

# Resettlement Due Diligence Report

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India: Tripura Industrial Infrastructure Development  
Project (Dhajanagar Industrial Estate)

Prepared by Tripura Industrial Development Corporation Limited (TIDCL), Government of Tripura, for the Asian Development Bank.

## CURRENCY EQUIVALENTS

(As of 20 January 2025)

Currency unit	=	Indian rupee (₹)
₹1.00	=	\$ 0.01154
\$1.00	=	₹86.5895

## ABBREVIATIONS

ADB	–	Asian Development Bank
DOIC	–	Department of Industries and Commerce
GOI	–	Government of India
GOT	–	Government of Tripura
GRC	–	Grievance Redress Committee
RFCTLARRA	–	Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act
PDMC	–	Project Design and Management Consultants
PIU	–	Project implementation Unit
PMU	–	Project Management Unit
PRF	–	Project Readiness Financing
ROW	–	Right of Way
SPS	–	Safeguard Policy Statement
TIDCL	–	Tripura Industrial Development Corporation Limited
TIIDP	–	Tripura Industrial Infrastructure Development Project

## WEIGHTS AND MEASURES

km	–	kilometre
kV	–	kilovolt
m <sup>2</sup>	–	square meter
kL	–	kiloliter

### NOTE

In this report, "\$" refers to US dollars.

## **Table of Contents**

I. Introduction.....	2
A. Project Background .....	2
B. Scope And Objectives Of The Due Diligence Report .....	3
II. Project Area And Description Of Proposed Interventions.....	3
III. Land Availability And Resettlement Impacts .....	10
IV. Public Consultation And Information Disclosure.....	14
V. Indigenous People:.....	15
VI. Grievance Redress Mechanism.....	15
VII. Estimated Budget .....	19
VIII. Conclusions And Recommendations .....	19
IX. Next Steps.....	20

## **List of Tables**

Table 1: Overview of Dhajanagar Industrial Estate	6
Table 2: Details of the Proposed Components within Dhajanagar Industrial Estate	7
Table 3: Details of the Proposed Components within Dhajanagar Industrial Estate	8
Table 4: Existing Land Area Availability	11
Table 5: Proposed Components and their Resettlement Impacts - Dhajanagar Industrial Estate	13
Table 6: Public Consultations	15
Table 7: Composition of Grievance Redress Committees	16
Table 8: Estimated Budget	19

## **List of Figures**

Figure 1: Dhajanagar Industrial Estate	4
Figure 2: Ariel Image of Dhajanagar Industrial Estate	5
Figure 3: Proposed Master Plan of Dhajanagar Industrial Estate	9
Figure 4: Proposed Components and Plot Distribution Depicted In Drone Map	10
Figure 5: The Location of the Encroached Area Marked on Master Plan	12
Figure 6: Grievance Redress Mechanism	18

## **List of Appendices**

Appendix 1: Land Ownership Documents – Dhajanagar Industrial Estate	21
Appendix 2: Approval of Revenue Department for Utilization of 1.90 acres of Government Land	23
Appendix 3: Cadastral Map of Dhajanagar Showing Encroachment and Developable Area	24
Appendix 4: Plots Details of the Encroachers Excluded from the Planning Area of Dhajanagar Industrial Estate	25
Appendix 5: List of Structures to be Demolished	26
Appendix 6: Photographs of Site Visits and Stakeholders Consultations	28
Appendix 7: Attendance Sheet - Stakeholder Consultations	30
Appendix 8: Sample Grievance Registration Format	33

## I. INTRODUCTION

### A. Project Background

1. Tripura is a landlocked state in northeast India that shares its domestic border with Assam and Mizoram within India and acts as one of the gateways for Bangladesh, sharing an 856-kilometer border, offering good potential for international trade. It is rich in natural resources such as natural gas, rubber, bamboo, tea, and medicinal plants. Despite being resource-rich, Tripura has limited capacity for value addition and resource mobilization to address industrial backwardness. Better connectivity and ongoing cross-border infrastructure projects will alleviate geographical isolation. Still, there is a need to improve the size of the manufacturing sector, increase employment, reduce dependence on agriculture, and create opportunities to develop cross-border synergies.

2. The Government of Tripura (GOT) received a loan through Project Readiness Financing (PRF) to develop a project for integrated, inclusive, climate-resilient, and sustainable infrastructure at the industrial estates. The Tripura Industrial Infrastructure Development Project (TIIDP) will support Tripura's industrial infrastructure development. Industrial estates are critical drivers of industrialization.<sup>1</sup> The state government has prioritized the development of nine industrial estates with ADB's support. The project will support the construction of climate-resilient and gender-inclusive industrial infrastructure and upgrade Tripura's industrial estates, thereby helping to improve the critical industrial infrastructure for industrialization, economic growth, and job creation<sup>2</sup>. Policy reforms carried out by the government of Tripura, supported by ADB's technical assistance grant and project readiness financing (PRF) loan, will support an enabling policy environment to attract private sector investment to Tripura's industrial estates. The project is aligned with the following impact: boost the manufacturing sector's competitiveness, create new and better job opportunities for women, and foster regional cooperation. This will be achieved through the following outcome: improved industrial infrastructure and business environment. The project will achieve this outcome by supporting the following outputs.

3. **Output 1: Institutional structures and mechanisms for industrial development strengthened, and the business environment enhanced.** This output includes the establishment of a project management unit (PMU) and four project implementation units (PIUs) within TIDCL and a dedicated environment, social, and gender (ESG) cell to address ESG-related issues observed during the implementation of infrastructure development within the nine industrial estates under the project. It also includes training programs in gender-responsive industrial estate management, climate change, and safeguards. Output 1 also includes engaging Project Management and Supervision Consultants (PMSC) and individual experts to support TIDCL, strengthen institutional structures and mechanisms, and improve the business environment.

4. **Output 2: Climate-resilient infrastructure and gender-responsive and inclusive industrial environment built.** This output includes the development of (i) 34.46 km of climate-resilient road infrastructure and adjoining utility trenches built in nine industrial estates; (ii) about 66.55 km of stormwater drainage, four minor bridges, 142 box culverts built in nine industrial estates, and 70 rainwater harvesting systems, with 10 retention ponds built at seven industrial estates; and (iii) 13.30 MLD water supply system backed with 35.71 km of water supply distribution pipeline at six industrial estates. It also includes the construction of 1.95 km of geo-cell earth retaining wall for protection and erosion control. The project also includes the development of gender-responsive infrastructure at the industrial estates, including dedicated space for day care centers at all nine industrial estates, with at least three centers operational,

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<sup>1</sup> United Nations Industrial Development Organization (UNIDO). 2019. *International Guidelines for Industrial Parks*.

<sup>2</sup> UNIDO. 2019. *International Guidelines for Industrial Parks*.

and gender desks at six industrial estates to address the concerns of women workers. The Bodhjunnagar industrial estate will be promoted as a gender-responsive estate to serve as a model for other industrial estates. This also includes earmarking at least 300 square meters of land in all industrial estates reserved exclusively for women-led enterprises. This output also includes at least five new women-led enterprises to receive incentives under the Tripura industrial investment promotion incentive scheme, promoting women ITI at Agartala as a state hub for skill training of women in emerging and non-traditional sectors and "SHE Skills" program and develop and adopt a five-year road map for implementation of the Tripura State Policy for Empowerment of Women, 2022, aimed at increasing employment of women in state's industrial estates at TIDCL.

5. **Output 3: Industrial estates developed and upgraded.** This output is the major component of the project and includes activities to upgrade the nine industrial estates. To ensure adequate energy supply at the industrial estates, power distribution networks will be upgraded at all nine industrial estates, while 1000 streetlights and 37 high mast lights will be installed, and solar power facilities will be established in nine industrial estates. This output includes repairing and restoring CETP at one industrial estate with two clear water retention ponds and building common multi-facility buildings at five industrial estates. At least 12 additional industrial pre-engineered sheds will be built at three industrial estates, and a parking area of 5 acres spread over six industrial estates will be developed. The transport systems of industrial estates will be improved by introducing four compressed natural gas buses, 18 electric vehicles, and nine electric vehicle charging stations. To improve safety and security at the industrial estates, (i) one fire station will be upgraded; (ii) seven weigh bridges will be built; (iii) 11 km of boundary walls will be built at eight industrial estates, and another 5.2 km of the existing wall will be upgraded; (iv) 14 watchtowers will be built; (v) 460 cameras with junction board as security and surveillance systems will be installed; and (vi) one integrated command and control center will be built to monitor four industrial estates in West Tripura. At least six industrial estates will have enabled accessible sanitation with ramps and grab rails in all toilets and separate female toilets with menstrual hygiene facilities. All infrastructure will be inclusively managed, with women trained and provided employment opportunities in facility management services to the extent possible.

## **B. Scope and Objectives of the Due Diligence Report**

6. This resettlement due diligence report (DDR) is prepared for the proposed construction of Dhajanagar Industrial Estate. The main objective of the due diligence exercise is to assess and confirm that the project locations are free from encumbrances and do not cause any involuntary resettlement impacts such as land acquisition, temporary or permanent physical and economic displacement, any adverse impact on common property resources, or any other impacts. This document describes the findings and provides copies of relevant documents, minutes of meetings, and photographs.

