

Resettlement Due Diligence Report

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India: Tripura Industrial Infrastructure Sector Development Program (Dukli 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
DOIC	-	Department of Industries and Commerce
ECS	-	Electronic Clearing Service
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 Act
NGO	-	Nongovernment organization
PDMC	-	Project Design and Management Consultants
PIU	-	Project implementation Unit
PMU	-	Program Management Unit
PRF	-	Project Readiness Financing
ROW	-	Right of Way
SIA	-	Social Impact Assessment
SPS	-	Safeguard Policy Statement
TIDCL	-	Tripura Industrial Development Corporation Limited

WEIGHTS AND MEASURES

km	-	kilometre
kV	-	kilovolt
m ²	-	square meter
kW	-	kilowatt

NOTE

In this report, "\$" refers to United States 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 resettlement due diligence report (DDR) is prepared for the proposed construction of Dukli 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 Dukli Industrial Estate is situated in the Dukli Block, West Tripura. The Industrial Estate lies between $23^{\circ} 78' 23.66''$ N Latitude and $91^{\circ} 29' 23.82''$ E Longitude in the West Tripura district and is 8 km from Agartala City Centre. The closest railway station, Agartala Railway Station, is approximately 2.5 km away. Industrial Estate is 0.5 km from National Highway 8. Furthermore, the Integrated Check Post (ICP), Agartala, and the international airport are located approximately 7 and 17 km respectively from the Industrial Estate, simplifying the export of products and facilitating access to both domestic and international markets for the industries to be located in the Industrial Estate. The drone image of the Dukli Industrial Estate is provided in **Figure 1**.

Figure 1: Drone image - aerial view of Dukli Industrial Estate



10. The site features a range of elevations, with some areas having gentle slopes while others steeper. The site's rolling terrain presents opportunities and challenges for industrial development. The site's elevations vary between 31 and 47 meters, which may require significant earthworks to create level areas suitable for industrial activities. Furthermore, due to its higher elevation compared to the surrounding region, stormwater is not likely to flow

into the site. Currently, there are 23 industrial units occupying an area of 16.72 acres. Of these, 05 have been closed for a considerable duration, and 06 units are currently in the process of being established or yet to be set up². An overview of the proposed Industrial Estate in Dukli is provided in **Error! Reference source not found.**, the existing and proposed land use distribution is provided in **Error! Reference source not found.**, and the land use map is provided in **Figure 2**.

Table 1: Overview of Dukli Industrial Estate

Description	Details
Year of establishment	1983
Location	West Tripura District
Total area of Industrial Estate as per revenue record	40.90 acres
Ownership	Owned by the Department of Industry and Commerce and managed by Tripura Industrial Development Corporation Limited (TIDCL)
Topography	Undulating Terrain
Connectivity	0.5 km from NH8 2.5 km from Agartala Railway Station
Major Industries	Food & beverages, plastics & polymers, construction and other miscellaneous industries
Area under Industrial Units/Plots	13.93 Acres
Total number of Industrial Units/plots	23 Industrial Units

Source: Detailed Project Report of Dukli Industrial Estate.

Table 2: Existing and Proposed Land Use Distribution

SI No	Land Use	Standard URDPFI	Existing Area (in Acre)	In %	Proposed Area (In Acre)	In %	Net Area (In acre)	In%
1	Industrial Area <i>Plotted development and Industrial Sheds</i>	45-50	13.93	34.59%	11.16	48.08%	25.09	62%
2	Transportation <i>Roads, Junctions, Parking</i>	16-18	2.23	5.54%	1.10	4.74%	3.33	8%
3	Facilities <i>Public and Semi-Public: CFC, Warehouse, weight bridge etc.</i> <i>Utilities: Pumping stations, Underground reservoirs, and other utilities etc</i>	6-8	0.90	2.23%	0.08	0.34%	0.98	2%
4	Open Space <i>Shops and Business Centre</i>	8-10	0.00	0.00%	10.87	46.83%	10.87	27%
5	Vacant Area <i>Developable Area and Additional Govt Khas Land</i>		23.21	57.64%				
Total			40.27	100%	23.21	100%	40.27	100%

