

**MOR/DFCCIL**

**Rehabilitation and Resettlement Plan (RRP)  
of the Dedicated Freight Corridor Project Phase 1  
Between Vadodara and Rewari**

**November 2012**

## EXECUTIVE SUMMARY

### **Project at a Glance**

Ministry of Railways is implementing Computerized Multi Modal High Axle Load Dedicated Freight Corridor Project (DFC Project) to facilitate speedier and smooth transportation of bulk goods without any interruption between the two metropolises Delhi and Mumbai and their respective hinterlands at lesser transport cost and lesser time. It is planned that construction work will be completed in 3-4 years between 2013 and 2016. Commercial operation has been planned to start from 2017.

### **General Features**

- Length of Corridor: approx 930 km
- Junction Stations: 10, Crossing Stations: 20
- Major and Important Bridges: 207
- Road Over Bridges (ROBs): 8
- Alignment Passes through: Gujarat, Rajasthan, and Haryana states
- District involved: 17
- Villages covered: 451
- Width of ROW: average 35 m in parallel section, 60 m in detour section
- Maximum Speed: 100 km/hr

### **Benefit of the Project**

DFC Project aims to help boosting the present trends of growth of the economy in India as well as improve the environment:

- Acceleration of nationwide economic development due to improvement of freight transportation system in India.
- Increase of industrial development along the DFC will bring about increase of employment opportunity in the region.
- Improvement of transportation of agricultural produce by DFC in terms of distance and speed will bring about expansion and improvement of the market for farmers in the region as well as forestry and fisheries.
- Less energy use for transport of goods compared to transportation by truck.
- No gaseous emission to local community along the DFC alignment (i.e. Reduction of gaseous emission from truck along the road).

### **Land Acquisition Pattern of DFC Project in Phase 1 Western Corridor**

DFC Alignment passes through Vadodara, Ahmedabad, Palanpur, Ajmer and Rewari. An linear pattern of land acquisition and resettlement is required for project design. To avoid or minimize the demolition or/disturbances in permanent structures, local communities, city planning areas, residential areas, quarry sites, a wildlife sanctuary along the project right-of-way, a detour alignment has been considered where necessary. Basically, the alignment runs parallel to the existing railway line, while in Gandhinagar, Ahmedabad, Kheda, Anand, Vadodara in Gujarat state and Rewari in Haryana state it takes a detour. However, some land acquisition will be required in both parallel and detour sections.

## **Executing Agency (EA)**

Dedicated Freight corridor Corporation of India Limited (DFCCIL)

## **Basic Legislation & Policy of Land Acquisition and Rehabilitation & Resettlement for DFC Project**

- ✓ **Railways Amendment Act, 2008**  
The Act under which the land acquisition is being done by the DFC Project (declared as Special Railway Project). Land Acquisition Act 1894 is not applied to the land acquisition under this Act.
- ✓ **National Rehabilitation & Resettlement Policy, 2007**  
In case of DFC project a narrow stretch of land is to be acquired. Para 7.19 of NRRP 2007 on linear land acquisition for railway project is basically applicable to DFC project.
- ✓ **Competent Authority**  
Officials authorized by the Central Government by notification, to perform the functions of the competent authority for such area as may be specified to DFC notification.

## **Person Interested as per RAA 2008**

1. All persons claiming an interest in compensation to be made on account of the acquisition of land under this Act;
2. Tribals and other traditional forest dwellers, who have lost any traditional rights recognized under the Scheduled Tribes and Other Traditional Forest Dwellers (Recognition of Forest rights) Act, 2006;
3. A person interested in an easement affecting the land; and
4. Persons having tenancy rights under the relevant State laws.

## **Cut-off Date**

The cut-off date for entitlement as per RAA2008/NRRP 2007 is the date on which notification prescribed under the Section 20A of the RAA, 2008 for title holders and non title holders.

## **Rehabilitation and Resettlement Policy (RRP)**

The Resettlement and Rehabilitation Plan (RRP) is based on the principles that the Project Affected Persons (PAPs) would not be worse-off on account of the project than they were before.

## **Objective of RRP**

- Avoid or minimize land acquisition and involuntary resettlement impacts by exploring all viable alternatives.
- Where displacement is unavoidable, prepare time bound RRP for PAPs. To ensure adequate rehabilitation package and expeditious implementation of rehabilitation process with the active participation of affected families.
- Special care for weaker sections/vulnerable groups such as the poor, Scheduled Caste (SC)/Scheduled Tribe (ST), the women, the elderly and the handicapped.
- To provide better standard of living and providing sustainable income to PAPs.
- Facilitate harmonious relationship between the requiring body and affected families through mutual cooperation.
- Ensure payment of compensation and resettlement assistance prior to taken over land and commencement of any construction activity.