7. The assessment is based on the preliminary design, review of documents, stakeholder consultations, and field visits carried out by the social safeguards team of PDMC, along with social safeguards staff, engineers, and discussions/meetings with the concerned government authorities. However, a reassessment will be conducted before implementation, and safeguard documents will be updated or revised, subject to changes in resettlement impacts or project components before the start of civil work.

## **II. PROJECT AREA AND DESCRIPTION OF PROPOSED INTERVENTIONS**

8. Dhajanagar Industrial Estate, spread over a small area of 18.79 acres, was established in 1985 (Latitude 23.5513690°N and Longitude 91.464948°E). Its proximity to the state capital, Agartala, combined with excellent connectivity to the national highways and railway station, makes it an ideal hub for industrial development. The types of industries

functioning in the Estate include drinking water, flour mills, mini dairy plants, steel fabrication, and car service stations. Besides industrial units, the Estate also houses the District Industry Centre (DIC) - Gomati, Industrial Training Institute (ITI), hostels, and offices of the Department of Sericulture, Handicraft, and Handloom. The present facilities at the industrial estate are considerably old and inadequate to cater to the future demand. Therefore, overall infrastructure improvement and upgrading are required by developing new infrastructure and retrofitting the old ones. The Google Earth image and ariel image of the Dhajanagar Industrial Estate are provided in **Figures 1 and 2**.

**Figure 1: Dhajanagar Industrial Estate**



Source: Project Documents, June 2024

**Figure 2: Ariel Image of Dhajanagar Industrial Estate**

Dhajanagar



*Source: DPR of Dhajanagar Industrial Estate, June 2024*

9. The site features a range of elevations, with some areas having gentle slopes while others steeper. The rolling terrain of the site presents both opportunities and challenges for industrial development. The site's elevations vary between 31 and 47 meters, which may require significant earthworks to create level areas suitable for industrial activities. The climate is of tropical monsoon type. The average annual rainfall is around 220 centimetres (cm). The average temperature varies from 4.2°C to 37.6°. An overview of the proposed Industrial Estate in Dhajanagar is provided in **Error! Reference source not found.**, and the land use map is provided in **Figure 3**.

**Table 1: Overview of Dhajanagar Industrial Estate**

Description	Details
Year of Established	1985
Location	Udaipur City in Gomti District
Total Area of Industrial area as per revenue record	18.79 acre <sup>3</sup>
Ownership	Tripura Industrial Development Corporation Limited (TIDCL)
Topography	Undulating Terrain
Connectivity	0.35 km from NH8 7 km from Udaipur, Tripura Railway Station 55 km from Agartala Integrated Check Post (ICP)
Major Industries	Food and Ancillary
Area under Industrial Units/Plots	1.73 acres
Total number of Industrial Units/plots	11 Industrial Units
Area under other facilities (existing)	5.95 acre including ITI
Area available for development (Vacant Land)	11.08 acre.

Source: DPR of Dhajanagar Industrial Estate, June 2024

10. Dhajanagar is a brownfield Industrial Estate that initially started with the establishment of industrial sheds and predominantly occupies a significant portion of the site. The estate accommodates various industries, including those involved in drinking water, flour milling, mini dairy processing, steel furniture fabrication, incense stick production, and a car service station. The industrial estate also has basic infrastructure like roads, power, water, industrial sheds etc: however, the facilities are old and limited. All the proposed components within the Dhajanagar Industrial Estate are (i) **Internal road infrastructure**: the total road length proposed as per the master plan is 1.045 km (0.756 km length with 8-meter ROW and 0.289 km length with 10-meter ROW), including both side footpath; **Power supply**: tapping of 33 kV Banduar – Bagma Feeder, at the location near to ITI Administrative Building inside Dhajanagar industrial estate followed by construction of 33 / 11 kV substation (S/s) with 1 X 3.15 MVA Power Transformer with control room building. As a green initiative and concern for reducing the carbon footprint, a 10 kW solar plant is proposed; (iii) **storm water drainage (SWD)**: Total length of 1.48 km of SWD is proposed with nine culverts; (iv) **industrial water supply**: One tube well is proposed for extract the groundwater, 200 kL of raw water sump, 100 kL of pure water sump, 100 kL capacity of the overhead tank are proposed. The iron removal plant is proposed with a capacity of 5000 gallons / per hour (GPH). A total 1.77 km pipeline network will be laid, and two pump houses will be constructed; (v) **land development and landscaping**: Site grading, surface dressing, geo-cell reinforced earth retaining wall, roadside pathway greenery development, formal area landscape, retention pond development and dismantling and demolishing of nine existing dilapidated units. It is pertinent to mention that dismantling units will not result in any involuntary resettlement impacts; (vi) **industrial safety and security**: Construction of 1.3 km of boundary walls with three entry gates, three security cabins, and two watch towers, installation of CCTV, fire safety system and safety signages

<sup>3</sup> Total area as per revenue records is 18.79 acres spread over to plots measuring 3.25 and 15.54 acres. Additionally, 1.9 areas of government land are being transferred to DOIC. Therefore, the total land under the Dhajanagar Industrial Estate is 20.69 acres. Out of 20.69 acres, total area under encroachment is 1.93 acres (1.56 and 0.37). Hence the planning area considered for development is 18.76 acres.



support services are also proposed to enhance the safety of users during both day and night; (vii) **common facilities and social infrastructure:** One common facilitation centre, five industrial sheds, a common public toilet. The details of the components are presented in the table below.

**Table 2: Details of the Proposed Components within Dhajanagar Industrial Estate**

S. No.	Components	Details of Components
i.	Internal road infrastructure	<ul style="list-style-type: none"> <li>Road length proposed as per Master Plan is 1.045 km, including 0.756 km length with 8-meter ROW and 0.289 km length with 10-meter ROW including with both side footpath.</li> </ul>
ii.	Power supply within Industrial Estate	<ol style="list-style-type: none"> <li>Tapping of 33 kV Banduar – Bagma Feeder, near ITI Administrative Building inside Dhajanagar IE.</li> <li>Construction of 33 / 11 kV substation (S/s) with 1 X 3.15 MVA Power Transformer with control room building.</li> <li>Laying of new overhead network on 11 m mild steel tubular pole, for the entire road route length of 1.1 km within the industrial sstate. The existing 11kV Dhajanagar feeder shall be terminated at the entrance and shall remain as it is as alternate power supply.</li> <li>The old existing network of 11 kV, low tension (LT) and few street lights shall be dismantled and returned back to TSECL at net salvage value.</li> <li>Energy Efficient, BIS Level 2 DTRs of 315 kVA and 200 kVA capacity (3 No. each) shall be installed at appropriate Load centres. LT Feeder Pillars at every 100 m length of LT Cable.</li> <li>Provision of street lights of 2 LED Gate lights and 4 LED High Masts is also made.</li> <li>As a green initiative and concern for reducing the carbon footprint, a 10 kW Solar Plant is proposed.</li> </ol>
iii.	Storm Water Drainage systems	A total length of 1.48 km of SWD is proposed, and the minimum clear width of the drain is provided as 0.45m. Nine culverts are proposed for the smooth functioning of the stormwater drainage system.
iv.	Industrial Water Supply	The proposal of a Water supply system for Dhajanagar Industrial Estate is planned through groundwater as source. One tube well is proposed to extract the ground water, 200 kL of raw water sump, 100 kL of pure water sump, and 100 kL capacity of the overhead tank. The iron removal plant is proposed with a capacity of 5000 GPH. A total 1.77 km pipeline network, including raw water, clear water, and distribution, are proposed, followed by two pump house with pump and machinery and 30 no. of service water connection; all within the industrial estate.
v.	Land development and Landscaping	Site grading, surface dressing, geo-cell reinforced earth retaining wall, roadside pathway greenery development, formal area landscape, retention pond development and dismantling and demolishing of 9 no. of existing dilapidated units are proposed under land development activity. The units are not in use (barring one DOIC staff quarter) and will not result in any involuntary resettlement impacts. Alternate

		quarter/arrangement will be provided to the staff of DOIC.
vi.	Industrial Safety and security	Essential safety and security service by constructing 1.3 km of total length of boundary walls; 3 numbers of entry gate, 3 numbers of security cabin, 2 numbers of watch tower are proposed under this component. CCTV, Fire safety system and safety signages support services are proposed to enhance the safety of users during both day and night.
vii.	Common facilities and Social Infrastructure	One common facilitation centre (CFC), five industrial shed, one common public toilet. The CFC would house the following facilities like administrative offices, dispensary, canteen, miscellaneous. Adjacent to the CFC building, a transit hostel is proposed. One number of weigh bridge and one reeling unit are also part of this component.

Source: DPR and Master Plan Dhajanagar Industrial Estate, June 2024

11. The master plan is developed based on the land requirements of various uses and stated planning and design considerations. A total area of 7.72 acres (including both existing and proposed), accounting for about 41.15% (of the net area) of the estate, is proposed to be developed as industrial plots. Out of the total 11.08 acres of vacant area, 5.99 acres, accounting for 54.06% of the vacant area in the estate, are newly proposed to be developed as industrial plots. The proposed land use distribution is presented in Error! Reference source not found. and Error! Reference source not found.3.

