

Resettlement Due Diligence Report

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India: Tripura Industrial Infrastructure Sector
Development Program
(Dharmanagar Industrial Estate)

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

CURRENCY EQUIVALENTS

(As of 26 August 2024)

Currency unit	-	Indian rupee (₹)
₹1.00	=	\$ 0.011
\$1.00	=	₹83.81

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 Redressal Committee
RFCTLARR	-	Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement
PIU	-	Project implementation Unit
PMU	-	Program Management Unit
PMSC	-	Project Management and Supervision Consultant
SPS	-	Safeguard Policy Statement
TIDCL	-	Tripura Industrial Development Corporation Limited

WEIGHTS AND MEASURES

km	-	kilometre
kV	-	kilovolt
m ²	-	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 program for integrated, inclusive, climate-resilient, and sustainable infrastructure in the industrial sector. The Tripura Industrial Infrastructure Sector Development Program (TIISDP) will support Tripura's industrial infrastructure development and business environment through a well-integrated Policy Based Lending (PBL) component and an investment component supported by a project loan. The program is expected to have the following impact: boost the manufacturing sector's competitiveness and create new and better job opportunities. This will be achieved through the following outcome: improved industrial infrastructure and business environment. The proposed Sector Development Project (SDP) will have three outputs, which include policy and investment components: (i) institutional structures and mechanisms for industrial development strengthened and business environment enhanced, (ii) climate resilient infrastructure and gender-responsive industrial environment built, and (iii) industrial estates developed and upgraded. The expected outputs are summarized below:

3. Output 1: Institutional structures and mechanisms for industrial development strengthened, and business environment enhanced. This output includes key policy reforms critical for Tripura's industrial development. It includes the adoption of a new industrial policy by the GOT to promote industrial development and the development of green industrial estates in the state, adoption of guidelines for zoning and gender-responsive and inclusive building standards and measures to enhance climate resilience, safety, and accessibility, for industrial units in industrial parks. It also includes a gender-responsive industrial land allotment policy and the establishment of the Investment Promotion Agency of Tripura (IPAT). Under Output 1, subprogram 2 of the PBL component will build on the policy reforms adopted in subprogram 1. It includes the development and adoption of PPP guidelines for industrial infrastructure development. It also includes adopting and implementing policies to regulate and streamline industrial access to water and its utilization while mitigating ecological costs and reducing environmental impact. The policy component also includes adopting a roadmap to restructure the Tripura Investment and Infrastructure Fund Board (TIIFB).

4. Output 2: Climate-resilient infrastructure and gender-responsive and inclusive industrial environment built. This output includes both project and policy components. The policy component includes the development and adoption of new skills policies to upgrade skills in the workforce in line with industry demand, with specific emphasis on skill building for women, especially in non-traditional and management sectors. It also includes the adoption of state policy for the empowerment of women aimed at increasing the employment of women in the state's industrial estates. Project components include the development of 34 km of climate-resilient road infrastructure, adjoining utility trenches, 66 km of stormwater drainage, and 70 rainwater

harvesting systems, with retention ponds built in seven industrial estates. The project component also includes the development of 35 km of water supply distribution pipeline in six industrial estates.

5. Subprogram 2 of the policy component will include upgrading the state single window, integrating with the National Single Window, and developing and implementing a computerized database of lands made available to investors. Ease of doing business measures, such as the "SWAAGAT" single window approval portal, have already been taken in the state to reduce regulatory burdens on investors, and the proposed SDP will support its improvement and integration with the national single window system. Subprogram 2 will also promote the women Industrial Training Institute (ITI) in Agartala as a state hub for skill training of women in emerging and non-traditional sectors. It also includes the launch of the "SHE Skills" program.¹

