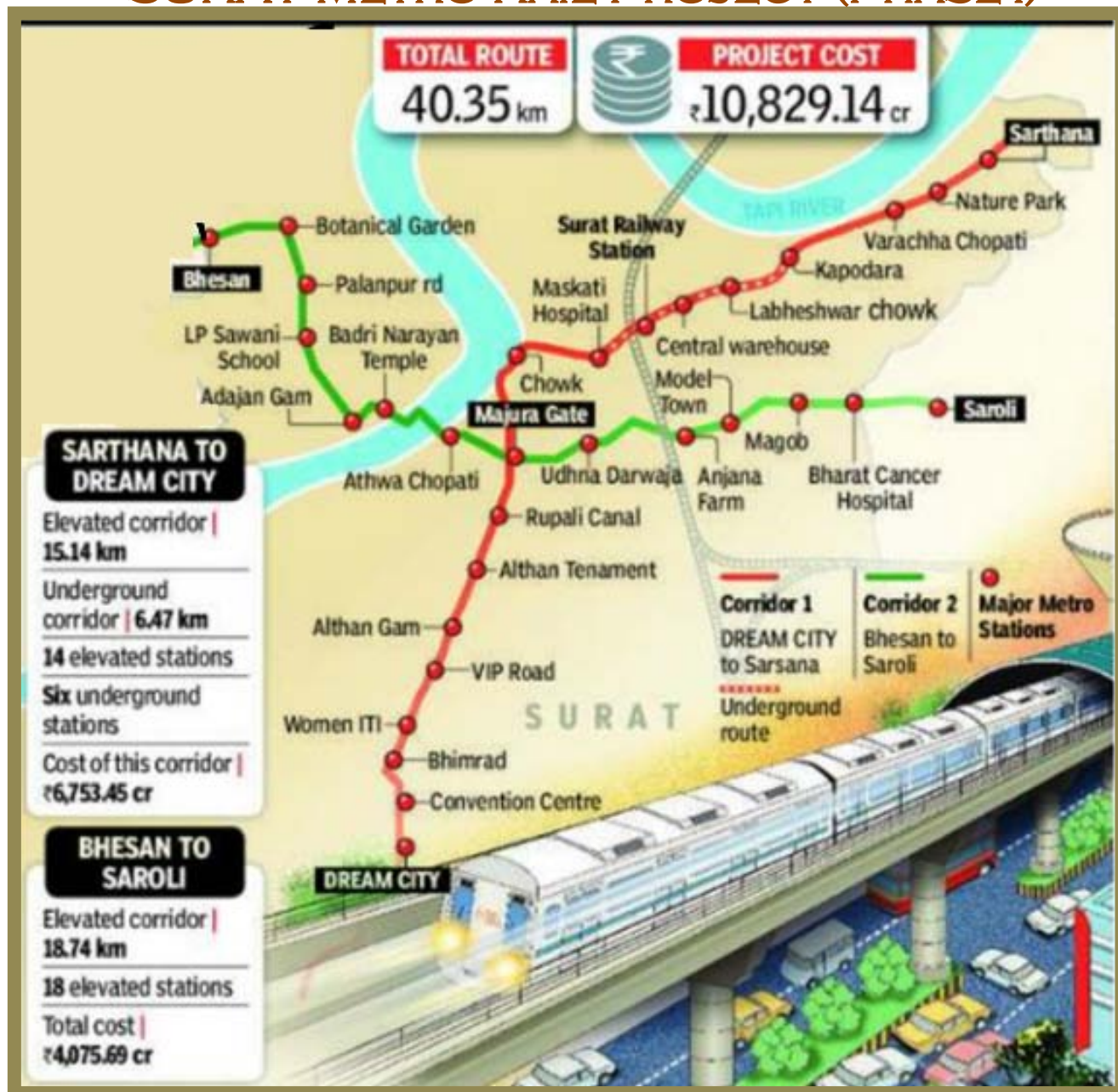




Gujarat Metro Rail Corporation (GMRC) Limited

(SPV of Government of India and Government of Gujarat)

STAKEHOLDER ENGAGEMENT PLAN FOR SURAT METRO RAIL PROJECT (PHASE-I)



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1	Stakeholders Engagement Plan	20/07/2020	Dr. S Pradhan		
2	Stakeholders Engagement Plan	31/07/2020	Dr. S Pradhan		
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1 ABBREVIATIONS

AFD	Agence Française de Development
APMC	Agricultural Produce Market Committee
BRTS	Bus Rapid Transit System
CBO	Community Based Organization
CRZ	Coastal Regulation Zone
DCF	Deputy Conservator of Forest
DGVCL	Dakshin Gujarat Vij Company Limited
DMRC	Delhi Metro Rail Corporation
DPR	Detailed Project Report
DREAM City	Diamond Research and Mercantile City
EIA	Environmental Impact Assessment
ESCP	Environmental Social Consultation Plan
ESMF	Environmental Social Management Framework
ESMP	Environmental Social Management Plan
ESS	Environmental and Social Standards
FGD	Focus Group Discussion
GETCO	Gujarat Energy Transmission Corporation Limited
GMRC	Gujarat Metro Rail Corporation Limited
GOG	Government of Gujarat
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
GSRTC	Gujarat State Road Transport Corporation
IA	Implementing Agency
IECA	Institute of Civil Engineers and Architects
IIA	Indian Institute of Architects
IRSDC	Indian railway Station Development Corporation
ITI	Industrial Training Institute
KWF	Karatnomichi World Federation
LAO	Land Acquisition Officer
MMTH	Multimodal Transportation Hub
NGO	Non-Governmental Organization
NHAI	National Highway Authority of India

PAD	Project Appraisal Document
PAPs	Project Affected Persons
PIU	Project Implementation Unit
R & B	Roads and Buildings Department Office
RITES	Rail India Technical and Economic Services
RTFCTLARR	Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act
RTO	Regional Transport Authority
RWA	Residential Welfare Associations
SBA	Surat Builders Association
SCAA	Surat Chartered Accounts Associations
SCET	Sarvajani College of Engineering & Technology
SDA	Surat Diamond Associations
SDA	Surat Doctors Associations
SDB	Surat Diamond Bourse
SDO	Social Development Officer
SDTOA	Surat District Taxi Owners Association
SEP	Stakeholder Engagement Plan
SGCCI	Southern Gujarat Chamber of Commerce and Industry
SIA	Social Impact Assessment
SITCO	Surat Integrated Transport Development Corporation Limited
SMC	Surat Municipal Corporation
SMRP	Surat Metro Rail project
SMU	Social Management Unit
STTA	Surat Textile Traders Associations
SUDA	Surat Urban Development Authority
SVNIT	Sardar Vallabhbhai National Institute of Technology
URDCL	Urban Ring Road Corporation Limited
WHO	World Health Organisation

1 NON-TECHNICAL SUMMARY

- Gujarat Metro Rail Corporation Limited (GMRCL), a joint venture of Government of Gujarat (GoG) and Government of India (GoI) is in the process of developing Surat Metro Rail Project. The project is envisaged to be implemented in phases. The phase-1 consists of 40.35 km of metro network having two corridors with 38 stations. GoG is seeking financing from AFD and KfW to fund the implementation of the project.
- Environmental and Social Impact Assessment (ESIA) has been undertaken in accordance with national and state legislative requirements and the World Bank policy requirements. As a part of ESIA, a Stakeholder Engagement Plan(SEP) has been prepared for this project to assist GMRCL in managing and facilitating future engagement of stakeholder through the various stages of the project's life cycle right from design to construction, operation, closure and rehabilitation. This SEP details of the stakeholder engagement undertaken during the preparation/design phase and serves as a guide for the activity during the project implementation, operation and completion phase.
- The objective of this SEP:
 1. Is to improve and facilitate decision making in a timely manner.
 2. Create an atmosphere of understanding with project affected people and other stakeholders.
 3. To provide opportunity to voice their opinions and concerns that may influence project decisions.
- SEP describes strategy and procedures for interactions with public and private stakeholders at local and state level, with particular focus on project affected people. The SEP incorporates definition and an outline of potentially affected parties and other influential/interested parties that need to be considered in the implementation of SEP.
- A stakeholder engagement and disclosure plan detailing methods and content of engagement and disclosure for each type of stakeholders is presented in SEP.
- The SEP also outlines a grievance mechanism to allow stakeholders to bring concerns to the GMRCL's attention. SEP is a 'living document which shall be updated periodically through out the project life as appropriate.