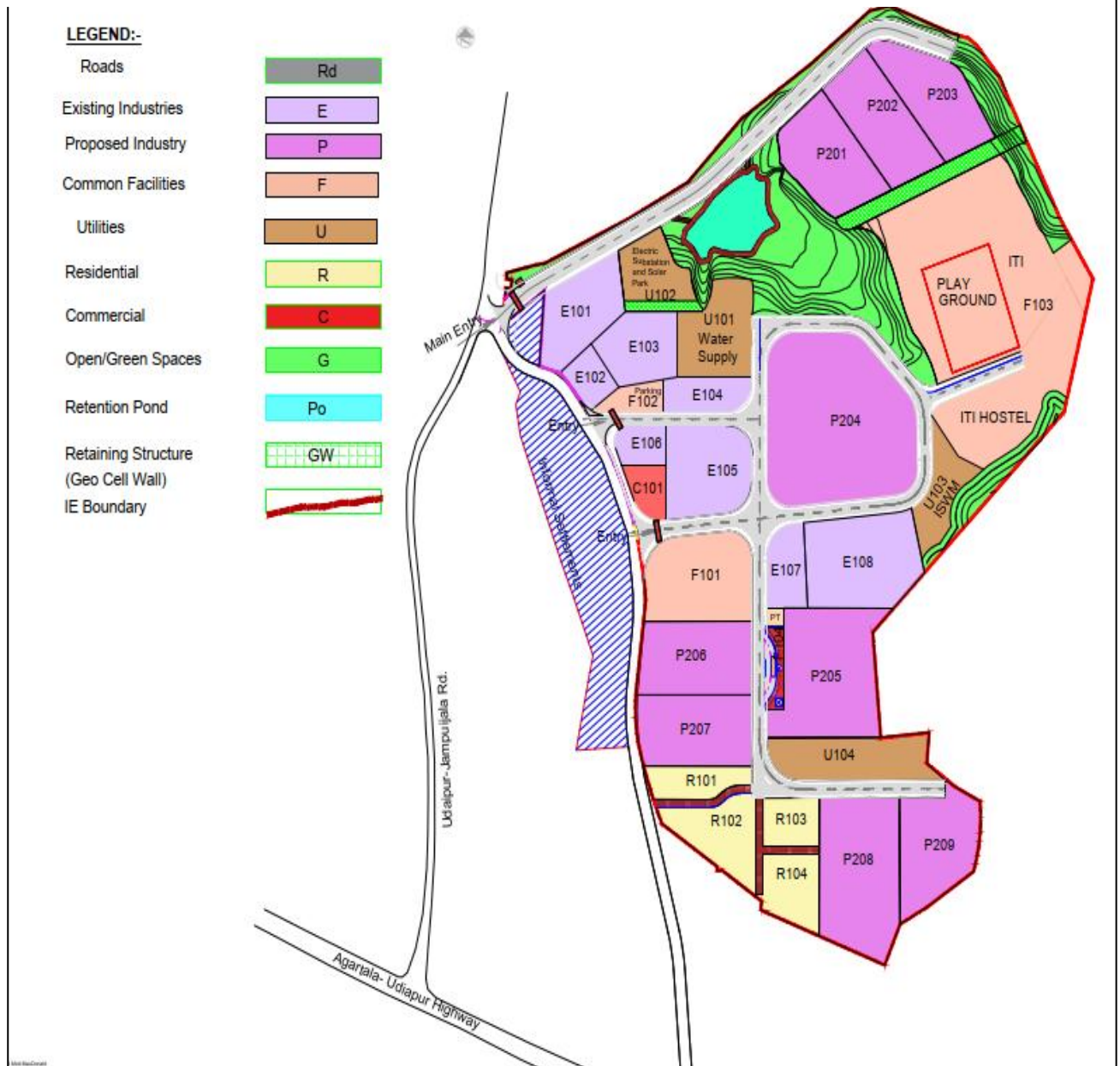
**Table 3: Details of the Proposed Components within Dhajanagar Industrial Estate**

S. No.	Land Use	Standard URDPFI	Existing Area (in acre)	In %	Proposed Area (in acre)	In %	Net Area (in acre)	In%
			A	B	C	D	E (A+C)	
1	<b>Industrial Area</b> <i>Plotted development and Industrial Sheds</i>	45-50	1.73	9.22%	5.99	54.06%	7.72	41.15%
2	<b>Transportation</b> <i>Roads, Junctions, Parking</i>	16-18	1.70	9.06%	0.20	1.81%	1.90	10.13%
3	<b>Facilities</b> <i>Public and Semi Public: CFC, Warehouse, weight bridge etc. Utilities: Pumping stations, Underground reservoirs, and other utilities etc</i>	6-8	3.63	19.35%	1.19	10.74%	4.82	25.70%
4	<b>Residential</b> <i>Worker housing, staff quarters</i>	2-3	0.00	0%	0.91	8.21%	0.91	4.85%
5	<b>Open Space</b> <i>Shops and Business Centre</i>	8-10	0.62	3.30%	2.79	25.18%	3.41	18.17%
6	<b>Vacant Area</b> <i>Developable Area and Additional</i>		11.08	59.06%				

S. No.	Land Use	Standard URDPFI	Existing Area (in acre)	In %	Proposed Area (in acre)	In %	Net Area (in acre)	In%
	Government Khas Land							
	<b>Total</b>		<b>18.76</b>	<b>100%</b>	<b>11.08</b>	<b>100%</b>	<b>18.76</b>	<b>100%</b>

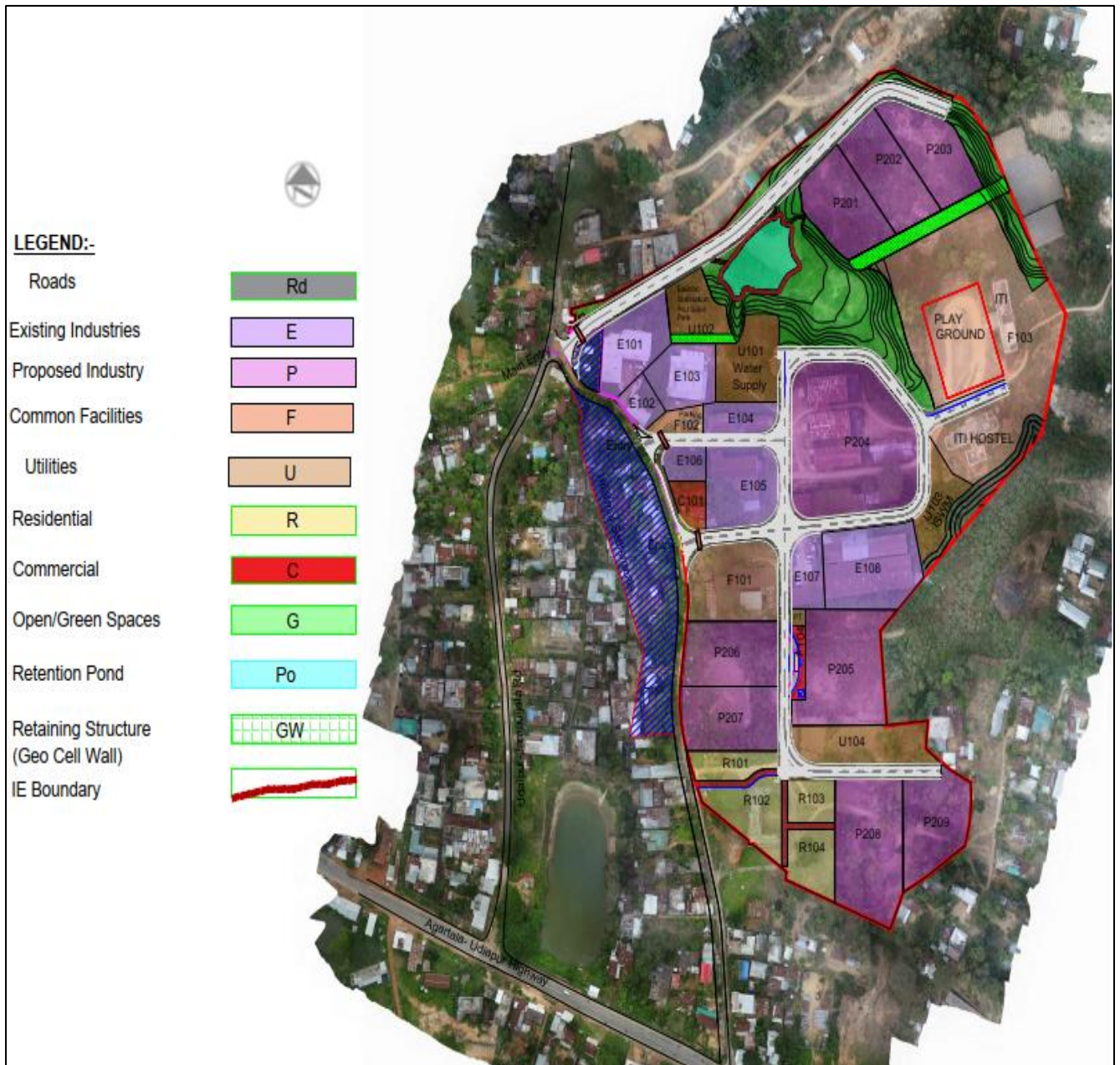
Source: DPR of Dhajanagar Industrial Estate

