

# Resettlement Due Diligence Report

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## **PUBLIC**

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India: Tripura Industrial Infrastructure Development  
Project (Dharmanagar - 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
DDR	–	Due Diligence Report
DOIC	–	Department of Industries and Commerce
GOI	–	Government of India
GOT	–	Government of Tripura
GRC	–	Grievance Redress Committee
RFCTLARR	–	Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement
PIU	–	Project implementation Unit
PMU	–	Project Management Unit
PMSC	–	Project Management and Supervision Consultant
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

## NOTE

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

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## 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

<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*.

space for day care centers at all nine industrial estates, with at least three centers operational, and gender desks at six industrial estates to address the concerns of women workers. The Bodhjungnagar 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 draft land acquisition and resettlement Due Diligence Report (DDR) is prepared for the proposed subproject of Dharmanagar 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 project design and management consultant (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. The proposed Dharmanagar Industrial Estate is situated in the Dharmanagar City between  $24^{\circ} 36' 32.11''$  N Latitude and  $92^{\circ} 19' 08.93''$  of the North Tripura district, established over three decades ago. Its strategic location near Silchar town and excellent connectivity to national highways and railway stations make it an ideal hub for industrial development. The Dharmanagar Industrial Estate is relatively plain compared to other industrial estates in the state. The Google Image of the Dharmanagar Industrial Estate is provided in **Figure 1**.

**Figure 1: Dharmanagar Industrial Estate**



Source: Project Documents, June 2024

9. Around 35% of the area is covered by industrial training institute (ITI) facilities, which are spread out in a dispersed manner, leaving less scope for the development of industries. Currently, few classrooms and workshops are being conducted in industrial sheds. As most of the area is covered by ITI, there are limited industries, including manufacturing bamboo agarbatti sticks (incense sticks), areca nut spare plates, and soybean processing facilities. An area of 0.17 acres has recently been allotted to the paver block industry. Dharmanagar Industrial Estate is spread over an area of 7.95 acres, of which 100% area has been considered for infrastructure development. The overview of the Dharmanagar Industrial Estate is provided in **Table 1**, the cadastral map superimposed on the aerial/drone image is provided in **Figure 2**, and the proposed land use and layout maps are provided in **Figures 3 and 4**.

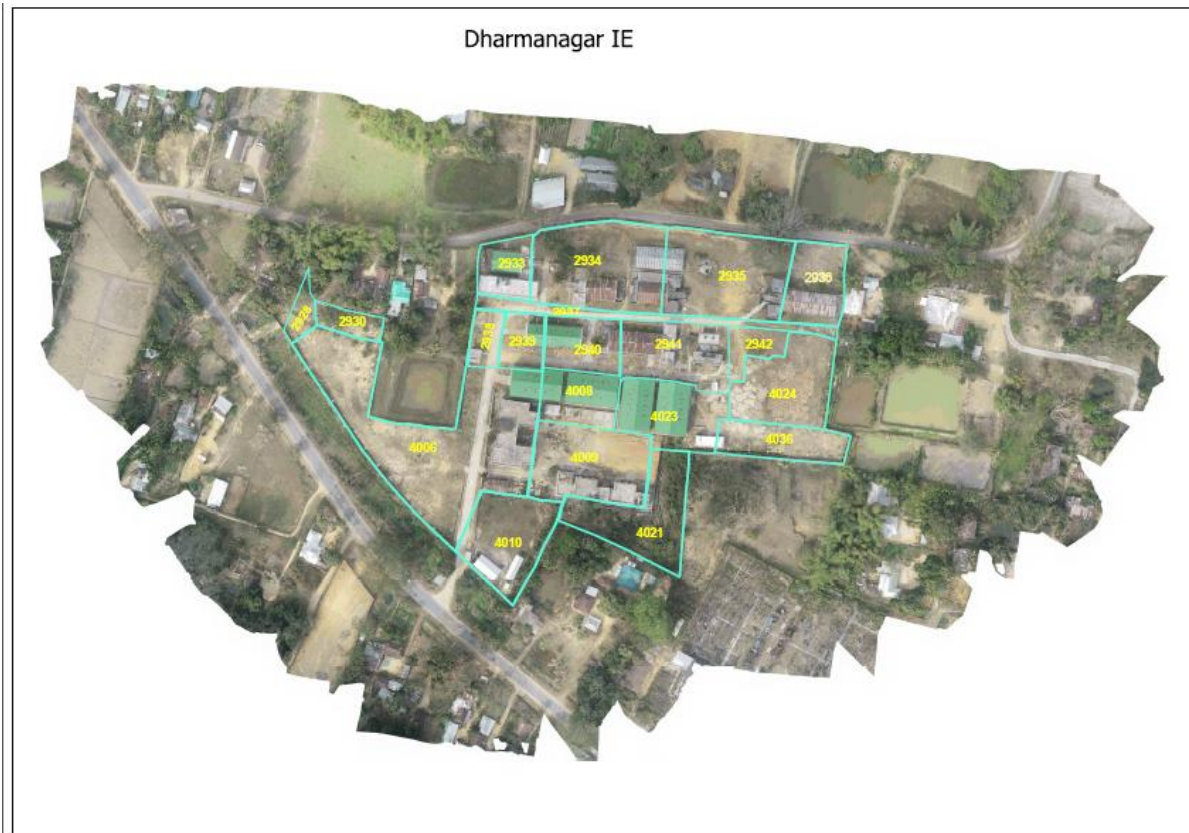


**Table 1: Overview of Dharmanagar Industrial Estate**

Description	Details
Year of Establishment	1980
Location	Dharmanagar City, North Tripura District
Total Area of Industrial Estate	7.95 acres
Ownership	Owned by the Department of Industry & Commerce and managed by Tripura Industrial Development Corporation Limited (TIDCL)
Topography	Relatively plain terrain
Connectivity	4.2 km from NH 208 A, 3.2 km from Dharmanagar Railway Station, 127 km from Agartala Integrated Check Post (ICP)
Major Industries	ITI, Agarbatti Sticks & Spare Plates (areca nut)
Area under Industrial Units/Plots	2.04 acres
Total Number of Industrial Units/Plots	4 Industrial Units
Area under Other Facilities (Utilities and Common Facilities)	2.28 acres (Including ITI)
Area available for future development (Vacant Land)	3.63 acres

