GOVERNMENT OF TAMIL NADU
PUBLIC WORKS DEPARTMENT
WATER RESOURCES ORGANISATION

Environmental & Social Assessment and Preparation of Environmental & Social Management Framework (ESMF) and Environment & Social Management Plans (ESMP) for 66 River Sub Basins in the TN-IAMWARM-2 Project

Resettlement Policy Framework

WAPCOS Limited
Ministry of Water Resources, River Development & Ganga Rejuvenation

January 2017
Resettlement Policy Framework

Introduction

The Government of Tamil Nadu (GoTN), through the Government of India has applied for a loan of about 318 million USD from the World Bank (WB) for implementation of the proposed Tamil Nadu Irrigated Agriculture Modernization and Water Bodies Restoration and Management (TN-IAMWARM-2) Project, which is currently under preparatory stage. As part of the project, the Public Works Department/Water Resources Organization (PWD/WRO), GoTN, being the Project Coordination Unit for TN-IAMWARM-2 has engaged WAPCOS Limited, A Government of India Undertaking under the Ministry of Water Resources, River Development and Ganga Rejuvenation as Consultant for conducting Environmental and Social Assessment (ESA) of the TN-IAMWARM-2 Project and Preparation of Management Plans and/or Framework for managing adverse Environmental and Social Impacts, Risks and Benefits.

The proposed project will underscore the importance of introducing innovative aspects into the design of the new project built on lessons learned from TN-IAMWARM-1 Project and also reflect the evolving needs of the state in the area of agriculture modernization. The development objectives of the proposed TN-IAMWARM-2 project in the selected sixty-six sub-basin areas in Tamil Nadu are as follows:

- Enhancement of productivity and climate resilience of irrigated agriculture
- Improvement in water management
- To support value-addition for farmers and agro entrepreneurs in agricultural, horticulture, livestock and fisheries sectors

The 66 sub basins, which were not covered under TN-IAMWARM-1 has been selected for development in seven different Agro-Climate Zones of Tamil Nadu.

The project interventions are grouped into three main components:

- **Component A:** Irrigation and Water Management
- **Component B:** Agriculture Productivity Enhancement, Diversification, Marketing and Value Addition
- **Component C:** Project Management Support

The proposed project interventions, do not envisage any new land acquisition/ appropriation and R&R issues.

During the discussions with the survey team some farmers mentioned about the likelihood of temporary encroachment in the peripheries of the tanks. Due to increasing water scarcity in the present situation, farmers in the villages are keen on protecting the tanks from any encroachment.
Even though, prima facie, there is no major land acquisition or resettlement and rehabilitation expected under the Project, the ESA provides a detailed framework and guidelines for implementing. Further Land Acquisition and Resettlement and Rehabilitation Policies are built on the good practice examples set under TNWRCP. If and when required, this framework shall be used as outlined in the ESA and SEMF.

**Project Principles for Land Use**

For implementation of components that require land, TNIAMP will not resort to acquisition of private Patta/Titled land and other assets under the provisions of RFCTLAR&R Act. The project will also not resort to removal of encroachments in irrigation tanks to be used for modernization. The project for modernization of irrigation will only use sites that are available free of any use, encumbrances, claims etc.

**World Bank’s Social Safeguards Policies**

**OP 4.10 on Indigenous Peoples** is not triggered in this project as the project will not require any land on which the Scheduled Tribes/Indigenous Peoples depend to meet their social, economic and cultural needs. This is because such lands are not located in the Sub-Basins where the project will be implemented. This means, the project will not have any adverse impacts on Scheduled Tribes. Though there are scattered families of Scheduled Tribes living in areas adjoining sub-basins, whose sources of livelihood is fishing in the rivers, they will not be affected by the project as the project does not have any connection with rivers and flow of water in them. In view of this, the project does not trigger OP 4.10 on Indigenous Peoples.

**OP 4.12 on Involuntary Resettlement** is triggered in spite of the project’s principles for land use. This is to cover an unlikely eventuality of encroachments in water-bodies/irrigation tanks as identified in the ESIA. Social Screening will be undertaken to identify irrigation tanks as the basis of including and/or excluding such sites for use.