2 INTRODUCTION

Surat is a city located on the western part of India in the state of Gujarat. The city is located 284 Kms south of Gandhi Nagar, 265Kms of Ahmedabad and 289 Kms of Mumbai. The economy of the entire city is based mainly on two industries, the textile industries of manmade fibres/fabrics and the diamond cutting and polishing industry. It is one of the most dynamic cities of India with one of the fastest growth rate due to immigration from various parts of Gujarat and other states of India. Surat is one of the oldest inhabited cities in the world and densely populated with an average 13680 persons/sq.km accommodating about 44.67 lakhs people as per Census 2011. Average decadal growth of population of Surat since 2001 to 2011 was about 55.29%. Surat's high population growth rate coupled with high economic growth rate has resulted in an ever increasing demand for transport creating excessive pressure on the existent transport system. With high growth in transport demand over the years, congestion on roads has been increasing due to phenomenal rise in private transport. Absence of an efficient full-fledged public transport system coupled with rapid growth in the use of personalised vehicle has led to high consumption of fossil fuel and increase in environment pollution. Surat has also been selected as one of the hundred Indian cities to be developed as a "Smart City". The existing network of public transport systems including dedicated BRTS needs to be strengthened further in order to cope-up with rising demand of transport system. The inter-city traffic volumes in Surat necessitated a full-fledged integrated multi model mass rapid passenger system. In this view, Government of Gujarat (GoG) desires to build the Metro Rail System by adopting adequate environmental standards to provide for the protection of the people and the environment.

2.1 PROJECT DESCRIPTION

The Surat Metro Rail (Phase1) project has two metro rail corridors with a combined length of 40.35 km. Total 38 stations are proposed consisting of elevated and underground stations. First corridor is proposed from Sarthana to Dream city Line. The length of this corridor will be 21.61 km of which 6.47 km would be underground and the rest 15.14 km will be elevated. Second corridor is from Bhesan to Saroli. The length of this corridor will be 18.74 km, would be completely elevated. The alignment map of Surat metro rail project (Phase I) is shown in **Figure 1** and salient features of the proposed corridors are listed in **Table 1**.

Figure 1: Surat Metro Network (Phase1) Map



Table 1: Salient Features of Proposed Metro Project

S. No.	Description	Sarthana – Dream city Corridor	Bhesan- Saroli Corridor
1.	Length of Corridor	21.61 km	18.74 km
	• Underground	6.47 km	0
	• Elevated	15.14 km	18.74 km
2.	Number of Stations	20	18
	• Underground	6 (Chowk Bazaar, Makati Hospital, Surat Railway Stations, Central Warehouse, Labheshwar Chowk, Kapodra)	Nil
	• Elevated	14 (Dream City, Convention Centre, Bhimrad, Surat Women ITI, VIP Road, Althan Gaam, Althan Tenement, Roopali Canal, Majura Gate, Kadarsha Ni Nal, Shri Swaminaryan Mandir Kalakunj, VarchaChopatiGarden ,Nature Park, Sarthana)	18 (Bhesan, Botanical Garden, UgatVaarigruh, Palanpur Road, L P Savani School, Performing Art Centre, Adajan Gaam, Aquarium, Badri Narayan Temple, Althawa Chaupati, Majura Gate, Udhana Darwaja, Kamela Darwaja, Anjana Farm, Modal Town, Magob, Bahrat Cancer Hospital, Saroli)
3.	Maintenance Depot	1	1
4.	Track Gauge	1435 mm for both the corridors	
5.	Station Dwell Time	30 Seconds	
6.	Train Composition	3 Car train	
7.	Average Speed	33 Kmph	
8.	Max design & Operating speed	90 kmph, 80 kmph	
9.	Traction Power Supply	750 V DC	
10.	Rolling Stock		
	• Coach Dimension	3.9 m x2.9 m	
	• Coach Carrying Capacity	DMC (247), TC (270)	
	• Train Carrying Capacity	764 Passengers (Seating 136, Standing 628)	
	• Control System	Train Based Monitor and Control System	
11.	Signalling	Continuous Automatic train control with cab signalling and ATO	
12.	Telecommunication	Integrated System with Fibre Optic cable, SCADA, Train	

S. No.	Description	Sarthana – Dream city Corridor	Bhesan- Saroli Corridor
		Radio, PA system etc.	
13.	Fare Collection	Automatic Fare Collection System with combination of contactless smart card for multiple journey and computerized contactless smart token for single journey.	
14.	Construction Methodology	Elevated Viaduct carried over pre-stressed concrete box shaped Girder/U Girder/Double U-Girder/I-girder with pile/open foundation and underground construction using TBM or Cut & cover or NATM techniques.	

Source: DPR, June 2018

2.2 STAKEHOLDER ENGAGEMENT PLAN

As a part of Social and Environment Impact Assessment Study, a Stakeholder Engagement Plan (SEP) has been prepared for Surat metro rail project (SMRP) to keep stakeholders informed on the project progress. This would ensure appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in timely, understandable, easily accessible and in appropriate manner through structured format. The SEP shall also to create a process that provides opportunities for stakeholders to express their views and concerns, and allows GMRCL to consider and respond to them. Stakeholders will be actively involved in decision making and project implementation processes throughout the project. SEP has been prepared in line with World Bank’s Environmental and Social Standards (ESS10).

The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation, throughout the entire project cycle. The SEP outlines the ways in which Surat metro rail project team will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about metro project and any activities related to the project.

The involvement of the local population is essential to the success of the metro project in order to ensure smooth collaboration between project staff and local communities and i) minimize and mitigate environmental and social risks related to the proposed project activities and (ii) to maximize the positive E&S impacts of the Project.

The key objectives of the SEP can be summarised as under:

- Provide guidance for stakeholder engagement such that it meets the standards of International best practices;
- Identify key stakeholders that are affected, and/or able to influence the project and its activities;
- Identify the most effective methods, timing and structures through which to share project information, and to ensure regular, accessible, transparent and appropriate consultation;
- Develops a stakeholders engagement process that provides stakeholders with an opportunity to influence project planning and design;
- Establish formal grievance/resolution mechanisms;
- Define roles and responsibilities for the implementation of the SEP;
- Define reporting and monitoring measures to ensure the effectiveness of the SEP and periodical reviews of the SEP based on findings.

2.3 REGULATIONS CONTEXT

2.3.1 National Regulation

Rehabilitation and resettlement under this project will comply with Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement RFCTLARR Act, 2013. The Act provides for land acquisition as well as rehabilitation and resettlement. It replaces the Land Acquisition Act, 1894 and National Rehabilitation and resettlement policy 2007. Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement (Gujarat Amendment) Act, 2016. The affected communities shall be duly informed and consulted at each stage, including public hearings.

Reduction of various pollutions like Air, Noise, Water and management of wastes under National Regulations comes under the purview of State Pollution Control Board (SPCB). Hence, SPCB shall be consulted at various stages for stakeholder consultations.

2.3.2 World Bank Standards

The World Bank's Environment and Social Standard (ESS) 10-Stakeholder Engagement and Information Disclosure, recognizes the importance of open and transparent engagement between the project and stakeholders as an essential element of good international practice. It indicates that, effective stakeholder engagement can improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation.