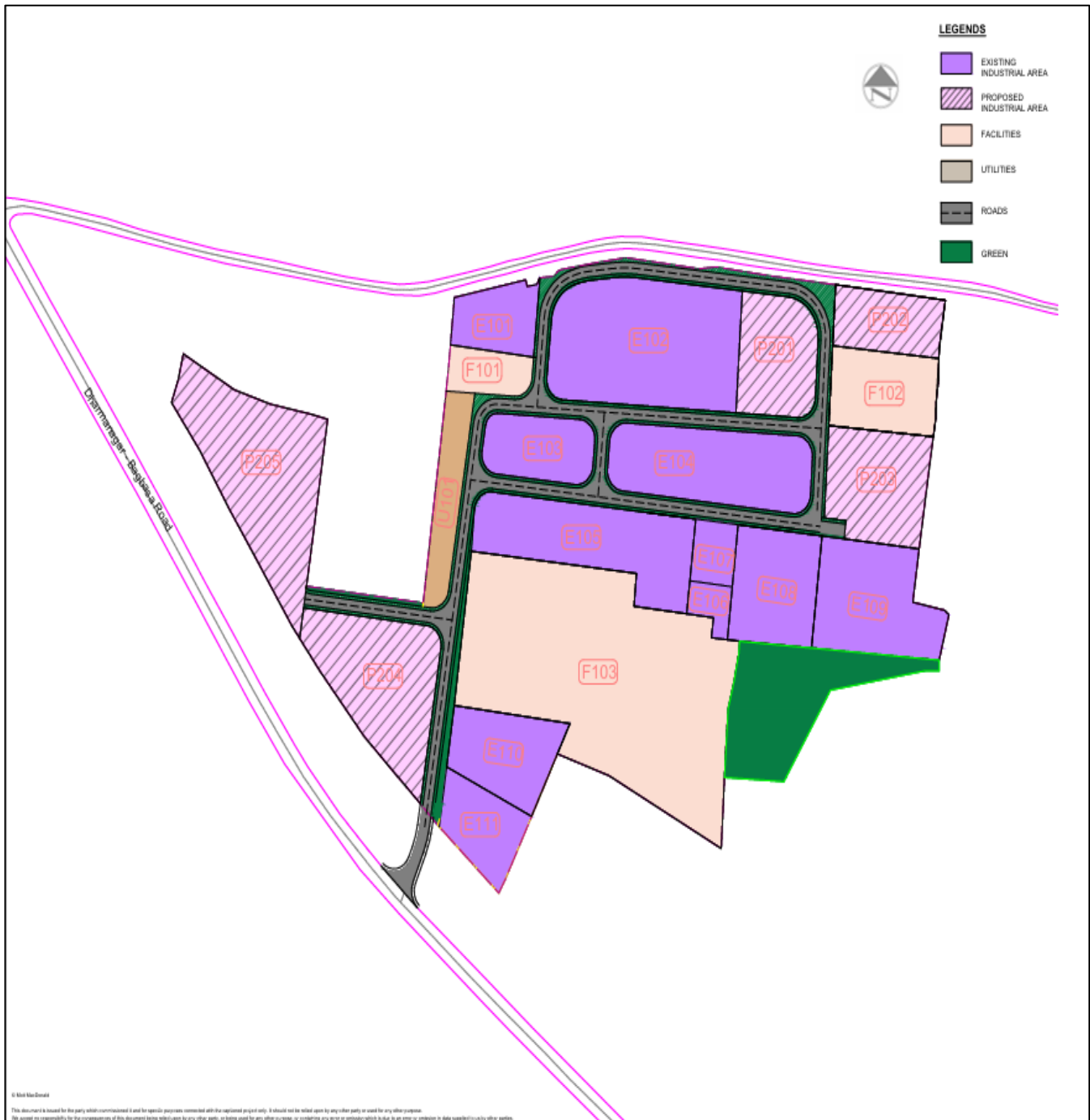
Source: DPR Dharmanagar Industrial Estate

**Figure 2: Cadastral Map Superimposed on Drone Image of Dharmanagar Industrial Estate**



Source: DPR and Master Plan of Dharmanagar Industrial Estate

**Figure 3: Proposed Land Use Map of Dharmnagar Industrial Estate**



Source: DPR and Master Plan of Dharmnagar Industrial Estate



**Figure 4: Proposed Land Use Map of Dharmanagar Industrial Estate**



Source: DPR and Master Plan of Dharmanagar Industrial Estate

10. The key components of the Dharmanagar Industrial Estate include: (i) **internal road infrastructure:** New road length of 0.26 km with a 3.5-meter carriageway; (ii) **power supply:** construction of 11kV Bay at 132/33kV Mission Tilla substation which is the adjacent compound of the industrial estate inside the industrial estate erection of 11kV and overhead line for a route length of 1.5 km. Installation of LED 80/100-watt street lights and high masts with new 11 m MS tubular poles 25 no. for the entire road length of 0.72 km inside the industrial estate; (iii) **stormwater drainage and rainwater harvesting:** 1.153 km length of stormwater drains are proposed and the minimum width of the drain is provided as 0.3 m along with eight box culverts within the industrial estate; (iv) **plotted development – industrial sheds and commercial**

