

FINAL REPORT

End -Term RAP Impact Evaluation of Land Acquisition and R&R Implementation for EDFC-I (Khurja-Bhaupur)



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LIST OF ABBREVIATIONS

BPL	---	Below Poverty Level
CII	---	Confederation of Indian Industry
CPM	---	Chief Project Manager
CPR	---	Common Property Resource
CSR	---	Corporate Social Responsibility
DFCCIL	---	Dedicated Freight Corridor Corporation of India Limited
EDFC	---	Eastern Dedicated Freight Corridor
EM	---	Entitlement Matrix
FGD	---	Focus Group Discussion

GoI	---	Government of India
GPS	---	Global Positioning System
GRC	---	Grievance Redress Committee
IBRD	---	International Bank for Reconstruction and Development
ITI	---	Industrial Training Institute
LA	---	Land Acquisition
LASA	---	Lea Associates South Asia Private Limited
NGO	---	Non-Government Organisation
NTH	---	Non-Titleholder
OFC	---	Optical Fibre Cable
PAPs	---	Project Affected Persons
PMC	---	Project Management Consultant
PWD	---	Public Works Department
QPR	---	Quarterly Progress Report
R&R	---	Rehabilitation and Resettlement
RAA	---	Railway Amendment Act, 2008
RAP	---	Resettlement Action Plan
RCC	---	Reinforced Cement Concrete
RFCT-LARR	---	Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement
ROB	---	Railway Over Bridge
RoW	---	Right of Way
RPF	---	Resettlement Policy Framework
RUB	---	Railway Under Bridge
SC	---	Scheduled Caste
SDM	---	Sub Divisional Magistrate
SEMU	---	Social and Environment Management Unit
SPV	---	Special Purpose Vehicle
S&T	---	Signal and Telegraph
TH	---	Titleholder
ToR	---	Terms of Reference
WHH	---	Women Headed Household

EXECUTIVE SUMMARY

1. The Dedicated Freight Corridor Corporation of India Ltd. (DFCCIL), Ministry of Railways implemented the World Bank Funded Dedicated Freight Corridor Project from May 2011 to the end of 2019. End-term Impact Evaluation of Resettlement Action Plan (RAP) is an in-built component of the project which aims at assessing whether the affected persons and households are rehabilitated and resettled as per the RAP. Commissioned by DFCCIL, the study assessed the impact of the project on the project affected persons (PAPs) and control population.
2. The implementation of the Khurja-Bhaupur section (343.56 Km.) of EDFC-1 has triggered substantial land acquisition and resettlement impacts. RAP has envisaged 1442.15 ha. of land acquisition, which has reduced by 7% to 1339.35 ha. by end of the implementation period. The project has taken conscious efforts to minimize the impact on land. The number of PAPs was 56,651 as per RAP, estimated based on individual land-owners. The number of PAPs during implementation was 25,472, estimated based on single land-plot having multiple shareholders. In sum, the resettlement planning was near accurate.
3. The universe comprised 25,472 PAPs which included formal land-owners ('Titleholders'), informal settlers ('Non-Titleholders'), resident owners or tenants and vulnerable categories. Out of the total PAPs, 1216 PAPs (5% of the total PAPs) were selected for the impact assessment. The identification of PAPs followed proportionate sampling method. Apart from this, 284 households were chosen as control population. Out of the 27 Common Property Resources (CPRs), 6 were studied using purposive sampling. The project has acquired 1188.77 ha. of private land, which is 89% of the total land acquired and the remaining included Government land. A total of 24,687 land-owners (97%) received compensation. DFCCIL has disbursed compensation for 1178.38 ha. of land (99% of the total private land acquired).
4. On an average, a Project Affected Person (PAP) has lost 0.05 ha. of land to the project. As per the study, 87% PAPs has lost less than 0.1 ha. of land to the project.
5. Out of the total PAPs, 532 families (2.1%) were displaced. The displaced families were compensated for their affected structure and provided Rehabilitation and Resettlement (R&R) assistance as per the Entitlement Matrix.
6. As per the study, 31% PAPs utilised the compensation and assistance for construction/renovation of house and 8% utilised the money for purchasing land.
7. The PAPs as well as local community were satisfied with the relocation of common property resources and appreciated the efforts of DFCCIL in relocating the CPRs.
8. The average delay in handing over of the encumbrance-free land to the contractor as per the provision of civil contract: achieving first milestone (i.e. 80% handover) was delayed by 51 days and achieving the last milestone (i.e. 100% handover) was delayed by 1160 days.
9. The occupational profile of the PAPs remains unchanged in comparison to the baseline. Majority of the PAPs were engaged in agriculture and allied activities. The rate of unemployment has reduced

from 6% (during baseline) to 2%. Average income of the PAPs increased by 26% in real terms (adjusting for inflation). Average income of the BPL PAPs has increased by 1.4 times in comparison to the baseline¹. Further, the study showed that the living standard of PAPs have enhanced. Out of the total PAPs, 91% intimated that they have constructed new house or renovated their existing residential structure with improvised area; 37% PAPs were able to pay their debts, spend on medical as well as educational needs and also on household chores.

10. Analysis of the sample cases of land acquisition awards revealed that notification and various procedures followed were in compliance to the Railway Amendment Act, 2008². The Award and further procedures were done in time, whereas the award (20F) of 54 villages was delayed and surpassed the prescribed period of one year. DFCCIL had paid the land-owners the value of award along with an interest (5% per month) for the delayed period.

11. The project has generated employment to 4193 persons since January 2014, which included jobs of watchmen, office-assistant, site-supervisor, laboratory-assistant, electrician, and construction-site labour. The average wages of these locally employed persons were about 15% more than the prescribed minimum-wage rates.

12. In essence, DFC has achieved its objectives to the maximum possible extent. The project affected persons improved their income earnings, even though not at par with the control population, they utilised the compensation and assistance amount for upgrading their living standards. Overall, the problems emanating from the project are minimal as the expectations of the PAPs were high. Project should provide additional resources to rectify the post-construction damages to residential structures and also to remedy the RUBs, approach or access roads which largely affected community life.

13. Land acquisition by government functionaries could be made more inclusive and time-bound, with DFCCIL taking more facilitative approach at higher level with line departments. While delay-interest is applicable for land compensation, resettlement assistance is disbursed without any delay-interest. Measures should be taken to provide delay-interest for resettlement assistance, in tune with the land compensation rules.

¹ As per the baseline, the PAPs earning less than Rs.25,000 were considered below poverty line. Presently (2019) the BPL threshold income is Rs.27,000.

² The major stages of notifications and awards as per RAA, 2008 includes: (i) **20A** –Notification by Central Government declaring its intention to acquire land for execution of a special railway project briefly describing the land intended to be acquired and about the special railway project, (ii) **20E**-The Central Government declares, by notification that the land is acquired for the purpose mentioned in section 20A. If no declaration is published within the period of one year from the date of publication of section 20A then the notification will cease to have any effect and, (iii) **20F**- The amount to be paid as compensation (Award) to be determined by the Competent Authority within a period of one year from the date of publication of the declaration or the acquisition (20E) of the land will lapse.

1. INTRODUCTION

1.1 Project Background

1. The Ministry of Railways, Government of India (GoI) has received financing from the International Bank for Reconstruction and Development (IBRD) towards the cost of Eastern Dedicated Freight Corridor Project (EDFC). The Dedicated Freight Corridor Corporation of India Ltd. (DFCCIL), the implementing agency has appointed LEA Associates South Asia Private Limited, New Delhi, for carrying out the “End-Term Impact Evaluation of Land Acquisition and Rehabilitation and Resettlement (R&R) implementation of the Khurja - Bhaupur section (343 Km.) of EDFC -1”. The stretch from New Bhadan to New Khurja (195 kms.) has been commissioned.

2. The two Resettlement Action Plans (RAPs) i.e. (i) Khurja - Bhaupur section and (ii) Tundla re-alignment, were prepared in March, 2011. As per the RAPs, the total length of the Bhaupur-Khurja corridor was 343 Kms. (Double line); of which 149 Kms. was in detour section and balance 194 Kms. was in parallel to the existing North Central Railway track. This section comprised of 4 junction stations and 6 crossing stations. As per RAP, the corridor traversed 8 districts and 291 villages of the state of Uttar Pradesh. The Right of Way (RoW) width was around 40 mtr. in the parallel section and 60 mtr. in detour. Out of 343 Km. of this stretch, Tundla detour was 71 Km.

3. The implementation of the Khurja-Bhaupur section (343.56 Km.) of EDFC-1 has triggered substantial land acquisition and resettlement impacts. The project has acquired 1,188.77 ha. of private land impacting 25,472 Project Affected Persons (PAPs). Project has provided resettlement assistance to a total of 10,260 PAPs. This included 532 physically displaced PAPs³ and rest 9728 PAPs in the category of livelihood support. A summary of land acquisition and resettlement impact of EDFC-1 is presented in Table 1-1, which shows that resettlement planning carried out, was near accurate. The detailed factsheet showing the updated status of EDFC-1 is at **Annexure I**.

Table 1-1: Summary of Land Acquisition and Resettlement Impact of EDFC 1

No.	Parameter	Baseline Status (as per RAPs)	End-term Impact Status (as on July, 2019)
1	RoW Length (in route Km.)	343	343.56
2	Total Land Acquisition (Ha.)	1442.15	1339.35
4	Project Affected Person [including Titleholders and Non-Titleholders] (Nos.)	56651*	25472
5	PAP received R&R support (Nos.)	-	10260
6	Physically Displaced PAPs (Nos.)	-	532

Source: DFCCIL, 2019

[*Note: As per RAP (Tundla Realignment of May 2011): “due to large number of representations, the alignment of Tundla detour was re-surveyed and mostly brought parallel. The Tundla detour was divided in 72 Km. parallel and about 29.56 Km. in detour portion. Furthermore, to avoid displacement of people, DFCCIL has undertaken certain technical efforts like minimizing track distance at selected locations and reducing embankment heights and slopes.

³ Data as on May 2020, Source: DFCCIL.

At many built-up locations land width has been reduced to as less as 22 mtr. which has resulted in reducing impact on residential as well as commercial structures”].

4. It is seen from Table 1-1 that the length of the alignment has slightly increased. The total land acquisition has decreased by 102 ha. (7%), and the number of PAPs has also decreased by 55%. The reason for decrease in the number of PAPs in comparison to the area of land acquired is because during RAP preparation, the land-owners were individually taken into consideration, whereas during the RAP implementation the land having multiple shareholders were taken as a whole.

5. Taking into consideration, 25,472 Project Affected Persons (PAPs) in 1,188.77 ha. of private land acquired by the project, the average land of 0.05 ha. of one PAPs has been lost to the project. As per the study, 87% PAPs has lost less than 0.1 ha. of land to the project.

Table 1-2: Categorization of the land lost by the PAPs in the project⁴

Category of land in ha.	No. of PAPs	% of PAPs
Less than 0.1	22,225	87.25
0.1 - 0.5	3,180	12.48
0.5 and above	67	0.26
Total	25,472	100.0

Source: DFCCIL, 2020

6. The End-Term Impact Evaluation of land acquisition and rehabilitation & resettlement implementation process for EDFC-1 covers total length of 343.56 Kms. The stretch located in Uttar Pradesh includes Bhaupur - Khurja section (271.56 Kms.) and Tundla Re-alignment (72 Kms.).

7. The study aimed to assess whether the affected persons and households were rehabilitated and resettled as per RAP and the impact of the project on the PAPs and control population. The objective of the study is as under:

- ▶ Independently evaluate the land acquisition and rehabilitation and resettlement implementation process in the project.
- ▶ Assess the impact created by compensation and assistance provided to the project affected persons in improving their living standards.
- ▶ Evaluate the impact across all categories of project affected persons including formal land-owners ('Titleholders'), informal settlers ('Non-Titleholders'), resident owners or tenants and vulnerable categories.

8. The detailed scope of work is given at **Annexure II**.

1.2 Approach and Methodology

9. The end-term impact evaluation was done by comparing the present condition of the PAPs with the conditions that were prevalent during the baseline (2011). The impact on PAPs was also assessed in

⁴ Based on the analysis of the data received from the respective lots of DFCCIL.

comparison to a set of Control Population. Besides, level of satisfaction and perception of PAPs and local community with respect to the implementation of RAP was also studied.

10. The study involved both quantitative and qualitative data collection and analysis. The data for the study was collected through household-surveys, focus group discussions (FGD) with various target groups, and also institutional level discussions (DFCCIL, Project Management Consultant (PMC), Contractors, and Non-Government Organization (NGO). The evaluation entailed the following tasks:

- Review of available project documents and literature
- Sample selection and coverage
- Data collection
- Focus Group Discussion and Discussion with Stakeholders
- Data analysis and report preparation

(a) Review of Project Documents and Literature

11. The various documents and records were collected from the DFCCIL such as Resettlement Action Plan (RAP), Award Copies, Payment of Compensation and Disbursement details, Micro Plans, Valuation Reports (structure, land and trees) and data related to Grievance Redress Committee (GRC).

12. In addition, data and information associated with time taken for various stages of land acquisition, reasons for delay in handing over of encumbrance-free land to the contractor as per the contract provision and its impacts on construction was collected and analysed.

(b) Sample Selection and Coverage

13. Confirming the mandate of Terms of Reference (ToR), 1216 PAPs and 284 households (control population) were surveyed. The sampling considered the following parameters:

- Various affected categories of PAPs including formal land-owners ('Titleholders'), informal settlers ('Non-Titleholders'), resident owners or tenants and vulnerable categories.
- PAPs located in detour and parallel sections,
- PAPs located in respective Lots⁵,
- PAPs whose land is acquired as per Railway Amendment Act (RAA), 2008 and Uttar Pradesh Direct Land Purchase Policy, 2015,
- PAPs who have been provided R&R assistance based on Resettlement Policy Framework (RPF) disclosed in 2011 and as per revised RPF disclosed in 2015⁶.

14. The Global Positioning System (GPS) tagged map showing the surveyed location of PAPs and control population is presented in Figure 1.

⁵ The civil contract of the project was carried out in three construction lots i.e. (i) Lot 101- Bhaupur to Etawah Bypass End (ii) Lot 102- Etawah Bypass End to Chamrola Bypadss End and (iii) Lot 103- Chamrola Bypadss End to Khurja

⁶ The revision of the RPF was in view of the new land acquisition Act – Right to Fair Compensation and Transparency in Land Acquisition and Rehabilitation and Resettlement (RFCT-LARR), 2013. This report uses the term 'Entitlement Matrix (EM) 2011 and Entitlement Matrix (EM) 2015' denoting the respective RPFs.

(c) Data Collection

15. Data at household level were collected applying direct interview method. A total number of 16 trained enumerators were deployed to collect the data, of which 5 were female. The enumerators were guided by 6 field supervisors.

16. A structured questionnaire was formulated covering the indicators for PAPs such as (i) compensation and R&R assistance received (ii) utilization of compensation amount (iii) income generation activities (iv) household/ individual income (v) debts (vi) household facilities (vii) grievance redress (viii) satisfaction level and (ix) feedback/ opinion on Land acquisition and R&R processes. A questionnaire for control population was also prepared covering the indicators such as (i) income and occupation (ii) Debts (iii) household facilities and (iv) feedback/ opinion on change of living condition. The sample copy of the questionnaire as well as control population is given at **Annexure III**.

(d) Focus Group Discussion

17. Altogether, 12 FGDs were conducted. The objective of FGD was to assess the impact of RAP implementation. The focus groups included (i) physically displaced people, (ii) PAPs received compensation and R&R assistance, (iii) PAPs whose land acquired as per UP Direct Land Purchase Policy, (iv) PAPs filed Grievance cases, (v) Vulnerable Groups (SC, ST, BPL, WHH and Differently-Abled), (vi) Formal Settlers (Titleholders -THs) and informal settlers (Non-titleholders -NTHs), (vii) Civil Work Contractor, (viii) PAPs Employed by the Contractor, (ix) Community Representatives for Common Property Resources and Religious Structures, (x) Control Population, (xi) PAPs who filed Complaints to World Bank, and (xii) PMC.

18. The consultant team visited the project sites; interacted with PAPs, DFCCIL officials, implementing agencies (Contractor, PMC & NGO) and other concerned departments. Sample copy of the FGD guidelines is given at **Annexure IV**.