The project will only use work sites in irrigation tanks that are available free of any encroachments so that the inclusion of such sites in irrigation tanks will not cause any adverse social risks resulting in involuntary resettlement.

**Resettlement Policy Framework (RPF)**

TN IAMWARM, the predecessor of TN IAMP, had prepared Guidelines for Implementing Land Acquisition and Resettlement and Rehabilitation built on the Good Practice under TN Water Resources Consolidation Project (TNWRCP). The preparation of Guidelines was in spite of the fact that TN IAM WARM did not cause any adverse social risks of those with title and those without title resulting in involuntary resettlement. Continuing with Good Practice, TN IAMP is also preparing this Resettlement Policy Framework (RPF).

The World Bank’s Social Safeguard Policy consists of OP 4-12 – Involuntary Resettlement and OP 4.10 – Indigenous Peoples. The OP on Involuntary Resettlement has clearly stated policy...
objectives, impacts covered, mitigation measures and eligibility criteria. It also has guidelines for preparing Resettlement Policy Framework and this RPF is in accordance with these guidelines. The RPF applies to all components and sub-components of the project.

OBJECTIVES OF RESETTLEMENT POLICY FRAMEWORK

The social safeguard policy objectives of Tamil Nadu Irrigated Agriculture Modernization and Water Bodies Restoration and Management (TN-IAMWARM-2) Project are the following and are in accordance with Bank’s social safeguard policy requirement:

- To avoid involuntary resettlement where feasible, or minimized, exploring all viable alternative project designs;
- To plan resettlement activities as sustainable development program where it is not feasible to avoid resettlement by allocating sufficient resources to enable the persons affected to share in project benefits
- To assist the affected to improve their livelihoods and standards of living or at least to restore them to pre-displacement levels
- To see whether or not the affected persons are self-identified as members of a distinct cultural group with collective attachment to distinct places and to natural resources in the project area

Social Safeguard Screening

The TN-IAMWARM-2 will screen each vulnerable tank listed for rehabilitation work to promote Irrigation and Water Management. The screening is to identify whether there is any encroachment necessitating involuntary resettlement. Social Safeguard Screening (SSS) will be done separately for each vulnerable tank in the list meant for rehabilitation.

Social Impact Assessment (SIA) including socio-economic survey will be undertaken once the SSS indicates that the Bank’s policy on involuntary resettlement is triggered in a sub-basin and if the project decides to undertake project activities in the sub-basin. This will be followed by the preparation Rehabilitation Action Plan (RAP) - full or abbreviated as required.

Adverse Impacts Covered

The RPF covers adverse social and economic impacts caused by involuntary taking of land under different tenure systems resulting in loss of shelter leading to relocation, loss of assets or access to assets on which people depend for their social, economic and cultural needs and loss of income sources or means of livelihood whether or not the affected persons need to be relocated. Some of the adverse impacts covered are:

- **Loss of shelter/homestead** resulting in displacement and involuntary resettlement caused by acquisition of private pattaland and/or transfer of Government land under different tenure systems. Loss of shelter/homestead will also include such temporary loss faced by tenants and lease holders;
- Loss of land used for residential, agricultural and commercial/small business purposes;
- Loss of other structures such as those used for commercial and/or small business purposes resulting in loss of business and income;
- Loss of agricultural income and this includes loss of crops, trees etc.;
- Loss of assets or access to assets including those accessed by community to meet their communal needs such as firewood and fodder; and
- Loss of income or means of livelihood caused by land acquisition and/or transfer of Government land under different tenure

The losses mentioned above could be converted into adverse impacts such as (i) Loss of land; (ii) loss of structures, both residential and commercial; (iii) Loss of sources of income or means of livelihood; (iv) Loss of public infrastructure and (v) Loss of access to common resources/properties.

Criteria for Eligibility

This RPF recognizes Project Affected Persons (PAPs) as belonging to one of the following three groups;

1. Those with formal legal rights to the land and other rights recognized by Indian legal framework;
2. Those without formal legal rights to land at the time of census socio-economic survey but have a claim to such land or assets under Indian legal framework or becomes recognized through a process identified in the Resettlement Plan and
3. Those without recognizable legal right or claim to the land they are occupying.