Figure 3: Proposed Master Plan of Dhajanagar Industrial Estate



Source: DPR and Master Plan Dhajanagar Industrial Estate, June 2024

**Figure 4: Proposed Components and Plot Distribution Depicted in Drone Map**



Source: DPR and Master Plan Dhajanagar Industrial Estate, June 2024

### III. LAND AVAILABILITY AND RESETTLEMENT IMPACTS

12. Dhajanagar Industrial Estate is spread over an area of 20.69 acres of which 18.76 acres have been considered for industrial infrastructure development while the remaining 1.93 acres have been excluded from the project scope to avoid the resettlement impacts on the non-titled households. As per the revenue records, 18.79 acres spread over two plots measuring 3.25 and 15.54 acres are recorded in the name of the Department of Industries and Commerce (DOIC). Additionally, 1.9 areas of government land are being transferred to DOIC. Therefore, the total land under the Dhajanagar Industrial Estate is 20.69 acres. Out of 20.69 acres, the total area under encroachment is 1.93 acres (1.56 and 0.37). Hence, the area considered for development is 18.76 acres. The land ownership documents/records

substantiating the ownership of DOIC/TIDCL are presented in **Appendix 1**. The Revenue Department has accorded approval for the utilization of 1.90 acres of government land by DOIC (**Appendix 2**). The cadastral map of Dhajanagar Industrial Estate is placed as **Appendix 3**. The land details are provided in the table below.

**Table 4: Existing Land Area Availability**

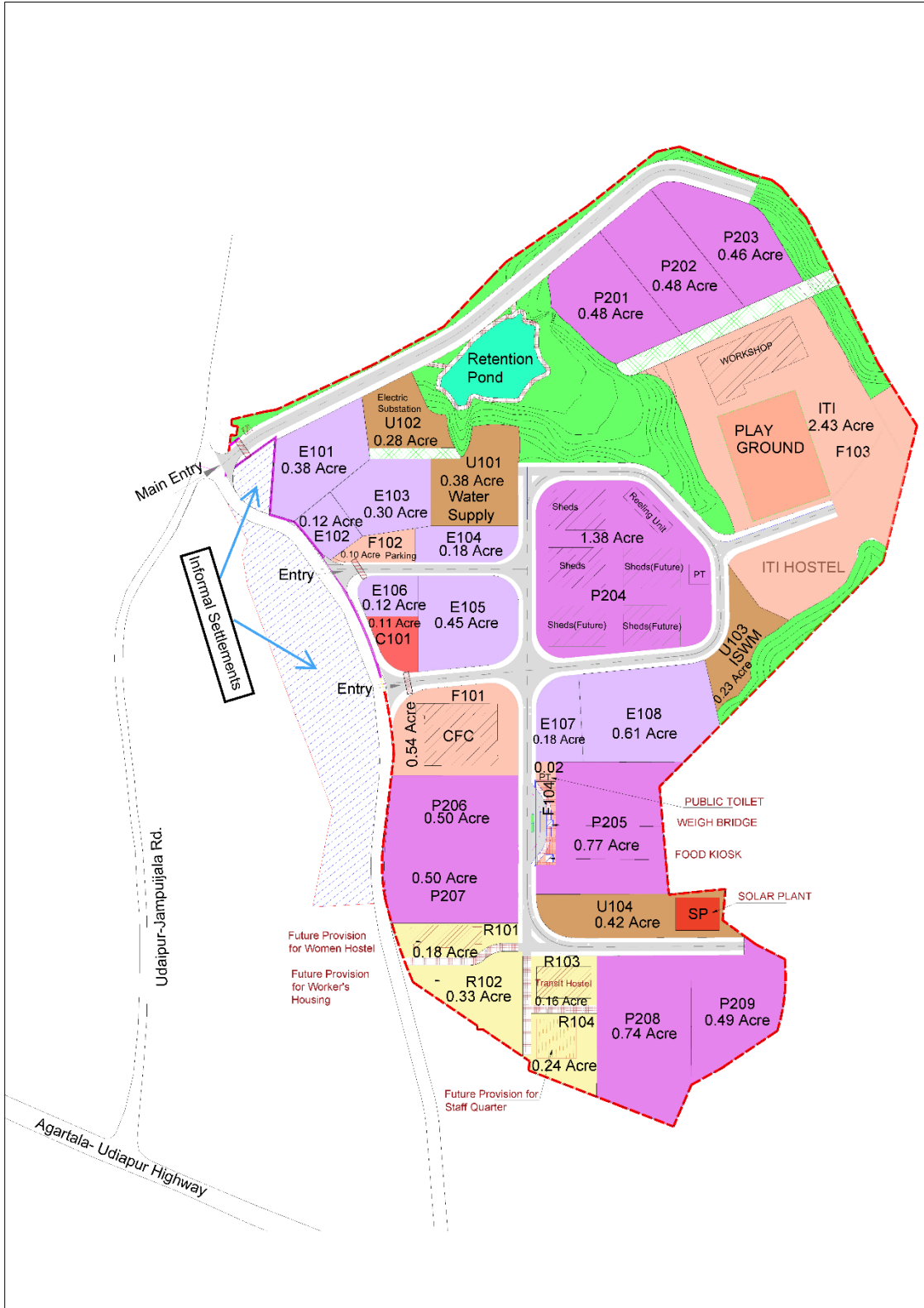
S. No.	Description	Area in Acre	Area in Ha
1	Total Area available with DoIC as per revenue records	18.79	7.60
2	Additional "Khas Land" to be included (Transfer to DoIC is already initiated)	1.9	0.77
A	<b>Gross Area</b>	20.69	8.37
3	Area recorded under permanent encroachment	1.56	0.63
4	Area recorded as a temporary Settlements	0.37	0.15
B	<b>Area to be excluded</b>	1.93	0.78
C	<b>Net Area available(A-B)</b>	<b>18.76</b>	7.59

*Source: DPR and Master Plan Dhajanagar Industrial Estate, June 2024*

13. The two land parcels measuring 1.56 and 0.37 have been encroached and excluded from the project scope. The location has been marked and placed as **Figure 5**. The list of persons and the land details who have encroached on the area is placed in **Appendix 4**. In case the DOIC/TIDCL plans to develop the site during the implementation of the project, the resettlement plan will be prepared and agreed upon with the ADB. No work will be started before approval of the resettlement plan, payment of compensation, and relocation of these households. The list is based on a joint site inspection conducted by the revenue department and DOIC/TIDCL.

14. In addition, some existing structures/staff quarters will be dismantled during the execution of works. Two staff members of the District Industries Centre, DOIC, occupy two quarters proposed to be dismantled. New residential quarters are proposed to be constructed within the Industrial Estate. Until the new ones are built, the staff of DOIC will be provided alternate quarters with DOIC in the vicinity or the construction activity will be planned in such a way that old staff quarters will be demolished after the construction of new ones. TIDCL-PMU and PIU will ensure the existing staff living in the quarters inside the Dhajanagar Industrial Estate are accommodated in alternate quarters with no additional cost to the individual staff. The photographs of the structures to be dismantled are placed in **Appendix 5**. It is confirmed that the dismantling units (09 units) will not result in any involuntary resettlement impacts. The proposed sub-components within Dhajanagar Industrial Estate and their involuntary resettlement impacts are in **Table 5**.

**Figure 5: The Location of the Encroached Area Marked on Master Plan**



Source: Site visits and Master Plan, June 2023

**Table 5: Proposed Components and their Resettlement Impacts - Dhajanagar Industrial Estate**

<b>S. No.</b>	<b>Main Components and Subcomponents</b>	<b>Major Activities</b>	<b>Permanent Impact on Land Acquisition and Resettlement</b>	<b>Temporary Impact</b>
1	Industrial Roads Total 1.045 km of new proposed road of rigid pavement.	<ul style="list-style-type: none"> <li>➤ Displacement of electric poles and ducts</li> <li>➤ Installation of safety signages during construction</li> <li>➤ Excavation of land and</li> <li>➤ Cutting and filling land for new roads</li> </ul>	No	No
2	Storm water drainage Total 1.48 km storm water drainage system	<ul style="list-style-type: none"> <li>➤ Construction of new drains and culverts</li> <li>➤ Excavation of land, cutting, and filling</li> </ul>	No	No
3	Power Supply Systems	<ul style="list-style-type: none"> <li>➤ Upgradation of existing substation</li> <li>➤ Decommissioning of damaged cables, S/s and electric poles</li> <li>➤ Laying of power lines</li> <li>➤ Erection of electric poles and transmission line and tower</li> </ul>	No	No
4	Water Supply	<ul style="list-style-type: none"> <li>➤ Construction of civil units for tanks, IRP, pumphouse, pumping station and pipelines.</li> <li>➤ Excavation of land, cutting and filling</li> <li>➤ Laying of pipelines</li> <li>➤ Installation of IRP, pumps, electrical cables, and wiring</li> <li>➤ Commission of the water supply and network</li> </ul>	No	No
5	Land Development & Landscaping	<ul style="list-style-type: none"> <li>➤ Site Grading,</li> <li>➤ Surface Dressing</li> <li>➤ Geo-cell Reinforced Earth Retaining wall,</li> <li>➤ Roadside Pathway greenery Development.</li> <li>➤ Formal area Landscape</li> <li>➤ Retention Pond Development.</li> <li>➤ Dismantling and Demolishing of 9 no Existing Unit.</li> </ul>	No	No
6	Industrial Safety and Security	<ul style="list-style-type: none"> <li>➤ Boundary wall total length:1.3 km</li> <li>➤ Entry gate :3 no</li> <li>➤ Security Cabin 3 no</li> <li>➤ Watch Tower :2 no</li> </ul>	No	No

