

Sl. No.	Location	Date		Issues raised	Response
		Initial FGD	Final FGD		
5	B Jahangirpuri	6.10.2016	16.07. 2018	<ul style="list-style-type: none"> <li>- People want good water supply and did not mind the inconvenience caused.</li> <li>- They asked for the work to be completed fast as the internal roads are all narrow. Issues related to lack of regular supply was raised, including poor quality of water supplied</li> </ul>	It was explained that the contractor will complete work at the earliest with minimum disruptions to access.
6	CD Park	25.11.2016	18.07.2018	<ul style="list-style-type: none"> <li>- People did not raise any particular issues, as they said as long as water was going to made available, road digging was not a problem</li> </ul>	It was explained that the project and the contractor will ensure that movement is not hampered during construction.
7	Chadda Bhojanalaya to SBI	25.11.2016	18.07.2018	<ul style="list-style-type: none"> <li>- The construction project will hamper the business of the shopkeepers. There are many car and bike repairing shops. During construction, roads are dug up and ways are blocked so it will cause hamper business.</li> <li>- In addition, there are banks on this road so construction will hamper movement of customers.</li> <li>- It is a busy road, so there will be huge traffic issues during construction work.</li> </ul>	<ul style="list-style-type: none"> <li>- It was explained that the project and the contractor will ensure that movement is not hampered during construction.</li> <li>- The construction will be done in sections so as not to hamper movement.</li> </ul>
8	DTC bus stand to SBI (Lalbagh)	30.11.2016	19.072018	<ul style="list-style-type: none"> <li>- Pipeline laying project will solve the problem of water supply. There will be temporary problems but after that, water problem will be solved.</li> <li>-Construction work will cause problems to some groups, will cause traffic jams. Bus stop and bank are near the road so there will be problem to people.</li> <li>- Dust and mud will also create problem to people.</li> </ul>	<ul style="list-style-type: none"> <li>- It was explained that the project and the contractor will ensure that movement is not hampered during construction.</li> <li>- The construction will be done in sections so as not to hamper movement.</li> <li>- It was explained that the contractor will ensure minimum dust through proper mitigation measures.</li> </ul>

Sl. No.	Location	Date		Issues raised	Response
		Initial FGD	Final FGD		
9	Gopalpur Village to slum	26.11.2016	19.07.2018	<ul style="list-style-type: none"> <li>- Pipe laying work will cause significant disruption on the life of people. As the road is narrow, It will be closed during the construction phase. When the road will be dug up in front of houses, people will face problem in moving in and out moreover less number of customers will come on the shop.</li> <li>- They will definitely support the project as it will help in reducing the problems related to water supply.</li> <li>- During the construction work, consideration should be given to provide access. While digging up the road before houses and shops consideration towards way of passersby should also be given.</li> </ul>	<ul style="list-style-type: none"> <li>- It was explained that the project and the contractor will ensure that movement is not hampered during construction.</li> <li>- The construction will be done in sections so as not to hamper movement.</li> </ul>
10	GTB Nagar Metro to Transport Office	26.11.2016	20.07.2018	<ul style="list-style-type: none"> <li>- There will be not much impact on the shopkeepers here as roads are quite broad. Moreover, there are so many shops on the other side too. They will work smoothly, as the road is wide. The passers-by will have to face little problem. But with proper mitigation measure, this can be solved.</li> </ul>	<ul style="list-style-type: none"> <li>- It was explained that the project and the contractor will ensure that movement is not hampered during construction.</li> <li>- The construction will be done in sections so as not to hamper movement.</li> </ul>
11	Khusal Chowk to Maharshi Balmiki Mandir	27.11.2016	20.07.2018	<ul style="list-style-type: none"> <li>- Pipeline laying project will help solve the problem of water supply. Drinking water is not available here. People suffer due to this scarcity of water.</li> <li>- Pipeline construction might cause temporary disruption because it is a crowded place. Especially school going children will face difficulty in passing through dug up roads.</li> <li>- There is a school near the road, and the road is quite crowded and chaotic. It might have impact on the movement of public.</li> <li>- The vegetable market might be impacted temporarily in terms of access restriction during the construction phase as people sell vegetables on both</li> </ul>	<ul style="list-style-type: none"> <li>- It was explained that the project and the contractor will ensure that movement is not hampered during construction.</li> <li>- The construction will be done in sections so as not to hamper movement.</li> </ul>

Sl. No.	Location	Date		Issues raised	Response
		Initial FGD	Final FGD		
				the sides of the road.	
12	SBI to Bikaner Sweets Jahangirpuri	29.11.2016	20.07.2018	<p>Pipeline laying project will solve the problem of water scarcity.</p> <ul style="list-style-type: none"> <li>- Construction work related to pipeline might cause temporary disruption. Some people will suffer for some time. This road is quite narrow and a sewer line is along with the road. During construction, there will be mud all around, road will be blocked temporarily, people will have difficulty to pass by here.</li> <li>- The mechanics, repairing cars and vehicle work on the road, so work has to be shifted temporarily.</li> <li>- There is a slum nearby the road. Precautionary measures need to be taken in terms of safety.</li> </ul> <p>.</p> <ul style="list-style-type: none"> <li>- Dirt and dust is not good for health. Passerby will face this while walking when roads are dug up. It is seen that after completion of work, ditches are not filled for a long time. This has to be ensured by the IA.</li> <li>- They will support because, this project will facilitate water supply for them.</li> <li>- During construction period, work should be done efficiently and timely. Pits shall be filled immediately after completion of work.</li> <li>- A temporary path shall be made in front of shops for movement of people and to avoid any accident.</li> </ul>	<ul style="list-style-type: none"> <li>- It was explained that the project and the contractor will ensure that movement is not hampered during construction.</li> <li>- The construction will be done in sections so as not to hamper movement.</li> <li>- It was explained that the contractor will ensure minimum dust through proper mitigation measures.</li> <li>-The contractor will take safety measures to ensure that people do not fall into open dug stretches.</li> </ul>
13	Sewage Water Pumping Station to Kushal Chowk	27.11.2016	20.07.2018	<ul style="list-style-type: none"> <li>- Construction project might cause temporary disruption in the lives of the residents here.</li> <li>- There are auto rickshaws repairing shops, so they might face problem regarding parking.</li> <li>-There is a school also; children and students will face difficulty in going to schools.</li> <li>-People will fully cooperate during construction work.</li> </ul>	<ul style="list-style-type: none"> <li>- It was explained that the project and the contractor will ensure that movement is not hampered during construction.</li> <li>- The construction will be done in sections so as not to</li> </ul>