## **Basis Compensation Policy**

- Land acquisition will be responsibility of the Competent Authority nominated by Ministry of Railways.
- Basically, the compensation amount for land will be paid to the land losers as per the RAA 2008. Market value will be determined as per the RAA 2008 and in addition to the market value of land, in every case award a sum of sixty percent on such market-value will be paid in consideration of the compulsory nature of the acquisition (section 20F(9), RAA 2008). Otherwise, in case where a State Government through any act or Gazette Notification or as approved by any other authority of State Government (duly authorized for the purpose) as per their approved procedure has fixed a rate for compensation of land, the same may be adopted by the Competent Authority in determining the compensation for land in lieu of the provisions mentioned in RAA, 2008.
- Any person interested in the land may, within the period of 30 days from the date of publication of the notification for declaration of intention of land acquisition, can object to the acquisition of land (Section 20D (1), RAA 2008).
- Market value of the building and other immovable property or assets, trees, plants and standing crops attached to the land or building which are to be acquired will be determined by specialist persons with their respective fields (Section 20G (4,5,6), RAA 2008).
- Compensation amount will be paid normally within one year after the notification of the declaration of land acquisition. In case of unavoidable circumstances it can be extended by 6 months. Provided further that where an award is made within extended period the entitled persons shall be paid an additional compensation for the delay in making of the award, every month for the period so extended for each month of such delay (section 20F (1, 2), RAA 2008).
- If compensation money is not claimed by the interested persons for one year after the notice for collection of compensation amount then in such cases the compensation amount will be kept with the EA in a separate account till the end of the project. Interested parties either directly or through their legal heirs as the case may be can claim their compensation after satisfactory verification.
- Nothing in Land Acquisition Act, 1894 shall apply to acquisition under this Act.
- In case of linear acquisitions, like railways lines, wherein only a narrow stretch of land is acquired for the purpose of the project or is utilized for right of way, each khatedar in the affected family shall be offered by the requiring body an ex-gratia payment of such amount as the appropriate Government may decide but not less than 20,000 rupees. In addition to the compensation or any other benefits due under the Act or Programme or Scheme under which the land, house or other property is acquired (NRRP 2007).
- In case of PAPs who are rendered landless or reduced to the status of small or marginal farmer due to land acquisition, they shall be entitled to rehabilitation grant equivalent to 750 days minimum agricultural wages.

## **General Principles for the Rehabilitation and Resettlement for the Project**

- ✓ Project-affected persons/families (PAPs/PAFs) will be categorized as titleholders, non-titleholders, tenants, users of the land plot including kiosk, vendors, etc.
- ✓ The compensation and assistance will be provided as per the “Entitlement Matrix” for different categories of PAPs/PAFs.
- ✓ PAPs/PAFs will be assisted in improving or regaining their standard of living at project cost.
- ✓ Vulnerable PAPs/PAFs will be eligible for additional resettlement and rehabilitation assistance as provided in entitlement matrix.
- ✓ PAPs/PAFs will receive compensation for lost assets at replacement cost.
- ✓ However, anyone moving into the project area after the cut-off date will not be entitled to assistance.

- ✓ The project will have separate resettlement budget.
- ✓ All information related to rehabilitation and resettlement policy, mitigation measures, resettlement plan preparation and implementation will be disclosed to all stakeholders including likely PAPs/PAFs.
- ✓ Holding of PCM for meaningful participation of stakeholders at various stages of the project.
- ✓ Appropriate grievance redress mechanism will be established to ensure speedy resolution of disputes.
- ✓ Consultations carried out with stakeholders and PAPs/PAFs will be documented. It will be ensured that meaningful consultations continue during the implementation of the RRP.
- ✓ Any change in the status of title-holding/tenancy after the cut-off dates shall not be considered.