6. Output 3: Industrial estates developed and upgraded. This output is the major component of the investment project and includes activities to develop and upgrade nine industrial estates. To ensure adequate energy supply in the IEs, the power distribution network will be upgraded in all nine industrial estates, while streetlights will be installed, and solar power facilities will be established in seven industrial estates. This output includes the repair and restoration of CETP in one industrial estate and the building of a common multi-facility building in five industrial estates. At least 26 additional industrial pre-engineered sheds will be built in four industrial estates, and a parking area of five acres spread over six industrial estates will be developed. The transportation system in the industrial estates will be improved by introducing four compressed natural gas (CNG) buses, 18 electrical vehicles (EV), and nine EV charging stations. To improve safety and security in industrial estates, (i) one fire station will be upgraded; (ii) seven weigh bridges built; (iii) 15 km of boundary walls will be built in eight industrial estates and another 11 km of the existing wall will be upgraded; (iv) 23 watch towers will be built; (v) 600 cameras with junction board as security and surveillance systems will be installed; (vi) one integrated command and control center build to monitor four industrial estates in West Tripura.

B. Scope and objectives of the Due Diligence Report

7. 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.

8. 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.

¹ SHE Skills will be a targeted program for women above the age of 15 years, for skill development in non-traditional and emerging sectors including but not limited to tourism, information technology, electronics, food processing technology, civil, electrical and mechanical trades, renewable energy and green jobs, urban utility services, warehousing, logistics and transport sectors. The course duration will range from 100 hours to 240 hours, and will include a mandatory internship of minimum 150 hours

II. PROJECT AREA AND DESCRIPTION OF PROPOSED INTERVENTIONS

9. 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

10. An overview of the proposed industrial estate in Dharmanagar is tabulated in

11. Table 1, and the existing and proposed land use distribution is provided in Table 2. The drone image and the proposed land use maps are presented in Figures 2-5. 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 drone image is provided in **Figure 2**, and the proposed land use is 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