2.3.3 Preliminary Stakeholder Consultation

As a part of environmental and social impact assessment, RITES’s team conducted stakeholder’s consultation at local level. Relevant stakeholders were consulted and participated in the inception meeting of the impact assessment. The consultations were conducted in August and November 2019 during the field visit and were based on informal unstructured interviews and consultation with people at project level the objective of this consultation was to disseminate the project information and ascertain stakeholder’s views on probable environmental and social impacts that may arise with the implementation of the proposed project. During consultation variety of views as well as valuable suggestions of public were received which were very important to develop mitigation measures to address the impacts.

Based on suggestions received, a mitigation plan to reduce the impact of the project was proposed. The mitigation plan proposed in planning phase of the project will help to reduce the cost and time to mitigate the impacts.

Details on preliminary stakeholder consultations are presented in Appendix-1. These stakeholder consultations and inputs have been incorporated in the project identification and design.



Source-Public consultation at Railway station road and Milan Nagar, Surat

Major findings of the preliminary stakeholder consultations on environmental and social issues are summarised as under:

Major findings of consultation on environmental issues are:

Positive Comments:

- Travel time reduces as metro caters the people from all over the city
- People believe that metro rail will enhance the aesthetic looks of the city
- Metro will be the good transport mode as the city population increases rapidly.

- People do not have any problem if the metro passes above / adjacent to the two giant African Baobab trees. However, one tree out of these two Giant Biobab trees collapsed due to weather disturbance on 02-05-2020.
- The proposed metro rail project would be an efficient and effective transport facility in the city. It will reduce traffic pollution, save fuel and road accidents.

Negative Comment:

- People also expressed how the metro will get passengers when the present public transport system like buses is running empty.
- Few people have the opinion that commuting by own vehicle/three wheelers is better than travelling by metro.

Request/Suggestions:

- People near Khodiyar Temple at Adajan Gaam suggested having more parking spaces near the temple. Large people visit the temple in the festival season, especially Navratri.
- Adequate compensation need to be provided for Project Affected Families and no agricultural land to be affected due to the proposed metro.
- Construction period of the metro should not be delayed as it creates problems for the people commuting in the city.

Major findings of consultation on social issues are:

Positive Comments:

- The proposed metro rail project will lead to diverse ways of livelihood opportunities for people. Surat is known for its vibrant textile markets across the country. The metro project may enlarge the growth of the textile market which in turn will benefit to all kinds of people, shop keepers, merchants as well as business class.
- The proposed metro rail project is expected to add a lot in terms of accessibility, safety, mobility and confidence for the development as well as empowerment of women in a much broader perspective.
- The metro train facility will be very helpful for the working women. They can save travel time and invest it in taking care of their children and household work.
- The women face lot of difficulties while using public transport facility. However, metro train would be a safe mode of transport for them. The women in the city demanded a separate coach reserved for them in the train.

- The youth groups found to be very enthusiastic because they feel that the proposed project will bring a lot of employment opportunities for them considering their qualification and skills.

Request/Suggestions:

- The affected households are required to be relocated properly by the government if land acquisition takes place for the construction of the proposed metro rail project. The relocation sites should be decided in such a place where the households can have access to existing basic facilities like school, hospital, drinking water, sanitation, park, local market along with other services. The local government authorities should be sensitive and has an integrated plan for relocation of the PAHs.
- The commercial units or shops needs to be relocated to a readily available shopping complex near to market which will secure income of the PAHs.
- The households will lose their commercial as well as residential units which in turn will have effect on income. However the livelihood opportunity of the PAHs would be very much dependent on available relocation option. The Surat Municipal Corporation (SMC) should come up with an integrated plan for R&R sites ensuring active participation of PAHs and other stakeholders.
- Auto rickshaw drivers may lose their income after the introduction of metro train service in the city. Therefore, an integrated transport plan is needed to address this issue.
- The daily wage labourers should get work opportunity during the construction of the project. The qualified individuals should get employment opportunities during operation of the metro project. Further, it should also create an opportunity for the poor people to open a shop and small businesses near to the metro stations.
- As a part of R & R options the PAHs do not want money, but they demanded land for loss of land, house for house and shop for shop. The PAHs felt that money is not going to be a sustainable solution for them.
- Another group of respondents claimed that they would opt for shifting allowance, but it shall be paid considering the local market or government price and the price should be on a higher side as well as satisfactory to them.
- The metro rail project and other components shall be integrated with the existing transport facility in the city such as BRTS (Bus Rapid Transit System) auto rickshaws etc. The travel fare of metro rail would be a common concern for the passengers.

- The uneducated youths may find it difficult to get a job during operation but they may get engaged in labour work construction of the metro project. The local labours and people from surrounding villages shall be hired during the construction of the project. The workers from other states shall not be given work or other employment opportunities.

3 STAKEHOLDER IDENTIFICATION AND ANALYSIS FOR PROPOSED SEP

Stakeholders include persons or groups directly or indirectly affected by a project, as well as those who may have interest in a project and/or the ability to influence its outcome, either positively or negatively. In order to develop an effective SEP, it is necessary to first identify who the stakeholders are, their groupings and sub-groupings.

Table 2 below identifies the key stakeholder groups that may have interest in a project and/or the ability to influence its outcome, either positively or negatively. This list of stakeholders is likely to expand/change in composition as the project moves and since the SEP is a “living document” it will be updated regularly throughout the project life as appropriate.

Table 2: Stakeholders Group with Interest in SMRP

Types of Stakeholders	Description
Government Institution	Govt Offices like-District Collector, R&B, Irrigation Department, RTO, Traffic Police
	Surat Municipal Corporation (SMC)
	Surat Urban Development Authority (SUDA)
	State pollution Control Board (SPCB)
	SPVs of SMC/SUDA like-Surat Smart City, Urban Ring Road(URDCL),DREAM City, SITCO, IRSDC for railway station MMTH, Sitilink (BRT, City Bus)
	Western Railway, CE Planning
	GSRTC, Surat
	SGCCI
	Gujarat Urban Development Company Ltd.
	GMRCL
	DMRC, RITES, SYSTRA
	Mayor, Dy, Mayor, Std. Committee Chairman, Other elected office bearers
	Surat Climate Change Trust (IUC)
NHAI (local office)	

Types of Stakeholders	Description
	ICEA, ICE, IIA, IE (1)
Lenders	AFD and KFW
Community/Associations	Project Affected People (PAP)
	Inhabitants and trade people in the project affected areas
	Residential Welfare Associations (RWA)
	Surat Builders Association (SBA), CREDAI
	Surat Diamond Associations (SDA)
	Surat Diamond Bourse (SDB)
	Surat Textile Traders Associations (STTA)
	APMC, Surat
	Surat Chartered Accounts Associations (SCAA)
	Surat Doctors Associations (SDA)
	Surat District Taxi Owners Association (SDTOA)
	Surat Auto rickshaw Association
NGOs/Trust	Federation of Surat Textile Traders Association Area: Human Rights
	Nature Club Surat, Environment Education and Research Centre
	National Civil and Environment Protection
	Gramin Krishi Pashudhan Evam Uddyan Vikas Sansthan Area: Women's Development & Empowerment
	Gujarat State Network of People Living With HIV AIDS Area: HIV/AIDS
	Gujarat BarodiyaSamaj Vikas Mandal Area: Art & Culture
	Sai Social Trust Area: Tribal Affair
	Seva sughandh sarvjanik trust Area:Aged/elderly
	Trust Area: Education & Literacy
	Shri Nirman Development Foundation Trust Area: Disaster Management
Public & Academic Institutions	Sardar Vallabhbhai National Institute of Technology(SVNIT),SCET, Gandhi Engineering College, Bhagwan Mahavir College, Tapti College
	Centre for Social Studies
	Surat Women ITI

Types of Stakeholders	Description
	South Gujarat University University Campus
	Societies like Dayalaji Ashram, Torrent Power, Premvati Upahar Gruha, GETCO, DGVCL, Girls High school etc)
Print& TV media representatives	Gujarat Samachar, Bhaskar, Aaj Kaal, Gujarati, Divya Bhaskar, Times of India, Indian Express, TV9 Gujarati, News 18 Gujarati, GSTV, Zee 24 Kalak.