### **Eligibility for Compensation, Assistance, and Rehabilitation**

- ✓ The cut-off date for entitlement is the date on which notification is issued as per the notification prescribed under the Section 20A of the RAA 2008 for legal owners and for non-titleholders in affected zone.
- ✓ Eligibility of different categories of PAPs will be as per the Entitlement Matrix as shown in the subsequent section below.
- ✓ The unit of entitlement will be family.
- ✓ Titleholder PAPs/PAFs will be eligible for compensation as well as assistance.
- ✓ Non-titleholder PAPs/PAFs will not be eligible for compensation of the land occupied by them. Encroachers (as defined in Note F, Entitlement Matrix) shall be given three months notice to vacate occupied land or compensation for loss of crops or structures if notice is not given. Cash assistance to squatters (as defined in Note F, Entitlement Matrix) for their structures at replacement costs will be determined as mentioned in Note D, Entitlement Matrix. However, they will also be eligible for R&R assistance as per Resettlement Policy and Entitlement Matrix.
- ✓ In case a PAP/PAFs could not be enumerated during census, but has reliable evidence to prove his/her presence before the cut-off date in the affected zone shall be included in the list of PAPs/PAFs after proper verification by the grievance redress committee.
- ✓ PAPs/PAFs from vulnerable group will be entitled for additional assistance as specified in the Entitlement Matrix.
- ✓ PAPs/PAFs will be entitled to take away or salvage the dismantled materials free of cost without delaying the project activities.
- ✓ If a notice for eviction has been served on a person/family before the cut-off date and the case is pending in a court of law, then the eligibility of PAP/PAFs will be considered in accordance with the legal status determined by the court and the PAP/PAFs will be eligible for compensation/assistance in accordance with the RRP provisions.

**Entitlement Matrix for DFC Project Based on RAA 2008 and NRRP 2007**

S.No	Application	Definition of Affected Persons	Entitlement	Details
<b>A. Loss of Private Agricultural, Homestead &amp; Commercial Land</b>				
1.	Land on the Project Right of Way	Legal Title holders and Affected Parties with traditional land rights	1.Compensation at replacement cost  2.Resettlement and Rehabilitation	<p>(i) Cash compensation for the land at market value, which will be determined as mentioned in note (A) (section 20 G of RAA 2008).</p> <p>(ii) 60% solatium on the compensation determined in (i) above (section 20F(9) of RAA 2008).</p> <p>(iii) In case where a State Government through any act or Gazette Notification or as approved by any authority of State Government (duly authorized for the purpose) as per their approved procedure has fixed a rate for compensation of land, the same may be adopted by the Competent Authority in determining the compensation for land in lieu of (i) and (ii) above.</p> <p>(vi) Additional ex-gratia amount of Rs 20,000/- for those losing land up to 1,500 sqmts; Plus @ Rs.15 per sqmt for area acquired above 1,500 sqmt (para 7.19 NRRP 2007 ).</p> <p>(v) If as a result of land acquisition, the land holder becomes landless or is reduced to the status of a “small” or “marginal” farmer, rehabilitation assistance equivalent to 750 days of minimum agricultural wages would also be given.</p> <p>(vi) The Competent Authority may in case of doubt/conflicting claims of compensation of market value may take inputs from an independent evaluator also before deciding the award. Detailed procedure in this regard is in note B.</p> <p>(vii) Policy for acquisition/compensation for residual land will be</p>

S.No	Application	Definition of Affected Persons	Entitlement	Details
				as per note C.  (viii) Refund of stamp duty and registration charges incurred for replacement land to be paid by the project; replacement land must be bought within a year from the date of payment of compensation to affected party as defined in section 20(H) of RAA 2008.
2.		Registered tenants, contract cultivators & leaseholders	Compensation for standing crops at market rate	Registered tenants, contract cultivators & leaseholders are not eligible for compensation for land. They will only be eligible for compensation for standing crops at market rate if 3 months' advance notice is not served by EA.
3.		Un-registered tenants, contract cultivators, leaseholders, sharecroppers	Compensation for standing crops at market rate	Un-registered tenants, contract cultivators, leaseholders & sharecroppers are not eligible for compensation for land. They will only be eligible for compensation for standing crops at market rate if 3 months' advance notice is not served by EA. In case of share croppers, compensation shall be in the ratio as mutually agreed by the share croppers and land owners.
<b>B. Loss of Private Structures (Residential/Commercial)</b>				
4.	Structure on the Project Right of Way	Title Holder/Owner	Compensation at replacement rate  Resettlement & Rehabilitation Assistance	(i) Cash compensation for the structure at replacement cost which would be determined as per note D.  (ii) Right to salvage material from the demolished structures.  (iii) Three months' notice to vacate structures.  (iv) Refund of stamp duty and registration charges for purchase of new alternative houses/shops at prevailing rates on the market value as determined in (i) above. Alternative