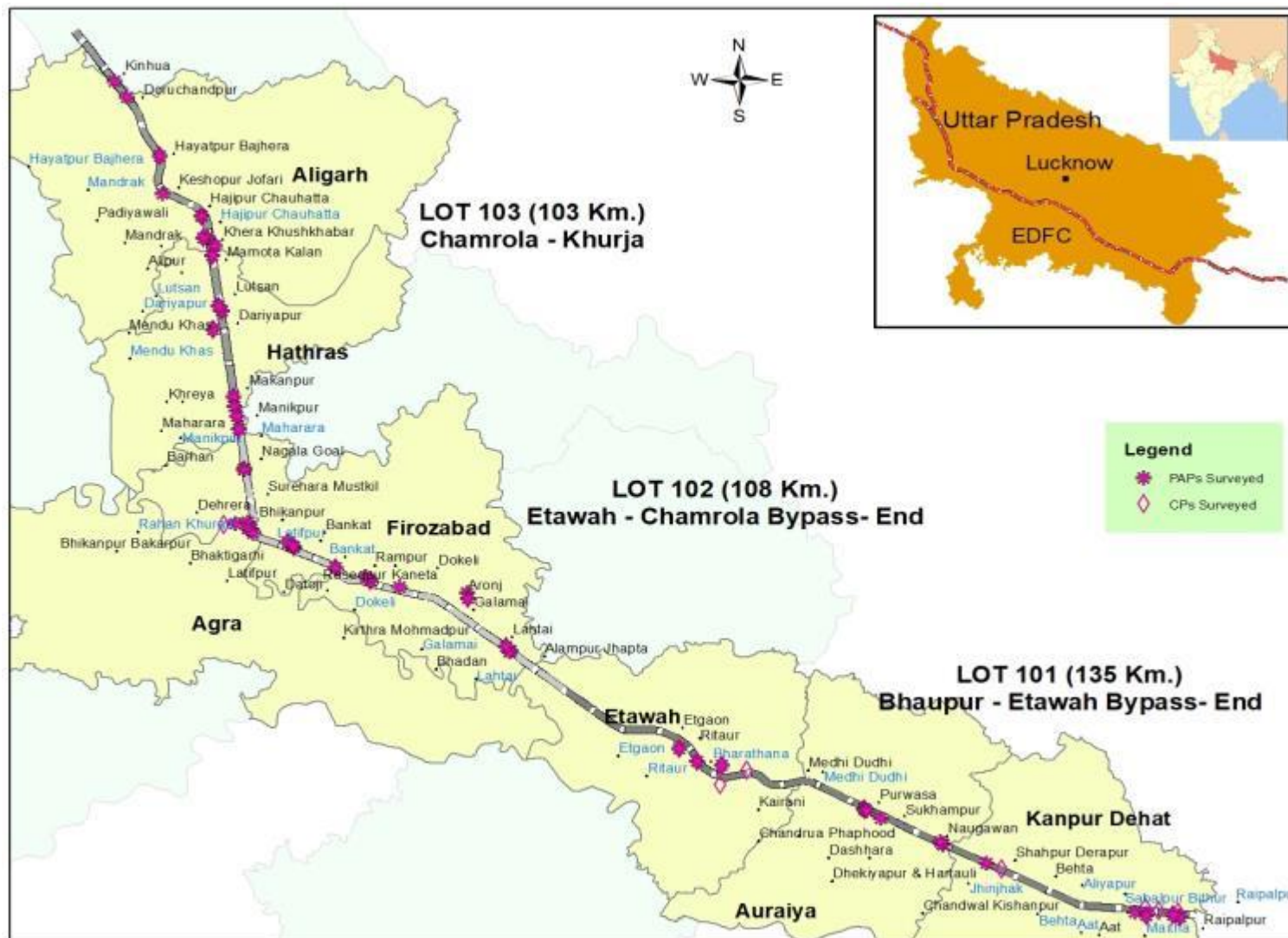


Figure 1: GPS Tagged Map of Survey Location: PAPs and Control Population

1.3 Structure of the Report

19. This report consists of five chapters including the present one as Introduction. The list of the chapters in the report are:

Chapter 1:	Introduction
Chapter 2:	Changes in Socio-economic and Living Standards
Chapter 3:	Land Acquisition and Resettlement Implementation Outcomes
Chapter 4:	Conclusion and Recommendations

2. CHANGES IN SOCIO-ECONOMIC AND LIVING STANDARDS

20. This chapter presents the comparative socio-economic background of project affected persons during the current period (2019) and baseline period (2011). The characteristics of control population have also been presented wherever required.

21. The key findings with respect to changes in occupation, changes in income level, indebtedness, housing condition, changes in living standard and opinion of the respondents (FGDs) are presented in subsequent sections.

2.1 Changes in Occupational Profile

22. The study has looked into the changes in the occupational profile of the PAPs from the baseline period to the current period. Agriculture was the main occupation of the PAPs. During 2011, 19% of the affected persons were engaged in agriculture. As per the study, majority of the PAPs (39%) were engaged in agriculture and allied activities. Further, 4% of the Project Affected Persons reported change in occupation. Rate of unemployment reduced to 2% during the end-term evaluation from 6% during baseline.

2.2 Changes in Income level

23. During 2011, the average income of the PAPs was Rs.31,875. In comparison to this, the average income (in real terms) of the PAPs was Rs.40,135 and that of control population was Rs.46,090. The study observed that the current income of the PAPs has increased by 26% over baseline income but is 15% lower compared to control population.

24. A comparison in the income of the PAPs who were compensated based on Railway Amendment Act (RAA), 2008 and Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act (RFCT-LARR), 2013 respectively were analysed. The average annual income (in real terms) of the PAPs who have received compensation as per RAA, 2008 was Rs.34,136 and the average annual income (in real terms) of the PAPs who have received compensation as per RFCT-LARR, 2013 was Rs.43,335. The study found that the difference in the annual income of the PAPs who were compensated as per RFCT-LARR, 2013 with that of the control population was 6%. The difference in the annual income of the PAPs who were compensated as per RAA, 2008 with that of the control population was 26%.

PAPs under Below Poverty Line (BPL): As per the baseline (2011), 63% of total PAPs were considered as 'Below the Poverty line (BPL)' families; earning less than Rs.25,000 annually. Presently, the BPL threshold income is Rs.27,000 and accordingly 23% were BPL. The study observed that the average income (in real terms) of BPL PAPs was 1.4 times higher compared to baseline.

2.3 Indebtedness

25. During 2011, 380 cases (81% of surveyed PAPs) of indebtedness were reported. As per the study, indebtedness was reported for 37% PAPs. In case of control population, indebtedness was reported for 31%. One-third of the PAPs have utilised the compensation amount in repaying a portion of their debt.

2.4 Housing Condition

26. The study has looked into the housing condition in terms of the nature of construction. During 2011, 97% of the PAPs had 'pucca' house (houses made of bricks, RCC permanent structure). The study did not observe major changes in the housing condition.

27. During 2011, 44% of the surveyed population were having separate kitchen and bathroom facilities each and the situation continues for both PAPs and control population during the study period.

2.5 Change in Standard of Living

28. The study revealed that the area of existing residential structure of 91% PAPs has increased and also the new houses were constructed. Further, 31% PAPs utilized the amount for construction/renovation of house followed by 8% for purchase of land and 3% for agricultural purpose. The study observed that 58% PAPs utilised the compensation amount and R&R assistance on repayment of loan, investment in new business and expenditure on improved medical as well as educational facilities. The living condition of 39% PAPs improved due to the project and 48% were able to construct new house. The remaining PAPs intimated that their living condition did not improve due to the reason such as: (i) compensation amount received was less and (ii) the amount received was spend on household chores.

29. The study observed that out of the total PAPs, 19% were physically displaced. The area of existing residential structure of 57% displaced PAPs has increased. Further, 66% PAPs utilized the amount for construction/renovation of house followed by 15% for purchase of land. The study also observed that 18% PAPs utilised the compensation amount and R&R assistance on repayment of loan and deposited in bank. The living condition of 81% displaced PAPs improved due to the project. the remaining informed that there was no change in the living condition as (i) compensation amount received was less (ii) invested their own saving in construction of new house and (iii) material for construction of house was expensive.

30. Table 2-1 below shows the various socio-economic indicators taken into account during the study.

Table 2-1: Socio-Economic Indicators

S.No.	Indicators	As per Baseline (2011)	Controlled Population (2019)	Project Affected Persons [PAPs] (2019)
1.	Occupation (in %)			
	▪ Agriculture	19	37	39
	▪ Unemployed	6	0.3	2
	▪ Others	75	62.7	59
2.	Average annual income (in Rs.)	31,875	46,090	40,135
3.	Indebtedness (No. of cases: in %)	81	31	37

S.No.	Indicators	As per Baseline (2011)	Controlled Population (2019)	Project Affected Persons [PAPs] (2019)
4.	Housing Condition (% having Pucca structures)	97	-	95
5.	Separate Kitchen and bathroom facilities (in %)	44	-	44
6.	Area increased (in %)	-	-	91

Source: RAP (2011) and Primary Survey (2019)

2.6 Opinion of the respondents

31. Focus Group Discussions (FGDs) were conducted with various groups to understand the impact of the project. FGDs were organised with 12 different groups in 69 locations wherein 637 people participated. The photographs of the Focus Group Discussion is presented at **Annexure V**. Outcome of the FGDs is summarised in Table 2-2.

Table 2-2: Summary of Focus Group Discussions

Sl.No.	FGD Groups	Name of Locations	Outcome
1	Physically Displaced People Number of Consultations: 6 Number of Participants: 57	<ul style="list-style-type: none"> • Naugawan, Sukhampur & Dekhiyapur (Auraiya District) • Barhan & Nagla Gokul (Agra District) • Kirthra Mohmadpur (Firozabad District) 	<ul style="list-style-type: none"> • Displaced PAPs received enhanced compensation as per the decision of the GRC. • The PAPs themselves relocated to new location with external support received from DFCCIL and contractor. • The PAPs were allowed to salvage the construction materials. • PAPs were not satisfied with the timeframe of 3-months given for relocation. • PAPs expected employment opportunities for at least a person in each household as part of the project.
2	PAPs who received Compensation and R&R Assistance Number of Consultations: 15 Number of Participants: 117	<ul style="list-style-type: none"> • Keshopur Jafari & Doruchandpur (Aligarh District) • Datoji, Alampur Jhapti, Latifpur, Dokeli, Rasedpur Kaneta, Aronj & Galamai (Firozabad District) • Barhan, Nagla Gokul, Surehara Mustkil & Dehrera (Agra District) • Behta (Kanpur Dehat District) 	<ul style="list-style-type: none"> • Vulnerable PAPs (BPL, differently-abled and widow) expressed satisfaction for the special assistance they received. • PAPs who received compensation as per the Entitlement Matrix-2011 were not satisfied with the land rates as compared to the PAPs who received compensation as per the Entitlement Matrix-2015. • Majority of the PAPs utilized the compensation amount and R&R assistance on repayment of debt, expenditure on improved medical and educational facilities. • Although it was planned initially to provide drain facility, RCC road along the RUB, the same was not provided. This created difficulty for the community people. • Majority of the PAPs have not filed any grievances due to lack of awareness regarding GRC. • PAPs who approached the Court of Law for enhanced compensation received favourable decision. They received the enhanced compensation as well. • Water logging in newly constructed RUB during rainy season. • Improper rehabilitation of borrow area resulted in soil run-off and consequent damage to religious structure.

Sl.No.	FGD Groups	Name of Locations	Outcome
			<ul style="list-style-type: none"> Community requested for making necessary drainage facilities. Few PAPs from Barhan, Nagla Gokul, Surehara Mustkil & Dehrera of Agra District have not received R&R assistance. PAPs received job-training from Industrial Training Institutes (ITIs).
3	PAPs involved in Direct Land Purchase Process Number of Consultations: 1 Number of Participants: 17	<ul style="list-style-type: none"> Shahpur Derapur (Kanpur Dehat District) 	<ul style="list-style-type: none"> PAPs expressed their satisfaction for the compensation amount received. They were also satisfied with the R&R assistance provided as per Resettlement Policy Framework, following the provision amended in 2018. PAPs purchased land utilizing the compensation amount and constructed house.
4	PAPs who have filed Grievance Cases Number of Consultations: 7 Number of Participants: 27	<ul style="list-style-type: none"> Datoji, Latifpur, Dokeli, Rasedpur Kaneta & Kirthra Mohmadpur (Firozabad District) Barhan & Nagla Gokul (Agra District) 	<ul style="list-style-type: none"> Majority grievances of the PAPs were submitted to the respective DFCCIL site offices only and the concerned officials resolved the cases at their level. In case of claiming for higher compensation, PAPs with the help of legal practitioner had filed case with arbitrator. Few PAPs had filed cases with the arbitrator and was pending for decision.
5	Vulnerable PAPs Number of Consultations: 13 Number of Participants: 144	<ul style="list-style-type: none"> Bhanduwa Phaphood & Purwasa (Auraiya District) Datoji, Alampur Jhapta, Kirthra Mohmadpur, Bankat, Rampur, Dokeli, Rasedpur Kaneta, Aronj & Galamai (Firozabad District) Surehara Mustkil & Dehrera (Agra District) 	<ul style="list-style-type: none"> Participants comprised of members from Scheduled Castes (SC), BPL, Differently-abled and Women Headed Households (WHHs). The participants expressed their satisfaction for the special assistance provided to vulnerable category. PAPs intimated that DFCCIL assisted the PAPs in administrative formalities and filling of forms etc. Participants did not face any difficulty in receiving the compensation and R&R assistance amount. PAPs were satisfied with the assistance provided, even though they were not satisfied with the compensation provided against lost land and assets.
6	Titleholders (THs- Formal settlers) and non-titleholders (NTHs-informal settlers) Number of Consultations: 3 Number of Participants: 69	<ul style="list-style-type: none"> Doruchandpur & Khera Khush (Aligarh District) Kirthra Mohmadpur (Firozabad District) 	<ul style="list-style-type: none"> Participants were satisfied with the compensation and R&R assistance provided. However, they were not satisfied for not giving prior notice for demolition of structures. During construction frequent dust and water logging created difficulties for villages. Soil run-off from embankment to agricultural fields affected the standing crops. Relocation of informal settlers in Doruchandpur village of Aligarh: land-owner (formal settler) provided land for constructing houses for informal settlers. The informal settlers demanded for alternate land for relocation. Few PAPs have not received R&R assistance.

Sl.No.	FGD Groups	Name of Locations	Outcome
7	<p>Civil Work Contractor</p> <p>Number of Consultations: 2</p> <p>Number of Participants: 2</p>	<ul style="list-style-type: none"> Ritam (Etawah District) Gari Bhakti (Agra District) 	<ul style="list-style-type: none"> The contractor informed that job specific safety training was provided on periodic basis to the employees. DFFCIL has taken pro-active steps to resolve local issues related to stoppage of construction activities due to delay in disbursement of land compensation. More than 1000 local people were deployed in different construction activities based on their experience and knowledge as laboratory assistants, supervisor, electricians, drivers, operators, office boys, office assistant, helpers and labourers. They were paid @ Rs.8,000/- to Rs.15,000 per month. Training and Corporate Social Responsibility (CSR) activities were adopted based on the mandate and corporate policy guidelines of the Contractor.
8	<p>PAPs employed by the Contractor</p> <p>Number of Consultations: 7</p> <p>Number of Participants: 68</p>	<ul style="list-style-type: none"> Hyatpur Bhaejara & Khera Khush Khabar (Aligarh District) Mandrak (Ram Nagar) & Dariyapur (Hathras District) Datoi & Alampur Jhapta (Firozabad District) Medidudhi (Etawah District) 	<ul style="list-style-type: none"> PAPs and community people got employment opportunities which helped them to improve their income level and living standard. The contractors provided entrepreneurial opportunity to local people in supplying construction materials, construction vehicles and local labour. Local people were employed as drivers (for tractor trolley, diesel vehicle) and security guards. PAPs opined that they were satisfied with the job and were receiving their remuneration consistently.
9	<p>Community Representatives for Common Property Resources and Religious Structures</p> <p>Number of Consultations: 6</p> <p>Number of Participants: 47</p>	<ul style="list-style-type: none"> Kheriya, (Hathras District) Daruchandpur (Aligarh District) Nagla Goal (Agra District) Latifpur (Firozabad District) Medidudhi & Bandhya Majro (Etawah District) Raipalpur (Auraiya District) 	<ul style="list-style-type: none"> The types of Common Property Recourses (CPRs) relocated were: educational and religious structures, crematorium, graveyard and public-well. Community people were satisfied with the relocation of CPRs for the proactive approach adopted by DFCCIL. Participation of community was observed from identifying sites for relocation till completion of CPR construction. In Kheriya village, Hathras district, community was not satisfied for the non-release of compensation against the affected land of the religious structure. Soil run-off from the embankment and water logging had damaged the religious structure.

Sl.No.	FGD Groups	Name of Locations	Outcome
10	Control Population Number of Consultations: 9 Number of Participants: 89	<ul style="list-style-type: none"> Hajipur Chautta (Aligarh District) Datoji, Dokeli, Rasedpur Kaneta, Aronj, Galamai, Surehara Mustkil, Dehrera & Rahan Khurad (Agra District) 	<ul style="list-style-type: none"> Most of the community people's livelihood depended mainly upon agriculture. Most of the participants working in agriculture, they were employed as laborers. During the rainy days, access to the village is blocked due to water logging in newly constructed RUBs. Provision for adequate drainage facilities along newly constructed RUBs should be provided before the completion of construction work. Access roads in the village were badly damaged due to construction activities and movement of construction vehicles. Damaged roads have affected commuting to schools in Rahan Khurad village in Agra District. Community submitted written complaints to DFCCIL and District Administration; community requested for favorable action.

Source: Focus Group Discussion conducted during Primary Survey-2019

3. LAND ACQUISITION AND RESETTLEMENT IMPLEMENTATION OUTCOMES

32. This part of the study presents detailed information related to land acquisition procedure which was followed, time taken for various stages of land acquisition, reasons for delay in handover of encumbrance-free land and its impacts on construction. The chapter also includes the perception of the PAPs and their satisfaction level on several aspects of RAP implementation. Outcome of the data analysis on various indicators are summarised and presented in tabular form at **Annexure XV**.

