which is not

prohibited through direct purchase method it shall be done considering following directive principles:

- a. Directive Principle – Land required for new projects other than irrigation project. While acquiring land through direct purchase method, land shall be acquired for the entire project.
- b. District level committee for deciding compensation – A committee shall be constituted under the Chairmanship of Collector to decide the rate of land being acquired through direct purchase method. The committee shall comprise the following:
 - 1 District Collector – Chairman
 - 2 Superintending Engineer Irrigation – Member
 - 3 Superintending Engineer PWD – Member
 - 4 District Government Pleader – Member
 - 5 Assistant Director of Town Planning – Member
 - 6 Competent Authority of acquiring body – Member
 - 7 Concerned Deputy Collector (Land Acquisition) – Member
 - i. In addition to this as per requirement for exercising valuation of trees/ fruit trees/ forest trees/ standing crops, construction & other amenities, competent person or specialist of the related subject from Agriculture, Forest, Gardening, etc. shall be included as invitee member.
 - ii. Above mentioned committee, before deciding the compensation of land, will verify the valuation of land as per land acquisition act in force, documentation regarding the original owner of land & legal search report of land through Govt. Pleader.
- c. Procedure for deciding compensation – For projects while acquiring the land through direct purchase method, the amount of compensation shall be calculated as per the provision of Article No. 26 to 30 of Land Acquisition Act 2013 & Schedule I, including other related features, then 25% should be added to the above-calculated compensation.
- d. Options to farmers while accepting the compensation – Following two options shall be offered to farmers while acquiring the land through direct purchase method for a project.
 1. Paying complete compensation as calculated vide (c) above at one time.
 2. (a) While purchasing land/ taking over land 50% amount will be paid at the first stage out of whole compensation.
(b) Remaining 50% amount will be paid as annuity.

4.3.4.2 The Government Decision No. SANKIRNA-03/2015/Para. Kra. 34/A-2 dated 30th Sept. 2015, Revenue & Forest Department, Govt. of Maharashtra

The Govt. Decision No. SANKIRNA-03/2015/Para. Kra. 34/A-2 dated 12 May 2015 was amended on 30th September 2015 in view of difficulties faced in processing the land acquisition of private land for irrigation and other projects.

- a) Directive Principles: Sr. No. 2 was amended “which are related to irrigation projects covering both new projects as well as incomplete projects”.
- b) District level committee for deciding compensation:
In Sr. No. (i) For invitee member – Districts where Superintending Engineer Post of Irrigation/ PWD Dept. is not available, the concerned Chief Engineer shall authorize the Superintending Engineer of adjacent district. In Sr. No. (ii) “Advocates on a panel of Acquiring Institution” has been added after through Govt. Pleader.
- c) Procedure for deciding compensation – “For Project ... then 25% should be added on the above-calculated compensation” thereafter “while considering market value as per Land Acquisition Act article 26(1), the average of sale deeds for preceding 3 years shall be taken. In the column of purchase and Index-2 shall reflect all the components considered for deciding the compensation package independently (market rate, amount as per notified multiplying factor, compensation against assets connected with the land, solatium, 25% additional compensation due to consent for Direct Purchase Method, etc.). While deciding the market value for further purchases the amount of market value included in the compensation package as per Land Acquisition Act 2013 shall only be considered, other components (Amount as per notified multiplying factor, compensation against assets connected with the land, solatium, 25% additional compensation on land valuation due to consent for Direct Purchase) shall not be considered.

4.4 Policies of the Asian Infrastructure Investment Bank (AIIB)

4.4.1 Environmental and Social Framework (ESF), February 2016

- a) The objectives of the Environmental and Social Framework of AIIB (February 2016)⁴ is to ensure the environmental and social soundness and sustainability of Projects and to support the integration of environmental and social considerations into the Project decision-making process and implementation
 - i. Provide a mechanism for addressing environmental and social risks and impacts in Project identification, preparation and implementation;
 - ii. Provide a framework for public consultation and disclosure of environmental and social information in relation to Projects;

- iii. Improved development effectiveness and impact to increase results on the ground, both short and long-term.
- b) The salient features of the AIB Policy for the preparation of resettlement plan and policy framework are provided in brief:
- i. Social Screening: The Social Screening of the proposed project to determine the nature and level of the required social review, type of information disclosure and stakeholder engagement and also for project categorization in terms of possible social risks and impacts.
 - ii. Categorization: The proposed project will be categorized on the possible highest social risk, including direct, indirect, cumulative and induced impact, as relevant, in the project area. The project will also fall in this category if the impacts may affect an area larger than the sites or facilities subject to physical works and may be temporary or permanent in nature. The project may be categorized as: i) Category A, if it is likely to have significant adverse impacts that are irreversible, cumulative, diverse or unprecedented. ii) Category B, if it has limited number of potentially adverse impact limited to the project area, few of them are irreversible or cumulative. iii) Category C, if there are minimal or no adverse impacts. iv) Category FI, if the project financing structure involves the provision of funds to or through a financial intermediary (FI) for the project.
 - iii. Due Diligence: The Due Diligence requires the Appraisal, Review process, Application of the policies, guidance to the client, Change of scope of the project and adaptive management process of the project.
 - iv. Assessment: Assessment of the project in terms of risks and impacts and design appropriate measures to avoid, minimize, mitigate, offset or compensate the adverse impacts. As required for a category "A" project, SIA (Social Impact Assessment) and EIA (Environment Impact Assessment) will be conducted in accordance to the Environmental and Social Standards of the ESF.
 - v. Involuntary Resettlement: The Screening will determine for any Involuntary Resettlement both physical and economic displacement. The involuntary resettlement should be avoided, and if it is not feasible to avoid involuntary resettlement, it has to ensure that the resettlement activities are conceived and executed as sustainable development

programmed providing sufficient resources to enable the displaced persons to share in project benefits.

- vi. Resettlement Plan (RP) or Resettlement Planning Framework (RPF): If the project involves involuntary resettlement, the project proponent has to prepare a RP or RPF, subject to the extent and degree of the impacts. The degree of impacts is determined by the physical and economic displacement and vulnerability of the affected people. The RP or RPF will cover of social risks and impacts and provides specialized guidance to address the specific issues associated with involuntary resettlement, including land acquisition, changes in land use rights, displacement and need for livelihood restoration.
- vii. Non-titled Affected Persons: AIIB requires the Client to ensure that displaced persons without title to land or any recognizable legal rights to land, are eligible for and receive, resettlement assistance and compensation for loss of non-land assets, in accordance with cut-off dates established in the resettlement plan, and that they are included in the resettlement consultation process.
- viii. Indigenous Peoples: AIIB seeks the technical judgment of qualified social scientists for project impacts on indigenous peoples, on customary use or rights of use and access to land and natural resources, socioeconomic status, cultural and communal integrity and heritage, health, education, livelihood systems and social security status and indigenous knowledge and vulnerability of affected indigenous Peoples. If the project would have impacts on Indigenous Peoples, an Indigenous Peoples Plan (IPP) or Indigenous Peoples Policy Framework (IPPF) have to be prepared on the coverage of social risks and impacts on the indigenous peoples and provides specialized guidance to address specific issues associated with the need of the affected Indigenous Peoples.
- ix. Documentation and Instruments: The appropriate documentation and instruments are required subject to the categorization of the project. Social Management Plan or Social Management Framework to develop the measures to manage and mitigate of the adverse impacts and reflect them, may also be required.
- x. Information Disclosure: The relevant information about social risks and impacts of the Project have to made available in the Project area in a timely and accessible manner, and in form and language(s)

understandable to the project affected people, other stakeholders and the general public, so they can provide meaningful inputs into the design and implementation of the project.

- xi. Consultation: Meaningful consultations with the stakeholders during the Project's preparation and implementation phases have to be held, which will cover Project design, mitigation and monitoring measures, sharing development benefits and opportunities and implementation issues of the project.
 - xii. Monitoring and Reporting: The project will have complimentary but distinct monitoring responsibilities. The extent of monitoring activities, including their scope and periodicity, is proportional to the Projects risk and impact.
 - xiii. Grievance Redress Mechanism: A suitable grievance mechanism may include formal or informal existing mechanism will be designed to address affected peoples' concerns and complaints promptly, using an understandable and transparent process that is gender-sensitive, culturally appropriate and readily accessible to all affected people.
- c) Project Affected Peoples' Mechanism (PPM) of AIIB: The policy allows aggrieved PAPs to approach the Bank provided their grievances are not satisfactorily redressed by the GRM. The GRM will set up grassroots level GRCs comprising of local stakeholders. The GRCs will proactively disseminate the roles and responsibilities of the accountability mechanism to the common public.

4.5 Comparison of Government and AIIB Policies

A Comparison between Government and AIIB policies has been attempted. The gap-filling measures provided in the entitlement matrix are summarized below in **Table 4.2**.

Table 4.2: Comparisons of Government and AIIB policy

Sr. no.	Aspect	AIIB Social Policy Requirement	Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013	MUTP R&R Policy	Remarks
1	Existence of Policy Framework	AIIB prescribes elaborate Social Policy and Standards for Social Assessment and Management, Involuntary Resettlement and Indigenous Peoples	The Govt. of India has passed RTFCTLARR Act, 2013 prescribing procedures, institutional arrangements, eligibility and entitlement framework and Government's obligations in acquisition of private land and R&R of affected people in a fair and transparent manner. The Act also makes special provisions related to consent and entitlements for Scheduled areas and Schedules Tribes. Further, the Govt. of Maharashtra has notified rules and orders on certain aspects of the Act.	The Govt. of Maharashtra formulated and approved the R&R Policy for World Bank assisted Mumbai Urban Transport Project (MUTP), which primarily prescribes the eligibility and entitlement framework for acquisition of land and rehabilitation and resettlement of all categories of Project Affected Persons, including non-titleholders, grievance redress mechanism, etc. and this policy is made applicable to MUTP-III.	Legal and policy framework exists for dealing with the social safeguard issues of the project.
2	Project	Screening of	There is no provision for	There is no provision for	Social screening is conducted at

Sr. no.	Aspect	AIIB Social Policy Requirement	Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013	MUTP R&R Policy	Remarks
	Screening and Categorization	Proposed project using potential social risks and impacts to determine the nature and level of required social review, type of information disclosure and stakeholder engagement. Projects categorized as A, B, C and FI based on potential social risks and impacts	screening and categorization for deciding depth of social assessment. However, provision exists {Clause 7 (5)} for post SIA appraisal of SIA Report by Expert Group to ensure public purpose and that potential benefits outweigh the social costs and adverse social impacts.	screening and categorization for deciding depth of social assessment.	the concept stage while assessing feasibility of the project. Further, policies of funding agencies are also to be considered.
3	Assessment of Alternatives	Assessment of Alternatives under Social Standard 1: Social Assessment and Management. Examination to avoid or minimize social impacts.	The SIA is expected {Clauses 4 (4) & 8 (2)} to ascertain that land to be acquired is absolute bare minimum and Govt. to ensure minimum displacement of people and minimum adverse impact on affected individuals.	The Policy incorporates the objective of minimization of resettlement by exploring all viable alternative project designs.	The Reports are prepared based on best practices including evaluation of various alternatives against the criteria of technical and financial feasibility as well as avoidance or Minimization of social Impacts. Chosen option is further fine tuned to avoid or minimize social impacts.
4	Conduct Social Assessment	Client to conduct social assessment relating to the	It is obligatory for the Government if it intends to	A Baseline Socio-Economic Survey (BSES)	Preparation of detailed SIA (including census survey of all

Sr. no.	Aspect	AIIB Social Policy Requirement	Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013	MUTP R&R Policy	Remarks
		risks and impacts, and design appropriate measures to avoid, minimize, mitigate, offset or compensate for them.	acquire land for a public purpose to carry out a SIA study in consultation with concerned local Govt., at village level or ward level in the affected area {Clause 4 (1)}, which also involves public hearing, publication and appraisal.	is to be carried out covering all impacts and PAPs.	affected population and physical assets) for all large and externally aided projects is undertaken in line with the objectives of social safeguard policies with a view to best manage the social risks, if any, by assigning resources for the same.
5	Preparation of Social Management Plan	Client to prepare SMP consisting of measures to manage and mitigate adverse impacts in effective and timely manner and also describing the means (budget, schedule and institutional arrangements) for meeting the requirements and monitoring of the SMP	The Administrator for R&R is required to prepare Rehabilitation and Resettlement Scheme covering details of impacts and R&R entitlements for affected people (Clause 16).	A Resettlement Plan, consisting of various aspects, is to be prepared with active participation of eligible PAPs.	Resettlement Implementation/Plans consisting of budget, schedule, institutional arrangements, monitoring and evaluation framework is developed, implemented and monitored. MMRDA has been directed to rehabilitate the project affected persons.
6	Information Disclosure	Client to ensure that relevant information about social risks and impacts	The Act envisages disclosure of information in an appropriate manner at	Final RP is to be shared with the PAPs, NGOs, CBOs and general public	Information about the project, SIA and Resettlement Plan is shared with various

Sr. no.	Aspect	AIIB Social Policy Requirement	Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013	MUTP R&R Policy	Remarks
		<p>(including SMP) is made available in the project area in a timely and accessible manner, and in a form and language understandable to the PAPs, other Stakeholders and general public.</p>	<p>various stages during the entire process of LA & RR. The approved Rehabilitation and Resettlement Scheme is required to be made available in the local language to the local Govt. and in the offices of the District Collector, the Sub-Divisional Magistrate and the Tehsil, and is also required to be published in the affected areas and uploaded on the website of the Government (Clause 18).</p>	<p>in the area through community meetings and other appropriate media. The views of PAPs are to be taken into account in finalizing the RP</p> <p>In addition, general dissemination of information on R & R policy, specific RPs and environmental management plan related to Project are also to be undertaken in a planned manner. These activities may include organizing seminars, bringing out the news items in newspapers, TV, radio, technical and academic journals</p>	<p>stakeholders including PAPs through public consultation meetings, multi-lingual information brochures and by setting up Public Information Centers equipped with project documents.</p>
7	Consultation withstake	Client to engage in meaningful consultation	The Act requires public hearing and publication of SIA	Based on the BSES carried out through close	General public consultation for all stakeholders

Sr. no.	Aspect	AIIB Social Policy Requirement	Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013	MUTP R&R Policy	Remarks
	holders	with stakeholders during project preparation and Implementation in a manner commensurate with risks and impacts for those affected	study (Clause 5&6), publication of preliminary notification and hearing of objections (Clause 11&15) and publication of R&R Scheme (Clause 18).	<p>participation of NGOs and CBOs, a list of eligible project affected structures, households and, shops and business activities are to be prepared and announced for community endorsement to avoid conflict over subsequent entrants in the project area.</p> <p>RP preparation is to be undertaken with active participation of eligible PAPs. Final RP is to be shared with the PAPs, NGOs, CBOs and general public in the area through community meetings and other appropriate media. The views of PAPs are to be taken into account in</p>	is conducted when technical and social details of project are presented, and suggestions are noted and considered.

Sr. no.	Aspect	AIIB Social Policy Requirement	Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013	MUTP R&R Policy	Remarks
				finalizing the RP.	
8	Grievance Redress Mechanism	Client to establish a suitable grievance mechanism to receive and facilitate resolution of the concerns or complaints of people adversely affected by social impacts of project and inform PAPs of availability of mechanism.	The Act envisages establishment of Land Acquisition Rehabilitation and Resettlement Authority in each State by the concerned State Government to hear disputes arising out of projects where land acquisition has been initiated by the State Government or its agencies (Chapter VIII).	Designation of senior officer at the local level to consider any grievances of PAPs in consultation with the concerned NGO and also establishment of Grievance Redress Committee for appeal.	A Grievance Redress Mechanism is put in place to hear and consider grievances of PAPs. The decisions taken by GRCs about eligibility and entitlements are enforced.
9	Monitoring and Reporting	Client to implement project in compliance with Social Management Plan and to furnish AIIB with periodic monitoring reports on Client's performance under the project	The Act provides for National Monitoring Committee for rehabilitation and resettlement and reporting requirements (Chapter VII)	Policy provides for oversight committees and monitoring mechanism as a part of institutional arrangements	MMRDA is chosen for the implementation of the R&R of the project with appropriate monitoring and reporting mechanism from MRVC.

4.6 Process of Land Acquisition

The station improvement project, passenger amenities works and other works, requires minimal land as most of the land is available with the railways. The requirement of additional minimal land may be done by the method of Direct Purchase through negotiation with the land owner and the Railways. The State Government has formulated policy/guidelines under section 108 of RFCTLARR Act 2013. (Ref. Railway Board Order No. 2015/W-2/SCR//NL/22 dated 20.10.2016).

The projects, which have been declared as Special Railway Project, by the respective State or Central Government, the land can be acquired through Railways (Amendment) Act 2008.

Direct Purchase through Negotiation

- a. The State Government of Maharashtra opted for Direct Purchase of land through negotiations with the land owner, the route for speedy acquisition of small private land parcels required.
- b. The land will be purchased with the consent of the concerned land owner through negotiations and the compensation will be fixed as per government directions for direct purchase method, which is at 25% higher rate than RFCTLARR Act, 2013
- c. To acquire private land for ongoing and upcoming private projects through direct purchase, the government has formed a district level committee headed by the district collector, and comprising officials of the revenue, irrigation, public works, legal, town planning, and land acquisition departments.
- d. The ready reckoner rates of the land in the particular region will be considered as a basis for calculating the rate of land. The market value of land to be acquired will be determined by ready reckoner value fixed under the Maharashtra Stamp Act (59 of 1958) and the Maharashtra Stamp (Determination of True Market Value of Property) Rules, 1995. (Ref. Para 1 of Part 1 of the RFCTLARR (Maharashtra) Act 2013).
- e. Trees, houses, wells and other such assets on the land will also be included in calculating the rate.
- f. The multiplication factor by which market value of the land is multiplied will be from 1.00 (One) to 2.00 (two) based on the distance of the project from urban area, as may be notified by the appropriate Government. (Ref. Clause 2 of Schedule I of the RFCTLARR 2013). The particular multiplier factor will vary for each place and will be defined by the Assistant Director of Town Planning under the Urban Development Department of the Government of Maharashtra, as per the current practice of the Maharashtra Government and also for the MUTP projects.

- g. While acquiring the land through direct purchase method, the amount of compensation shall be calculated as per the provision of Article 26 to 30 of RFCTLARR 2013 & Schedule I, over and above of which 25% is paid.
- h. The land owner will have a maximum of three months' time to give consent from the date of application of direct purchase from the Government Agency. On lapse of the three months' time, the land will be acquired under compulsory acquisition under the RFCTLARR 2013 Act.
- i. Committees under the district collectors of respective districts will complete the necessary proceedings and finalize the compensation accordingly. The MRVC will then deposit the compensation amount with the respective District Collector for disbursement.
- j. Land Acquisition
- k. Land acquisition may be done through the Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act (RFCTLARR Act), 2013. Important sections of the Act are presented in **Table 4.3**.

Table 4.3: Summaries of the Applicable sections of the RTFCTLARR Act 2013

Sr. No	Section	Description of the section
1.	Section 4(1) – SIA notification	<ul style="list-style-type: none"> • Social Impact Assessment Study • Total duration 6 months
2.	Section 5	<ul style="list-style-type: none"> • Public Hearing for SIA
3.	Section 6 (1)	<ul style="list-style-type: none"> • Publication of SIA
4.	Section 7(1)–SIA evaluation and approval	<ul style="list-style-type: none"> • Independent SIA Evaluation by Expert Group • 2 non-official social scientists • 2 representatives of Panchayat, Gram Sabha, Municipality or Corporation • 2 experts on rehabilitation • 1 technical expert in subject area • Publication of recommendation • Total duration 2 months
5.	Section 8	<ul style="list-style-type: none"> • Examination of proposals for land acquisition and Social Impact Assessment report by appropriate Government
6.	Section 11(1) acquire land – Notice to acquire land	<ul style="list-style-type: none"> • Publication of Preliminary Notification for acquisition
7.	Section 11(5) – Land record updating	<ul style="list-style-type: none"> • Updating Land records • Total duration 2 months
8.	Section 14 – SIA lapse period	<ul style="list-style-type: none"> • If Section 11(1) not published within 12 months (18months from the date of 4(1) notification) after the submission of SIA report under section 7, such report will

Sr. No	Section	Description of the section
		lapse. Then fresh SIA to be done before acquisition under section 11. <ul style="list-style-type: none"> • Appropriate government shall have the power to extend the period of 12 months
9.	Section 15(1) – Hearing of objections	<ul style="list-style-type: none"> • Within 60 days from the date of 11(1) notification
10	Section 16(1) – Preparation of R&R Scheme by Administrator (by state notification not below the rank of Joint Collector or Additional Collector or Dy. Collector or equivalent official of Revenue Department to be the Administrator for R&R)	<ul style="list-style-type: none"> • After the publication of 11(1) notification by collector, Administrator for R&R shall conduct census survey of affected families.
11	Section 16(5)	<ul style="list-style-type: none"> • Public hearing of R&R Scheme
12	Section 16(6)	<ul style="list-style-type: none"> • Submission of draft R&R scheme to collector
13	Section 17(1)	<ul style="list-style-type: none"> • Review of R&R scheme by Collector with R&R committee
14	Section 18 – Approval of R&R scheme by commissioner	<ul style="list-style-type: none"> • Officer off the rank of Commissioner or Secretary of that Government
15	Section 19(1) – Publication of declaration and summary of R&R	<ul style="list-style-type: none"> • If no declaration is made within 12 months from the notification under section 11(1) excluding stay or court order
16	Section 21(1)	<ul style="list-style-type: none"> • Notice to person interested for taking possession.
17	Section 23	<ul style="list-style-type: none"> • Land Acquisition Award by collector
18	Section 25 – Lapse of entire proceeding for acquisition	<ul style="list-style-type: none"> • Award to be made within 12 months from the date of declaration under section 19. (Appropriate government shall have the power to extend the period with justification).
19	Section 31(1)	<ul style="list-style-type: none"> • R&R award by collector • Collector shall take possession after ensuring 100% compensation payment and R&R entitlement or • Tendered within a period of 3 months for compensation and 6 months for R&R entitlements.
20	Section 38(1)	<ul style="list-style-type: none"> • Power to take possession of land to be acquired by Collector
21	Section 38(2)	<ul style="list-style-type: none"> • R&R process to be completed in all respect before displacing the AFs
22	Section 43(3)	<ul style="list-style-type: none"> • Formulation, Execution and monitoring of R&R scheme shall vest in the Administrator

Sr. No	Section	Description of the section
		under the direction and control of Government and Commissioner R&R.
23	Section 44(1)	<ul style="list-style-type: none"> • Appointment of R&R Commissioner
24	Section 44(2)	<ul style="list-style-type: none"> • Commissioner will be responsible for supervising the formulation of R&R schemes or plans and proper implementation of such schemes or plans.
25	Section 44(3)	<ul style="list-style-type: none"> • Commissioner shall be responsible for post implementation social audit in consultation with Gram Sabha in Rural areas and municipality in urban areas.
26	Section 45(1) Composition of R&R committee: (acquisition of equal to or more than 100 acres of land)	<ul style="list-style-type: none"> • Chairman (Collector) • Women representative residing in affected area • Representative of ST & SC residing in the affected area • Representative of NGO working in the area • Representative of Nationalized bank • Land Acquisition officer of the project. • Chairpersons of the Panchayats or municipalities • Located in the affected area or their nominees. • Chairperson of the District Planning Committee or his nominee. • MP and MLA of the concerned area or their nominees. • Representative of the requiring body. • Administrator for R&R as member-convener.
27	Section 46	<ul style="list-style-type: none"> • Purchasing of land through private negotiation considering the relevant State specific factors and circumstances • The District collector should be notified by the land Purchaser with a) intent to purchase, b) purpose of purchase and c) particulars of land to be purchased • The Collector will refer the matter to the Commissioner for the satisfaction of all relevant provisions under this Act related to rehabilitation and resettlement • The Collector shall pass individual awards covering Rehabilitation and Resettlement entitlements approved by the Commissioner as per the provisions of the

Sr. No	Section	Description of the section
		<p>Act</p> <ul style="list-style-type: none"> The appropriate Government may provide for rehabilitation and resettlement provisions on sale or purchase of land in its state and shall also fix the limits or ceiling
28	Section 108	<ul style="list-style-type: none"> Where a State law or a policy framed by the Government of a State provides for higher compensation than calculated under this Act for acquisition of land, the affected person or his family or member of his family may at his option opt to avail such rehabilitation and resettlement provisions under such State law or such policy of the State instead of under this Act. Where a State law or a policy framed by the Government of a State offers more beneficial rehabilitation and resettlement under the Act or policy than under this Act, the affected persons or his family or member of his family may at his option opt to avail such rehabilitation and resettlement provisions under such State law or such policy of the State instead of under this Act

5 GENDER ACTION PLAN

5.1 Background

Gender Action Plan (GAP) is a gender mainstreaming tool and mechanism for ensuring inclusive design and implementation of the proposed Station Improvement Project. It is intended to address gender related issues, facilitate women’s involvement, and participation in and tangible benefits from the project. The GAP proposed here has been aligned with the project outputs and will be further refined with changes and revisions made to the overall design and monitoring framework for the project. In order to make it effective, it is important that GAP is understood and fully owned by the implementing agency and sufficient budget is allocated accordingly. This GAP plan provides an action plan which is required to be implemented for this proposed project.

5.2 Legal Framework

There are many legal provisions and schemes to safeguard the interest of women, which has relevance to the proposed project. Some of these laws and schemes are given in **Table 5.1**.

Table 5.1: Legal Framework

Laws	Objectives	Relevance to the proposed project
The Immoral Traffic (Prevention) Act,1956	The Act intends to combat trafficking and sexual exploitation for commercial purposes.	To counter exploitation of women vulnerable to human trafficking in the project areas. In a transport project, human trafficking is a critical issue as migrant labor and vulnerable host population can be potential victims.
Maternity Benefit (Amendment) Act,2017	The Act aims to regulate employment of women employees in certain establishments for certain periods before and after child birth and provides for maternity and certain other benefits.	Applicable to staff and other institutions established under the project
Minimum Wages Act,1948	The Minimum Wages Act, 1948 safeguards the interest of workers by providing fixation of	The minimum wages established for the sector by state should be ensured by the employers to all workers, male and female.

Laws	Objectives	Relevance to the proposed project
	minimum wages mainly focusing on unorganized sector and in specified occupations (called scheduled employments)	
Contract Labor (Regulation and Abolition) Act,1970	To regulate the employment of contract laborers in certain establishments and to provide for its abolition in certain circumstances and for matter connected therewith.	Applicable to construction activities that engage contract laborers. Women are often engaged as contract labor and are particularly vulnerable to exploitative practices.
Equal Remuneration Act,1976	To provide for the payment of equal remuneration to men and women workers and for the prevention of discrimination, on the ground of sex, against women in the matter of employment and for matters connected therewith or incidental thereto.	Women engaged in activities supported by the project should be paid at par with their male counterparts.
Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act,2013	Provides measures for prevention, prohibition and Redressal of complaints of sexual harassment by any women who is harassed at a workplace.	To address any issues related to sexual harassment at the workplace within the context of the project.
The UN Declaration on the Elimination of Violence Against Women	The declaration aims at strengthening state commitments to global participation and policy formation regarding violence against women.	Address violence against women and provide a framework for action at project level.

5.3 Institutional Mechanisms to address Gender-Based Violence

Violence against women and girls is one of the most prevalent human rights violations in the world. It knows no social, economic or national boundaries. Worldwide, an estimated one in three women experiences physical or sexual abuse in her lifetime. Gender-based violence undermines the health, dignity, security and autonomy of its victims, yet it remains shrouded in a culture of silence. Victims of violence can suffer sexual and reproductive health consequences, including forced and unwanted pregnancies, unsafe abortions, sexually transmitted infections including HIV, and even death. The UN Declaration on the Elimination of Violence against Women states, “violence against women is a manifestation of historically unequal power relations between men and women” and “violence against women is one of the crucial social mechanisms by which women are forced into a subordinate position compared with men.”

According to the National Family Health Survey (NFHS) III, married women age 15-49 faced some kind of spousal violence. 35 % reported physical violence, 15.8% emotional violence and 10% sexual violence.

Further, as per The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal Act, 2013 (SHWW Act 2013), which applies to the organized and unorganized sector, government and private sectors, employers are required to constitute an Internal Complaints Committee (ICC) to look into complaints of sexual harassment. Various other compliances related to creating a safe and enabling work environment are also required.

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5.5 Project Impact on Women

5.5.1 Impact of Project on Female PAPs

The SIA results showed that due to development of proposed station improvement project in Mumbai city only 4 PAFs consisting of 13 PAPs are likely to be affected. The sex ratio was found to be 55.55% female and 44.45% is male. It is identified that 10 women members are affected who are mostly involved in house work and managing small shops. It is observed that women are hard working in bringing income to the family. The socio-economic profile of women in project area is given in **Table 5.2**.

Table 5.2: Socio-economic profile of women in project area

Sr. No	Description	Number
1	Age Group	
	0-14 years	0
	15-18 years	0
	19-35 years	0
	36-59 years	1
	60 years and above	2
	Total	10
2	Marital Status	
	Married	3
	Unmarried	0
	Divorcee	0
	Widow	0
	Total	10
3	Education	
	Illiterate	0
	Primary school	1
	Upper Primary school	1
	High school	1
	Graduate	0
	Post Graduate	0
	Total	10
4	Working Status	
	Yes	0
	No	0
5	Monthly Income (Rs.)	
	<5000	0
	5001-10000	0
	10001-20000	0
	20001 -30000	0
	30001-40000	0
	40001-50000	0
	>50000	3
	Total	10

5.5.2 Impact of Project on Female (Non PAPs)

The project has not only impact on women whose land, structures or livelihood are affected but it has also impact on other women in project area. RITES team also invited participation of female (Non-PAPs) such as women commuters/passengers, women vendors, women Ticket Collectors TCs, women PWDs, etc in public consultation, FGD process and their views, concerns and demands were recorded.