² Based on the list of industries provided by TIDCL

Figure 2: Proposed Land Use Map of Dukli Industrial Estate

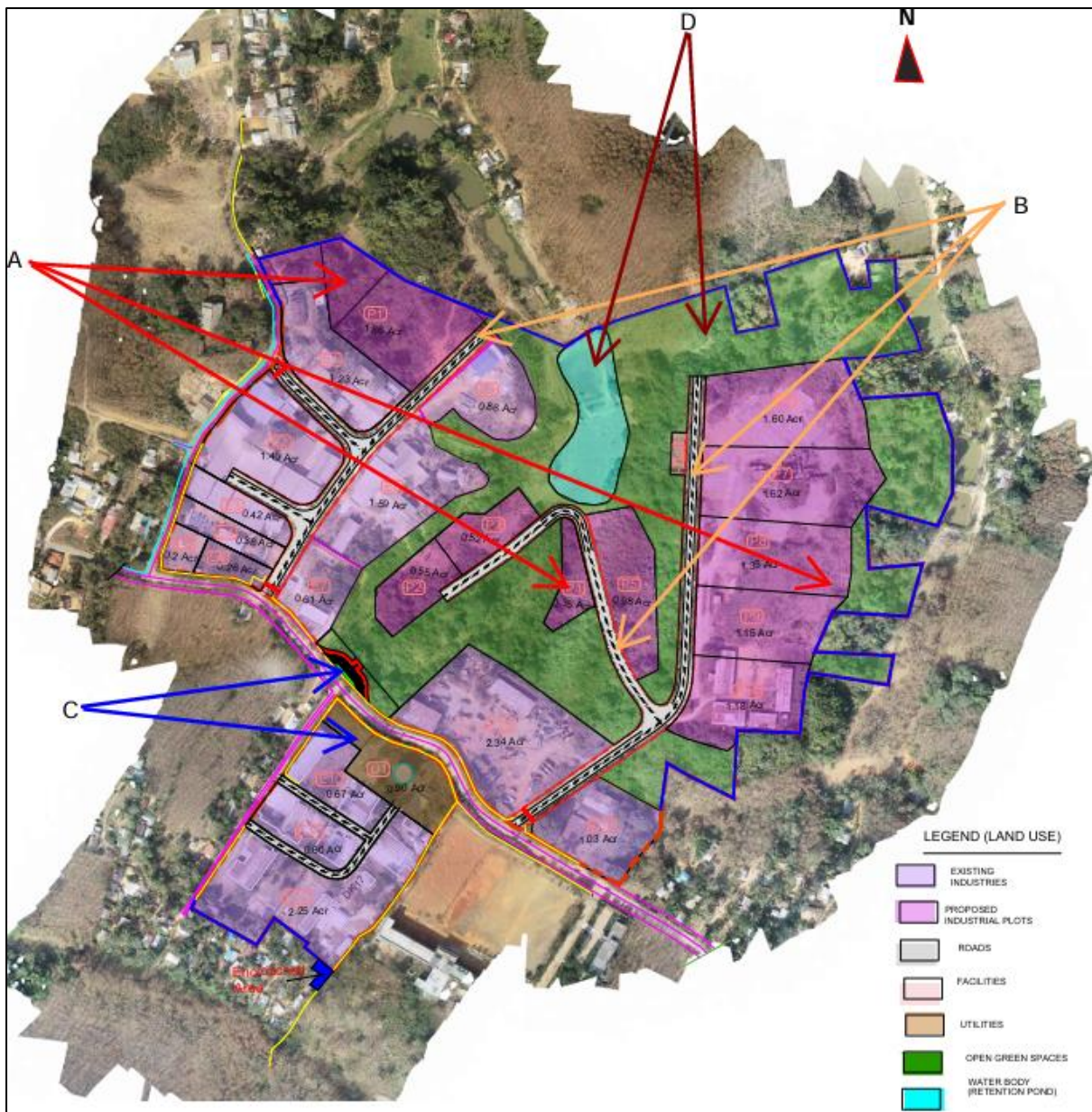


11. A total area of 25.09 acres (including both existing and proposed), accounting for about 62% of the estate is proposed to be developed as industrial plots. Of this, 11.16 acres, accounting for 48.08% of the estate, is newly proposed to be developed as industrial plots. Additionally, with a view to augment the existing infrastructure, 3.33 acres (including both existing and proposed), accounting for 8% of the total area, is proposed for the development of transportation facilities, followed by 1.10 acres, accounting for 4.74% of the estate, designated for new roads. An area of 0.98 acres, accounting for 2%, is proposed for facilities and utilities, with 0.08 acres, accounting for 0.34%, considered for newly proposed facilities and utilities. Furthermore, 10.87 acres, accounting for 46.83% of the area, are kept as open space in the master plan for industrial use, which accounts for 27% of the total area. Proposed subproject components for infrastructure development are provided in **Table 3**, and plot distribution is provided in **Figure 3**.

Table 3: Details of Project Components under Dulki Industrial Estate

S. No.	Project Component	Details Sub-Components
1	Internal road infrastructure	<ul style="list-style-type: none"> • As per road inventory and condition studies, the existing road type in Dukli industrial estate is of flexible pavement type with most of the roads in fair condition, and some of them are in poor condition also. The road network in the industrial estate currently has a carriageway width varying from 3.5 to 7.0m. Traffic studies are being conducted to forecast the design traffic for 20 years. • The total road length proposed as per the master plan is 1.307 Km. The new rigid proposed pavements are 6 m ROW length 0.223 Km (paved footpath); 10m ROW length 0.276 km, and 12 m ROW length 0.808 km.
2	Power supply within Industrial Estate	<ul style="list-style-type: none"> • An overhead line on an 11-meter GI pole for a route length of 5.0 km from Bhadrachal substation(66/33KV) already exists to the industrial estate substation(33/11KV). • A new 33KV overhead transmission line is proposed for the industrial estate with an installed 1x5 MVA power transmission capacity with eight 11KV feeder bays. • Proposed the installation of energy-efficient distribution transformers with capacities of 500, 315, and 200KVA at the project site. The total length of 2.2 km on GI poles for laying overhead 11KV line and LT AB cables composite lines is proposed for sufficient power supply to the proposed industrial estate. • Moreover, street lights with 100-watt LED luminaires on GI poles of 11 meter and six high masts are also proposed.
3	Storm Water Drainage and Rainwater Harvesting	<ul style="list-style-type: none"> • Seven culverts and 2.39 km of stormwater drain with a minimum width of 0.4m.
4	Plotted Development	<ul style="list-style-type: none"> • A total area of 25.09 acres (including both existing and proposed), accounting for about 62% of the estate, is proposed to be developed as industrial plots. Of this, 11.16 acres, accounting for 48.08% of the estate, are newly proposed to be developed as industrial plots. Additionally, with a view to augment the existing infrastructure, 3.33 acres (including both existing and proposed), accounting for 8% of the total area, is proposed for the development of transportation facilities, followed by 1.10 acres, accounting for 4.74% of the estate, designated for new roads. An area of 0.98 acres, accounting for 2%, is proposed for facilities and utilities, with 0.08 acres, accounting for 0.34%, considered for newly proposed facilities and utilities. Furthermore, 10.87 acres, accounting for 46.83% of the area, are kept as open space in the master plan for industrial use, which accounts for 27% of the total area.
5	Common Facilities Centre's Building	<ul style="list-style-type: none"> • Weigh Bridge.
6	Industrial Safety and Security	<ul style="list-style-type: none"> • A new UGR dedicated to firefighting requirements is proposed. • 1147 meter of existing boundary wall upgradation and 1712 meters of new boundary wall construction have been proposed under this subproject. The minimum height of the wall is proposed to be three meters with a 2.4-meter wall and 0.6-meter concertina coil and barbed wire. • Five gates are also proposed within this industrial estate.

Figure 3: Proposed Components in Dukli Industrial Estate



III. LAND AVAILABILITY AND RESETTLEMENT IMPACTS

12. Dukli Industrial Estate is a brownfield site spread over 40.90 acres of which 40.27 acres have been considered for industrial infrastructure development while the remaining 0.630 (approx.) acres have been excluded from the project scope to avoid the resettlement impacts on the non-titled households. The details of land ownership confirming ownership in the name of the Department of Industries and Commerce (DOIC) are attached in Error! Reference source not found.. The demarcation report prepared by the sub-district magistrate (SDM), West Tripura, confirming land ownership and possession of plots in Dukli, is in 13.