33. The land acquired was on the basis of the provisions of RAA, 2008 and Uttar Pradesh Direct Land Purchase Policy, 2015. The acquisition of land on behalf of DFCCIL was the responsibility of Revenue Department. The valuation of structures located within the affected land was responsibility of Public Works Department (PWD). The valuation of fruit bearing trees was carried out by Horticulture department and non-fruit bearing trees was carried out by Forest department. DFCCIL appointed Non-Government Organisations (NGOs) for facilitating RAP implementation.

3.1 Status of Private Land Acquisition

34. Total land acquired for the project was 1339.35 ha., of which 1188.77 ha. was private land affecting 25,472 PAPs. Out of the total acquired land, 4.72 ha., was acquired through Uttar Pradesh Direct Land Purchase Policy, 2015. DFCCIL adopted this policy for acquisition of land-plots missed out previously and those land required due to shift of alignment or for constructing drains, in order to reduce the timeline for acquisition under RAA-2008. Accordingly, DFCCIL has amended the Resettlement Policy Framework (RPF) in 2018.

3.2 Disbursement of Compensation

35. As on July 2019, a total of 24,687 (97%) land-owners received compensation for 1178.38 ha., of land (99%). Compensation was not disbursed for 785 land-owners (3%) for 10.39 ha., of land (1%). Disbursement processes are progressing for which DFCCIL is facilitating with the Revenue Department.

3.3 Procedure and Timeline Followed for Land Acquisition as per RAA, 2008

36. As per Railway Amendment Act (RAA) 2008, after publication of the notification (20A) for land acquisition, declaration (20E) of the same should be published within a period of one year, or else the said notification will cease to have any effect. Also, the Competent Authority should make an award (20F) within a period of one year from the date of publication of the declaration (publication of 20E) or else the entire proceedings for the acquisition of the land lapses.

37. The process involved in land acquisition was analysed by studying random cases of Award procedures and respective timelines. The Award of fourteen villages were studied. The analysis of the sample cases of Awards revealed that notification and various procedures followed, were in compliance to RAA, 2008. The Award and further procedures were done within the prescribed timeframe of one year. The

average duration from 20A to 20E notification was observed to be 283 days and from 20E to 20F notification was 233 days. The assessment of timeline based on village level case studies is given at **Annexure VI**.

38. Apart from the villages studied above, it was observed that in 54 villages, 20F was delayed and surpassed the prescribed period of one year. DFCCIL had paid the land-owners the value of award along with an interest (5% per month) for the delayed period as per the RAA, 2008.

3.4 Rehabilitation and Resettlement Assistance

39. **Disbursement of Rehabilitation and Resettlement (R&R) Assistance:** A total of 10,260 PAPs were identified for disbursement of R&R assistance. Out of the total PAPs, 19% belonged to the vulnerable category. Till July 2019, disbursement was made to 9,449 PAPs (92%).

40. **Stamp Duty Redemptions:** A total 592 requisitions for stamp duty reimbursement were received of which 434 requisitions (73%) were considered and the remaining 158 requisitions (26%) were rejected. Reasons for rejections were (i) submission of requisition after the prescribed one-year, (ii) land was not purchased in the name of the entitled person, and (iii) claim submitted against the purchase of different category of land (other than the affected land category).

41. The study observed that 17% PAPs purchased land or assets with the compensation and R&R assistance in lieu of their lost assets. Further, out of the PAPs who had purchased land, 24% PAPs submitted requisition for stamp duty reimbursement within the stipulated timeframe and the respective claims were approved. The rejection of claim was reportedly due to the registry done in the name of dependents of the PAP. Also, the PAPs who did not claim for stamp duty stated that they were not aware of the provision of stamp duty redemption.

42. **Resettlement Support:** RAP insists that the project should provide adequate notification, counselling and assistance to affected persons so that they are able to move or give up their assets without undue hardship before commencement of civil works and after receiving the compensation. Taking into consideration the RAP, the study captured 19% of the PAPs who were relocated. Out of these PAPs, majority expressed that 3 months' time was sufficient for relocation and stipulated time was given by the officials for relocation. The remaining PAPs were of the view that more than 3 months' time should be provided for relocation.

43. **Physical Displacement of Informal Settlers (NTHs):** In Douru Chandpur village, Aligarh, 14 NTHs were displaced. The land-owner in whose land the NTHs were residing, was compensated. The structure compensation for the affected structure owned by the NTH along with R&R assistance were provided to respective NTHs.

44. Discussion with NTHs revealed that the land-owner has provided 1450 sq.m., of land towards relocation of the NTHs. The ownership of land provided for relocation remained with the land-owner. The NTHs have built their residential structure on that land. DFCCIL provided them shifting assistance of Rs.10,000, transitional allowance of Rs.4,000, assistance for displaced animal-shed of Rs.15,000 and

assistance for loss of livelihood of Rs.1,06,500 as per the EM, 2011. The photographs of the relocation site are at **Annexure VII**.

3.5 Level of Satisfaction of PAPs:

45. **Satisfaction level regarding compensation amount:** The study showed that 40% PAPs were satisfied with the compensation amount. Those who were not satisfied (60%) had demanded for enhanced compensation amount and opined that compensation amount was inadequate to replace lost assets. The excerpts of the camps organized for PAPs is given at **Annexure VIII (A)** and the satisfaction level of the PAPs with respect to the awareness camps is given at **Annexure VIII (B)**.

46. As per the study, 15% PAPs intimated about the delay in disbursement of compensation amount and also informed that they frequently visited District Administration for availing the compensation.

47. **Satisfaction level regarding R&R assistance:** The study revealed that 75% PAPs were satisfied with the R&R assistance. The PAPs (25%) who were not satisfied with the assistance intimated that the amount was divided among family members. In case of the PAPs who were relocated, 72% were satisfied with the assistance provided for relocation.

48. PAPs also intimated some cases of severance of land and consequent difficulties faced. In two cases, tube wells owned by PAPs were located on the other side of the track and had to spend additional money to reinstall the same which included purchase of the tube well and boring cost (case of Hayatpur Bajhera and Khera Khushkhabar villages of Aligarh).

3.6 Training of PAPs

49. DFCCIL provided training to PAPs on various trades like helper, electrician, fitter and data entry operator. Altogether, 729 PAPs⁷ were given training. One of the trainings was provided by M/s Premvati Devi Private ITI situated in Bedai, Sadabad (Hathras District), UP. DFCCIL communicated to Skills Education Pvt. Ltd., an initiative under Ministry of Skill Development and Skill Education Pvt. Ltd., further entrusted Premvati Devi Private ITI for imparting training to the PAPs. Discussion with Premvati Devi Private ITI representatives revealed that 105 PAPs were trained (mostly belonging to BPL families) for duration of 4-5 months in the field of electrician (75% PAPs) and fitter (25% PAPs). Premvati Devi Private ITI had arranged for placement of 60% of the trained candidates. The ITI also forwarded the two-month' salary-statement of respective candidates to DFCCIL. It was also reported that approximately Rs.1500 per candidate was obtained from Skill Education Pvt. Ltd., to Premvati Devi Private ITI for imparting training.

50. The study observed that 39 PAPs (3%) have received training, of which 37 PAPs received training through ITI which was empanelled by DFCCIL and 2 PAPs received training through contractor in the field of stone-pitching and trackman. These PAPs were employed by the contractor. PAPs have received training of fitter, welder and electrician.

⁷ Data as on May 2020, Source: DFCCIL.

51. Further telephonic conversation with 9 trained candidates, who were in the list provided by DFCCIL, revealed that they had received training but had not received any job, one of the trainees said that he had rejected the job-offer due to low salary (Rs.4,000 - 5,000 per month).

52. These trainings were part of the income restoration measures aimed at restoring livelihood conditions of the PAPs. RAP provides for training assistance for income generation through NGOs and temporary employment in construction (with a condition, “if available for civil work and opted by the PAPs”). The facilitating NGO is mandated with responsibility of motivating PAPs to take part in the identified government sponsored income generation schemes. In Hathras District, the PAPs who received training had staged protests against the DFCCIL for not providing job ‘as promised’ during the time of land acquisition. The protested PAPs demanded job in the government sector. Newspaper excerpts of various protests are given in **Annexure IX**.

3.7 Status of Land Handover and Impact on Construction

53. **Status of Land Handover:** Focus Group Discussions carried out with the representatives of the Contractor and PMC revealed that the handing over of encumbrance-free land was delayed and was treated as one of the major delay-events while the Contractor computed the prolongation cost.

54. As per the Contract, the first milestone is possession of 80% of the land within 28 days of the contract. The second milestone is possession of 90% of the land within 91 days of the contract and the third milestone is possession of 100% of the land within 182 days of the contract.

55. Completion dates against respective milestones were computed based on the scheduled date of site-possession. In this regard, the delay in handing over of 80% of the land ranged from 1 day to 129 days (i.e. average delay of 51 days). Further, the delay in handing over of 100% of the land ranged from 240 days to 1778 days (i.e. average delay of 1160 days).

56. **Other Delay-events:** The Contractor also pointed out about various other delay-events including delay relating to shifting of utilities, delay in removal of Optical Fibre Cable (OFC) and Signal and Telegraph (S&T) cables in parallel sections, shifting of electric line, delay in appointment of PMC Engineer, civil disturbances arising from the non-payment/delayed payment of compensation to the villagers, etc. The cost incurred against the delay specifically due to the delay in handing over of encumbrance-free land was not available or not disclosed by the Contractor. The prolongation cost claimed is around 19% of the total contract value and the claim is pending for decision by Dispute Adjudication Board.

57. **Obstruction by Local Community People:** Perusal of the communication details of the contractor revealed that around 36 incidents of villagers’ agitation leading to stoppage of civil works were reported from the year 2014 to 2017. Out of these incidents, more than half of the reported cases were related to land acquisition or related compensation payments. Other than the land related agitations, the villagers’ also obstructed the work demanding re-sizing of RUB/minor structures or its location-changes and demand for access road or its maintenance, etc. Details of land-related hindrances as per the contractor’s communication one of the construction packages is given in **Annexure X**. ‘Offer of Jobs’ to project affected families against loss of livelihood was also reported to be one of the reasons.

3.8 Impact on Common Property Resources

58. Common Property Resources (CPRs) have been relocated as observed during the visit to randomly selected CPRs in six (6) locations (Two in Agra and one each in Auraiya, Etawah, Hathras and Aligarh). Discussions with community people in various CPR locations showed that the impacted CPRs were relocated considering its existed structure and architecture and in many cases, enhanced facilities were also provided (**Annexure XI**). Overall, the community people were satisfied with the relocation of CPRs, and they appreciated the efforts taken by DFCCIL, except for the delay occurred for completing the work by the contractor as per agreed schedule, and that too even after the required land were made available to the contractor for relocation of affected CPRs.

59. The identified CPRs were grouped under two broad categories, 'charted' and 'uncharted'. Those CPRs which were potentially impacted and that were identified before mobilisation of the civil work contract were all treated as Chartist. Relocation of charted CPRs rests with the civil work Contractor. Those CPRs which were identified during the civil work implementation stage were all grouped under Uncharted.

60. Altogether 27 CPRs were identified for relocation, of which 24 were charted and 3 were uncharted. Out of the total, 11 CPRs were from Aligarh district, 5 CPRs from Hathras district, 4 CPRs were from Etawah, 3 CPRs from Firozabad district, 2 CPRs were from Kanpur Dehat district and one CPR each from Agra and Auraiya district. The impacted CPRs include religious structures like, temples and rest houses and also crematorium and graveyard.

3.9 Corporate Social Responsibility Activities

61. RAP states that "DFCCIL will take social responsibility for reconstruction of community structures and replacement of common property resources like temple, schools, colleges, roads, and hospitals in consultation with the community. The facilitating NGOs will organize public consultation with concern stakeholder's to decide the CSR work to be done by DFCCIL. However, the DFCCIL will follow GoI guidelines to plan and carry out CSR". DFCCIL's CSR is envisioned as a commitment to meet its social obligations by contributing towards improving quality of life of the communities and stakeholders on a sustainable basis, preferably in the project areas where it is operating.

62. **Overall CSR Activities in DFCCIL:** CSR Policy was framed by DFCCIL in 2011-2012 based on the guidelines issued by Department of Public Enterprise in April 2010 and was issued formally to the Ministry/ Department for compliance in the Central Public Sector Enterprise (CPSEs). Accordingly, during 2011-2012 two key areas were identified (i) computer education and (ii) eco-sanitation, for providing input for development of persons residing in project affected areas. An amount of Rs. 20 lakh was spent on the said activity. During 2012-2013, vocational/ technical trainings were provided to 891 PAPs with a view to generate employment. An amount of Rs. 18 lakhs were spent on vocational/technical training. During 2013-2015, two key areas were identified (i) computer literacy (23 computers were provided in 15 schools under the jurisdiction of project affected areas) and (ii) Vocational training (651 PAPs were provided training with a total 35,032 man days) for providing input for development of persons residing in project affected areas. An amount of Rs. 18 lakhs were spent on vocational training.

63. During 2014-2015, DFCCIL signed MoU with Confederation of Indian Industry (CII) on 18th November 2015 as a part of CSR Activity to provide vocational training to 1000 PAPs/BPL youth (also known as project 'SAKSHAM') at 4 CPM units including Tundla [(i) Allahabad West (ii) Tundla (iii) Mumbai and (iv) Jaipur]⁸.

64. Discussion with DFCCIL and Contractor has revealed that 13 CSR activities were undertaken in EDFC-1.

65. During 2014-2015, an amount of Rs. 2.50 lakhs were spent on construction of toilet blocks in a primary school under Swachh Vidhyalaya Campaign in Firozabad district.

66. In the year 2017-18⁹, DFCCIL had allocated Rs. 10 lakhs for Tundla CPM unit as well as Ahmedabad (Western Dedicated Freight Corridor) for the provision of computers in schools/ computer literacy. Accordingly, office of the CPM, Tundla has purchased desktop computers, printers and computer accessories for Government schools located along the project affected villages in the districts of Firozabad, Etawah and Agra. The computer systems were distributed to Schools for providing computer training to the students.

67. In the year 2018-19¹⁰, as part of the CSR activities of DFCCIL, office of the CPM, Tundla had provided cash-assistance of Rs. 15 lakhs to the District Administration of Firozabad and Agra respectively towards construction of Public Conveniences. Contractor also gave support to schools located in project location by constructing building for library and providing books.

68. In the year 2019-20¹¹, Skill Interventions in Schools to improve the employable skills and physical fitness of the students was conducted through CII in four CPM units including Tundla [(i) Greater Noida/ Meerut (ii) South Mumbai (iii) Ajmer/ Jaipur and (iv) Tundla]. DFCCIL allocated Rs 100 lakhs for the said activity. Details of CSR activities are given in **Annexure XII**.

3.10 Cost of Land Acquisition and Resettlement

69. During land acquisition, the total compensation amount disbursed to the PAPs was Rs.719.38 crores. R&R assistance of Rs.68 crore was allocated of which Rs.58 crore was disbursed to the PAPs. So far, 846 PAPs have been identified for the disbursement of the R&R Assistance amount (i.e. one-time resettlement allowance and annuity) which is in progress.

70. As per RAP, the total land requirement of the project was 1442.15 ha. The total project cost (cost of civil works, electric works, cost of land, R&R assistance, relocation cost of CPRs and implementation charges) was Rs.5761.83 crore. The cost estimate for land acquisition and R&R assistance includes cost of land, cost of structure, R&R assistance, relocation cost of CPRs and implementation charges. The total cost incurred for various activities related to RAP implementation is estimated to be Rs.1269.72 crore which includes cost of land, R&R assistance and cost of consultancy. Thus, 22% of the total project cost has been

⁸ Source: DFCCIL Letter No. HQ/HR/35/CSR/2015-16 dated 21.12.2015

⁹ Source: DFCCIL Letter No. HQ/HR/CSR Activities 2017-18 dated 31.07.2017

¹⁰ Source: DFCCIL Annual Report, 2018-19 and DFCCIL Letter No. HQ/HR/CSR Activities 2018-19 dated 21.08.2018

¹¹ Source: DFCCIL Annual Report, 2018-19 and DFCCIL Letter No. HQ/HR/CSR 2019-20 dated 31.07.2019

incurred towards land acquisition and resettlement. Also, compared to the estimated during RAP, the RAP implementation expenditure is higher by 1.6 times. This is attributed to the escalated cost of land compensation as per the new Act, RFCT-LARR 2013 and Uttar Pradesh Direct Land Purchase Policy and R&R assistance as per the EM-2015. Item wise expenditure of RAP implementation is given Table 3-1.

Table 3-1: Item-wise expenditure for RAP Implementation of EDFC 1

S. No.	Item	Budget as per RAP (Rs.in crore) ^	Expenditure (Rs.in crore)
1	Cost of Land	322.18	1176.85
2	R&R Assistance	81.35	89.17
3	Relocation of CPR*	1.69	0.0
4	Implementation Charges (Training, Administration, Management, Capacity building, Monitoring, NGOs etc.)	74.37	3.70
	Total	479.59	1269.72

Note: *The relocation cost of CPR is the part of the contract document of contractor.