Stakeholder analysis, i.e. an in-depth look at each group’s interest, how they will be affected, and to what degree and what influence they could have on the project. Within the broader framework of the project and activities to be undertaken, the following categories of stakeholders can be identified:

- (a) Stakeholders who will be directly and/or indirectly affected by the project
- (b) Stakeholders that have interest in project and interventions under the metro project and have the potential to influence the project’s outcomes
- (c) Disadvantaged/ vulnerable individuals or groups.

4 PURPOSE AND TIMING OF PROPOSED STAKEHOLDER ENGAGEMENT PROGRAM

This SEP is designed to establish an effective platform for productive interaction with the potentially affected parties and others with interest in the implementation outcome of the SMRP. Meaningful stakeholder engagement throughout the project cycle will:

- Solicit feedback to inform project design, implementation, monitoring and evaluation
- Clarify project objectives, scope and manage expectations
- Assess and mitigate project environmental and social impacts and risks
- Enhance project outcomes and benefits
- Build constituencies and collaboration
- Disseminate project information/ materials
- Address project grievances

Adequate stakeholder consultations will require effective timing and advanced planning. To ensure information is readily accessible to affected stakeholders, and adequate representation and participation of the different groups in the process, the GMRCL will adopt strategies and different methods and techniques based on an assessment of stakeholder needs. The strategies that will be adopted to conduct

stakeholder engagement process are given in **Table 3**. Methods for stakeholder engagement are listed in **Table 4**.

Table 3: Stakeholder Engagement Strategies

Sr.No	Stages	Project with Significant Risks and Diverse Stakeholder Issues
1	Engagement at the project concept stage	<p>Interviews with stakeholder representative, key informants and government officials</p> <p>Stakeholder planning forum</p>
2	Engagement during ESIA studies	<p>Community liaison officers recruited and accompanying environmental and social specialists on ESIA studies</p> <p>Interviews with stakeholder representatives and key informants</p> <p>Issues scoping workshops</p> <p>Participatory techniques used to consult with focus groups on impact-specific topics</p> <p>Participatory techniques used to consult with stakeholders most disadvantaged by the project</p> <p>Stratified sample interviews</p> <p>Public meetings</p> <p>Newsletters</p> <p>Open houses, in field office and project HQ</p> <p>Radio and TV notifications</p>
3	Engagement during construction and operations	<p>Participatory monitoring</p> <p>Annual/quarterly targeted consultation, e.g. with specific stakeholder groups</p> <p>Use of internet and other means to disseminate monitoring data</p> <p>Annual/ quarterly stakeholder perception surveys and follow-up</p>

Sr.No	Stages	Project with Significant Risks and Diverse Stakeholder Issues
		Annual/ quarterly stratified sample interviews Newsletters Radio and TV Open houses, in field office and project HQ
4	Engagement on new stakeholder issues and concerns that may arise	Grievance mechanisms Annual/quarterly household questionnaires with project affected people Annual/quarterly interviews with key informants and stakeholder representatives Annual stakeholder events and gatherings

Source: Stakeholder Engagement: A Good Practice Handbook for Companies doing Business in Emerging Market, IFC, 2007.

Table 4: Surat Metro Rail Project Stakeholder Engagement Methods

S. No	Engagement Technique	Description and use	Target audience	Adaptations in case of Lockdown
1	Websites	Detailed Project Report (DPR), EIA, SIA, GAP and SEP will be published on official websites of GMRCL and the AFD &KFW. Overview of project, impacts and mitigation, and project updates through project leaflets, Large format posters.	All stakeholders	Websites, Project Leaflets, large format posters
2	Media announcements	Advance announcements of commencement of major project activities, project Grievance Redress Mechanism, and other outreach	Project-affected stakeholders and communities	Leaflets with news paper, Traditional media (radio, television, public address systems), Online Community Meeting with affected stakeholders and

S. No	Engagement Technique	Description and use	Target audience	Adaptations in case of Lockdown
		needs of the project		communities.
3	Information Centre and Information Boards	Advance announcement of commencement and progress for major project activities	Project-affected communities	Leaflets with news paper, Traditional media(radio, television, public address systems), FGD through local facilitators, Online community meetings
4	Community /public meetings	These interactive platforms will be used to convey general information on the Project, detailed discussions on sub-project activity that is planned by the project, project environmental and social impacts and risks and mitigation measures and to provide regular updates on implementation progress to all stakeholders. Meeting will also enable stakeholders to express their views, demands, constraints etc.	Project-affected communities	Community meetings/FGDs through local facilitators, Online community meetings,
5	Correspondence by phone/ email/ written letters	Distribute project information to government officials, organizations, agencies, NGOs, CBOs, Trusts, companies, community/Associations and Development Partners etc and invite stakeholders to share	Government officials, NGOs, CBOs, Trusts, Community/Associations, Development Partners etc.	Correspondence by phone/email/written letters, WhatsApp groups,

S. No	Engagement Technique	Description and use	Target audience	Adaptations in case of Lockdown
		their views, concerns, demands etc.		
6	Printed media advertisement	This will be used to disseminate and disclose project documents intended for general readers and audience. (e.g. ESMP, ESCP)	General public	Printed media advertisement
7	Distribution of printed public materials: project information leaflets, brochures, fact sheets	This will be used to convey general information on the project and to provide regular updates on its progress to local, regional and national stakeholders.	General public	Distribution of printed public materials, project leaflets, brochures,
8	Internet/Digital Media	Use of the official websites of implementing Ministries and Agencies to promote various information and updates on the overall project, impact assessment and impact management process, procurement, employment opportunities, as well as on project's engagement activities	Project stakeholders and other interested parties that have Access to the internet resources.	Internet/Digital media

S. No	Engagement Technique	Description and use	Target audience	Adaptations in case of Lockdown
		with the public and to invite all stakeholders to share their views, concerns, demands etc through internet resources.		
9	One-on-one interviews	This will be used to solicit views and opinions on project impacts and solutions.	Vulnerable individuals, NGOs, Trusts Associations, women groups, PAPs etc	Online Community Meetings, Conducting community meetings/FGDs through local facilitators,
10	Workshops	This channel will be used to: (i) Present project information to a group of stakeholders; (ii) Allow the group of stakeholders to provide their views and opinions; (iii) Use participatory exercises to facilitate Group discussions, brainstorm issues, analyse information, and develop recommendations and strategies; and (iv) Recording of responses.	Government, NGOs, Trusts Associations, women groups, PAPs, etc.	Webinars
11	Focus group meetings	This will be used to facilitate discussion on specific issues such as gender based violence, disability inclusion, etc. that merit collective examination with	Vulnerable, women groups	Online Community Meetings, Conducting community meetings/FGDs through local facilitators,

S. No	Engagement Technique	Description and use	Target audience	Adaptations in case of Lockdown
		various groups of stakeholders using Focus Group Meetings.		
12	Surveys / Independent evaluations	Surveys will be used to gather beneficiary opinions and views about project interventions. Civil society could also be engaged to support citizen feedback surveys for the project.	Project beneficiaries	Telephone, Email Surveys and interviews through empowered local facilitators

4.1 STRATEGY TO CONDUCT STAKEHOLDER ENGAGEMENT IN COVID-19 CONTEXT

COVID-19 has become a global issue and declared as pandemic by World Health Organisation (WHO). Over the last few months, the whole world is collectively fighting against this pandemic to keep people safe. With the intent to contain the spread of COVID-19, Gol announced a nationwide complete lockdown on 25th March, 2020 and this lockdown continued till 31st May, 2020. The pandemic has affected the country in different ways, with many states implementing border closures, other movement and social restrictions. Surat city lies in the state of Gujarat was also followed the same guidelines issued by Government of India. However, even today the situation is not normal.