14. **Appendix 2.** The cadastral map details of Dukli are appended in Error! Reference source not found.. The details of land availability at Dukli Industrial Estate are provided in **Table 4.**

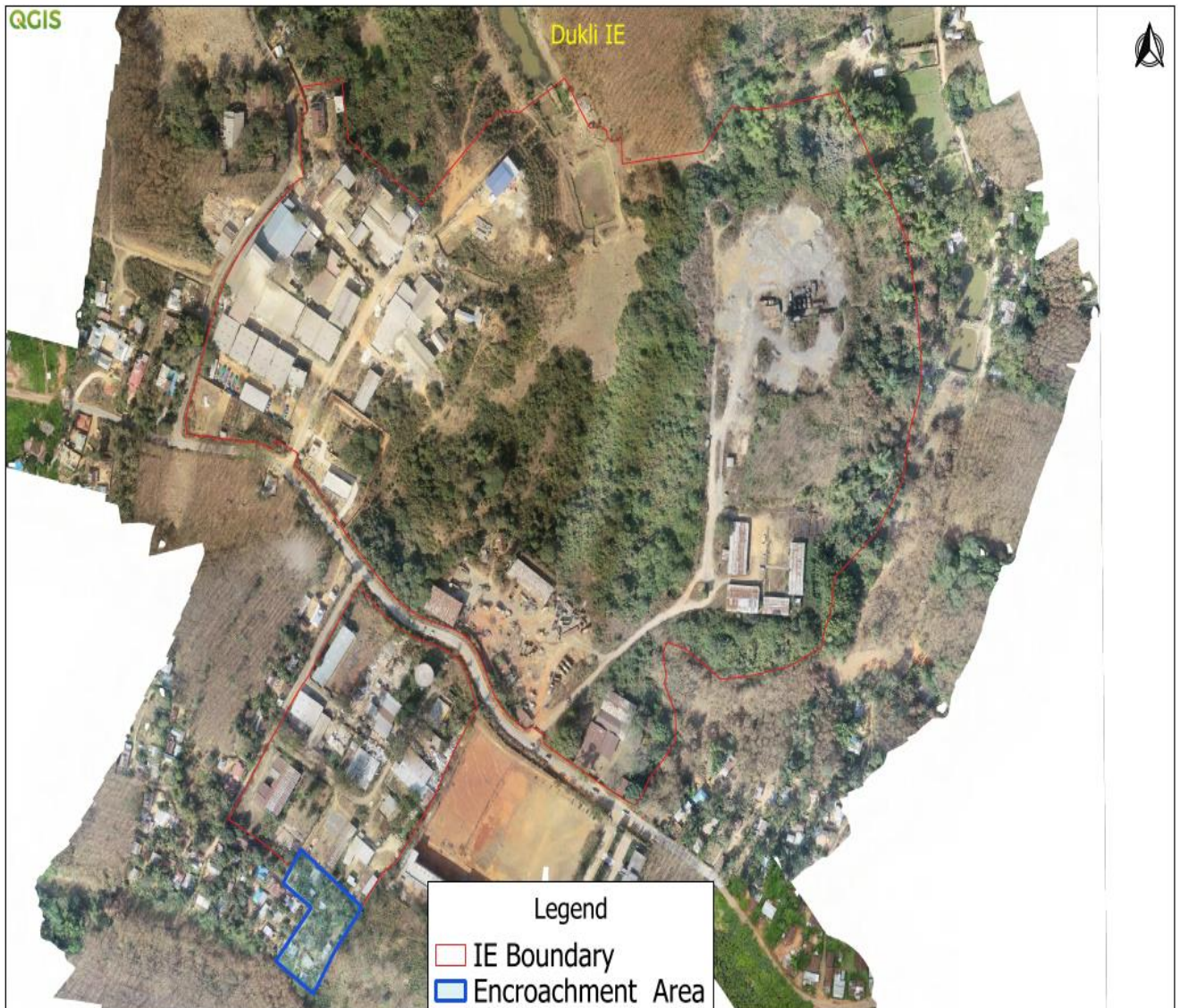
Table 4: Existing Land Area Available in Dukli Industrial Estate

SI No	Description	Area in Acre	Area in Ha
1	Total Area available with DOIC as per revenue records	40.90	16.55
2	Area to be excluded (Encroachment)	0.630	0.25
	Net Development Planning Area (A-B)	40.27	16.30

Source: Detailed Project Report of Dukli Industrial Estate.

15. The due diligence conducted during the preparation of the detailed design and master plan, identified the land measuring 0.630 acres to be encroached by the nine households belonging to vulnerable category. During the consultation, the encroachers offered compensation and an alternate site to relocate; however, the encroachers did not agree to compensation and relocation as the identified sites were near the industrial estate. Accordingly, DOIC decided to drop the section from the project scope. The detailed list of encroached households and photographs of structures are in Error! Reference source not found.. The map depicting the location of the affected persons is provided in **Figures 4 and**

Figure 4: Encroached area showing in Drone Map of Dukli Industrial Estate



5.

Figure 5: Enlarged view of excluded encroached area



16. The proposed site is vacant and unused, without any settlement, encroachment, squatter, cultivation, or other use, and with no infrastructure and facilities (except a fragmented pathway/road). The Industrial Estate is located on the outskirts of Agartala, and individual and community settlements are quite far away from the estate. It is confirmed that no land acquisition or involuntary resettlement (physical or economical, permanent or temporary) impacts are anticipated on titled or non-titled households. The component-wise involuntary resettlement impacts are presented in **Table 5**.

Table 5: Project Components and their Land Acquisition and Resettlement Impacts

SI No	Main Components and Subcomponents	Major Activities	Permanent Impact on Land Acquisition and Resettlement	Temporary Impact
1. Transportation				
	Industrial Roads (New road Construction and reconstruction of existing roads - Construction Internal Road - 1.307 km length	<ul style="list-style-type: none"> ➤ Setting up base camps ➤ Crushing, mixing, and use of DG sets ➤ Displacement of electric poles and ducts 	No	No

SI No	Main Components and Subcomponents	Major Activities	Permanent Impact on Land Acquisition and Resettlement	Temporary Impact
		<ul style="list-style-type: none"> ➤ Installation of safety signages during construction ➤ Excavation of land and ➤ Cutting and filling land for new roads 		
2. Physical Infrastructure				
a	Stormwater drainage Total 2.39 Km stormwater drainage system	<ul style="list-style-type: none"> ➤ Construction of new drains and culverts ➤ Excavation of land, cutting, and filling 	No	No
b	Power Supply Systems	<ul style="list-style-type: none"> ➤ Upgradation of existing substation ➤ Decommissioning of damaged cables, S/s, and electric poles ➤ Laying of power lines ➤ Erection of electric poles, transmission line, and tower ➤ Power electrification and evacuation ➤ Material loading and unloading. 	No	No
3. Common Infra Facilities				
3.1	Weigh bridge- 1	<ul style="list-style-type: none"> ➤ Excavation of land, cutting, and filling 	No	No
3.3 Safety and Security Facilities				
3.3.1	- Existing boundary wall upgradation 1147 meter - New Boundary wall -1712 meter.	<ul style="list-style-type: none"> ➤ Construction of new wall ➤ Excavation of land, cutting, filling 	No	No

17. The scope of land acquisition and involuntary resettlement is based on the preliminary design and information presented in the DPR for the proposed components. Before implementation, safeguards impacts will be reassessed, and based on final impacts, the safeguard document will be updated. 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

18. The DDR is based on an assessment of available records, site visits, and public consultations. The site visits and discussions/meetings were conducted to assess the land acquisition and involuntary resettlement impacts. The project team conducted public consultations to disseminate information about the proposed interventions and record the concerns of the community. The DDR is based on an assessment of available records, site visits, and public consultations. The project team conducted public consultations to disseminate information about the proposed interventions and recorded community concerns.