^ The Budget as per RAP includes contingency @8%.

Source: RAP-2011 and DFCCIL (as on November, 2019)

3.11 Grievance Committee's Impact

71. Grievance Redress Committee (GRC) as mentioned in the RAP was formulated in all the districts. The GRC comprised the following members:

- District Collector of the concerned District, Chairman
- Zila Parishad Chairperson/ his or her nominee
- Concerned Competent Authority/ Administrator
- Concerned Assistant Project Manager of DFCCIL
- Representative from Civil Society/ a reputed local NGO

72. The grievances of the PAPs were regarding enhancement of compensation, delayed disbursement of compensation, compensation not provided of the additional land acquired, R&R and handicapped assistance not received, more land acquired than marked, community issues related to water logging, damaged access roads. The grievances were usually submitted to the DFCCIL site office, Head Quarter or to the Arbitrator. The cases filed with the Arbitrator were mostly done with the help of legal practitioners.

73. Till July 2019, a total of 1,581 grievance cases were recorded of which 1,570 cases (99%) were resolved. The decision has been pending for remaining 11 cases (1%). It is observed that most of these cases were not directed to GRC but were dealt and resolved within the site offices of DFCCIL. Study also observed that 16% of the PAPs were having adequate knowledge of various procedures for filing grievances with GRC. The detailed procedure of handling grievances by DFCCIL is given at **Annexure XIII**.

74. Study observed that, 151 PAPs (12%) have submitted grievance cases at various levels of District Administration and to the site offices of DFCCIL. Majority of the PAPs (67%) were satisfied with the decision.

75. The Concurrent Monitoring Team appointed by the DFCCIL had observed that there was lack of awareness among the PAPs regarding grievance redress system. The GRC couldn't be convened for resolving issues of aggrieved persons quickly due to its size. Accordingly, the Monitoring Team suggested for modifying the constitution of GRC in order to make it functional. The Monitoring Team also observed some hindrances to the smooth and efficient functioning of the grievance redress mechanism such as (i) lack of awareness among PAPs regarding who to approach for grievance redress, (ii) lack of direct communication with PAPs – and as a resolution the monitoring team had suggested coordination with respective Sarpanch and display of GRC information at prominent places, and (iii) delay in inter-departmental coordination for grievances requiring intervention of other state level departments. World Bank in its site-visit note (22-25 June 2018) noticed that communication and coordination between the DFCCIL, LA Authority and PAPs remained an issue in the Project, as PAPs were not aware of the entitlements, approval of supplementary micro plan, and disbursement of payments and availability of GRC.

76. **Status of Complaints forwarded to the World Bank:** There were 36 complaints by 28 PAPs submitted directly to the World Bank through e-mail. These complainants were from the districts of Auraiya and Etawah. The World Bank along with DFCCIL officials from Kanpur site office and Concurrent Monitoring Team conducted meetings with the complainants in project locations. DFCCIL had regularly updated the action taken against respective complaints to the World Bank. As per the data received from the site office, 30 complaints were resolved which pertained to (i) enhancement of compensation (ii) livelihood assistance as per new land acquisition Act (iii) discrepancy in measurement of affected area (iv) acquisition of residual land (v) non-receipt of compensation and R&R assistance (vi) request for construction of a culvert (vii) request for alignment change to avoid impacts. To understand the satisfaction level of the complainants, a discussion was conducted with 5 complainants wherein 4 PAPs intimated that they were satisfied with the decision and one PAP was not satisfied as his case for non-receipt of compensation was pending in Court of Law.

3.12 Arbitration and Court Cases

77. **Arbitration Cases:** As per Clause (6) of Section 20F of the Railway Act, 1989 (24 of 1989), Arbitrator has to be appointed for determining the payment of compensation to the PAP; when the PAP was not satisfied with the compensation provided. Commissioners of Kanpur, Agra and Aligarh were respectively appointed as Arbitrators. Till July 2019, 2879 Arbitration Cases were filed of which 136 cases (5%) were pending.

78. Out of the 136 pending cases, 56% cases were pending for the last 12-24 months and 42% cases were pending for more than 24 months. The reason pointed for the delay in disposing the cases was inadequate time-availability of respective Commissioners. The absence of PAPs during the hearing has also delayed the processes. Most of the arbitration cases were filed for enhancing the compensation rates.

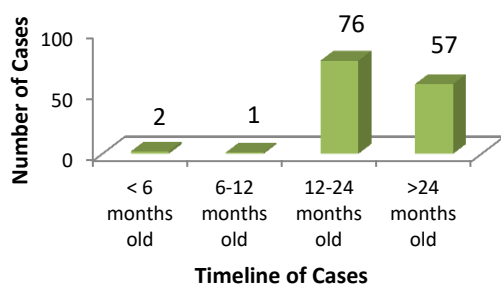


Figure 2: Timeline of Arbitration Cases

Source: DFCCIL, 2019

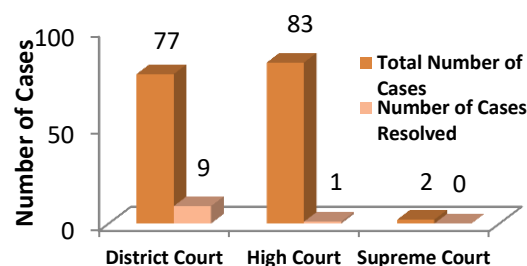


Figure 3: Cases Filed in Court and Cases Resolved

79. **Court Cases:** Till July 2019, there were 161 cases filed in various courts (District Court, High Court and Supreme Court), of which 151 cases were pending for decision. Cases were related to enhancing rate of compensation, demand for payment of interest rate due for delayed disbursement, appeal against the Arbitrator's decision. Two cases were from Etawah which was under review of Supreme Court, filed by the PAPs demanding payment against the acquisition of their land declared under section 20E but not awarded under 20F. In this case, the High Court ruled in favour of DFCCIL referring to its communication which stated that Railways did not propose to utilize the land declared for acquisition under section 20E and also referring to section 20F (2) the said declaration stand lapsed.

Table 3-2: Details of Cases Filed in Court

District Court		High Court		Supreme Court		Grand Total	
Filed	Pending	Filed	Pending	Filed	Pending	Filed	Pending
77	68	83	82	1	1	161	151

Source: DFCCIL, 2019

80. Analysis of the timeline of filed cases in various Courts shows that 56% of cases were pending for more than 24 months and 20% cases were pending for more than a year. Overall, nearly 96% of cases filed were pending for decision.

81. As per the study, majority of the PAPs intimated to have hired legal practitioners for arbitration/ court cases. Out of the total PAPs, 21% submitted arbitration/court cases. Out of the PAPs who had submitted their cases, 26% intimated that the arbitrator's/ court's decision benefitted them as it was in their favour. Whereas, 42% intimated that the arbitrator's/ court's decision was not in their favour. The cases of remaining 32% PAPs were pending.

3.13 Local Employment Creation

82. The project has generated local employment to 4,193 persons¹² since January 2014. Local entrepreneurs also emerged as part of the project for supply of local labour as well as construction materials, construction vehicles, etc. Majority of the PAPs were satisfied with the employment conditions,

¹² Sources: (i) Employment Records of the Contractor, (ii) Discussion with DFCCIL Officials, (iii) FGD with the local people employed by the Contractor.

wages and facilities provided by the contractor. FGD was conducted with the PAPs employed by the contractor which is presented in Table 2-2, sl. no. 8 under 'PAPs employed by the contractor'. The number of man-days vary from a day/week to a year or more depending on the project duration. Discussions with the local employed persons revealed that their average wages range between Rs.450-550 per day and for some jobs like watchmen, office assistant, site-supervisor, laboratory-assistant, electrician, stone-crushing and pitching, etc., the wages range between Rs.8,000-15,000 monthly respectively. Stone-crushing work involved heavy physical work and youngsters were usually preferred. One wagon of stone is rated at Rs.2000 and about 4 persons could complete 1 -2 wagons of stone. The study observed that the average wage of the local employed persons was 15% more than the minimum wage rates. The detailed study of the local employment is given at **Annexure XIV**.

3.14 Impact on Women

83. Development projects improve the living conditions of women by taking into account the women's participation and as well as their real needs. The study has carried out the consultations with women groups in order to understand the impact of the project on the women community.

84. Till July 2019, out of a total of 25,472 PAPs, 3,345 (13%) were women PAPs. Out of these women PAPs, 94 (3%) were physically displaced. Out of the total physically displaced PAPs, women PAPs accounts for 18%. The compensation and R&R assistance were disbursed to 3344 women PAPs. The one physically displaced women PAP has not accepted the compensation as she has demanded for enhanced compensation and hence the R&R assistance is not yet disbursed. Further, out of 729 PAPs provided skill training, 70 PAPs (10%) were women. These women PAPs were provided training in garment making (from ITI Kanpur), welding and electric (from ITI Etawah). The study revealed the following:

(i). Socio-economic changes:

- (a) Occupation: The occupation pattern of women remained unaltered. As per the baseline study, most of the women were housewives and the pattern continued during end-term evaluation study as well. The remaining women PAPs were engaged in various occupations such as agriculture, wage-labour, trade and service (in government and non-government organisations).
- (b) Income level: The average annual income (in real terms) of the women PAPs was Rs.31,640 and that of control population was Rs.34,480. The study observed that the annual income level of the women PAPs was 8% lower compared to control population.
- (c) Indebtedness: Indebtedness was reported for 22% women PAPs. Majority of the women PAPs utilised the compensation amount in repaying a portion of their debt. In case of control population, indebtedness was reported for 31%.
- (d) Standard of Living: The study revealed that the area of existing residential structure of both women PAPs (88%) and male PAPs (90%) has increased. Both intimated that the new houses constructed were better than the old houses. The living condition of 39% women PAPs have improved considerably as they were able to construct 'pucca' houses (houses made of bricks, RCC permanent

structure), renovate house, purchase cattle, repay part of their debt, spend on medical as well as educational needs and also on household chores and the situation was same for male PAPs.

- (ii). **Awareness about Act/ Policy applicable for the project:** Majority of the women PAPs (63%) were aware about the Act/ Policy through which their land was acquired. Awareness among women PAPs were at par with their men counterparts.
- (iii). **Disbursement of compensation and R&R assistance:** Out of the 176 women PAPs, all received the compensation and R&R assistance. The study revealed that 18% women PAPs have approached the Arbitrator/ Court cases for enhancement of compensation.
- (iv). **Difficulty faced during receipt of entitlements:** Majority of the PAPs (76%) intimated that they did not face any difficulty in receiving the entitlements. The remaining 24% intimated that they have faced difficulties such as (i) frequent visits to District Administration/DFCCIL for availing the entitlements, (ii) staging of protests for enhanced compensation and (iii) delayed payment of entitlements.
- (v). **Level of Satisfaction:** Out of the total women PAPs, 50% were satisfied with the entitlements provided. On the other hand, 40% men had expressed their satisfaction. Both men and women who expressed their satisfaction revealed that the entitlements have positively contributed towards improving their standard of living. Both were able to construct or renovate houses, repay part of their debt, spend on medical as well as educational needs and also on household chores.
- (vi). **Physically displaced women PAPs:** The study observed that no physically displaced women PAPs were provided employment. Out of the total Women PAPs, 56% were satisfied with the compensation amount as well as R&R assistance. The living conditions of 39% women PAPs have improved as they were able to construct house, purchased land and purchased cattle. They intimated that the compensation amount and R&R assistance received was adequate enough to replace their affected / lost asset.

3.15 Institutional Arrangement for RAP Implementation

85. Social and Environmental Management Unit (SEMU) was responsible for implementation of RAP in coordination with 3 Offices of Chief Project Managers (CPM) - DFCCIL at Agra, Kanpur and Aligarh respectively. There were 3 contractual employees in respective offices of CPM, who were reporting to Senior Executive Engineer. These employees were responsible for land acquisition processes, resettlement & rehabilitation and training procedures. In addition to the above-mentioned duties, the contractual employees were also responsible for handover of advance-notices to PAPs, liaising with revenue officials and disbursement of compensation/assistance amount.

86. The contractual staffs also included retired revenue officials who facilitated DFCCIL works. Two NGOs were contracted by DFCCIL for Aligarh, Kanpur and Agra respectively. However, the contract of the NGOs was concluded on prescribed dates and the remaining works were handled by DFCCIL officials. Discussion with various officials revealed that most of the staffs in the position of Project Managers and above were having technical background in engineering and lacks specific experience in land acquisition

and resettlement related aspects. Officials received training on social safeguard implementation through the training organized by NGO and Concurrent Monitoring Team.

87. **RAP implementation by NGOs:** Two NGOs were contracted by DFCCIL for Aligarh, Kanpur and Agra respectively. NGOs had supported the project by organizing camps to identify the affected persons. NGOs had also helped to disburse the R&R assistance by preparing Micro Plan. The support of NGO helped in smooth disbursement of the compensation to the PAPs. Further, the NGO liaised with PAPs to help them submit requisite documents for receiving the compensation and R&R assistance and also disseminated requisite project information. As per RAP, NGOs should work with the PAPs and the line departments to dovetail the government sponsored income generation schemes for the benefit of PAPs. However, such dovetailing had not taken place. NGOs had prepared the list of PAPs eligible for training. DFCCIL later arranged for the training in identified institutes.

88. **Monitoring and Evaluation by Concurrent Monitoring Team:** Consultants were appointed by the DFCCIL to carry out quarterly review of social and environmental safeguard activities implemented in the project. Three Consulting Agencies were contracted by DFCCIL since inception of the project. The Concurrent Monitoring Team had identified the gaps in the implementation of RAP and had suggested corrective measures. The major issues identified were related to (i) periodic progress on land acquisition, disbursement of compensation and R&R assistance, grievances and stamp duty redemptions (ii) institutional snags leading to impediments in the process of acquiring land, (iii) procedural delay in providing entitlements and (iv) opinion and suggestions of PAPs received through specific consultations and one-to-one interviews. The Concurrent Monitoring Team had also imparted training to the officials of DFCCIL, PMC, Contractor and NGO regarding implementation of RPF, RAP and its compliance.

4. CONCLUSION AND RECOMMENDATION

89. The key findings, lessons learnt and outstanding issues along with recommendations are summarized in this section. Based on the impact evaluation, the study suggests remedial measures as required to meet out the objective of R&R implementation. The DFCCIL should monitor the outstanding actions beyond the impact evaluation study, which include disbursement of compensation and R&R assistance, rectifying post-construction damages to affected residential structures, approach roads and assurance on commuters' safety.

4.1 Key Findings

A. Socio-Economic Findings

(a) Occupation Profile:

- Occupation pattern of the PAPs remained unaltered. Majority of the PAPs were engaged in agriculture and allied activities.
- A reduced level of unemployment was observed in comparison to the baseline.

(b) Income Level:

- In comparison to the baseline, the income of PAPs has increased. The average annual income level of the PAPs have increased by 26% over baseline. The study also observed that the average annual income level of the PAPs was 15% lower than the Control Population.
- The average annual income of the PAPs who were compensated as per RFCT-LARR, 2013 was at par with control population (with a difference of 6%) than the PAPs who were compensated as per RAA, 2008 (with a difference of 26%). The average annual income of the PAPs who were compensated based on RFCT-LARR, 2013 fared better than the PAPs who were compensated based on RAA, 2008.
- The average annual income of PAPs below poverty line has increased 1.4 times as compared to the baseline.

(c) Indebtedness

- Indebtedness reported for 37% of the PAPs against 81% of PAPs during baseline. One-third of the PAPs utilised the compensation amount and R&R assistance in repaying a portion of their debt.

(d) Housing Condition:

- Housing condition of the PAPs remained unaltered. Majority of the PAPs were living in 'pucca' house (houses made of bricks, RCC permanent structure).
- In terms of facilities (i.e. having separate kitchen, bathroom and toilet), no change was observed in the study period in comparison to the baseline period.

(e) **Standard of Living:**

- The compensation money gave the PAPs an opportunity to purchase new lands, construct new houses or renovate their old houses. Study observed that 58% of the PAPs reported utilizing money for investment in new business and/or clearing the existing debts and spend on improved medical and educational facilities.

B. Land acquisition and Rehabilitation & Resettlement Support

i. **Land Acquisition:**

- Total land acquired for the project was 1339.35 ha., of which 1188.77 ha., was private land. The land acquisition followed RAA, 2008 except 4.72 ha., which was acquired through Uttar Pradesh Direct Land Purchase Policy, 2015.
- As on July 2019, 10.39 ha. of land was remaining to be acquired.
- On an average, one PAP has lost 0.05 ha. of land to the project. As per the study, 87% PAPs has lost less than 0.1 ha. of land to the project.

ii. **Timeline of Land Acquisition:**

- The notification and various procedures followed for acquiring land was in compliance to the RAA, 2008 and the procedures were done within the prescribed timeframe.

iii. **Disbursement of Compensation and R&R Assistance:**

- The disbursement of compensation and R&R assistance have largely progressed.
- As on July 2019, a total of 785 land owners (3%) are yet to receive compensation and 811 PAFs (8%) are yet to receive R&R assistance. The disbursement of compensation amount and R&R assistance for the remaining PAPs were in progress at the time of the study.

iv. **Resettlement Support:**

- Stamp Duty Reimbursement: In case of stamp duty redemption, 26% claims were rejected due to various reasons such as (i) submission of requisition after the prescribed one-year, (ii) land was not purchased in the name of the entitled person, and (iii) claim submitted against the purchase of different category of land (other than the affected land category).
- Relocation time given to PAPs: PAPs were not satisfied with the timeframe of 3-months given for relocation.