Sl. No.	Location	Date		Issues raised	Response
		Initial FGD	Final FGD		
				-The road on which pipe laying work will be done is occupied with vehicles. There is a sewer on the roadside that needs to be taken into consideration. The road however, has enough ROW, digging will not trouble the passersby.	hamper movement.
14	Signature Apt to Sarvodaya Vidyalaya	28.11.2016	26.072018	<ul style="list-style-type: none"> <li>- There will be severe problems in the pipeline related construction in this area as this locality is full of schools and educational institutes. Almost 5000-6000 students study here and the road is always full of people. - - Cars are always parked on the both sides of the road. It is a sensitive area during construction.</li> <li>- Children might also face problems in going to school; the access to bus stops will be difficult</li> <li>- They will surely cooperate during the construction phase. However, it will be of comfort if this work is done during nighttime. Moreover, this construction work should be carried out with a fast pace and segment wise, like Delhi metro construction work.</li> <li>- The main problem is that most of the customers come here by car but due to the dugup road and ditches they will find it difficult to come during construction period. Proper scheduling of activities will reduce the impact to minimum.</li> </ul>	<ul style="list-style-type: none"> <li>- It was explained that the project and the contractor will ensure that movement is not hampered during construction.</li> <li>- The construction will be done in sections so as not to hamper movement.</li> <li>- Safety measures such as signages will be installed so that students and those using the road are cautioned about the construction.</li> </ul>
15	TB Hospital to Parmanand Chowk	28.11.2016	26.072018	<ul style="list-style-type: none"> <li>- Pipe laying project might affect few people. Like, the shopkeepers' business might be impacted. The road may be blocked so alternate traffic routes need to be displayed to general public in advance.</li> <li>- There is a hospital nearby, so people who have to go there and might also face little difficulty temporarily. If the work is done at night, and segment wise then the problem will be reduced to its minimum.</li> <li>- There is a slum by the road, people live there and sell things on the pavement, so they might be</li> </ul>	<p>It was explained that the project and the contractor will ensure that movement is not hampered during construction.</p> <ul style="list-style-type: none"> <li>- The construction will be done in sections so as not to hamper movement.</li> </ul> <p>TB hospital is a government hospital and besides the main</p>

Sl. No.	Location	Date		Issues raised	Response
		Initial FGD	Final FGD		
				impacted.	gate, it was explored that there are 2 other alternative gates of same dimension which can be used for patients and others who would approach hospital. Finally, DJB would intimate and request hospital authority for operation of other alternative gates as and when necessary during execution.

## V. GRIEVANCE REDRESS MECHANISM

56 A program-specific GRM will be established to receive, evaluate, and facilitate the resolution of affected persons' concerns, complaints, and grievances about the social and environmental performance at the level of the project. The GRM will aim to provide a time-bound and transparent mechanism to voice and resolve social and environmental concerns linked to the investment program.

57 A common GRM will be in place for social, environmental, or any other grievances related to the investment program. The RPs and initial environmental examinations will follow the GRM described below. The GRM will provide an accessible and trusted platform for receiving and facilitating the resolution of affected persons' grievances related to the investment program. The multi-tier GRM for the investment program is outlined below, each tier having time-bound schedules and with responsible persons identified to address grievances and seek appropriate persons' advice at each stage, as required.

58 The PIU will, through the PMC and the CMRC conduct awareness campaigns to ensure that poor and vulnerable households are made aware of grievance redress procedures and entitlements.

59 Affected persons will have the flexibility of conveying grievances/suggestions by dropping grievance redress/suggestion forms in complaints/suggestion boxes to be installed by DJB or by e-mail, or by registering complaints on the DJB website or by post, or by writing in a complaint register in the PIU office or at construction site offices. Careful documentation of the name of the complainant, date of receipt of the complaint, address/contact details of the person, location of the problem area, and how the problem was resolved will be undertaken. The PIU safeguards officer will have the overall responsibility for timely grievance redress on environmental and social safeguards issues and for registration of grievances, related disclosure, and communication with the aggrieved party. A copy of a proposed outline of a grievance registration form is given in **Annexure 15**. All the documents made available to the public will include information on the contact number, address and contact person for registering grievances, and will be disseminated throughout the program area by the safeguards officer in the PIU with support from the CMRC and PMC.

60 **Existing GRM:** DJB currently has an established public GRM and has established 28 complaint receiving cells called Water Emergencies. There is also a central control room for coordination. The concerned DJB engineers/officials contact details are publicized and made available to the public to register complaints. Alternatively, the public can 'call', 'send a message', 'register' a complaint through the DJB website or through GNCTD grievances websites. Complaints are forwarded to concerned engineers for their action. After taking feedback from concerned engineers on redress, an Action Taken Report will be posted on the website. If no action is taken within 21 days, then the complaint is taken suo moto by the Public Grievance Commission for hearing.

61 **Proposed DWSIIP GRM:** In case of grievances that are immediate and urgent in the perception of the complainant, the contractor, and supervision personnel from the PIU and the PMC on-site supervision staff will provide the most easily accessible or first level of contact for the quick resolution of grievances. Contact phone numbers and names of the concerned staff and contractors, will be posted at all construction sites in visible locations.

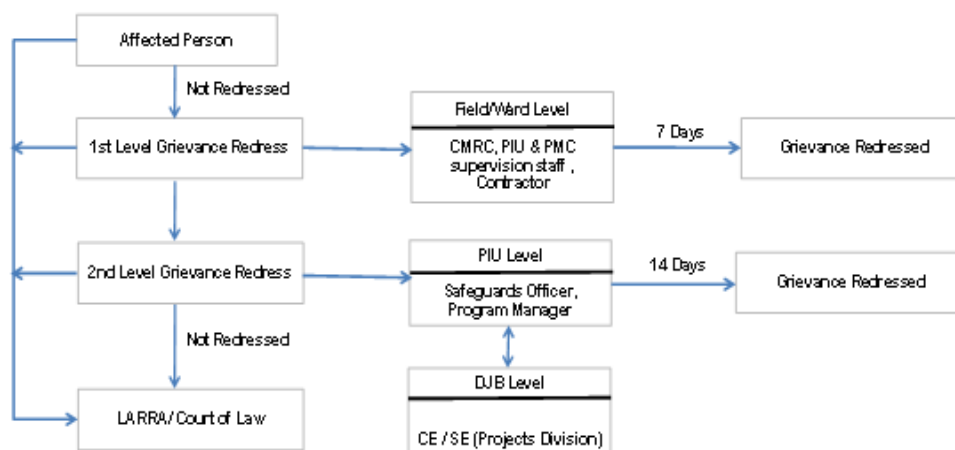
62 **1st level grievance:** The CMRC or on-site junior engineer of the PIU will receive and record the complaint at the site. Alternatively, the complaint can be registered by phone call, message, email, or on the DJB website. The complaint will be reviewed and, if necessary,

forwarded to the contractor and PMC supervision staff for immediate resolution of the issue on-site in consultation with the CMRC and will be required to do so within 7 days of receipt of a complaint/grievance.

**63 2nd level grievance:** All grievances that cannot be redressed within 7 days at the field/ward level will be brought to the notice of the safeguards officer of the PIU, and the PMC resettlement specialist. The PIU SO will resolve the grievance within 14 days of receipt of a complaint/grievance in discussion with the CMRC and under the direction of the PIU program manager. If the grievance is not resolved at program manager level, the grievance will be referred internally to superintending engineer, and the chief engineer in the projects division of DJB. Notwithstanding the referral to superintending officer or chief engineer, the grievance at this 2nd level should be resolved in 14 days of its receipt.