Discussion with female (Non-PAPs) highlights there should be a separate ticket window for women because during peak hours the queue near ticket counter is long and many women have to stand with male crowd and it sometimes results to sexual harassment, ladies compartment shall be available in trains, basic facilities like health and sanitation shall be provided at the stations. Some of the Non-PAPs also suggested that ladies special trains frequency should be increased during peak hours as number of office going women have been increased and it will help them to reach home and office in time. The mobility of women gets enlarges in order to access the basic facilities. During the socio-economic survey and consultation process, the accessibility to services and facilities to women has been assessed. Travelling in public transport is an uncomfortable experience especially for the women, elderly and persons with disabilities.

Therefore, the proposed station improvement will be safe, comfortable for women by providing reserved coach for women in every train, reserved seats for women in every coach, reserved seats for pregnant women, CCTV surveillance and female security RPF staffs at coaches and stations. Post CBTC implementation it will be reliable mode of public transportation which will considerably reduce their journey time and will provide them better access to markets, workplaces, higher education, health facilities, and employment opportunities.

The project will also have positive impact on women for broadening their business activities in trade and commerce as the women and men in the project areas are interested to manage their own business even if it is a small one. However, there is predictability of negative impacts as a result of relocation or loss of livelihood and that may affect the women social relationships, adjustments in running a household in a different setting with lesser earnings, commute to employment location will also differ. All this can result in the women opting for voluntary work to supplement income, which could lead to vulnerabilities that may affect her social, economic, physical and emotional health. It is, thus, imperative that women are required to be involved as full-fledged participants taking part at all the stages of the project starting from planning through implementation and even at the post project stages. The RP of the project will keep in mind this factor during implementation and post project stage and consider overall development of affected women. However, Gender Action Plan (GAP) includes benefits for both female PAPs and other female in project area.

5.6 Women Involvement in the Project

5.6.1 Gender Consultation and Participation:

Socio-economic survey was conducted in association with M/s Komal Engineering, a local based organization to identify the affected structures, families/persons and to list out the positive and negative impacts of the project. Two teams were formed and each team

constituted four investigators including two female investigators. Before commencement of data collection, RITES social team provided two days training to all investigators on data collection. Both quantitative and qualitative data were collected. The survey team gathered baseline sex-disaggregated data and gender analytical information to assess the socio-economic situation of women in the project area and to develop a gender inclusive resettlement plan. Participation of women and their views/opinions, demands were sought through Focus Group Discussions (FGDs), public consultations and face to face interview.

The FGDs with women groups were conducted at these following railway stations. GTB Nagar, Bhandup, Mulund railway stations, remaining stations FGDs are pending due to Covid-19 pandemic, and it will be covered once the lockdown will get open. During FGDs in GTB Nagar, women disclosed that they are already living on the space which was provided to them by the state government after the previous development project, and they are ready to move, but wherever they will move they have to get the right compensation, availability of schools for their children's education, they also face toilet problems as they have to use public toilets which is on the station platform which is risky during night time for their safety too. Other issues during public consultations and FGDs were related to transport facility, benefits of project, relocation, land acquisition, loss of customer from their businesses and income, compensation and allowances, income restoration, decision making at household level, access to facilities, employment generation, special facilities for women in train and on stations, update information, women safety, health and education facilities for children of PAHs, etc. were discussed.

Minutes of public consultations and FGDs were shared with project proponent (MRVC) for their comments and incorporation of issues during design, construction and operation of the project. Consultations with women need to be carried out during project implementation stage to provide more opportunities to women to voice their concerns and suggestions.

The COVID 19 pandemic has affected the country in different ways, with many states implementing border closures, other movement and social restrictions. This project comes under the financial capital of India Mumbai, which has also been severely affected by this pandemic and it has followed the guidelines issued by the state and central government from time to time for the preventive measures to be taken during this period.

However, even today the situation is not normal. During the lockdown period due to restrictions on movement and social distancing, it was not possible to conduct face to face interview, Focus Group Discussions, community meetings on the ground. In such situation, RITES made an attempt to collect telephone numbers of project affected people, community leaders/members to collect information. But it was observed that due to unavailability of mobile phone with vulnerable groups, consultations with them were difficult.

Mandatory restrictions and social distancing measures associated with COVID-19 ruled out some traditional consultation approaches. Therefore, in such situation discussion with women groups shall be conducted through FGD and community meetings with the help of

local facilitators and online community meetings. A detailed plan for consultation with stakeholders in general and women in particular in different stages of the project is given in Stakeholder Engagement Plan.

Consultations with the women in project areas were held during preparatory stage of the project. Some of the issues are given in **Table 5.3**.

Table 5.3: Summary of women Consultation

Issues raised during consultations	Response of the Women Group	MRVC Reply
Relocation	If the house is relocated, it will have an impact on the livelihood/profession, transport facilities, children’s education, and social relations. This will lead to increase in more expenditure. The person whose house is affected due to metro rail project should be taken special care.	
Compensation & Allowances	<ul style="list-style-type: none"> • The respondents reported that they shall be provided house for loss of house in the current locality. • Compensation and allowances should be given according to the current market rate. 	It will be applicable as per the Resettlement Policy Framework of MRVC. Compensation will be provided as per RFCTLARR Act, 2013 and RFCTLARR (Gujarat Amendment) Act 2016. Compensation shall be provided in joint bank account of both spouses.
Decision making at household level	Both male and female take decision for day to day household activities. Both males and females are working to run their houses; dominantly males take the decisions in homes.	
Access to facilities	Basic amenities should be provided in R&R site	For resettlement of PAFs in R&R site, infrastructure facilities and basic minimum amenities shall be provided at R&R site as per Third Schedule of RFCTLARR Act, 2013.
Safety during travel	Women commuters should be given safety and security during travel	
Employment generation	Women asked about creation of employment opportunities for women during construction and operation of the project	
Special facilities for women train	Women demanded special coach and separate ticket counter for women	Digital ticketing through mobile app, ticket counter/machine dedicated to women
Regular	People would like to receive regular updates	Project related information will

Issues raised during consultations	Response of the Women Group	MRVC Reply
information on project	on the project	be updated time to time by MRVC
Women safety during travel	Better safety and security facilities are required for women commuters.	
Health and education facilities to children of PAHs	Priority should be given to provide basic health and education facilities to the children of affected households in relocation site.	

5.6.2 Key measures for Women

The following measures shall be considered by MRVC for women for different project phases

- A local NGO will be appointed by MRVC to extend implementation support in the form of assisting affected families in general and women in particular during relocation and implementation of GAP. The NGO in charge of GAP will play a very crucial role in implementing of rehabilitation and resettlement activities. Each field team of NGO shall include at least one woman as investigator or facilitator. The NGO and MRVC will make sure that all project affected women PAPs and non-PAPs are adequately consulted in all stages of the project cycle.
- Authority in charge of disbursement of compensation shall ensure that the process of compensation disbursement is transparent and that compensation is in the name of both spouses. MRVC can assist women to open bank accounts. Counseling sessions will be held to advise women in affected families and particularly female headed households for better utilization of compensation.
- During FGDs PAPs were specifically asked about their preference for rehabilitation in case they are affected or displaced by the proposed station improvement rail project. Majority of PAPs opted for relocation within the area and skill improvement training. IA with the help of NGO is to provide training for upgrading the skill in the alternative livelihoods and assist throughout till the beneficiaries start up with production and business.
- The NGO in charge of GAP shall make sure that women are actually taking part in issuance of identity cards, opening accounts in the bank, receiving compensation amounts through cheque in their name or not, etc. This will further widen the perspective of participation by the women in the project implementation.

- It is important that women are consulted and provided opportunities to help them get benefits under the wage employment during project construction activities.
- Participation of women for monitoring and evaluation activities of the project will be promoted. Monitoring of project inputs concerning benefit to women shall invite their participation that will make the process more transparent to them.
- Women are to be encouraged to evaluate the project outputs from their point of view and their useful suggestions need to be noted for taking necessary actions for further modifications in the project creating better and congenial situation for increasing participation from women.
- Some important measures like recruitment of female staffs; zero tolerance policy for gender-based violence in and around stations; sensitization of station staffs on gender issues at work place and transport sector, etc are also required to be taken.

5.7 Involvement of Women in Construction Activities

The labor force required for the construction activities will be mostly of high-skill nature since a lot of machine work will be involved in the construction of the project. But there will be requirement of unskilled labor where women may likely to involve in work like building (staff quarters, office complex), road, drain, utility and housekeeping work, etc. Women as family members of the unskilled laborers will also stay in the construction camps and will be indirectly involved during the construction phase. The families of laborer will include their children also. The construction contractors are expected to bring along their labor force. Thus, in most cases the laborers, both male and female, will be migratory laborers. But, the involvement of local labor force, especially for unskilled activities cannot be fully ruled out. There will be involvement of local women also in the local labor force. Foreseeing the involvement of women both directly and indirectly in the construction activities, certain measures are required to be taken towards welfare and well-being of women and children in-particular during the construction phase.

5.8 Specific Provision for Women in the Construction Camp, Work Place and on Stations

It is important to be noted that number of female along with their spouses may be engaged in the construction work and stay in temporary construction camps in a sub-human condition. They are likely to face many adverse conditions and realizing this a number of welfare provisions as per rules and regulation of State and Central Government such as The Building and other Construction Workers (Regulation of Employment and Condition Services) Act, 1996, Minimum Wages Act, 1948, Contract Labor Act, 1970, etc. mentioned under this section have been planned to cover all women and children living in the construction camp.

- At every workplace, shelter shall be provided free of cost, separately for use of men and women laborers. The height of shelter shall not be less than 3m from floor level to lowest part of the roof. Sheds shall be kept clean and the space provided shall be on the basis of at least 0.5m² per head.
- At every workplace, a readily available first-aid unit will be provided. Suitable transport will be provided to facilitate transportation of injured and ill persons to the nearest hospital.
- At every construction site, provision of a day crèche shall be worked out so as to enable women to leave behind their children. At construction sites, where the number of women workers is more than 25 but less than 50, the contractor shall provide with at least one hut and one maidservant to look after the children of women workers. Size of crèches shall vary according to the number of women workers employed. Huts shall not be constructed to a standard lower than that of thatched roof, mud walls and floor with wooden planks spread over mud floor and covered with matting. Huts shall be provided with suitable and sufficient openings for light and ventilation. There shall be adequate provision of sweepers to keep the places clean.
- The construction workers are mainly mobile group of people. They are found to move from one place to another taking along their families with them. Thus, there is a need for educating their children at the place of their work. For this day crèche facilities could be extended with primary educational facilities.
- Visible reporting desks are required at construction camps, work place and metro stations to address incidents of sexual harassment. Due to demand of a fast construction work it is expected that a 24 hours long work schedule would be in operation. Women should be exempted from night shift works.
- HIV/AIDS is included in Goal-3 of the United Nations Sustainable Development Goals, which promises to halt spread of HIV/AIDS by 2030. The Government along with National Aids Control Organization (NACO) and State AIDS Control Society has been carrying out awareness campaigns and free health care to minimize the spread of HIV/AIDS in various parts of the country. Gujarat has been ranked as a state with moderate prevalent rate when it comes to HIV/AIDS spread in the state. The state has 1.66 Lakh people suffering from HIV/AIDS (GSACS, 2016-17). IA will ensure that all civil works contractors to (i) carry out awareness programs for laborers on the risks of STDs/AIDS and human trafficking; and (ii) disseminate information at worksites on the risks of STDs/AIDS as part of health and safety measures for those employed during construction of the project in coordination. Contractors for the

project will include specific clauses on these undertakings and compliance will be strictly monitored by MRVC.

- MRVC shall ensure that (i) civil work contractors comply with all applicable labor laws and regulations, do not employ the children below the age of 14 years for construction and maintenance activities, and provide appropriate facilities for women and children in construction camp sites; (ii) people directly affected by the projects are given priority to be employed by the contractor; (iii) contractors do not differentiate wages between men and women for work of equal value; and (iv) specific clauses ensuring these will be included in bidding documents. The construction supervision consultants should monitor the provisions. A Gender Action Plan (GAP) is given in **Table 5.4**.

Table 5.4: Gender Action Plan

Activity	Indicators/Target	Responsibility	Timeline (Year)	Budget
OUTPUT-1: ROLLING STOCK DESIGN ALIGNED TO NEEDS OF FEMALE COMMUTERS				
1.1 Ensure that the design of coaches integrates international quality design features addressing the needs women.	1. Women should be given priority in coach design. 2. Presence of female security staff in coach during night travel and stations adds to the comfort and security of female commuters. 3. CCTV cameras installed to monitor the security of women passengers inside coaches. 4. Information on mobile phone-based application for security of women commuters disseminated through at least one signage inside the coaches. 5. Information on helpline numbers, gender specific messaging, audio & video, emergency button, intercom in all coaches and stations. 6. Installation of passenger's emergency alarms (PEAs) in each coach, including the women's coach.	MRVC, PIU, Project Director	1-5	Included in the project cost
OUTPUT-2: FACILITIES OF STATION ALIGNED TO NEEDS OF FEMALE COMMUTERS				
2.1 Ensure all stations follow international standards and address gender specific safety and public health	7. CCTV cameras to be installed to monitor coaches and public areas of all stations, pick-up and drop-off areas. 8. Women security staff in attach station.	MRVC, PIU, Project Director	1-5	Included in the project cost

Activity	Indicators/Target	Responsibility	Timeline (Year)	Budget
<p>concerns with focus on the needs women.</p>	<p>9. Demarcation / Signage of area on the platform into same color as that of only women coach for convenience of female commuters.</p> <p>10. Station to display a help lines numbers and other important phone numbers and instructions in Marathi, Hindi and English for convenience of passengers) Visible desks/rooms staffed by trained women and men where female commuters can lodge their complaint in case of any unwanted event;(ii) a system of reporting cases handled by these desks(whether on a computer or logbook);(iii) direct lines to nearest police stations for immediate request for police help.</p> <p>11. Instruction boards with helpline numbers and color-coded directional signs indicating the direction to dedicated coach for women passengers and dedicated spaces strategically placed at each station.</p> <p>12. Platform level boarding, lifts, nursing and breastfeeding room, and waiting area (weather shelter) included in all stations.</p> <p>13. Separate hygienic urinals and toilets for men and women at each station and operating during scheduled timings, with</p>			

Activity	Indicators/Target	Responsibility	Timeline (Year)	Budget
	<p>dedicated urinals for children, sanitary pad dispensing machine, and dustbins with covers operated without hand contact.</p> <p>14. Provision of She only Autos for last mile connectivity.</p> <p>15. Provision of adequate lighting in the area outside the stations to ensure safety of women commuters.</p> <p>16. Pilot test additional gender design elements on stations (a) priority e-ticketing and separate ticketing counters and vending machines for women ;(b) reporting desks to address incidents of harassment of women;(c) Allocation of 25% of proposed commercial spaced on stations such as food stalls. This is the bare minimum and our intention is to encourage gender equality so that women can participate on their own terms. Day care centre at R&R site at station for children of female PAPs. Female PAPs would be the priority beneficiaries.</p>			
OUTPUT-3: IMPROVE IMPLEMENTATION CAPACITY OF MRVC FOR A GENDER SENSITIVE ORGANISATION				
3.1 Establish a gender inclusive agency, the MRVC, with attention to women's	17. At least 35% of technical staff and 5% of non-technical staff will be female staff to be recruited.	MRVC, PIU, Project Director, PIU GESI Consultant and	1-5	Included in the project cost

Activity	Indicators/Target	Responsibility	Timeline (Year)	Budget
equitable employment, gender aspects and the transformative impacts of its operations.	18. One female board member out of total 12 board members is on the Board. 19. Social and gender specialist available full time at the MRVCL PIU to conduct training/workshops and to ensure - effective monitoring and implementation of GAP. 20. Chief (O&M) or other senior staff nominated as gender focal point in MRVC PIU to oversee the GAP implementation. Social and gender specialist is to report to Chief (O&M) or other nominated senior staff. 21. Organization of health camp at project area and R&R site in association with Local Health Department and NGO.	consulting firm/NGO MRVC- PIU, Local Health Department and local NGO.		
3.2 Develop MRVC policy as per Government of India and Government of Maharashtra directives.	22. Multi-stakeholder Committee- with representation from women's organizations, civil society, academia, transport experts, gender/social experts, and police-chaired by a senior GMRC staff. 23. MRVC GESI policy will be developed and approved by MRVC management.	MRVC, PIU, Project Director, PIU GESI Consultant and consulting firm/NGO		
3.3 Develop MRVC training and multimedia modules	24. MRVC training course on GBV and Sexual Harassment Appropriate Response Program (GBV & SHARP) covering gender			

Activity	Indicators/Target	Responsibility	Timeline (Year)	Budget
	<p>equality, women’s rights, women’s safety, gender-based violence, GBV in transportation, fighting against GBV and sexual harassment/sexual offence at work place and how to report and refer incidents of GBVH will be prepared and at least one annual training/refresher training will be conducted for staff directly interfacing with customers.</p> <p>25. At least three types of multimedia information campaign demonstrating ease of access, safety, comfort and other advantages, as well as zero tolerance for sexual and other forms of harassment experienced by women will be developed and disseminated.</p>			

5.9 Monitoring and Evaluation

GAP monitoring and evaluation will be incorporated into the overall project monitoring and evaluation plan. The social and gender specialist will work with MRVC staff to orient them on GAP implementation. The social and gender specialist will (i) consult regularly with women beneficiaries; (ii) assist in developing a sex-disaggregated project monitoring and evaluation system; and (iii) monitor GAP implementation progress on a regular basis with field visits and reporting of progress and results. The social and gender specialist will prepare monthly, quarterly and semi-annual progress reports and these reports will be used to consolidate annual report by MRVC.

6 GRIEVANCE REDRESS MECHANISM

6.1 Background

A project specific Grievance Redress Mechanism (GRM) will be established to receive, evaluate and facilitate the resolution of displaced persons' concerns, complaints and grievances about the social and environmental performance at project level. The GRM is aimed to provide a trusted way to voice and resolve concerns linked to the project, and to be an effective way to address displaced persons' concerns without allowing it to escalate resulting in delays in project implementation.

6.2 Grievance Redressed Mechanism

The aim of putting this mechanism in place is to receive, evaluate and facilitate the resolution of Project Affected People's (PAPs) concerns, complaints, and any other grievances about project implementation process including Environmental and Social (ES) performance¹.

MRVC will develop a Grievances Redressed Cell to receive and respond to the concerns, complaints, and grievances received from the stakeholders. The mechanism shall address concerns promptly, using an understandable and transparent process that provides timely feedback to those concerned, in a language they understand, without any retribution, and shall operate in an independent and objective manner.

The Grievances which can be addressed shall include but not limited to:

- Issues related to land acquisition, compensation and resettlement, computation of compensation, land measurement, eligibility for compensation, non-inclusion in the list of PAPs, valuation of structures, trees, etc., existing in the acquired land.
- Accidental death or injuries of a community member due to the Project².
- Construction related impacts, including but not limited to,
 - Noise pollution due to vehicular traffic, machinery, etc.
 - Air pollution due to construction activities
 - Construction related traffic activities including blocked traffic, speeding, noise, dust and safety impacts on vulnerable receptors Contamination of water bodies due to disposal of any type of waste such as solid waste from labor camps, construction and demolition waste, oil spills, etc.
 - Use of productive land for material transportation or storage or labor camps without necessary permissions from concerned authority
 - Damage to any cultural or physical resources outside the project area
 - Misbehavior of labor with the local community

¹A separate GRM will be established for the workers to address workplace concerns, working conditions, occupational health and safety, code of conduct for workers (Gender-Based Violence in the workplace).

²AIIB should be informed about such incidents within 72 hours.

- Improper construction site management, improper storage or disposal of waste / debris material, inadequate safety practices, damage to cultural or public properties and issues between the labor force and the local community.
- Impacts on community health, safety and security as a result of construction works, storage of equipment on site

The GRMs shall not impede access to the country's judicial or administrative remedies that might be available. The complainants can approach the court of law at any time, independent of the Project's grievance redress process. If a complaint is not resolved successfully by the Project's GRM, the complainant can raise the issue with AIIB's independent accountability mechanism³.

A Communication Strategy will be implemented to orient the community on the functions of the GRM, provide pragmatic solutions to conduct stakeholder engagement, information disclosure and the management of grievances. The Communication Strategy will be published on MRVC's website and put in place immediately after adoption. The Strategy will be implemented in a way that follows national Covid-19 response including social distancing to ensure that communities are not at risk.

6.3 Institutional Arrangement of the GRM

The following set up of GRM is suggested at Headquarter and Field level for ES matters. It is as per the structure presented in the Environmental Assessment (EA) and Social Impact Assessment (SIA) approved by MRVC, in discussion with AIIB.

There will be two-tier of Grievance Redress Committees (GRCs) separately for Improvement of 19 suburban Railway stations on Mumbai Suburban sections⁴ at field level and at Headquarter level.

6.3.1 Working Mechanism of the Two-Tier GRCs.

Tier 1: Field level GRC (FL-GRC): This will be the first level of grievance redress at field level and will consist of the PAPs representatives, AEN/Exec. Eng MRVC, Contactors and GC Representatives. For Land acquisition related queries the Tier 1 shall consist of Representative of MRVC, Govt. Officer from Collector/SDO and ARE (Social) from GC for the project.

FL-GRC to the extent possible will address the problem and try and resolve the complaint. The GC will ensure the successful redress of the complaint and report to the Grievance

³The Project-affected People's Mechanism (PPM) has been established by the AIIB to provide an opportunity for an independent and impartial review of submissions from Project-affected people who believe they have been or are likely to be adversely affected by AIIB's failure to implement its ESP in situations when their concerns cannot be addressed satisfactorily through Project-level GRM or AIIB's Management. Information on the PPM is available at: <https://www.aiib.org/en/policies-strategies/operational-policies/policy-on-the-project-affected-mechanism.html>

⁴Grievances raised at the Trespass section will be registered at the Headquarter level GRC.

Redress Cell. GC will also monitor the implemented action in the field. The time taken at the field level to address grievances will be a maximum of 14 days. A confirmation of receipt of the grievance should be issued to the aggrieved party within 5 working days. This confirmation can be a verbal confirmation if over the phone or in person, a letter if the complaint is received via mail or an email if the complaint is received via email. This confirmation of receipt will be followed up or combined with a statement whether the complaint is eligible for consideration by the FL-GRC. Some complaints might be ineligible if they fall outside of the project scope, area of influence or is not related to project activities.

The FL-GRC will consider any grievance of PAPs, give its decision in writing within a stipulated time preferable within 2 weeks, and keep record of such decisions. If the aggrieved party is not satisfied with the decision, appeal could be made to GRC at Headquarter level. The FL-GRC shall maintain a grievance log where the grievances, contact details of the aggrieved party (if not anonymous complaint), details of the complaint, methods and timeframes for resolution are recorded. This will be submitted to the Headquarter level GRC every month from each FL-GRC, so they can have an overview on the complaints received by all FL-GRCs.

Tier 2: Headquarter level GRC (HQ-GRC) shall be chaired by the respective ED-Civil and FA&CAO MRVC and a nominated officer from MMRDA. The time taken to redress grievances will be 1 month at this level. The HQ-GRC will also issue confirmation of receipt of the complaint within 5 working days. If the complaint requires more time to be resolved, weekly or bi-weekly updates might be provided to the aggrieved party.

The HQ-GRC will consider any grievance of PAPs, give its decision whether the grievance is determined to be eligible for resolution in writing within a stipulated time preferable within 2 weeks, and keep record of such decisions.

The flowchart of the GRM arrangement is given in **Figure 6.1**.

Figure 6.1: The flowchart of the GRM arrangement

<p>Tier I FL GRC</p>	<p>A. For Grievance relating to land Acquisition</p> <p>Complaint</p> <p style="text-align: center;">↓ ↑</p> <p>PRO-Public Relation Officer</p> <p style="text-align: center;">↓ ↑</p> <p>Dy. CPM- Civil / Executive Engineer (General Consultant will assist MRVC Official)</p> <p style="text-align: center;">↓ ↑</p> <p>State Govt Officer from Collector /SDO office</p> <p>For LA grievances</p>	<p>B. For Grievance relating to R&R</p> <p>Complaint</p> <p style="text-align: center;">↓ ↑</p> <p>PRO-Public Relation Officer</p> <p style="text-align: center;">↓ ↑</p> <p>Dy. CPM- Civil / Executive Engineer (General Consultant will assist MRVC Official)</p> <p style="text-align: center;">↓ ↑</p> <p>MMRDA Official</p>
<p>Tier II HQ,</p>	<p>For Land Acquisition</p> <p>Deputy CPM- Civil</p> <p style="text-align: center;">↓</p> <p>ED Civil</p>	<p>For R&R, Committee of nominated officials will redress the Grievance</p> <ul style="list-style-type: none"> i) ED Civil, MRVC - Chairmen ii) FA & CAO, MRVC - Member iii) Deputy CPM-Civil, MRVC- Member iv) Nominated Officer from MMRDA for R&R- Member v) Environmental Expert (1) - Member vi) Social Expert (1) - Member

Note: - the complainant may take recourse to the Court of Law, if dissatisfied with the verdict of the GRM

6.4 Current Status

This FL-GRC is functioning for locations of Mid-Section Trespass component, where construction has commenced, as shown below. The committee consists of a team of representative of Contractor, General Consultant and AEN, MRVC. Their names and contact info is displayed at site on a board of information with provision of a complaint box.



Till now no major grievances were received in written. The grievances received orally from local nearby inhabitants (if any), have been resolved effectively by the FL-GRC. Methods of Registering Complaints.

Complainants can register their complaints/ grievances through the following modes –

1. Complainant may place his complaint in written by submitting letter personally at office
2. Register online through the dedicated link available online on the website of MRVC
3. Complainant may use the publicized phone numbers of the FL-GRC or HQ-GRC and log complaints via the phone.

The complaints received in both modes shall be maintained in log register with details of name & contact detail of complainant, date of complaint, grievance, and decision/solution on complaint and date of closure of complaint. The log shall be maintained and available for audits & due diligence later.

At the field level, the complainant can register by him/her at field office by giving in writing and submitting a copy of letter to AEN/Exec. Engineer, MRVC available at construction site. The team at field level shall maintain the log of same in prescribed format as mentioned above. Report on progress of Grievance Redress shall be documented on a Monthly basis by the appointed GC and on a Quarterly basis by COM, MRVC. The document should include

the list of new grievances received in the reporting period and number of unresolved past grievances in a format agreed with AIIB.

6.5 Institutional Framework to address Gender-based violence at workplace

6.5.1 Definition of Gender-based violence:

According to UNHCR, Gender-based violence refers to harmful acts directed at an individual based on their gender. It is rooted in gender inequality, the abuse of power and harmful norms. Gender-based violence (GBV) is a serious violation of human rights and a life-threatening health and protection issue. It is estimated that one in three women will experience sexual or physical violence in their lifetime. During displacement and times of crisis, the threat of GBV significantly increases for women and girls.

Gender-based violence can include sexual, physical, mental and economic harm inflicted in public or in private. It also includes threats of violence, coercion and manipulation.

6.5.2 Grievance Redressed Mechanism – Gender-Based Violence at workplace

Grievance Redressed Mechanism (GRM) is an arrangement for receiving, evaluating, and facilitating the resolution of the complainant and other stakeholders. The Grievance Redressed Committees (GRCs) will have representatives from the organizational level.

This committee will be functional for any type of gender-based violence at workplace. MRVC will develop a Grievance Redressed Committee to receive and respond to the complaints related to gender-based violence. The committee members, phone numbers, email address for grievances will be displayed on the office display board.

6.5.3 Grievance Redressed Committee – Gender-based violence at workplace: (GRC)

There will be a grievance redressed committee to hear and address the grievance related to gender-based violence at workplace. The GRC will be functional as per the constitution of internal committee under Sexual Harassment of Women at workplace (Prevention, Prohibition and Redressed) Act, 2013.

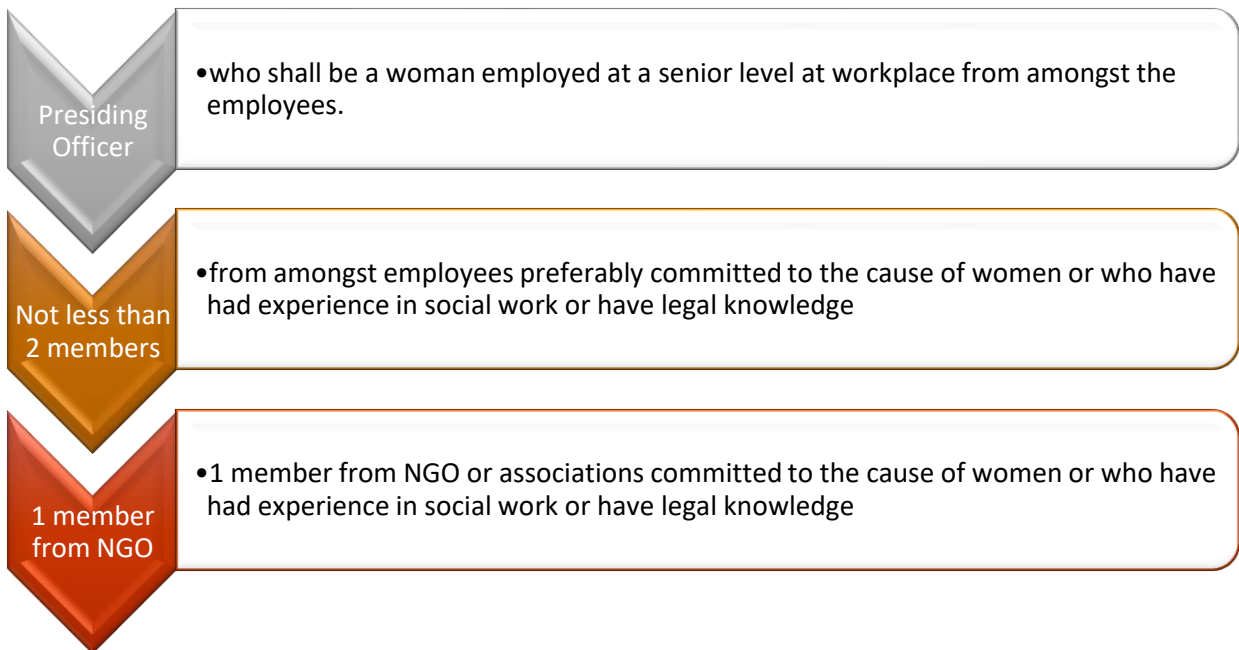
As per the Gazette notification issued on 23rd April 2013, it is mandatory to constitute Internal Complaints Committee under “Sexual Harassment of Women at workplace (Prevention, Prohibition and Redressed) Act, 2013. Railway Board vide RBE No. 15/2015 dated 05.03.2015 had also circulated the guidelines based on the said Gazette notification. Now, Secretary, Ministry of Women and Child Development vide D.O letter dated 22-05-2019 also reiterated to ensure constitution of the internal committee as per the SH Act, 2013.