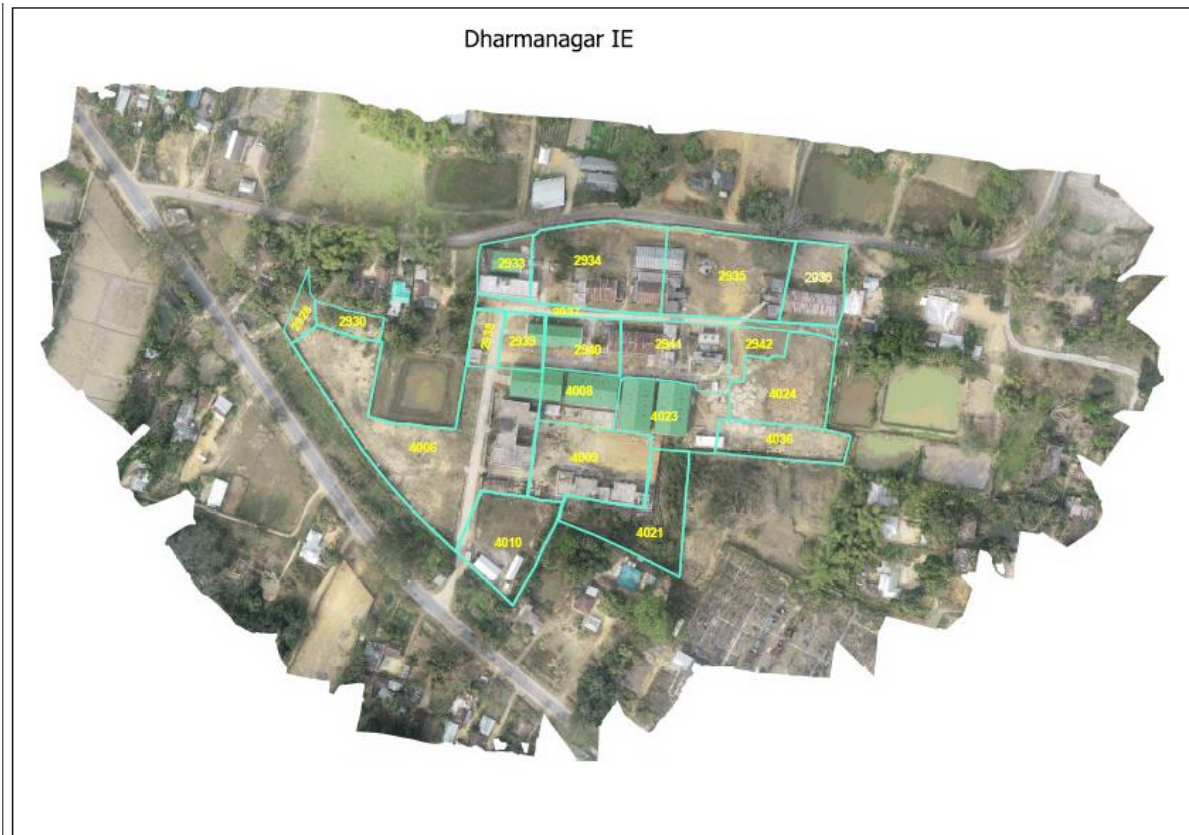