19. Five consultations were held with various stakeholders and attended by 44 participants, which included 28 males (63.64%) and 16 females (36.36%). The participants were informed that the purpose of the infrastructure development is to increase the manufacturing activities in the state, which will likely boost the local economy. The participants expressed happiness over the selection of Dukli Industrial Estate for development. They believed that the proposed Project would help in enhancing their livelihood.

20. The Project had detailed consultations with the non-titled household residing within the Dukli Industrial area. The non-titled were provided the option to relocate or receive compensation. The encroachers requested that they be provided with house sites near the industrial estate. As no such location was available near the project area where these households could be relocated, it was decided to drop this section from the project scope. The participants expressed willingness to support and cooperate with this Project. The details of consultations held are provided in **Table 6**.

Table 6: Details of the Public Consultation

Sl. No.	Date and Venue of Consultation	Public Consultation	Number of Participants		
			Male	Female	Total
1	10/11/2023 at Dukli	Doorstep consultation	3	1	4
2	16/03/2024 at Dukli	public consultation	2	1	3
3	16/03/2024 at Dukli	Doorstep consultation	2	1	3
4	16/03/2024 at Dukli	Doorstep consultation	4	1	5
4	16/03/2024 at Dukli	Doorstep Consultation	9	7	16
5	16/03/2024 at Dukli	Doorstep Consultation	8	5	13
Total			28 (63.64%)	16 (36.36%)	44

21. Field visits were made to the proposed sites/alignments, which were found to be encumbrance-free. The field visits/reconnaissance surveys and discussions with stakeholders helped establish that there was no need for further surveys/inventories of loss of assets. People are aware of the project development and are very eager to see the employment opportunities that will arise once the industries are established. The people were of the opinion that new industries would provide new employment opportunities. Photographs of consultations with the public and attendance sheets are attached as Error! Reference source not found. and Error! Reference source not found.. The summary of the outcome of the consultations conducted in the project area is presented in the following **Table 7**.

Table 7: Summary of Consultations Outcome Dukli Industrial Estate

Concerns and Issues	Mitigation measures proposed / Reason for not being able to address the concern
Exclude encroached areas from the development plan to minimize socio-economic impacts on eight encroacher families.	The encroached area by these families is excluded from the development plan.
Require better employment.	Once the industrial estate is developed, employment

Concerns and Issues	Mitigation measures proposed / Reason for not being able to address the concern
	opportunities will improve.
Wanted assurance for employment in the Project	During the construction period, preference will be given to local people. Later, when industries are established, they will be requested to provide employment to local people.
Polluting industries should not be allowed.	There are norms for industries regarding pollution, and the authorities will take adequate care of them.
Whom to approach if there are any issues related to access, utilities, and amenities during the project period	A grievance redress mechanism will be established, and the details of contact persons to inform grievances will be intimated.

22. 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 near the project location 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

23. 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 REDRESSAL MECHANISM

24. The Program 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.

25. 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.

26. 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.

27. 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.

28. 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.

29. 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.

30. 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.7.

31. 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.

32. 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.

33. 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 level³. 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.8.

³ DOIC, Government of Tripura (GOT) is the executing agency under the loan.

Table 8: Composition of Grievance Redress Committee

Site Level GRC (Level 1)	District level GRC (Level 2)	PMU level GRC (Level 3)
<ol style="list-style-type: none"> 1. Assistant Engineer of concerned Industrial Estate (IE)-TIDCL 2. Junior Engineer, TIDCL 3. Field Engineer of PMSC 4. Social safeguards support staff, PMSC 5. Environmental Safeguard Expert, PMSC/PIU level 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) 7. Executive Engineer of the concerned PIU⁴. 	<ol style="list-style-type: none"> 1. General Manager (GM), District Industries Centre (DIC) 2. Social Safeguards Expert, TIDCL/ I&C 3. Environmental Safeguard Expert, TIDCL/ PMSC 4. Executive Engineer-TIDCL 5. Assistant Engineer-TIDCL. 6. Team Leader, PMSC 7. Social and/or Environment Safeguards Specialist, PMSC 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) 	<ol style="list-style-type: none"> 1. Director, DOIC, GoT 2. Joint Secretary, Revenue Department, GoT 3. Addl. Director (Projects), I&C, GoT 4. OSD/ GM, TIDCL 5. Superintending Engineer, TIDCL 6. Executive Engineer TIDCL 7. Social Safeguards Expert, TIDCL/ I&C 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

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

35.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, Executive Engineer-TIDCL, Asst. Engineer-TIDCL, Team Leader-PMSC. Social and/or Environment Safeguards Consultant, PMSC, two entrepreneur members from industrial Estate, with at

⁴ 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).