**64** The program GRM notwithstanding, an aggrieved person shall have access to the country's legal system at any stage. This can run parallel to accessing the GRM and is not dependent on the negative outcome of the GRM. Alternatively, if the grievance is related to land acquisition or R&R, the DPs can approach the LARRA. As per the recently implemented RFCTLARRA 2013, the GNCTD will establish the LARRA to address grievances during implementation.

**65** In the event that the established GRM is not in a position to resolve the issue, the affected persons can also use the ADB Accountability Mechanism by directly contacting (in writing) the complaint receiving officer at ADB headquarters or the ADB India Resident Mission. The complaint can be submitted in any of the official languages of ADB developing member countries. The ADB Accountability Mechanism information will be included in the project information document to be distributed to the affected communities, as part of the project GRM.



**Figure 3: Grievance Redress Process**

**66** The PIU/ contractor/ PMU will keep records of grievances received, including contact details of the complainant, the date the complaint was received, the nature of the grievance, agreed corrective actions and the date these were affected and the final outcome. The number of grievances recorded and resolved and the outcomes will be displayed/disclosed in the PIU office, and on the DJB website, as well as reported in monitoring reports submitted to ADB on a semi-annual basis.

67 All costs involved in resolving the complaints (meetings, consultations, communication and reporting/information dissemination) will be borne by the PIU.

68 The DWSIIP GRM will be investment program specific, and will ensure that the program related grievances are received, registered and addressed in a smooth, time-bound and responsive manner. The program specific grievances are expected to be mostly related to construction work, while general grievances received by DJB's GRM are of a wider variety. However, integration of both systems is a necessity. The DWSIIP specific system will be established such that the program grievances can also be registered in DJB's general GRM. However, for the redress, all DWSIIP grievances will flow through DWSIIP GRM. After redress, the Action Taken Report will be uploaded in the general system as per current procedures.



## VI. LEGAL FRAMEWORK

### A. Entitlements, Assistance and Benefits

69 The investment program entitlement policy addresses the direct and indirect impacts of works construction and operation on DPs, households and communities. The most direct and immediate impacts are those associated with works construction for this subproject. Mitigation is provided through compensation and assistance to investment program DPs, households, and groups on the basis of this policy framework adopted by the DWSIIP. The policy provides mitigation for:

- (i) Loss of assets, including land and house or work place;
- (ii) Loss of livelihood or income opportunities;
- (iii) Collective impacts on groups, such as loss of community assets, common property resources, and others; and
- (iv) Temporary disruptions due to project construction work.

70 Compensation eligibility is limited by a cut-off date. The cut-off date for non- title holders, is the date of the start of the project census survey, during preparation of the Draft RP and the date of Land Acquisition Notification under Section 11 of the RFCTLARRA will be the cut-off date for all titleholders losing land and structures. The investment program entitlement matrix identifies and lists the various types of losses resulting out of the program and specific compensation and resettlement packages for each category. The sections relevant to this subproject is given in **Table 9**.

### B. Types of Losses and Impact Category

71 No potential impact in this sub project is perceived and the document is therefore a  
 Due Diligence Report (DDR).

**Table 9: Entitlement Matrix**

Type of Loss	Identification of DPs	Details
<b>H.</b>	<b>Additional Support to Vulnerable Groups</b>	
H.1. Further assistance to all vulnerable groups	Households categorized as vulnerable. <sup>4</sup>	<ol style="list-style-type: none"> <li>1. Additional one-time assistance of INR18,000<sup>5</sup> per vulnerable household will be paid. This will be over and above the other assistance given in this framework;</li> <li>2. Vulnerable households will be given priority for potential employment in the project construction activities.</li> </ol>
<b>I.</b>	<b>Temporary Impacts</b>	
I.3.Temporary loss of livelihood	Business owners, tenants, leaseholders, employees, hawkers/vendors	<ol style="list-style-type: none"> <li>1. During work plan submission, it will be ensured all precautions are taken in the design, execution and actual implementation of works to ensure that access to business premises and residences, schools and other community assets are maintained at all times.</li> <li>2. For shops or informal businesses experiencing full closure of commercial activity due to project construction activities, one-time cash assistance equal to the loss of net income during period of disruption will be provided.</li> </ol>
<b>J.</b>	<b>Other Unanticipated Impacts</b>	
J.1.Temporary impacts during construction	All DPs	<ol style="list-style-type: none"> <li>1. The provisions in this entitlement matrix will be followed for any impact on structures or land due to movement of machinery etc. during construction or the establishment of construction plant;</li> <li>2. Compensation for standing crops and trees as per the market rate;</li> <li>3. Time bound restoration of land to its previous or better quality;</li> <li>4. The Project will maintain access to all properties and businesses at all times.</li> </ol>
J.2.Any unanticipated impacts due to project intervention		<ol style="list-style-type: none"> <li>1. Any unanticipated impacts of the project will be documented and mitigated based on the spirit of the principles agreed upon in this resettlement framework and the RFCTLARRA 2013.</li> </ol>

<sup>4</sup> Vulnerable are those households that are BPL, the elderly-above 60 years of age, female headed households, physically handicapped and scheduled castes.

<sup>5</sup> Calculated on 50% of the subsistence allowance.

## VIII. RESETTLEMENT BUDGET AND FINANCING PLAN

### A. Resettlement Costs

72 An overall budget of 3 million USD has been provided in the project for R&R and grievance redress. If any unavoidable impacts, permanent or temporary, are identified during construction, the affected persons will be compensated or assisted in accordance with the DWSIIP Resettlement Framework. A lump sum figure of **Rs 17.54 lakhs** has been budgeted against grievance redress mechanism and unanticipated temporary impact if any encountered during civil works. This is **about 0.05%** of the total capital cost of package 1 which is **Rs 29,539 lakhs**. Since this is a DDR, this provisional sum has been kept aside to redress any grievance that arises during implementation besides dealing with any R&R issue if at all arises.

## IX. INSTITUTIONAL ARRANGEMENTS AND RESPONSIBILITIES

### A. Implementation Arrangement

73 The DWSIIP will be carried out under the oversight of the GNCTD. The DJB has been appointed as the EA and will be responsible for the management, coordination and execution of all the activities funded under the MFF. DJB has established a Program Steering Committee (PSC), which will be chaired by the Member (Water Supply). A PMU has been established under the PSC, headed by the project director at the rank of chief engineer(Projects Water). A PIU has been established under the overall management of the PMU and will act as the implementing agency. The program manager will head the PIU and oversee the investment program, and the day-to-day management and implementation of the program. The DWSIIP implementation arrangements are summarized in **Figure 3**.

74 The program manager will be an executive engineer (Civil) rank officer and will be supported by technical, financial, safeguards and administrative staff. The PIU staff will mostly be drawn from DJB, and if required, will also be seconded from the other government departments on deputation. The PIU will be assisted by a PMC in the implementation, management and monitoring of the investment program. The PMC will design the infrastructure, manage the tendering of contracts, supervise the construction process, assure the technical quality of design and construction, and provide advice/assistance on institutional capacity development. The PIU will appoint the contractors to build the infrastructure elements and will manage the construction and commissioning activities. The PIU will also appoint the CMRC to assist in program implementation.