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

Mandatory restrictions and social distancing measures associated with COVID-19 rule out some traditional consultation approaches. Therefore, there is need to develop alternate plans for active engagement with stakeholders in different stages of the

project. In such situation possible approaches for disclosing information and engaging with stakeholders are presented in Table-4 above.

4.2 PROPOSED STRATEGY FOR INFORMATION DISCLOSURE

Stakeholder engagement on the SMRP will follow the standard project management cycle, which are: (i) Preparation and Design Phase; (ii) Implementation Phase; (iii) Monitoring Phase; and (iv) Completion and Evaluation Phase. The strategy for information disclosure is presented in Table 5 below.

Table 5: Surat Metro Rail Project Strategy for Stakeholder Engagement

Project stage	List of information to be disclosed	Method Proposed	Target Stakeholders	Topic of consultation	Responsibility	Tentative Timeline
Preparation or design Phase	Project Appraisal Document (PAD)	Official websites	National, Regional and district stakeholders: Government ministries, agencies and departments, research organisations, NGOs Development partners.	Project design, benefits and impact	GMRL	October 2020
	ESMF, SEP	Official websites Regional and District level Publications	National, Regional and district stakeholders	Environmental and Social Management, Procurement, Stakeholder engagement	GMRL	October 2020
		Workshops	Regional, District and community level	Project concept, selection of beneficiary communities, benefits, impacts	GMRL,PIU	November 2020
		Community Consultation and	Community Level stakeholders	Project concept, Mode of selection of beneficiary communities, benefits, impacts	GMRL,PIU	November 2020

Project stage	List of information to be disclosed	Method Proposed	Target Stakeholders	Topic of consultation	Responsibility	Tentative Timeline
		Consultation with affected parties				
		Distribution of printed documents in relevant institution	National, Regional and district stakeholders and Community level	Project concept, benefits and impacts	GMRCL, PIU	November 2020

Project stage	List of information to be disclosed	Method Proposed	Target Stakeholders	Topic of consultation	Responsibility	Tentative Timeline
Implementation Phase	ESMP, Labour Management Procedure, Occupational Health and Safety Plan Emergency preparedness and response Project Monitoring and safeguard	Official websites Community Information Centres	National, Regional and district stakeholders	projects benefits, impacts (Security, GRM, gender based violence issues and mitigation	GMRCL, PIU, Safeguards Team	December 2020

Project stage	List of information to be disclosed	Method Proposed	Target Stakeholders	Topic of consultation	Responsibility	Tentative Timeline
Operational Phase	Compliance report Quarterly and Annual performance reports Environmental and Social Audit reports Updates on project activities	Notice boards of PIU, Regional and District level offices	Regional and district stakeholders	Project performance, GRM, Security, Gender based violence education	PIU	Regular
Completion Phase	Project Completion Report	Institutional completion reports	All Stakeholders	Project results	PIU	December 2024

4.3 PROPOSED STRATEGY TO INCORPORATE THE VIEWS OF VULNERABLE GROUPS

The principle of inclusiveness will guide the stakeholder engagements, particularly with respect to vulnerable individuals and groups. In cases where vulnerable status may lead to people's reluctance or physical incapacity to participate in large-scale community meetings, the project will hold separate small group discussions with them at an easily accessible venue. This way, the project will reach out to groups who, under normal circumstances, may be insufficiently represented at general community gatherings.

Some strategies to be adopted to reach out to these groups include:

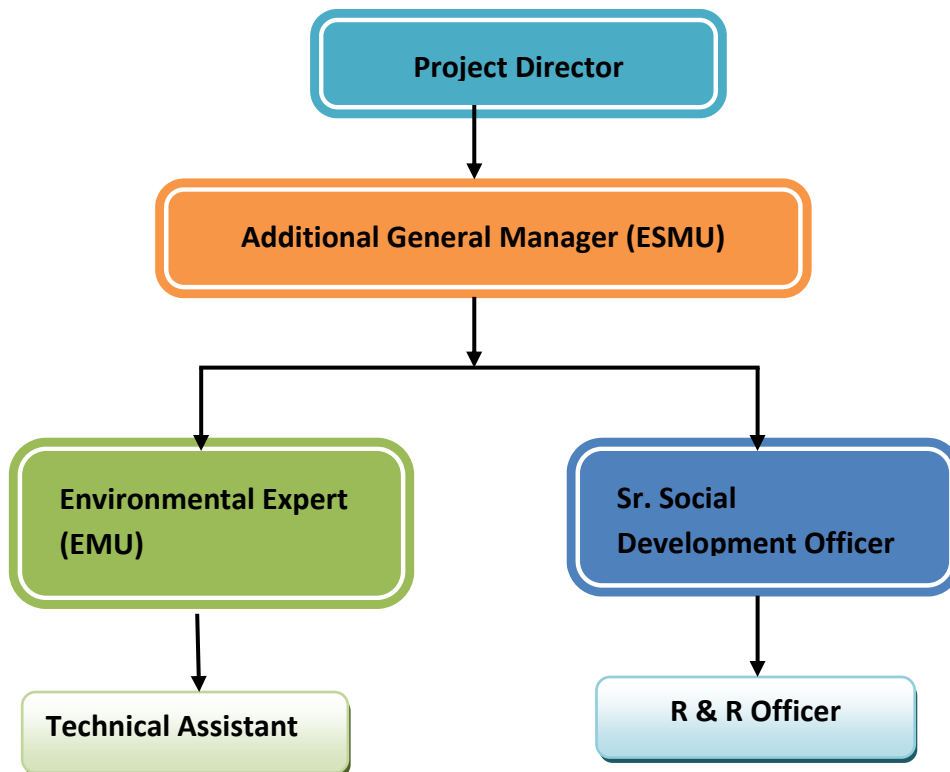
- Identify leaders of vulnerable and marginalized groups to reach-out to these groups
- Engage community leaders, CBOs and NGOs working with vulnerable groups
- Organize face-to-face focus group discussions with these populations

5 RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING PLANNED SEP ACTIVITIES

5.1 Resources and Responsibilities

The Project Implementation Unit (PIU) headed by Project Director has overall responsibility for stakeholder consultation and involvement. The proposed staffing complement from the ESIA management framework is given in Figure 2.

Figure 2: Organizational Structure of ESMU



5.2 Social Management Unit

GMRCCL will set up a Social Management Unit (SMU) which shall look after land acquisition, resettlement, rehabilitation activities and stakeholder consultation and involvement. A Sr. Social Development Officer (Sr.SDO) with educational background of Social Work or Sociology will be appointed in SMU as full time by GMRCCL. A Resettlement and Rehabilitation Officer (RRO) with background of social science may be appointed in this SMU to supervise and monitor overall activities of stakeholder consultations and he/she will report day to day progress to Sr.SDO.

The duties of Sr. Social Development Officer will involve but are not limited to:

- Reporting to Project Director of PIU;

- Management of Social Management Unit;
- Management all community/field related tasks in the field office;
- Develop community development plan based on mitigation proposed in RAP;
- Implement community engagement strategy and oversee all community liaison related matters;
- Manage the grievance mechanism set up for the project affected areas;
- Oversee implementation and monitoring of RAP;
- Establish a monitoring and evaluation plan and other tools established such as the grievance register, commitment register and consultation register;
- Provide reports to Project Director for onward submittal to GMRCL and AFD &KfW.