S. No.	Main Components and Subcomponents	Major Activities	Permanent Impact on Land Acquisition and Resettlement	Temporary Impact
		➤ CCTV, Fire Safety System, Safety Signages.		
7	Common facilities and Social Infrastructure	<ul style="list-style-type: none"> <li>➤ Boundary wall total length:1.3km</li> <li>➤ Entry gate :3 nos</li> <li>➤ Security Cabin 3 nos.</li> <li>➤ Watch Tower:2 nos.</li> <li>➤ CCTV, Fire Safety System, Safety Signages.</li> </ul>	No	No

Source: Site visits DPR and Master Plan, June 2023

#### IV. PUBLIC CONSULTATION AND INFORMATION DISCLOSURE

15. The DDR is based on an assessment of available records, site visits, and public consultations. The site visits and discussions/meetings were conducted to assess the land acquisition and resettlement impacts. The project team conducted public consultations to disseminate information about the proposed interventions and record the concerns of the community. The Dhajanagar Industrial Estate, unlike other industrial estates, is situated in an area with residences and shops along the boundary. Community consultations were conducted with the local residents, especially with those who occupied the land parcels belonging to the DOIC. It was appraised that the project will not be taking over any part of the land (1.93 acres) and that all project-related work will be restricted within the boundary of the industrial Estate. It was appraised that there will be no permanent or temporary impact on residences or livelihood of any persons during the implementation of the project.

16. Doorstep consultations were conducted with different stakeholders, including persons/shop operators who had non-titled households living on the DOIC land. Participants were of the view that the development of the Dhajanagar Industrial Estate is important, and they hope to get employment opportunities once new industries start functioning and during the construction stage. Three consultations were held during various stages of the project preparation and preparation of this DDR. In these consultations, 21 people participated, which included 17 males (80.95%) and four female participants (19.05%). They believed that the proposed project would help enhance their livelihood options. The non-titled households requested that the project not hamper their basic amenities during construction. It was shared that since all activities related to project construction will be confined inside the industrial Estate, their day-to-day activities will not be impacted at any stage. The participants expressed their willingness to support, cooperate, and participate in the project activities. The details of consultations held are provided in **Table 6**. The photographs and attendance sheets of the public consultations are appended in Error! Reference source not found.**6** and **7**.



**Table 6: Public Consultations**

S. No.	Date and Venue of Consultation	Public Consultation	Number of Participants		
			Male	Female	Total
1	24 April 2023; Dhajanagar	Individual consultations	6	1	7
2	24 April 2023; Dhajanagar	Individual consultations	6	2	8
3	3 October 2023; Dhajanagar	Individual consultations	5	1	6
<b>Total</b>			17(80.95%)	4(19.05%)	21

Source: Multiple consultations through 2023.

## V. INDIGENOUS PEOPLE:

17. Based on the detailed design, field visits, surveys, and consultations, no impact on the dignity, human rights, livelihood systems, culture, communal assets, and territorial, natural, and cultural resources of indigenous peoples is anticipated as a result of the proposed project components.

## VI. GRIEVANCE REDRESS MECHANISM

18. Tripura Industrial Infrastructure Development Project (TIIDP) will have a common GRM to receive, evaluate, and facilitate the resolution of social, environmental, or any other relevant project-related grievances. The GRM will aim to provide a time-bound and transparent mechanism to voice and resolve social and environmental concerns linked to the Project. The GRM has been developed in consultation with stakeholders. The public awareness campaign will generate awareness of the Project and its grievance redress procedures. The campaign will ensure that the poor, vulnerable, and others know about the GRM.

19. The GRM will provide an accessible, inclusive, gender-sensitive, and culturally appropriate platform for receiving and facilitating the resolution of affected persons grievances related to the Project. The multi-channel and multi-tier GRM for the Project is outlined below, with each tier having time-bound schedules and responsible persons identified to facilitate and address grievances at each stage.

20. Affected persons will have the flexibility of conveying grievances and/or suggestions by dropping grievance redress/suggestion forms in complaint/suggestion boxes that will be installed by project implementation units (PIU) or by e-mail, by post, or by writing in complaints register or by sending a WhatsApp message on the dedicated number, e-mail to the PIU or telephonically contacting the project management unit (PMU)/PIU.

21. Besides the project's grievance redress mechanism, the Government of Tripura (GOT) has a centralized public grievance redress monitoring system (CPGRMS) where the public can file grievances through a dedicated web portal ([grievance.tripura.gov.in](http://grievance.tripura.gov.in)). The General Administrative (Administrative Reforms) department is the nodal agency, and an officer of the rank of Joint Secretary is responsible for its functioning. Each department of the state has nominated officers to receive the grievances. The Department of Industries and Commerce (DOIC) has nominated officers of the rank of Deputy Director as nodal officers, whose names and contact details are provided on its website. The affected persons can also lodge their complaints through this online portal. Moreover, a Grievance Box is in place at DOIC and TIDCL to convey grievances and/or suggestions.

22. **Information to the stakeholders about the GRM:** The stakeholders, including affected persons, beneficiaries and citizens, and workers engaged during construction activities under the loan, will be informed about the GRM under the Project and of the state through public consultations, disclosures, and distribution of public information booklets (PIB).

In the case of illiterate persons, the information will be provided verbally during meetings with them.

23. **Who can complain:** A complaint can be registered by stakeholders directly or indirectly affected by the Project. A representative can register a complaint on behalf of the affected person or group, provided that the affected person or group identifies the representative and submits evidence of the authority to act on their behalf.

24. **What the Grievance/Complaint should contain:** Any comments, complaints, queries, and suggestions pertaining to safeguard compliance - environment, involuntary resettlement, indigenous people, design/construction-related issues, compensation, service delivery, or any other issues or concerns related to the Project. The complaint must contain the complainant's name, date, address/contact details, location of the problem area, and the problem. A sample grievance registration form is provided in Error! Reference source not found.8.

25. **Where and how to file a Complaint:** The complaint can be filed online and offline. The people can submit their complaints at the contractor's site office or at the PIU/PMU office. In addition, they can also have grievances/suggestions/queries submitted through phone or e-mails or, the state grievance portal, or social media (on a dedicated WhatsApp number). The information about the GRM will also be displayed on the TIDCL website. Contact numbers and names of the concerned staff and contractors will be posted and displayed at all construction sites.

26. **Grievance redress /Problem solving through participatory Process:** The PMU and PIUs will make efforts to resolve the problems and conflicts amicably through a participatory process with the community. In case of immediate and urgent grievances in the complainant's perception, the contractor and supervision personnel from the PIU will provide the most easily accessible or first level of contact to resolve grievances quickly.

27. **Grievance Redress Committee:** The GOT will establish the Grievance Redress Committees (GRC) at the site, PIUs, and PMU levels to provide a mechanism to resolve conflict and disputes concerning compensation payments, environmental safeguards-related issues and cut down on lengthy litigation. The General Manager of the District Industries Centre under DOIC will head the GRC at the PIU level<sup>4</sup>. Similarly, the Director of DOIC will head the GRC at the PMU level. The following will be the composition of the GRCs. The composition of the GRCs at all three levels is provided in

28. 7.

**Table 7: Composition of Grievance Redress Committees**

<b>Site Level GRC (Level 1)</b>	<b>District level GRC (Level 2)</b>	<b>PMU level GRC (Level 3)</b>
1. Assistant Engineer of concerned Industrial Estate (IE)-TIDCL	1. General Manager (GM), District Industries Centre (DIC)	1. Director, DOIC, GoT
2. Junior Engineer, TIDCL	2. Social Safeguards Expert, TIDCL/ I&C	2. Joint Secretary, Revenue Department, GoT
3. Field Engineer of PMSC	3. Environmental Safeguard Expert, TIDCL/ PMSC	3. Addl. Director (Projects), I&C, GoT
4. Social safeguards support staff, PMSC	4. Executive Engineer-TIDCL	4. OSD/ GM, TIDCL
5. Environmental Safeguard Expert, PMSC/PIU level	5. Assistant Engineer-TIDCL.	5. Superintending Engineer, TIDCL
6. Two entrepreneur members from the concerned Industrial Estate, with at least one of them a woman (if any) or and a	6. Team Leader, PMSC	6. Executive Engineer TIDCL
	7. Social and/or Environment Safeguards Specialist, PMSC	7. Social Safeguards Expert, TIDCL/ I&C

<sup>4</sup> DOIC, Government of Tripura (GOT) is the executing agency under the loan.