75 The commissioner and administrator for R&R will be appointed if there is resettlement involved.

76 The PIU staff will include a safeguards officer, who will be an assistant engineer rank officer, and will be responsible for all environment, health and safety, social, and grievance redress tasks. The safeguards officer will be a qualified engineer (preferably an environmental engineer). The safeguards officer can also be deputed from other government organizations. Environmental and social safeguard specialists of the PMC will assist the safeguards officer.

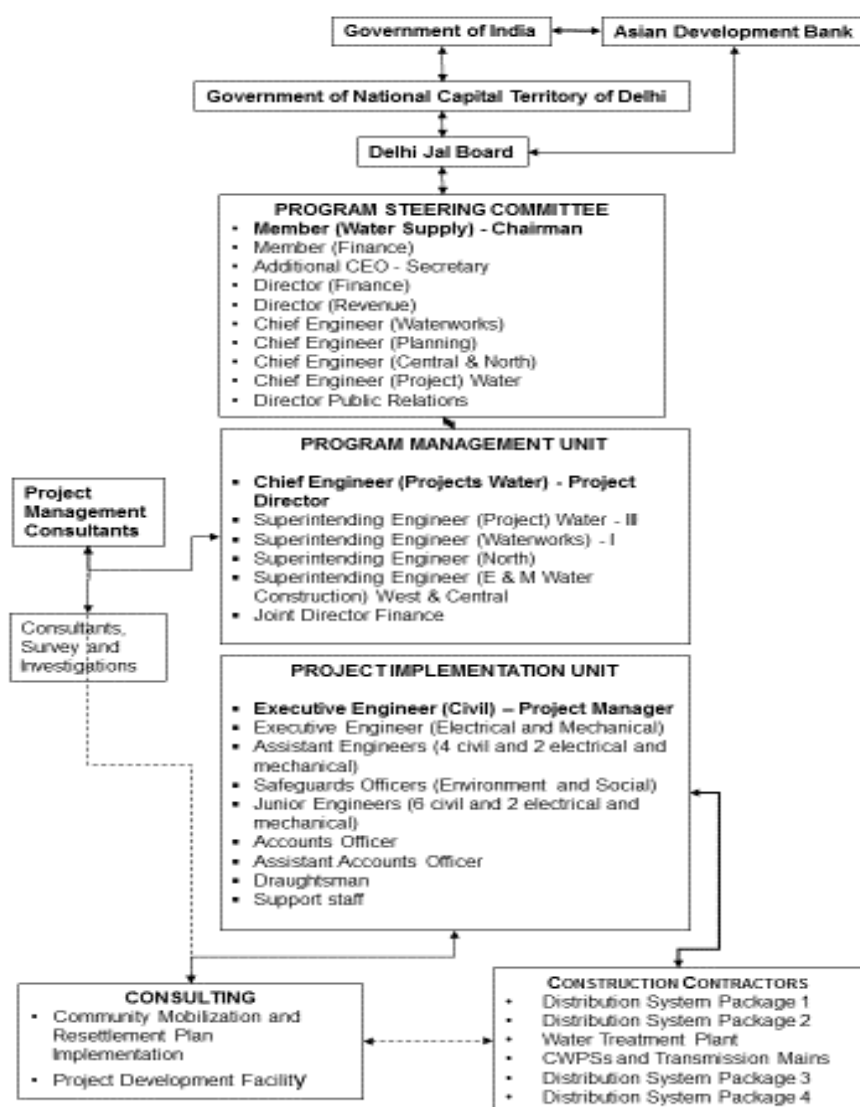


Figure 4: **DWSIIP Implementation Arrangements**

77 The PIU will be responsible for the following social safeguard activities:

- (i) Appointing the CMRC;
- (ii) Implementation of the RPs;
- (iii) Providing support to the office of the district commissioner for land acquisition;
- (iv) Ensuring availability of budget for R&R activities;
- (v) Ensuring timely disbursement of compensation and assistance to the DPs in close coordination with the concerned line department;
- (vi) Liaison with district administration for land acquisition and implementation of RPs,
- (vii) Addressing grievances; and
- (viii) Ensuring disclosure of resettlement framework, resettlement plan, and monitoring documents.

78 The PIU safeguards officer will undertake internal monitoring and supervision and record observations throughout the program period to ensure that the safeguards and mitigation measures are provided as intended. He/she will have the following responsibilities: (i) addressing social safeguards issues; (ii) implementing the resettlement framework; (iii) liaising with district administration for land acquisition and resettlement plan implementation; (iv) implementing and monitoring safeguards compliance activities, public relations activities, gender mainstreaming activities; and (v) endorsing and submitting periodic monitoring reports<sup>6</sup> received from the PMC to the PIU, who will then submit these to the ADB. If deemed necessary, based on the extent of land acquisition, the PIU will also be staffed by a land acquisition officer, who will primarily be responsible for the following: (i) liaising with the district administration for land acquisition; (ii) addressing any problems and/or delays in the land acquisition process; and (iii) monitoring physical and financial progress on land acquisition activities and updating the PIU.

79 The PIU will seek government clearance for submission and disclosure of the social and resettlement monitoring report to ADB. It will also coordinate with national and state agencies to resolve any interdepartmental issues arising.

80 The PIU will be supported by a PMC social safeguards specialist who will assist: (i) in the monitoring and supervision of ongoing subprojects and resettlement plan implementation; (ii) preparing RPs for new subprojects, where required to comply with national law and/or ADB procedures; (iii) update RPs as required and conduct surveys; (iv) ensure all subprojects meet safeguard requirements as agreed in the loan covenant and in line with this resettlement framework; (v) provide support to the PIU for consultations; and (vi) provide advice on policy changes. In addition, the PMC social safeguards Specialist will assist the PIU in all activities related to the implementation of social safeguards; play a central role in ensuring capacity building on resettlement management of the PIU, NGO, and line departments through capacity development support and training.

81 A dedicated assistant engineer in-charge of social safeguards/ resettlement officer will be required for Category A and Category B resettlement plan implementation. For Category C projects a dedicated officer is not required and can be clubbed with the environment safeguard officer.

82 CMRC will be recruited to assist the PIU in the preparation and implementation of the RPs, if required, and the application of the MFF resettlement framework. Key tasks include the identification and survey of all DPs and the implementation of measures to address temporary impacts resulting from program construction activities. The CMRC will be specifically assigned for community mobilization and resettlement implementation activities.

83 Key activities of the CMRC in relation to resettlement planning and implementation include: (i) conducting detailed survey of physically and economically DPs based on the detailed design, and identifying poor, female-headed, and vulnerable households affected by land acquisition and resettlement; (ii) preparing the list of the potential DPs and issuing identification cards; (iii) facilitating the process of disbursement of compensation to the DPs, coordinating with the revenue department and informing the DPs of the compensation disbursement process and timeline; (iv) assisting DPs in opening bank accounts, explaining

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<sup>6</sup>The semiannual monitoring report will focus on the progress of implementation of the safeguard, issues encountered and measures adopted, follow-up actions required, if any, as well as the status of compliance with subprojects election criteria and relevant loan covenants.

the implications, rules, and obligations of a joint account and how he or she can access the resources he or she is entitled to; (v) assisting the executing agency in ensuring a smooth transition (during the partial or full relocation of the DPs). In close consultation with the DPs, the CMRC shall inform the PIU about the shifting dates agreed upon and the arrangements they desire with respect to their entitlements; (vi) organizing training programs for income restoration (after conducting a training needs program the CMRC will ensure training through industrial training institutes, if the displaced person so desires); (vii) conducting meaningful, ongoing consultation and ensuring disclosure of RPs in an accessible manner to the DPs; (viii) assisting the PIU in establishing a GRM; (ix) assisting the PIU in keeping detailed records of progress and establishing monitoring and reporting systems of resettlement; (x) acting as a platform for public interface for community interaction throughout the program, and liaising between community, contractors, and program management and implementing units during the execution of the works; and (xi) providing advice and other support to the PIU as required. The Terms of Reference of the CMRC is included in **Annexure 14**.