The duties of R&R Officer will involve but are not limited to:

- Reporting to Sr. Social Development Officer;
- Supervise and monitor overall activities of SEP;
- Perform community engagement;
- Provide liaison between community development programme measures and implementing partner-NGO;
- Manage arising community matters;
- Perform monitoring and evaluation to track progress of implementation of mitigation measures and assess if progress and performance of mitigation actions being undertaken by the GMRCL to ensure objectives are met. Liaise with appropriate GMRCL personnel to ensure that grievances are tracked, reported and responded accordingly as necessary.

6 BUDGET

Funding for the SEP implementation will be included as part of project cost and this will be financed by Government of Gujarat. The project allocates an annual budget of **INR 30.00 Lakh** for stakeholder engagement activities in the initial phase of the project. This includes the cost of printing, documentation, advertisement, venue, transportation, refreshment and other miscellaneous. Stakeholder engagement budget will increase gradually commensurate with project development.

Table 6: Cost for SEP

Sr.No	Cost for SEP	Amount(Rs.)
A	Cost for one Consultation at City level	
1	Venue	150000
2	Sound Arrangement	60000
3	Refreshment	150000
4	Advertisement	400000
5	Printing documents, leaflets	100000
6	Video photographic	50000
7	Stationary	50000
8	Transportation	100000
	Sub-Total-A	1060000
B	Cost for two Consultation at City level (2xA)	2120000
C	Consultation at Community level	
9	Local consultation at community level*	600000
	Sub-Total-C	600000
D	Total B+C	2720000
10	Miscellaneous @ 10% of D	272000
	GRAND TOTAL	2992000
	Say	3000000

7 GRIEVANCE REDRESSAL MECHANISM

The main objective of a Grievance Redressal Mechanism (GRM) is to assist an entity to resolve complaints and grievances in a timely, effective and efficient manner that satisfies all parties involved. Specifically, it provides a transparent and credible process for fair, effective and lasting outcomes. It also builds trust and cooperation as an integral component of broader community consultation that facilitates corrective actions. Specifically, the GRM:

- Provides affected people with avenues for making a complaint or resolving any dispute that may arise during the course of the implementation of projects;
- Ensures that appropriate and mutually acceptable redress actions are identified and implemented to the satisfaction of complainants; and
- Avoids the need to resort to judicial proceedings.

Having multiple stakeholders, the project could lead to complaints, misunderstandings, conflicts and disputes. The project will provide a grievance mechanism that would provide all direct and indirect beneficiaries, service providers and other stakeholders the opportunity to raise their concerns. Stakeholders would be informed of the grievance mechanism through website of

GMRCL/government, leaflets, brochures, and community meetings, traditional media (news paper, radio, television, and public address system).

Grievance management has a significant implication on reputation of the implementing agency, government and lenders. Grievances of PAPs will be first brought to the attention of field level staffs of Project Implementation Unit (PIU). Grievances not redressed by the field level staffs will be brought to the Grievance Redress Committee (GRC). The composition of the proposed GRC will have representatives from PAPs, women representative, Project Director (PIU), Sr.SDO, SMU of IA, NGO representative, representative of local body, and Land Acquisition Officer (LAO). The main responsibilities of the GRC are to: (i) provide support to PAPs on problems arising from land/property acquisition; (ii) record PAPs grievances, categorize, and prioritize grievances and resolve them; (iii) immediately inform the PIU and SMU of serious cases; and (iv) report to PAPs on developments regarding their grievances and decisions of the GRC. Other than disputes relating to ownership rights under the court of law, GRC will review grievances involving all resettlement benefits, compensation, relocation, replacement cost and other assistance. When any grievance is brought to the field level staff, it should be resolved within 15 days from the date of complaint. The GRC will meet every month (if grievances are brought to the Committee), determine the merit of each grievance, and resolve grievances within a month of receiving the complaint—failing which the grievance will be referred to appropriate court of law for redressal. Records will be kept of all grievances received including: contact details of complaint, date the complaint was received, nature of grievance, agreed corrective actions and the date these were effected, and final outcome. A flow chart of grievances redressal is indicated in Figure 3.

Table 7 below presents the recommended time frames for addressing grievance or disputes related to resettlement and compensation. It is envisaged that resettlement/ compensation disputes could be resolved at the community or regional levels.

Figure 3: Stages of Grievance Redressal

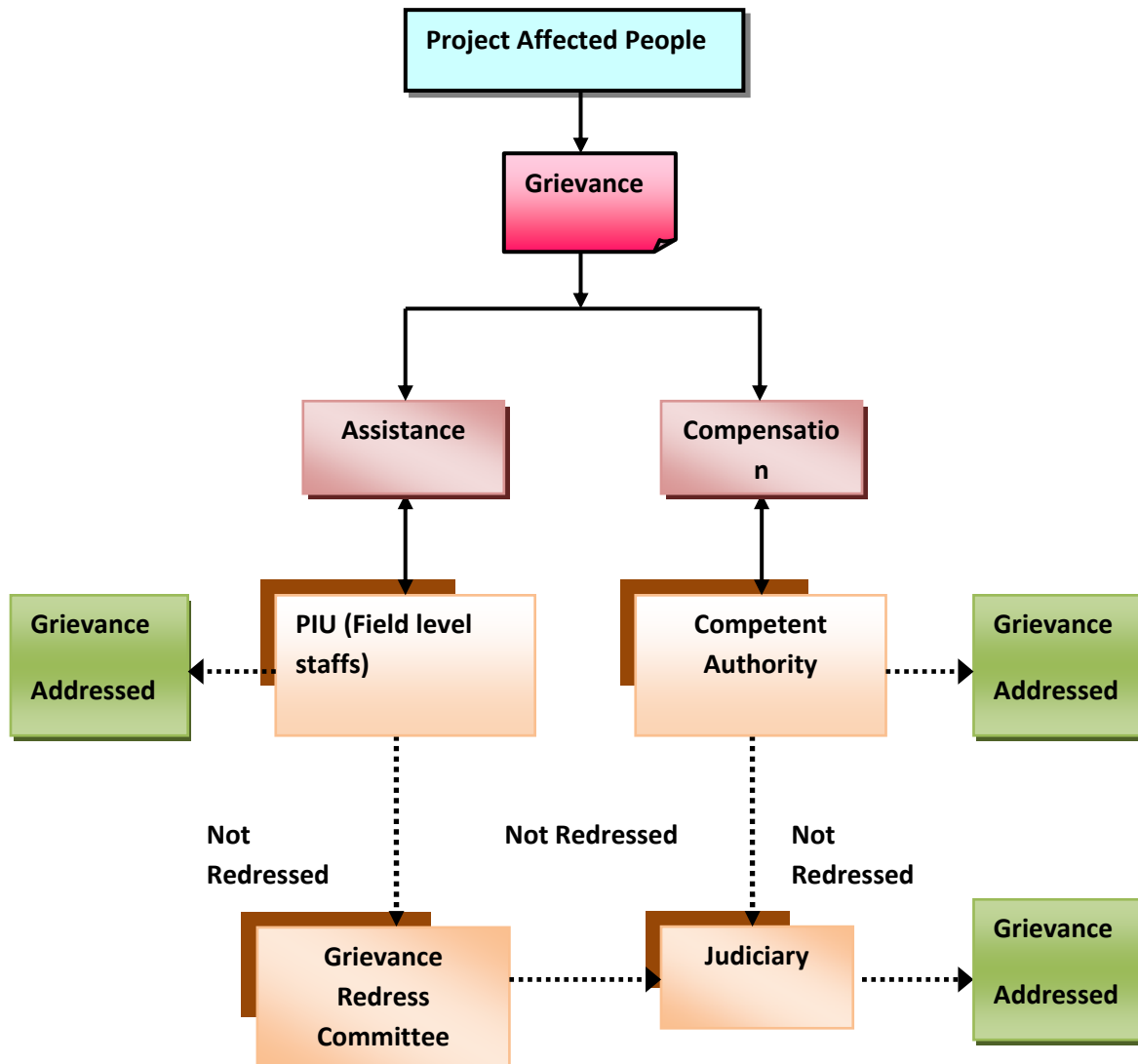


Table 7: Proposed GRM Time Frame

Step	Process	Time frame
1	Receive and register grievance	within 24 hours
2	Acknowledge	within 24 hours
3	Assess grievance	within 24 hours
4	Assign responsibility	within 2 days
5	Development of response	within 7 Days
6	Implementation of response if agreement is reached	within 7 Days
7	Close grievance	within 2 Days
8	Initiate grievance review process if no agreement is reached	within 7 Days
9	Implement review recommendation and close grievance	within 15 Days
10	Grievance taken to court by complainant	-