This **Internal Complaints Committee** was formed and notified vide OM dated **28-05-2018**, to address the internal complaints related to gender-based violence at workplace. This committee comprises as following members as under:

Table 6.1: Internal Complaints Committee

Sr.No	Name & Designation	Constitution of the Committee
1.	Smt.Smriti Verma, FA&CAO-I	Chairman
2.	Smt.KalpnaSrivasta, Dy.CEE-I	Member
3.	Ms.Sangeeta Verma, Company Secretary	Member

As per Sexual Harassment Act, the Internal Committee shall consist of the following members to be nominated by the employer viz.-

Figure 6.2: Internal Committee Institutional Mechanism


It was observed the Sexual Harassment committee should consist of one member from amongst NGO. In the view, it was proposed to reconstitute the Internal Committee as under:

Table 6.2: Internal Committee as per SH Act, 2013.

Sr.No	Name & Designation	Constitution of the Committee
1.	Smt.Ruth T Changsan, Chief Engineer	Presiding Officer
2.	Smt.Kalpna Srivastava, Dy.CEE-I	Member
3.	Ms.Sangeeta Verma, Company Secretary	Member
4.	Dr.Ravikant Singh	Member from NGO

7 ENTITLEMENTS, ASSISTANCE AND BENEFITS

7.1 Introduction

In accordance with the R&R measures suggested for the proposed project, all affected households and persons will be entitled to a combination of compensation packages and resettlement assistance depending on the nature of ownership rights on lost assets and scope of the impacts including socio-economic vulnerability of the affected persons and measures to support livelihood restoration if livelihood impacts are envisaged.

7.2 Eligibility Criteria

The affected persons falling in any of the following categories will be eligible for compensation and resettlement assistance in accordance with the principles of this RPF:

- Those who have formal legal rights to land (including customary and traditional rights recognized under the laws of the country)
- Those who do not have formal legal rights to land at the time the census begins but have a claim to such land or assets; provided that such claims are recognized under the laws of the country or become recognized through a process identified in the resettlement plan; and,
- The Non-titled Lease Occupier, who is being occupying the structures, built by them in the land of others with some financial or non-financial agreement with the landlord, which was not documented legally.
- Those who have no recognizable legal right or claim to the public land, other than the Non-Titled Lease Occupier, they are occupying (*squatters and encroachers occupying the RoW or government land*).
- The Project Affected Persons (PAPs) who were missed in the baseline survey but found genuine during verification survey carried out by MRVC and is confirmed/approved by Grievance Redress Committee (GRC) are also considered as being eligible.
- In case of those houses where land ownership is not transferred, (such as houses occupied on builder's lands where ownership continues to be with builders) the land records must be updated to reflect the actual ownership, before the land acquisition is completed. The RTFCTLARR Act requires that land records must be updated prior to announcement of award.

Specifically,

- All legitimate occupants of land and building affected will be eligible for the benefit of R & R Policy.

- For title holders, the date of notification through Form No. 3 of intended acquisition under Direct Purchase method will be treated as the cut-off date and for non-titleholders, the date of census and socio-economic survey will be the cut-off date.
- However, PAFs who are squatters and not the legitimate occupants of land or buildings shall be eligible for R&R only if enumerated during the baseline
- Any new un-authorized structures or additions to existing structures carried out after the cut-off date and their occupants will not be eligible for R & R. Similarly, the occupants of a structure except legal heir who have acquired the structures after the cut-off date shall not be eligible for the benefits of Resettlement and Rehabilitation. However, members added to the eligible households by way of birth and marriage after the cut-off date will be considered eligible for R&R.
- The PAFs who ever missed in the baseline survey but found genuine during verification survey carried out by MRVC and is confirmed/approved by GRC are also considered as being eligible.

7.3 Resettlement assistance measures

- a) The project has adopted the unit costs for R&R assistance as available in LARR Act, 2013, which came into effect from 1st January 2014, and presented in **Table 7.1**. These unit rates are now updated as increment of 5% per annum from January, 2015 and calculated as $(5\% \times 7 \text{ years}) = 35\%$ increment to January, 2021, of the basic rate mentioned in the respective Act and approved by AIB. (Ref. Para 11 of Part 2 of the RFCTLARR (Maharashtra) Act 2013)

Table 7.1: Unit Rates revised of January 2022

Sr. No	Entitlement	Unit rates as of January 2015 (in INR)	Revised as of January 2021 (rounded off to nearest INR)
1	Livelihood assistance (Lump sum or Annuity or 50% as onetime payment and 50% in Annuity)	5,00,000	6,75,000
2	Livelihood assistance -Annuity	2,000/per month	2,700/per month
3	One-time assistance for loss of Cattle shed/petty shop	25,000	33,750
4	One-time assistance for displaced artisan/small traders	50,000	67,500
5	Transportation/ Shifting assistance for displaced	50,000	67,500

Sr. No	Entitlement	Unit rates as of January 2015 (in INR)	Revised as of January 2021 (rounded off to nearest INR)
6	Subsistence allowance for displaced @ INR 3000 per month for 1 year	36,000	48,600 (INR 3,600 per month for one year)
7	One-time Resettlement Allowance for shifting of house	50,000	67,500
8	Additional Vulnerable Assistance for displaced vulnerable families	50,000	67,500

7.4 Entitlement Matrix

- a) In accordance with the principles of this resettlement policy framework, all possible affected, displaced households and persons losing livelihood will be entitled to a combination of compensation packages and resettlement assistance depending on the nature of ownership rights on lost assets and scope of the impacts including socio-economic vulnerability of the displaced persons and measures to support livelihood restoration if livelihood impacts are envisaged.
- b) An Entitlement Matrix, presented in **Table 7.2**, has been developed, that summarizes the types of losses and the corresponding nature and scope of entitlements; and follows National, State laws and AIIB Policy, and the RFCTLARR (Maharashtra) Act 2013 and R&R Policy of MUTP-III, 2018.

Table 7.2: Entitlement Matrix

Sr. No	Type of Loss	Entitlement (Compensation and R&R Assistance)	Remarks
1	Titleholder (Land Owners as recorded in revenue records, or Land occupiers with claims/ rights recognized under State/ Central laws, including who is entitled to granted Patta ⁵ , rights on the land under any laws of the State including assigned Land)		
1.1	Loss of Land	<p>Direct purchase of Land with negotiation through district level committee headed by the district collector, and comprising officials of the revenue, irrigation, public works, legal, town planning and land acquisition departments.</p> <ul style="list-style-type: none"> • The base rate of land will be determined by highest value among <ol style="list-style-type: none"> i. Ready reckoner value fixed under the Maharashtra Stamp Act (59 of 1958) and the Maharashtra Stamp (Determination of True Market Value of Property) Rules, 1995. (Ref. Para 1 of Part 1 of the RFCTLARR (Maharashtra) Act 2013). ii. Average Sale price of similar types of land situated in the nearest vicinity area, ascertained from the highest 50% of the sale deeds of the preceding 3 years iii. Consented amounts paid for PPPs or private companies • The multiplication factor by which market value of the land is multiplied will be from 1.00 (One) to 2.00 (two) based on the distance of the project from urban area, as may be notified by the appropriate Government. (Ref. Clause 2 of Schedule I of the RFCTLARR 2013). The multiplier factor will vary for each place and will be defined by the Assistant Director of Town Planning of the respective area, as per the current practice of the Govt. of Maharashtra. • Solatium will be 100% on the base rate after multiplied with multiplication factor • The land owner will also get an incentive of 25% in addition and on the 	<p>Govt. Decision No. SANKIRNA- 03/2015/Para. Kra. 34/A-2 dated 30th Sept. 2015 of Revenue & Forest Department, Govt. of Maharashtra.</p> <p>If B is the base rate/ consented rate of land, M is the applicable Multiplication factor, A is the affected area and 25% being the incentive on giving up of land through direct purchase, then the compensation L will be, $L = 1.25 \times (2 \times B \times M \times A)$</p> <p>Note: In case of Class-II Land or conditional-ownership L and, necessary amount equivalent to 10% of market value as per Government</p>

Sr. No	Type of Loss	Entitlement (Compensation and R&R Assistance)	Remarks
		<p>compensation amount calculated as above</p> <ul style="list-style-type: none"> • The land owner will have a maximum of three months' time to give consent from the date of application of direct purchase from the Government Agency. On lapse of the three months' time, the land will be acquired under compulsory acquisition under the RFCTLARR 2013 Act. 	<p>Resolution No. Adivasi-3109/1180/Pra. Kra.106/L-9 dated 15.07.2010 (Serial no. Tribal-3109/1180/No. 106/L-9 Date 15 July 2016 Code No. 201007161423) of Revenue & Forest Department, Government of Maharashtra, will be deducted from the total compensation payable to Land owner and said amount will be transfer to Government of Maharashtra.</p>
1.2	Loss of Structure and other immovable assets	<p>a.</p> <ul style="list-style-type: none"> • Replacement cost of building/ structures or part of building/ structure affected, calculated at the Cash compensation at latest Schedule of Rates of PWD/ ready reckoner rate for similar kind of structure, without depreciation. • The compensation for any other immovable assets attached to the land and/ or buildings will be determined by a competent engineer or any other specialist in the relevant field, as may be considered necessary by the Collector • The Solatium will be 100% on the replacement cost of building/ structure and other immovable assets • The structure compensation value defined above will also attract 12% increment per annum from the cut-off date till the award of the land value to the land owner. 	

Sr. No	Type of Loss	Entitlement (Compensation and R&R Assistance)	Remarks
		b. <ul style="list-style-type: none"> • Right to salvage materials in favor of the structure owner of the affected building/ structure, if the incumbent demolishes the affected part of the building/ structure by own self 	
1.3	Loss of Standing Trees/ crops, etc. in affected land	<ul style="list-style-type: none"> • Cash compensation for crops, fruits, flowers or product and by-products from the affected trees/ crops, etc., if any, will be calculated by <ol style="list-style-type: none"> i. Concerned Forest Department or similar authority for Timber trees ii. Concerned State Agriculture Extension Department or similar authority for standing crops iii. Concerned Horticulture Department or similar authority for horticulture and/ or perennial trees • The Solatium will be 100% on the cash compensation calculated above. 	U/s 29(2) and 29(3) of RFCTLARR Act 2013
1.4	Loss of Livelihood	If the Affected Structure is commercial structure: <ul style="list-style-type: none"> • A lump-sum compensation equivalent to one year's income, determined by the proper documents, viz., IT return, or as determined by the respective authority. • Or, in lieu of non availability proper documentation of income, Rs. 30,000 per affected family of livelihood loser, as livelihood assistance. 	First bullet as per MUTP R&R Policy. Second Bullet, as per Sl. 7 of Second Schedule of RFCTLARR 2013
2	Titleholder (Land Owners as recorded in revenue records, or Land occupiers with claims/ rights recognized under State/ Central laws, including who is entitled to granted Patta ⁵ rights on the land under any laws of the State including assigned Land) Through RFCTLARR Act 2013 , in lapse of the Direct Purchase method		

⁵Patta is land revenue record which establishes the title/ownership of land. The Patta Register is maintained at Taluka office and contains ownership details of all Land holdings.

Sr. No	Type of Loss	Entitlement (Compensation and R&R Assistance)	Remarks
2.1	Loss of Land	<p>a. Land Acquisition, in lapse of or in lieu of Direct Purchase Method or Acquisition of land on payment of compensation as per RFCTLARR (Maharashtra) Act 2013 and RFCTLARR Act 2013</p> <ul style="list-style-type: none"> • The base rate of land will be determined by highest value among <ol style="list-style-type: none"> i. Ready reckoner value fixed under the Maharashtra Stamp Act (59 of 1958) and the Maharashtra Stamp (Determination of True Market Value of Property) Rules, 1995. (Ref. Para 1 of Part 1 of the RFCTLARR (Maharashtra) Act 2013). ii. Average Sale price of similar types of land situated in the nearest vicinity area, ascertained from the highest 50% of the sale deeds of the preceding 3 years iii. Consented amounts paid for PPPs or private companies • The multiplication factor by which market value of the land is multiplied will be from 1.00 (One) to 2.00 (two) based on the distance of the project from urban area, as may be notified by the appropriate Government. (Ref. Clause 2 of Schedule I of the RFCTLARR 2013). The particular multiplier factor will vary for each place and will be defined by the Assistant Director of Town Planning of the respective area, as per the current practice of the Govt. of Maharashtra and MUTP projects. • Solatium will be 100% on the base rate after multiplied with multiplication factor • The land value defined above will also attract 12% increment per annum from the cut-off date till the award of the land value to the land owner (Ref. 30(3) of the RFCTLARR Act 2013) 	<p>If B is the base rate of land, M is the Multiplication factor & A is the affected area, then the compensation L will be, $L = 2 \times (B \times M \times A)$.</p> <p>If the Award of the compensation is after Y years from the cut-off date, then L will be incremented at 12% per annum toly, $L_y = L + (0.12 \times Y \times L)$</p> <p>Note: In case of Class-II Land or conditional-ownership Land, necessary amount equivalent to 10% of market value as per Government Resolution No. Adivasi-3109/1180/Pra. Kra.106/L-9 dated 15.07.2010 (Serial no. Tribal-3109/1180/No. 106/L-9 Date 15 July 2016 Code No. 20100716142313001) of Revenue & Forest Department, Government of</p>

Sr. No	Type of Loss	Entitlement (Compensation and R&R Assistance)	Remarks								
			Maharashtra, will be deducted from the total compensation payable to Land owner and said amount will be transfer to Government of Maharashtra.								
		<p>b. If, the land plot is partially acquired and the land owner desires that the whole plot be acquired on the grounds that the plot has been rendered uneconomic, then</p> <ul style="list-style-type: none"> • Either, One-time additional assistance of the Base Compensation amount (base amount is without any Solatium, multiplication factor and interest), to the balance land of the affected plot, owner based on the following percentage of the left-over land in the land plot acquired from each partially affected plot. Whereas, the ownership of the residual land shall continue to remain with the land owner. <table border="0" style="margin-left: 40px;"> <thead> <tr> <th style="text-align: left;"><u>Area Acquired (% of total plot)</u></th> <th style="text-align: left;"><u>Additional Assistance Ratio (R)</u></th> </tr> </thead> <tbody> <tr> <td>Up to 50%</td> <td>Nil</td> </tr> <tr> <td>More than 50% to 75%</td> <td>15%</td> </tr> <tr> <td>More than 75%</td> <td>25%</td> </tr> </tbody> </table> <p>In case of severance of land plot (division into two parts or more parts due to acquisition); the left-over plots on either side shall be treated independently as per the above.</p> <ul style="list-style-type: none"> • Or, if the left-over land plot is non-feasible or non-economic or unusable or if the land owner desires that the whole land to be acquired, the MRVC/ competent authority may acquire the total land. 	<u>Area Acquired (% of total plot)</u>	<u>Additional Assistance Ratio (R)</u>	Up to 50%	Nil	More than 50% to 75%	15%	More than 75%	25%	<p>If B is the base rate of land, R is the Additional assistance ratio (0, or 0.15 or 0.25) of left-over land & A is the Balance area of the plot, then the Additional Assistance will be,</p> $AA = (B \times R \times A)$ <p>In case of acquisition of total area of land plots, this subsection (c) will not apply.</p>
<u>Area Acquired (% of total plot)</u>	<u>Additional Assistance Ratio (R)</u>										
Up to 50%	Nil										
More than 50% to 75%	15%										
More than 75%	25%										

Sr. No	Type of Loss	Entitlement (Compensation and R&R Assistance)	Remarks
2.2	Loss of Building/ Structure	a. <ul style="list-style-type: none"> • Replacement cost of building/ structures or part of building/ structure affected, calculated at the Cash compensation at latest Schedule of Rates of PWD/ ready reckoner rate for similar kind of structure, without depreciation. • The Solatium will be 100% on the replacement cost of building/ structure • The structure compensation value defined above will also attract 12% increment per annum from the cut-off date till the award of the land value to the land owner. 	
		b. <u>If, the building/ structure is partially acquired</u> <ul style="list-style-type: none"> • Either, Entitlement of additional amount of 25% on the compensation calculated as (a) above to be paid on the compensation award for the affected part of structure to enable repair the damage, where the owner/ occupier would have, in their own interest, decide to retain the remaining part of the affected structure, provided that continuous use of such structure is possible without hazards. • Or, Full compensation of structure payable in case of partial impact making unimpaired or safe use of structure is difficult 	In case of only a partly affected structures, and If the remaining structure is non-feasible or unusable or its owner desires that the whole structure to be acquired, the competent authority can award compensation for the total structure also.
		c. Right to salvage materials in favor of the structure owner of the affected building/ structure, if the incumbent demolishes the affected part of the building/ structure by own self	
2.3	Loss of Standing trees/ Crops,etc. in affected land	<ul style="list-style-type: none"> • Three months' advance notice to affected parties to harvest crops, fruits, flowers or product and by-products from the affected trees/ crops,etc. • <u>Or, in lieu of 3 months' advance notice</u>, Cash compensation as estimated u/s 29(3) of RFCTLARR Act 2013 &calculated by: <ol style="list-style-type: none"> i. Concerned Forest Department or similar authority for Timber trees ii. Concerned State Agriculture Extension Department or similar authority for 	

Sr. No	Type of Loss	Entitlement (Compensation and R&R Assistance)	Remarks
		standing crops iii. Concerned Horticulture Department or similar authority for horticulture and/ or perennial trees	
2.4	Other affected immovable assets	The compensation for any other immovable assets attached to the land and/ or buildings will be determined as provide du/s 29 of the RFCTLARR 2013	First Schedule of RFCTLRR Act. 2013
2.5	Loss of Cattle Shed	Any affected family losing cattle sheds are entitled for at least Rs. 30,000/- or, any amount specified as the appropriate Government, towards reconstruction of the Cattle Shed	Second Schedule of RFCTLRR Act. 2013 & Para 11 of Part 2 of the Govt. of Maharashtra Notification no. No. LQN. 12/2013/C.R. 190/A-2 dated 27 th August 2014 under RFCTLARR (Maharashtra) Act2013
2.6	Loss of Petty Shop	Any affected family losing petty shops are also entitled for at least Rs. 30,000/- or, any amount specified as the appropriate Government, towards reconstruction of the Petty Shop	-do-
2.7	Resettlement Assistance	One-time Resettlement Assistance of Rs. 60,000/- for each affected family	-do-
2.8	Income Assistance	Employment opportunity, where jobs are created through project, after providing the suitable training and skill development in the required field, at a rate not lower than the minimum wages provided in any laws for the time being in force, to at least one member of the affected family in the project or arrange for a job in such other project,	-do- Any one choice of options of among (a), or (b) of Income Assistance have to be opted

Sr. No	Type of Loss	Entitlement (Compensation and R&R Assistance)	Remarks
		as may be required <u>Or,</u> <ul style="list-style-type: none"> • One-time payment of Rs. 6,00,000 per affected family • Or, Annuity policies that shall pay not less than Rs. 2,400 per month per family for 20 years, with appropriate indexation to the Consumer Price Index for agricultural laborers 	from the affected family The Annuity options are entitled of increment at the inflation rates, as have indexation to the Consumer Price Index
2.9	Grant for Artisan, Small Traders, self-employed person and certain others	If the project affected persons falls under the categories of Artisan, Small Traders, Self-employed persons or any other similar categories, One-time financial assistance of amount, as notified by the appropriate Government but not less than Rs. 60,000/-	-do-
2.10	Subsistence Grant for Displaced Families	Subsistence allowance of Rs. 3,600/- per month for one year, or, Rs. 43,200/- one-time, for each displaced family, require to relocate due to the project	-do-
2.11	Transportation Allowance for Displaced Families	One-time financial assistance of Rs. 60,000/- as transportation cost for shifting of the family, building materials, belongings and cattle, if any	-do-
3	Non-title Lease Occupier (NTLO) The Non-title Lease Occupier are Family/ Household, who are occupying the affected structure with some financial or non- financial lease arrangements with the land owner, but the land ownership arrangements are not documented properly or legally)		

Sr. No	Type of Loss	Entitlement (Compensation and R&R Assistance)	Remarks
		<p>The Non-title Lease Occupier will be treated as Structure Owners/ Occupiers, if they possess documentary evidence of Building Tax, Trade License or any other documents as may be accepted by the District Collector, on the land which belongs to the legal Land Owner.</p> <p><u>In case of acquisition of land in Direct Purchase method</u>, the land compensation calculated as Sl. 1.1 of the Entitlement Matrix, will be provided to the Legal Owner of Land and the other compensations calculated as Sl. 1.2 to 1.4 of the Entitlement Matrix will be provided to the Non-titled Legal Occupier.</p> <p><u>In case of acquisition of land through LA Act</u>, the land compensation calculated as Sl. 2.1 of the Entitlement Matrix, will be provided to the Legal Owner of Land and the other compensations calculated as Sl. 2.2 to 2.11 will be provided to the Non-titled Legal Occupier.</p>	
4	Squatter		
4.1	Loss of Structure	<ul style="list-style-type: none"> • In Rural Areas, provision of a constructed house of 300 sqft area or as per the specifications of the Pradhan Mantri Awas Yojana (Gramin) or similar scheme of State/ Central Governments, or Cash assistance at the ready reckoner rate or as determined by the Government of Maharashtra, but cash assistance shall not less than Rs.1,65,000/- • In Urban Areas, provision of a constructed house of 269 sqft, or Cash assistance at the ready reckoner rate or as determined by the Government of Maharashtra, but cash assistance shall not less than Rs.5,50,000/- 	R&R Policy for MUTP-III vide GR: MRD-3317/Pra.Ka.15/Navi/7 dated 20th August 2018 of Urban Development Department, Govt. of Maharashtra
4.2	Loss of Commercial Structure	Any affected family losing Commercial Structures are entitled for at least Rs. 30,000/- or, any amount specified as the appropriate Government	Second Schedule of RFCTLR Act. 2013 & Para 11 of Part 2 of the Govt. of Maharashtra Notification no. No. LQN. 12/2013/C.R. 190/A-2 dated 27 th August 2014 under RFCTLR (Maharashtra) Act 2013
4.3	Subsistence	Subsistence allowance of Rs. 3,600/- per month for one year, or, Rs. 43,200/- one-time,	

Sr. No	Type of Loss	Entitlement (Compensation and R&R Assistance)	Remarks
	Grant for Displaced Families	for each displaced family, require to relocate due to the project	- Do -
4.4	Transportation Allowance for Displaced Families	One-time financial assistance of Rs. 60,000/- as transportation cost for shifting of the family, building materials, belongings and cattle, if any	- Do -
4.5	Grant for Artisan, Small Traders, Self-employed person and certain others	If the project affected livelihood losers falls under the categories of Artisan, Small Traders, Self-employed persons or any other similar categories, One-time financial assistance of amount, as notified by the appropriate Government but not less than Rs. 60,000/-	- Do -
5	Livelihood losers <ul style="list-style-type: none"> • Tenants of Residential/ Commercial affected Structures • Workers/ Employees of Commercial affected structure 		
5.1	Rental Allowance (Tenants)	<ul style="list-style-type: none"> • Each Residential Tenants are entitled for Rental Allowances for six months for a monthly rent of Rs. 5,000/- per month in rural areas or of Rs. 7,000/- per month in urban areas • <u>Or</u>, Each Commercial Tenants are entitled for Rental Allowances for six months for a monthly rent of Rs. 7,000/- per month in rural areas or of Rs. 10,000/- per month in urban areas 	
5.2	Income Assistance (Workers/ Employees)	<ul style="list-style-type: none"> • A lump-sum compensation equivalent to one year's income, determined by the proper documents, viz., IT return, or as determined by the respective authority. • Or, in lieu of availability proper documentation of income, Rs. 30,000 per affected 	First bullet as per MUTP R&R Policy. Second Bullet, as per Sl. 7 of

Sr. No	Type of Loss	Entitlement (Compensation and R&R Assistance)	Remarks
		family of livelihood loser, as livelihood assistance.	Second Schedule of RFCTLARR 2013
5.3	Grant for Artisan, Small Traders, Self-employed person and certain others	If the project affected livelihood losers falls under the categories of Artisan, Small Traders, Self-employed persons or any other similar categories, One-time financial assistance of amount, as notified by the appropriate Government but not less than Rs. 60,000/-	Second Schedule of RFCTLRR Act. 2013 & Para 11 of Part 2 of the RFCTLARR (Maharashtra) Act2013
6	Kiosk/ Shacks/ Easily removable structure operators		
6.1	Kiosk	The Kiosks/ Shacks/ easily removable structure operators are only entitled for Rs. 30,000 as conceptually mentioned for re-construction of petty structure	
7	Special Compensation on Vulnerability, Multiple Displacement, Advance Notice and Livelihood Training <ul style="list-style-type: none"> • Titleholders (For Acquisition under LARR Act) • Non-Titled Lease Operators (For Acquisition under LARR Act) • Encroachers/Squatters • Kiosk/ Shacks/ Easily removable structure operators • Tenants of Residential/ Commercial affected Structures • Workers/ Employees of Commercial affected structure 		
7.1	Special Assistance for Vulnerable Categories	If the affected families fall under the vulnerable affected families of i) Scheduled Caste, ii) Scheduled Tribe, iii) Physically challenged Head of Households, iv) Families under Below Poverty Line (BPL), v) Women Headed Households and vi) Old persons living alone (all members of the family having age of more than 60 years) All Vulnerable affected families will receive a one-time vulnerable assistance of Rs. 60,000/-	Second Schedule of RFCTLRR Act. 2013 & Para 11 of Part 2 of the RFCTLARR (Maharashtra) Act2013

Sr. No	Type of Loss	Entitlement (Compensation and R&R Assistance)	Remarks
7.2	Special Compensation of multiple displacement	<p><u>If the affected family faced displacement or resettlement from any other project or this project previously,</u> Any family which has already been displaced by appropriate Government for the purpose of acquisition under the provision of RFCTLARR Act 2013 and if so, displaced, is entitled for additional compensation equivalent to that of the compensation determined under RFCTLARR Act 2013 for second or successive displacement. (Clause no. 39 of RFCTLARR Act 2013).</p>	
7.3	Skill Development Training	<p>One adult member of all the affected family, whose livelihood is affected, will be entitled for skill training. The skill development training may be provided from any competent training institute under the aegis of the National Skill Development Corporation in their scheduled training modules, or any other Institute/ individual as the Appropriate Government may also decide on the training institutes or training modules, provided the cost of training should be at least Rs. 25,000/- per family</p>	<p>The Training assistance amount will be provided to the training institutes after completion of successful training of the affected person and not to the affected family.</p>
7.4	Advance Notice	<p>All the affected families, irrespective of the categories of eligibility and entitlements, will have to give at least three months' advance notice of the loss and shifting</p>	
8	Any unforeseen Impacts		
8.1	Any other unforeseen impacts	<p>Any other unforeseen impacts, if any, may be incorporated and the Entitlement Matrix will be updated by the MRVC on the occurrence and verification of the unforeseen impact</p>	

*Referring to serial number 2.2 under loss of building/ structure part-C indicates the right to salvage materials except asbestos in favor of the structure owner of the affected building/ structure, if the incumbent demolishes the affected part of the building/ structure by own self.

7.5 Summary of Eligibility

The summary of the eligibility specified in the Entitlement Matrix as per the categories of Titleholder, Encroacher, Non-titled Lease Occupier, Squatter, Tenants and Livelihood Losers are presented in **Table 7.3** below.

Table 7.3: Summary of Eligibility of Entitlement as per Entitlement Matrix

Sr.No.	Category of Affected Family	Eligibility of Entitlement
1	Titleholder	<p><u>Direct Purchase Method</u></p> <ul style="list-style-type: none"> • Compensation at 25% extra of the compensation of loss calculated under sections 26 to 30 of the RFCTLARR Act 2013 through private negotiations with the Land Owner. • Loss of Livelihood for loss of any commercial structure <p><u>Acquisition under LA Act in lapse of Direct Purchase Method</u></p> <ul style="list-style-type: none"> • Compensation for Loss of Land • Compensation for Loss of Structure without depreciation • Compensation for Loss of Trees/crops • Compensation for Loss of other Removable Assets • Resettlement Assistance • Income Assistance • Occupational Grant for Artisan, Petty Shop keepers, etc. • Skill Development Training Provisions • Subsistence Allowance for displaced families • Transportation Allowance for displaced families • Vulnerability Allowance for vulnerable families • Additional compensation for multiple displaced families
2	Non-Titled Lease Occupier	Same as the title holder, as specified above, but the compensation of land is provided to the legal Land Owner and other compensations provided to the Non-titled Lease occupier in either the cases through Direct Purchase or acquisition through LA Act.
3	Affected Families, who were provided with Govt. Land in previous resettlement ⁶	<p>The families will be treated as owner of the land and <u>Direct Purchase Method</u></p> <ul style="list-style-type: none"> • Compensation at 25% extra of the compensation of loss calculated under sections 26 to 30 of the RFCTLARR Act 2013 through private negotiations with the Land

⁶ In case of Class-II Land or conditional-ownership Land, necessary amount as per prevailing rules of Government of Maharashtra will be deducted from the total compensation payable to Landowner and said amount will be transferred to Government of Maharashtra.