S.No	Application	Definition of Affected Persons	Entitlement	Details
				<p>houses/shops must be bought within a year from the date of payment of compensation to affected party as defined in section 20(H) of RAA 2008.</p> <p>(v) Resettlement &amp; Rehabilitation Assistance as applicable as under:</p> <p>(a) Transition Allowance of Rs 4,000/- per household.</p> <p>(b) Each affected family getting displaced shall get a one-time financial assistance of Rs 10,000 as shifting allowance (para 7.10 NRRP 2007).</p> <p>(c) Each affected family that is displaced and has cattle, shall get financial assistance of Rs 15,000/- for construction of cattle shed (para 7.10 NRRP 2007).</p> <p>(d) Each affected person who is a rural artisan, small trader or self employed person and who has been displaced shall get a one-time financial assistance of Rs 25,000/- for construction of working shed or shop (para 7.12 NRRP 2007).</p> <p>(e) House construction assistance for those living below poverty line equivalent to the latest construction cost of Indira Awas Yojna Scheme for Rural Areas and cost of house construction under JNURM for Urban Areas.</p>
5.	Structure on the Project Right of Way	Tenants/Lease Holders	Resettlement & Rehabilitation Assistance	<p>(i) Registered lessees will be entitled to an apportionment of the compensation payable to structure owner as per applicable local laws.</p> <p>(ii) In case of tenants, three months written notice will be provided along with Rs 10,000 towards shifting</p>



S.No	Application	Definition of Affected Persons	Entitlement	Details
				allowance (NRRP 7.11).  (iii) Three months' notice to vacate structures. In case notice is not provided, then three months' rental allowance will be provided in lieu of notice.
<b>C. Loss of Trees &amp; Crops</b>				
6.	Standing Trees, Crops on Project Right of Way	Owners & beneficiaries of land	Compensation at market value	(i) 3 months' advance notice to affected parties to harvest fruits, standing crops and remove trees.  (ii) Compensation to be paid at the rate estimated by:  (a) the Forest Department for timber trees;  (b) State Agriculture Extension Department for crops;  (c) Horticulture Department for perennial trees;  (d) Cash assistance to title holders and non title holders including informal settlers/squatters for loss of trees, crops and perennials at market value;
<b>D. Loss of Residential/Commercial Structures by Non Title Holders</b>				
7.	Structures on the Project ROW	Owners of structures identified as on date of notification (20A).	Compensation at replacement cost  Resettlement & Rehabilitation Assistance	(i) Encroachers (as defined in Note F) shall be given three months' notice to vacate occupied land or compensation for loss of crops or structures, if notice is not given. Cash assistance to squatters (as defined in Note F) for their structures at replacement costs which will be determined as mentioned in Note D.  (ii) Resettlement & Rehabilitation assistance as under:  (a) Transition Allowance of Rs 4,000/- per household.

S.No	Application	Definition of Affected Persons	Entitlement	Details
				<p>(b) Shifting allowance of Rs 10,000 per household (para 7.11 NRRP 2007).</p> <p>(c) Assistance of Rs 15,000/- for loss of cattle shed (Para 7.10 NRRP 2007).</p> <p>(d) If the affected party getting displaced is a rural artisan, small trader or self employed person assistance of Rs 25,000/- for construction of working shed or shop (Para 7.12 NRRP 2007).</p> <p>e) House construction assistance for those living below poverty line equivalent to the latest construction cost of Indira Awas Yojana Scheme for Rural Areas and cost of house construction under JNURM for Urban Areas.</p>
<b>E. Loss of Livelihood</b>				
8.	Households living on Right of way	Title Holders/ Non-Title holders/share-croppers, agricultural labourers and employees	Rehabilitation Assistance	<p>(i) Rehabilitation grant equivalent to 750 days of minimum agricultural wages to those families losing livelihood (para 7.14 NRRP) (<i>land title holders availing assistance of 750 days minimum wages under section 1 (v) above would not be eligible for this assistance</i>).</p> <p>(ii) Training Assistance of Rs 4,000/- for income generation per household.</p> <p>(iii) Temporary employment in the project construction work to Affected Persons with particular attention to APs Below Poverty Line (BPL) by the project contractor during construction, to the extent possible.</p>
<b>E1 Additional support to Vulnerable Group (as defined in Note E) &amp; those Below Poverty Line</b>				
9.	Households affected by	Households affected	Resettlement & Rehabilitation	One time additional financial assistance equivalent to 300 days of