Resolved and escalated grievances/cases would be documented daily into the GMRCL centralised GRM system by the assigned grievance Officer. The Safeguards Specialist or a dedicated staff at the PIU would exercise oversight over the system and track the resolution of all grievances/cases. Monthly case/ grievance reports will be generated from the system by the Safeguards Specialist or dedicated staff at the PIU and report to the Project Director to inform management decisions. Quarterly reports would also be generated and reported to the GMRCL as part of the project's progress.

Detail address of Grievance Redressal Officer is given below.

- 1.) Grievance Redressal Officer
 Gujarat Metro Rail Corporation
 1st Floor
 SUDA Bhawan
 Vesu-Abhva Road
 Vesu
 Surat-395 007
- 2.) Website :www.gujaratmetrorail.com
- 3.) Phone No :

8 MONITORING AND EVALUATION

Monitoring stakeholder engagement process is still new to the project. A process of establishing monitoring criteria is an initial phase of development. The results to be analysed will provide background for planning better initiatives for the operation, closure and rehabilitation project stage. The following SEP activities require monitoring and evaluation from assigned personnel and team in the Project:

- Implementation of SMRP stakeholder engagement strategy that includes activities to be carried out in different phases of the project.
- Implementation of Grievance Mechanism as part of SEP which includes dissemination of Grievance Mechanism, grievance logging and tracking, action taken, effectiveness of grievance management, confidentiality of the grievance raised and number of grievances solved. A sample of stakeholder log is attached at Appendix-2.

Evaluation of SEP implementation will be carried out at least annually. Evaluation is essential to provide feedback to improve Project SEP and enhance Project-stakeholder's relationship.

9 REPORTING

Monthly Reports: Sr. Social Development Officer will prepare brief monthly reports on stakeholder engagement activities for the Project Director, PIU, which includes:

- Activities conducted during each month;
- Public outreach activities (meetings with stakeholders and newsletters);
- Entries to the grievance register;
- Entries to the commitment and concerns register;
- Number of visits to the information centre;
- Progress on other social development activities
- Plans for the next month and longer term plans.

Monthly, quarterly and semi-annual reports will be used to develop annual reports reviewed by senior managers of PIU. These reports will be shared with AFD & KfW.

Annual Reports: Project Director will compile a report summarising SEP results on an annual basis. The report will provide summary of all public consultation issues, grievances and resolutions. The report will provide a summary of relevant public consultation findings from informal meetings held at community level. These evaluation reports should be presented to the concerned senior officer of GMRCL. The evaluation report should be published to a wider audience in a transparent way through public domain documents and websites such GMRCL's website, annual report, newsletters, articles, local media and other outreach tools.

A two-yearly evaluation should be conducted by an independent consultant/agency using a perception survey, which uses that same set of questions over time to achieve continuity. The first survey to assess stakeholder perceptions should be conducted before commencement of major construction work to provide a baseline for community perceptions.

10 Appendix-1

Table 8: Minutes of Environmental and Social Public Consultations

Sr. No.	Venue of the Public Consultation	Date	Number of Participants	Issues raised	Suggestions/Opinions of participants	GMRC Reply
1	Bhesan (near proposed Bhesan Depot site)	08/11/2019	10	Air and Noise pollution	At present no air and noise pollution and need to be sustained during construction phase also.	Suitable measures to avert and abate air/noise pollution that may happen during various stages of the project are planned and will be implemented.
				Tree cutting	10 Lakh trees given by SMC and we have planted in our places. We love environment. No issues if some trees are going to cut in proposed site of Bhesan depot.	Most of the trees in Bhesan Depot site are an invasive species. Overall, a detailed afforestation plan has been worked out by GMRC.
				Job	Local people expecting jobs during construction and operation phases of metro.	In lieu of jobs for PAPs, 5 Lakh compensation as per RFCTLARR Act 2013 will be provided to titleholders.

Sr. No.	Venue of the Public Consultation	Date	Number of Participants	Issues raised	Suggestions/Opinions of participants	GMRC Reply
						Wherever possible, skill development exercises will be carried out for non-titleholder PAFs.
2	Near L P Savni School, Khodiyar Chowk, Adajan Gaam	08/11/2019	12	Air and Noise pollution	It's a clean city, no air and noise pollution at all. Not anticipated during operation as well.	Suitable measures to avert and abate air/noise pollution that may happen during various stages of the project are planned and will be implemented.
				Tree	Two giant African Baobab trees are here at this location. We don't think it will be problematic to these trees if metro corridor is passing over them. These trees must be protected during construction and operation as well.	Suitable design interventions as well as protective measures will be taken by GMRC to protect these heritage trees.
				Parking	There should be enough parking near Khodiyar Temple. Lot of people coming to the temple in festival season and they parked their vehicle beside the road.	Aim of metro is to promote use of public transport. Parking facility can be provided for

Sr. No.	Venue of the Public Consultation	Date	Number of Participants	Issues raised	Suggestions/Opinions of participants	GMRC Reply
						Para-transit but not private vehicles.
				Business	Business may increase due to proposed metro station here.	It is a positive externality of the project.
3	Majura Gate	08/11/2019	10	Traffic	People will reach timely to their places due to metro. Road traffic will reduce specially auto rickshaw.	It is a positive externality of the project.
				Trees	Trees to be transplanted, less trees to be cut.	Overall, a detailed afforestation plan has been worked out by GMRC.
				Construction Time	Construction period should not be delayed. It should be complete fast.	Efforts will be taken to ensure construction deadlines are met.
				Fare	Fare should be the minimum so everybody can afford.	This will be taken into consideration so that the system is easily affordable for all.
4	Model Town	08/11/2019	8	Aesthetic view	City will look smart due to metro.	It is a positive

Sr. No.	Venue of the Public Consultation	Date	Number of Participants	Issues raised	Suggestions/Opinions of participants	GMRC Reply
	Chawk					externality of the project.
				Traffic	Road traffic will reduce so reduction in accident and safety will be increased.	It is a positive externality of the project.
				Air pollution	No air pollution is anticipated because metro running on electricity.	Metro Rail will contribute to reduction of carbon emissions in the overall city.
				Fare	Metro fare should be affordable as compare to BRT.	This will be taken into consideration so that the system is easily affordable for all.
				Trees	More trees to be planted for trees to be cut.	Overall, a detailed afforestation plan has been worked out by GMRC.
				Train frequency	Metro train frequency should be more during peak time.	This will be taken into consideration.
5	Kumbhariya Saroli	08/11/2019	6	Business	Business will increase for those who will have shops nearby stations.	It is a positive externality of the project.
				Travelling	Fast travelling within city	It is a positive externality of the project.