C. Satisfaction Level and Perceptions of the PAPs:

- Study showed that 40% of the PAPs were satisfied with the compensation amount. The remaining 60% of the PAPs who were not satisfied with the compensation amount opined that the compensation amount was not adequate to replace their lost assets.
- Three-fourth of the physically displaced PAPs expressed their satisfaction regarding the assistance provided.

D. Grievance Redress Mechanism:

- Grievance Redressal Committee as mentioned in the RAP was formulated in all the seven districts where the EDFC -1 traverses.
- The grievances of the PAPs were related to enhancement of compensation, delayed disbursement of compensation, compensation not provided of the additional land acquired, R&R and handicapped assistance not received, more land acquired than marked, community issues related to water logging, damaged access roads.
- Most of the grievance cases were not directed to GRC but were dealt and resolved within the site offices of DFCCIL.
- Study observed that 84% of the PAPs were not aware of the various procedures involved to file grievances with GRC.

E. Local Employment:

- The project has generated local employment to 4,193 persons in various jobs like watchmen, office assistant, site-supervisor, laboratory-assistant, electrician, stone-crushing and pitching.
- Local entrepreneurs were also emerged and were engaged in supplying of local labour as well as construction materials and construction vehicles.

F. Relocation of Common Property Resources:

- There were 27 CPRs relocated in this DFCC project stretch, of which 24 were categorised as 'charted'¹³ and were relocated by the Contractor. The 'uncharted'¹⁴ CPRs were relocated by DFCCIL.
- The community people were satisfied with the relocation of the CPRs. The participation of the community was evident in relocation of most of the CPRs.

G. Impact on Women:

- Compensation and R&R assistance has been disbursed to all the women PAPs. They intimated that they did not face any difficulty in receiving the same.
- The overall distribution of income and indebtedness showed that women PAPs are economically at par with their counterpart in control population.
- The area of existing residential structure of both women PAPs (88%) and male PAPs (90%) has increased. Further, equal improvements were observed in the living standards of both women and male PAPs.

H. Handing over of Encumbrance-Free Land to Contractors:

- Delay in handing over of land to the contractor was observed in all the three Lots of EDFC 1. Achieving 80% length, was delayed by average 51 days against the timeline as per contract. Achieving 100% length was delayed by average 1160 days against the timeline as per contract.

¹³ CPRs included under the scope of Civil Works Contract

¹⁴ CPRs not included under the scope of Civil Works Contract

4.2 Lessons Learnt

- (a) **Displaced persons/families** who were not willing to relocate after the expiry of advance notice period posed challenges. Except few cases, relocation support was observed to be limited to disbursement of compensation amount and R&R assistance. To the best possible extent, an appropriate community system (involving local government bodies, social activists, knowledgeable persons) for smooth relocation of displaced persons/families should be developed for relocation purposes. Counselling support should be provided in order to minimize the inherent hardship faced by PAPs during relocation.
- (b) **Relocation Support to Informal Settlers (NTH):** As per EM-2011, informal settlers were eligible for structure compensation and R&R assistance. The study observed a case of Douru Chandpur village, Aligarh wherein the displaced informal settlers had not had any planned relocation site. The policy document (i.e. Acts/Entitlement Matrix 2011) does not have any provisions in such cases as elaborated above. As per the New Entitlement Matrix 2015, *“those occupying village common lands/abadi lands prior to 1961 shall be eligible to be treated as ‘regularised land holders’ as permitted by law and shall be provided with alternative land or site allowance equivalent to land compensation”*. This provision was not included in the EM 2011. Hence, the project should earnestly support the informal settlers whose land has been acquired and should provide equivalent support as in the case of title-holders to support and save their livelihoods.
- (c) **Training of PAPs:** DFCCIL has made very systematic arrangement for providing training to PAPs. Priority was given to those PAPs belonging to below-poverty-line (BPL) category through recognized institutes. It was observed that 60% of the trained candidates received job post-training and their two-month salary statements were also forwarded to DFCCIL. Many of the trainee PAPs rejected the job offer due to inadequacy in the remuneration offered. Many cases of protests by trainee PAPs were reported disrupting the overall project progress.

Adequate communication regarding the entitlements – livelihood training related aspects requires to be clearly communicated to PAPs. Awareness campaigns in affected villages should be more transparent and should specifically include the details of proposed trainings. Post-training procedures adopted by the DFCCIL should be documented and disseminated in public domain.
- (d) **Stamp duty redemption:** Out of the total 592 requisitions for stamp duty reimbursements, 158 (26%) were rejected due to reasons such as (i) submission of requisition after the prescribed one-year, (ii) land was not purchased in the name of the entitled person, and (iii) claim submitted against the purchase of different category of land (other than the affected land category). Project should consider these rejected claims and include project-affected-families as unit of entitlement and should also include purchase of different category of land also as eligible. The time period for claim should be relaxed to at last two years or till end of the RAP implementation.
- (e) **Corporate Social Responsibility:** CSR activities carried out in project villages are appreciative; at the same time require a mechanism for follow-up for ensuring sustainable delivery of benefits. It is also noticed that the Computer Systems provided as part of the CSR activity of DFCCIL were taken away by interested parties thereby denying the intended benefits to students/schools. With

respect to transfer of fund to district administration, the details regarding utilization of specific fund by the District Administration for the intended purpose was not known.

Appropriate institutional mechanism should be in place for sustainable delivery of benefits, especially during the project cycle. For instance, ownership of computer systems should be transferred to the beneficiary school only after a specific period. Follow-up with District Administration should be made mandatory to ensure the utilisation specific cash transfers made.

- (f) **Delay in handover of encumbrance-free land:** The delay in land acquisition and subsequent handover of encumbrance-free land were pointed out as major components included in the prolongation cost-claims of the Contactor. In view of this, the overall RAP implementation system requires strengthening in future projects and also the targets set forth for achieving right to access continuous stretch requires relaxation.
- (g) **Institutional Arrangement:** A dedicated institutional structure was in place at DFCCIL HQ as well as in project site offices for the smooth implementation of RAP. This institutional structure was a strong platform which facilitated various procedures related to land acquisition, rehabilitation and resettlement. Staff requirements were in compliance with the RPF and existing staff has dedicatedly worked towards achieving the objectives of RAP.
- (h) **Reinstating approach roads in villages and access roads near RUBs:** Focus group discussions carried out across locations have highlighted issues related to (i) difficulty in accessing approach roads, and (ii) waterlogging conditions in RUBs. Although DFCCIL has instructed the Contractor for case-by-case resolution, the villagers were generally not satisfied with the prevailing system. Delay in resolving case is rampant across project locations. Reinstating access-roads near RUBs and also those approach roads used for movement of construction vehicles should be made more efficient. The project should prepare a Restoration Plan in coordination with local governing bodies for all damaged approach roads and access near RUBs. The budgetary provisions along with responsibility of respective agencies should be clearly mentioned in the Restoration Plan.
- (i) **Grievance Redressal Committee:** It is important to disseminate project information with emphasis on grievance redress mechanism among people through awareness programs.
- (j) **Court Cases:** Considering that the disposal rate of cases in civil courts is taking long time, the Concurrent Monitoring Team suggested that it would be imperative to open other avenues of dispute resolutions like negotiations, meetings and focus consultations. Community participatory dispute resolution mechanism followed in one of the project locations (in Hathras district, Aligarh) is emulative.
- (k) **Delayed payment of compensation for land** includes interest for the period of delay (12% per annum). However, delayed payment of R&R assistance does not include any such delay-interest. Project should take measures to provide delay-interest for R&R assistance. Resettlement Policy Framework should be amended accordingly.
- (l) **Delay in disbursement of R&R assistance** varies from village to village and case to case due to various reasons such as delay in official procedures of line departments, delay in submission of requisite documents by PAPs. Project's coordination with line departments should be

strengthened. Timely submission of requisite documents by PAPs also helps pacing up disbursement of R&R assistance, for which services and support from RAP implementing agency should be hired.

- (m) **Damages to reconstructed houses / assets:** Train movements along the new alignment and consequent vibrations have damaged certain residential structures. In this respect, the Project should strengthen the post-construction surveillance through regular and more frequent site inspections rectifying the impacts due to train movement and also to resolve incidents of damages happened to re-constructed houses or other assets. Project should evolve mechanisms to organize informed meetings with Local Governing Bodies and community representatives.

4.3 Outstanding Issues and Suggested Action Plan

90. Outstanding issues identified during the study have been documented along with the suggestions for rectification. This includes (i) disbursement of payments to PAPs as compensation and R&R assistance, (ii) community issues related to post-construction damages due to train movement and consequent vibration, drainage and water logging issues, embankment erosion and consequent damages to agricultural fields, safety of women during night-travel along newly constructed RUBs, damages caused to approach roads and access to RUBs:

a) **Compensation disbursement:**

- **Issues:** Out of 25,472 PAPs, compensation requires to be disbursed for 785 (3%) PAPs.
- **Suggestions:** DFCCIL should take help from local NGO or community mobilisers and organise camps in respective villages. Awareness to be raised among the PAPs regarding updating ownership details, and other documentation requirements related to payment of compensation. Also prepare the list of non-resident PAPs and communicate with them in consultation with local governing bodies.

b) **R&R Assistance:**

- **Issues:** A total of 10,260 PAPs were identified for R&R assistance, of which disbursement is pending for 1,657 (16%) PAPs.
- **Suggestions:** DFCCIL should take help from local NGO or community mobilisers/volunteers and organise camps in respective villages to disburse remaining R&R assistance. Awareness to be raised among the PAPs regarding various documents to be submitted for processing and disbursement of R&R assistance.

c) **Post-construction damages to residential structures:**

- **Issues:** In Naugaon village, Auriya and Maharara village, Hathras, partial demolition of PAP's structures have resultant cracks on the remaining portion of the structure. In Kheriya village, Hathras, demolition of house affected the nearby house as well due to train movement and consequent vibration.

- **Suggestions:** To avoid structure damage due to demolition, engineering code manual/ scheme should be prepared for the people residing parallel to the track. In case of vibration, impact of vibration and following procedures to minimize the impact should be taken up by the Project.
- d) **Rain water along with mud from embankments damages agricultural field**
- **Issues:** In Aat village, Kanpur Dehat & Mendukhas village, Hathras, due to rain, the mud and water runs-off from the track and accumulated in the agricultural field of the PAPs resulting in damage of crops.
 - **Suggestions:** DFCCIL should inspect such cases along the alignment. To minimise the mud and water run-off provision for construction of Gabion wall, Toe wall, stone pitching, turfing should be adopted.
- e) **Safety of Commuters, especially women**
- **Issues:** In Alipur village, Aligarh, community people were concerned about the safety of commuters, including women who were using the RUB especially during night.
 - **Suggestions:** DFCCIL/ Contractor should undertake installation of street lights and provide access facilities (earthen road or footpaths) under their CSR activities. Alternatively, DFCCIL should forward the matter to the State Government/ District Administration to resolve the issue.
- f) **Water Logging in RUB and drainage problem**
- **Issues:** RUB and stagnant water issue was reported in many places. In Jatanpur Chikavati village, Aligarh, pond got severed due to track alignment and the rainwater accumulated and run-off to residential area impacting 20-25 houses. In Kheriya village, Hathras, soil run-off and water logging damaged the religious structures. In Douru Chandpur village, Aligarh, disruption of drainage due to alignment resulted in water logging on the road leading to nearby school.
 - **Suggestions:** Contractor should install dewatering pumps during the O&M period and the same should be entrusted to the local governing bodies or community representatives. Permanent solution to the problem should be evolved in consultation with PWD/local governing body.

Annexures

Annexure-I

Project details factsheet of EDFC 1

Description	Bhaupur- Etawah Bypass End Section EDFC1	Etawah Bypass End to Chamrola Bypass End Section EDFC 1	Chamrola Bypass End to Khurja Section EDFC 1	Total
Project Overview				
Total PAPs (Nos.)	8946	7326	9200	25472
Title Holders PAPs (Nos.)	8852	7326	9118	25296
Non-Title Holders PAPs (Nos.)	94	0	82	176
PAPs Loosing structure (Nos.)	107	203	313	623
Total displaced and relocated PAFs (Nos.)	103	210	55	368
Contract Value (in INR Crores)	132.94	925.9	1012.14	2071
Commencement Date	14th March, 2013	14th May, 2013	14th May, 2013	
Contractual Completion Date	22th April, 2017	21th May, 2017	22th April, 2017	
Contractor	TATA-ALDESA "JV"	TATA-ALDESA "JV"	TATA-ALDESA "JV"	
PMC Engineer	SAI-TYPSA "JV"	SAI-TYPSA "JV"	SAI-TYPSA "JV"	
Start Chainage	1040 Km	1170 Km	1266 Km	
End Chainage	1170 Km	1266 Km	1370 Km	
Length Parallel (in km)	95	72	69	236
Bypass Length (in km) (Detour)	40	29.56	38	107.56
No. of Villages	110	76	100	286
No. of Districts	3	2	2	7
Details of Structures				
Total ROB's (in No.)	10	8	2	20
ROB's Under Construction (in No.)	9	3	2	14
ROB's Yet to be started (in No.)	1	0	-	1
Total RUB's (in No.)	15	18	20	53
RUB's Under Construction (in No.)	1	4	0	5
Junctions Station (in No.)	1	1	2	4
Crossing Station (in No.)	3	2	1	6
Level Crossing (in No.)	27	28	32	87
Land Acquisition Details				
Private Land (in ha.)	497.75	313.97	377.03	1188.75
Government Land (in ha.)	77.57	38	35.02	150.59
Total Land (in ha.)	575.32	352.43	412.05	1339.8
PAPs (in No.)	8946	7326	9200	25472
As per UP State Policy				
Land Acquired in ha.	4.50	7	0	4.72
PAPs (in No.)	330	5	0	335
Compensation Disbursement Details				
Award Area (in ha.)	497.75	311.76	368.85	1178.36
PAPs (in No.)	8929	7107	8651	24687
Award Amount (in crore)	225.22	195.8	298.36	719.38

Annexure II

Detailed scope of work

A detailed scope of work was adopted for the proposed assignment. The detailed scope includes:

- i. **Socio-economic Impacts:** This scope of the assignment study outlined the comparative background of project affected households during current (study) period and baseline period at RAP stage. This formed the background for evaluation of project impacts with respect to relevant parameters like changes in demographic profile, income status, debts status, occupation pattern, housing conditions, asset ownership pattern, cropping pattern, living standard, accessibility of basic amenities, etc. resulting for the implementation of LA and R&R acts/policies (both old and new as applicable).
- ii. **Land Acquisition Process and Compensation Payments:** This part of the study encompassed the evaluation of various stages of private land acquisition with respect to civil contract work schedule and assessment of reasons for delay in land handing over of encumbrance free land to the contractor as per the contract provision. It also present the comparison of actual land hand over timing with the original contract schedule, impacts on construction due to delay in land acquisition, compensation payment to contractors due to non-handing over of land as per contract provision and implications on project due to delay in land handing over. It also covers the various compensation related aspects including adequacy to replace lost assets, way of spending compensation amounts; current status of disbursement of payments for land acquisition; status of payment for pending compensation and R&R assistance; methods of finalization and comparison of compensation rates under the old act, new act and direct purchase policy; satisfaction of PAPs on compensation rates and payments including PAPs who have not taken compensation due to dissatisfaction of rates.
- iii. **R&R Process:** This activity focused on the various components of R&R process covering both BPL and non BPL displaced families to understand the resettlement arrangements/alternative arrangements that were made for the displaced families including various types of livelihood support provided from the project to re-establish their housing as per New Entitlement matrix (EM) effective from January 1st 2015. It also provided detailed information on comparison of displacement methods adopted under the RFCT-LARR Act 2013 and direct purchase policy as well as assessment of satisfaction status of PAPs on R&R payments and resettlement support provided to them.
- iv. **Cost of Land Acquisition and Resettlement:** This section comprised of analysis of costs involved for various actions associated to land acquisition and resettlement as well as comparison with the overall project cost to draw conclusions on cost allied to land acquisition and resettlement.
- v. **Grievance Committee's Impact:** The present assignment analyzed the functions and effectiveness of the various levels of Grievance Redressal Committee (i.e. DFCCIL, District and

Senior level committees) formed for resolving the grievances associated with land acquisition and RAP implementation. It also focused on the outcomes of grievances redressed in terms of the PAPs that have benefitted and drew lessons for the improvement of existing mechanism. It also included the assessment of satisfaction status and feedback of PAPs on performance of various levels of Grievance Redressal Committees. At this stage the study also assessed the appeals to arbitrator and cases in court on various aspects of Land Acquisition and Resettlement & Rehabilitation implementation.