S.No	Application	Definition of Affected Persons	Entitlement	Details
	ROW	by ROW	Assistance	minimum wages.
E2	<b>Additional assistance to Scheduled Tribe affected families</b>			
10.	Affected Scheduled Tribes	Households affected by ROW	Rehabilitation Assistance	<p>(i) Each ST affected family shall get an additional one time financial assistance equivalent to five hundred days minimum agricultural wages for loss of customary right or usage of forest produce (para 7.21.5 NRRP 2007).</p> <p>(ii) In case of land acquisition from each ST affected family, at least one third of the compensation amount due shall be paid to the affected families at the outset as first instalment and the rest at the time of taking over the possession of the land (para 7.21.4 NRRP 2007).</p>
<b>F. Loss of Community Infrastructure/Common Property Resources</b>				
11.	Structures & other resources (eg land, water, access to social services etc) on ROW	Affected communities and groups	Reconstruction of community structure and common property resources	Reconstruction of community structures and replacement of common property resources in consultation with the community as appropriate.
<b>G. Temporary impact during Construction</b>				
12.	Land & assets temporarily impacted during construction	Owners of land & assets	Compensation for temporary impact during construction like disruption of normal traffic, damage to adjacent parcel of land/ assets due to movement of heavy machinery and plant site.	The contractor shall bear the compensation cost of any impact on structure or land due to movement of machinery during construction or establishment of construction plant. All temporary use of lands outside proposed ROW to be through written approval of the landowner and contractor. Location of construction camps by contractors in consultation with DFCCIL.

#### **Note A**

1. Compensation would be determined by Competent Authority as per provisions in RAA 2008, section 20 (G) which specifies the following criterion for assessing and determining market value of the land:

(i) the minimum land value, if any, specified in the Indian Stamp Act, 1899 for the registration of sale deeds in the area, where the land is situated; or

(ii) the average of the sale price for similar type of land situated in the village or vicinity, ascertained from not less than 50% of the sale deeds registered during three years, where higher price has been paid, whichever is higher.

2. Wherever the above provisions are not applicable, the concerned State Government shall specify the floor price per unit area of the said land based on the average higher prices paid for similar type of land situated in the adjoining areas or vicinity, ascertained from not less than 50% of sale deeds registered during the preceding 3 years where higher price has been paid, and the competent authority may calculate the value of the land accordingly (section 20(G) of RAA 2008 to be followed).

3. While determining the compensation amount, competent authority or arbitrator shall also take into account the following, as per provisions in section 20 F (8) of RAA 2008:

(i) damage, if any sustained by the person interested at the time of taking possession of the land, by reason of the severing of such land from other land.

(ii) damage, if any, sustained by the persons interested at the time of taking possession of the land, by reason of the acquisition injuriously affecting his other immovable property in any manner, or his earnings.

(iii) if, in consequence of the acquisition of the land, the person interested is compelled to change his residence or place of business, the reasonable expenses, if any, incidental to such change.

4. Before assessing and determining the market value of the land being acquired, competent authority shall:

(i) ascertain the intended land use category of such land; and

(ii) take into account the value of the land of the intended category in the adjoining areas or vicinity.

5. In case where the right of the user or any right in the nature of an easement on, any land is acquired, an amount calculated at ten percent of the compensation amount determined under section 20 F(1) of RAA 2008, shall be paid by the EA to the owner and any other person whose right in enjoyment of the land has been affected.

#### **Note B**

DFCCIL would also hire an Independent Evaluator registered with Government, who can assist to assess the replacement cost of land as follows and provide inputs to the competent authority:

(i) Appraise recent sales and transfer of title deeds and registration certificates for similar type of land in the village or urban area and vicinity;

(ii) Appraise circle rate in urban and rural areas of the district;

(iii) Appraise agricultural productivity rate for land – 20 years yield.

The Competent Authority may take inputs from the independent evaluator before deciding the compensation for the land.

#### **Note C**

If the residual plot(s) is (are) not economically viable, the EA will follow the rules and regulations applicable in the state and compensate accordingly; if there are no state specific rules and regulations available

regarding residual land is less than average land holding of the district after EA purchase, the EA in agreement with the Affected Party, will follow one of the following:

- i. The EA will buy the residual land for the project following the entitlements listed in the entitlement matrix; or
- ii. The EA will pay the Affected Party 25% of the land hardship compensation for that portion of land without its purchase.

**Note D**

The compensation for houses, buildings and other immovable properties will be determined on the basis of replacement cost by referring to relevant Basic Schedule of Rates (B.S.R) as on date without depreciation. While considering the B.S.R, the independent evaluator registered with the Government will use the latest B.S.R for the residential and commercial structures in the urban and rural areas of the region, and in consultation with the owners.