<p>representative from the affected community (as and when required)</p> <p>7. Executive Engineer of the concerned PIU<sup>5</sup>.</p>	<p>8. Two entrepreneur members from industrial Estate, with at least one of them a woman (if any) or/ and a representative from the affected community (as and when required)</p>	<p>8. Environmental (Safeguard cum Climate Change) Specialist, TIDCL/ PMSC</p> <p>9. Nominated representatives from the line departments (ULB, PWD, or any other department, as required)</p> <p>10. Two entrepreneur members from industrial Estate, with at least one of them a woman (if any)</p>
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Source: Project documents

29. **Site level GRC (First Level):** In case of grievances that are immediate and urgent in the perception of the complainant, the Assistant Engineer of the PIU, in coordination with the Junior Engineer of PIU and field engineer of PMSC and the contractor's on-site personnel (concerned engineer and EHS cum social supervisor) will provide the most easily accessible or first level of contact for quick resolution of grievances. If the grievance is not under the contractor's scope, but under the Project, the Executive Engineer of the concerned PIU will resolve this issue. All the grievances should be resolved within seven days of receipt of the complaint/grievance. Contact phone numbers and names of the concerned officers/ representatives will be posted at all construction sites at visible locations. The designated persons will be responsible for seeing through the process of redressal of each grievance. The contractor's site engineer and EHS cum social supervisor will jointly support in meetings, consultations, and site-level grievance resolution. The effort will be made to resolve issues on-site, in consultation with each other, and within 7 days of receipt of a complaint/grievance.

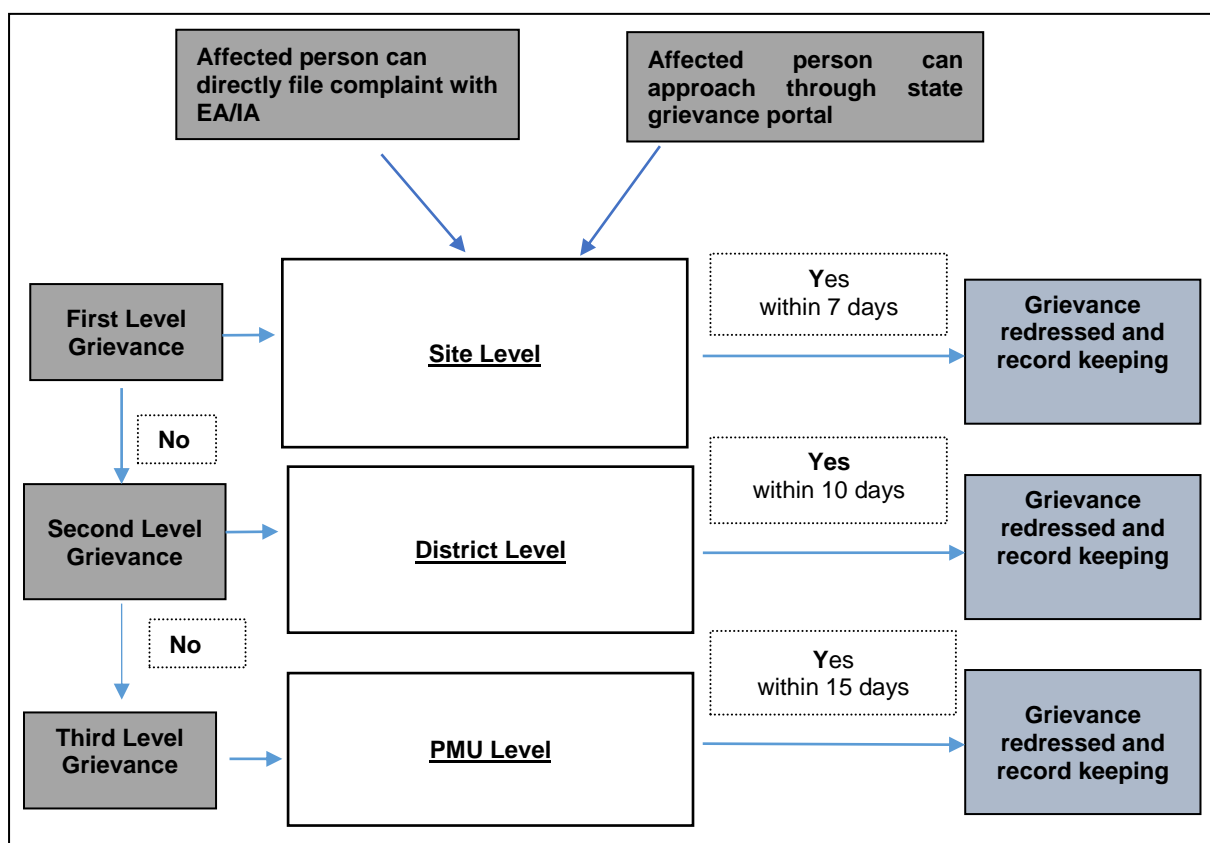
30. **District level GRC (Second Level):** All grievances that cannot be redressed within 7 days at the first field level will be brought to the notice of the GRC headed by the General Manager (GM)- District Industries Centre (DIC). The Grievance Officer, i.e. GM DIC, may consult/seek the assistance of the District Level GRC consisting of the Environmental Safeguard Expert, TIDCL/ PMSC, Social Safeguards Expert, PMU TIDCL, PMU TIDCL, Executive Engineer-TIDCL, Asst. Engineer-TIDCL, Team Leader-PMSC. Social and/or Environment Safeguards Consultant, PMSC, two entrepreneur members from industrial Estate, with at least one of them a woman (if any) or/and a representative from the affected community (as and when required). The GRC will review the grievance and act appropriately to resolve it within 10 days of receipt at this level. The committee may co-opt any other member to resolve grievances.

31. **PMU Level GRC (Third Level):** In case the grievances are not addressed at the district level within 10 days of receipt, the same shall be brought to the notice of the PMU-level GRC. The PMU-level GRC will comprise the Director, DOIC, GoT, who will be the chairperson, and the Joint Secretary of the Revenue Department, Addl. Director (Projects)- DOIC, OSD/GM-TIDCL, Superintending Engineer-TIDCL, Executive Engineer TIDCL, Environmental (Safeguard cum Climate Change) Expert, TIDCL/ PMSC, Social Safeguards Expert, PMU, TIDCL. A representative from the line department (ULB, PWD) and two members from the industrial Estate, with at least one of them a woman. GRC will resolve grievances within 15 days. The committee may co-opt any other member to resolve grievances.

<sup>5</sup> The Executive Engineer will be involved in case of grievances are not related to the contractor's scope/ work activities, but under the project within the industrial estate.

32. The Project GRM, notwithstanding, an aggrieved person shall have access to the country's legal system at any stage, and accessing the country's legal system can run parallel to accessing the GRM and is not dependent on the negative/positive outcome of the GRM. In case of grievance related to land acquisition, the affected persons will have to approach a legal body/court specially proposed under the RFCTLARRA, 2013.<sup>6</sup> GRM will continue to be in place throughout the duration of the Project. The grievance redress process is shown in Error! Reference source not found.

**Figure 6: Grievance Redress Mechanism**



Source: Project Documents

33. **ADB Accountability Mechanism:** The Accountability Mechanism provides an independent forum and process whereby people adversely affected by ADB-assisted projects can voice, and seek a resolution of their problems, as well as report alleged violations of ADB's operational policies and procedures. In the event that the established GRM is not in a position to resolve the issue, the affected person also can use the ADB Accountability Mechanism through directly contacting (in writing) the Complaint Receiving Officer (CRO) at ADB headquarters. Before submitting a complaint to the Accountability Mechanism, affected people should make an effort in good faith to solve their problems by working with the concerned ADB operations department (ADB India Resident Mission - INRM in this case). The complaint can be submitted in any of the official languages of ADB's developing member countries. The ADB Accountability Mechanism information<sup>7</sup> will be included in the project-relevant information to be distributed to the affected communities as part of the Project GRM.

34. **Documentation:** PMU, with the support of PIUs, will be responsible for the timely registration of grievances, related disclosure, and communication with the aggrieved party.

<sup>6</sup> The authority admits grievance only with reference to the land acquisition, resettlement and rehabilitation issues under the RFCTLARRA, 2013.

<sup>7</sup> <http://www.adb.org/Accountability-Mechanism/default.asp>

PMU will also ensure that all the details from submission to resolution are well recorded and documented. The environmental and social safeguard specialists of PMU will be responsible for maintaining the records and coordinating with the affected persons regarding complaints related to their respective domain areas. The chair of each GRC will be responsible for informing the complainant in writing about the resolution of their complaint or the decision of the GRC.

35. **Record- keeping:** PIUs, 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, 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 PMU and PIU offices, and reported in monitoring reports submitted to ADB on a semi-annual basis.

36. **Periodic review and documentation of lessons learned:** An environment, social, and gender (ESG) cell will be created within the Project Management Unit (PMU) to ensure effective implementation and monitoring of the safeguard aspects of the project. The Head ESG cell, PMU, will periodically review the functioning of the GRM in each site and record information on the effectiveness of the mechanism, especially on the Project's ability to prevent and address grievances.

37. **Cost:** All costs related to the resolution of grievances (meetings, consultations, communication, and reporting/ information dissemination, as well as costs incurred by affected persons to attend GRC meetings, if any) will be borne by PMU.