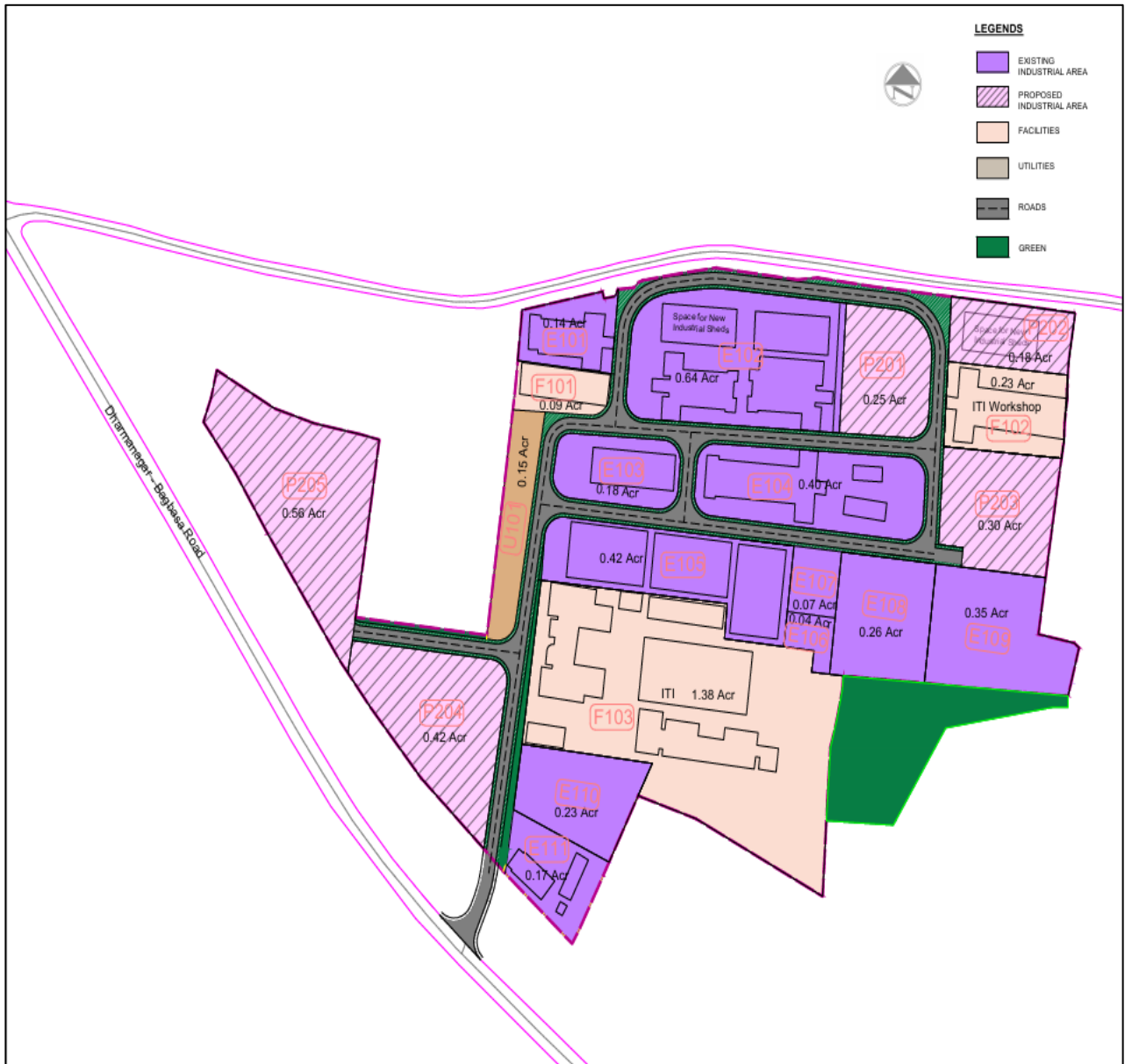
**space:** A total area of 4.69 acres (including both existing and proposed) accounting for about 59.03% of the estate is proposed to be developed as industrial plots. Of this, 2.65 acres, accounting for 73% of the estate, are newly proposed to be developed as industrial plots. Additionally, with a view to augment the existing infrastructure, 0.94 acres (including both existing and proposed), accounting for 11.77% of the total area, is proposed for the development of transportation facilities, followed by 0.54 acres, accounting for 14.88% of the estate, designated for new roads. The existing and proposed land use distribution is presented in the table below. The net area (existing and proposed) is also provided in **Table 2**, and the proposed plot layout map is shown in **Figure 5**.