**Note E**

NRRP 2007 defines Vulnerable Persons as disabled, destitute, orphans, widows, unmarried girls, abandoned women or persons above 50 years of age; who are not provided or cannot immediately be provided with alternative livelihood, and who are not otherwise covered as part of a family (para 6.4 (v) NRRP 2007).

**Note F**

Definitions:

Marginal farmer - A cultivator with an un-irrigated land holding up to 1 hectare or with an irrigated land holding up to half hectare.

Small farmer – A cultivator with an un-irrigated land holding up to 2 hectares or with an irrigated land holding up to 1 hectare, but more than a marginal farmer.

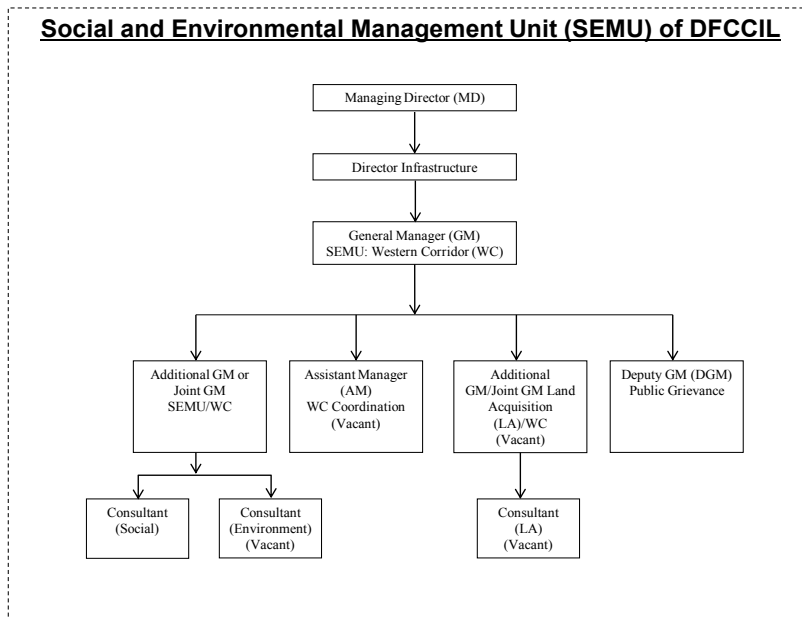
Encroacher- A person/family, who transgresses into the public land (prior to the cut off date), adjacent to his/her own land or other immovable assets and derives his/her additional source of shelter/livelihood.

Squatter – A person/family that has settled on the public land without permission or has been occupying public building without authority prior to the cut-off date and is depending for his or her shelter or livelihood and has no other source of shelter or livelihood.

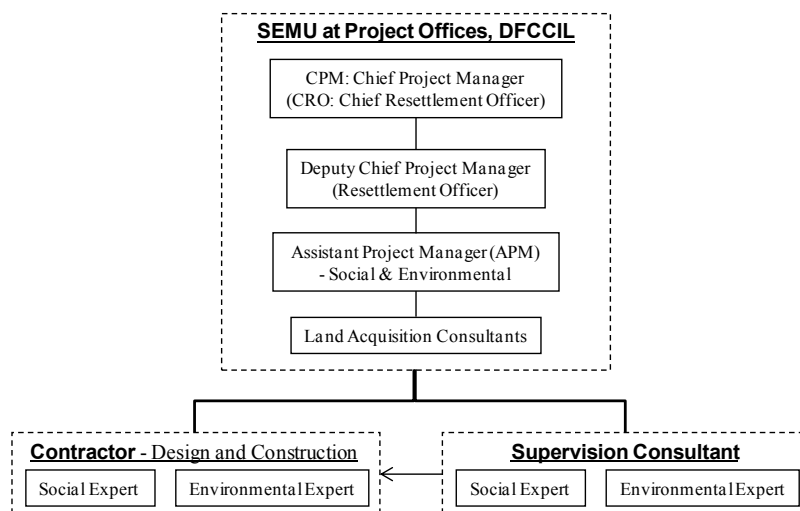
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## Institutional Arrangements

DFCCIL as project implementation agency is responsible for the overall technical aspects and execution of the Project and monitoring the use of loan funds and overall implementation process. Managing Director, DFCCIL is over all responsible for successful implementation of the RRP as head of the Organisation. DFCCIL has already set up Chief Project Manager's Offices (CPM office) to act as Project Management Unit (PMU) at Vadodara, Ahmedabad, Ajmer, Jaipur and Noida and are headed by an officer of the rank of General Manager. At the Corporate Office, an Environmental and Social Unit has already been created headed by an officer of the rank of General Manager (SEMU) to look after Land Acquisition and Rehabilitation and Resettlement process. Organizational Structure for Corporate Office and Project Offices are given below in Figures 1 and 2:



**Fig. 1 Organizational Structures for Corporate Office**



**Fig. 2 Organizational Structures for Project Office**

## **Grievance Redress Mechanism**

There shall be R&R Committees at the field and headquarter levels to hear and redress grievances made by PAP/PAFs and any other local residents having a stake in the DFC project implementation process, as per Section 8.1 of the NRRP, 2007.