- vi. **Local Employment:** This study involved coordination with various contractors hired for the project construction to understand the local employment opportunities provided to the PAPs by them, including number of man days/months of jobs and how the local people got benefitted from the jobs was also be documented. In this study, interviews were conducted with some PAPs who have worked with the contractors to know their views and to assess their satisfaction with employment conditions, wages and facilities provided to them by the contractors.
- vii. **Implementation Outcomes:** In this stage the overall outcome of the proposed study has been summarized covering all the above mentioned aspects related to land acquisition, resettlement, impacts of both title and non-title holders, cost incurred for various activities, staffing, PMC, NGOs and Social and Environment Safeguard Monitoring and Review Consultancy (SESMRC) role, grievance redressal mechanism, etc. This also covered some of the grievance cases (both positive & negative), lessons learnt, innovations made and challenges faced during the implementation of project. Based on this impact evaluation findings some follow-up remedial measures as required have also been proposed to meet out the objective of R&R implementation and to monitor the outstanding actions (if any) beyond the impact evaluation study.

Annexure-III

End Term Impact Evaluation Survey Questionnaire [Project Affected Persons]

Dedicated Freight Corridor Corporation of India Limited
[A Government of India (Ministry of Railways) Enterprise]
End-Term Impact Evaluation of Land Acquisition and R&R
Implementation for EDFC-1 (Khurja-Bhaupur Section)

Form No. _____ **Date** _____

Name of Investigator _____

Name of Supervisor _____

Category (TH/NTH/BPL/SC/ST/Vulnerable): _____

ID No. & Name: _____ **Gender (M/F):** _____ **Govt. ID No. (AADHAR/Voter/PAN/etc.):** _____

Mobile No.: _____ **Village:** _____ **Tehsil:** _____

District: _____ **State:** _____ **EDFC 101/102/103:** _____ **Chainage:** _____ **Parallel/Detour:** _____

GPS Tagging: **Location of affected land:** _____

Residential location of PAP: _____

1. Compensation and R&R Assistance Received									
i	If any compensation amount is pending to receive?	1	YES	2	NO				
ii	If yes, for which item compensation amount is pending?	1	LAND	2	STRUCTURE				
iii	If any R&R Assistance is pending to receive?	1	YES	2	NO				
iv	If you ever faced any difficulty in receiving the compensation amount / R&R assistance?	1	YES	2	NO				
v	If Yes, please state the type of difficulties faced								
vi	Whether you are satisfied with the Compensation Rate/Amount received?	1	YES	2	NO				
vii	If any special assistance provided to differently abled people?	1	YES	2	NO	3	NA		
viii	If sufficient time (3 months) given for relocation	1	YES	2	NO				
2. Utilization of Compensation Amount									
i	Where have you utilized/invested the maximum amount of compensation received?								
ii	Whether you have purchased land/asset from compensation amount?	1	YES	2	NO				
iii	If Yes, have you claimed reimbursement of stamp duty within timeframe?	1	YES	2	NO				
vi	If yes, how much amount claimed (Rs.)								
vii	If No, please state the reason								
viii	If Reimbursement of stamp duty and registration fee rejected, state the reason								

3. Income Generation Activities									
i	Have you received any training?	1	YES	2	NO				
ii	If yes, please state the type of training and provided by whom?								
iii	Did you get any job after the training	1	YES	2	NO				
iv	If yes, please state the type of job								
v	If any employment provided by the Contractor	1	YES	2	NO				
vi	If yes, please state the type of employment / job								
vii	If No, please state the reason								
4. Household / Individual Income									
i	No. of Family members	MALE		FEMALE		CHILDREN		TOTAL	
ii	No. of earning members	MALE		FEMALE		TOTAL			
iii	Occupation of family members	MALE		FEMALE					
iv	Whether there is change in occupation due to project	1	YES	2	NO				
v	If Yes, please state the present occupation								
vi	Individual Monthly Income (Rs.)	MALE		FEMALE		TOTAL			
vii	Total Household Monthly Income (Rs.)								
viii	Total Household Monthly Expenditure (Rs.)								
5. Loans/Debts									
i	Have you taken any loan?	1	YES	2	NO				
ii	If yes, please state the amount (Rs.) and type (Bank/Private Money Lender)								
iii	If you have cleared debts after receiving the compensation amount?	1	YES	2	NO				
iv	If yes, please state the amount (Rs.) is pending for repayment								
6. Household Facilities									
i	If any change in the total area of household	1	YES	2	NO				
ii	If yes, please mention the change in total area of household	1	AREA INCREASED	2	AREA DECREASED				
iii	Is the household having separate Kitchen Room	1	YES	2	NO				
iv	Is the household having separate Toilet	1	YES	2	NO				
v	Is the household having separate Bathroom	1	YES	2	NO				
vi	Type of construction	KUCCHA	PUKKA	SEMI-PUKKA	RCC STRUCTURE				

7. Grievance Redress					
i	Have you ever submitted any grievance to GRC?	1	YES	2	NO
ii	If yes, please state the type of grievance				
iii	Whether your grievance resolved by GRC?	1	YES	2	NO
iv	If Yes, please state that whether you are satisfied with decision of GRC?	1	YES	2	NO
v	If No, please state the reason				
vi	Have you taken service of any legal practitioners to submit the grievance	1	YES	2	NO
vii	Have you ever submitted any grievance to Court/Arbitrator	1	YES	2	NO
viii	If yes, please state whether the Court/Arbitrator decision was positive	1	YES	2	NO
8. Satisfaction Level					
i	Whether you are satisfied with the Compensation Rate/Amount received?	1	YES	2	NO
ii	If No, please state the reason				
iii	Whether you are satisfied with the assistance provided by DFCCIL during relocation?	1	YES	2	NO
iv	If No, please state the reason				
v	Whether you are satisfied with the received R&R assistance?	1	YES	2	NO
vi	If No, please state the reason				
vii	Whether you are satisfied with the employment conditions, wages and facilities provided by the Contractor?	1	YES	2	NO
viii	If No, please state the reason				
9. Feedback/Opinion on LA and R&R processes					
i	Whether the LA and R&R processes benefited in improving living conditions	1	YES	2	NO
ii	If yes, please provide details how?				
iii	If No, please state the reason				
iv	Whether Compensation amount received was adequate enough to replace affected / lost asset?	1	YES	2	NO
v	If No, please state the reason				

End Term Impact Evaluation Survey Questionnaire [Control Population]

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Form No. _____ Date _____

Name of Investigator _____

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Category (TH/NTH/BPL/SC/ST/Vulnerable): _____

ID No. & Name: _____ Gender (M/F): _____ Govt. ID No. (AADHAR/Voter/PAN/etc.): _____

Mobile No.: _____ Village: _____ Tehsil: _____

District: _____ State: _____ EDFC 101/102/103: _____ Chainage: _____ Parallel/Detour: _____

GPS Tagging: Location of affected land: _____

Residential location of PAP: _____

1. Income & Occupation									
i	No. of Family members	MALE		FEMALE		CHILDREN		TOTAL	
ii	No. of earning members	MALE		FEMALE		TOTAL			
iii	Occupation of family members	MALE				FEMALE			
iv	Whether there is change in occupation due to project	1		YES		2		NO	
v	If Yes, please state the present occupation								
vi	Individual Monthly Income (Rs.)	MALE		FEMALE		TOTAL			
vii	Total Household Monthly Income (Rs.)								
2. Loans/Debts									
i	If any loan/debt amount (Rs.) is pending for repayment	1		YES		2		NO	
ii	If yes, please state the amount (Rs.) and type (Bank/Private Money Lender)								
3. Household Facilities									
i	If the household having separate Kitchen Room	1		YES		2		NO	
ii	If the household having separate Bath Room	1		YES		2		NO	
iii	If the household having separate Toilet	1		YES		2		NO	
4. Feedback/Opinion on change of living condition									
i	Whether you have benefited by the project in any form?								
ii	Whether you have purchased any land/asset (shop, etc.) in the last 10 years?	1		YES		2		NO	
iii	Please provide your opinion on change of living condition in the last 10 years								

Group-wise Discussion points of FGDs

1. Physically displaced people Group

- Satisfaction level and feedback of PAPs Pre & Post Displacement.
- Alternative living arrangements during displacement process.
- Status of Higher Order Assets and comparison with control population on recall basis
- Verification of Resettlement site
- Other benefits provided by the DFCCIL.
- Any comments/Suggestions/recommendation for future planning

2. PAPs received compensation and R&R assistance

- Satisfaction level of PAPs regarding Land & Assets rates decided by authority.
- Satisfaction level of PAPs received Compensation and R&R Assistance.
- Status of Support provided to all PAPs.
- Views regarding entitlement Category as per Entitlement matrix.
- Status of Grievance case filed, if any.
- Any comments/Suggestions/recommendation for future planning

3. PAPs involved in direct land purchase process

- Satisfaction level of PAPs involved in direct land purchase process.
- Satisfaction level of PAPs regarding relocation of new resettlement site.
- Details of support provided to PAPs relocated to new resettlement site.
- Details of Support provided to all PAPs.
- Any comments/Suggestions/recommendation for future planning

4. PAPs refused to accept the compensation and R&R assistance

- Reasons for refusing to take the compensation and R&R assistance.
- Any Arbitration/Court case filed
- Status of Case/decision.
- Satisfaction level regarding decision.
- Any comments/Suggestions/recommendation for future planning

5. PAPs filed grievance cases

- Status of grievance case filed
- Status of resolved cases.
- Satisfaction level regarding decision.
- Duration of resolving cases.
- Any comments/Suggestions/recommendation for future planning

6. Community representatives for Common Property Resources (CPRs)

- Types of CPR impacted
- Issues raised by the community
- Relocation/Reconstruction status of CPRs.
- Quality of construction of CPRs
- Satisfaction level of Community.
- Any comments/Suggestions/recommendation for future planning.

7. PAPs belongs to vulnerable groups (SC, ST, BPL, WHH and Differently abled)

- Satisfaction level regarding disbursement process of LA and R&R.
- Difficulty faced during process.
- Additional benefits/support provided by the DFCCIL.
- Any comments/Suggestions/recommendation for future planning.

8. Title holder (TH) PAPs and Non-title holder (NTH) PAPs

- Benefits/support provided to TH and NTH as per Entitlement Matrix.
- Satisfaction level of TH and NTH PAPs regarding compensation and R&R Assistance.
- Any comments/Suggestions/recommendation for future planning.

9. PAPs employed by the contractor

- Details of Employment provided by contractor.
- Type of Employment provided by the contractor.
- Satisfaction level of PAPs after employment.
- Status of income after employment.
- Training provided by the DFCCIL.
- Any comments/Suggestions/recommendation for future planning.

10. FGD with women groups

- Difficulties faced during implementation period.
- Status of employment before and during project implementation.
- Type of occupation
- Training provided by the DFCCIL.
- Status of income before and after project implementation.
- Any comments/Suggestions/recommendation for future planning.

11. FGDs with DFCCIL

- Land Handing over details from DFCCIL and Contractor
- Alternative living arrangements during displacement process.
- Other benefits provided by the DFCCIL.
- Budget allocated for LA and R&R
- Details of assistance provided to PAPs relocated to new resettlement site.
- Status of Arbitration/Court case filed and resolved

- Status of grievance case filed and resolved
- Relocation/Reconstruction status of CPRs (Pre & Post Implementation).
- Benefits/support provided to TH and NTH as per Entitlement Matrix.
- No. of Women PAPs
- Training provided by the DFCCIL.
- Details of Employment provided by contractor.
- Type of Employment provided by the contractor
- Status of income after employment.
- Status of Women employment before and during project implementation.
- Status of Women income before and after project implementation.
- CSR activities adopted by the Contractor/DFCCIL.

12. FGDs with PMC

- Land Handing over details
- Alternative living arrangements during displacement process.
- Other benefits provided by the DFCCIL.
- Details of assistance provided to PAPs relocated to new resettlement site.
- Status of Arbitration/Court case filed and resolved
- Status of grievance case filed and resolved
- Relocation/Reconstruction status of CPRs (Pre & Post Implementation).
- Benefits/support provided to TH and NTH as per Entitlement Matrix.
- No. of Women PAPs
- Training provided by the DFCCIL.
- Details of Employment provided by contractor.
- Type of Employment provided by the contractor
- Status of Women employment before and during project implementation.
- Status of Women income before and after project implementation.
- CSR activities adopted by the Contractor/DFCCIL.

13. FGDs with Contractor

- Land Handing over details
- Civil work Schedule of contractor
- Comparison between Land Handing over and Civil work Schedule of contractor
- Alternative living arrangements during displacement process.
- Other benefits provided by the DFCCIL.
- Details of assistance provided to PAPs relocated to new resettlement site.
- Relocation/Reconstruction status of CPRs (Pre & Post Implementation).
- Status of Employment provided by contractor.
- Type of Employment provided by the contractor
- Status of Women employment before and during project implementation.
- Status of Women income before and after project implementation.

- CSR activities adopted by the Contractor.
- Whether contract awarded without paying complete land compensation

14. FGDs with NGO

- Alternative living arrangements during displacement process.
- Other benefits provided by the DFCCIL.
- Details of assistance provided to PAPs relocated to new resettlement site.
- Status of Arbitration/Court case filed and resolved
- Status of grievance case filed and resolved
- Relocation/Reconstruction status of CPRs (Pre & Post Implementation).
- Benefits/support provided to TH and NTH as per Entitlement Matrix.
- No. of Women PAPs
- Training provided by the DFCCIL.
- CSR activities adopted by the Contractor/DFCCIL.

15. FGDs with Control Population in maximum impacted villages including Detour Section

- Occupation Status
- Income Status
- Living Condition
- Status of Landholding and Higher order Assets
- Overall Perception of Control Population
- Status of Loan/Debts
- Status of Household Facilities
- Feedback/Opinion on change of living condition

16. Discussion with complainants of Lot-101

- Status of payment of compensation
- Status of Arbitration and Court Cases filed/Disposed
- Satisfaction of PAPs from Court Decisions

Annexure-V

Photographs of Focus Group Discussion

1. Differently Abled People



Sukhanpur village, Auraiya District



Barhan village, Agra District



Kirthra Mohmadpur village, Firozabad District

2. PAPs received Compensation and R&R Assistance



Doruchandpur and Keshopur villages, Aligarh District



Datoji village, Firozabad District



Dokeli village, Firozabad District



Behta village, Kanpur Dehat District



3. PAPs whose Land acquired as per UP Direct Land Purchase Policy, 2015



Shahpur Derapur village, District Kanpur Dehat

4. PAPs filed Grievance Cases



Datoji village, Firozabad district



Latifpur village, Firozabad district



Dokeli village, Firozabad District



Barhan village, Agra District

5. Vulnerable Groups (SC, ST, BPL, WHH and Differently Abled)



Phaphood village, Auraiya District



Purwasa village, Auraiya District



Datoji village, Firozabad District



Bankat village, Firozabad District



Dokeli village, Firozabad



Surehara Mustkil village, Etmadpur, Agra

6. Titleholders (THs- Formal settlers) and non-titleholders (NTHs-informal settlers)



Doruchandpur village, Aligarh District (FGD with NTHs)



Khera Khushkhabar village, Aligarh District



Kirthra Mohmadpur village, Firozabad District



7. Civil Work Contractor



Contractor's office at Etawah District



Contractor's office at Gari Bhakti village, Agra District

8. PAPs Employed by the Contractor



Hayatpur Bajheda village, Aligarh District



Dariyapurva village, Hathras District - PAPs provided training by ITI





Mandrak village, Aligarh District



Alampur Jhapta village, Firozabad District



Medhidudhi village, Etawah District

9. Community Representatives for Common Property Resources and Religious Structures



Kheriya village, Hathras District



Temple in Kheriya village, Hathras (to be demolished- compensation provided to the owner of the temple)



Old well in Kheriya village, compensation provided to the owner



Temple constructed after relocation of the existing temple in Daruchandpur village, Aligarh



Nagla Goal village, Agra District



Latifpur village, Firozabad District



Graveyard, Raipalpur, Kanpur Dehat District

10. Control Population



Hajipur Chauhatta village, Aligarh District



Dokeli village, Firozabad District



Datoji village, Firozabad District

11. PAPs who filed Complaints to World Bank



Complainants in Debiyapur village, Auraiya District



Complainants in Itgaon village, Etawah District

Annexure VI
Assessment of timeline based on village level case studies

S.No.	Sample Cases	Time to be taken	Time Taken - 20A to 20 E notification		Time Taken - 20E to 20 F notification	
		No. of Days	No. of Days	Percentage (%)	No. of Days	Percentage (%)
1	Village 1	365	320	88	335	92
2	Village 2	365	328	90	291	80
3	Village 3	365	111	30	193	53
4	Village 4	365	277	76	323	88
5	Village 5	365	216	59	74	20
6	Village 6	365	201	55	348	95
7	Village 7	365	226	62	128	35
8	Village 8	365	314	86	310	85
9	Village 9	365	200	55	47	13
10	Village 10	365	332	91	266	73
11	Village 11	365	360	99	238	65
12	Village 12	365	360	99	238	65
13	Village 13	365	360	99	238	65
14	Village 14	365	360	99	238	65
Average Time taken		365 days	283 days		233 days	

Source: DFCCIL, 2019

Annexure-VII

Land Provided to NTH for Relocation



Land provided to NTH for relocation and PAPs constructed structures from the R&R assistance provided to them in Village Dourauchanpur

Annexure-VIII (A)

Excerpts of Camps organized for PAPs



DFCCIL published on 02-05-19 regarding compensation in newspaper Amar Ujala



Camp was organized on 10-05-19 by DFCCIL in Village Navalpur, District -Agra regarding R&R Assistance



Camp organized on 13-04-19 by DFCCIL in Village Nizampur, District- Firozabad regarding R&R assistance and Relocation.