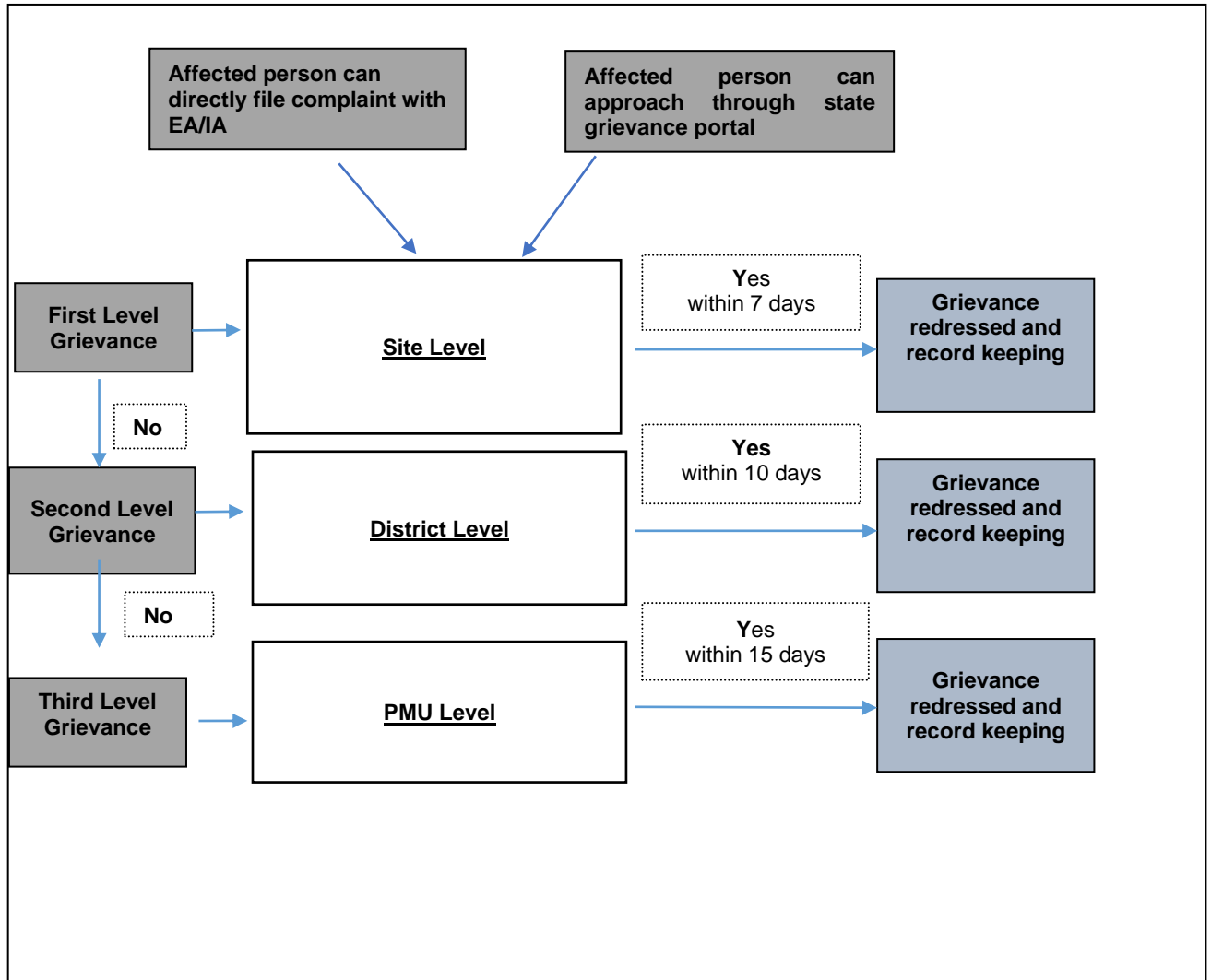
least one of them a woman (if any) or/and a representative from the affected community (as and when required). The GRC will review the grievance and act appropriately to resolve it within 10 days of receipt at this level. The committee may co-opt any other member to resolve grievances.

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

37.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, 2013.⁵ 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.

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

Figure 6: Grievance Redress Mechanism



38. 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 information⁶ will be included in the project-relevant information to be distributed to the affected communities as part of the Project GRM.

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

39.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.

40.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.

41.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.

42.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

43.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 Dukli Industrial Estate is presented in Table 9.

Table 9: 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.CONCLUSION AND RECOMMENDATIONS

44.It is concluded from this due diligence that all the proposed infrastructure improvement components for the Dukli Industrial Estate, including the sub-component of laying of transmission line for power supply, will be carried out within the encumbrance-free government land in possession of TIDCL/ government; the Project will not cause any land acquisition and resettlement impacts. It is also confirmed that there will be no livelihood impacts.

45.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

46. The following will be steps for updating resettlement due diligence and later for implementation (including but not limited to):

- i. TIDCL, with the support of PMSC, to conduct meaningful consultations during Due Diligence Report update to confirm whether there are any legacy issues or grievances related to the proposed Project.
- ii. Consultations and engagement with stakeholders, encroachers and the public Dukli will be carried out throughout the entire project planning and implementation phase.
- iii. 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.

Appendix 1: Land details with Department of Industries and Commerce

To
 The Deputy Collector & Magistrate
 Dukli Revenue Circle
 Sadar, Subdivision

O/o. The Deputy Collector & Magistrate
 Dukli Revenue Circle
 No. 2199
 06/05/2024

Sub: Identification & Demarcation of Dukli Estate land owned and occupied by the TIDCL/ I & C Dept. at Dukli & Madhuban Revenue Village under Dukli Revenue Circle.

Ref: F. 4(2) SDM/SDR/REV.2018/2204 Dated- 02-08-2023

Sir,

With reference to the above noted subject and as per your instruction physical demarcation of the land at Dukli & Madhuban Revenue Village pertaining to the Dukli Industrial Estate has been conducted in presence of representative of TIDCL, PDMC. Details of owned & occupied land particulars are stated below:

RS Plot	Area In acres	Class of Land	RS Plot	Area In acres	Class of Land
12302	0.12	Path	12301	1.20	Karkhana Tilla
12303	0.04	Karkhana Tilla	12304	0.16	Path
12305	1.25	Karkhana Tilla	12310	0.52	Karkhana Tilla
12306	0.14	Path	12314	0.39	Karkhana Tilla
12308	0.72	Bagan Tilla	12315	5.80	Tilla
12309	0.17	Path	13503	2.04	Tilla
12312	0.40	Karkhana Tilla	13833	0.60	Tilla
12297	0.54	Naal	13503/18077	0.85	Tilla
12298	0.08	Naal	13815	0.24	Viti Tilla
12311	0.50	Karkhana Tilla	18075	0.37	
12313	1.35	Lunga	12300	1.26	Karkhana Tilla
13816	3.26	Tilla	18076	0.74	
13816/18074	1.26	Tilla	13814/18444	0.70	Viti Tilla
13817	0.49	Lunga	13819	0.57	Viti Tilla
13831	1.47	Tilla	13820	0.33	Viti Tilla
13501	0.52	Viti Lunga	13821	0.40	Viti Tilla
13502/15812	0.69	Lunga	13829	0.22	Viti Tilla
13495	0.09	Tilla	13496	0.20	Bastu Tilla
13832	0.36	Path	13497	0.20	Bastu Tilla
13834	0.10	Path	13498	0.07	Tilla
13835	0.32	Viti Tilla	13504	0.20	Tilla
13836	0.72	Karkhana Tilla	13839(P)	0.20	Viti Tilla
13837	0.45	Viti Tilla	13830	0.36	Tilla
13838	0.34	Tilla	13818	0.20	Viti Tilla
12299	2.02	Karkhana Tilla	13499	0.07	Doba Lunga
Total			Total	35.29	