**Table 2: Proposed Land Use Distribution**

S.No	Land Use	Existing Area (in acres)	In %	Proposed area in Acre	In %	Net Area (in acres)	In %
1	Industrial Area Plotted development and Industrial Sheds	2.04	25.68%	2.65	73.00%	4.69	59.03%
2	Transportation Roads, Junction, parking, etc.	0.40	4.97%	0.54	14.88%	0.94	11.77%
3	Facilities Public and Semi-Public: health care centre, educational institutes, weigh bridge and administration etc. Utilities: Electric sub-station, Pumping Stations, Underground Reservoirs / Fire Fighting Tanks and other utilities, etc.	1.88	23.68%			1.88	23.66%
4	Open Space Park, water bodies, and open spaces			0.44	12.12%	0.44	5.54%
4	Vacant Area Developable area and Additional Govt. Land (Khas Land)	3.63	45.69%				
Total		7.95	100%	3.63	100%	7.95	100%

Source: DPR of Dharmanager Industrial Estate

**Figure 5: Proposed Plot Layout Map of Dharmanagar Industrial Estate**



Source: DPR and Master Plan of Dharmanagar Industrial Estate

### III. LAND AVAILABILITY AND RESETTLEMENT IMPACTS

11. Dharmanagar Industrial Estate is spread over an area of 7.95 acres, and the entire land belongs to DOIC as per the latest revenue records (**Appendix 1**). The cadastral map of Dharmanagar Industrial Estate is provided in **Appendix 2**. The project does not involve permanent land acquisition and involuntary resettlement, including temporary impacts within its boundary of 7.95 acres. The land use assessment reveals that around 41% of the area is available for development. The land details are provided in **Table 3**, and component-wise details and their involuntary resettlement impacts are presented in **Table 4**.

**Table 3: Area Statement of Dharmanagar Industrial Estate**

<b>DHARMANAGAR INDUSTRIAL ESTATE- NORTH TRIPURA</b>			
<b>S.No</b>	<b>Description</b>	<b>Area (In acres)</b>	<b>Area (In Ha.)</b>
1.	Total Area Available with DOIC as per revenue records	7.95	3.22
2.	Net Planning Area	7.95	3.22

Source: DPR of Dharmanagar Industrial Estate

**Table 4: Project Components and their Involuntary Resettlement Impacts**

<b>S. No.</b>	<b>Project Components</b>	<b>Land Acquisition and Involuntary Resettlement Impact</b>	<b>Likely temporary impact</b>	<b>Likely permanent impact</b>	<b>Ownership of the project sites, including involuntary resettlement requirements</b>
1	Construction of new roads, strengthening of the existing and widening	Nil	Nil	Nil	All the proposed subcomponents are proposed in the encumbrance-free DOIC land and within the industrial estate boundary only.
2	Improving power supply within Industrial Estate	Nil	Nil	Nil	
3	Storm Water Drainage Rainwater	Nil	Nil	Nil	
4	Plotted development – industrial sheds and commercial space:	Nil	Nil	Nil	

Source: DPR of Dharmanagar Industrial Estate

12. Before implementation, the involuntary resettlement impacts will be reassessed, and based on the final impacts, the safeguard documents will be updated if required. The final document will be disclosed on the implementing agency and ADB websites. No civil works will be started before the final document (DDR or Resettlement Plan) is prepared, and no objection from ADB is obtained. The implementing agency will hand over the encumbrance-free land/site to the contractor.

#### **IV. PUBLIC CONSULTATION AND INFORMATION DISCLOSURE**

13. 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 impacts of land acquisition and resettlement. The project team conducted public consultations to disseminate information about the proposed interventions and record the concerns of the community. The industrial estate is located on the outskirts of Dharmanagar. There are no individual or community settlements around the immediate vicinity of the Industrial Estate. The consultation was mostly conducted with individuals and groups, such as existing workers in the industries, persons from the industrial training institute, and other officials. All works are proposed within the boundary of the industrial estate.

14. In consultation, there were 15 males (75%) and five females (25%) out of 20 participants. All relevant aspects of the proposed industrial estate design details of the land required have been discussed with the stakeholders. It was discussed that there would be no impacts during the execution of works. The functioning of the industries will be as usual. The details of consultations held are provided in **Table 5**. The photographs and attendance sheets of the public consultations are appended in Error! Reference source not found.**3 and 4**.

**Table 5: Public Consultations during Feasibility and Assessment**

S. No.	Date and Venue of Consultation	Public Consultation	Number of Participants		
			Male	Female	Total
1	04 February 2023 TIDCL, Dharmanagar	Stakeholder consultation	3	2	5
2	April 2023 Dharmanagar	Public consultation	6	0	6
3	01 November 2023 Dharmanagar	Public consultation	6	3	9
<b>Total</b>			<b>15 (75%)</b>	<b>5 (25%)</b>	<b>20</b>

Source: Public consultations

15. This DDR will be made available in the offices of the project implementation unit (PIU), and project management unit (PMU) and disclosed on the ADB and TIDCL websites for easy access to all stakeholders, including the local community. Public awareness campaigns will be regularly conducted within the project area to generate awareness about the project components and grievance redress mechanism. The social safeguards specialist at PMU, safeguards and community development staff at PIUs, and project management and supervision consultant (PMSC) will ensure regular information dissemination through awareness campaigns. The awareness campaigns will ensure that poor and vulnerable households are made aware of grievance redress procedures. PIU, PMDSC, and contractors will provide public information booklets among the communities residing in Dharmanagar before the start of work. The project information boards will also be installed at the project location during construction. The pamphlets and information boards will include relevant environmental and social safeguards, grievance redress mechanism (GRM) information, and contact details of key personnel from PIU and contractors.

## V. INDIGENOUS PEOPLES

16. 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

17. **Grievance Redress Mechanism.** Tripura Industrial Infrastructure Development Project 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.

18. 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.

19. 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.

20. 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.

21. **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.

22. **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.

23. **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.5**.

24. **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.

25. **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.

26. **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>3</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 **Error! Reference source not found.6**.