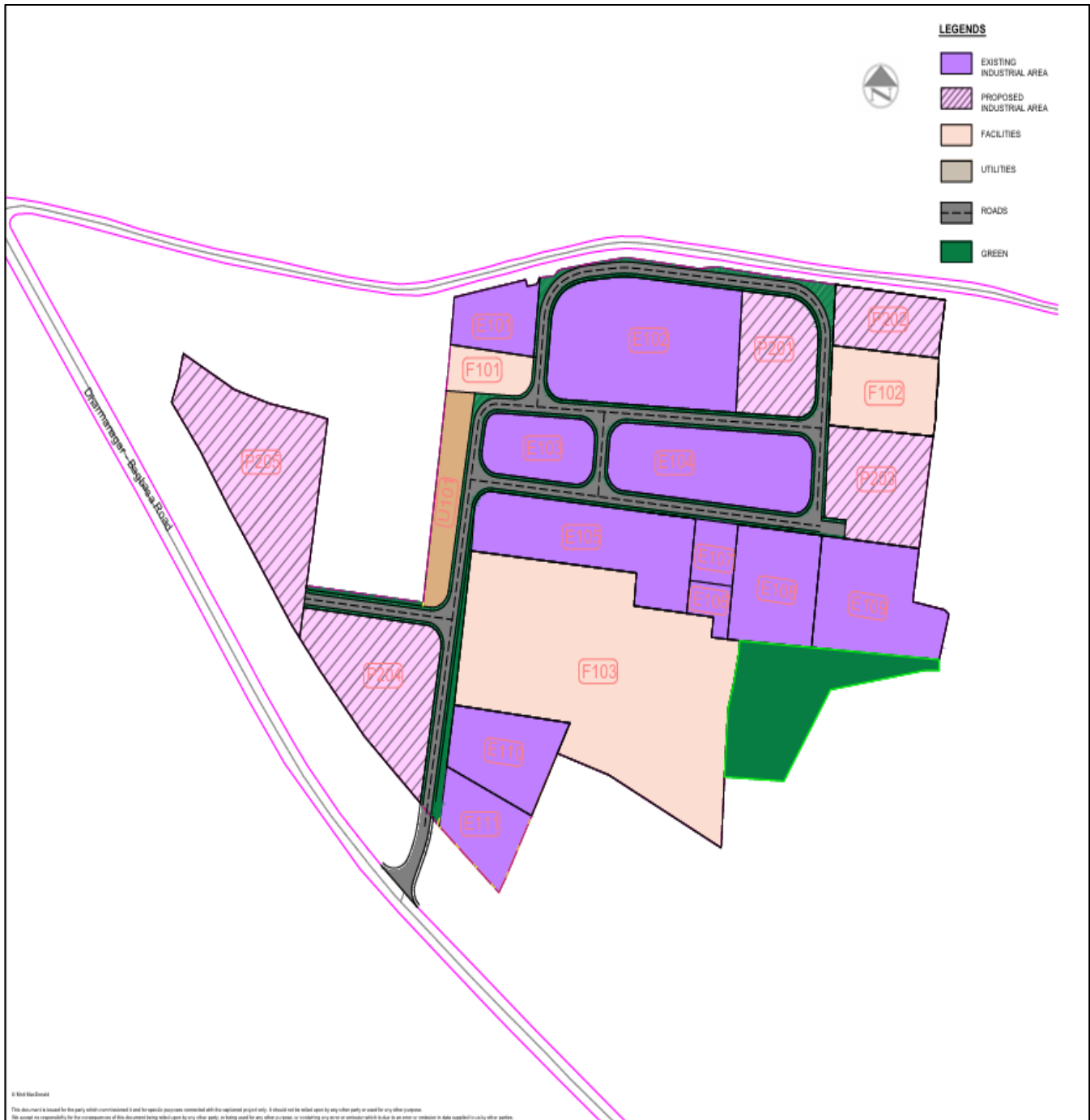