Sr.No.	Category of Affected Family	Eligibility of Entitlement
		Owner. <ul style="list-style-type: none"> • Loss of Livelihood for loss of any commercial structure <u>Acquisition under LA Act in lapse of Direct Purchase Method</u> <ul style="list-style-type: none"> • Compensation for Loss of Land • Compensation for Loss of Structure without depreciation • Compensation for Loss of Trees/crops • Compensation for Loss of other Removable Assets • Resettlement Assistance • Income Assistance • Occupational Grant for Artisan, Petty Shop keepers, etc. • Skill Development Training Provisions • Subsistence Allowance for displaced families • Transportation Allowance for displaced families • Vulnerability Allowance for vulnerable families • Additional compensation for multiple displaced families, equivalent to the amount of total compensation calculated as above
4	Squatter	<ul style="list-style-type: none"> • Compensation for Loss of Structure without depreciation • Loss of Commercial Structure • Subsistence Allowance for displaced families • Transportation Allowance for displaced families • Vulnerability Allowance for vulnerable families • Occupational Grant for Artisan, Petty Shop keepers, etc.
5	Tenant	<ul style="list-style-type: none"> • Rental Allowances • Occupational Grant for Artisan, Petty Shop keepers, etc. • Skill Development Training Provisions
6	Wage Earner s/ Livelihood Losers	<ul style="list-style-type: none"> • Income Assistance • Skill Development Training Provisions • Occupational Grant for Artisan, Petty Shop keepers, etc. • Vulnerability Allowance for vulnerable families
7	Kiosk	<ul style="list-style-type: none"> • Skill Development Training Provisions • Entitled for Transport Allowances
8	Wheeler/Daily Structures	<ul style="list-style-type: none"> • No Eligibility of Entitlement

- a) There shall be no income tax deductions in line with Sec. 96 of the RFCTLARR Act. In the event any deductions are made toward taxes, such amounts will have reimbursed.

- b) Even after payment of compensation, PAFs would be allowed to take away the materials salvaged from their dismantled houses and shops and no charges will be levied upon them for the same. A notice to that effect will be issued intimating that PAFs can take away the materials so salvaged within 15 days of their demolition; otherwise, the same will be disposed by the project authority without giving any further notice. Trees standing on the land owned by the government will be disposed of through open auction by the concerned Revenue Department/ Forest Department.
- c) Updating Units of Entitlement: All units of entitlement and assistances will be revised by MRVC, based on Consumer Price Index for Agricultural Laborers (CPIAL) and communicated to all District Administration/LA Facilitation Agency for making payment as per the revised rates. The updating will be done annually in the month of March and will become effective from the 1st day of April of that year.
- d) The Mumbai Metropolitan Regional Development Authority (MMRDA) will rehabilitate the Squatters and Encroachers in Government Land (Para 5 of Govt. Resolution MRD-3318/C.R. 06 (part 2)/UD-7 dated 5th Dec 2018 of Urban Development Department, Govt. of Maharashtra)
- e) The MMRDA with assistance of MRVC will verify each of the Affected Squatter and Encroachers PAFs with their personal identification, family details, status of livelihood, the extent of project affection, eligibility on the project onset but before the demolition of structures.

8 RELOCATION OF HOUSING AND RESETTLEMENTS

8.1 Background

Land acquired for the proposed station improvement project and its associated facilities⁷ will result in displacement (both physical and economic) of people and structures falling within the Right of Way (RoW) of the project. The scope of displacement associated with the project is closely linked to the impact resulting from this land acquisition and its current usage by affected land/structure. The MRVC in coordination with MMRDA will thus be required to take an appropriate strategy for relocation, resettlement and income restoration as is discussed in this chapter.

8.2 Provision for Relocation

The MRVC will facilitate compensation at replacement cost for affected land and structures in accordance with the eligibility and entitlements elucidated in Chapter-8 of this report. Further, compensation for partially damaged structures and shifting assistance has also been provided for affected families in the entitlement matrix. Compensation to the non-titleholders for the loss of assets other than land, such as dwelling units and shops has been provided in the entitlement matrix. The entitlements to the non-titleholders will be provided only if they were in occupation of the land or structure in the project area prior to the cut-off date, the date of completion of census survey. The cut-off date may vary considering the date of survey conducted. MMRDA with assistance of MRVC social cell will verify each of the impacted structures and PAFs/PAPs with their personal identification, family details, status of livelihood, the extent of project affected, and eligibility on the project onset before the commencement of civil work.

8.3 Need for Relocation

This being a linear project will impact on livelihood of 5 PAFs (commercial PAPs) who are Non-titleholders and 4 squatters PAFs (residential PAPs) needs to be relocated. The affected persons will be supported in their relocation and provisions to be made for their income restoration.

8.4 Relocation and Compensation Option by PAFs

Affected persons were consulted during census and socio-economic survey to understand and know their views/opinions on relocation option. The commercial PAFs opted shop for loss of shop within 1 km.

⁷According to AIIB's ESP, associated facilities are activities that are not included in the description of the Project set out in the agreement governing the Project, but which, following consultation with the Client, the Bank determines are: (a) directly and materially related to the Project; (b) carried out, or planned to be carried out, contemporaneously with the Project; and (c) necessary for the Project to be viable and would not be constructed or expanded if the Project did not exist.

8.5 Relocation Strategy

All the structures affected in the project will be entitled for the following assistances in accordance with the entitlement matrix.

- i. The MMRDA will provide alternative accommodation to all the affected structure occupants to be relocated as per the MUTP R&R Policy or they will be provided replacement cost of building/structure or part of building/structure affected, calculated at the cash compensation at latest Schedule of Rates of PWD/ready reckoner rate for similar kind of structure, without depreciation,
- ii. Right to salvage of affected materials except asbestos
- iii. Transportation allowance
- iv. Subsistence allowance
- v. Livelihood assistance
- vi. Resettlement allowances as per the type of loss and as defined in the entitlement matrix.
- vii. Grants for small traders/self-employed persons

To help the PAFs losing structures, in getting all the above entitlements and facilitate relocation, following strategy will be adopted in the project.

- i. All compensation and resettlement entitlements will be provided before physical displacement.
- ii. At least one-month advance notice before demolition of structure.
- iii. The PAFs will be entitled to salvage the material from their dismantled structure.
- iv. The Social Cell of MRVC will assist PAFs during verification of assets and will provide necessary counseling on effective utilization of the compensation and assistance.
- v. The Social Cell of MRVC will assist MMRDA in ensuring a smooth transition during the part of full relocation of the PAFs and helping the PAFs to take salvaged materials except asbestos and shifting in relocation site.
- vi. The Social Cell of MRVC will assist the PAFs to get benefits from various housing scheme and income livelihood restoration programs.

8.6 Relocation Strategy for Community Properties

During survey it was identified that no community properties will be impacted. Hence, there is no requirement of relocation strategy of community properties.

9 INCOME RESTORATION AND REHABILITATION

9.1 Loss of Livelihood in this Project

The project will cause loss of livelihood and loss of shop to 5 PAPs whose commercial structures will be displaced physically. There are total 18 PAPs who will lose their livelihood. These PAFs/PAPs will be considered for rehabilitation and resettlement. Entitlement for Loss of livelihood.

The affected persons losing livelihood will be assisted to improve or at least restore their income levels to pre-project level. The project entitlement for loss of livelihood includes the following entitlements in accordance with the RFP approved for MUTP-III Project.

- i. Loss of livelihood to business owner:
 - a. Replacement cost of building/structure or part of building/structure affected, calculated at the cash compensation at latest Schedule of Rates of PWD/ready reckoner rate for similar kind of structure, without depreciation,
 - b. Right to salvage of affected materials except asbestos
 - c. Livelihood assistance
 - d. Transportation allowance
 - e. Subsistence allowance
 - f. Resettlement assistance
 - g. Income assistance
 - h. Grants for small traders/self-employed persons
- ii. Commercial Squatters:
 - a. Financial assistance for loss of commercial structure
 - b. Subsistence allowance
 - c. Transportation allowance
 - d. Grants for small traders/self-employed persons
- iii. Commercial Tenants:
 - a. Rental allowance for six months
 - b. Grants for small traders/self-employed persons
- iv. Employees of commercial establishments:
 - a. Livelihood assistance for workers/employees
- v. Special assistance for vulnerable categories
 - a. Vulnerable assistance
 - b. Special compensation for multiple displacement
 - c. Skill development training

MRVC with the support of social cell will assist PAPs to restore their income. In addition to existing government schemes, by leveraging the existing skills of the affected persons a suitable income restoration activity will be utilized to deliver the various assistance

9.2 Income Restoration Measures

The entitlement proposed for this project has adequate financial provisions for restoration of livelihood of affected persons. Suitable income restoration schemes will be identified and implemented by MRVC with the assistance of social cell. Efforts will be made to provide employment opportunities to the affected persons during the construction phase by facilitating their engagement by the civil works contractor. MRVC will make the training need assessment and will impart training to the eligible affected persons, in particular to the vulnerable affected persons, for income restoration and skill up-gradation as necessary.

10 RESETTLEMENT BUDGET AND FINANCING PLAN

10.1 Background

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

The Rehabilitation and Resettlement (R&R) budget based on provision of the entitlement defined in the Entitlement Matrix of the Resettlement Policy Framework (RPF) on the impacts identified in the Social Impact Assessment (SIA). The project may acquire land through direct purchase and the direct purchase amount will be 25% more of the compensation calculated as per the Section 26 to Section 30 of the RFCTLARR Act 2013. The direct purchase amount will be calculated as $1.25 \times [2 \times \{(Base\ Rate \times Applicable\ Multiplication\ factor^{12} \times Req.\ Area) + (Valuation\ of\ other\ assets)\}]$

10.2 Budgeting and Financial Plan

The financial plan for the project will essentially include making budget provisions under the following broad heads.

10.2.1 Compensation for Loss of Land and Structure

Land Cost: Project will require acquisition of land for station improvement in the area of station sizing, platform, concourse, staircase width, escalator, signage, entry exit point, FOB, passenger amenities, ticketing, waiting area, etc. Hence, the project will need to provide compensation for land acquired from legal titleholders and from other government departments. The total amount of land required for the proposed project is under government ownership. In future if private acquired during implementation then compensation for loss of private land shall be given through direct purchase as per the Section 26 to Section 30 of the RFCTLARR Act 2013.

Structure Costs: On account of land acquisition, the project will cause loss of structures (details provided under **Chapter 2** of this report) for which compensation will need to be paid to affected families. Compensation for loss of structure will be given as per Entitlement Matrix of this report.

10.2.2 Resettlement & Rehabilitation (R&R) Cost

Budget provisions under this head will meet direct expenses made on account of various R&R benefits proposed to be provided to affected families and persons as per Entitlement Matrix of this report.

10.2.3 R& R Implementation and M&E Costs

MMRDA will require engaging an external NGO/consultant for implementation of R&R activities. Similarly, an independent evaluation agency is proposed to be engaged by MRVC for monitoring and evaluation purposes. Related costs will be met from budget provisions made under this head.

10.3 Assessment of Unit Value for Compensation and R&R Benefit Costs

10.3.1 Land and Structure Cost

Compensation for loss of private land and structures will be considered after valuation of land and structure by Competent Authority. The compensation for Land Acquisition will be determined in lapse of or in lieu of Direct Purchase Method or Acquisition of land on payment of compensation as per RFCTLARR (Maharashtra) Act 2013 and RFCTLARR Act 2013. Replacement cost of building/ structures or part of building/ structure affected will be calculated at the Cash compensation at latest Schedule of Rates of PWD/ ready reckoner rate for similar kind of structure, without depreciation.

10.3.2 R&R Benefit Costs

The budget for this project is based on data and information collected during census and socio-economic surveys conducted in November and December 2020 and the unit rates are provisional sums. After receiving revised GADs from MRVC to minimize the impact, census and socio-economic survey was again conducted from 10th Sept 2021 to 15th Oct 2021. R&R benefits are proposed to be provided in addition to compensation for land and structure. The cost for implementation of Resettlement and Rehabilitation Plan is given in **Table 10.1**. The total cost for R&R implementation plan is **INR 174.41 Lakh**.

10.4 Resettlement Budget Source

MRVC will make adequate budget for all land acquisition compensation and R&R assistance from the counterpart funding. The budget estimates and its sources will be reflected in RP. The cost of the project is shared by Ministry of Railways and Government of Maharashtra in ratio of 50:50. The cost of social safeguards management including LA and R&R will be budgeted as part of the overall project costs. While the cost of LA and R&R shall be met with Government of India funds, the cost for capacity building, training, technical audit, shall be budgeted under AIIB loan funds.

Table 10.1: R&R Cost

S.N	Description	Unit	Quantity	Rate(Rs.)	Amount(Rs)
Compensation for Non-Titleholders					
A.	Commercial PAPs				
1	Livelihood Assistance or Annuity	no.	5	675000	3375000
2	Subsistence Allowance	no	5	48600	243000
3	Transportation Allowance	no	5	67500	337500
4	Resettlement Allowance	no	5	67500	337500
B.	Residential PAFs				
1	Loss of Structure	no.	4	550000	2200000
2	Subsistence Allowance	no	4	43,200	172800
3	Transportation Allowance	no	4	60,000	240000
General					
5	Cost for RP Implementation	LS	1	5000000	5000000
6	Cost for Monitoring & Evaluation Agency(LS)		1	2000000	2000000
7	Training for Staff	no	1	50000	250000
8	Dissemination of Entitlement Matrix, RP, etc.	LS	1	200000	200000
9	Administrative Expenses	LS	1	1500000	1500000
				Sub Total	15855800
				<u>Contingency @ 10% of Sub Total</u>	1585580
				TOTAL	17441380
					174.41 lakh
				Round off to	17.44 Million

Note : Alternative accommodation will be provided to 5 commercial and 4 residential PAPs affected by the project by the MMRDA, as per the MUTP R&R Policy, and in such a case, the items of costs related to cost of loss of structures will not be applicable.

Note-The unit rates in Table 11.1 are now updated as increment of 5% per annum from January 2015 and calculated as $(5\% \times 7 \text{ years} =) 35\%$ increment to January 2021, of the basic rate mentioned in the respective Act and approved by AIIB. (Ref. Para 11 of Part 2 of the RFCTLARR (Maharashtra) Act 2013).

11 INSTITUTIONAL ARRANGEMENTS

11.1 Institution Arrangements for project implementation

The implementation of Resettlement Plan (RP) requires involvement of various institutions at different stages of project cycle. This section deals with roles and responsibilities of various institutions for a successful implementation of the RP. The role of stakeholders for Implementation of RP is presented **Table 11.1**. The institutions to be involved in the process of RP implementations are:

- a) Mumbai Railway Vikas Corporation Limited (MRVC)
- b) Mumbai Metropolitan Regional Development Authority (MMRDA)
- c) Third Party Monitoring Agency
- d) Independent External Agency
- e) District Administration

The proposed institutional arrangement for implementation of RP is presented in **Figure 11.1**.

Mumbai Railway Vikas Corporation Limited (MRVC), the main implementing agency is responsible for the technical aspects and overall execution of the Project. In cases of Direct Purchase, MRVC is the responsible organization. The direct purchase of land and structures will be done through District Administration. In the case of resettlement and rehabilitation of the squatters and encroachers, MRVC will be supported by MMRDA.

11.2 Mumbai Railway Vikas Corporation Limited (MRVC)

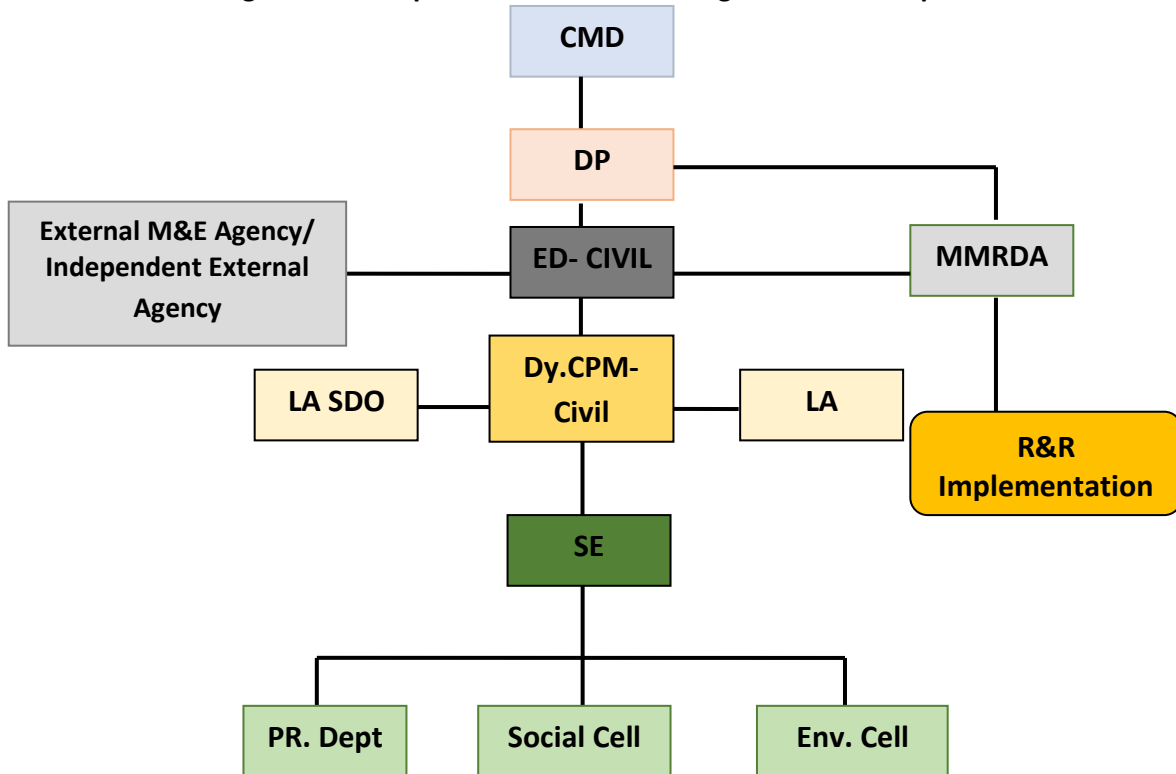
- a) The Chairman and Managing Director (CMD) is the highest authority in MRVC for planning and execution of all projects. The CMD will have overall responsibility for policy guidance, coordination and planning, internal monitoring and overall reporting of the Project
- b) The Director Project (DP) is the next hierarchical position, after CMD, in MRVC. The DP is the Chief Executive of the project and is responsible for successful implementation of the various project components including RP. The responsibilities of DP include:
 - Coordination with the Railway Board and relevant state government authorities on land acquisition, R&R entitlements and other social components.
 - Report the progress in RP implementation to CMD, MRVC, Report to Railway Board about progress in LA and R&R, Monitor progress of R&R with ED-Civil.
 - Ensure timely release of money to respective District Collectors offices required for RP implementation and
 - Take up with CMD for issues to be resolved at the Railway Board (MOR).

- c) The Director Project will be assisted by Executive Director Civil (ED-Civil). The ED-Civil offices shall look after the overall land acquisition work with support from a Land Acquisition Consultant Agency and Social Consultancy Agency.
- d) The Deputy Chief Project Manager- Civil will be responsible at field level for the acquisition of land and resettlement and rehabilitation of the affected families.
- e) At the Head Office, Social & Environmental (SE) Cell has been created. The SE Cell will report to the Deputy CPM- Civil for respective operations. The SE Cell has been further divided into, a) Public Relation (PR) Department, b) Social Cell and c) Environment Cell.
- f) The Social Cell is staffed with Social Scientists to look after Land Acquisition and Rehabilitation and Resettlement process for up gradation of 19 stations.
- g) **Environmental and Social Cell of MRVC.** The Social Cell of MRVC will assist the respective Deputy CPM- Civil in preparation of the Resettlement Plan Framework, Social Impact Assessment and Resettlement Plan. MRVC Social Cell will also ensure that views of the DPs, particularly those vulnerable and women, related to the resettlement process are considered and addressed and further such groups are informed about the outcome of the decision-making process.

Specifically, the Environmental and Social Cell will:

- h) Coordinate with agency contracted for preparation of Resettlement Plan Framework (RPF), Social Impact Assessment (SIA) and Resettlement Plan (RP) for different sections of the project.
 - i. Assist Dy. CPM-Civil office in matters related to resettlement and rehabilitation;
 - ii. Identify training needs and develop and ensure delivery of training modules for project staff and other functionaries on managing social aspects of the project.
 - iii. Prepare project related information brochures, press briefings, and related communication material;
 - iv. Report to Dy. CPM- Civil about the progress in LA and R&R, and
 - v. Prepare periodic reports on progress on social aspects

Figure 11.1: Proposed Institutional Arrangement of RP Implementation



11.3 Mumbai Metropolitan Regional Development Authority (MMRDA)

MMRDA shall look into the resettlement and rehabilitation activities for squatters and encroachers. The MMRDA shall work closely with MRVC for better coordination and implementation of R&R activities.

11.4 Third Party Monitoring Agency for Environment and Social

The MRVC will engage a Third-Party monitoring agency for Environment and social monitoring of the project. This Third Party will submit bi-annual Social and Environment monitoring reports. The Third Party will monitor the implementation of R&R activities for proposed 19 stations improvement project. The Third Party will also perform mid-term and end term evaluation study.

11.5 Independent External Agency

MRVC will engage one independent agency to conduct the evaluation of the process of land acquisition through negotiated settlement, willing buyer-willing seller process, etc. This is a one-time engagement and will be conducted while the land acquisition process is under progress. The Consultant will essentially document the process.

Table 11.1: Role of Stakeholders for Implementation of RP

Position	Responsibilities
MRVC	<ul style="list-style-type: none"> • Overall planning and supervision of all project activities; • Exercise of administrative approval for finance & execution of related activities; • Acquisition of land through District Administration • Coordination with AIB, Govt. of India, Govt. of Maharashtra and other concerned agencies. • Supervision and control over the Managers, Officers and support staff in MRVC; • Prepare and submit all reports and communication; • The responsibility of the Environmental & Social Cell includes: <ul style="list-style-type: none"> ✓ Review and validate RP, Micro Plan and any other E&S documentation required by the Project. ✓ Prepare Progress Reports ✓ Disclosure of information and liaison with external agencies
MMRDA	<ul style="list-style-type: none"> • Implementation of the Resettlement Plan and Rehabilitation of the project affected families (Encroachers & Squatters on government land) • In case of application of LARRA 2013, R&R activities will be conducted by MMRDA • Supervision and documentation of the process of Direct Purchase on a sample basis⁸
Public Relation officer	<ul style="list-style-type: none"> • Coordinate with Social Cell in information sharing on R&R activities of the project;
Unit, MRVC	<ul style="list-style-type: none"> • Ensure availability of information to PAFs and • Coverage of progress of R&R activities in the print and electronic media.
Grievance Redress Committee (GRC)	<ul style="list-style-type: none"> • Field level GRC will address grievances by scrutinizing documents and addressing concern with direct communication; • Head Quarter Level GRC will review decisions of field level GRC on grievance petitions filed by PAFs
Third Party Monitoring Agency for Social and Environment Monitoring	<ul style="list-style-type: none"> • Carry out Monitoring of the RP/SIA implementation. • Carry out mid-term and end term evaluation also; • Review the implementation in light of the targets, budget and duration that had been laid down as a part of mid and end term review.

⁸In case supervision and documentation is done by third party, report will be validated by MMRDA

Position	Responsibilities
Independent External Agency	<ul style="list-style-type: none"> • Conduct the evaluation of the process of land acquisition through negotiated settlement, willing buyer-willing seller process, etc. This will be done while the land acquisition is in progress.

11.6 District Administration

- a) The primary concern of the district administration is to ensure public safety, the protection of citizens and all their rights. It comprises the maintenance of law and order and the administration of criminal and civil justice.
- b) The foremost task of a District Collector, as the head of the revenue administration of the district, is the assessment and collection of land revenue and distribution of compensations for land.
- c) They shall be responsible to undertake the following:
 - i. Facilitate the acquisition of identified land with the respective ED- Civil offices;
 - ii. Negotiate, initiate and finalize the process of the requirement of land through Direct Purchase, if opted from the MRVC;
 - iii. Conduct acquisition of land under LARRA 2013, in case assembly of land under Direct Purchase is not successful;
 - iv. Provide necessary support in identification of alternate Resettlement sites and layout preparation, if any, are required to resettlement displaced PAFs and other common property resources;
 - v. Provision of necessary clearances and other support as necessary to develop infrastructure at resettlement site;
 - vi. Enable conducting of public meetings;
 - vii. Support the relocation process as required;
 - viii. Provide necessary support to GRM through nomination of officials in the GRC and
 - ix. Provide necessary support during project’s construction stage.

12 IMPLEMENTATION SCHEDULE

12.1 Background

Planning, surveying, assessing, policy development, institutional identification, PAFs/PAPs participation, establishment of GRC, income restoration plan (IRP) and implementation are typical activities of RP. While these activities have discrete components that can be put on a time line, there is a close inter relationship of each activity to the whole implementation. The tentative implementation period is estimated for next five years. The breakdown of each activity according to a specific time frame has been provided in the Implementation Schedule (**Table 12.1**). It is further cautioned that specific situation may require an increase in time, allotted to a task. Such situations may be caused due to many factors such as local opposition, seasonal factors, social and economic concerns, training of support staff and financial constraints. Implementation schedule will require detailed coordination between the project authorities and various line departments. Implementation plan has been spread over a period of two and half years. The sequence may change as delays occur due to circumstances beyond the control of the project.

12.2 Implementation Schedule

- a) The implementation schedule for RP will be linked to the overall project implementation programmed. All activities related to the land acquisition and resettlement shall be planned to ensure that compensation and R&R component is completed or at advance stages of completion prior to commencement of civil works.
- b) Project preparatory stage involves the final SIA and final SIA preparation activity. The major activities performed in this period include consultation with the stakeholders, Census and Socio-economic survey, to identify the PAFs and their socio-economic status prior to implementation of project.
- c) The preparation of RP will include finalization of the entitlements and eligibility of the affected persons identified in the SIA in accordance with the Entitlement Matrix and guidance of the RPF. The RP will also include Resettlement budget and institutional arrangement for implementation of RP. The RP, at this stage, needs to be approved and disclosed to the PAFs. Upon the approval of RP, the payment of compensation and allowances R&R benefits will be disbursed as per the approved RP.
- d) The major activities related to the implementation of the Resettlement Plan (RP) are related to impacts on land, structures, CPRs, etc. The project will provide requisite notice two months (for vacating structure) and 3 months (for harvesting standing

crops/fruits, etc.) or suitable compensation to the project affected persons so that they are able to move or take away their assets without undue hardship before the commencement of civil works. The implementation of RP consists of the following major activities:

- i. Deployment of required staffs;
- ii. Information dissemination activities by holding consultations, awareness generation materials (leaflets, flyers, handbills, etc. containing salient features of the project, entitlement matrix, the role of GRC, etc.) in Marathi and Hindi,
- iii. Verifying list of PAPs identified during survey during the project preparation;
- iv. Confirming the status of PAPs (titleholder, encroacher, squatter, etc.),
- v. Joint Measurement Survey of affected Land
- vi. Measurement and valuation of structures affected,
- vii. Preparation of Micro Plan,
- viii. Checking and vetting of the Micro Plan by ED- Civil office,
- ix. Disbursement of compensation and R&R assistance to PAPs,
- x. Relocation and rehabilitation of PAPs,
- xi. Conduct consultations with the local community for rehabilitation and relocation of CPRs

Table 12.1: Proposed Implementation Schedule

S.N	Activities	Yearly and Quarterly Progress																									
		Year		2019				2020				2021				2022				2023				2024			
		Quarter	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4					
A	Inception of Project																										
1	Assessment & Feasibility																										
2	Preparation of DPR																										
3	Community /Public Consultation																										
4	Census and Socio-economic Survey																										
5	Preparation of ESIA and RP																										
6	Review/ Approval of ESIA and RP																										
7	Consultation with PAP's																										
8	Disclosure of RPF & SIA/ RP																										
B	RP Implementation Stage																										
1	Notification of LA																										
2	Joint Measurement Survey																										
3	Process of Land Acquisition																										
4	Preparation of Micro Plan																										
5	Measurement & valuation of structure																										
6	Consultation and negotiation with PAPs																										
7	Disbursement of compensation to PAPs																										
8	Delivery of R&R entitlements																										
9	Shifting and land Clearance																										
10	Grievance Redress																										
11	Schedule of Civil Work																										
C	Monitoring and Evaluation																										
1	Internal M&E																										
2	External Evaluation																										
3	Report to AIIB																										

13 MONITORING AND REPORTING

13.1 Background

Monitoring & Evaluation are critical activities in involuntary resettlement. Monitoring involves periodic checking to ascertain whether activities are progressing as per schedule while evaluation is essentially to assess the performance of R&R implementation outcome vis-à-vis baseline status based on the key indicators. For this purpose, a monitoring and evaluation (M&E) will be carried out by MRVC through a third party monitoring agency. The objective of conducting M&E is to assess the efficiency and efficacy in implementation activities, impact and sustainability, drawing lessons as a guide to future resettlement planning.