Madhuban Revenue Village (Land got on the strength of Allotment order vide No F34(20) Rev/82 Dated- 18-08-1983)

RS Plot	Area In acres	Class of Land	RS Plot	Area In acres	Class of Land
4262 (P)	3.84	Tilla	4264	0.71	Tilla
4266	0.60	Tilla	4265	0.46	Tilla
Total			Total	5.61	

The aforesaid land in terms of RS Plot which has been identified in field is being shown in a Map enclosed at **Annexure A**. As per the demarcation and identification of plots boundary of the Estate land is shown to the representative of administrative department, who were present during the demarcation. Accordingly, they erected pillars on the boundary of the Estate land.

Encls: As stated.

Yours' faithfully

Bimal Debbarma

Bimal Debbarma

Kanongo

Dukli Revenue Circle

BIMAL DEBBARMA (KGO)
DUKLI REVENUE CIRCLE,
SADAR, WEST TRIPURA.

**Appendix 2: Demarcation and Land Status Report by the Dy. Collector and Magistrate,
Sadar, West Tripura**

GOVERNMENT OF TRIPURA
OFFICE OF THE SUB-DIVISIONAL MAGISTRATE
SADAR, WEST TRIPURA
(REVENUE SECTION)

No.F.4 (2)-SDM/SDR/REV/2024/ 2173-75 Dated 06/05/2024

To
The Managing Director,
TIDCL, Agartala,
West Tripura District.

Subject:- Identification & demarcation of Dukli Estate land at Dukli &
Madhuban Revenue Village.

Madam,

With reference to your letter vide F.No.TIDC/Infra/5(224)/2581 dated, 26.07.2023 on the subject cited above, I am enclosing herewith the demarcation report of land pertaining to Dukli Industrial Estate located at Dukli & Madhuban Revenue Villages under Dukli Revenue Circle. The demarcation has been conducted by the Revenue Officials under the guidance of DCM, Dukli Revenue Circle. The original demarcation report along with its enclosures is annexed herewith, which will speak for itself.

This is for favour of your kind information please.

Yours faithfully,

Encl:- As stated.

Signed by
Sub-Divisional Magistrate
Mankar Das
Sadar, West Tripura
Date: 06-05-2024 19:21:26

Copy to:

1. The District Magistrate & Collector, West Tripura District for favour of your kind information please.
2. The Deputy Collector & Magistrate, Dukli Revenue Circle for information.

Sub-Divisional Magistrate
Sadar, West Tripura

Government of Tripura
Office of the Deputy Collector & Magistrate
Dukli Revenue Circle: Sadar subdivision:
West Tripura District

F No: 1(19)/DCM/DKL/REV/19/1793

Dated: 06-05-2024

To
The Subdivision Magistrate
Sadar Subdivision
West Tripura District

Sub: Identification & Demarcation of Dukli Estate land owned and occupied by the TIDCL/ I & C Dept. at Dukli & Madhuban Revenue Village under Dukli Revenue Circle.

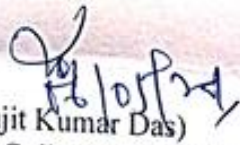
Ref: F. 4(2)/SDM/SDR/REV/2018/2204 Dated- 02-08-2023

Sir,

With reference to the above noted subject and as desired by the authority, further physical demarcation of the owned & occupied land pertaining to the Dukli Industrial Estate at Dukli & Madhuban Revenue Village has been conducted by the Kanongo in presence of representative of the user Department. Details of demarcation report and relevant Map etc. are enclosed herewith for kind perusal and doing the needful.

Encl: As stated above.

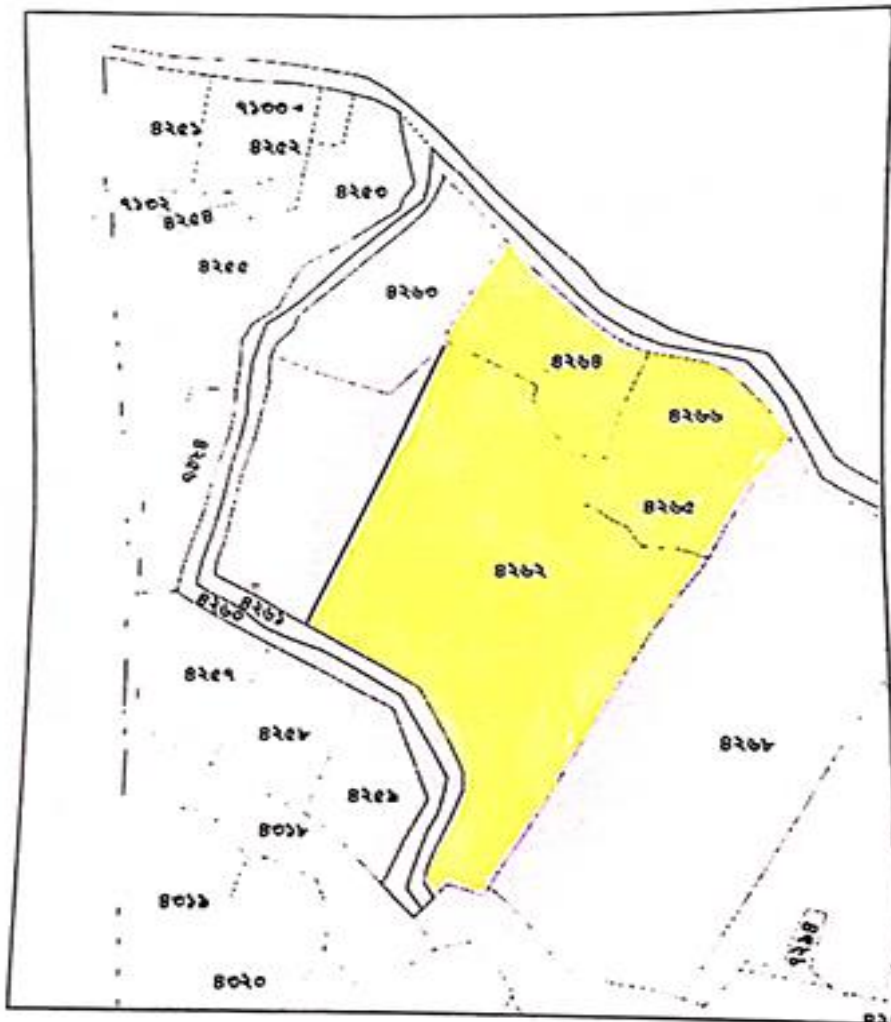
Yours' faithfully



(Sujit Kumar Das)
Deputy Collector & Magistrate
Dukli Revenue Circle

(SUJIT KUMAR DAS)
Deputy Collector & Magistrate,
Dukli Revenue Circle,
Sadar, West Tripura.