**Table 6: Composition of Grievance Redress Committees**

Site Level GRC (Level 1)	District level GRC (Level 2)	PMU level GRC (Level 3)
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 a representative from the affected community (as and when required)	6. Team Leader, PMSC	6. Executive Engineer TIDCL
7. Executive Engineer of the concerned PIU <sup>4</sup> .	7. Social and/or Environment Safeguards Specialist, PMSC	7. Social Safeguards Expert, TIDCL/ I&C
	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)	8. Environmental (Safeguard cum Climate Change) Specialist, TIDCL/ PMSC
		9. Nominated representatives from the line departments (ULB, PWD, or any other department, as required)
		10. Two entrepreneur members from industrial Estate, with at least one of them a woman (if any)

Source: Project documents

27. **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

<sup>3</sup> DOIC, Government of Tripura is the executing agency under the project.

<sup>4</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.

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.

28. **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.

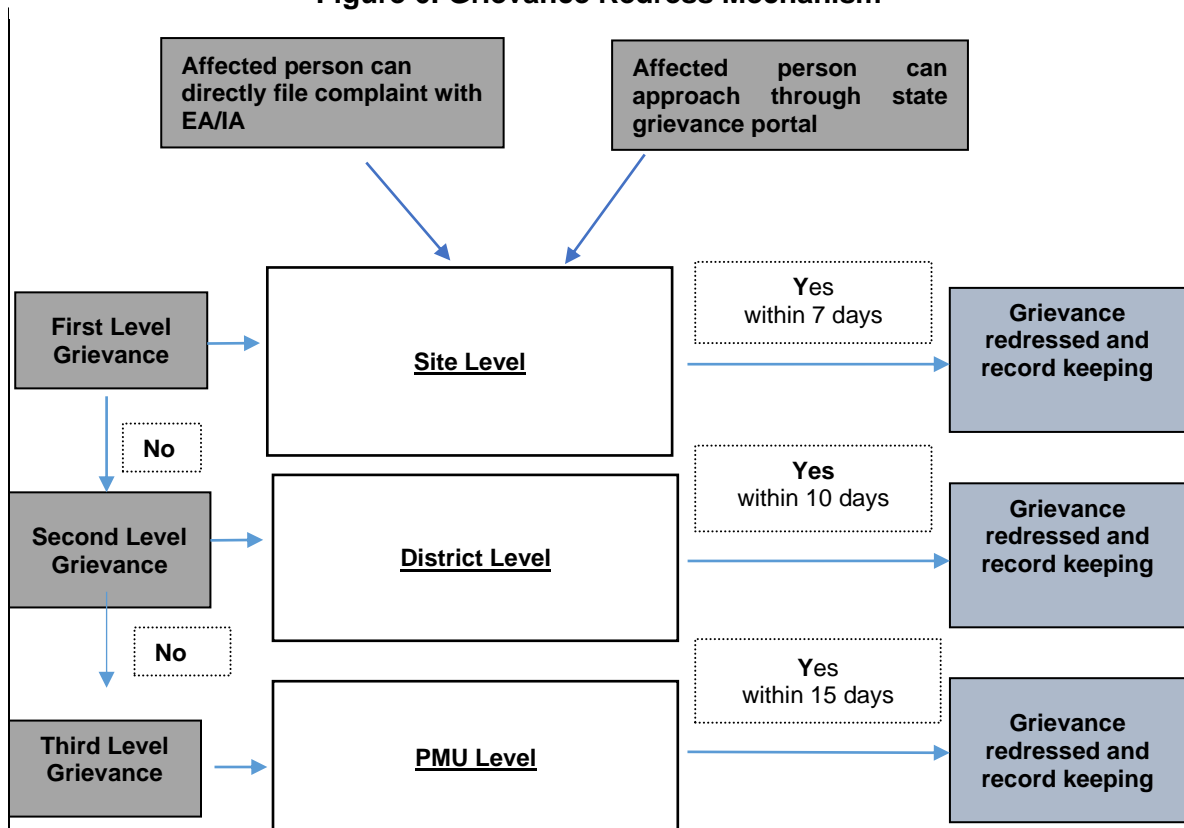
29. **PMU Level GRC (Third Level):** In case the grievances are not addressed at the district level within 10 days of receipt, the same shall be brought to the notice of the PMU-level GRC. The PMU-level GRC will comprise the Director, DOIC, GoT, who will be the chairperson, and the Joint Secretary of 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, 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.

30. 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>5</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.6.

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<sup>5</sup> The authority admits grievance only with reference to the land acquisition, resettlement and rehabilitation issues under the RFCTLARRA, 2013.

**Figure 6: Grievance Redress Mechanism**



Source: Project documents

31. **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>6</sup> will be included in the project-relevant information to be distributed to the affected communities as part of the project GRM.

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

<sup>6</sup> <http://www.adb.org/Accountability-Mechanism/default.asp>

33. **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.

34. **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.

35. **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

36. 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 Dharmanagar Industrial Estate is presented in Table 7.

**Table 7: 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
Subtotal (S.No. 1+2)			200,000.00
3.	Contingency @10%	20,000.00	20,000.00
Grand Total			220,000.00 ₹ 0.22 million

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

## VIII. CONCLUSIONS AND RECOMMENDATIONS

37. It is concluded from this due diligence that all the proposed infrastructure improvement components for the Dharmanagar 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 no individual or community will have any livelihood impacts.

38. The scope of land acquisition and involuntary resettlement is based on the detailed project report /master plan prepared for the proposed subproject. 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. A 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**

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

- (i) 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;
- (ii) Public consultation and project information dissemination activities will continue throughout the project cycle.
- (iii) Monitoring activities will be reported to ADB through semi-annual social safeguards monitoring reports.