Camp organized on 09-05-19 by DFCCIL in Village Rasulpur, District- Agra regarding R&R assistance

Annexure-VIII (B)**Satisfaction level of PAPs with respect to Awareness Camps**

Majority of the PAPs (60%) were aware about the act/policy as per which their land was acquired. Out of the sampled PAPs, 74% intimated to have received the compensation amount. The PAPs who received compensation as per the Old Act were not satisfied with the land rates as compared to the PAPs whose land was acquired as per New Act. The disbursement of compensation to the PAPs was done through cheques as mentioned in the RAPs. For disbursement of compensation, where NGO was available, 36 camps were organized in 34 villages by the DFCCIL officials in the districts of Firozabad and Agra. A total 307 PAPs attended camps. After holding camps, 1757 applications were received for R&R assistance requisition, out of which 1238 applications were processed for payment and 519 applications were not eligible. As per the status received from DFCCIL HQ, out of the eligible PAPs, assistance was disbursed to 746 PAPs and payment to the remaining PAPs is under process.

Annexure- IX

Training provided to the PAPs

Another identified institute which imparted training was the Technical Services Centre of the National Small Industries Corporation Ltd., and situated in Industrial Estate, Aligarh, UP. Training was provided on electrical home appliances, electrician, and entrepreneurship-orientation. The duration of the training was one month (from 02.12.2013 to 02.01.2014). The trainees informed that the DFCCIL had sponsored their training on free-of-cost basis. However, none of the trainees received any job as promised by DFCCIL prior to the training. Total 60 such trainees had protested in front of the Office of DFCCIL at New Delhi but their grievances remained unresolved.

The PAPs demanded for jobs after training. Excerpts from the newspaper are presented below regarding demand of employment:

Excerpts of Newspaper regarding provision of employment





Source: www.mospi.nic.in

Annexure-X

Land Related Hindrances or Stoppage of Civil Works by Community People

Sl. No.	Land Related Hindrances	
	Contractor's Communication	Categorization
1.	Not able to carry out the collection of data with respect to Geotechnical investigation and topographical survey due to resistance of locals/RoW pillars not fixed in various locations like Tundla detour, Firozabad detour, etc. (communication dated 01.07.2013)	RoW
2.	Due to non-payment issues to the villagers, tree-cutting activity was interrupted in Firozabad district (communication dated 20.09.2013)	Compensation
3.	Near IR Ch.Km 1235/16-17, villagers demanded provision of underpass/bridge to cross DFCC line and showed violent protest on the said issued and stopped the work (communicated dated 20.06.2014)	RUB
4.	Land owners intervened and stopped the work at Ch.Km 10+300 to 10+500 in Tundla Detour due to the issue of compensation for land acquisition with DFCCIL (communication dated 26.06.2014)	Compensation
5.	Stoppage of work by land owners while doing Minor Bridge No.69 at IR Ch.Km 1194/5-7 and requested to resolve the land issue at the earliest (communication dated 07.08.2014)	Compensation
6.	Villagers continued to stop the work due to issues related to compensation for land with DFCCIL in Ch.Km 8+500 to 8+750 in Firozabad detour (communication dated 27.08.2014)	Compensation
7.	Work was stopped by the villagers, at Ch.Km 1185+760 to 1186+700, until the payment/compensation was made to them (communication dated 01.09.2014)	Compensation
8.	Villagers had stopped the work at Ch.Km 6+600 to 6+800 as the villagers were demanding RUB at Ch.6+630 instead of already proposed location at Ch.6+833 (communication dated 12.09.2014)	RUB
9.	Stoppage of work by villagers at IR Ch.Km 1197 to 1198+500, as the villagers had been promised by DFCCIL to provide jobs in the Railways/DFCCIL at the time of land acquisition. Villagers were demanding to provide jobs as promised until then they would not allow to start the work (communication dated 23.09.2014)	Job offers

Sl. No.	Land Related Hindrances	
	Contractor's Communication	Categorization
10.	Work at IR Ch.1184 to 1185+700 in Yadavpur village, Etawah, had been stopped by the villagers on account of payment of compensation at a revised rate (communication dated 26.09.2014)	Compensation
11.	Incurred problems relating to land acquisition for Gata no.356 at IR Ch.Km 1197. Villagers had stopped the work for reasons like less compensation against land acquisition (communication dated 18.12.2014)	Compensation
12.	Villagers had stopped the excavation activity of RUB RC-2 at Ch.Km 3+355.800 demanding to increase the size of RUB (communication dated 24.02.2015)	RUB
13.	Villagers had stopped the work of minor structures RUB 5A at Ch.Km 6+630 for their demand to increase the size of RUB (communication dated 13.03.2015)	RUB
14.	Affected land owners had stopped the work at Ch. Km 3+540 in Kuberpur due to the issue of compensation for land or fixing of RoW (communication dated 04.06.2015)	Compensation
15.	Work was stopped by the villagers of nearby village Basath of Minor Structure due to the construction of the bridge will cause stagnation of water in their farm (communication dated 02.07.2015)	Stagnant water
16.	Local villagers had stopped the ongoing work in Firozabad Detour for their demand of RUB (communication dated 07.08.2015)	RUB
17.	Land owner was not allowing to do the work on the pretext of wrongly acquired land from Ch.Km 6+680 to 8+180 at Bhikanpur Village (communication dated 11.08.2015)	Wrong acquisition
18.	Villagers had stopped the work of Minor structure – TD RUB-5 for their demand to increase the size of RUB (communication dated 22.08.2015)	RUB
19.	Stoppage of work at TD RC-2 by nearby villagers for their demand to increase size of RUB (communication dated 22.08.2015)	RUB
20.	Land owners where not allowing to proceed with the work in between Ch.Km 6+900 to 7+300 (communication dated 30.11.2015)	Compensation
21.	Could not do the work at Ch.Km 1239+585 to 1239+598 due to the fencing done by the land owner as he had not been paid compensation for the acquired land (communication dated 12.01.2016)	Compensation

Sl. No.	Land Related Hindrances	
	Contractor's Communication	Categorization
22.	Villagers on 05.02.2016 sat on 'Dharna Pradarshan' on prepared formation bed in DFC RoW at Ch.Km 1211+890 at Shikohabad Station area and stopped the work of ballast laying for whole day by stopping all machinery and vehicle movement for their demand of road (communication dated 06.02.2016)	Access Road
23.	Villagers on 16.02.2016 sat on 'Dharna Pradarshan' on prepared formation bed in DFC RoW at Ch.Km 1213/11 at Shikohabad Station area and stopped the formation work at pond area for whole day by stopping all machinery and vehicle movement for their demand of road (communication dated 17.02.2016)	Access Road
24.	Violent protestors had interrupted IR train operation as the protestors sat on IR track near 1213/11 for their demand of underpass and road (communication dated 22.02.2016)	Access Road
25.	An incident of 'Dharna Pradarshan' on 08.03.2016 in Firozabad Detour (communication dated 09.03.2016)	Compensation
26.	Villagers had stopped the work at Ch.Km 4+100 (Firozabad Detour), at Ch.Km 0+388.858 (Tundla Detour) at Ch.Km6+058+042, due to their demand of increase in size of structures (communication dated 14.06.2016 and 15.06.2016)	RUB
27.	Stoppage of work by farmers since 23.07.2016 for unsettled compensation payment for their acquired land in Etawah District (IR Ch.Km 1186-1170). Villagers had also stopped vehicles transporting blanket material and even not allowing to unload the blanketing material (communication dated 27.07.2016)	compensation
28.	Farmers attacked the sub-contractor while doing installation of Borewell at Ch.Km 1177+090 (communication dated 09.08.2016)	Compensation
29.	Works being stopped due to commotion created by farmers protesting construction of Retaining Wall at Barhan Detour and formation work at Kuberpur Link (communication dated 21.06.2017)	Compensation
30.	While evicting hindrances in Barhan Detour from Ch.3200 to Ch.3300, constrained to stop eviction due to non-realization of compensation payment to land losers – limiting the eviction to 50% (communication dated 03.08.2017)	Compensation

Sl. No.	Land Related Hindrances	
	Contractor's Communication	Categorization
31.	Ongoing works had been stopped in Kuberpur (Ch.Km 4100-4520) due to protest by land losers on account of compensation payment (communication dated 19.08.2017)	Compensation
32.	Land loser of Gata No. 123 were forbidding the JV to take the works at Ch.Km 11+123, as requisite compensation was yet to be disbursed which further drastically hampered backfilling works and formation works (communication dated 25.09.2017)	Compensation
33.	Requisite compensation was yet to be disbursed to the land losers, which prohibited the works in Ch.Km 5+500 to Ch.Km 5+600 (Kuberpur) (Communication dated 07.10.2017)	Compensation
34.	'No-objection' from the landlord had been obtained for the execution of works at ROW from Ch.Km 4+800 to Ch.Km 5+040, however the RoW differed from the initial proposed RoW as it had been shifted 6m away towards RHS and corresponding RoW pillars had also been shifted (communication dated 28.10.2017)	RoW difference
35.	Villagers of Nagla Chenkur had stopped the works of TD RUB-4A and New Tundla yard at Ch.Km 4+590 (Tundla Detour) (communication dated 28.12.2017)	RUB
36.	At Kuberpur link, alignment was changed from Ch.2+900 to Ch.3+600 due to land acquisition issue (communication dated 27.10.2017)	Alignment change

Source: Contractor's Documents Accessed during the Survey

Annexure-XI

Onsite Observations of Common Property Resource

Discussions with the DFCCIL officials revealed that all the affected CPRs were relocated, except one Temple in Kamalpur village, Kanpur Dehat district (LC-98). This Temple was built in private land by the land owners. The temple was located in the Aabadi land and the owners of the temple have now been declared as titleholders. DFCCIL is in process to take consent from respective land owners and proceeded for acquisition of the same under Direct Land Purchase Policy. Discussion with the land owners revealed that relocation of the Temple will be decided once they receive compensation from DFCCIL.

Construction of a new graveyard in place of an affected graveyard (Gata no. 375) which was categorised as uncharted was being carried out by DFCCIL with active participation of community people. The new as well as the affected graveyard were located in Raipalpur village in Kanpur Dehat district. Compensation for affected graves was provided to five (5) PAPs, totaling to amount Rs.1,63,500 (Rs.32,700 each). The aggregate contract for relocation of the affected graveyard amounts to Rs. 5,48,677. DFCCIL had taken up the relocation work with the local community and construction works were progressing during the end-term impact evaluation survey. The affected graveyard was located in an area of 0.15 ha. of State Government land. Alternatively, new piece of land was sanctioned by the District Administration and the cost of land (i.e. Rs.26.28 lakh) was transferred to District Administration by DFCCIL.

Location 1: Agra (village- Nagla Goal)

- The types of CPR impacted Temple includes Durga Mata Mandir, Shiv Mandir, Hanuman Mandir, Kitchen Room /Rosoi (1 No.), Bathroom (1 No.), Rooms (4 Nos.) with verandah, stair case for the access to the roof of the structure, bore well with submersible pump, landscaping with shrubs & flowering plants within the temple premises, fixing of ceiling fans (12 Nos.), fixing of brass metal temple bells (3 Nos.).
- Mr. Gajendra Singh, S/o Narotam Singh has donated approximately 1 Bigha of land for the construction of impacted Temple.
- The Contractor has not completed the works as per the scope (i.e. the items that was available in the impacted structures). In the year 2015 the land owner along with other villagers has also requested the Contractor M/s TATA-ALDESA "JV" in written to complete all the activities as per the scope. But the works are not yet taken up / completed by the Contractor.
- Door fitting for Kitchen and Bathroom yet to be done, fixing of ceiling fans and brass metal Temple bells yet to be fixed, Stair case for the access to the roof of the structure partially completed i.e. hand rails not yet fitted.



Old temple was demolished and constructed in village Nagla Goal ,District Agra



Old rooms before the relocation in Village Nagla Goal, District Agra and the new construction of rooms with verandah within temple completed



Newly constructed staircase and bathroom are to be fitted with doors and handrails in staircase in the temple in village Nagla Goal, District Agra

Location 2: Agra (Village - Latifpur)

- The types of CPR impacted includes Toilet (2 Nos.), Urinal (2 Nos.), Hand Pump (1 No.).
- The community is satisfied with the construction of Toilet (2 Nos.), Urinal (2 Nos.) and Bore well with submersible pump provided in lieu of hand pump by the Contractor.



New construction of Toilet, Urinal and Water pump in the Village- Latifpur ,District -Agra

Location 3: Auraiya (Raipalpur village)

- The type of CPR impacted is Graveyard
- Old CPR is in Raipalpur village, Auraiya and new one is also constructed in the same village
- There were 5 graves and compensation for graveyard is given to the respective families
- Total compensation given to the 5 PAPs are Rs. 163500 (Rs. 32,700 each)

- The contract of relocation and reconstruction of the graveyard was given to local community people. They are provided with Rs. 54,8677 for the construction work. The construction work is under progress
- The graveyard is in Government land which is 0.1460 ha. The required land was suggested by the community to which District Administration agreed.
- Alternate land for relocation of Graveyard was arranged by the District Administration. DFCCIL had given the required cost of land to the District Administration.



Physical possession of Graveyard at village - Raipalpur, Tehsil-Derapur, District-Kanpur Dehat and the new construction ongoing

Location 4: Etawah (Village- Medhidudhi)

- The type of CPR impacted is Temple (Durga Mandir)
- No issues raised by the community; they are satisfied with the quality of construction.
- Temple is in private ownership of three shareholders.



The affected temple in the Village Medhidudhi, District Etawah and the new structure being constructed

Location 5: Hathras (Village – Kheriya)

- The type of CPR impacted are: (1) Temple including dharamshala, (2) Well, (3) Graveyard, and (4) Crematorium
 - Temple resettlement cost were received but the temple's land compensation is pending
 - Due to pending of land compensation amount, community could not construct the structure
 - Compensation for well of Rs 1, 14,000 has been received but new one yet to be constructed.



The old Temple with Dharamshala in Village- Kheriya, District- Hathras yet to be constructed



Well in Kheria village, District- Hathras



Impacted Graveyard and Cerematerium

- Further two more temples were affected of which one temple was constructed by the contractor and for the other one, compensation amount was provided to the owner of the temple.



Temple constructed in Kheriya by DFCCIL after relocation of the old temple affected in the alignment



Temple constructed in Kheriya by the owner

Location 6: Aligarh (Village- Daruchandpur)

The temple used by the community people was affected by the DFCCIL alignment. The village is located parallel to the track. The temple is categorized as uncharted and has been constructed by the Contractor adjacent to the track near the village. The newly constructed temple is similar to the affected temple.



Temple constructed after relocation of the old temple affected in the alignment in Daruchandpur village, Aligarh

Annexure-XII

CSR activities of DFCCIL

As part of the CSR activities of DFCCIL, office of the CPM, Tundla had provided cash-assistance to the District Administration of Firozabad and Agra respectively. An amount of Rs.700,000 (dated 03.01.2019) and Rs. 800,000 (dated 02.04.2019) was transferred to the District Administration towards construction of Public Toilets. However, DFCCIL does not have any information regarding the utilisation of the transferred money to District Administration, although office of the CPM, Tundla while transferring the amount, had requested the District Administration to provide update on the construction of Public Toilets. In addition to this, the Contractor under CSR activity has organized blood donation and eye check-up camps and tree plantation and landscaping in SP Office.

School Library in Douru Chandpur Village in Aligarh: Contractor has supported the School namely Saraswati Sishu Mandir functioning under the management of Rashtriya Swayamsevak Sangh (RSS), by constructing a building for library and also provided books. The library is great help to the teachers and students and they expressed their gratitude towards DFCCIL and Contractor. However, access to the School is disrupted due to water-clogging alongside the school which is due to track construction works. In this respect, the villagers and school authorities expressed their concern.

School Library constructed by DFCCIL



Letter to CPM Units intimating the appointment of CII for conducting CSR activities in the four locations



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Dedicated Freight Corridor Corporation of India Limited

(भारत सरकार का उपक्रम)

5th Floor, Pragati Maidan Metro Station Building Complex, New Delhi -110001

No. HQ/HR/35/CSR/2015-16

Dated: 21.12.2015

The CPMs
ALD (W), Tundla, Mumbai, Jaipur

Sub: Identification of CSR Activities and expenditure to be incurred thereon during 2015-16

Ref: Office letter No. HQ/HR/35/CSR/2015-16 dated 05.10.2015 & 08.10.2015

Kindly refer to this office letter of even no. HQ/HR/35/CSR/2015-16 dated 05.10.2015 regarding identification of CSR Activities and expenditure to be incurred thereon during 2015.

As a part of CSR activity, Vocational Training for total 1000 PAPs/BPL youth needs to be given at four CPM units Allahabad (West) and Tundla on EDFC and at Mumbai and Jaipur on WDFC by associating CII, leading to their employment/self-employment. In this regard, MOU signed between DFCCIL and CII was intimated to the units vide mail dated 11th December, 2015.