Figure 3: Proposed Land use map of Dharmanagar Industrial Estate



Source: DPR and Master Plan of Dharmanagar Industrial Estate

Figure 4: Proposed Land use map of Dharmanagar Industrial Estate



Source: DPR and Master Plan of Dharmanagar Industrial Estate

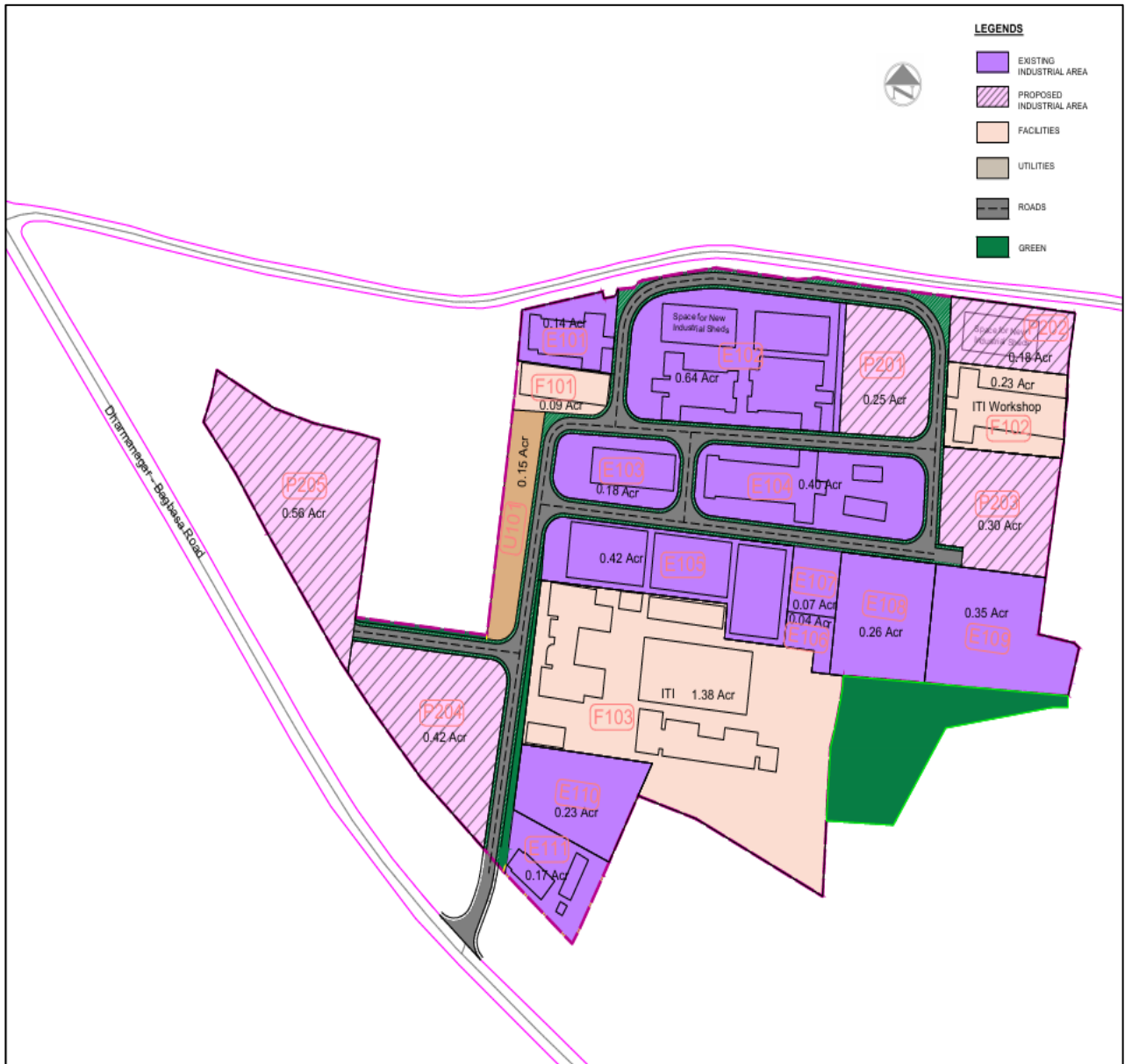
12. The key components of the Dharmanagar Industrial Estate include: (i) internal road infrastructure: New road length of 0.26 km with a 3.5-meter carriageway will be developed; (ii) power supply: construction of 11kV Bay at 132/33kV Mission Tilla substation which is the adjacent compound of the industrial estate inside the industrial estate erection of 11kV 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: Inside the industrial estate total 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; (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 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 <u>Public and Semi-Public:</u> health care centre, educational institutes, weigh bridge and administration etc. <u>Utilities:</u> 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 Dharmanagar 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