## VII. ESTIMATED BUDGET

38. A budgetary provision has been made to cover the cost likely to be incurred for various activities listed in the due diligence report (grievance redress, consultation, information dissemination, and awareness activities). The total budgetary provision amounts to ₹220,000. The estimate of these activities under the Dhajanagar Industrial Estate is presented in Table 8.

**Table 8: Estimated Budget**

S. No.	Particulars	Unit cost (₹)	Total cost (₹)
1.	Public Awareness Activities and Consultations	100,000.00 Lump-sum	100,000.00
2.	Grievance Redress Activities	100,000.00 Lump-sum	100,000.00
<b>Subtotal (S.No. 1+2)</b>			<b>200,000.00</b>
3.	Contingency @10%	20,000.00	20,000.00
<b>Grand Total</b>			<b>220,000.00</b> <b>₹ 0.22 million</b>

**Note.** The number of public awareness activities will be as per the requirements of the respective industrial estates.

## VIII. CONCLUSIONS AND RECOMMENDATIONS

39. It is concluded from this due diligence that all the proposed infrastructure improvement components for the Dhajanagar Industrial Estate, will be carried out within the encumbrance-free government land in possession of TIDCL/ government; the project will not cause any land acquisition and resettlement impacts. It is also confirmed that there will be no livelihood impacts. There will be no impact on the persons on the encroached upon land parcel of DOIC as the land parcels are not considered for development under this project.

40. The scope of land acquisition and involuntary resettlement is based on the detailed project report /master plan prepared for the proposed project. Before the start of civil works, safeguards impacts will be reassessed, and the safeguard document will be updated, if required. In case there is a change to the project design, or additional scope is proposed

during implementation, ADB will be promptly informed, and the social safeguards document will be updated before the commencement of civil works. In case any involuntary resettlement impact is identified at any stage of the project implementation, this safeguard document will be revised with appropriate revision of the project category in accordance with ADB's Safeguard Policy Statement, 2009. The final document will be disclosed on the implementing agency and ADB websites. No objection from ADB will be obtained based on reassessment prior to the start of civil works. The implementing agency will hand over the encumbrance-free land/site to the contractor.

## **IX. NEXT STEPS**

41. The following will be the actions are required to be taken before the award of the contract (including but not limited to):

- (i) Update land records to reflect the land measuring 1.90 acres having plot no. 285, 2548/P, and 2548/3370 of revenue village (Mouja) Dhajanagar have been transferred in favour of DOIC/TIDCL.
- (ii) TIDCL-PMU and PIU will ensure the existing staff living in the quarters inside the Dhajanagar Industrial Estate are accommodated in alternate quarters with no additional cost to the individual staff.
- (iii) No objection certificate/ permission from concerned departments prior to demolition of not-in-use structures within the Industrial Estate.
- (iv) In case there is a change to the project design, or additional scope is proposed during implementation, ADB will be promptly informed, and the social safeguards document will be updated before the start of civil works.
- (v) Monitoring activities will be reported to ADB through semi-annual social safeguards monitoring reports.
- (vi) Public consultation and project information dissemination activities will be continued throughout the project cycle.

## Appendix 1: Land Ownership Documents – Dhajanagar Industrial Estate

### Note

The ownership documents are presented in two sets; the first set contains records for 3.25 acres, the second one contains records for 15.54 acres. Total land currently under DOIC as per revenue records is 3.25+15.54 = 18.79 acres.

### Ownership Details

In Possession of/ Owner	Share	Type of Ownership/Possession
Tripura Sarkarer Pokkhe Sheelp Vibhag Kartik Rakshit i.e. For Government of Tripura Maintained and in possession of/by Department of Industries and Commerce (DOIC)	100%	Possessor/ Owner

09/08/2024, 18:24

ROR

### government Of Tripura

tripura Land Revenue Form-7  
(see Rule 53(1))

ONLY FOR DISPLAY

mouza :dhwajnagar tehsil :dhwajnagar	khatian No :6/2 revenue Circle :udaypur	sub-division :udaypur touzi No : -
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of Superior Interests.

khatian No.	description Of Interest name Of Possessors	share of Each	revenue	determination Under Section date From Which Revenue Will Come Into Force.
(1)	(2)	(3)	(4)	(5)
-	-		-	-

reference No.: -

**this Interest**

No.	name Etc. Of The land Holder (in Details)	share	class To Which Land holder Belongs With Particulars.	special Condition And Incidents Of The Tenancy Or Holding	sub-ordinate Interests. list Of Seperate Khatians of Subordinate Interests.
	(6)	(7)	(8)	(9)	(10)
1	sheelp Vibhag Shil	100000 100000		-	

**land In Direct Possession Of This Interest**

plot Number			northern Boundary		class Of Land	remarks	proportionate Area Of This Interest Within The Plot.	
old	present	bhumi Sankhya	plot No	occupier			acre	dec.
(11)	(12)	12(a)	(13)	(14)	(15)	(17)		
1112an	2510		2402	malini	lungga	-	0	02
1112an	2511		2510	malini	lungga	-	0	06
1112an	2512		2511	priya	lungga	-	0	10
1520an	276		277	supriya	vastu(tila)	ghara-4	0	46
1520an	277		278	hariram	vastu(tila)	ghara-1	0	16
1520an	278		279	dinesh	bhiti(tila)	-	0	18
130	284		283	nij	doba(nal)	-	1	18
132	287		284	nij	chara(tila)	-	0	93
134/1479an	311		286	nij	chara(tila)	-	0	16
total Plot...9						total Area Of Land Owned	3	25
						any Other Existing Land	0	00
						total Area Of Subordinate Interest		
						grand Total		

printed On: 09/08/2024

compared By  
ananda Hari Molsom

verified By

authenticated By  
mongsi Mog(ri)

[https://jami.tripura.gov.in/EODB/citizen\\_search.aspx](https://jami.tripura.gov.in/EODB/citizen_search.aspx)

1/1

**government Of Tripura**  
tripura Land Revenue Form-7  
(see Rule 53(1))

ONLY FOR DISPLAY

mouza : dhwajnagar      khatian No : 6/1      sub-division : udaypur  
tehsil : dhwajnagar      revenue Circle : udaypur      touzi No : -

of Superior Interests.

khatian No.	description Of Interest name Of Possessors	share of Each	revenue	determination Under Section.date From Which Revenue Will Come Into Force.
(1)	(2)	(3)	(4)	(5)
1	tripura Sarkar	100000	-	-

reference No.: -

**this Interest**

	name Etc. Of The land Holder (in Details)	share	class To Which Land holder Belongs With Particulars.	special Condition And Incidents Of The Tenancy Or Holding	sub-ordinate Interests. list Of Seperate Khatians of Subordinate Interests.
	(6)	(7)	(8)	(9)	(10)
	dakhalcar		dakhalcar	-	
1	tripura Sarkarer Pakshe Sheelp Vibhag Karttruk Rakshit	100000			

100000

**land In Direct Possession Of This Interest**

plot Number			northern Boundary		class Of Land	remarks	proportionate Area Of This Interest Within The Plot.	
old	present	bhumi Sankhya 12(a)	plot No (13)	occupier (14)			(15)	(16)
(11)	(12)		(13)	(14)	(15)	(16)	(17)	
128	*281			mauja Radhakishorpur R.f.	karkhana(tila)	tinghar-11, Prah Sheelp Utpadan Kendra Transfer Held In 5 Deed(s)	7	68
1112an	2514		2402	malini	tila	-	5	04
125/1535	266		272	nij	chara(tila)	-	0	26
125/1535	272		273	nij	chara(tila)	-	0	22
114/1520an	273		276	kanai	bhiti(tila)	-	0	22
1520an	279		280	rasta	bhiti(tila)	-	0	06
127	282		281	nij	karan(tila)	tinghar-3	0	50
129	283		282	nij	karkhana(tila)	tinghar-3, Prah Sheelp O Utpadan Kendra	0	94
133	286		285	sudhir	vastu(tila)	tinghar-3, Prah Sarkari Karmachari Bassthan - Dan	0	62
total Plot...9					total Area Of Land Owned		15	54
					any Other Existing Land		3	25
					total Area Of Subordinate Interest			
					grand Total		18	79

printed On: 09/08/2024

compared By  
ananda Hari Molsom

verified By

authenticated  
By  
mongsi  
Mog(ri)



**Appendix 2: Approval of Revenue Department for Utilization of 1.90 acres of Government Land**

34(96)-REV/2023

1/41654/2024

**No.F. 34(96)-REV/2023/98**  
**GOVERNMENT OF TRIPURA**  
**REVENUE DEPARTMENT**  
**(L.R. CELL)**  
**([jsrevenue2018@gmail.com](mailto:jsrevenue2018@gmail.com))**

To  
The District Magistrate & Collector,  
Gomati District, Udaipur

**Subject:- Approval for utilization of land measuring 1.90 acres in favour of the Industries & Commerce Department, Government of Tripura for ensuring better Industrial Development of mouja Dhajanagar under Udaipur Sub-Division.**

Sir,  
I am directed to refer to your letter vide No.F.02(413)-REV/AL/DM(G)/2023/1451 dated 18/10/2023 on the above noted subject and to convey the approval of the Government in Revenue Department for utilization of land measuring 1.90 acres in R.S plot No- 285, 2548/P & 2548/3370 of mouja Dhajanagar without premium in favour of the Industries & Commerce Department, Government of Tripura for ensuring better Industrial Development under Udaipur Sub-Division.