## Appendix 1: Land Ownership Documents of Dharmanagar Industrial Estate

### Ownership Details

In Possession of/ Owner	Share	Type of Ownership/Possession
For the Government of Tripura Maintained by the Department of Industries and Commerce (DOIC)	100%	Possessor/ Owner

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ROR

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

COPY FOR DEEDS

mouza :kameswar tehsil :kameswar	khatian No :8/2 revenue Circle :dharmanagar	sub-division :dharmanagar 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)
				16(2) Dhara Sapeksh

reference No.: mr-202117976,u/s-96-202300559

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	tripura Sarkarer Pakshe Sheelp O Banijy 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 (11)	present (12)	bhumi Sankhya 12(a)	plot No (13)	occupier (14)			acre (16)	dec. (17)
pb-7662, 2510an	*4010		4009	nij	nal	Transfer Held In 1 Deed(s)	0	56
1921an	2933		2932	purta Vibhag	tila		0	07
1892	2942		2932	nij	bhiti(tila)		0	55
2507	4006		-	nij Mauja Sit No 2	nal(nal)	8/2 No Khatian Hite Agat, 3528 No Khatian Hite Agat	1	41
2509	4009		4008	nij	nal		0	49
pb-7662, 2510an	4010/7841		4009	sheelp Vibhag	nal(nal)	8/2 No Khatian Hite Agat, 3528 No Khatian Hite Agat	0	09
2514	4021		4009	nij	tila		0	53
2527an	4024		-	nij Mauja Sit No 2	nal		0	25
total Plot..8						total Area Of Land Owned	3	95
						any Other Existing Land	0	00
						total Area Of Subordinate Interest		
						grand Total		

printed On: 09/08/2024

compared By  
tutibur Rahman

verified By

authenticated  
By  
thailafu  
Mog(dcm)

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

1/1

**Note:** The ownership documents are presented in three sets; the first set contains records for 3.95 acres, the second for 2.54 acres, and the third for 1.46 acres. The total land currently under DOIC is 3.95+2.54+1.46 acres = 7.95 acres.



## Dharmanagar Land Records: Page 2: 2.54 acres

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ROR

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

ONLY FOR DISPLAY

mouza :kameswar      khatian No :8/3      sub-division :dharmanagar  
tehsil :kameswar      revenue Circle :dharmanagar      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)

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)
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 (11)	present (12)	bhumi Sankhya 12(a)	plot No (13)	occupier (14)			(15)	(16)
2508/3703	*4008		-	nij Mauja Sit No 2	nal	Transfer Held In 2 Deed(s)	0	23
2508/3695	*4036		4024	nij	nal	Transfer Held In 2 Deed(s)	0	28
1889/3908	2939		2937	nij	vastu(tila)	ghara-1	0	20
1890	2940		2937	nij	vastu(tila)	ghara-2	0	57
1891	2941		2937	nij	vastu(tila)	tinghar-2	0	81
2508	4023		-	nij Mauja Sit No 2	nal		0	45
total Plot..:6						total Area Of Land Owned	2	54
						any Other Existing Land	0	00
						total Area Of Subordinate Interest		
						grand Total		

printed On: 09/08/2024

compared By  
jahar Lal Debbarma

verified By

authenticated  
By  
barun  
Debbarma(dcm)

## Dharmanagar Land details: Page 3: 1.46 acres

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ROR

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

ONLY FOR DISPLAY

mouza :kameswar                      khatian No :8/1                      sub-division :dharmanagar  
tehsil :kameswar                      revenue Circle :dharmanagar                      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)

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 Kartruk 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 (11)	present (12)	bhumi Sankhya 12(a)	plot No (13)	occupier (14)	(15)	(16)	acre	dec. (17)	
1885/2104	2928		2929	kalipada	vastu(nal)	tinghar-2, Dalan-1	0	18	
1886	2930		2929	kali	nal		0	16	
1920/4403an	2934		2932	purtta Vibhag	tila		0	37	
1912/3698an	2935		2932	purtta Vibhag	tila		0	39	
1902/4404an	2936		2932	purtta Vibhag	tila		0	09	
1889	2938		2937	nij	vastu(tila)	ghara-1	0	27	
total Plot...6							total Area Of Land Owned	1	46
							any Other Existing Land	6	49
							total Area Of Subordinate Interest		
grand Total								7	95