## **B. Institutional Capacity Development Program**

84 As stated above, the safeguards officer will be drawn from DJB's engineering staff, although it should be noted that DJB staff have limited experience in dealing with social safeguard issues. It is therefore essential that the safeguard officer is provided with the necessary training to deal with environmental and social safeguard tasks following ADB SPS 2009. The safeguards officer will be trained through a series of programs periodically conducted by ADB for executing agencies and implementing agencies on safeguards.

85 The PMC resettlement specialist will conduct a training and capacity building program on resettlement management for the PIU staff on issues concerning: (i) principles and procedures of land acquisition; (ii) public consultation and participation; (iii) entitlements and compensation disbursement mechanisms; (iv) grievance redress; (v) monitoring of resettlement operation; and (vi) disclosure methods. Specific modules customized for the available skill set shall be devised after assessing the capabilities of the target participants and the requirements of the investment program. Institutional capacity building programs will involve training on environmental and social safeguards for the PIU staff and the contractors' employees.

## **Conclusion**

In conclusion, it may be mentioned that since no perceivable impacts could be identified in this package as per final design, a Due Diligence Report (DDR) has been prepared with sufficient supporting documents to substantiate it. All facilities are within DJB's own land and pipeline laying within the UGR command areas will take place along road side owned by PWD/MCD. Before award of works requisite permissions from concerned department would be obtained. After contractor mobilization, detailed measurement survey (DMS) and SIP would be prepared and if required the draft DDR would be revised for final disclosure.





**Annexure 2: Google earth Map showing location of proposed Mukherjee Nagar UGR**











**28°42'46.44"N  
77°12'44.51"E**

### Annexure 3: Photos of Mukherjee Nagar Proposed UGR area within DJB campus

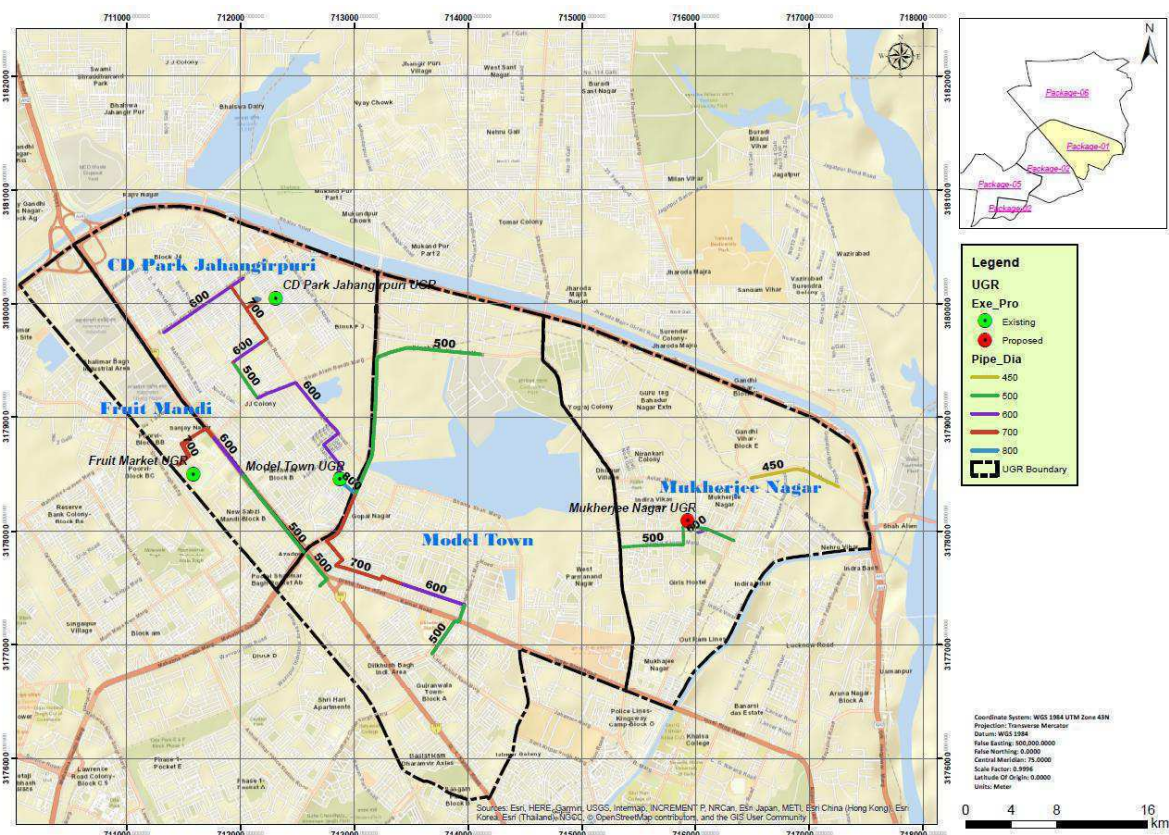
	
Entrance Gate	Proposed Pipeline alignment
	
Present Parking Space	
	
Proposed UGR Location within DJB Campus	



	
Office Block Proposed to be dismantled	
	
Office Block Proposed to be dismantled	
	
Site of dismantled non-functioning OHT	Toilet Block proposed to be dismantled
	
Proposed area where office block may be shifted beside ZRO office within DJB Campus	Open space for proposed UGR