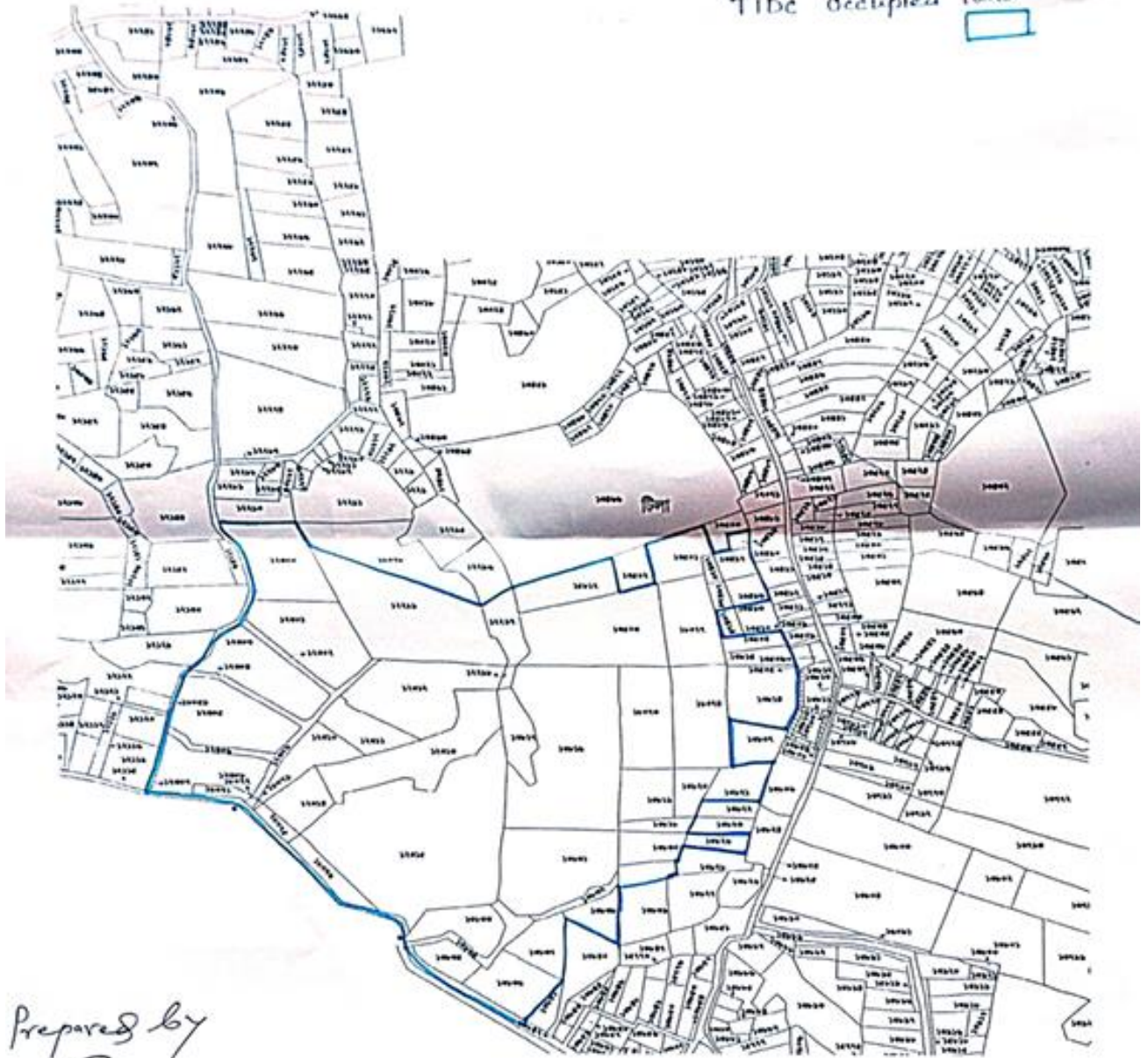
Appendix 3: Cadastral Map showing encroachment and developable area

Mouja – Madhuban Sheet No. 4/p
T.K. – Surjyamaninagar.
Revenue Circle –Dukli
Sub-Division – Sadar
District – West Tripura.
Scale- Not to scale.



Demarcated Plot No. 
R.S. No. 4262/P, 426A,
426S, 4266

Dukti Revenue Village
TIDE occupied land



Prepared by
SPW
06/05/24
SUMAN RUDRA PAUL
Tehsildar
Dukti T.K.
Dukti Revenue Circle.

SPW
06/05/24
1001
1111

Appendix 4: Details of Households and photographs of the Structures within the encroachment area excluded from Project Scope

The list of Households residing within the excluded 0.634 acres are of Dukli

Approx. Encroachment Area - 0.630 acres near Indira Nagar; Total Household – 9 numbers; partial impact - one household				
SI NO	Name	Contact Number	Family Members	Remarks
1	Nanda Das	9366597063	4	100% impact
2	Tapan Das		2	100% impact
3	Symal Das	8729886258	3	100% impact
4	Pintu Bhowmik		2	100% impact
5	Jagadish Debnath	8794522933	3	100% impact
6	Amar Sarkar	8794502843	4	100% impact
7	Gaur Malakar	8413816102	4	100% impact
8	Raju Banik	8798480694	3	100% impact
9	Raj Mohan Sinha	6009413194	14	Partial Impact

Photographs of the Structures within the encroachment area excluded from the Project Scope





Appendix 5: Photographs of Site Visit Stakeholders Consultation and Community Consultations



Appendix 6: Attendance sheet of stakeholder consultation at Dukli IE

Meeting Attendance Sheet

Place : Dukli

Date: 10/11/2023.

Project :

Purpose of the Meeting To record Issues concerns and Suggestion of public around Dukli Industrial Estate.