- (1) Grievance Redress at the Field Level: There shall be a Resettlement and Rehabilitation Committee convened by the Chief Project Manager, which will comprise the following:
  - a. District Collector of the concerned District, or his nominee (Chair);
  - b. Deputy-Chief Project Manager-DFC;
  - c. Concerned Competent Authority/Administrator (R&R) (Invitee);
  - d. Concerned Assistant Project Manager-Social (only to provide for secretarial service);
  - e. Zillah Parishad Chairperson/his or her nominee; and
  - f. Member of facilitating NGO.
- (2) Grievance Redress at Project Level: There shall be a Resettlement and Rehabilitation Committee convened by the General Manager (SEMU), which will comprise the following:
  - a. Director PP, DFCCIL;
  - b. GM/LA&SEMU, DFCCIL;
  - c. Director Planning (Special), Railway Board, Ministry of Railways;
  - d. Deputy General Manager-Grievance, DFCCIL; and
  - e. Senior Social Development Specialist, SEMU, DFCCIL.
- (3) Role of Arbitrator: The Arbitrator, who is appointed through a Gazette Notification for the respective area shall hear and redress grievances related to compensation payable under the RAA, 2008 to the PAFs.
- (4) An Ombudsman has been appointed by the MOR to hear and resolve grievances (except those emanating under RAA 2008) not addressed by the R&R Committees established by DFCCIL to the satisfaction of the concerned PAPs/PAFs upon receipt of request from him/her.

## **Complaint Handling System in DFC Field Level and Corporate Level**

### **(1) Field Level Complaint Handling System**

1. The complaints/grievances regarding compensation for agricultural, residential & commercial and others properties, will be handled by the CPM offices initially. After verification of documents if it is found genuine it will be solved CPM level only. If it is not solved at the field level, it will be referred to Corporate Office.

### **(2) Corporate Level Complaint Handling System**

1. A centralized complaint handling system, which includes maintaining a project log and filing to monitor status of follow up of each received complaints, will be established by the DFCCIL.
2. Complaint handling system has been established in terms of MOR & Central Vigilance Commission (CVC) guidelines.
3. Complaint registers have been opened at each regional office and with each GGM/GM at Corporate office. All complaints received by the concerned office shall be entered into this register. Complaints having vigilance angle shall be marked to Chief Vigilance Officer (CVO) by the concerned officer.
4. GM/IT has been nominated as the Chief Complaint Handling Officer to monitor the disposal of complaints received and put up the status to the Board of Directors on monthly basis.
5. Recording and appropriate referral of all incoming grievances or complaints will be undertaken by the DFCCIL with each case generating an automatic, standard format report.
6. DFC will respond to all complaints, received from any source, normally within fifteen days of receipt.
7. Comments, Suggestions and Grievances Handling component will be included on the website (<http://www.dffccil.org>). This will be updated on a monthly basis. The site will also enable online

- tracking of complaints by the complainants.
8. Tracking of the status of investigations and measures taken will be reported in monthly reports to management.
  9. For the complaint mechanism to function efficiently, the information concerning the alternative conduits for complaint shall be widely publicized on the website and on information boards at work sites and regional offices.
  10. Grievance redressal mechanism of unsurveyed/surveyed titleholders will be the same.

**Cost Estimate:** Estimated budget is described in the main report of Phase 1 RRP December 2009 & updated in August 2012.

**Distribution of RRP Report:** For further detailed information, the Rehabilitation and Resettlement Plan (RRP) will be disclosed following places.

- ✓ Summary of RRP Report (this summary report): available in a vernacular language (Hindi or Gujarati), and English at each affected villages.
- ✓ Main RRP Report: available in English at relevant CPM offices, DFCCIL Corporate Office, Major Railway Stations and District Collectorate offices.