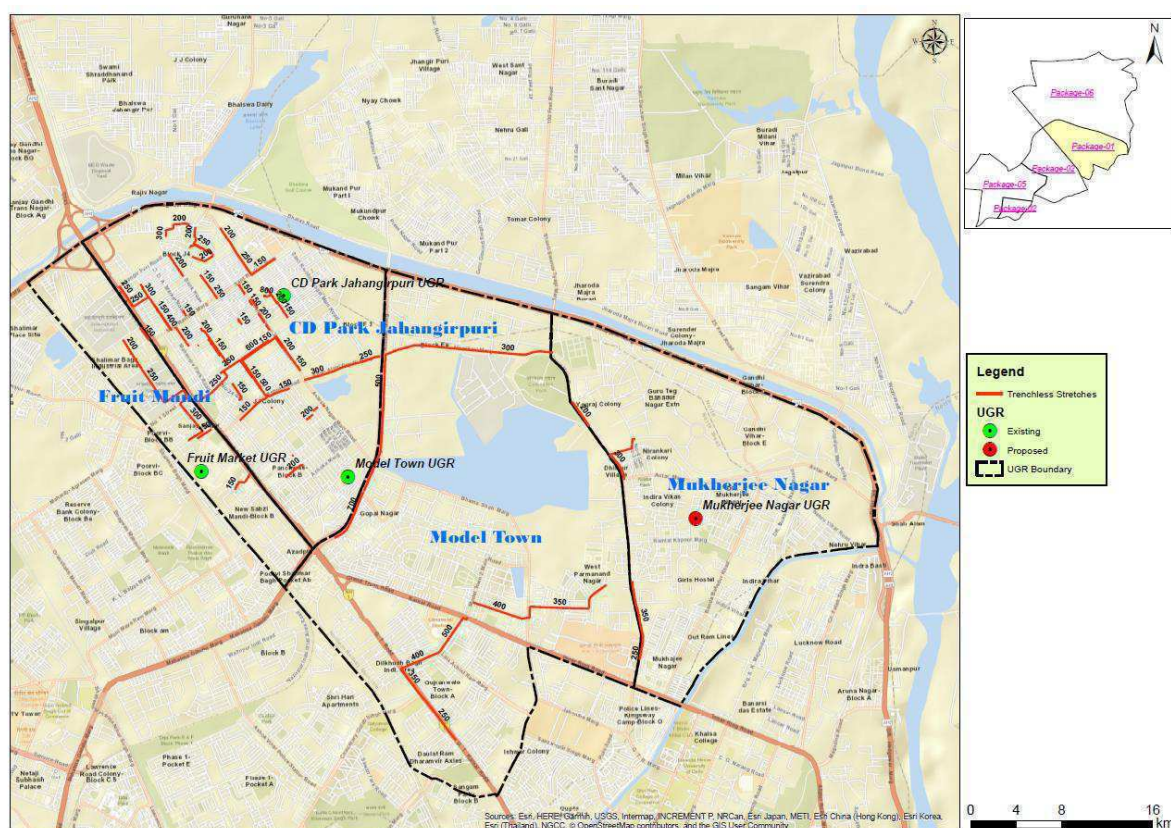
Annexure 4: Map showing alignment of Pipeline between 400mm – 800mm dia



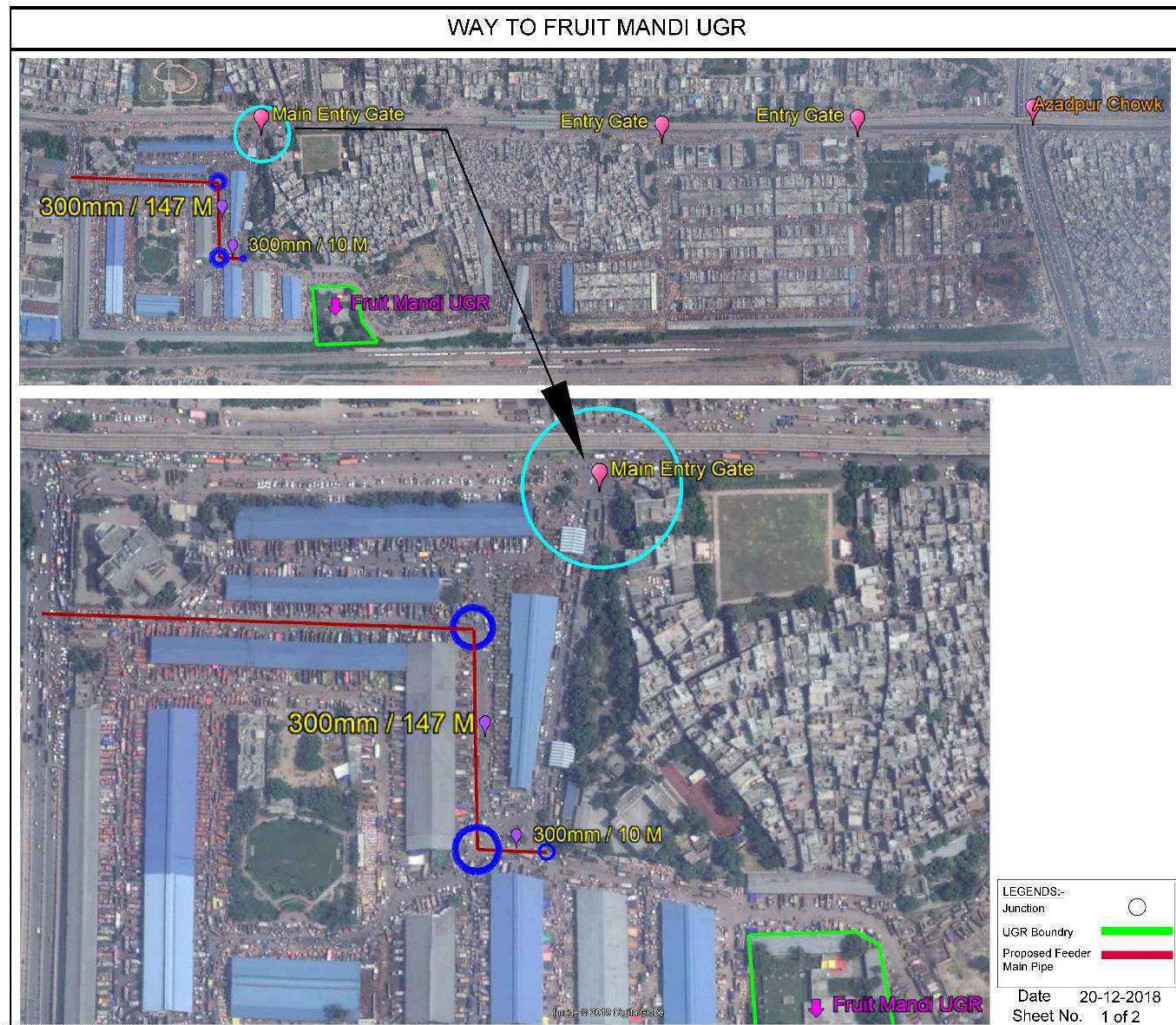
**Annexure 5: Google earth Map showing all UGR locations of Package – 1**