Necessary action as mentioned above in the matter may kindly be taken urgently and it may also be ensured that the aforesaid CSR Activities should be completed as per the timeline agreed. Further, it has been decided by Director/OP & BD that an update on progress of CSR activities undertaken may kindly be furnished as per the format enclosed immediately and thereafter every fortnight without fail.

DA: As above



(Gulshan Kumar)

Dy. General Manager/HR

Copy to: -

1. Secretary to MD- For kind information of MD
2. Director/OP & BD, Director/Finance, Director/PP, Director/Infra, CVO
3. GM/LA&SEMU/EC, AGM/CC, CS
4. CII - With a request to coordinate with CPM concerned & furnish the report as the format enclosed.

CSR Activities proposed for the year 2017-2018



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Dedicated Freight Corridor Corporation of India Ltd.
A Govt. of India (Ministry of Railways) Enterprise

No. HQ/HR/CSR Activities 2017-18

Dated: 31.07.2017

The CPMs

Ambala, Meerut, Mumbai (South), Noida

Kolkata, Jaipur, Allahabad (East), Ajmer, Tundla, Ahmedabad

Sub: CSR Activities for the year 2017-18

With reference to revised Corporate Social Responsibility and Sustainability Policy 2014, the following activities have been decided by BoD to be carried out during the year 2017-18:-

S.N	CSR Activities	Proposed Expenditure*	CPM units in EDFC	CPM units in WDFC
(i)	Skill Development Training through CII, (to be rechristened as Project "Saksham Phase -III")	Rs 1 crore	Ambala, Meerut	Mumbai (South), Noida
(ii)	CSR Activities for IR -Solar Panel Arrangement at Railway Stations (to be named as Project "Jyoti")	Rs 50 lakhs	Kolkatta (Dhanbad Division)	Jaipur
(iii)	Solar Power Street Lightning Systems/ Solar Lanterns in village(s) (to be named as Project "Jyoti") through CEL	Rs 50 lakhs	Allahabad (East)	Ajmer
(iv)	Provision of Computers in schools/Computer Literacy	Rs 10 lakhs	Tundla	Ahmedabad
	Total expenditure earmarked (* Inclusive of all tax expenses)	Rs 2.10 crores		

Skill Development Training through CII

- Skill Development Training will be imparted through Confederation of Indian Industry (CII) under "Project Saksham Phase-III" at Ambala and Meerut in Eastern Corridor and Mumbai (South) and Noida in Western Corridor.
- For skill development training, priority should be given to BPL and women candidates. In case the BPL candidates are not available, the candidates from Project affected areas may be considered. However, at least 50% of the candidates should be from BPL category.
- The training should be organized in ITI or established institutes.
- Skill Development Training to be imparted should be jointly decided by concerned CPMs and CII, based upon local needs.

- CSR activity should be a part of KRAs of the officials who are managing CSR activities for the respective units.
- Shortlisting of training centre will be approved by CPMs.
- BPL certification should be as per state norms/practice.
- Trades to be imparted and location/training institute is to be finalized after consultation with the concerned CPMs.

CSR Activities for IR -Solar Panel Arrangement at Railway Stations

The project for solar panel arrangement at Railway Stations will be named as “Project Jyoti”. At Railway Stations, Solar panel arrangement will be done by the Railway concerned. In Eastern Corridor, Kolkata (Dhanbad) unit has been proposed and Jaipur unit has been proposed for Western Corridor, at a total cost of Rs 50 lakhs for both the units.

Solar Power Street Lightning Systems/ Solar Lanterns in village(s)

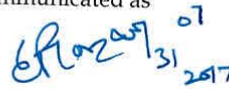
The project will be named as “Project Jyoti” and will be executed through Central Electronic Limited (CEL), a Public Sector Enterprise under the Ministry of Science & Technology, Government of India. Allahabad (East) from Eastern Corridor and Ajmer from Western Corridor have been proposed to undertake this activity at a total cost of Rs 50 lakhs for both the units. Location to provide arrangement of solar street lights/solar lanterns in villages will be done in consultation with CPMs.

Provision of Computers in schools/Computer Literacy

Computers are to be provided in schools in Tundla unit in Eastern Corridor and Ahmedabad unit in Western Corridor at a total cost of Rs 10 lakhs for both the units, (i.e Rs 5 lakhs each)

CSR is an important activity for the organization and is a mandatory provision as per Companies Act 2013. Active involvement of CPMs and senior members from the unit is necessary to ensure proper implementation of CSR Activities. Suitable actions should be taken to ensure that CSR activities are completed within timelines.

All CPMs concerned are requested to take note of above and start taking necessary steps for implementation of above activities, pending signing of MOU, which will be communicated as soon as the same is finalized.


(Hari Krishan)

Additional General Manager/HR

Copy to:

1. Secretary to MD, for kind information of MD
2. Director/OP & BD, Director/Infra, Director/Finance, CS
3. ED/EDFC, ED/WDFC

CSR Activities proposed for the year 2018-2019



डेडीकेटेड फ्रेट कोरीडोर कॉर्पोरेशन ऑफ इंडिया लि.

Dedicated Freight Corridor Corporation of India Ltd.
Govt. of India (Ministry of Railways) Enterprise

No. HQ/HR/CSR Activities 2018-19

Dated: 21.08.2018

The CPMs
Mughalsarai, Tundla
Mumbai (South), Mumbai (North)

Sub: CSR Activities for the year 2018-19

With reference to revised Corporate Social Responsibility and Sustainability Policy 2014, the following activities have been decided by BoD (minutes awaited) to be carried out during the year 2018-19 in its meeting held on 13.08.2018 :-

S.No	CPM unit	Proposed activity under Swachh Bharat Mission/ Namami Gange	Proposed Amount (In lakhs)
1	Mughalsarai	Namami Gange: Disabled friendly ramp on ghat at Varanasi	Rs 35 lakhs
		Swachh Bharat Mission: Floating Toilet	Rs 30 lakhs
2	Tundla	Construction of toilets	Rs 15 lakhs
3	Mumbai (South)	Construction of toilet blocks	Rs 15 lakhs
4	Mumbai (North)	Construction of toilet blocks	Rs 25 lakhs
5	Promotion of Sports on Indian Railways		Rs 100 lakhs
	Total amount proposed *(Inclusive of all tax expenses)		Rs 220 lakhs

CPMs concerned are requested to take note of above and start taking necessary steps for implementation of above activities.


(Kamna Thakur)
Manager/HR

Copy to:

1. Secretary to MD, for kind information of MD
2. Director/Infra, Director/OP & BD, Director/PP, Director/Finance
3. ED/EDFC, ED/WDFC
4. CS

CSR Activities proposed for the year 2019-2020



डेडीकेटेडफ्रेटकोरीडोरकार्पोरेशनऑफ़ इंडिया लि.

Dedicated Freight Corridor Corporation of India Ltd.
Govt. of India (Ministry of Railways) Enterprise

NO.HQ/HR/CSR/2019-20

Dated: 31.07.2019

Sub: CSR Activities for the year 2019-20

Following activities have been recommended by CSR Committee to be carried out during the year 2019-20 in its meeting held on 19.07.2019 -

S.No	Activities	Proposed CPM units	Proposed Amount(In lakhs)
1	Skill interventions in Schools to improve the employable skills and physical fitness of the students (through Confederation of Indian Industry -CII)	Greater Noida/Meerut South Mumbai Ajmer/Jaipur Tundla	Rs 100 lakhs
2	Installation of India Mark -II hand pump with submersible pump and water tank in plain area of District Mirzapur	Allahabad (East)	Rs 2 lakhs
3	Provision of hand pumps and solar lights in Kodarma, Jharkhand.	Kolkata	Rs 9 lakhs
4	Construction of toilet blocks in schools and installation of computers in schools in Baliya, UP	Mughalsarai	Rs 10 lakhs
5	Provision of 50 dustbins and 10 Water Coolers with RO installation in villages and schools	Ambala	Rs 8 lakhs



6	Augmentation of community facility	Meerut	Rs 15 lakhs
7	Provision of Smart class accessories in Aspirational district (Chandauli)	Mughalsarai	Rs 10 lakhs
8	Provision of Smart class accessories in Aspirational district (Mewat)	Noida	Rs 3.5 lakhs
	Total amount proposed		Rs 157.5 lakhs

2. For Skill interventions in Schools to improve the employable skills and physical fitness of the students (through Confederation of Indian Industry -CII), MOU will be signed with CII for execution of the project.

3. Following requests received from Member of Parliament/District Magistrate were considered and recommended by CSR Committee –

- Installation of India Mark –II hand pump with submersible pump and water tank in plain area of District Mirzapur
- Provision of hand pumps and solar lights in Kodarma, Jharkhand
- Construction of toilet blocks in schools and installation of computers in schools in Baliya, UP

Concerned CGMs may kindly take necessary steps for release of funds and ensuring successful execution of the above projects.


4. For provision of Smart class accessories in Aspirational district of Chandauli and Mewat, concerned CGM would be the nodal officer to liaise closely with the District Administration of Aspirational district and brief the concerned Central Prabhari Officer of Aspirational District (Joint Secretary/Additional Secretary nominated by GOI for aspirational district) about the CSR project.

5. In addition to the above, CSR Activities which were approved by BoD to be carried out during the year 2018-19 are to be completed and unspent amount will be carried forward to this year.

6. CSR is an important activity for the organization and is a mandatory provision as per Companies Act 2013. Active involvement of CGMs and senior members from the unit is necessary to ensure proper implementation of CSR Activities. Suitable action should be taken to ensure that CSR activities are completed within timelines.



7. All CGMs concerned are requested to take note of above and start taking necessary steps for implementation of above activities, pending approval of BoD.


(Rajeev Kumar Goyal)
Group General Manager/HR

Copy to:

1. Secretary to MD, for kind information of MD
2. Director/Infra, Director/OP & BD, Director/PP, Director/Finance
3. CGMs Concerned
4. CS

Annexure- XIII

Procedure of handling Grievances by DFCCIL

A Grievance Register is maintained in DFCCIL office, Agra wherein the date of receipt of the complaint, issue addressed and method of communication, etc., are systematically documented. However, information about the unresolved cases forwarded for resolution by GRC was not available.

In discussion with DFCCIL officials, Aligarh, it was intimated that grievances were received at various levels of requisite Government Administrators like GM/LA, SLAO, CPM, ADM/LA, DFCCIL Head Quarter and directly from office of Railway Board. After which it is forwarded to the site office for understanding the matter. For example, in case of land related grievances received by SLAO and ADM/LA are forwarded to DFCCIL site offices, which after understanding the matter are further sent to the concerned SDM/ concerned Tehsil. A report is prepared by Tehsil on the matter to resolve the issue. PAP is intimated about the decision made by Tehsil in the report.

Those grievances which were not redressed, as revealed during the discussion with the PAPs include, payment-not returned due to PAP's demise and consequent claim by PAP's Widow, valuation of additionally affected portion of residence, movement of train causing cracks in the residential property, etc. These grievances were neither taken to the GRC for resolution nor is it resolved at the field level.

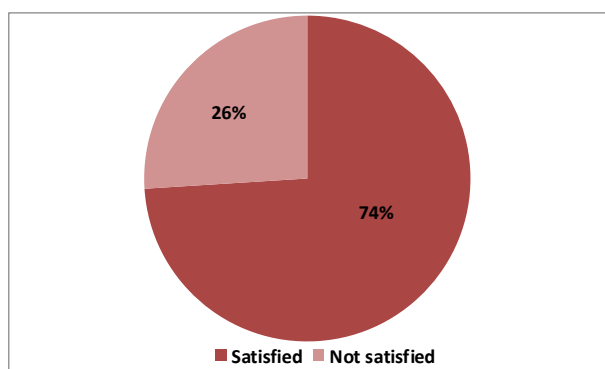
A systematic procedure is followed in filing the grievance cases in DFCCIL and in resolving them. People either report their issues to the DFC site office or directly to the DFC headquarter. At the same time, PAPs felt more consistency with respect to the complaints forwarded directly to the World Bank.

Annexure- XIV

Study on Local Employment Generation

A detailed study on local employment generation was conducted. The summary of the study could be seen below:

The 'labour-sub contractors' who are often the contact-point of the civil work Contractor, function as the local level entrepreneurs who happen to associate with the project for supply of construction-materials other than labour. Good quality stones were transported from Alwar in Rajasthan (about 200 km by road) to Aligarh and other project locations by these local-level entrepreneurs. Discussions with these entrepreneurs reveal that they earned Rs.700 per wagon/truck load and transport 40-60 wagon/truck of stone per day. On an average, Rs.35000 per day is the overall turnover of entrepreneurs and approximately 10 such local entrepreneurs, which adds a total turnover to Rs.520 million in a year. Out of the total surveyed PAPs, 34 PAPs (3%) intimated that they were provided employment by the contractor. The types of employment provided to these 34 PAPs include labourers, Supervisors, security guard, track man, turfing work, welder, master mason and night watchmen. The majority of the PAPs were satisfied with the employment conditions, wages and facilities provided by the contractor. The reasons for dissatisfaction of the remaining PAPs were less wages, delay in payment and job was not appropriate in comparison to the educational qualification.



Satisfaction level of PAPs with employment provided by contractor

Annexure XV

Outcomes of the Data Analysis on various indicators of RAP Implementation

1. Number of PAPs and Control Population Surveyed

Category	Number of PAPs Surveyed	%	Number of Controlled population surveyed	%
Male	1041	86	268	94
Female	175	14	16	6
Total	1216	100	284	100

Source: Primary Survey, 2019

2. Whether you have purchased land/asset from compensation amount?

Category	Number of PAPs	%
Yes	200	17
No	1010	83
Total	1210	100

Source: Primary Survey, 2019

Note: Remaining 6 PAPs have not yet received compensation amount

3. Have you claimed reimbursement of stamp duty within timeframe

Category	Number of PAPs	%
PAPs purchased land/assets	200	16 (of 1216)
PAPs claimed Stamp Duty Reimbursement within timeframe	47	24
PAPs not claimed Stamp Duty Reimbursement within timeframe	153	96

Source: Primary Survey, 2019

4. If sufficient time (3 months) given for relocation

Category	Number of PAPs	%
Yes	222	95
No	12	5
Total	234	100

Source: Primary Survey, 2019

5. Whether you are satisfied with the Compensation Rate/Amount received?

Category	Number of PAPs	%
Satisfied	480	40
Not Satisfied	730	60
Total	1210	100

Source: Primary Survey, 2019

6. Whether you are satisfied with the received R&R assistance?

Category	Number of PAPs	%
Satisfied	583	75
Not Satisfied	192	25
Total	775	

Source: Primary Survey, 2019

7. Whether you are satisfied with the assistance provided by DFCCIL during relocation?

Category	Number of PAPs	%
Satisfied	168	72
Not Satisfied	62	26
Unsure	4	2
Total	234	

Source: Primary Survey, 2019

8. Have you received any training?

Category	Number of PAPs	%
Received	39	3
Not received	1177	97
Total	1216	

Source: Primary Survey, 2019

9. Whether your grievance resolved by GRC?

Category	Number of PAPs	%
Grievance cases Resolved	24	8
Grievance cases not resolved	127	42
Grievance cases submitted	151	12

Source: Primary Survey, 2019

10. Satisfaction from Decision of District Administration

Category	Number of PAPs	%
Satisfied with the decision of GRC	18	67
Not satisfied with the decision of GRC	9	33
Total	27	100

Source: Primary Survey, 2019

11. Have you taken service of any legal practitioners to submit the grievance

Category	Number of PAPs	%
Yes	225	87
No	35	13
Total	260	100

Source: Primary Survey, 2019

12. Please state whether the Court/Arbitrator decision was positive

Category	Number of PAPs	%
Cases submitted	260	21
Arbitrator/ court's decision positive	67	26
Arbitrator/ court's decision negative	110	42
Cases pending	83	32

Source: Primary Survey, 2019

13. Socio-economic profile of women

Indicators	Project Affected Persons [PAPs] (2019)	Controlled Population (2019)
Occupation (in %)		
▪ Housewife	91	69
▪ Agriculture	4	19
▪ Wage-Labour	3	6
▪ Trade	1	6
▪ Service	1	-
Average annual income (in Rs.)	31,640	34,480
Indebtedness (No. of cases: in %)	22	31
Housing Condition (% having Pucca structures)	39	-
Area increased (in %)	88	-

Source: Primary Survey, 2019

14. Awareness about the Act/ Policy

Category	Number of PAPs	%
Yes	111	63
No	65	37
Total	176	100

Source: Primary Survey, 2019

15. Have you received compensation amount and R&R assistance

Category	Number of PAPs	%
Received	176	100
Not Received	0	0
Total	176	100

Source: Primary Survey, 2019

16. Have you ever submitted any grievance to Court/Arbitrator

Category	Number of PAPs	%
Yes	32	18
No	144	82
Total	176	100

Source: Primary Survey, 2019

17. If you ever faced any difficulty in receiving the compensation amount / R&R assistance?

Category	Number of PAPs	%
Yes	134	76
No	42	24
Total	176	100

Source: Primary Survey, 2019

18. Whether you are satisfied with the compensation amount and R&R assistance

Category	Number of PAPs	%
Satisfied	88	50
Not Satisfied	88	50
Total	176	100

Source: Primary Survey, 2019