Sr. No.	Venue of the Public Consultation	Date	Number of Participants	Issues raised	Suggestions/Opinions of participants	GMRC Reply
					Trains should be run out of city as well as to connect nearby city.	The Metro has connectivity with Surat Railway Station. Therefore, people can use the Metro to reach the station for inter-city connectivity. The Metro is for transportation within the city.
6	Bhatar Char Rasta Chawk	08/11/2019	7	Job	Local labour should get the job during construction and operation phases.	Efforts will be made.
				Business	Shops located nearby proposed metro station will have good business.	It is a positive externality of the project.
				Traffic, Air Pollution	Traffic congestion and air pollution is contributed more by auto-rickshaw so after metro it may reduce.	Metro Rail will contribute to reduction of carbon emissions in the overall city. Traffic congestion reduction is a

Sr. No.	Venue of the Public Consultation	Date	Number of Participants	Issues raised	Suggestions/Opinions of participants	GMRC Reply
						positive externality of the project.
				Tree	For the infrastructure development we have to loss some trees.	Overall, a detailed afforestation plan has been worked out by GMRC.
7	Bhimrad Village	09/11/2019	16	Travel time	Travelling time will be save compare to present situations	It is a positive externality of the project.
				Easy travelling	Due to proposed metro station at Bhimarad village we can easily get in and travel through this station	It is a positive externality of the project.
				Safety	Due to metro travelling will be more safety.	It is a positive externality of the project.
8	Bhimrad Village	09/11/2019	7	Land and Structure	Gandhi Ground should not be affected due to construction of metro. Structures of the village should not be affected. Metro line should be 200m away from the village cricket ground. It should not passthrough village agriculture land.	Efforts will be made.
				Job	Preference to be given to the villagers during construction and	Efforts will be made.

Sr. No.	Venue of the Public Consultation	Date	Number of Participants	Issues raised	Suggestions/Opinions of participants	GMRC Reply
					operation.	
9	Sarhana Jakat Naka (near Honda Service centre)	09/11/2019	6	Travelling time and Safety	Travelling time will be less and it will be more safety to travel in metro.	It is a positive externality of the project.
				Aesthetic view	City will look beautiful after construction of metro.	It is a positive externality of the project.
				Trees	More trees should be planted in the cost of cutting trees.	Overall, a detailed afforestation plan has been worked out by GMRC. In place of every tree that will be cut, three will be planted by GMRC.
				Business	Business will grow who will nearby proposed metro stations	It is a positive externality of the project.
10	Ghanshyam Nagar, L S Road	09/11/2019	5	Convenience	People having at least two vehicles at each house-hold so they feel more convenient with their own vehicle rather than travelling in metro. Auto-rickshaws more convenient other than own vehicles.	This convenience comes at a social cost. Therefore, the government has to balance the demand management as well as supply.

Sr. No.	Venue of the Public Consultation	Date	Number of Participants	Issues raised	Suggestions/Opinions of participants	GMRC Reply
				Business	We don't think we will get more benefit due station location	Due to the daily ridership and increased footfall, it is very likely that businesses around the stations will benefit positively as the exposure to them will be high.
				Tree	Tree samplings is good provision at the cost of tree cutting	Overall, a detailed afforestation plan has been worked out by GMRC.
				Aesthetic view	City will look beautiful after construction of metro	It is a positive externality of the project.
				Passenger	City buses on this route are running empty so how will metro get passengers.	The Metro has been proposed after thorough ridership study. Once the public transport system becomes popular and demand side management is also done through various policies that promote public transport, the

Sr. No.	Venue of the Public Consultation	Date	Number of Participants	Issues raised	Suggestions/Opinions of participants	GMRC Reply
						ridership automatically increases.
11	<p><u>Location-1</u></p> <p>Althan Tenament</p> <p>Male Group</p> <p>The Drivers and Watchman Supervisors Group</p>	<p>13.08.2019</p> <p>(10:30 A.M)</p>	12	Relocation Option	<ul style="list-style-type: none"> It will become a compulsion to relocate if the government asks for it. <p>If the houses get relocated, it will have an impact on the profession, transport issues, child's education and it will also affect social relations. This will lead to increase in expenditure.</p>	<p>Suitable compensation as per eligibility towards loss of business, shifting, child's education, subsistence etc will be given so that the expenditure incurred due to acquisition process is offset. RFTLARR Act 2013 and other applicable guidelines will be followed to mitigate the ill-effects of compulsory relocation.</p>
				Livelihood Opportunity	<ul style="list-style-type: none"> The proposed project may lead to unemployment to auto and taxi drivers. Loss of jobs will lead to troubles in finding a new job, and transport charges will keep on 	<ul style="list-style-type: none"> These auto drivers may serve as last mile connectivity options to people as Para transit has an important role

Sr. No.	Venue of the Public Consultation	Date	Number of Participants	Issues raised	Suggestions/Opinions of participants	GMRC Reply
					increasing. <ul style="list-style-type: none"> • If the house is relocated, it will cause issues regarding the person's occupation. Child's education as well as travel costs. • Initially it will be a challenge for people, it will take a while for them to adapt. 	to play. Thursday not is adversely affected. <ul style="list-style-type: none"> • Such a scenario may not occur. • If the house is relocated and the person's occupation is dependent on this residence, suitable compensation as per eligibility will be provided. Noted
				Shifting Allowance	<ul style="list-style-type: none"> • SMC should provide a space for residency purposes as well as business purposes. • Compensation shall be given in accordance to the cost of the place concerned and not according to the government rates. • The person whose house is being relocated should be taken special care. The family concerned should be getting enough money to survive and 	<ul style="list-style-type: none"> • It is already a part of R&R • Appropriate compensation will be provided as per eligibility. The government rates will be escalated to the year of compensation to ensure that competitive price for the land is

Sr. No.	Venue of the Public Consultation	Date	Number of Participants	Issues raised	Suggestions/Opinions of participants	GMRC Reply
					carry on their lives.	given. <ul style="list-style-type: none"> The people being relocated will be given appropriate compensation as per eligibility. Subsistence allowance, shifting allowance etc as per RFCTLARR Act, 2013 are part of the compensation package to eligible people so that they are relocated with minimum financial hardships.
				Transportation Facility	<ul style="list-style-type: none"> Travelling in an auto will help people to save time. Pass system in metro trains will save money of passengers who will travel every day. 	<ul style="list-style-type: none"> It is a perception. With proper last mile connectivity, the total journey time will reduce through MRTS travel. It is a positive externality.
				Women Empowerment	<ul style="list-style-type: none"> A train coach should be reserved for women in order to 	<ul style="list-style-type: none"> Seats are reserved for women.

Sr. No.	Venue of the Public Consultation	Date	Number of Participants	Issues raised	Suggestions/Opinions of participants	GMRC Reply
					avoid harassment. Women living in long distances will also be able to travel quickly. The metro train will be helpful for working women as well. <ul style="list-style-type: none"> • Women will have to be punctual about the train timings to avoid any waste of time. 	<ul style="list-style-type: none"> • Noted
				Awareness about Project	<ul style="list-style-type: none"> • There is awareness due to newspaper access. • Faster the city, better it is. Lives of people will gain acceleration, similar to the fast lives of people in Mumbai. 	<ul style="list-style-type: none"> • Noted • This is a positive externality of the project.
				Benefits of Youth	<ul style="list-style-type: none"> • The youths can travel from one place to other in very less time, and that will help them to dedicate more time in their jobs. For diamond workers it is going to be easy for transportation. • Shops can be opened early. • Youngsters who have no knowledge will have negligible benefits. • The issue of unemployment can be solved to some extent due to metro rail development. 	<ul style="list-style-type: none"> • This is a positive externality of the project. • This is a positive externality of the project. • Awareness programs will be held. • This is a positive externality of the project.

11 Appendix-2

Table 9: Sample of stakeholder log

S. No	Date/ Place	Company Staff in Attendance	Contact Persons/ organization	Meeting Summary/ Key Issues Raised	Follow-up Actions