### **Contact of Relevant Organisations**

**CPM Office Vadodara:** 4th Floor, Block “A”, Narmada Naher Bhavan (Sardar Sarovar Narmada Nigam Office), Channi Jakat Naka, Vadodara – 395002, Gujarat;

**CPM Office Ahmedabad:** 1<sup>st</sup> Floor, Old DRM Building, Kalupur, Ahmedabad- 380002, Gujarat;

**CPM Office Ajmer:** 42A/3, Civil Line, Ajmer-305001, Rajasthan;

**CPM Office Jaipur:** B-12, Hanuman Nagar, Sirfi Road, Jaipur 202021, Rajasthan; and

**CPM Office Noida:** D-89, 1<sup>st</sup> Floor, Sector-2, Noida-301201, Uttar Pradesh.

### **Competent Authority:**

1. Vadodara district: Land Acquisition Officer, Unit No. 1, Vadodara Sixth Floor, Kuber Bhawan, Kothi Compound, Vadodara, Gujarat;
2. Anand district: (i) Prant Officer, Anand, Office of Prant Officer, Amul Diary Road, Anand, Gujarat, (ii) Prant Officer, Petlad, Office of Prant Officer, Petlad, Gujarat;
3. Kheda district: Land Acquisition Officer, Kheda, Old Collectorate Office, at Kheda, District Kheda, Gujarat;
4. Ahmedabad district: Second Additional Special Land acquisition Officer, First Floor, Jilla Sewa Sadan, Collectorate Office, Ahmedabad, Gujarat;
5. Gandhinagar district: Special Land Acquisition Officer, Gandhi Nagar, Multi-storeyed Building, D-Block, First Floor, Sector 11, Gandhinagar, Gujarat;
6. Mehsana district: Special Land Acquisition Officer, Office No. 1, Mahesana Block No. 3, Third Floor, Multi- storeyed Building, Mehsana, Gujarat;
7. Patan district: Prant Officer, Patan, Art and Commerce College Road, Patan, Gujarat;
8. Banaskantha district: Deputy Collector, Palanpur, Ground Floor, Jorawar Place, Collectorate Office, Banaskantha, Palanpur, Gujarat;
9. Sirohi district: Sub Divisional Officer (Upkhand Adhikari), Abu Parvat, Sirohi;
10. Pali district: (i) Sub Divisional Officer (Upkhand Adhikari), Sumer Pur, (ii) Sub Divisional Officer (Upkhand Adhikari), Bali; (iii) Sub Divisional Officer (Upkhand Adhikari), Sojat (iv) Sub



Divisional Officer (Upkhand Adhikari), Jaitaran, and (v) Sub Divisional Officer (Upkhand Adhikari), Desuri;

11. Ajmer district: (i) Sub Divisional Officer (Upkhand Adhikari), Ajmer, (ii) Sub Divisional Officer (Upkhand Adhikari), Beawar, (iii) Sub Divisional Officer (Upkhand Adhikari), Kishangarh (iv) Sub Divisional Officer (Upkhand Adhikari), Masuda, and (v) Sub Divisional Officer (Upkhand Adhikari), Masuda;
12. Nagaur district: Sub Divisional Officer (Upkhand Adhikari), Nawa;
13. Jaipur district: Sub Divisional Officer (Upkhand Adhikari), Sambhar, Sub Divisional Officer (Upkhand Adhikari), Dudu and Sub Divisional Officer (Upkhand Adhikari), Chomu;
14. Alwar district: Sub Divisional Officer (Upkhand Adhikari), Behror;
15. Sikar district: (i) Sub Divisional Officer (Upkhand Adhikari), Neem Ka Thana, and (ii) Sub Divisional Officer (Upkhand Adhikari), Sri Madhopur;
16. Mahendergarh district : Executive Magistrate, Mahendergarh; and
17. Rewari district: District Revenue Officer, Rewari.

**Arbitrator:**

1. Anand, Vadodara districts : Fisheries Commissioner;
2. Ahmedabad, Gandhinagar and Kheda districts : Commissioner Tribal Development;
3. Banaskantha, Mehsana and Patan districts : Development Commissioner;
4. Pali and Sirohi districts: Divisional Commissioner, Jodhpur;
5. Ajmer and Nagaur districts: Divisional Commissioner, Ajmer;
6. Jaipur, Alwar and Sikar districts: Divisional Commissioner, Jaipur; and
7. Rewari and Mahendergarh districts : Divisional Commissioner, Gurgaon.

**SEMU, DFCCIL Corporate Office:** Pragati Maidan, Metro Station Building, New Delhi – 110001

**Ombudsman, DFCCIL Corporate Office:** Pragati Maidan, Metro Station Building, New Delhi – 110001