### Annexure 6: Map showing locations for tentative trenchless sections

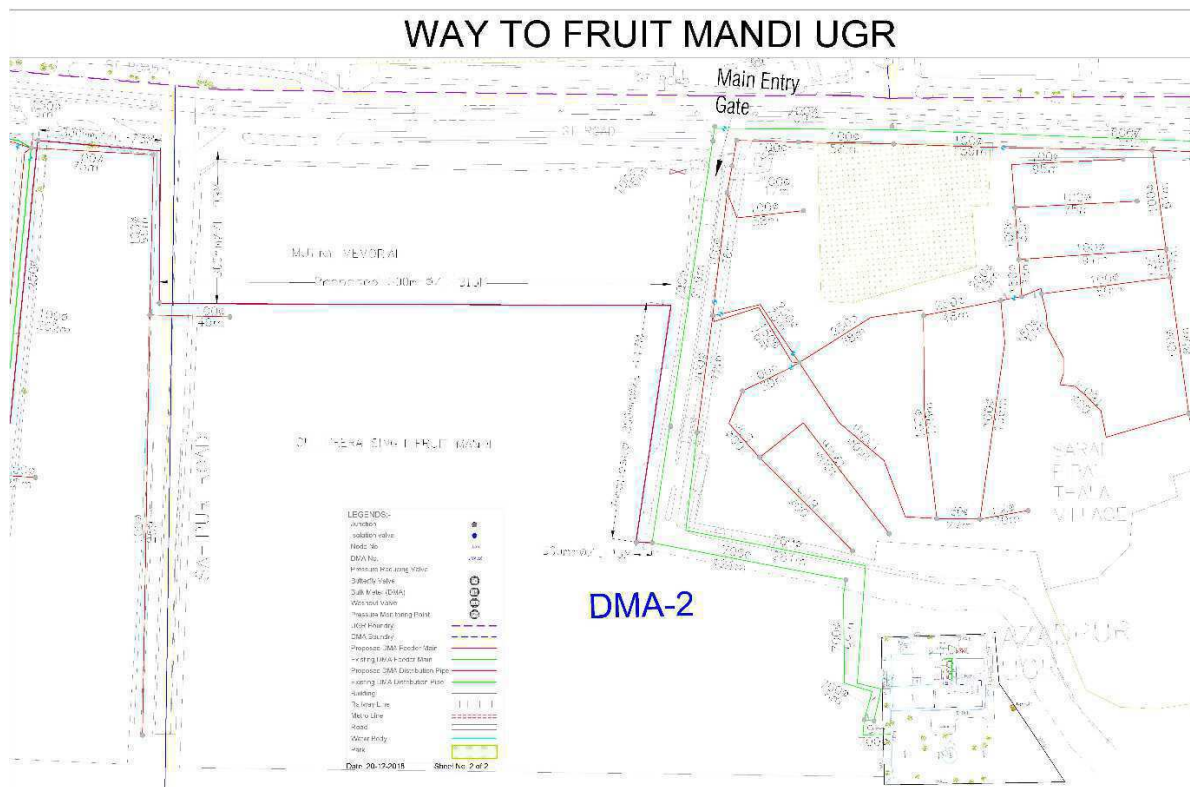


**Annexure 7: Google Earth Map showing way to Fruit Mandi UGR area with location of alternate Gates & Pipe alignment**





## WAY TO FRUIT MANDI UGR





## Annexure 9: FGDs with APMC and Fruit and Vegetables vendors at Fruit Mandi UGR

### Delhi Jal Board: Government of Delhi Delhi Water Supply Improvement Investment Program Public Consultation participation Note Sheet

Date: 7.12.18 Venue: Azadpur Fruit Mandi


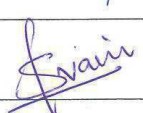
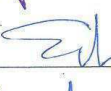
S.No	Name of the Person, designation and Phone number	Remarks (if any)	Signature
1-	Argun Kumar Guard Traffic point 7678 382417	Traffic guard on duty from private vendor Alert Company +dial	
2-	Madhusudhan guard	125 guard point and regulate market, APMC	
3-	Prabhu guard	TMC can be executed with the support & security guard, deployed by APMC.	
4-	Jai Singh stall vendor 9990261164	Movable vendor in fruit mandis	GT 21/18
5-	Vishnu Sahni 7027972014	Movable vendor	Vishnu Sahni
6-	Chanderan Bhan	Tea stall movable APMC	Chanderan Bhan
7	Chanderdeep 7290036935	Pan shop owner	Chanderdeep
8	Sonu, DJB Pump operator		Sonu
9-	Mishu Ram	Movable Tea stall owner	
10-	Keshu Ram	Movable Tea stall owner	
11	Ram Chander 9811955971	Security guard says Sunday is weekly holiday for market	R. Chander
12.	Suresh Chander + handman	Commissioner Specialist	Suresh Chander 8/12/18

13. Pravin D. Sulecha (consultant) site

14. N. K. Choudhary (consultant) site

*[Signature]*  
8/12/18

Delhi Jal Board: Government of Delhi  
Delhi Water Supply Improvement Investment Program  
Public Consultation participation Note Sheet

Date:	8.12.18	Venue:	APMC office Fruit Mandi (Gaffpur)
S.No	Name of the Person, designation and Phone number	Remarks (if any)	Signature
1-	N.S. Ransat Security Supervisor APMC office Gaffpur	Traffic management Plan can be executed in consultation with deployed security personnel.	
2-	Virek Chauhan Executive Engineer 9711821115 Room - No 303	Fruit market has a schedule of Sunday 11am to 5 pm and fundamental closing time.	
3-	Shyam Lal Sharma Deputy Sec 9818337345	Conceivable Market Dec to Jan, Feb March April May	
4-	G. U. Talwar Asst Engineer 9911577882	Secretary APMC need to be contacted for permission of contribution in fruit market. UAP and fruit mandi permission will finally approved layout plan. Authorities told that will co-operate with	
		DJB and other project authorities as and when required	
5-	Poonam Subalek Site engineer PMC-DWSIIP		
6-	Suresh Chandra Thandani Environment Specialist PMC-DWSIIP Delhi	 8.12.18	



## Annexure 10: Photographs of FGDs with APMC and Fruit and Vegetables venders at Fruit Mandi UGR

	
APMC	Clear ROW
	
Security Agency in function	FGD with security posted at Main Gate
	
Trucks parked on either side of carriage way	Loaded Trucks cause of congestion
	
Main Entrance of UGR	Inside of UGR

## Annexure 11: Focus Group Discussions

### ATTENDANCE उपस्थिति

	Name of Road सड़ककानाम	Date तिथिऔरसमय	Name नाम	Address/ Contact पता / फ़ोननंबर
1	H 2 Jahangirpuri	16.07.2018	Krishna Nehar Singh	H 959
			Naval Kishore Garg	9911650267
			Indra Bahadur	
			Sultan Singh	
			Ram Nivas	98110119434
2	H 4 Jahangirpuri	06.07.2018	Sunita	1849 /50
			Noori	1857
			Nanu Devi	
			Sunita Kamboj	
			Jayanti	
			Prakash	
			Dinesh	
3	A 1 Jahangirpuri	16.07.2018	Meera	
			Anju	
			Shanta	
			Kamla	
			Poonam	
			Raju	
			Bimal	
			Pavan	7291861436
			Karan	
			Santosh	
			Ramesh	A214 08527626797
			Anil	
4	A Jahangirpuri	16.07.2018	Satya Bhavanji	723 9212085321
			Sushil Kaur	780
			Gayatri	777
			Gayatri	788
			Mitilesh	717
			Parda	717
			Leeladevi	718
			Arunbati	721
			JagdishNagpal	785 9873497561
			Devendra Bansal	783 9990215207