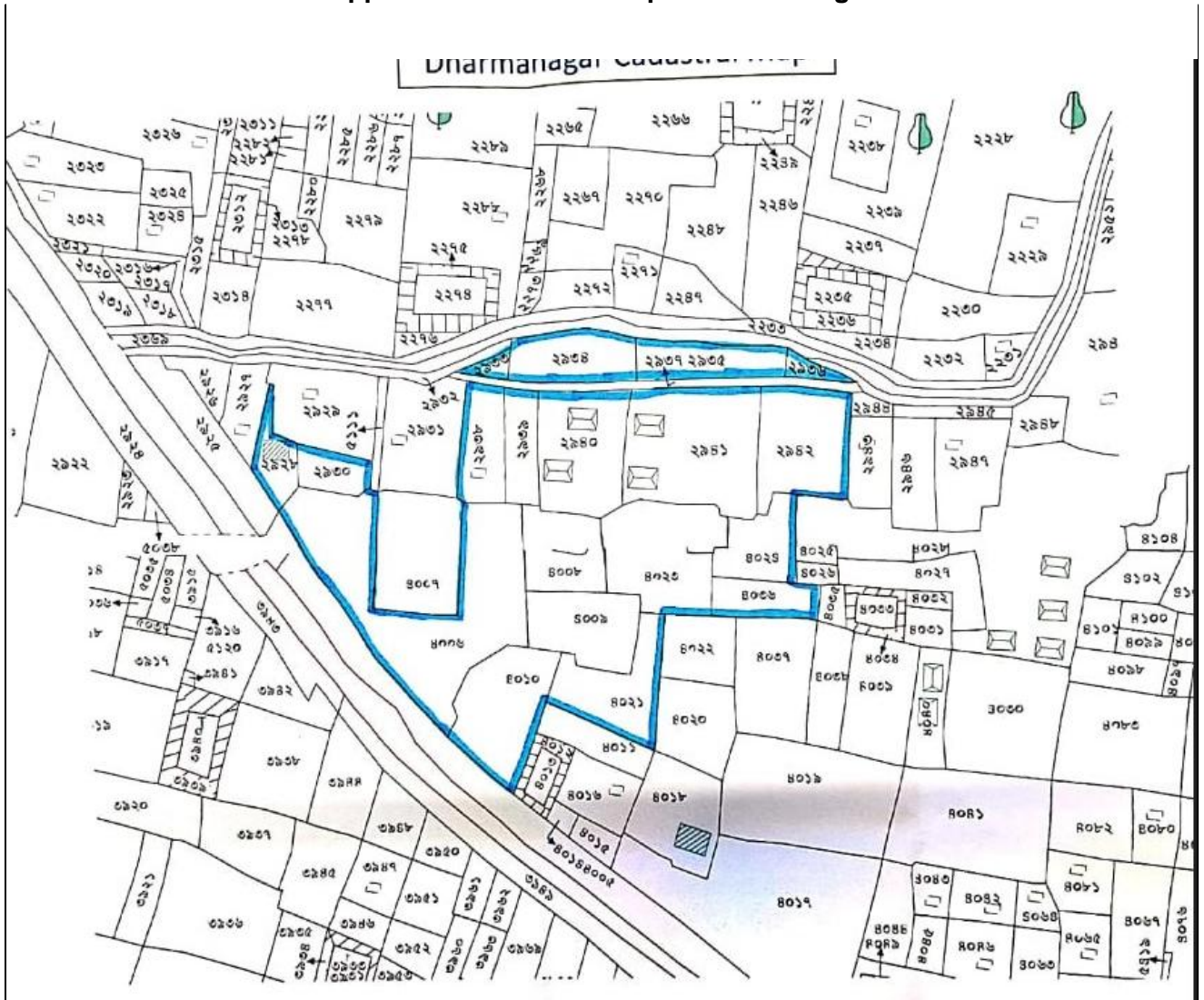
printed On: 09/08/2024

compared By  
jahar Lal Debbarma

verified By

authenticated  
By  
barun  
Debbarma(dem)