13.2 Monitoring Process

Monitoring will give particular attention to the project affected vulnerable groups such as scheduled castes, scheduled tribes, BPL families, women headed households, widows, old aged and the disabled. In view the significance of resettlement impacts, the monitoring mechanism for this project will have both monitoring by MRVC and monitoring by an external agency/expert. MRVC will be responsible for internal monitoring of RP through their field level officers and Social Cell and will prepare monthly and quarterly progress reports in terms of physical and financial indicators. In addition, the monitoring process will also look into the communication and reactions of PAPs; use of grievance procedures; information dissemination to PAPs on benefits; and options and implementation time table. Field level officers and Social Cell of MRVC will interact with PAPs and record their assessment of the RP implementation process and concerns if any. An Independent Evaluation Consultant will be hired by MRVC to supervise and document the process of direct purchase of land. A third-party monitoring agency will be engaged for review of environmental and social safeguards measures for the project.

13.3 Internal Monitoring

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

- Measure and report progress against the RP schedule;
- Verify that agreed entitlements are delivered in full to affected people;
- Identify any problems, issues or cases of hardship resulting from the resettlement process, and to develop appropriate corrective actions, or where problems are systemic refer them to the management team;
- Monitor the effectiveness of the grievance system
- Periodically measure the satisfaction of project affected people.

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

- Liaison with the MMRDA, construction contractor and project affected communities to review and report progress against the RP
- Verification of land acquisition and compensation entitlements are being delivered in accordance with the RP;
- Verification of agreed measures to restore or enhance living standards are being implemented;
- Verification of agreed measures to restore or enhance livelihood are being implemented;
- Identification of any problems, issues, or cases of hardship resulting from resettlement process;
- Through household interviews, assess project affected peoples' satisfaction with resettlement outcomes;
- Collection of records of grievances, follow up that appropriate corrective actions have been undertaken and that outcomes are satisfactory;

Monitoring is a continuous process and will be carried out by field level officers of Social Cell on regular basis to keep track of the RP implementation progress. Although monitoring is a continuous process until the completion of the resettlement, around sixth (6th) month of the resettlement, Social Cell will conduct a monitoring specially given attention to the livelihood recovery of the PAFs, particularly project affected vulnerable groups. If Social Cell officers recognize further needs for PAFs to recover the livelihood or stabilize the new job and environment, Social Cell or/and other department of MRVC will play key roles to coordinate state and national organizations/agencies to effectively address the difficulties of those who need further assistances. The probable indicators are presented in **Table 13.1**.

Table 13.1: Indicators for Monitoring of RP Progress

Indicators	Parameters Indicators
Physical	Number of Micro Plans prepared and distributed Number of structures dismantled Number of families affected Number of PAFs receiving assistance/compensation Number of PAFs provided transport facilities/ shifting allowance Number of PAFs whose land is acquired Number of PAFs received developed land, if any
Financial	Amount of compensation paid for land/ structure Amount of allowances paid to PAFs
Social	PAF's knowledge about their entitlements Benefits to Vulnerable population
Economic	Entitlement and eligibility for compensation of PAFs No. of PAFs provided with skill training No. of PAFs provided with support for income restoration
Grievance	Number of community level meeting Number of GRC meetings

Indicators	Parameters Indicators
	Number of cases disposed by GRC to the satisfaction of PAFs Number of grievances referred and addressed by GRC

Socio-economic survey and the land acquisition data provide the necessary benchmark for field level monitoring.

13.4 Third Party Monitoring Agency for Social and Environment Monitoring

MRVC will engage a Third-Party Monitoring Agency for Environment and social monitoring of the project. The Third Party will carry out the following tasks with regard to environmental and social monitoring:

- Observe the functioning of the resettlement operation at all levels in order to assess its effectiveness and compliance with the SIA/RP;
- Review the adequacy of resettlement planning carried out under the project;
- Review and verify internal monitoring by Implementing Agency;
- Carry out sample interview of Affected Persons to check delivery of compensation and assistance as per eligibility based on project entitlement; and suggest remedial measure
- Carry out public meetings and assess involvement of people in resettlement implementation process; Observe public consultation for APs; review the documentation of consultations held by implementing NGO;
- Check the type of grievance issues and the functioning of grievance redress mechanisms by reviewing process of appeals at all levels and interviewing aggrieved PAFs
- Review the functioning of the institutional mechanism and resettlement operation proposed in the SIA/RP;
- Develop Monitoring Indicators to monitor the implementation of resettlement and social activities planned under the project;
- Identify gaps in implementation and suggest the corrective action plan; advise MRVC regarding possible improvements in implementation of the SIA/RP
- Certify that the RP implementation activities are completed so that civil works on the project can start; Prepare the semi-annual external monitoring reports
- Monitor implementation of the Environmental Management Plan for all construction works in the project
- Carry out Mid Term and End Term Evaluation study, as necessary
- Conduct bi-annual E&S monitoring and submit bi-annual E&S Monitoring report.

13.5 Independent External Agency

The Independent agency will evaluate the process of land acquisition in the project. This will be a one-time engagement. This evaluation will be conducted while the land acquisition process is under progress.

13.6 Reporting Requirements

MRVC will be responsible for supervision of implementation of the RP. The internal monitoring and reporting structure shall be followed as:

- The Social Cell will submit monthly progress report to ED-Civil on first week of each following month.
- Half Yearly progress report prepared by MRVC will be submitted to AIIB.

MRVC will also engage an independent agency for Independent Evaluation of RP implementation in of MUTP-III project. The consultant will submit two reports to determine whether resettlement goals have been achieved, more importantly whether livelihoods and living standards have been restored or enhanced and suggest suitable recommendations for improvement. The first report will be submitted after half way through the RP implementation and the second report will be submitted six months after the implementation of RP activities to MRVC and AIIB.

ANNEXURE

Annexure 3.1: Sample format of Questionnaire for Census and Socio-Economic survey

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SOCIAL IMPACT ASSESSMENT FOR 19 SUBURBAN RAILWAY STATIONS AND IMPLEMENTATION OF CBTC ON MUMBAI SUBURBAN SECTION

PART-A

QUESTIONNAIRE FOR CENSUS SURVEY
Asset Information

Form No:(Match with Household no.)

Date of Survey:

Name of Investigator:

Name of agency:

1 Identification					
1.1 City/Town					
1.2 Place/Location					
1.3 Chainage No.					
1.4 Distance of structure from C/L					
1.5 Address of Property					
1.6 Name of the Respondent					
1.7 Relation with Owner					
1.8 Contact Details					
2 Type of Property					
Private	1	Government	2	Religious	3
Community	4	Trust	5		
Others(specify)	6				
3 Type of Use					
Residential	1	Commercial	2	Mixed(R+C)	3
Industrial	4	Agriculture	5	Under Construction	6
Open land/plot	7	Others (specify)	8		
4 Type of Loss due to the project					
Structure	1	Land	2	Land and Structure	3
Livelihood	4	Others (specify)	5		

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5 If Structure is loss, use of Structure					
5.1 Residential Structure	House-1	Hut-2	Others (specify)3		
5.2 Commercial Structure	Shops- 4	Hotel-5	Small Eatery-6		
	Kiosk-7	Clinic-8	Farm House-9		
	Commercial Complex-10	Vendors-11	Petrol pump-12		
	Workshop-13	Industry-14	Restaurant-15		
	Private Office-16	Godown-17			
	Others, (Specify)-18				
5.3 Mixed Structure	Residential cum commercial structure -19				
5.4 Community Structure	Community center-20	Club-21	Trust-22		
	Memorials-23	Community Toilet-24			
	Water tank-25	Others, (Specify)-26			
5.5 ReligiousStructure	Mosque-27	Shrine-28	Burial-29		
	Temple-30	Gurudwara-31	Scared Grove-32		
	Others, (Specify)-33				
5.6 Government Structure	Office-34	Hospital-35	School-36		
	College-37	Bus Stop-38	Toilet-39		
	Water tank-40				
	Others, Specify-41				
5.7 Others Structure	Boundary Wall- 42	Foundation-43	Cattle shed-44		
	Well/Tube well-45				
	Others, (Specify)-46				
6 Details of Affected Structure					
Kutcha	1	Pucca	2	Semi-Pucca	3
Temporary	4	Others (specify)			
No. of floors of structure		No. of rooms of structure			
7 Status of Ownership					
Owner(Title Holder)	1	Leased	2	Encroacher	3
Squatter	4	Kiosk	6	Customary Rights	7
Others (Specify)	8				
8 Year/Month of occupying/owning the land/property					
9 Occupancy Status of Structure/plot					
Used by Owner-1	Rented-2	Leased-3	Encroached-4		

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10 Name of owner of household/commercial entity								
11 Name of the tenant/lessee, if the structure/plot is rented/leased								
12 What is Monthly Rent, if the structure/plot is rented/leased								
13 If legal title holder, then do you have:								
13.1	Ration Card	BPL-1	Other-2		Number-			
13.2	Voters List	Yes-1	No-2		Number-			
13.3	Electricity Bill	Yes-1	No-2		Number-			
13.4	Legal Property Documents	Yes-1	No-2		Specify-			
14 Area of Plot/Structure (in Sq. ft)								
Total Plot/Open Land Area				Affected Area				
Total Structure Area				Affected Area				
15 Extent of Impact								
<20%	1	20-30%	2	30-40%	3			
40-50%	4	50-60%	5	60-70%	6			
70%>	7							
16 What is the current market value of Plot/Structure? (in Rs)								
17 Whether residential/commercial plot/structure viable after acquisition								
Yes		1		No		2		
18 Assets in the Property								
SN	Utilities	Unit Owned	SN	Utilities	Unit Owned	SN	Utilities	Unit Owned
1	Dug well		2	Water tap		3	Shed	
4	Tube well		5	Hand pump		6	Tree	
7	Open well		8	Water tank				
9	Boundary wall		10	Fruit bearing tree				
11	Others(specify)							
12	Others(specify)							
Signature of Investigator					Signature of Supervisor			

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SOCIAL IMPACT ASSESSMENT FOR 19 SUBURBAN RAILWAY STATIONS AND IMPLEMENTATION OF CBTC ON MUMBAI SUBURBAN SECTION

**PART-B
QUESTIONNAIRE FOR SOCIO-ECONOMIC SURVEY**

Form No:(Match with Household no.)

Date of Survey:

Name of Investigator:

Name of agency:

1 Identification

1.1	City/Town	
1.2	Name of Street/Road	
1.3	Name of Settlement Area:	
1.4	Chainage No.	
1.5	Plot No.	
1.6	Name of the Respondent	
1.7	Relation with Owner	
1.8	Name of the owner of the structure/plot	
1.9	Contact Details of owner	
1.10	Name of the occupant of the structure	
1.11	Do you have ration card?	
	Yes-1/No-2	If yes, number
1.12	Whether included in voter list	
	Yes-1/No-2	(if yes, checkup for the voters list and confirm domicile)

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2 General Information

2.1 Religious Group					
Hindu	1	Muslim	2	Christian	3
Jain	4	Others (specify)	5		
2.2 Social Group					
SC	1	ST	2	OBC	3
General	4	Others (specify)	5		
2.3 Family Pattern					
Joint	1	Nuclear	2	Individual	3
2.4 Size of Family Yes-1/No-2					
Small (2-4)	1	Medium (5-7)	2	Large (Above 7)	3
2.5 Mother tongue					
2.6 Place of nativity:					

3 Vulnerability Status of Household

3.1	Is it women headed household?	Yes-1	No-2
3.2	Is/are there any family member physically/mentally/Visually Disabled or of Old age?	Yes-1	No-2
3.3	Is it a household Below Poverty Line (BPL)?	Yes-1	No-2
3.4	If BPL, provide BPL card Number		

4 Family Particulars (Start from Head of the Household)

1	Self	2	Wife	3	Husband	4	Son
5	Daughter	6	Son-in-Law	7	Daughter-in-law	8	Grandfather
9	Grandmother	10	Grandson	11	Grand Daughter	12	Brother
13	Sister	14	Brother-in-law	15	Sister-in-law	16	Father
17	Mother	18	Father-in-law	19	Mother-in-law	20	Uncle
21	Aunt	22	Cousin	23	Nephew	24	Niece
25	Any other (Specify)						

Member Name	1	2	3	4	5	6	7	8	9	10	11	12	
1. Name													Households: Write down the names of all people who live and eat together in this household starting with head Commercial: Write down the details of Owner/s

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Member Name	1	2	3	4	5	6	7	8	9	10	11	12	
2. Relationship													
3. Sex	Is the Name male or Female?												
	M	M	M	M	M	M	M	M	M	M	M	M	
	F	F	F	F	F	F	F	F	F	F	F	F	
4. Age	How old was Name on the Last Birthday												
													Record the age of last Birthday
5. Marital status	①	①	①	①	①	①	①	①	①	①	①	①	Married
	②	②	②	②	②	②	②	②	②	②	②	②	Unmarried
	③	③	③	③	③	③	③	③	③	③	③	③	Divorced
	④	④	④	④	④	④	④	④	④	④	④	④	Separated
	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	Widow/Widower
6. Education	The Class till which the person has been educated.												
	①	①	①	①	①	①	①	①	①	①	①	①	Illiterate
	②	②	②	②	②	②	②	②	②	②	②	②	Primary
	③	③	③	③	③	③	③	③	③	③	③	③	Upper Primary
	④	④	④	④	④	④	④	④	④	④	④	④	High School
	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	Graduate
	⑥	⑥	⑥	⑥	⑥	⑥	⑥	⑥	⑥	⑥	⑥	⑥	Post Graduate
	⑦	⑦	⑦	⑦	⑦	⑦	⑦	⑦	⑦	⑦	⑦	⑦	Technical
	⑧	⑧	⑧	⑧	⑧	⑧	⑧	⑧	⑧	⑧	⑧	⑧	Vocational
7. Work Status	Is the member working?												
	①	①	①	①	①	①	①	①	①	①	①	①	Yes
	②	②	②	②	②	②	②	②	②	②	②	②	No
8. Occupation	The Main activity at the place of job? (This may have multiple entries)												
	①	①	①	①	①	①	①	①	①	①	①	①	Artisans
	②	②	②	②	②	②	②	②	②	②	②	②	labor
	③	③	③	③	③	③	③	③	③	③	③	③	Business/Trade
	④	④	④	④	④	④	④	④	④	④	④	④	Govt. Service
	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	Private Service
	⑥	⑥	⑥	⑥	⑥	⑥	⑥	⑥	⑥	⑥	⑥	⑥	Maid Servant
	⑦	⑦	⑦	⑦	⑦	⑦	⑦	⑦	⑦	⑦	⑦	⑦	Unemployed
	⑧	⑧	⑧	⑧	⑧	⑧	⑧	⑧	⑧	⑧	⑧	⑧	Others(specify)
	⑨	⑨	⑨	⑨	⑨	⑨	⑨	⑨	⑨	⑨	⑨	⑨	NA

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Member Name	1	2	3	4	5	6	7	8	9	10	11	12		
9. Reason for not working	Major reason for the member not working? (Person who are not working)													
	①	①	①	①	①	①	①	①	①	①	①	①	①	No work available
	②	②	②	②	②	②	②	②	②	②	②	②	②	Seasonal inactivity
	③	③	③	③	③	③	③	③	③	③	③	③	③	Household family duties
	④	④	④	④	④	④	④	④	④	④	④	④	④	Old/Young
	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	⑤	Differently abled
	⑥	⑥	⑥	⑥	⑥	⑥	⑥	⑥	⑥	⑥	⑥	⑥	⑥	Others
10. Disabilities, if any	①	①	①	①	①	①	①	①	①	①	①	①	Physically Challenged	
	②	②	②	②	②	②	②	②	②	②	②	②	Mentally retired	
	③	③	③	③	③	③	③	③	③	③	③	③	Others	
Member Name	1	2	3	4	5	6	7	8	9	10	11	12		
11 Income	How much does the Name earn per month? (in Rs)													

5 Household Income & Source

5.1	Household monthly income in Rs.	
5.2	Source of income	
5.3	No of adult earning members	
5.4	No of dependents	
5.5	Household monthly expenditure in Rs.	

6 Access to Utility

	Type	Availability (Yes/No)
6.1	Electricity	
6.2	Piped water supply	
6.3	Own water sources, well, tube well	
6.4	Separate Bath, Toilet	
6.5	Kitchen	

7 Households Assets:

Sl. No	Particulars	Yes-1 No-2	Sl. No	Particulars	Yes-1 No-2
1	TV		7	Food Processor/Mixer/Grinder	
2	Refrigerator		8	Computer/Laptop	

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3	Two-wheeler		9	Air Conditioner	
4	Four-Wheeler		10	Air Cooler	
5	Telephone/Mob. Phone		11	Microwave oven	
6	Washing Machine		12	Any others(specify)	
8 Participation in Economic Activities of Family Members					
Economic/Non-economic Activities		Male	Female	Both	
8.1	Cultivation				
8.2	Allied Activities (Dairy, Poultry, Sheep rearing etc.)				
8.3	Trade & Business				
8.4	Agriculture Labor				
8.5	Non-Agriculture labor				
8.6	HH Industries				
8.7	Service				
8.8	Household Work				
8.9	Collection of Fuel				
8.10	Others (Specify)				
9 Decision Making and Participation at HH Level					
Subject		Male	Female	Both	
Financial matter					
Education of Child					
Health care of child					
Purchase of assets					
Day to day household activities					
On social function and marriage					
Women to earn for family					
Land and property					
Others					
10 Do the women have title for land and house?			Yes-1		
			No-2		
11 If yes, does the woman hold a joint ownership? If yes, she is First owner or Second owner					
12 Quality of Life (Consumption Pattern)					
Kindly indicate the consumption/expenditure on different items in last one year					
Sr. No	Particulars	Monthly Expenditure	Rank them from highest to lowest		
1	Food				
2	Agriculture				
3	Housing				
4	Cooking Fuel				
5	Clothing				
6	Health				
7	Education				
8	Transport				

Mumbai Rail Vikas Corporation (MRVC)

RITES Ltd.

9	Communication		
10	Social function		
11	Others (Specify)		
13 Indebtedness			
Source	Amount Borrowed (Rs.)	When Borrowed (Year)	Purpose of Borrowing
			Rate of interest per annum
			Amount outstanding as on date
Institutional			
1.			
2.			
Non-Institutional			
1.			
2.			
14 Health Seeking Behavior			
14.1	Has any of your family members suffered from any disease in the past one year?		Yes-1; No-2
14.2	If yes, How many members?		
14.3	If yes, please specify type of disease?		Disease/ Illness
14.4	Where did you take treatment?		Government Hospital-1; Pvt Clinic/Hospital-2; Traditional Healing-3; Quacks-4; Medical Shop-5; No Treatment-6; Others-7(Specify)
14.5	Distance travelled for treatment		(in Km)
14.6	Have you heard about HIV/AIDS		Yes-1; No-2
14.7	Awareness of prevention methods		Yes-1; No-2
14.8	If yes, what is the source of information?		Print media-1; Radio-2; TV-3; NGO camp-4; Govt camp-5; Other-6(specify)
15 Commercial/Self Employment Activities			
15.1	Name of the shop		
15.2	Type of shop/Business Enterprise		
Shops	1	Hotel-	6
Kiosk	2	Clinic	7
Vendors	3	Industry	8
Commercial Complex	4	Private Office	9
Restaurant	5	Godown	10
Others, (Specify)-15			
15.3	Year of establishment?		
15.4	Whether licensed by KMC?		

Mumbai Rail Vikas Corporation (MRVC)

RITES Ltd.

15.5 No of partners/owners					
Sr. No	Name of Owners	Sex	Age	Education	Monthly income
1					
2					
3					
15.6 Employment pattern					
15.7 No of persons employed					
Sr. No	Name	Sex	Age	Education	Avg. salary paid
1					
2					
3					
4					
5					
16 Project Related Information					
16.1 Are you aware of the project of improvement of 19 Sub-urban stations of Mumbai Railways?				Yes-1/No-2	<input type="text"/>
16.2 If Yes, Source of information					
16.3 What is your opinion about the project?					
Good-1		Bad-2		Can't Say-3	
16.4 If good, what positive impacts do you perceive?					
16.5 If bad, What negative impacts do you perceive?					
16.6 How do you think women will affect or benefit differently from the project?					
16.7 Any further suggestions / comments					
17 Resettlement and Rehabilitation					
17.1 In case you are displaced (residentially/commercially where and how far you prefer to be located?)					
Within the area - 1 Outside the area - 2				<input type="text"/>	
17.2 Place name:					
17.3 Distance (in k.m.)					

Mumbai Rail Vikas Corporation (MRVC)

RITES Ltd.

17.4 Replacement Option				
Land for land lost	1	Cash Assistance		2
House in Resettlement Site	3	Shop in Resettlement Site		4
Other (Specify)				
17.5 Factors to be considered in providing alternate place				
Access to family/friends	1	Income from household activity		2
Income from Business activity	3	Daily Job		4
Close to Market	5			
Other (Specify)				
17.6 Income Restoration Assistance				
1. Employment Opportunities in construction work				
2. Financial Assistance/ Loan				
3. Vocational training				
4. Others(Specify)				

Signature of Investigator		Signature of Supervisor	
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Annexure 4.1: Photographs of Consultations



Bhandup Station



Neral Station



Mankhurd Station



Kandivali Station



GTB Nagar Station



Chembur Station

Govandi Station



Mulund Station



Mumbai Central Station



Nalla Sopara Station



Vasai Road Station

Annexure-4.2: Minutes of Public Consultation

Public Consultation

Date: 20/12/20 Place: Kandivali^P

Sr. No	Perception about the Project	Yes	No	Remarks	
1.	Do you think it is necessary to upgradation of 19 suburban stations and implementation of CBTC on Mumbai suburban sections?	✓			
2. What impacts, both positive and negative of the project do you foreseen?					
S. No	Positive Impact	Yes-1 No-2	S. No	Negative Impact	Yes-1 No-2
1	Increase in income		1	Loss of livelihood	
2	Increase in Customers		2	Loss in income	
3	Increase accessibility to facilities		3	Structural loss	
4	Decrease in accidents		4	Loss of customers and supplies	
5	Increase in employment		5	Disruption of social/cultural/economic	
6	Decrease in migration		6	Religious/sites and networks	
7	Increase in property value		7	Decrease in value of properties	
8	Industrial Development and Networking		8	Increase in accidents	
9	Improvement in transportation system		9	Increase in crime rates	
10	Increase in Education level		10	Increase in Migration	
11	Others Specify		11	Others Specify	

Issues

S. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
	Resi		
1.	Relocation	When we are rehabilitated we should have our houses & shops at a distance of 1km so that our livelihood Problems will be solved.	
2.	Livelihood	The question of livelihood will arise on a large scale when our homes and shops are rehabilitated.	
3.	compensation	We should get a house for & Allowances house and shop for shop.	

S. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
4.	Access to facilities	Where you are going to give us houses, shops, there should be necessities of life & communication facilities.	
5.	Decision Making	We make all the decision in our house together	
6.	Safety during Travel	There should be no Potholes on the road. The nala should be in order. The transport of bus service should be in order.	

List of Participants

S. No	Name of Participants	Sex	Age	Occupation	Signature	Mobile No:
1.	Jignesh Shah	M	49	Job		9082108403
2.	Alaka Bhanut Shah	F	55	Job		9324492027
3.	Anil Gokhaldas Shah	M	40	Job		9923456635
4.	Jigna Ajay Malkan	F	54	Job		9920693498
5.	Jyoti Kritikumaran Shah	F	75	Job		009715038599
6.	Nitin Rutilal Shah	M	55	Job		9857419810
7.	Kinitt Abhaychandra Shah	M	64	Job		9619114636
8.	Panchal Vansh Beh	M	60	Job		9820690091
9.	Shantilal Vasanti Shah	M	72	Job		9619279679
10.	Jayesh Shah	M	65	Job		9987202617
11.	Smita Arunkumar Shah	F	55	Job		9930730540
12.	Yogesh M. Malkan	M	57	Job		8850594893
13.	Suresh Govindas Shah	M	62	Job		9820827124
14.	Rupa M. Malkan	F	40	Job		9004904912
15.	Vinodchandra Hiralal Shah	M	48	Business		9869371593

ENVIRONMENT & SOCIAL PUBLIC CONSULTATION

Date: 25/12/2020

Station Name: Kandivally

(Auto-Rikshaw-Drivers)

Sr. No	Perception about the Project	Yes	No	Remarks
1.	Do you think it is necessary to upgrade your respective station?	<input checked="" type="checkbox"/>		
2.	What will be the environment impact, due to proposed development activity? Specifically on Air, Water, Soil, and Ecology?			
3.	Due to proposed development activity, the frequency of trains will increase on central, harbour and western line; what will be the impact?	<input checked="" type="checkbox"/>		
4.	What is your opinion about noise and vibration on existing railway system and due to proposed development activity?	<input checked="" type="checkbox"/>		
5.	The skywalk, footpath and parking are proposed by Railway under proposed development activity? Is that essentially required?	<input checked="" type="checkbox"/>		
6.	What are the grievances about (Land, Shop, Trees, Livelihood), due to proposed development activity and what is your opinion for the Grievance Redressal Mechanism?			
7.	What impacts, both positive and negative of the project do you foreseen?			

S. No	Positive Impact	Yes-1 No-2	S. No	Negative Impact	Yes-1 No-2
1.	Increase in income	<input checked="" type="checkbox"/>	1.	Loss of livelihood	
2.	Reduce headway due to CBTC	<input checked="" type="checkbox"/>	2.	Passenger load at stations due to CBTC	<input checked="" type="checkbox"/> <i>Lead with shift - No</i>
3.	Mitigation of Noise & Vibration	<input checked="" type="checkbox"/>	3.	Impact on Noise & Vibration	<input checked="" type="checkbox"/> <i>- some impact</i>
4.	Decrease the air pollution load	<input checked="" type="checkbox"/> <i>No pollution</i>	4.	Impact on trees	<input checked="" type="checkbox"/> <i>- Yes</i>
5.	Better and fast connectivity	<input checked="" type="checkbox"/>	5.	Chances of accidents	<input checked="" type="checkbox"/> <i>may be</i>
6.	Increase in Customers	<input checked="" type="checkbox"/>	6.	Loss in income	<input checked="" type="checkbox"/> <i>- (during construction phase)</i>
7.	Increase accessibility to facilities	<input checked="" type="checkbox"/>	7.	Structural loss	<input checked="" type="checkbox"/>
8.	Decrease in accidents	<input checked="" type="checkbox"/>	8.	Loss of customers and supplies	<input checked="" type="checkbox"/>
9.	Increase in employment	<input checked="" type="checkbox"/>	9.	Disruption of social/cultural/economic harmony	
10.	Decrease in migration	<input checked="" type="checkbox"/>	10.	Religious/sites and networks	<input checked="" type="checkbox"/>

11.	Increase in property value	✓	11.	Decrease in value of properties	x
12.	Industrial Development and Networking	✓	12.	Increase in accidents	maybe
13.	Improvement in transportation system	✓	13.	Increase in crime rates	✓
14.	Increase in Education level	✓	14.	Increase in Migration	✓
15.	Station specific DMP (Disaster Management Plan)	Not Req'd	15.	Existing safety of Indian railway	- good
16.	Others Specify		16.	Others Specify	















ISSUES IDENTIFIED AND DISCUSSED IN PUBLIC CONSULTATIONS:

S. No	Issues raised/Discussed	Participant Suggestions/ comments	Remarks
1.	Environmental pollution	The proposed activities like footpath Deck are not creating pollution, because heavy machinery not used.	
2.	Trees —	Trees save.	
3.	Noise and vibration	Noise when Train-come and Recieve from platform	

S. No	Issues raised/Discussed	Participant Suggestions/ comments	Remarks
	CRTc -	very good. because If we'll give more customers to them	
4.	Overall developm -	very happy : complete family dependent on Auto-Ricksha business If they we'll get more customers, income we'll be more - If we'll add - good	
5.	Transport -	technologies at Station. - due to CRTc transportation we'll be improved and provide good aesthetics to the railway Station	
6.			

S. No	Issues raised/Discussed	Participant Suggestions/ comments	Remarks
		100 - motorcycle parking	

DETAILS OF PARTICIPANTS:-

S. No	Name of Participants	Sex	Age	Occupation	Signature	Mobile No:
1.	Mohammad Farooq	M		- S.M.		- 9004472645
2.	Harendra	M	48			
3.	Kejirwal Yadav	M	60			858285316
4.	Naresh Kopane	M	48			8108611863
5.	Santlal Yadav	M	45			8108916263
6.	Ompakash Yadav	M	35			9704873112
7.	Jasadish Mishra	M	52			8652815048
8.	Rajiv	M	46			9867416913
9.	Krushna Pandey	M	39			8545029217
10.	Ramesh Yadav	M	48			9892880279
11.	Jayant Shing	M	60			828693845
12.	Siddinath	M	42			876716445
12.	Vinod Shah	M	30			7715977648
14.	Poojnee	M	25			- 9653219355
15.						
16.						
17.						
18.						

Public Consultation

Date: 13/12/20 Place: Chembur (E)

Sr. No	Perception about the Project	Yes	No	Remarks	
1.	Do you think it is necessary to upgradation of 19 suburban stations and implementation of CBTC on Mumbai suburban sections?				
2.	What impacts, both positive and negative of the project do you foreseen?				
S. No	Positive Impact	Yes-1 No-2	S. No	Negative Impact	Yes-1 No-2
1	Increase in income		1	Loss of livelihood	
2	Increase in Customers		2	Loss in Income	
3	Increase accessibility to facilities		3	Structural loss	
4	Decrease in accidents		4	Loss of customers and supplies	
5	Increase in employment		5	Disruption of social/cultural/economic	
6	Decrease in migration		6	Religious/sites and networks	
7	Increase in property value		7	Decrease in value of properties	
8	Industrial Development and Networking		8	Increase in accidents	
9	Improvement in transportation system		9	Increase in crime rates	
10	Increase in Education level		10	Increase in Migration	
11	Others Specify		11	Others Specify	

Issues

S. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
1.	Commercial		
1.	Relocation	we need shop in same area after rehabilitation and better management for houses.	
	Neighborhood		
2.	Livelihood	our family situation will get worse after the house and shops are gone.	
3.	Compensation & Allowances	we should get a better house and shops.	

S. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
4.	Decision making	We all make family decision together.	
5.	Access to facilities	There should be all the necessities of life and communication facilities	
6.	Safety during travel	Traveling vehicles should be in good condition & Roads should be in order	
7.	Employment generation		

List of Participants

S. No	Name of Participants	Sex	Age	Occupation	Signature	Mobile No:
1.	Ansani	M	27	Business	.	9664232624
2.	sabbir Unwala	M	70	Business		9820069511
3.	B. selunaj	M	80	Business		9833492070
4.	Aasha Mahone.	F	40	Business		9892497663
5.	Prakash Mahone	M	60	Business		9892497663
6.	Satish M. Lokhade.	M	30	Business		
7.	Karan T. Sharma	M	35	Business		
8.	Premkumar Dube.	M	40	Business		
9.	Vaibhav R. Kumble	M	50	Business		
10.	Suvarna B. Tarathe	F	45	Business		

Public Consultation

Date: 13/12/20 Place: Chembur

Sr. No	Perception about the Project	Yes	No	Remarks	
1.	Do you think it is necessary to upgradation of 19 suburban stations and implementation of CBTC on Mumbai suburban sections?				
2.	What impacts, both positive and negative of the project do you foreseen?				
S. No	Positive Impact	Yes-1 No-2	S. No	Negative Impact	Yes-1 No-2
1	Increase in Income	1	1	Loss of livelihood	1
2	Increase in Customers	1	2	Loss in income	1
3	Increase accessibility to facilities	1	3	Structural loss	1
4	Decrease in accidents	1	4	Loss of customers and supplies	1
5	Increase in employment	1	5	Disruption of social/cultural/economic	1
6	Decrease in migration	1	6	Religious/sites and networks	1
7	Increase in property value	1	7	Decrease in value of properties	1
8	Industrial Development and Networking	1	8	Increase in accidents	1
9	Improvement in transportation system	1	9	Increase in crime rates	1
10	Increase in Education level	1	10	Increase in Migration	1
11	Others Specify		11	Others Specify	

Issues

S. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
8.	Special facilities for women	We request there should be security guards at station.	
9.	Regular Info. on project	We got all the information about this project from surveyours.	
10.	women safety during travel	24 Hrs security and CCTV for women.	

Public Consultation

Date: 15/12/18

Place: Nalasopara - W

Sr. No	Perception about the Project	Yes	No	Remarks	
1.	Do you think it is necessary to upgradation of 19 suburban stations and implementation of CBTC on Mumbai suburban sections?	Yes			
2. What impacts, both positive and negative of the project do you foreseen?					
S. No	Positive Impact	Yes-1 No-2	S. No	Negative Impact	Yes-1 No-2
1	Increase in income	1	1	Loss of livelihood	1
2	Increase in Customers	1	2	Loss in income	1
3	Increase accessibility to facilities	1	3	Structural loss	1
4	Decrease in accidents	1	4	Loss of customers and supplies	1
5	Increase in employment	1	5	Disruption of social/cultural/economic	1
6	Decrease in migration	1	6	Religious/sites and networks	1
7	Increase in property value	1	7	Decrease in value of properties	1
8	Industrial Development and Networking	1	8	Increase in accidents	1
9	Improvement in transportation system	1	9	Increase in crime rates	1
10	Increase in Education level		10	Increase in Migration	
11	Others Specify		11	Others Specify	

Issues

S. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
	Commercial		
1)	Relocation	We need shop in same area after rehabilitation.	
2)	livelihood	our family situation will get worse after the shop is gone.	
3)	Compensation & Allowances	we should get a better house and shops for our house and shops.	

S. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
4.	Decision making	We all make my family decision together.	
5.	Access to facilities	There should be all the necessities of life and communication facilities.	
6.	Safety during Travel.	Travel vehicles should be in good condition and roads should be in order.	
7.	Employment generation	our occupation & jobs are near from rehabilitation.	

List of Participants

S. No	Name of Participants	Sex	Age	Occupation	Signature	Mobile No.
1	Nizam Vohara	M	54	Business		8806991486
2	Shinkhandar Vohara	M	38	Business		9923159996
3	HARUN Vohara	M	40	Business		8868869519
4	Mohsin Vohara	M	30	Business		8169995050
5	Memshankar M. Gould	M	50	Business		7249165055
6	Dhananjay Rout	M	50	Business		9028911745
7.	Jalaji Gupta	M	50	Business		9975608508
8.	Yotish Rajendra Singh	M	45	Business		7798008382
9.	Abdul H. Soudagar	M	30	Business		9890455576
10.	Abdulla Soudagar	M	55	Business		9890455576
11	Shekhar Gupta	M	45	Business		8600408805
12	Prathamsh Surve.	M	25	Business		9039661085
13.	Mumtaz Shaikh.	M	41	Business		9767179965
14.	Santosh Mishra	M	42	Business		8788484069
15	Rashan S. Amin	M	65	Business		9029027251

S. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
10.	Women safety during travel	security guards should be set up for emergency of women at every station.	
11.	Health & Education Facilities for children plan.	we should have a good hospitals and fast bus services in area where you will be staying.	
(11)			

List of Participants

S. No	Name of Participants	Sex	Age	Occupation	Signature	Mobile No:
16	Ashok laxmidas lae	m	65	Business		9822227357
17	shantilal Ramji cheda	m	44	Business		9819674443
18	Jayakan shetty	m	72	Business		9819817590
19	Ravindranchampalal Ranker	m	46	Business		9870221230
20	Dhiran Cheda	m	36	Business		9892256448.
21	Rajkumar yadav	m	39	Business		996799266
22	Deepak Mishra	m	37	Business		9004299997
23	Shashikant J. Naik	m	58	Business		9870161962
24	Santosh Ganpat chougule	m	35	Business		9892077479
25	Ashok sambhaji kasukan	m	70	Business		9987024856
26	smtati Vinayak poipkar	m	58	Business		7710010131
27	Rajy lapman Bhagane	m	30	Business		9892268349
28	Rathakar shetty	m	70	Job		954412149
29	Ravi shah	m	40	Business		
30	panesh Mishra	m	45	Business		9892468552

Public Consultation

Date: 15/12/20

Place: Phandrup (E)

Sr. No	Perception about the Project	Yes	No	Remarks	
1.	Do you think it is necessary to upgradation of 19 suburban stations and implementation of CBTC on Mumbai suburban sections?	1			
2.	What impacts, both positive and negative of the project do you foreseen?				
S. No	Positive Impact	Yes-1 No-2	S. No	Negative Impact	Yes-1 No-2
1	Increase in income		1	Loss of livelihood	1
2	Increase in Customers		2	Loss in income	1
3	Increase accessibility to facilities	1	3	Structural loss	1
4	Decrease in accidents	1	4	Loss of customers and supplies	1
5	Increase in employment		5	Disruption of social/cultural/economic	1
6	Decrease in migration	1	6	Religious/sites and networks	1
7	Increase in property value	1	7	Decrease in value of properties	1
8	Industrial Development and Networking	1	8	Increase in accidents	1
9	Improvement in transportation system	1	9	Increase in crime rates	1
10	Increase in Education level	1	10	Increase in Migration	1
11	Others Specify		11	Others Specify	

Issues

S. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
	Resit + Comm.		
1.	Relocation	When we are rehabilitated we should have our houses & shops at a distance of 1 km so that our livelihood problems will be solved.	
2.	livelihood	The question of livelihood will arise on a large scale when our homes and shops are rehabilitated.	
3.	Compensation	We should get a house for house and shop for shop.	

S. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
4.	Decision making	We make all the decision in our house together.	
5.	Access to facilities:-	There should be all the necessities of life and communication facilities.	
6.	safety during travel	There should be no potholes on the road, The nala should be in order, The transport of bus service should in order	
7)	Employment generation	our employment, occupations and jobs should be kept at a minimum distance from rehabilitation.	

List of Participants

S. No	Name of Participants	Sex	Age	Occupation	Signature	Mobile No:
1.	Vinod Anand shetty	M	47	Business	.	9833095337
2.	Geeta Vinod shetty	F	44	Job		9833095357
3.	Deepa Vinod shetty	F	24	Job		9702101126
4.	shushikala Raybhar	F	28	Job	shushikala	8879194350
5.	Rsunay Raybhar	M	16	Job	Sunay	7304377238
6.	Anil R. Raybhar	M	34	Job		970283569
7.	Anil H. Raybhar	M	26	Job	अनिल रायभार	7710995908
8.	Ghuriya Raybhar	F	48	Job	गुरिया	9967974951
9.	Munni Raybhar	F	35	Job	Munni	9324027055
10.	Manju Raybhar	F	30	Job	Manju	9372657935
11.	Sayam Narayan Raybhar	M	28	Job	सयम	7855422355
12.	Rajendra pandurang Chalke	M	45	Business	र.प.चाळे	7559322899
13.	Shankar Chalke	M	48	Business		7559322899
14.	knishna Narayan pujari	M	54	Business		7977763586

Public Consultation

Date: _____ Place: Bhandup (E)

Sr. No	Perception about the Project	Yes	No	Remarks	
1.	Do you think it is necessary to upgradation of 19 suburban stations and implementation of CBTC on Mumbai suburban sections?				
2.	What impacts, both positive and negative of the project do you foreseen?				
S. No	Positive Impact	Yes-1 No-2	S. No	Negative Impact	Yes-1 No-2
1	Increase in income		1	Loss of livelihood	
2	Increase in Customers		2	Loss in income	
3	Increase accessibility to facilities		3	Structural loss	
4	Decrease in accidents		4	Loss of customers and supplies	
5	Increase in employment		5	Disruption of social/cultural/economic	
6	Decrease in migration		6	Religious/sites and networks	
7	Increase in property value		7	Decrease in value of properties	
8	Industrial Development and Networking		8	Increase in accidents	
9	Improvement in transportation system		9	Increase in crime rates	
10	Increase in Education level		10	Increase in Migration	
11	Others Specify		11	Others Specify	

Issues

S. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
8.	Resit Comm. special facilities women	keep 24 Hours securities for ladies, Add two compartment for ladies in train.	
9.	Regular Information on project	We have been given all the information about the upcoming Project.	
10.	Women safety during Travel	Security guards should be set up at every station for women.	

ENVIRONMENT & SOCIAL PUBLIC CONSULTATION

 Date: 22/12/2020

 Station Name: Bhandup

Sr. No	Perception about the Project	Yes	No	Remarks	
1.	Do you think it is necessary to upgrade your respective station?	✓			
2.	What will be the environment impact, due to proposed development activity? Specifically on Air, Water, Soil, and Ecology? <i>yes</i>				
3.	Due to proposed development activity, the frequency of trains will increase on central, harbour and western line; what will be the impact? ✓				
4.	What is your opinion about noise and vibration on existing railway system and due to proposed development activity? ✓				
5.	The skywalk, footpath and parking are proposed by Railway under proposed development activity? Is that essentially required? ✓ <i>yes</i>				
6.	What are the grievances about (Land, Shop, Trees, Livelihood), due to proposed development activity and what is your opinion for the Grievance Redressal Mechanism?				
7.	What impacts, both positive and negative of the project do you foresee?				
S. No	Positive Impact	Yes-1 No-2	S. No	Negative Impact	Yes-1 No-2
1.	Increase in income	✓	1.	Loss of livelihood	✓
2.	Reduce headway due to CBTC	✓	2.	Passenger load at stations due to CBTC	✓
3.	Mitigation of Noise & Vibration	✓	3.	Impact on Noise & Vibration	✓
4.	Decrease the air pollution load	✓	4.	Impact on trees <i>may be</i>	
5.	Better and fast connectivity	✓	5.	Chances of accidents	✓
6.	Increase in Customers	✓	6.	Loss in income	✓
7.	Increase accessibility to facilities <i>not clear</i>	✓	7.	Structural loss	✓
8.	Decrease in accidents	✓	8.	Loss of customers and supplies	✓
9.	Increase in employment		9.	Disruption of social/cultural/economic harmony	✗
10.	Decrease in migration	✗	10.	Religious/sites and networks	✗



11.	Increase in property value	✓	11.	Decrease in value of properties	No
12.	Industrial Development and Networking		12.	Increase in accidents	No
13.	Improvement in transportation system	✓	13.	Increase in crime rates	my bc
14.	Increase in Education level	✓	14.	Increase in Migration	
15.	Station specific DMP (Disaster Management Plan)	Not done	15.	Existing safety of Indian railway	✓
16.	Others Specify	✓	16.	Others Specify	✓

ISSUES IDENTIFIED AND DISCUSSED IN PUBLIC CONSULTATIONS:

S. No	Issues raised/Discussed	Participant Suggestions/ comments	Remarks
1.	Land →	The land is Sultpan Land	
2.	Noise and vibration	respondents replied that they are staying around the station from many years No impact on noise and vibration	
3.	-	-	

S. No	Issues raised/Discussed	Participant Suggestions/ comments	Remarks
3	Trees —	Respondents replied that, trees are absorbent for Environment pollution therefore, instead of cutting the trees. Trees are replanted	
4.	Autodrive —	The Auto drivees welcome the project any new facilities to railway gives more customers to auto drivees. and improve their financial Condition	
5.	Trees —	Save more trees as possible	
6.	PHC —	Primary health centre is very far. If possible railway provide any PHC, near the railway gate.	

DETAILS OF PARTICIPANTS:-

S. No	Name of Participants	Sex	Age	Occupation	Signature	Mobile No:
1.	Mohammad Sheikh	M	33	Salon		8070352280
2.	Sheeshikala Rajbhar	F	28	Housewife		8879194350
3.	Gita Vinod Shetty	F	44	Housewife		9833095337
4.	Vinod Anand Shetty	M	47	Hotel		9833095337
5.	Chanda Rajbhar	F	16	Student	Chandana	7304377238
6.	Dipa Vinod Shetty	F	23	Service		9702101126
7.	Sanjay Tiwari	M	48	Welding		8692062578
8.	Anil Rajbhar	M	28	Labour		7710995908
9.	Rajjesh Ali Sheikh	M	28	Driver		9633477571
10.	Bhendup Riksha			Stand, Federals		
11.						
12.	Mahendra Tukkar	M	43	Auto Driver	Tukkar	9969351502
13.	Rajendra Chhalake	M	45	Auto Driver	Chhalake	755932289
14.	Vijay Khairanar	M	45	Auto Driver	Khairanar	9665521021
15.	Bharati Gomaswa	F	45			8976429221
16.	Shekhar Pawar	M	46		Shekhar	
17.						
18.						

affected PAP

Auto Drivers

Public Consultation

Date: 16/11/20 Place: Mira road

Sr. No	Perception about the Project	Yes	No	Remarks	
1.	Do you think it is necessary to upgradation of 19 suburban stations and implementation of CBTC on Mumbai suburban sections?	<input checked="" type="checkbox"/>			
2.	What impacts, both positive and negative of the project do you foreseen?				
S. No	Positive Impact	Yes-1 No-2	S. No	Negative Impact	Yes-1 No-2
1	Increase in Income	1	1	Loss of livelihood	1
2	Increase in Customers	1	2	Loss in Income	1
3	Increase accessibility to facilities	1	3	Structural loss	1
4	Decrease in accidents	1	4	Loss of customers and supplies	1
5	Increase in employment	1	5	Disruption of social/cultural/economic	1
6	Decrease in migration	1	6	Religious/sites and networks	1
7	Increase in property value	1	7	Decrease in value of properties	1
8	Industrial Development and Networking	1	8	Increase in accidents	1
9	Improvement in transportation system	1	9	Increase in crime rates	1
10	Increase in Education level	1	10	Increase in Migration	1
11	Others Specify		11	Others Specify	

Issues

S. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
1.	Relocation	House and shops should be in place after re-habilitation.	
2.	Livelihood	It is doubtful whether they will get another houses after houses are gone.	
3.	Compensation & Allowances	This is a request for us to get houses in exchange for a house.	

Public Consultation

Date: 16/12/20 Place: Mira Road

Sr. No	Perception about the Project	Yes	No	Remarks	
1.	Do you think it is necessary to upgradation of 19 suburban stations and implementation of CBTC on Mumbai suburban sections?				
2.	What impacts, both positive and negative of the project do you foreseen?				
S. No	Positive Impact	Yes-1 No-2	S. No	Negative Impact	Yes-1 No-2
1	Increase in Income		1	Loss of livelihood	
2	Increase in Customers		2	Loss in Income	
3	Increase accessibility to facilities		3	Structural loss	
4	Decrease in accidents		4	Loss of customers and supplies	
5	Increase in employment		5	Disruption of social/cultural/economic	
6	Decrease in migration		6	Religious/sites and networks	
7	Increase in property value		7	Decrease in value of properties	
8	Industrial Development and Networking		8	Increase in accidents	
9	Improvement in transportation system		9	Increase in crime rates	
10	Increase in Education level		10	Increase in Migration	
11	Others Specify		11	Others Specify	

Issues

S. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
8.	Special facility for women in train	Keep 24 Hours CCTV & securities for ladies.	
9.	Regular information on project	we have been given all the information about the upcoming project	
10.	women safety during Travel	Security guards should be setup for emergency of women at every station.	

Public Consultation

Date: 16/12/20 Place: Mulund (W)

Sr. No	Perception about the Project	Yes	No	Remarks	
1.	Do you think it is necessary to upgradation of 19 suburban stations and implementation of CBTC on Mumbai suburban sections?	1			
2.	What impacts, both positive and negative of the project do you foreseen?				
S. No	Positive Impact	Yes-1 No-2	S. No	Negative Impact	Yes-1 No-2
1	Increase in income	1	1	Loss of livelihood	1
2	Increase in Customers	1	2	Loss in income	1
3	Increase accessibility to facilities	1	3	Structural loss	1
4	Decrease in accidents	1	4	Loss of customers and supplies	1
5	Increase in employment	1	5	Disruption of social/cultural/economic	1
6	Decrease in migration	1	6	Religious/sites and networks	1
7	Increase in property value	1	7	Decrease in value of properties	1
8	Industrial Development and Networking	1	8	Increase in accidents	1
9	Improvement in transportation system	1	9	Increase in crime rates	1
10	Increase in Education level	1	10	Increase in Migration	1
11	Others Specify		11	Others Specify	

Issues

S. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
	Comm.		
1.	Relocation	we should get our shops at a distance of 1 km from the railway office at the time of rehabilitation.	
2.	livelihood	when our shop is gone, our financial and wealth situation will end/stop. It is very critical situation for us.	
3.	Compensation & Allowances	we should get a house for house & shops for shop.	

S. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
4.	Decision making	we make all the decision in our house together	
5.	Access to facilities	we should have all kinds of services available.	
6.	safety during travel	Transport of buses & rickshaws services should in order.	
7.	Employment generation	our jobs & business are better after rehabilitation.	

List of Participants

S. No	Name of Participants	Sex	Age	Occupation	Signature	Mobile No.
1.	Manoj Gupta	M	35	Business		9699956073
2.	shubhashchandra Gupta	M	55	Business		9322383115
3.	pravin Gupta	M	33	Business		9892223224
4.	Chitra sanku Gupta	M	45	Business		9833261043
5.	shobantul Jainwalal	M	55	Business		9167054626
6.	Manish Jothniya	M	40	Business		8452904999
7.	Jakira lokhandwala	F	76	business		816942116
8.	Natawanlal N. Gool	M	61	Business		9833040446
9.	prashant Kaddaw	M	47	Business		9819014456
10.	Ashok D. Rajpat	M	58	Business		9819171946
11.	Hrishi Rajesh malik	M	30	Business		9892331777
12.	Kirit Momaya	M	39	Business		9323532909
13.	Nilesh shah	M	52	Business		9820136180
14.	Ninad Asakar	M	40	Business		989225692
15.	knitikumar R. sangavi	M	45	Business		9867090585

Public Consultation

Date: 16/12/20 Place: Mulund

Sr. No	Perception about the Project	Yes	No	Remarks	
1.	Do you think it is necessary to upgradation of 19 suburban stations and implementation of CBTC on Mumbai suburban sections?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
2. What impacts, both positive and negative of the project do you foreseen?					
S. No	Positive Impact	Yes-1 No-2	S. No	Negative Impact	Yes-1 No-2
1	Increase in income		1	Loss of livelihood	
2	Increase in Customers		2	Loss in income	
3	Increase accessibility to facilities		3	Structural loss	
4	Decrease in accidents		4	Loss of customers and supplies	
5	Increase in employment		5	Disruption of social/cultural/economic	
6	Decrease in migration		6	Religious/sites and networks	
7	Increase in property value		7	Decrease in value of properties	
8	Industrial Development and Networking		8	Increase in accidents	
9	Improvement in transportation system		9	Increase in crime rates	
10	Increase in Education level		10	Increase in Migration	
11	Others Specify		11	Others Specify	

Issues

S. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
8.	Comm special facilities women	keep 24 hrs securities for ladies, Add extra two compartment for ladies in train.	
9.	Regular Info on project	we have been given all the information about the upcoming project.	
10.	women safety during travel	security guard should be set up at stations.	

Public Consultation

Date: 17/12/2020 Place: Govandi (RT)

Sr. No	Perception about the Project	Yes	No	Remarks	
1.	Do you think it is necessary to upgradation of 19 suburban stations and implementation of CBTC on Mumbai suburban sections?	<input checked="" type="checkbox"/>			
2. What impacts, both positive and negative of the project do you foresee?					
S. No	Positive Impact	Yes-1 No-2	S. No	Negative Impact	Yes-1 No-2
1	Increase in income		1	Loss of livelihood	
2	Increase in Customers		2	Loss in income	
3	Increase accessibility to facilities		3	Structural loss	
4	Decrease in accidents		4	Loss of customers and supplies	
5	Increase in employment		5	Disruption of social/cultural/economic	
6	Decrease in migration		6	Religious/sites and networks	
7	Increase in property value		7	Decrease in value of properties	
8	Industrial Development and Networking		8	Increase in accidents	
9	Improvement in transportation system		9	Increase in crime rates	
10	Increase in Education level		10	Increase in Migration	
11	Others Specify		11	Others Specify	

Issues

S. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
1.	Comm.		
	1. Relocation	we should get our shops at a distance of 1 km from the railway office at the time of rehabilitation.	
	2. Livelihood	when our shop is gone, our financial situation will end and we will have a subsistence band	
	3. Compensation & Allowances	we should get a house for house & shops for shop.	

S. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
4.	Decision making	we make all the decision in our house together	
5.	Access to Facility	we should have all kinds of services & facilities available.	
6.	safety during Travel	Transport of buses & rickshaws services should in order.	
7.	Employment	our jobs & business generation are better after rehabilitation.	

List of Participants

S. No	Name of Participants	Sex	Age	Occupation	Signature	Mobile No:
1.	Haji Mohamad Farooq Qureshi	M	52	Business	[Signature]	9967438949
2.	Mumtaz Qureshi	F	46	Business	[Signature]	9022761536
3.	Mohamad Faiyaz Qureshi	M.	52	Business	[Signature]	9967439925
4.	Mumtaz M.F. Qureshi	F	46	Business	[Signature]	9022761536.
5.	Naima Qayyum Qureshi	F	50	Business	[Signature]	9899109855
6.	Saleeh Qakshintak	M	54	Business	[Signature]	9769766653
7.	Sanaullah Shaikh	M.	30	Business	[Signature]	9865482077
8.	Nimaladevi Rajaram Khanter	F	50	Business	[Signature]	9326332479
9.	Ansari Kasim ali Rashid ali	M	36	Business	[Signature]	9867224964
10.	Ansari Rashid ali	M	59	Business	[Signature]	9778503956
11.	Raju Rajaram Khanter	M	44	Business	[Signature]	9324414328
12.	Javed Qureshi	M	32	Business	[Signature]	9702229052
13.	Nazin Shaikh Farid	M	40	Business	[Signature]	9594482800
14.	Muqees Khan	M	35	Business	[Signature]	9867208490
15.	Ashok R. Hegde	M	35	Business	[Signature]	9987946311

Public Consultation

Date: 17/12/20 Place: Gbvandi

Sr. No	Perception about the Project	Yes	No	Remarks	
1.	Do you think it is necessary to upgradation of 19 suburban stations and implementation of CBTC on Mumbai suburban sections?				
2.	What impacts, both positive and negative of the project do you foreseen?				
S. No	Positive Impact	Yes-1 No-2	S. No	Negative Impact	Yes-1 No-2
1	Increase in income	/	1	Loss of livelihood	/
2	Increase in Customers	/	2	Loss in income	/
3	Increase accessibility to facilities	/	3	Structural loss	/
4	Decrease in accidents	/	4	Loss of customers and supplies	/
5	Increase in employment	/	5	Disruption of social/cultural/economic	/
6	Decrease in migration	/	6	Religious/sites and networks	/
7	Increase in property value	/	7	Decrease in value of properties	/
8	Industrial Development and Networking	/	8	Increase in accidents	/
9	Improvement in transportation system	/	9	Increase in crime rates	/
10	Increase in Education level	/	10	Increase in Migration	/
11	Others Specify		11	Others Specify	

Issues

S. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
	Comm.		
8.	special Facilities women	keep 24 Hours Securities for ladies, Add two compartment for ladies in train.	
9.	Regular Information on project	we have been given all the information about the upcoming project.	
10.	women safety during travel	security guards should be set up at stations.	

Public Consultation

Date: 17/12/2020 Place: G.T.B. Nagar (W)

Sr. No	Perception about the Project	Yes	No	Remarks	
1.	Do you think it is necessary to upgradation of 19 suburban stations and implementation of CBTC on Mumbai suburban sections?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
2. What impacts, both positive and negative of the project do you foreseen?					
S. No	Positive Impact	Yes-1 No-2	S. No	Negative Impact	Yes-1 No-2
1	Increase in income		1	Loss of livelihood	
2	Increase in Customers		2	Loss in income	
3	Increase accessibility to facilities		3	Structural loss	
4	Decrease in accidents		4	Loss of customers and supplies	
5	Increase in employment		5	Disruption of social/cultural/economic	
6	Decrease in migration		6	Religious/sites and networks	
7	Increase in property value		7	Decrease in value of properties	
8	Industrial Development and Networking		8	Increase in accidents	
9	Improvement in transportation system		9	Increase in crime rates	
10	Increase in Education level		10	Increase in Migration	
11	Others Specify		11	Others Specify	

Issues

S. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
	Residential/ Commercial		
1.	Relocation	when we are rehabilitated we should have our houses at distance of 500m so that our problem are solved.	
2.	Livelihood	The question of livelihood will arise on large scale when our homes are rehabilitated.	
3.	Compensation & Allowances	we should get a better house and shops for our house and shops.	

S. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
4.	Decision making	we all make decision together about all things.	
5.	Access to Facilities	There should be ⁴⁰⁰ all the communication facilities	
6.	Safety during Travel	The nala should be in order and road are proper.	
7.	Employment generation	Our employment and jobs should be kept at minimum distance from rehabilitation area	

List of Participants

S. No	Name of Participants	Sex	Age	Occupation	Signature	Mobile No:
1.	Pulshpa Balu Punshtami	F	55	Job		
2.	Rekha Surendra Digam	F	46	Job		9833623951
3.	Dimple Phantab Digam	F	35	Job	Dimple	9833623951
4.	Shabana Akbar Shaikh	F	47	Job	Shabana	8692853821
5.	Komal Jitendra Chavriya	F	40	Job	Komal	9810158779
6.	Priti Mahigandam	F	22	Job	P. Priti	8652423211
7.	Savitri Nanaaleu Gandale	F	77	Job		
8.	Ramtray Khan	M	33	Job	Ramtray	9887732687
9.	Ramesh Ramtosh Gupta	M	31	Job	Ramesh	984621959
10.	Nandkishor Katojiya	M	47	Job	Nandkishor	9920052306
11.	Babul Paswan	M	27	Job	Babul	998795895
12.	Poolesari Varma	M	28	Job	Poolesari	8452800908
13.	Shikumar G. Gupta	M	47	Job	Shikumar	9321665545
14.	Shivaji Maskar	M	40	Job		
15.	Md Raufik Mansoor	M	58	Job		9869310130

Public Consultation

Date: 17/12/20

Place: G.T.B Nagar

Sr. No	Perception about the Project	Yes	No	Remarks	
1.	Do you think it is necessary to upgradation of 19 suburban stations and implementation of CBTC on Mumbai suburban sections?				
2.	What impacts, both positive and negative of the project do you foreseen?				
S. No	Positive Impact	Yes-1 No-2	S. No	Negative Impact	Yes-1 No-2
1	Increase In Income	1	1	Loss of livellhood	1
2	Increase in Customers	1	2	Loss in income	1
3	Increase accessibility to facilities	1	3	Structural loss	1
4	Decrease in accidents	1	4	Loss of customers and supplies	1
5	Increase in employment	1	5	Disruption of social/cultural/economic	1
6	Decrease in migration	1	6	Religious/sites and networks	1
7	Increase in property value	1	7	Decrease in value of properties	1
8	Industrial Development and Networking	1	8	Increase in accidents	1
9	Improvement in transportation system	1	9	Increase in crime rates	1
10	Increase in Education level	1	10	Increase in Migration	1
11	Others Specify		11	Others Specify	

Issues

S. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
	Resi/comm.		
8.	special facilities women	keep 24 Hours securities for ladies, Add two compartment for ladies in train.	
9.	Regular Info. on Project	we have been given all ideas and information about upcoming Project	
10.	women safety	security guards should be set up at stations during travel for womens.	