13. 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 are in **Table 4**.

Table 3: Area Statement of Dharmanagar Industrial Estate

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

Source: DPR of Dharmanagar Industrial Estate

14. The proposed components and their involuntary resettlement impacts are presented in the **Table 4**.

Table 4: Project Components and their Involuntary Resettlement Impacts

S. No.	Project Components	Land Acquisition and involuntary resettlement Impact	Likely temporary impact	Likely permanent impact	Ownership of the project sites, including involuntary resettlement requirements
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

15. 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

16. 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.

17. 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
Total			15 (75%)	5 (25%)	20

Source: Public consultations

18. 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

19. 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

20. The Project will have a common grievance redress mechanism (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.

21. 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.

22. 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.

23. 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). 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.

24. **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.

25. **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.

26. **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**.

27. **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.

28. **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.

29. **Grievance Redress Committee:** The GOT will establish the Grievance Redressal 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 level². 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 Committee

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 and 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 ³ .	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

30. **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

² DOIC, Government of Tripura (GOT) is the executing agency under the loan.

³ 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 (IE).

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.

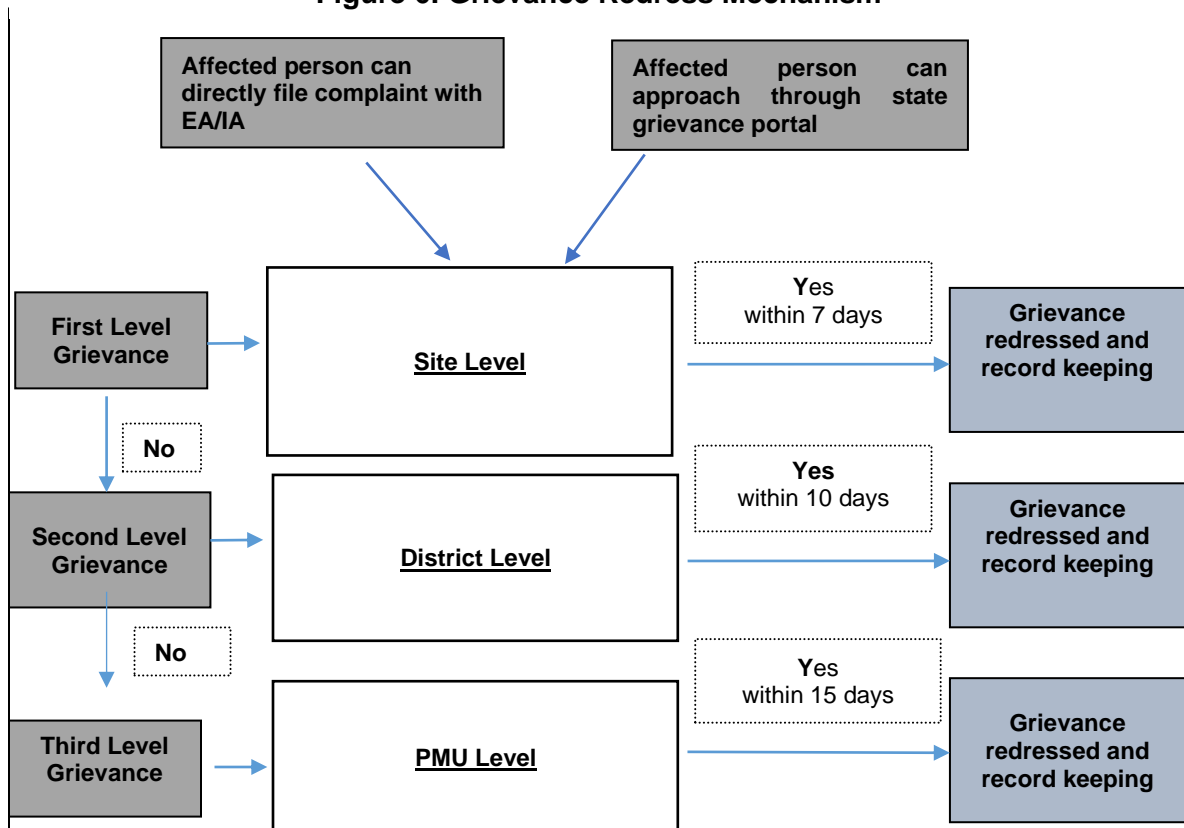
31. **District level GRC (Second Level):** All grievances that cannot be redressed within 7 days at the first field level will be brought to the notice of the GRC headed by the General Manager (GM)- District Industries Centre (DIC). The Grievance Officer, i.e. GM DIC, may consult/seek the assistance 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.