S.No.	Name of the Participant	Gender	Address	Mobile No.	Signature
17	Gopal Debnath	M	Madhuban		
27	Biswajit Deb	M	"	7005370228	Biswajit Deb
17	Satyadip Bhatia Daspara	M	Daspara	9615605926	
37	Kakali B.	F	"	"	Kakali Bhatia

Transcript of attendance sheet:

Place: Dukli					
Purpose of the meeting: To record issues concerns and suggestions of public concern of Dukli IE.					
Date: 10/11/2023					
SI No	Name	Gender	Village	Contact no	Signature
1	Gopal Debnath	M	Madhuban		
2	Biswajit Deb	M		7005370228	
3	Satyadip Bhattacharjya	M	Daspara	9615605926	
4	Kakali Bhatachaya	F	Daspara		

Meeting Attendance Sheet

Place : Dugli

Date: 16/03/2024

Project : Dugli I.E

Purpose of the Meeting : To record Issues Concern & Suggestions of Public Concern of Dugli I.E.

S.No.	Name of the Participant	Gender	Address	Mobile No.	Signature
<u>17</u>	<u>Rabi Lal Das</u>			<u>9612013644</u>	
<u>27</u>	<u>Biplab Das</u>				
<u>37</u>	<u>Kalpana Das</u>				

Transcript of attendance sheet:

Place: Dukli					
Purpose of the meeting: To record issues concerns and suggestions of public concern of Dukli IE.					
Date: 16/03/2024					
SI No	Name	Gender	Village	Contact no	Signature
	Rabi Lal Das	M			
	Biplab Das	M			
	Kalpana Das	F			

Meeting Attendance Sheet

Place : Dukli

Date: 16/03/2024

Project : Dukli IE

Purpose of the Meeting → To record Issues concerns & suggestion of public concern of Dukli IE.

S.No.	Name of the Participant	Gender	Address	Mobile No.	Signature
1	Krishna Gopal Das.				
2	Jatindra Das				
3	Mouromi Das				

Transcript of attendance sheet:

Place: Dukli					
Purpose of the meeting: To record issues concerns and suggestions of public concern of Dukli IE.					
Date: 16/03/2024					
SI No	Name	Gender	Village	Contact no	Signature
1	Krishna Gopal Das	M			
2	Jatindra Das	M			
3	Mouromi Das	F			

Meeting Attendance Sheet

Place : Dugli Date: 16/03/2024.
 Project : Dugli IE.
 Purpose of the Meeting : To record Issues concerning & suggestions of public Concern of Dugli IE.

S.No.	Name of the Participant	Gender	Address	Mobile No.	Signature
1	Kanu Lal Das			6009184798	
2	Shayan Lal Das				
3	Surja Lal Das				
4	Bina Rani Das wife of Kanu				
5	Ujjal Prasad Das				
6					

Transcript of attendance sheet:

Place: Dukli					
Purpose of the meeting: To record issues concerns and suggestions of public concern of Dukli IE.					
Date: 16/03/2024					
SI No	Name	Gender	Village	Contact no	Signature
1	Kanu Lal Das	M		6009184798	
2	Shayan Lal Das	M			
3	Surja Lal Das	M			
4	Bina Rani Das	F			
5	Ujjal Prasad Das	M			

Meeting Attendance Sheet

Place : Deupli

Date: 16/03/2023

Project : Deupli I.E

Purpose of the Meeting To record Issues Concerning & Suggestion of public Concerns at Deupli I.E.

S.No.	Name of the Participant	Gender	Address	Mobile No.	Signature
#	1 st Family				
1/	Alanda Das			9366597063	
2/	Manu Das				
3/	Sabha Rani Das				
4/	Puja Das				
#	2 nd Family.				
1/	Laxmi Das				
2/	Tapan Das.				
#	3 rd Family.				
1/	Shyamal Das			8129886258	
2/	Tanya Das				
3/	Diptanu Das.				
4/	Arijun Das				
5/	Hridhi Das.				
#	4 th Family.				
1/	beta Das				
2/	Pintu Bhramini				
#	5 th Family.				
1/	Sirsha Rani Mallik			8794522933	
2/	Jagdish Debnath				
3/	Sneha Mallik.				

Transcript of attendance sheet:

Place: Dukli					
Purpose of the meeting: To record issues concerns and suggestions of public concern of Dukli IE.					
Date: 16/03/2024					
SI No	Name	Gender	Village	Contact no	Signature
1	Nanda Das	M		9366597063	
2	Manu Das	F			
3	Subha Rani Das	F			
4	Puja Das	F			
5	Laxmi Das	F			
6	Tapan Das	M			
7	Shyamal Das	M		8729886258	
8	Tinku Das	M			
9	Diptanu Das	M			
10	Arjun Das	M			
11	Hrishi Das	M			
12	Gita Das	F			
13	Pintu Das	M			
14	Sikha Rani Mallik	F		8794522933	
15	Jagadish Debnath	M			
16	Sneha Mallik	F			

Meeting Attendance Sheet

Place : Durgli

Date: 16/03/2024.

Project : Durgli I.E

Purpose of the Meeting : To record Issue concerns & Suggestion of public Concern of Durgli I.E.

S.No.	Name of the Participant	Gender	Address	Mobile No.	Signature
#	6 th Family.				
1	Amar Sanyal			8104502843	
2	Charan Sanyal				
3	Ananya Sanyal				
4	Rohit Sanyal				
#	7 th Family.				
1	Arav Malakar			8113816102	
2	Suma Rai Barua				
3	Piya Malakar.				
4	Arpal malakar.				
#	8 th Family.				
1	Raja Banig			810480694	
2	Ruma Banig.				
3	Rishel Banig.				
#	9 th Family.				
1	Raj Mahan Singh			6000413194.	
2	Birnan Sinha				

Transcript of attendance sheet:

Place: Dukli					
Purpose of the meeting: To record issues concerns and suggestions of public concern of Dukli IE.					
Date: 16/03/2024					
SI No	Name	Gender	Village	Contact no	Signature
1	Amar Sarkar	M		8794502843	
2	Chandana Sarkar	F			
3	Anamika Sarkar	F			
4	Rohit Sarkar	M			
5	Gour Malakar	M		8413816102	
6	Suma Rani Verma	F			
7	Puja Malakar	F			
8	Gopal Malakar	M			
9	Raju Banik	M		8798480694	
10	Ruma Banik	F			
11	Bishal Banik	M			
12	Raj Mohan Sinha	M		6009413194	
13	Biman Sinha	M			

Appendix 7: Draft Grievance Registration Format

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:	