ENVIRONMENT & SOCIAL PUBLIC CONSULTATION

Date: 26/12/2020

Station Name: GTB Naager

Sr. No	Perception about the Project	Yes	No	Remarks	
1.	Do you think it is necessary to upgrade your respective station?	<input checked="" type="checkbox"/>			
2.	What will be the environment impact, due to proposed development activity? Specifically on Air, Water, Soil, and Ecology? <input checked="" type="checkbox"/>				
3.	Due to proposed development activity, the frequency of trains will increase on central, harbour and western line; what will be the impact? <input checked="" type="checkbox"/>				
4.	What is your opinion about noise and vibration on existing railway system and due to proposed development activity? <input checked="" type="checkbox"/>				
5.	The skywalk, footpath and parking are proposed by Railway under proposed development activity? Is that essentially required? <input checked="" type="checkbox"/>				
6.	What are the grievances about (Land, Shop, Trees, Livelihood), due to proposed development activity and what is your opinion for the Grievance Redressal Mechanism? <input checked="" type="checkbox"/>				
7.	What impacts, both positive and negative of the project do you foreseen? <input checked="" type="checkbox"/>				
S. No	Positive Impact	Yes-1 No-2	S. No	Negative Impact	Yes-1 No-2
1.	Increase in income	<input checked="" type="checkbox"/>	1.	Loss of livelihood	- by slum people
2.	Reduce headway due to CBTC	<input checked="" type="checkbox"/>	2.	Passenger load at stations due to CBTC	reduces <input checked="" type="checkbox"/>
3.	Mitigation of Noise & Vibration (Not much)	<input checked="" type="checkbox"/>	3.	Impact on Noise & Vibration	Not much
4.	Decrease the air pollution load	<input checked="" type="checkbox"/>	4.	Impact on trees	→ shrubs cut
5.	Better and fast connectivity	yes <input checked="" type="checkbox"/>	5.	Chances of accidents	→ maybe
6.	Increase in Customers	<input checked="" type="checkbox"/>	6.	Loss in income	→ slum people
7.	Increase accessibility to facilities	<input checked="" type="checkbox"/>	7.	Structural loss	→ yes
8.	Decrease in accidents	<input checked="" type="checkbox"/>	8.	Loss of customers and supplies	→ yes
9.	Increase in employment	<input checked="" type="checkbox"/>	9.	Disruption of social/cultural/economic harmony	yes
10.	Decrease in migration	<input checked="" type="checkbox"/>	10.	Religious/sites and networks	→ yes temple

11.	Increase in property value	✓	11.	Decrease in value of properties	No
12.	Industrial Development and Networking	✓	12.	Increase in accidents	No
13.	Improvement in transportation system	✓ yes	13.	Increase in crime rates	No
14.	Increase in Education level	✓ yes	14.	Increase in Migration	No
15.	Station specific DMP (Disaster Management Plan)	Not reqd	15.	Existing safety of Indian railway	yes
16.	Others Specify	✓	16.	Others Specify	✓



ISSUES IDENTIFIED AND DISCUSSED IN PUBLIC CONSULTATIONS:

S. No	Issues raised/Discussed	Participant Suggestions/ comments	Remarks
1.	Trees →	many peersons told that predominant trees are Kadam, am jangall shrubs. these shrubs must be displaced or transplanted. Trees must same	
2.	Noise and vibration →	The slum people told that they are acclimated to different area. Noise is not problem for them.	
3.	Toilets	toilets are present at platform for male & female. Divyang toilet also present	

S. No	Issues raised/Discussed	Participant Suggestions/ comments	Remarks
	CCTV →	The GIB Nagar station is under the surveillance of CCTV cameras.	
4.	Connectivity →	Both East and West Side is well connected with Best Bus stands and Auto stands. It will provide end point connectivity to the commuters.	
5.	- drinking water →	drinking water facility is ^{providing} provided at platform.	
	- wheelchair →	wheelchair is available with station manager's office.	
6.			

S. No	Issues raised/Discussed	Participant Suggestions/ comments	Remarks
	pratiksha Nagan mudra celan		

DETAILS OF PARTICIPANTS:-

S. No	Name of Participants	Sex	Age	Occupation	Signature	Mobile No:
1.	M. A. H. Patkar	M	54	Comm S.M.		9757377421
2.	Suhel Raje	m		GBS	Suhel	07738962366
3.	Babuli	F	45			
4.	Pushpa	F	60			
5.	Monya	F	22		Mani	
6.	Nandkishor	M	46			9920052306
7.	Rekha digan	F	48			
8.	Kela chavadiya	F	65			
9.						
10.						
11.						
12.						
13.						
14.						
15.						
16.						
17.						
18.						

Public Consultation

Date: 17/12/2020 Place: Mankhurd

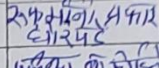
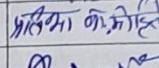
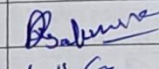
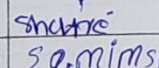
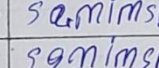
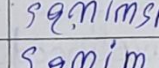
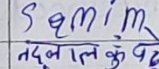
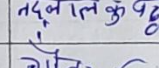
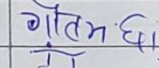
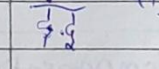
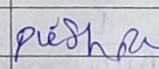
Sr. No	Perception about the Project	Yes	No	Remarks	
1.	Do you think it is necessary to upgradation of 19 suburban stations and implementation of CBTC on Mumbai suburban sections?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
2. What impacts, both positive and negative of the project do you foreseen?					
S. No	Positive Impact	Yes-1 No-2	S. No	Negative Impact	Yes-1 No-2
1	Increase in income	1	1	Loss of livelihood	1
2	Increase in Customers	1	2	Loss in income	1
3	Increase accessibility to facilities	1	3	Structural loss	1
4	Decrease in accidents	1	4	Loss of customers and supplies	1
5	Increase in employment		5	Disruption of social/cultural/economic	1
6	Decrease in migration	1	6	Religious/sites and networks	1
7	Increase in property value	1	7	Decrease in value of properties	1
8	Industrial Development and Networking	1	8	Increase in accidents	1
9	Improvement in transportation system	1	9	Increase in crime rates	1
10	Increase in Education level	1	10	Increase in Migration	1
11	Others Specify		11	Others Specify	

Issues

S. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
	Comm.		
1.	Relocation	House and shops should be in place after rehabilitation.	
2.	livelihood	It is doubtful whether they will get another houses & shops after rehabilitation.	
3.	Compensation & Allowances	This is request for us to get houses in exchange for house.	

S. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
4.	Decision making	we make all the decision in our house together	
5.	Access to facilities	There needs to ^{communication} arrang Facility where rehabilitation is to be provided.	
6.	safety during Travel	Roads, gutter, travels facilities should be in good condition at the place of rehabilitation.	
7.	Employment generation	Request to be close to employment and job after rehabilitation.	

List of Participants

S. No	Name of Participants	Sex	Age	Occupation	Signature	Mobile No:
1.	Rukmini prakash Ghorpade	F	55	Business		9930074997
2.	Pratibha Balkrushna Mohite	F	50	Business		9892431773
3.	Anil Royaram salunkhe	M	56	Business		9075574131
4.	Vandana Anil salunkhe	F	45	Business	V. A. Gan	8669733296
5.	Jaxmi sherman Biradar	F	70	Business		
6.	Samiksha Bhagawan Mhatre	F	30	Business		9152659401
7.	Raju Ansanali kishaike	M	30	Business		993082162
8.	Tulasabai Balu sangavi	F	55	Business		8108974858
9.	santosh B. sansalavi	M	30	Business		9867777807
10.	Nandlal kumarlal patthe	M	53	Business		9324650486
11.	Goutam Shankar ghadge	M	60	Business		8424832552
12.	Indu Ramchandra yashwantrao	F	60	Business		9892574157
13.	Gouri Jayant bhisre	F	28	Business		7200819946
14.	Pushpa Hirabai solanki	F	30	Business		916770013
15.	Hirabai Velsi Vagvi	F	70	Business		

Public Consultation

Date: 17/12/20

Place: Mankhurd

Sr. No	Perception about the Project	Yes	No	Remarks	
1.	Do you think it is necessary to upgradation of 19 suburban stations and implementation of CBTC on Mumbai suburban sections?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
2. What impacts, both positive and negative of the project do you foreseen?					
S. No	Positive Impact	Yes-1 No-2	S. No	Negative Impact	Yes-1 No-2
1	Increase in income	1	1	Loss of livelihood	1
2	Increase in Customers	1	2	Loss in income	1
3	Increase accessibility to facilities	1	3	Structural loss	1
4	Decrease in accidents	1	4	Loss of customers and supplies	1
5	Increase in employment	1	5	Disruption of social/cultural/economic	1
6	Decrease in migration	1	6	Religious/sites and networks	1
7	Increase in property value	1	7	Decrease in value of properties	1
8	Industrial Development and Networking	1	8	Increase in accidents	1
9	Improvement in transportation system	1	9	Increase in crime rates	1
10	Increase in Education level	1	10	Increase in Migration	1
11	Others Specify		11	Others Specify	

Issues

S. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
(8)	Special facilities women	keep 24 Hrs CCTV for ladies.	
9	Regular info: on project	we have been given all the information about the upcoming project.	
(10)	women safety during travel	Security guards should be set up for emergency of women at every stations.	

ENVIRONMENT & SOCIAL PUBLIC CONSULTATION

Date: 24/12/2020

Station Name: Mankhurd

Sr. No	Perception about the Project	Yes	No	Remarks	
1.	Do you think it is necessary to upgrade your respective station?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
2.	What will be the environment impact, due to proposed development activity? Specifically on Air, Water, Soil, and Ecology? <input checked="" type="checkbox"/>				
3.	Due to proposed development activity, the frequency of trains will increase on central, harbour and western line; what will be the impact? <input checked="" type="checkbox"/>				
4.	What is your opinion about noise and vibration on existing railway system and due to proposed development activity? <input checked="" type="checkbox"/>				
5.	The skywalk, footpath and parking are proposed by Railway under proposed development activity? Is that essentially required? <input checked="" type="checkbox"/>				
6.	What are the grievances about (Land, Shop, Trees, Livelihood), due to proposed development activity and what is your opinion for the Grievance Redressal Mechanism? <input checked="" type="checkbox"/>				
7.	What impacts, both positive and negative of the project do you foresee?				
S. No	Positive Impact	Yes-1 No-2	S. No	Negative Impact	Yes-1 No-2
1.	Increase in income	<input checked="" type="checkbox"/>	1.	Loss of livelihood	<input checked="" type="checkbox"/>
2.	Reduce headway due to CBTC	<input checked="" type="checkbox"/>	2.	Passenger load at stations due to CBTC	<input checked="" type="checkbox"/>
3.	Mitigation of Noise & Vibration	<input checked="" type="checkbox"/>	3.	Impact on Noise & Vibration	<input type="checkbox"/>
4.	Decrease the air pollution load	<input checked="" type="checkbox"/>	4.	Impact on trees - very less trees	<input type="checkbox"/>
5.	Better and fast connectivity	<input checked="" type="checkbox"/>	5.	Chances of accidents	<input checked="" type="checkbox"/>
6.	Increase in Customers	<input checked="" type="checkbox"/>	6.	Loss in income	<input checked="" type="checkbox"/>
7.	Increase accessibility to facilities	<input checked="" type="checkbox"/>	7.	Structural loss	<input checked="" type="checkbox"/>
8.	Decrease in accidents	<input checked="" type="checkbox"/>	8.	Loss of customers and supplies	<input checked="" type="checkbox"/>
9.	Increase in employment	<input checked="" type="checkbox"/>	9.	Disruption of social/cultural/economic harmony	<input checked="" type="checkbox"/>
10.	Decrease in migration <i>Not known</i>	<input type="checkbox"/>	10.	Religious/sites and networks	<input checked="" type="checkbox"/>

11.	Increase in property value	✓	11.	Decrease in value of properties	
12.	Industrial Development and Networking	✓	12.	Increase in accidents	✓
13.	Improvement in transportation system	✓	13.	Increase in crime rates	✓
14.	Increase in Education level	✓	14.	Increase in Migration	
15.	Station specific DMP (Disaster Management Plan) <i>Not required</i>		15.	Existing safety of Indian railway	✓
16.	Others Specify		16.	Others Specify	✓

ISSUES IDENTIFIED AND DISCUSSED IN PUBLIC CONSULTATIONS:

S. No	Issues raised/Discussed	Participant Suggestions/ comments	Remarks
1.	Trees →	Affected trees should not be cut. Trees must be transplanted	
2.	Noise and vibration	The vegetable vendors are not feeling any adverse impact due to current noise and vibration.	
3.	Pollution due to Construction activity	yes pollution will come due to proposed development activity during construction and operation but impact is not significant	

S. No	Issues raised/Discussed	Participant Suggestions/ comments	Remarks
	plastic pollution →	The Mankhurd Station is NO plastic zone - Many advertisement signboards & curbside sides of station are across customers by Railway staff	
4.	Solid waste	- BMC dust bins are in rail premises in west side.	
	CBTC →	very good project they were the project	
5.	Rodents →	Rodents are present along the track and cut the signalling wires.	
6.			

S. No	Issues raised/Discussed	Participant Suggestions/ comments	Remarks

DETAILS OF PARTICIPANTS:-

S. No	Name of Participants	Sex	Age	Occupation	Signature	Mobile No:
1.	Vandana anil Belunkhe	F	46	garland vendar	V. A. Sen	9075574131
2.	Mandalal Kameshwar Pathe	M	53	Sheep vendar	मंडलाल केशव पाठे	9324650485
3.	Meena Sheikh	F	40	Navigul Pathan	AMINQ	8657374763
4.	Pratibha Balakrishna Mohite	F	50	garland Shep	प्रतिभा बसु मोहिते	9892431774
5.	Laxmi Ishimant Biradar	F	70	Bahana vendar	Laxmi	-
6.	Rukmini prakash Goswale	F	55	Cocornut + Agerbuchi	रुक्मिणी प्रकाश गोस्वले	9930074797
7.	Hirabai Velsy	F	70	+ garlic vendar	Hirabai	-
8.	Indu Ramachandra Validande	F	60	Fruits + Flour vendar	इंदु	9892574157
9.	Vivek chandra Mali	M	50	Flores vendar	Vivek	9597309929
10.	Gaetan Shankar ghadage	M	60	Fruits vendar	Gaetan	8424832552
11.	Nathus Daya	M	60	Steel Berton vendar	Nathus	no
12.	Gauri Jayawant Bhisre	F	27	Bhaji vendar	Gauri	7208199466
13.	Rajib Sheikh	M	32	Juice	RAJIBEK	9930821624
14.	Sharada	F	57	Bhaji vendar	Sharada	9867551544
15.	Prajakta Gouind Mondkar	F	55	Sprouts vendar	Pr. G. Mondkar	8108684268
16.	Geeta Koli	F	50	Vegetable vendar	Geeta	916715368
17.	Dropadi Chakrekar	F	52	Vegetable vendar	Dropadi	8879941018
18.	Pushpa Solankar	F	30	Flower vendar	Pushpa	9167070018

vegetable vendors

Public Consultation

Date: 18/12/20 Place: Neral (vt)

Sr. No	Perception about the Project	Yes	No	Remarks	
1.	Do you think it is necessary to upgradation of 19 suburban stations and implementation of CBTC on Mumbai suburban sections?	✓			
2. What impacts, both positive and negative of the project do you foreseen?					
S. No	Positive Impact	Yes-1 No-2	S. No	Negative Impact	Yes-1 No-2
1	Increase in income		1	Loss of livelihood	
2	Increase in Customers		2	Loss in Income	
3	Increase accessibility to facilities		3	Structural loss	
4	Decrease in accidents		4	Loss of customers and supplies	
5	Increase in employment		5	Disruption of social/cultural/economic	
6	Decrease in migration		6	Religious/sites and networks	
7	Increase in property value		7	Decrease in value of properties	
8	Industrial Development and Networking		8	Increase in accidents	
9	Improvement in transportation system		9	Increase in crime rates	
10	Increase in Education level		10	Increase in Migration	
11	Others Specify		11	Others Specify	

Issues

S. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
	Resit + Comm	(1)	
①	Relocottion	We need our shops and houses within 1 km after the shops and houses are going.	
②	Livelihood	our monthly amount will be closed after our houses and shops are gone and we will not have a house to stay after house are gone.	
③	comperisation & allowances	We should get a house for house and shop for a shop.	

(2)

S. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
④	Decision Making at household live :-	We make all the decision in our house together.	
⑤	Access to Facilities :-	There should be all the necessities of life and communication facilities.	
⑥	safety during travel		
⑦	Employment generation		

List of Participants

S. No	Name of Participants	Sex	Age	Occupation	Signature	Mobile No:
1.	Gajendra Waseshwar	M	60	Job		
2.	Manohar Chougale	M	80	Job		9370015475
3.	Munib Chanda husain Sheikh	M	72	Job		9167839352
4.	Naishali Anvind patil	F	65			8767118187
5.	Sumit Parab	M	25	Job		
6.	Rohit Kadam	M	55	Job		
7.	Sanket Patil	M	45	Job		
8.	Sangita shinde	F	32	Job		

Public Consultation

Date: 18/12/20 Place: Neral*

Sr. No	Perception about the Project	Yes	No	Remarks	
1.	Do you think it is necessary to upgradation of 19 suburban stations and implementation of CBTC on Mumbai suburban sections?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
2.	What impacts, both positive and negative of the project do you foreseen?				
S. No	Positive Impact	Yes-1 No-2	S. No	Negative Impact	Yes-1 No-2
1	Increase in income		1	Loss of livelihood	
2	Increase in Customers		2	Loss in income	
3	Increase accessibility to facilities		3	Structural loss	
4	Decrease in accidents		4	Loss of customers and supplies	
5	Increase in employment		5	Disruption of social/cultural/economic	
6	Decrease in migration		6	Religious/sites and networks	
7	Increase in property value		7	Decrease in value of properties	
8	Industrial Development and Networking		8	Increase in accidents	
9	Improvement in transportation system		9	Increase in crime rates	
10	Increase in Education level		10	Increase in Migration	
11	Others Specify		11	Others Specify	

(3)

Issues

S. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
8.	Special facilities for women in train	keep 24 Hours CCTV & securities for ladies and Add two compartment for ladies in train.	
9.	Regular information on project.	we have been given all the information about about the upcoming project	
10.	Women safety during travel		

ENVIRONMENT & SOCIAL PUBLIC CONSULTATION

Date: 23/12/2020

Station Name: Neeral

Sr. No	Perception about the Project	Yes	No	Remarks	
1.	Do you think it is necessary to upgrade your respective station?	✓			
2.	What will be the environment impact, due to proposed development activity? Specifically on Air, Water, Soil, and Ecology? ✓				
3.	Due to proposed development activity, the frequency of trains will increase on central, harbour and western line; what will be the impact? ✓				
4.	What is your opinion about noise and vibration on existing railway system and due to proposed development activity? ✓				
5.	The skywalk, footpath and parking are proposed by Railway under proposed development activity? Is that essentially required? <u>Yes</u>				
6.	What are the grievances about (Land, Shop, Trees, Livelihood), due to proposed development activity and what is your opinion for the Grievance Redressal Mechanism? ✓				
7.	What impacts, both positive and negative of the project do you foreseen?				
S. No	Positive Impact	Yes-1 No-2	S. No	Negative Impact	Yes-1 No-2
1.	Increase in income	✓	1.	Loss of livelihood	X
2.	Reduce headway due to CBTC <u>Not relevant to Neeral</u>		2.	Passenger load at stations due to CBTC <u>Not relevant to Neeral</u>	
3.	Mitigation of Noise & Vibration	<u>Not Req</u>	3.	Impact on Noise & Vibration	✓
4.	Decrease the air pollution load		4.	Impact on trees	✓
5.	Better and fast connectivity	<u>busy</u>	5.	Chances of accidents	
6.	Increase in Customers	✓	6.	Loss in income	
7.	Increase accessibility to facilities	✓	7.	Structural loss	
8.	Decrease in accidents	✓	8.	Loss of customers and supplies	
9.	Increase in employment	✓	9.	Disruption of social/cultural/economic harmony	
10.	Decrease in migration	✓	10.	Religious/sites and networks	✓

11.	Increase in property value		11.	Decrease in value of properties	
12.	Industrial Development and Networking	✓	12.	Increase in accidents	↗
13.	Improvement in transportation system	✓	13.	Increase in crime rates	✓
14.	Increase in Education level	✓	14.	Increase in Migration	✓
15.	Station specific DMP (Disaster Management Plan)	<u>Not req'd</u>	15.	Existing safety of Indian railway	—
16.	Others Specify	✓	16.	Others Specify	—


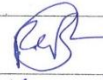
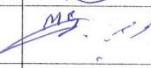



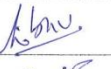






ISSUES IDENTIFIED AND DISCUSSED IN PUBLIC CONSULTATIONS:

S. No	Issues raised/Discussed	Participant Suggestions/ comments	Remarks
1.	Trees-	IF cut trees, store trees will be planted Some trees are very old Not possible to transplant	
2.	Noise and vibration	No Noise pollution anticipated at the station. No vibration.	
3.	Treespassing -	The station is facilitated with only one FBR, people will follow trespassing	

S. No	Issues raised/Discussed	Participant Suggestions/ comments	Remarks
	<p>→ NO facility for handicapped person</p> <p>→ No toilet and bathroom at platform</p> <p>→ Drinking water facility is available</p>		
4.	<p>→ "Matheran"</p>	<p>^{near} The station is nearest Railway station to Matheran</p> <p>→ so develop for tourist station</p>	
5.	<p>→ Taxi services →</p>	<p>Tourists are very important because they are not given for local. only taxi stand for Matheran.</p> <p>→ taxi stand is required</p> <p>→ very happy and</p>	
6.		<p>welcome the project</p>	

S. No	Issues raised/Discussed	Participant Suggestions/ comments	Remarks

DETAILS OF PARTICIPANTS:-

S. No	Name of Participants	Sex	Age	Occupation	Signature	Mobile No:
1.	S. M. shedge	M	57	CBS		9172103999
2.	Harish chandru	M		stain manuag		9004410980
3.	prakalpa patil	M	38	employee		8767118187
4.	Mohib sheikh	M	73	tailor		9167833352
5.	Ganesh Thorage	M	43			9823502120
6.	mahesh m Jalur	M	27	selfeny		9209605955
7.	Joyashana Khadkekar	F	38	BZ	J.S. Khadkekar	9291780715
8.	Shilpa	F	31	-	-	-
9.	Mahesh Gayakwad	M	35	BZ		9293662349
10.	- Neural taxi. union					
11.	Rajendra. shivram Lohy	M	52	taxi. dm		-9130989369
12.	Tausif Sarole	M	40	taxi dm		-9881924451
13.	yashwant. Uithy. Mon	M	45	taxi dm		-8975170161
14.	Narendra Ramesh Mon	M	38	taxi, dm		-8793515145
15.	Ravindra Anur Vekhe	M	50	taxi, dm		-8983094928
16.	Santosh bahu singam	M	39	taxi dm	Santosh	-9604237374
17.	Kiran Kamalakar Bhoir	M	41	taxi dm		-9881858579
18.	Sunthesh Naik	M	38	taxi dm		8268366366

Public Consultation

Date: 18/12/20

Place: Vasai

Sr. No	Perception about the Project	Yes	No	Remarks	
1.	Do you think it is necessary to upgradation of 19 suburban stations and implementation of CBTC on Mumbai suburban sections?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
2.	What impacts, both positive and negative of the project do you foreseen?				
S. No	Positive Impact	Yes-1 No-2	S. No	Negative Impact	Yes-1 No-2
1	Increase in income	1	1	Loss of livelihood	1
2	Increase in Customers	1	2	Loss in Income	1
3	Increase accessibility to facilities	1	3	Structural loss	1
4	Decrease in accidents	1	4	Loss of customers and supplies	1
5	Increase in employment	1	5	Disruption of social/cultural/economic	1
6	Decrease in migration	1	6	Religious/sites and networks	1
7	Increase in property value	1	7	Decrease in value of properties	1
8	Industrial Development and Networking	1	8	Increase in accidents	1
9	Improvement in transportation system	1	9	Increase in crime rates	1
10	Increase in Education level	1	10	Increase in Migration	1
11	Others Specify		11	Others Specify	

Issues

S. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
	Com.		
1)	Relocation	we have to find our replacement house and get it at a distance of 500m.	
2)	livelihood	In rehabilitation we will have no home to live in after leave our homes and we will all be homeless.	
3)	Compensation & Allowances	we should get a house for house & shop for shop.	

S. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
4.	Decision making	we make all decision in the house together	
5.	Access to Facilities	There should be necessity of life and communication facilities.	
6.	Safety during Travel	There should be no Pot-holes on the road and proper signals for reason of safety.	
7.	Employment generation	our employment, occupation and jobs should be kept at 500m distance from Rehabilitation.	

List of Participants

S. No	Name of Participants	Sex	Age	Occupation	Signature	Mobile No:
1)	Rajesh datashankar shing	M	41	Business		989084360
2)	Santosh	M	38	Business		
3)	Jasadish Nikam	M	65	Business		
	Hire	M	60	Business		
4)	Motilal Nandlal Khadake	M	40	Business		
5)	Siddlesh Achokrao Bosale	M	35	Business		
6)	Radhesham Yadav	M	41	Business		
7)	Santosh Shetake	M	27	Business		
8)	Dilip shing	M	45	Business		9923440933

Public Consultation

Date: 18/12/20 Place: Vasai

Sr. No	Perception about the Project	Yes	No	Remarks	
1.	Do you think it is necessary to upgradation of 19 suburban stations and implementation of CBTC on Mumbai suburban sections?				
2.	What impacts, both positive and negative of the project do you foreseen?				
S. No	Positive Impact	Yes-1 No-2	S. No	Negative Impact	Yes-1 No-2
1	Increase in Income	1	1	Loss of livelihood	1
2	Increase in Customers	1	2	Loss in Income	1
3	Increase accessibility to facilities	1	3	Structural loss	1
4	Decrease in accidents	1	4	Loss of customers and supplies	1
5	Increase in employment	1	5	Disruption of social/cultural/economic	1
6	Decrease in migration	1	6	Religious/sites and networks	1
7	Increase in property value	1	7	Decrease in value of properties	1
8	Industrial Development and Networking	1	8	Increase in accidents	1
9	Improvement in transportation system	1	9	Increase in crime rates	1
10	Increase in Education level	1	10	Increase in Migration	1
11	Others Specify		11	Others Specify	

Issues

S. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
8.	Special facilities women	keep 24Hrs securities for ladies and add extra compartment for ladies.	
9.	Regular Info. on project	we have been given all ideas/informations about upcoming project through surveyours.	
10.	women safety during travels	security guards should be set up at all station for womens.	

Public Consultation

Date: 20/12/20 Place: Mumbai Central.

Sr. No	Perception about the Project	Yes	No	Remarks	
1.	Do you think it is necessary to upgradation of 19 suburban stations and implementation of CBTC on Mumbai suburban sections?				
2.	What impacts, both positive and negative of the project do you foreseen?				
S. No	Positive Impact	Yes-1 No-2	S. No	Negative Impact	Yes-1 No-2
1	Increase in income	1	1	Loss of livelihood	1
2	Increase in Customers	1	2	Loss in income	1
3	Increase accessibility to facilities	1	3	Structural loss	1
4	Decrease in accidents	1	4	Loss of customers and supplies	1
5	Increase in employment	1	5	Disruption of social/cultural/economic	1
6	Decrease in migration	1	6	Religious/sites and networks	1
7	Increase in property value	1	7	Decrease in value of properties	1
8	Industrial Development and Networking	1	8	Increase in accidents	1
9	Improvement in transportation system	1	9	Increase in crime rates	1
10	Increase in Education level	1	10	Increase in Migration	1
11	Others Specify		11	Others Specify	

Issues

S. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
	Relocation		
1.	Relocation	we have to find our replacement house and get it at a distance of 1 km.	
2.	Livelihood	In rehabilitation we will have no home to live in after leave our homes and we will all be homeless.	
3.	Compensation & Allowances	we should get a house for house and shop for a shop.	

Annexure-5: Resettlement and Rehabilitation Policy for Mumbai Urban Transport Project (MUTP)

Annexure 6: Summary of Public Consultations

Summary of Public Consultation

Location: Visa Sarothia Niwas, Kandivali (West), Mumbai				
Date:		Time:	Type of Stakeholder	Number of participants
05.10.2020		4:30 PM	Mixed Group	35
Sr.No	Issues	Views/opinion, concerns		MRVC Remarks
1	Census and socio-economic survey	The tenants of Visa Sarothia Niwas were explained by RITES social team about how to fill up the questionnaire for socio-economic survey.		Noted
2	Awareness about proposed project	The RITES social team have informed the tenants and general public about MUTP projects and its benefits		Noted
3	Compensation	The respondents reported that the compensation to tenants should be e-credited to their accounts directly.		Noted
4	Compensation for plot	<p>The respondents reported that the plot under acquisition falls under commercial zone. The tenants demanded that compensation should be provided as per the commercial rate if their land gets acquired due to the proposed project.</p> <p>The plot is located within 1 Meter from the station and all the facilities like vegetable market, post office, transportation (train, auto, bus, airport, taxi) are available nearby easily. Moving out of premises will cause hardship and loss of business.</p>		Compensation will be provided as per the Entitlement matrix following the procedure detailed in RFCTLARR Act 2013 of Gol.
5	Loss of business	The participants reported that all the commercial offices, shops, small businesses will suffer financially due to loss of business. The daily footfall in the area is around 5 Lakh persons per day.		Compensation will be provided as per the Entitlement matrix following the procedure detailed in RFCTLARR Act 2013 of Gol.
6	Relocation site	The tenants requested that if the relocation site is made available		The relocation site will depend on the availability

Location: Visa Sarothia Niwas, Kandivali (West), Mumbai				
Date:		Time:	Type of Stakeholder	Number of participants
05.10.2020		4:30 PM	Mixed Group	35
Sr.No	Issues	Views/opinion, concerns	MRVC Remarks	
		for them then it should be located within 500 Meters from the current location.	of the plot and R&R site finalized by MMRDA	
7	Meeting with project proponent regarding compensation	As the Sarothia Niwas belongs to trust property, the MRVC officials need to have a meeting with the trustees of the trust and explain them about the procedures of compensation in details. The MRVC shall hold a meeting with the entire stakeholder regarding compensation.	The meeting will be arranged in due course of time and trustee will be informed accordingly	
8	Benefits for vulnerable group	The participants reported that apart from compensation the government should provide special benefits to the unemployed, widows, person/family affected by MUTP project.	Compensation will be provided as per the Entitlement matrix following the procedure detailed in RFCTLARR Act 2013 of Gol.	