Yours faithfully

Signed by Chandra Krishna  
Malsom

Date: 05-01-2024 16:26:20

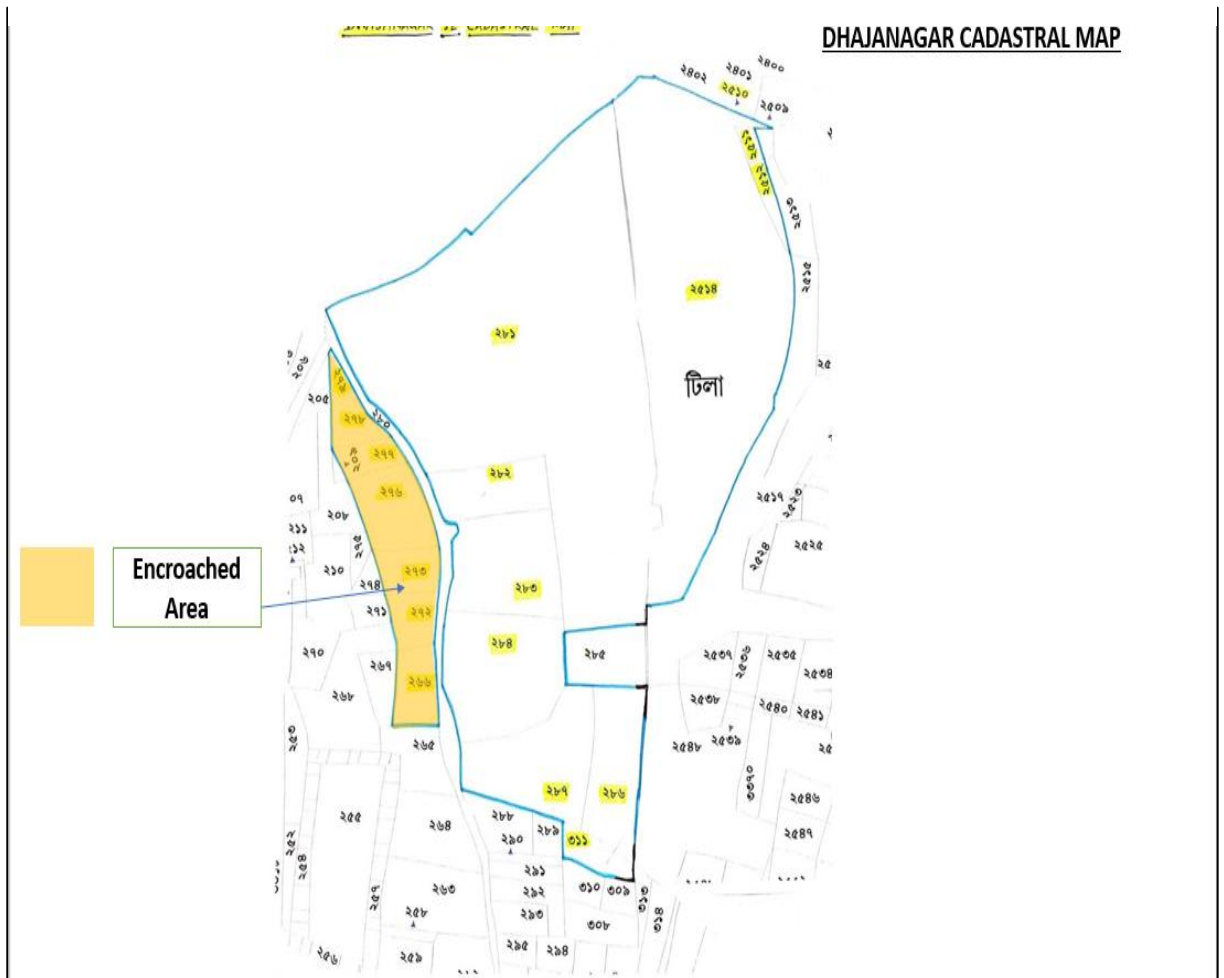
Reason: Approved

(C.K. Malsom)

Deputy Secretary to the  
Government of Tripura

o/c




### Appendix 3: Cadastral Map of Dhajanagar Showing Encroachment and Developable Area






**Appendix 4: Plots Details of the Encroachers Excluded from the Planning Area of Dhajanagar Industrial Estate**

<b>S. No.</b>	<b>Name of the Occupier</b>	<b>Address</b>	<b>Plot No</b>	<b>Area (in Acre)</b>
1	i) Lipika Chakravorty W/o-Prabir Datta ii) Sudipta Dutta S/o-Subir Dutta iii) Arun Sutradhar	TK Dhsajanagar.	266	0.26
2	Bhubaneswari Ashram Kali Mandir	Do	272	0.22
3	i) Bhubaneswari Ashram (Kali Mandir) ii) Bhanu Chanda iii) Arun Ch Sutradhar S/o- Kanailal Sutradhar	Do	273	0.22
4	i) Sumitra Sutradhar W/o- Sukanta Sutradhar ii) Rina Sutradhar W/o- Nepal Ch Debnath iii) Rekha Sutradhar W/o- Haripad Sutradhar iv) Promod Rn Shing S/o- Kala babu Sing	Do	276	0.46
5	Promod Rn Shing S/o- Kala babu Sing	Do	277	0.16
6	Kajal Rani Sutradhar W/o- Manindra Sutradhar	Do	278	0.16
<b>Sub Total -A</b>				<b>1.56</b>
Area recorded as a temporary settlements- One Temple, 2 shops, One Electric Transformer ( <b>Sub Total -B</b> )				<b>0.37</b>
<b>Grand Total</b>				<b>1.93</b>

**Appendix 5: List of Structures to be Demolished**

S. No.	Dismantling Structure	Photographs	Permanent/ Temporary Impacts	Remarks
1	Industrial Shed- 3 nos. ITI Workshop and Classroom		No Impact	Not in use
2	Industrial Shed- Industry Closed		No Impact	Not in use
3	Industrial Shed- Industry (2 nos. of structures of Union Steel products)		No Impact	Not in use

S. No.	Dismantling Structure	Photographs	Permanent/ Temporary Impacts	Remarks
4	Office of the Sericulture Department		No Impact	Closed
5	Reeling and Twisting Unit		No impact	Not in use
6	Staff Quarters of District Industry Centre-DOIC		Staff of DOIC occupies one staff quarter which is still in use. New staff quarters will be constructed for the staffs as per master plan and DPR. During the interim period alternate quarters will be provided to the staff for accommodation/ or construction will be planned in such a way so as to construct new quarters first and then dismantle the existing dilapidated quarters.	

**Appendix 6: Photographs of Site Visits and Stakeholders Consultations**



Consultation with local peoples during Land demarcation on 24 April,23



Meeting with SDM, Udaipur by TIDCL and PDMC officials on 25 April,2023



Latitude: 23.552706  
Longitude: 91.463983  
Elevation: 56.22±100 m  
Accuracy: 115.7 m  
Time: 03-10-2023 13:02  
Note: Dhajanagar Tripura, India



Latitude: 23.553551  
Longitude: 91.464406  
Elevation: 61.22±62 m  
Accuracy: 115.7 m  
Time: 03-10-2023 12:35  
Note: Jirania, Tripura, India



Latitude: 23.553955  
Longitude: 91.464057  
Elevation: 20.62±47 m  
Accuracy: 29.5 m  
Time: 03-10-2023 13:18  
Note: Dhajanagar Tripura, India

Consultation with different encroachers of Dhajanagar Industrial Estate on 3 October 2023



Consultants on 5 November 2023









**Appendix 8: Sample Grievance Registration Format**  
(to be translated in local language)

The \_\_\_\_\_ Project welcomes complaints, suggestions, queries and comments regarding project implementation.

Aggravated persons may provide grievance with their name and contact information to enable us to get in touch for clarification and feedback.

In case, someone chooses not to include personal details and wants that the information provided to remain confidential, please indicate by writing/typing *\*(CONFIDENTIAL)\** above Grievance Format.

Thank you.

<b>Date</b>		<b>Place of registration</b>			
<b>Contact Information/Personal Details</b>					
<b>Name</b>		<b>Gender</b>	* Male *Female	<b>Age</b>	
<b>Home Address</b>					
<b>Place</b>					
<b>Phone no.</b>					
<b>E-mail</b>					
<b>Complaint/Suggestion/Comment/Question</b> Please provide the details (who, what, where and how) of your grievance below: If included as an attachment/note/letter, please tick here:					
<b>How do you want us to reach you for feedback or update on your comment/grievance?</b>					

**FOR OFFICIAL USE ONLY**

<b>Registered by:</b> (Name of Official registering grievance)	
<b>Mode of communication:</b> Note/Letter E-mail Verbal/Telephonic	
<b>Reviewed by:</b> (Names/Positions of Official(s) reviewing grievance)	
<b>Action Taken:</b>	
<b>Whether Action Taken Disclosed:</b>	Yes No
<b>Means of Disclosure:</b>	