Appendix 2:Cadastral Map of Dharmanagar





**Appendix 3: Photographs of Site Visit, Stakeholders Consultation and Community Consultations**

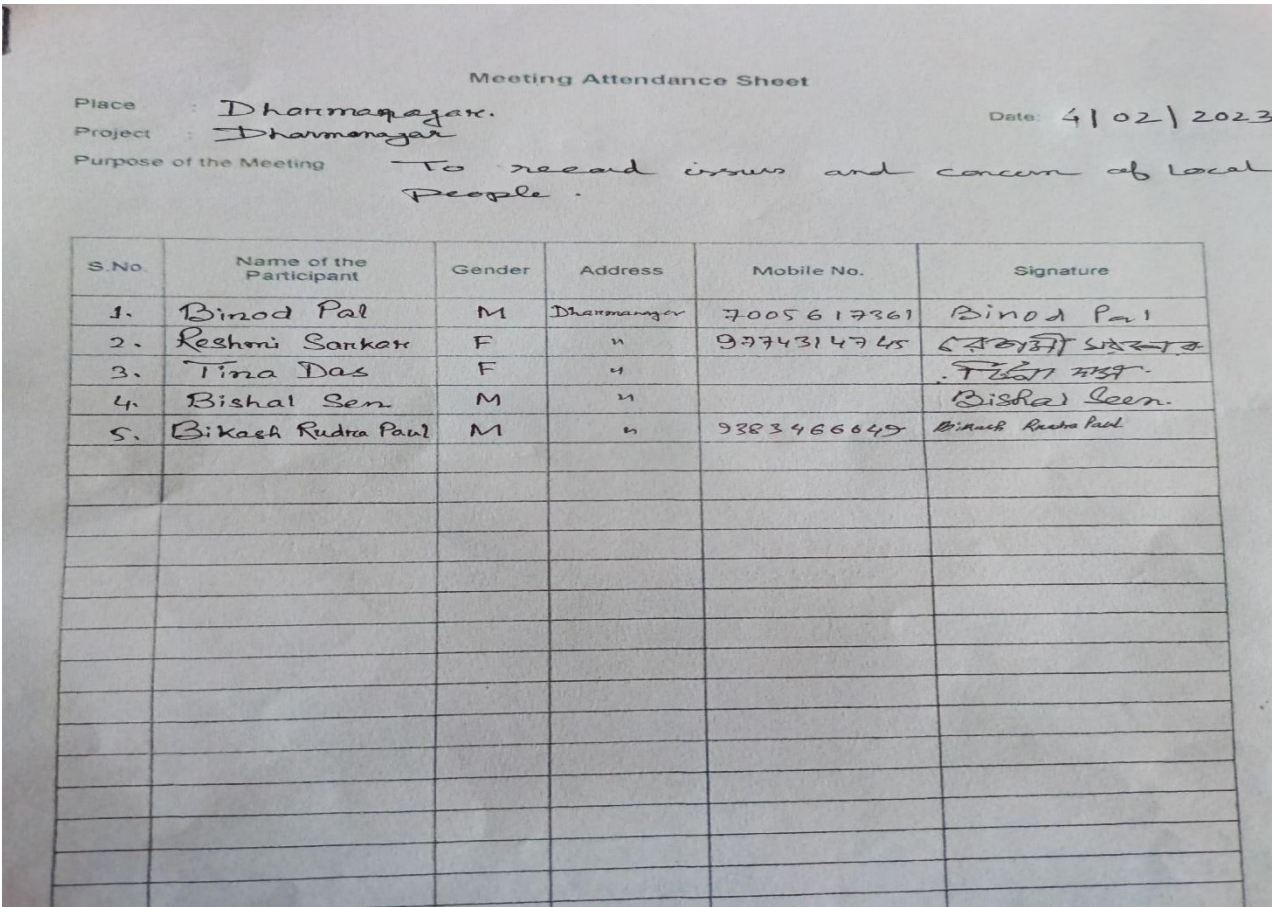


Stakeholder consultation at project site on 01 November 2023



Snapshots during ADB team visited to the Dharmanagar Industrial Estate

**Appendix 4: Attendance Sheets of Stakeholder Consultation at Dharmanagar Industrial Estate**



Transcript of attendance sheet

Venue- Dharmanagar;					
Date-04/02/2023					
Project: Dharmanagar Industrial Estate					
Purpose of the meeting: Consultation regarding the proposed project intervention					
Sl No	Name of the Participants	Gender	Address	Mobile No.	Signature
1	Binod Pal	M	Dharmanagar	7005617361	
2	Rashmi Sarkar	F	-Do-	9774314745	
3	Tina Das	F	-Do-	-	
4	Bishal Sen	M	-Do-	-	
5	Bikash Rudra Pal	M	-Do-	9383466049	



**Meeting Attendance Sheet**

Place : Dharmanagar Date: 5/04/2023  
 Project : Dharmanagar IE  
 Purpose of the Meeting : To record issues and concern of local people.

S.No.	Name of the Participant	Gender	Address	Mobile No.	Signature
1.	Jagadish Roy	M	Dharmanagar	9089413768	<i>Jagadish Roy</i>
2.	Aakash Deb.	M	-	7005513481	<i>Aakash Deb</i>
3.	Alok Debnath.	M	-	9436111489	<i>Alok Debnath</i>
4.	Dipak Biswas.	M	-	-	<i>Dipak Biswas</i>
5.	Kushal Dhar	M	-	7005511484	<i>Kushal Dhar</i>
6.	Chandan Banik	M	-	9436777961	<i>Chandan Banik</i>

Transcript of attendance sheet

Venue- Dharmanagar;					
Date-05/04/2023					
Project: Dharmanagar Industrial Estate					
Purpose of the meeting: Consultation regarding the proposed project intervention					
Sl No	Name of the Participants	Gender	Address	Mobile No.	Signature
1	Jagadish roy	M	Dharmanagar	9089413768	
2	Aakash Deb	M	-Do-	7005513481	
3	Alok Debnath	M	-Do-	9436111489	
4	Dipak Biswas	M	-Do-	-	
5	Kushal Dhar	M	-Do-	7005511484	
6	Chandan Banik	M	-Do-	9436777961	



**Meeting Attendance Sheet**

Place : Dharmanagar Industrial Estate  
 Project : Dharmanagar I.E.  
 Purpose of the Meeting : To collect the views, suggestion, issues & concerns of public about Dharmanagar I.E. on estate development

Date: 01.11.2023

S.No.	Name of the Participant	Gender	Address	Mobile No.	Signature
1	Anita Rani Dey	F	Dharmanagar		Anita Rani Dey
2	Ibomcha Singha	M	"	8414965678	Ibomcha Singha
3	Purnima Malakar	F	"	8798920023	Purnima Malakar
4	Rahul Singha	M	"	8453059012	Rahul Singha
5	Uttam Suklabadya	M	"	8787748157	Uttam Suklabadya
6	Suman Ghosh	M	"	7085659290	Suman Rani Das
7	Sumi Rani Das			9612797077	Sandrita Das
8	Sandrita Das			9702602211	
9	Ripon Ghosh	M	Dharmanagar	9436575794	Ripon Ghosh
10	Arup Goswami	M	Dharmanagar	9707020469	
11	Rouf Ghosh	M	Dharmanagar	908925255	
12	Santosh Das	M	Dharmanagar	883815528	K. Santosh
13	Asit Das	M	Dharmanagar	9205016110	Asit

Transcript of attendance sheet

Venue- Dharmanagar;					
Date-01/11/2023					
Project: Dharmanagar Industrial Estate					
Purpose of the meeting: Consultation regarding the proposed project intervention					
Sl No	Name of the Participants	Gender	Address	Mobile No.	Signature
1	Anita Rani Dey	F	Dharmanagar	-	
2	Ibomcha Singha	M	-Do-	8414965678	
3	Purnima Malakar	F	-Do-	8798920023	
4	Rahul Singha	M	-Do-	8453059012	
5	Uttam Suklabadya	M	-Do-	8787748157	
6	Suman Ghosh	M	-Do-		
7	Sumi Rani Das	F	-Do-	7085659290	
8	Sandrita Das	M	-Do-	9612797077	
9	Ripon Ghosh	M	-Do-	9436575794	

## Appendix 5: 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.

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

### FOR OFFICIAL USE ONLY

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