Location: Chembur				
Date:		Time:	Type of Stakeholder	Number of participants
13.12.2020		10 am	Residential & Commercial Mixed Group	10
Sr.No	Issues	Views/opinion, concerns	MRVC Remarks	
1	Relocation	The shop keepers responded that they would need shop in the same area even after relocation.	The relocation site for commercial will depend on the availability of the shops at R&R site finalized by MMRDA	
2	Loss of Livelihood	Due to acquisition, the shop keepers may lose livelihood which in turn will affect their family as well.	Compensation will be provided for loss of livelihood as per the Entitlement matrix following the procedure detailed in LARR Act 2013 of Gol.	
3	Compensation for loss of shops	As part of compensation, people would like to have better house and shops.	Compensation will be provided as per the Entitlement matrix	

Location: Chembur				
Date:		Time:	Type of Stakeholder	Number of participants
13.12.2020		10 am	Residential & Commercial Mixed Group	10
Sr.No	Issues	Views/opinion, concerns		MRVC Remarks
				following the procedure detailed in RFCTLARR Act 2013 of Gol.
4	Access to Facilities	The participants reported that the resettlement sites should be well equipped with all sorts of basic facilities along with connectivity.		Basic amenities will be provided at R&R sites as per the procedure details in RFCTLARR Act 2013 of GOI.
5	Safety During Travel	The station improvement project will enhance the existing safety measures for passengers in stations.		Necessary provisions for safe entry/exit from stations have been incorporated in the station layout/design.
6	Relocation site	The resettlement sites should be near to their shops as well as job locations. So that they do not lose their customers.		The relocation site for commercial will depend on the availability of the shops at R&R site finalized by MMRDA
7	Safety of Women during travel	The female respondents demanded to have 24X7 female security guard and CCTV cameras to be installed in the train.		Measures for safety at stations have been addressed in the station design. Safety measures in the train will be provided as per the guidelines of western railways.
8	Health & Education Facilities	The resettlement sites should have Schools, hospitals, roads and better quality education and travelling services.		Basic amenities will be provided at R&R sites as per the procedure details in RFCTLARR Act 2013 of GOI.

Location: Nalla Sopara				
Date:		Time:	Type of Stakeholder	Number of participants
15.12.2020		10 :30 am	Residential & Commercial Mixed Group	30
Sr.No	Issues	Views/opinion, concerns		MRVC Remarks
1	Land Acquisition	Compensation for loss of land should be paid as per market rate.		Compensation will be provided as per the Entitlement matrix following

Location: Nalla Sopara				
Date:		Time:	Type of Stakeholder	Number of participants
15.12.2020		10 :30 am	Residential & Commercial Mixed Group	30
Sr.No	Issues	Views/opinion, concerns		MRVC Remarks
				the procedure detailed in RFCTLARR Act 2013 of Gol.
3	Relocation of shops	The shop keepers responded that they would need shop in the same area even after relocation.		The relocation site will depend on the availability of the shops, plot and R&R site finalized by MMRDA
4	Loss of Livelihood	Due to acquisition, the shop keepers may lose livelihood which in turn will affect their family as well.		Compensation for loss of livelihood will be provided as per the Entitlement matrix following the procedure detailed in RFCTLARR Act 2013 of Gol.
5	Compensation & Allowances	In case shops are affected, they should be paid adequate compensation for loss of their business.		Compensation for loss of livelihood will be provided as per the Entitlement matrix following the procedure detailed in RFCTLARR Act 2013 of Gol.
6	Access To Facilities	The participants reported that the resettlement sites should be well equipped with all sorts of basic facilities along with connectivity.		Basic amenities will be provided at R&R sites as per the procedure details in RFCTLARR Act 2013 of GOI.
7	Safety During Travel	The station improvement project will enhance the existing safety measures for passengers in stations.		Necessary provisions for safe entry/exit from stations have been incorporated in the station layout/design.
8	Location of R&R site	The resettlement sites should be near to their shops as well as job locations. So that they do not lose their customers.		The relocation site will depend on the availability of the shops, plot and R&R site finalized by MMRDA
9	Women Safety During Travel	The female respondents demanded to have 24X7 female security guard and CCTV cameras to be installed in the train.		Measures for safety at stations have been addressed in the station design. Safety measures in the train will be provided as per the guidelines of western railways.
10	Health & Education	The resettlement sites should have Schools, hospitals, roads		Basic amenities will be provided at R&R sites as per

Location: Nalla Sopara			
Date:	Time:	Type of Stakeholder	Number of participants
15.12.2020	10 :30 am	Residential & Commercial Mixed Group	30
Sr.No	Issues	Views/opinion, concerns	MRVC Remarks
	Facilities to Children's park	and better-quality education and travelling services.	the procedure details in RFCTLARR Act 2013 of GOI.

Location: Bhandup			
Date:	Time:	Type of Stakeholder	Number of participants
15.12.2020	3.30pm	Residential & Commercial Mixed Group	16
Sr.No	Issues	Views/opinion, concerns	MRVC Remarks
1	Loss of Structures	People reported in Bhandup that their structures are in private land and land belongs to them. In case they are displaced, they should be paid for the cost of land as well as structures.	Compensation will be provided as per the Entitlement matrix following the procedure detailed in RFCTLARR Act 2013 of Gol.
2	Relocation site	The shop keepers responded that they need constructed shops within the same area.	The relocation site will depend on the availability of the shops, plot and R&R site finalized by MMRDA
3	Loss of Livelihood	Due to acquisition, the shop keepers may lose livelihood which in turn will affect their family as well. Proper compensation should be paid.	Compensation will be provided as per the Entitlement matrix following the procedure detailed in RFCTLARR Act 2013 of Gol.
4	Compensation & Allowances	As part of compensation, people would like to have better house and shops.	Compensation will be provided as per the Entitlement matrix following the procedure detailed in RFCTLARR Act 2013 of Gol.
5	Basic facilities in R&R site	The participants reported that the resettlement sites should be well equipped with all sorts of basic facilities.	Basic amenities will be provided at R&R sites as per the procedure details in RFCTLARR Act 2013 of GOI.
6	Safety During Travel	The station improvement project will enhance the existing safety measures for passengers in stations.	Necessary provisions for safety of passengers at stations have been incorporated in the station layout/design.
7	Job	Local people demanded that job	As per the Entitlement

Location: Bhandup				
Date:		Time:	Type of Stakeholder	Number of participants
15.12.2020		3.30pm	Residential & Commercial Mixed Group	16
Sr.No	Issues	Views/opinion, concerns		MRVC Remarks
	opportunities	opportunities should be available for the local people during construction activities.		matrix following the procedure detailed in RFCTLARR Act 2013 of Gol. There is a provision for same in RFCTLARR Act 2013, of Gol.
8	Women Safety During Travel	The female respondents demanded to have 24X7 female security guard and CCTV cameras to be installed in the train.		Measures for women safety at stations have been addressed in the station design. Safety measures in the train will be provided as per the guidelines of western railways.

Location: Mira Road				
Date:		Time:	Type of Stakeholder	Number of participants
16.12.2020		10.00 am	Residential & Commercial Mixed Group	5
Sr.No	Issues	Views/opinion, concerns		MRVC Remarks
1	Relocation	The respondents wanted shops in same area after Rehabilitation. The resettlement sites should be provided within 1km from the existing house and commercial units.		The relocation site will depend on the availability of the shops, plot and R&R site finalized by MMRDA
2	Loss of Livelihood	The acquisition due to the proposed project may lead to loss of livelihood		Compensation for loss of livelihood will be provided as per the Entitlement matrix following the procedure detailed in RFCTLARR Act 2013 of Gol.
3	Compensation & Allowances	The respondents opted house for house and shop for shop.		Compensation will be provided as per the Entitlement matrix following the procedure detailed in RFCTLARR Act 2013 of Gol.

Location: Mira Road			
Date:	Time:	Type of Stakeholder	Number of participants
16.12.2020	10.00 am	Residential & Commercial Mixed Group	5
Sr.No	Issues	Views/opinion, concerns	MRVC Remarks
4	Decision Making	It is reported that both male and female members take decisions together at household level.	Noted
5	Access To Facilities	Unlike existing facility, all sorts of basic facilities should be available at the resettlement site.	Basic amenities will be provided at R&R sites as per the procedure details in RFCTLARR Act 2013 of GOI.
6	Safety During Travel	The participants feel that the station improvement project should enhance the existing safety measures for passengers in stations.	Necessary provisions for safety of passengers at stations have been incorporated in the station layout/design.
7	Employment Generation	The participants reported that the occupation & shops should be provided near to the resettlement site. A minimum distance should be maintained.	
8	Special Facilities For Women In Train	The respondents requested female security guard at all Stations to Keep 24hrs security for ladies. It is demanded during consultation that an additional two compartments should be available for ladies in train.	Measures for women safety at stations have been addressed in the station design. Safety measures in the train will be provided as per the guidelines of western railways.
9	Awareness about project	The participants were informed about the proposed project development during consultation.	Noted
10	Health & Education Facilities To Children's park	School, Hospital, roads, religious institutions, and children's park should be available near to the resettlement site.	Basic amenities will be provided at R&R sites as per the procedure details in RFCTLARR Act 2013 of GOI.

Location: Mulund			
Date:	Time:	Type of Stakeholder	Number of participants

16.12.2020		2.00 pm	Residential & Commercial Mixed Group	20
Sr.No	Issues	Views/opinion, concerns		MRVC Remarks
1	Relocation site	The respondents wanted shops in same area after Rehabilitation. The resettlement sites should be provided within 1km from the existing house and commercial units.		The relocation site will depend on the availability of the shops, plot and R&R site finalized by MMRDA
2	Loss of Livelihood	The acquisition due to the proposed project may lead to loss of livelihood		Compensation for loss of livelihood will be provided as per the Entitlement matrix following the procedure detailed in RFCTLARR Act 2013 of Gol.
3	Compensation & Allowances	The respondents opted house for house and shop for shop.		Compensation will be provided as per the Entitlement matrix following the procedure detailed in RFCTLARR Act 2013 of Gol.
4	Decision Making	It is reported that both male and female members take decisions together at household level.		Noted
5	Access To Facilities	Unlike existing facility, all sorts of basic facilities should be available at the resettlement site.		Basic amenities will be provided at R&R sites as per the procedure details in RFCTLARR Act 2013 of GOI.
6	Safety During Travel	The participants feel that the station improvement project should enhance the existing safety measures for passengers in stations.		Necessary provisions for safety of passengers at stations have been incorporated in the station layout/design.
7	Employment Generation	The participants reported that the occupation & shops should be provided near to the resettlement site. A minimum distance should be maintained.		
8	Special Facilities for Women in Train	The respondents requested female security guard at all Stations to Keep 24hrs security for ladies. It is demanded during consultation that an additional two compartments should be available for ladies in train.		Measures for women safety at stations have been addressed in the station design. Safety measures in the train will be provided as per the guidelines of western railways.

Location: Mulund				
Date:		Time:	Type of Stakeholder	Number of participants
16.12.2020		2.00 pm	Residential & Commercial Mixed Group	20
Sr.No	Issues	Views/opinion, concerns		MRVC Remarks
9	Awareness about project	The participants were informed about the proposed project development during consultation.		Noted
10	Health & Education Facilities to Children's park	School, Hospital, roads, religious institutions, and children's park should be available near to the resettlement site.		Basic amenities will be provided at R&R sites as per the procedure details in RFCTLARR Act 2013 of GOI.

Location: Govandi				
Date:		Time:	Type of Stakeholder	Number of participants
17.12.2020		10 am	Residential & Commercial Mixed Group	21
Sr.No	Issues	Views/opinion, concerns		MRVC Remarks
1	Relocation	The respondents wanted shops in same area after Rehabilitation. The resettlement sites should be provided within 1km from the existing house and commercial units.		The relocation site will depend on the availability of the shops, plot and R&R site finalized by MMRDA
2	Loss of Livelihood	The acquisition due to the proposed project may lead to loss of livelihood		Compensation for loss of livelihood will be provided as per the Entitlement matrix following the procedure detailed in RFCTLARR Act 2013 of Gol.
3	Compensation & Allowances	The respondents opted house for house and shop for shop.		Compensation will be provided as per the Entitlement matrix following the procedure detailed in RFCTLARR Act 2013 of Gol.
4	Decision Making	It is reported that both male and female members take decisions together at household level.		Noted
5	Access To Facilities	Unlike existing facility, all sorts of basic facilities should be available at the resettlement site.		Basic amenities will be provided at R&R sites as per the procedure

Location: Govandi			
Date:	Time:	Type of Stakeholder	Number of participants
17.12.2020	10 am	Residential & Commercial Mixed Group	21
Sr.No	Issues	Views/opinion, concerns	MRVC Remarks
			details in RFCTLARR Act 2013 of GOI.
6	Safety During Travel	The participants feel that the station improvement project should enhance the existing safety measures for passengers in stations.	Necessary provisions for safety of passengers at stations have been incorporated in the station layout/design.
7	Employment Generation	The participants reported that the occupation & shops should be provided near to the resettlement site. A minimum distance should be maintained.	
8	Social Facilities For Women	The respondents requested female security guard at all Stations to Keep 24hrs security for ladies. It is demanded during consultation that an additional two compartments should be available for ladies in train.	Measures for women safety at stations have been addressed in the station design. Safety measures in the train will be provided as per the guidelines of western railways.
9	Awareness about project	The participants were informed about the proposed project development during consultation.	Noted
10	Health & Education Facilities To Children's park	School, Hospital, roads, religious institutions, and children's park Should Be available near to the resettlement site.	Basic amenities will be provided at R&R sites as per the procedure details in RFCTLARR Act 2013 of GOI.

Location: GTB Nagar			
Date:	Time:	Type of Stakeholder	Number of participants
17.12.2020	2.00 pm	Residential & Commercial Mixed Group	24
26.12.2020	11:30 am	Female Group & Commercial station manager	8
Sr.No	Issues	Views/opinion, concerns	MRVC Remarks
1	Relocation	The respondents said that they need	The relocation site will

Location: GTB Nagar			
Date:	Time:	Type of Stakeholder	Number of participants
17.12.2020	2.00 pm	Residential & Commercial Mixed Group	24
26.12.2020	11:30 am	Female Group & Commercial station manager	8
Sr.No	Issues	Views/opinion, concerns	MRVC Remarks
		shop In same area after Rehabilitation. The resettlement sites should be provided within 1Km from the existing house and commercial units. In GTB Nagar station it is reported that the project affected households are already been rehabilitated to the resettlement site under the development of a different project.	depend on the availability of the shops, plot and R&R site finalized by MMRDA
2	Livelihood	The acquisition due to the proposed project may lead to loss of livelihood	Compensation for loss of livelihood will be provided as per the Entitlement matrix following the procedure detailed in RFCTLARR Act 2013 of Gol.
3	Compensation & Allowances	The respondents opted house for house and shop fir shop.	Compensation will be provided as per the Entitlement matrix following the procedure detailed in RFCTLARR Act 2013 of Gol.
4	Decision Making	It is reported that both male and female members take decisions together at household level.	Noted
5	Access To Facilities	Unlike existing facility, all sorts of basic facilities should be available at the resettlement site.	Basic amenities will be provided at R&R sites as per the procedure details in RFCTLARR Act 2013 of GOI.
6	Safety During Travel	After introduction of the proposed project, the safety for passengers would be ensured.	Necessary provisions for safety of passengers at stations have been incorporated in the station layout/design.
7	Employment Generation	The participants reported that the occupation & shops should be	

Location: GTB Nagar			
Date:	Time:	Type of Stakeholder	Number of participants
17.12.2020	2.00 pm	Residential & Commercial Mixed Group	24
26.12.2020	11:30 am	Female Group & Commercial station manager	8
Sr.No	Issues	Views/opinion, concerns	MRVC Remarks
		provided near to the resettlement site. A minimum distance should be maintained.	
8	Special Facilities for Women In Train	The respondents requested female security guard at all Stations to Keep 24hrs security for ladies. It is demanded during consultation that an additional two compartments should be available for ladies in train.	Measures for women safety at stations have been addressed in the station design. Safety measures in the train will be provided as per the guidelines of western railways.
9	Awareness about project	The participants were informed about the proposed project development during consultation.	
10	Health & Education Facilities to Children Plan.	School, Hospital, roads, religious institutions, and children's park Should Be available near to the resettlement site.	Basic amenities will be provided at R&R sites as per the procedure details in RFCTLARR Act 2013 of GOI.

Location: Mankhurd			
Date:	Time:	Type of Stakeholder	Number of participants
17.12.2020	5.00 pm	Residential & Commercial Mixed Group	15
24.12.2020	11.30 am	Residential and Female Hawkers Group	25
Sr.No	Issues	Views/opinion, concerns	MRVC Remarks
1	Relocation Site	The relocation site should be nearby to the existing market.	The relocation site will depend on the availability of the shops, plot and R&R site finalized by MMRDA
2	Livelihood	The acquisition due to the proposed project may lead to loss of livelihood	Compensation for loss of livelihood will be provided as per the

Location: Mankhurd			
Date:	Time:	Type of Stakeholder	Number of participants
17.12.2020	5.00 pm	Residential & Commercial Mixed Group	15
24.12.2020	11.30 am	Residential and Female Hawkers Group	25
Sr.No	Issues	Views/opinion, concerns	MRVC Remarks
			Entitlement matrix following the procedure detailed in RFCTLARR Act 2013 of Gol.
3	Compensation & Allowances	The respondents opted house for house and shop fir shop.	Compensation will be provided as per the Entitlement matrix following the procedure detailed in RFCTLARR Act 2013 of Gol.
4	Decision Making	It is reported that both male and female members take decisions together at household level.	Noted
5	Access To Facilities	Unlike existing facility, all sorts of basic facilities should be available at the resettlement site.	Basic amenities will be provided at R&R sites as per the procedure details in RFCTLARR Act 2013 of GOI.
6	Safety During Travel	After introduction of the proposed project, the safety for passengers would be ensured.	Necessary provisions for safety of passengers at stations have been incorporated in the station layout/design.
7	Employment Generation	The participants reported that the occupation & shops should be provided near to the resettlement site. A minimum distance should be maintained.	
8	Special Facilities For Women In Train	The respondents requested female security guard at all Stations to Keep 24hrs security for ladies. It is demanded during consultation that an additional two compartments should be available for ladies in train.	Measures for women safety at stations have been addressed in the station design. Safety measures in the train will be provided as per the guidelines of western railways.
9	Awareness about project	The participants were informed about the proposed project	Project progress will be updated on MRVC

Location: Mankhurd			
Date:	Time:	Type of Stakeholder	Number of participants
17.12.2020	5.00 pm	Residential & Commercial Mixed Group	15
24.12.2020	11.30 am	Residential and Female Hawkers Group	25
Sr.No	Issues	Views/opinion, concerns	MRVC Remarks
		development during consultation.	website regularly
10	Health & Education Facilities ToChildren Plan.	School, Hospital, roads, religious institutions, and children's park should Be available near to the resettlement site.	Basic amenities will be provided at R&R sites as per the procedure details in RFCTLARR Act 2013 of GOI.

Location: Neral			
Date:	Time:	Type of Stakeholder	Number of participants
18.12.2020	10:30am	Residential & Commercial Mixed Group	8
23.12.2020	12.30 pm	Taxi Drivers and Shop Owners	19
Sr.No	Issues	Views/opinion, concerns	MRVC Remarks
1	Loss of Structures	People reported in Neral that their structures are in private land and land belongs to them. In case they are displaced, they should be paid for the cost of land as well as structures.	Compensation will be provided as per the Entitlement matrix following the procedure detailed in RFCTLARR Act 2013 of Gol.
2	Relocation site	The respondents reported that if their houses and shops get acquired then they should be relocated within 1 km from their current location.	relocation site will depend on the availability of the shops, plot and R&Rsite finalized by MMRDA
3	Loss of Livelihood	The proposed project will lead to loss of livelihood and houses. The affected families would not have place to stay.	Compensation for loss of livelihood will be provided as per the Entitlement matrix following the procedure detailed in RFCTLARR Act 2013 of Gol.
4	Compensation & Allowances	The participants reported that they would prefer house for house and shop for shop as rehabilitation and resettlement option.	Compensation will be provided as per the Entitlement matrix following the procedure

Location: Neral			
Date:	Time:	Type of Stakeholder	Number of participants
18.12.2020	10:30am	Residential & Commercial Mixed Group	8
23.12.2020	12.30 pm	Taxi Drivers and Shop Owners	19
Sr.No	Issues	Views/opinion, concerns	MRVC Remarks
			detailed in RFCTLARR Act 2013 of Gol.
5	Decision Making	The respondents shared that both male and female together take family decisions.	Noted
6	Access To Facilities	During discussion the participants shared that they will need to have access to basic facilities such as market, school, college, hospital, community properties, sanitation facility, etc.	Basic amenities will be provided at R&R sites as per the procedure details in RFCTLARR Act 2013 of GOI.
7	Safety During Travel	Station improvement will ensure the safety and convenient travelling to passengers.	Necessary provisions for safety of passengers at stations have been incorporated in the station layout/design.
8	Employment Generation	The respondents reported that the job and other occupational opportunities should be available at a minimum distance from relocation site.	
9	Special Facilities for Women in Train	Security guards should be available for emergency of women at every station.	Measures for women safety at stations have been addressed in the station design. Safety measures in the train will be provided as per the guidelines of western railways.
10	Regular Information on Projects	Health and educational facilities should be available at the relocation site for their children.	Project progress will be updated on MRVC website regularly
11	Women Safety During Travel	Security guards should be available for emergency of women at every station.	Measures for women safety at stations have been addressed in the station planning and design.
12	Health & Education	Health and educational facilities should be available at the relocation	Basic amenities will be provided at R&R sites as

Location: Neral			
Date:	Time:	Type of Stakeholder	Number of participants
18.12.2020	10:30am	Residential & Commercial Mixed Group	8
23.12.2020	12.30 pm	Taxi Drivers and Shop Owners	19
Sr.No	Issues	Views/opinion, concerns	MRVC Remarks
	Facilities To Children's park	site for their children.	per the procedure details in RFCTLARR Act 2013 of GOI.

Location: Vasai			
Date:	Time:	Type of Stakeholder	Number of participants
18.12.2020	3.00 pm	Residential & Commercial Mixed Group	8-30
25.12.2020	3.00 pm	Auto drivers and Station manager	10
Sr.No	Issues	Views/opinion, concerns	MRVC Remarks
1	Relocation Site	The respondents reported that if their houses and shops get acquired then they should be relocated nearby.	The relocation site will depend on the availability of the shops, plot and R&R site finalized by MMRDA
2	Livelihood	The proposed project will lead to loss of livelihood and houses. The affected families would not have place to stay.	Compensation for loss of livelihood will be provided as per the Entitlement matrix following the procedure detailed in RFCTLARR Act 2013 of Gol.
3	Compensation & Allowances	The participants reported that they would prefer house for house and shop for shop as rehabilitation and resettlement option.	Compensation will be provided as per the Entitlement matrix following the procedure detailed in RFCTLARR Act 2013 of Gol.
4	Decision Making	The respondents shared that both male and female together take family decisions.	Noted
5	Access To Facilities	During discussion the participants shared that they will need to have access to basic facilities such as market, school, college, hospital, community properties, sanitation	Basic amenities will be provided at R&R sites as per the procedure details in RFCTLARR Act 2013 of GOI.

Location: Vasai			
Date:	Time:	Type of Stakeholder	Number of participants
18.12.2020	3.00 pm	Residential & Commercial Mixed Group	8-30
25.12.2020	3.00 pm	Auto drivers and Station manager	10
Sr.No	Issues	Views/opinion, concerns	MRVC Remarks
		facility, etc.	
6	Safety During Travel	Station improvement will ensure the safety and convenient travelling to passengers.	Necessary provisions for safety of passengers at stations have been incorporated in the station layout/design.
7	Employment Generation	The respondents reported that the job and other occupational opportunities should be available at a minimum distance from relocation site.	
8	Special Facilities For Women In Train	There should be 24 hrs CCTV & Securities for ladies. Another two compartments should be added for ladies in the train.	Measures for women safety at stations have been addressed in the station design. Safety measures in the train will be provided as per the guidelines of western railways.
9	Regular Information On Projects	The participants were unaware about the station improvement project. During consultation they were informed about it.	Project progress will be updated on MRVC website regularly
10	Women Safety During Travel	Security guards should be available for emergency of women at every station.	Measures for women safety at stations have been addressed in the station planning and design.
11	Health & Education Facilities To Children Plan.	Health and educational facilities should be available at the relocation site for their children.	Basic amenities will be provided at R&R sites as per the procedure details in RFCTLARR Act 2013 of GOI.

Location: Kandivali			
Date:	Time:	Type of Stakeholder	Number of participants
20.12.2020	10.30 am	Residential & Commercial Mixed Group	30

Sr.No	Issues	Views/opinion, concerns	MRVC Remarks
1	Relocation site	The respondents reported that if their houses and shops get acquired then they should be relocated near to the current location.	The relocation site will depend on the availability of the shops, plot and R&R site finalized by MMRDA
2	Loss of Livelihood	The proposed project will lead to loss of livelihood and houses. The affected families would not have place to stay.	Compensation for loss of livelihood will be provided as per the Entitlement matrix following the procedure detailed in RFCTLARR Act 2013 of Gol.
3	Compensation & Allowances	The participants reported that they would prefer house for house and shop for shop as rehabilitation and resettlement option.	Compensation will be provided as per the Entitlement matrix following the procedure detailed in RFCTLARR Act 2013 of Gol.
4	Decision Making	The respondents shared that both male and female together take family decisions.	Noted
5	Access To Facilities	During discussion the participants shared that they will need to have access to basic facilities such as market, school, college, hospital, community properties, sanitation facility, etc.	Basic amenities will be provided at R&R sites as per the procedure details in RFCTLARR Act 2013 of GOI.
6	Safety During Travel	Station improvement will ensure the safety and convenient travelling to passengers.	Necessary provisions for safety of passengers at stations have been incorporated in the station layout/design.
7	Employment Generation	The respondents reported that the job and other occupational opportunities should be available at a minimum distance from relocation site.	
8	Special Facilities For Women In Train	There should be 24 hrs CCTV & Securities for ladies. Another two compartments should be added for ladies in the train.	Measures for women safety at stations have been addressed in the station design. Safety measures in the train will be provided as per the guidelines of western railways.
9	Regular	The participants were unaware about	Project progress will be

Location: Kandivali			
Date:	Time:	Type of Stakeholder	Number of participants
20.12.2020	10.30 am	Residential & Commercial Mixed Group	30
Sr.No	Issues	Views/opinion, concerns	MRVC Remarks
	Information On Projects	the station improvement project. During consultation they were informed about it.	updated on MRVC website regularly
10	Women Safety During Travel	Security guards should be available for emergency of women at every station.	Measures for women safety at stations have been addressed in the station planning and design.
11	Health & Education Facilities To Children Plan.	Health and educational facilities should be available at the relocation site for their children.	Basic amenities will be provided at R&R sites as per the procedure details in RFCTLARR Act 2013 of GOI.

Location: Mumbai Central			
Date:	Time:	Type of Stakeholder	Number of participants
20.12.2020	3.00 pm	Residential & Commercial Mixed Group	11
Sr. No	Issues	Views/opinion, concerns	MRVC Remarks
1	Relocation site	The respondents reported that if their houses and shops get acquired then they should be relocated within 1 km from their current location.	The relocation site will depend on the availability of the shops, plot and R&R site finalized by MMRDA
2	Loss of Livelihood	The proposed project will lead to loss of livelihood and houses. The affected families would not have place to stay.	Compensation for loss of livelihood will be provided as per the Entitlement matrix following the procedure detailed in RFCTLARR Act 2013 of Gol.
3	Compensation & Allowances	The participants reported that they would prefer house for house and shop for shop as rehabilitation and resettlement option.	Compensation will be provided as per the Entitlement matrix following the procedure detailed in RFCTLARR Act 2013 of Gol.
4	Decision Making	The respondents shared that both male and female together take	

Location: Mumbai Central			
Date:	Time:	Type of Stakeholder	Number of participants
20.12.2020	3.00 pm	Residential & Commercial Mixed Group	11
Sr. No	Issues	Views/opinion, concerns	MRVC Remarks
		family decisions.	
5	Access To Facilities	During discussion the participants shard that they will need to have access to basic facilities such as market, school, college, hospital, community properties, sanitation facility, etc.	Basic amenities will be provided at R&R sites as per the procedure details in RFCTLARR Act 2013 of GOI.
6	Safety During Travel	The participants feel that the station improvement project should enhance the existing safety measures for passengers in stations.	Necessary provisions for safety of passengers at stations have been incorporated in the station layout/design.
7	Employment Generation	The respondents reported that the job and other occupational opportunities should be available at a minimum distance from relocation site.	
8	Special Facilities For Women In Train	There should be 24 hrs CCTV & Securities for ladies. Another two compartments should be added for ladies in the train.	Measures for women safety at stations have been addressed in the station design. Safety measures in the train will be provided as per the guidelines of western railways.
9	Regular Information On Projects	The participants were unaware about the station improvement project. During consultation they were informed about it.	Project progress will be updated on MRVC website regularly
10	Health & Education Facilities to Children's park	Health and educational facilities should be available at the relocation site for their children.	Basic amenities will be provided at R&R sites as per the procedure details in RFCTLARR Act 2013 of GOI.