32. **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.

33. 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, 2013.⁴ 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.

⁴ 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

34. **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 information⁵ will be included in the project-relevant information to be distributed to the affected communities as part of the project GRM.

35. **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.

⁵ <http://www.adb.org/Accountability-Mechanism/default.asp>

36. **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.

37. **Periodic review and documentation of lessons learned:** 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.

38. **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

39. 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

40. 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.

41. 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

42. 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

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.

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))

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 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)
pb-7662, 2510an	*4010		4009	nij	nal	Transfer Held In 1 Deed(s)	0	56
1921an	2933		2932	purtta 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)
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https://jami.tripura.gov.in/EODB/citizen_search.aspx

1/1

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)			acre (17)	dec.
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	present	bhumi Sankhya	plot No	occupier			acre	dec.
(11)	(12)	12(a)	(13)	(14)	(15)	(16)	(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	purтта Vibhag	tila		0	37
1912/3698an	2935		2932	purтта Vibhag	tila		0	39
1902/4404an	2936		2932	purтта 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

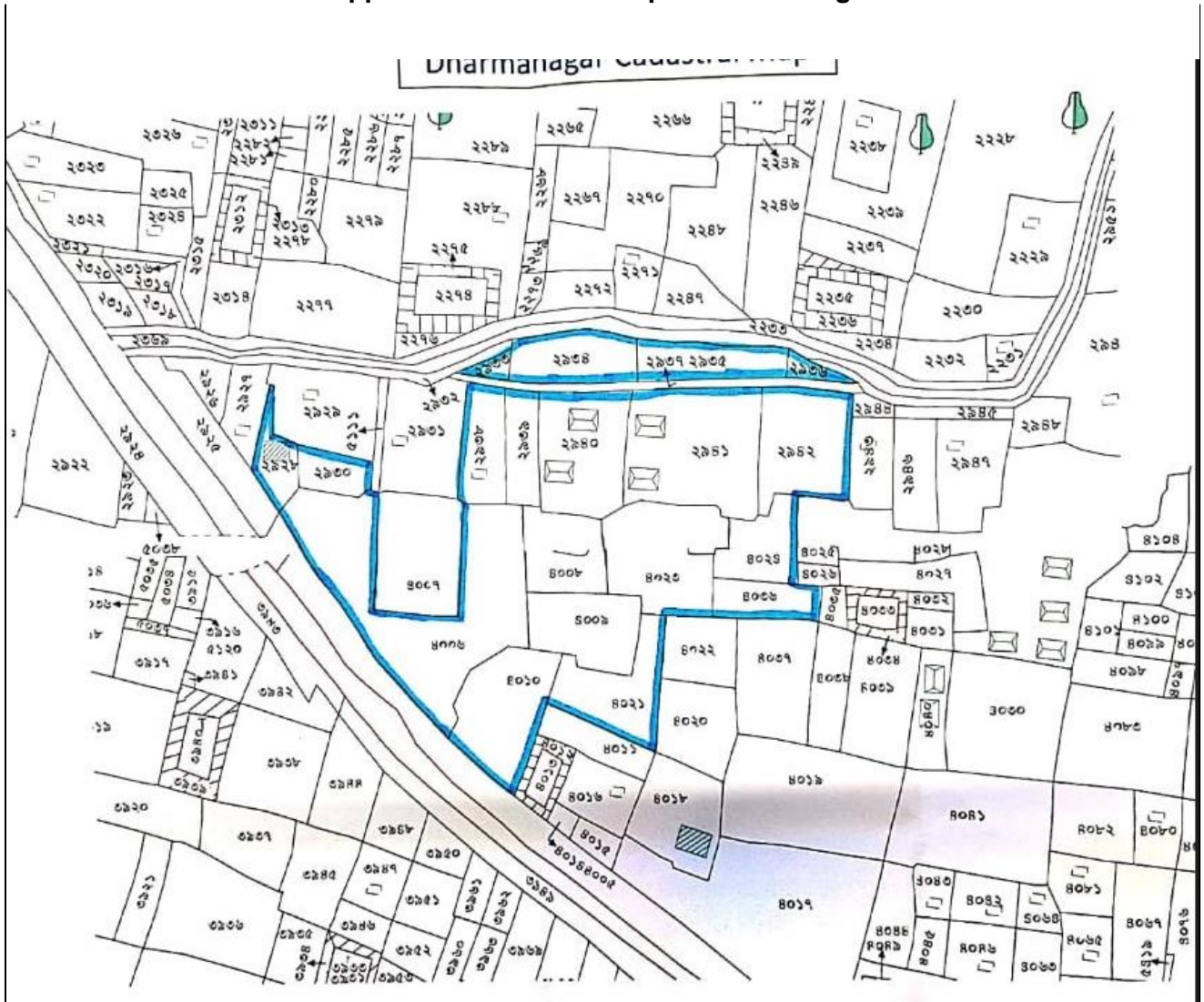
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compared By
jahar Lal Debbarna

verified By

authenticated
By
barun
Debbarna(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 the Dharmanagar Industrial Estate

Appendix 4: Attendance sheets of stakeholder consultation at Dharmanagar Industrial

Meeting Attendance Sheet

Place : Dharmanagar. Date: 4/02/2023
 Project : Dharmanagar
 Purpose of the Meeting : To read issues and concern of local people.

S.No.	Name of the Participant	Gender	Address	Mobile No.	Signature
1.	Binod Pal	M	Dharmanagar	7005617361	Binod Pal
2.	Rashmi Sarkar	F	"	9774314745	रशमि सरकार
3.	Tina Das	F	"		तीना दास
4.	Bishal Sen	M	"		बिशल सेन
5.	Bikash Rudra Paul	M	"	9383466049	Bikash Rudra Paul

Transcript of attendance sheet:

Venue- Dharmanagar;					
Date- 04/02/2023					
Project: Dharmanagar Industrial Estate					
Purpose of the meeting: Consultation regarding the proposed project intervention					
SI 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	Jagadish Roy
2.	Akash Deb.	M	-	7005513481	Akash Deb
3.	Alok Debnath.	M	-	9436111489	Alok Debnath
4.	Dipak Biswas.	M	-	-	Dipak Biswas
5.	Kushal Dhar	M	-	7005511484	Kushal Dhar
6.	Chandan Banik	M	-	9436777961	Chandan Banik

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	Akash 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 record 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			920202211	
9	Ripon Ghosh	M	Dharmanagar	9436575794	Ripon Ghosh
10	Arup Goswami	M	Dharmanagar	9707020469	
11	Roum Ghosh	M	Dharmanagar	908925255	
12	Santosh Das	M	Dharmanagar	883815528	K. Santosh
13	Asit Das	M	Dharmanagar	920516110	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 attachment/note/letter, please tick here:					
How do you want us to reach you for feedback or 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:	