	Name of Road सड़ककानाम	Date तिथिऔरसमय	Name नाम	Address/ Contact पता / फ़ोननंबर
			Archana Gupta	885 9910062751
			Saroj	717
			Anju	719
5	B Jahangirpuri	16.07.2018	Narendra Jain (can be a resource person)	B-13, Lohia road, Adarsh Nagar Extension 9891139191
			Dhirendra Kumar Goyal	B-11
			Pusha Kaur	B-09 Lohia Road
			TrilokNath	B-11, II Floor, Lohia Road 9899379549
6	CD Park	18.07.2018	VipinSaxena (D -250 CD Park)	9999574029
			Upendersingh(D- 250 gees)	9990347202
			Irfan (N 38A 104 CD Park)	8585904376
			Sachin (D- 251 )	9899372051
			Seema (D-320 Atta chakki)	8375882465
			Gauerh (D-320 meenu store)	8375070535
			Sanjeev (D-181-Nisha store)	8860090801
			Yogender (D-181-Nitesh telecom)	8285544909
			Shyam (D-181-Document)	7838791475
7	ChaddaBhojnalaya to SBI	18.07.2018	Harsh Kumar Gupta	9868217734
			Ajay	9899688068
			Iqbal	9560629163
			Raju	8745807242
			Raju gupta	7838373733
8	DTC bus stand to SBI ( Lalbagh)	19.07.2018	Dilip	9893721122
			Md. Afsar	9611514448
			Vikash	8597088573
			Afroj Khan ( Lalbagh Masjid)	9811921711
9	Gopalpur village to slum	19.07.2018	Jahin	9211211203
			Ram Kishan	9990354962
			Runadevi	9868370133
			Jai Narayan	
			Manoj	9911163592
			Raj Kishor	9911820560
			Munna Kumar	9990521505
			Ram Laxmi	8742917816
10	GTB Nagar Metro to Transport office	20.07.2018	Ashok (233 Hakikat Nagar)	0117650797

	Name of Road सड़ककानाम	Date तिथिऔरसमय	Name नाम	Address/ Contact पता / फ़ोननंबर
			Gurvindar Singh (265)	9999655339
			Guddu (265)	
11	Khusal Chowk to MaharshiBalmikiMandir	20.07.2018	Nashruddin (d-284 Kushal Chowk)	9210123099
			Raja (c-284 Kushal Chowk)	9990501286
			Nijamuddin (Jhuggino.n/16) Jahangirpuri	9953786606
			Md. Mustafa (Jhuggi no. N/15) Jahangirpuri)	8376878595
			Shalim Khan (c-n/37 JhuggiJahangirpuri)	8376878595
			AbbashMalik (n-38 CD Park) Jahangirpuri)	8826656897
12	SBI to Bikaner Sweets Jahangirpuri	20.07.2018	Dr. SS Arora (B-1751 jahagirpuri)	9210031851
			Saurav B-1751	9582171324
			Jony B-1751	9811875754
			Jallahuddin	9873986281
			Rajendra Kumar B-1820	9212713713
			Somnath B-1820	9213313206
			Hemant B-1820	9582725069
13	Sewage Water Pumping station to Kushal Chowk	20.07.2018	Mr. Nasir Khan (G-36, Jahangirpuri)	9582186204
			Rajendra Singh (G- 61-62, “ )	8377818939
			Manna (G-35“)	9953528249
			Dhruv Singh ( G-34”)	9211979211
			Ahmad Jan ( G-1/37“)	9911277167
14	Signature apt to SarvodayaVidyalaya	26.07.2018	Raj kumar (709 Mukherjee nager)	01147324780
			Rohit (710)	9891002929
			Manish(708	9599296740
			Jaswant (703)	46102572
			Manish Agrawal (702)	9711168621
15	T.B hospital to Parmanand Chowk	26.07.2018	Raj Kumar (Jai Bholaj Travels)	9213619404
			Gurdeep Singh	9873249343
			Umesh Kumar	9971826067
			Satish Kumar ( fruit seller)	9312721105
			Khushilal Madan	9811196197
			Praveen kumar	9718074855
			Suresh gupta	9899823180
			Amit	9910554954



## Annexure 12: FGDs Photographs

### FGD PHOTOS OF JAHANGIRPURI

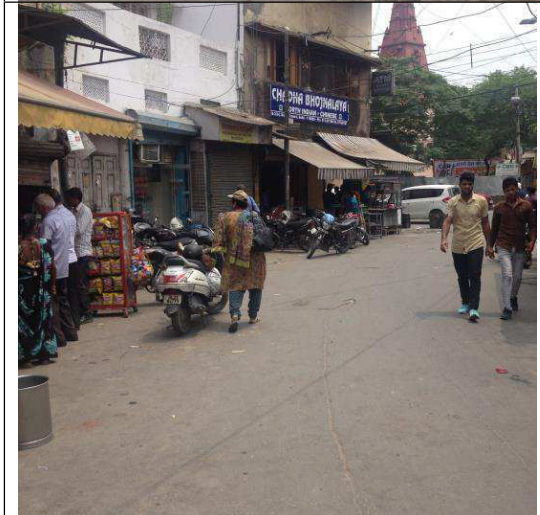
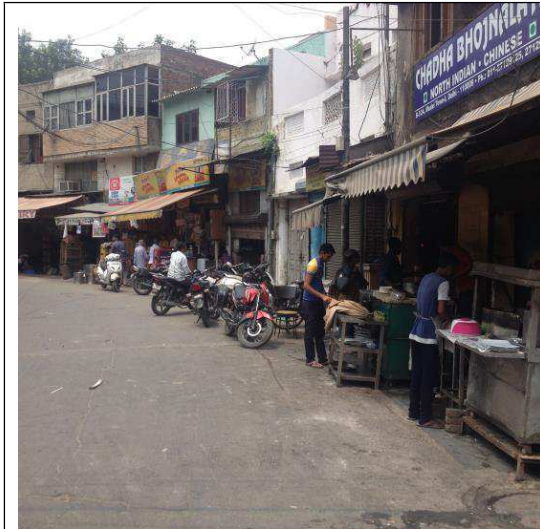


## FGD PHOTOS OF MODEL TOWN





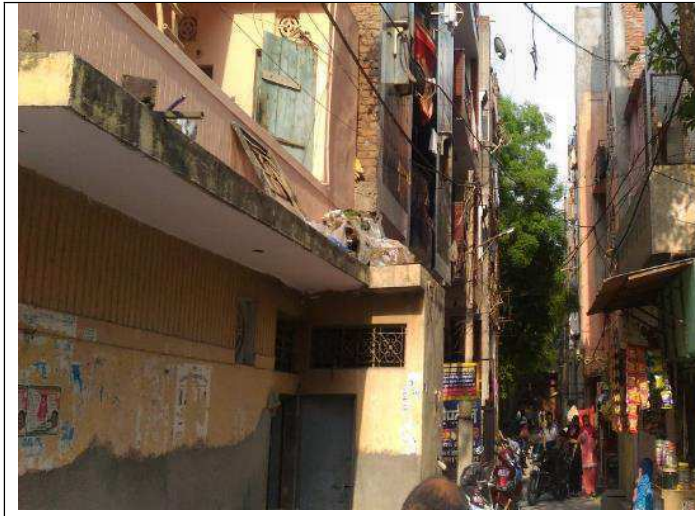
PHOTOS OF RECONFIRMATION SURVEY  
CHADDA BHOJNALAYA





**TB HOSPITAL TO PARMANAND CHOWK**



**TYPICAL CONGESTED AREAS****PUNJABI BAGH****PITAMPURA**