To achieve the objectives of this RPF, particular attention will be paid to the needs of vulnerable groups among the affected especially those living Below the Poverty Line (BPL), the landless, the elderly, women and children. The Entitlement Matrix that is a part of this RPF has provisions for compensation and resettlement assistance to all Project Affected Persons as categorized above in broad terms. Some of the terms used in the Entitlement Matrix are defined below.

Project Affected Person is the one affected by involuntary resettlement and who stands to lose all or part of their physical assets such as productive land, commercial/business structure, access to common properties and sources/means of livelihood and income;

Project Displaced Person is the one who has lost homestead/shelter and or commercial/business structure and has to be relocated. A Project Displaced Person is generally a Project Affected Person also;

Titleholder is a person who has legal title/Patta/document to support his/her claim/right towards ownership of land and all assets on the land – residential, commercial/business, crops, trees etc.
Squatter, a non-title holder, is a person who has settled on Government/public land without permission and has built residential and/or commercial structure, or has illegally occupied Government/public structures prior to the Cut-Off-Date;

Encroacher is a person who has trespassed into Government/public land adjacent to his/her own land and using it for residential, rental, commercial and business purposes and deriving income prior to the Cut-Off-Date; and

Cut-Off-Date is the date on which notification for acquisition of private land is issued under The Right to Fair Compensation and Transparency in Land Acquisition, Resettlement and Rehabilitation Act (RFCTLAR&R) Act, 2013 for acquisition of private titled land. For those without title, the Cut-Off Date shall be the date on which census socio-economic survey is being undertaken.

PRINCIPLES FOR COMPENSATION AND RESETTLEMENT ASSISTANCE

The payment of compensation for all acquired land, structures, both residential and commercial, and other assets will be paid at replacement costs to title holders in accordance with the provisions of RFCTLAR&R Act. In addition to compensation, they will also be paid resettlement assistance that includes assistance for relocation where necessary.

As far as those without title to the land they are occupying and are considered as “non-title holders” are concerned, they are not entitled for compensation for the land they illegally occupy but eligible for the structures they have built and grown on the land in addition to resettlement assistance. Cut-off date for non-title holders to become eligible for resettlement assistance will be the date on which the census socio-economic survey is done. Any non-title holders who illegally occupy the public land will not be eligible for any resettlement assistance.

Payment of compensation and resettlement assistance to all project affected persons irrespective of their legal status will be on the basis of entitlements as set out in the Entitlement Matrix that is attached as given below.
## Entitlement Matrix

<table>
<thead>
<tr>
<th>Impact type</th>
<th>Entitled entity</th>
<th>Entitlement based on The Right to Fair Compensation and Transparency in Land Acquisition and Resettlement Act 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Loss of Land (Titleholders)</td>
<td><strong>1A. Loss of Agricultural Land</strong></td>
<td>Affected Family (Titleholder)</td>
</tr>
</tbody>
</table>

- Cash compensation at replacement cost as determined according to The Right to Fair Compensation and Transparency in Land Acquisition and Resettlement Act 2013 or replacement of land if available.

- If the residual plot is not viable and PAP becomes a marginal farmer, then any of the following three options are to be given to the PAP, subject to PAP’s acceptance:
  
  - Acquire the required land and pay compensation and assistance for the same.
  
  - If PAP so wishes acquire the remaining portion of the plot and pay compensation and assistance for the entire plot including residual part.
  
  - If PAP is from vulnerable group, compensation for the entire land by means of land for land will be provided, if PAP wants so, provided that land of equal productive value is available.

  - If the land for land option is exercised, then an additional INR 50,000/- per acre will be paid for land preparation.

  - An amount of INR 25,000/- will be provided for each PAP towards building a cattle shed etc.

- If the PAP wishes to buy land with the compensation amount, then an additional INR 50,000/- per acre will be paid for land preparation.
<table>
<thead>
<tr>
<th>1B. Loss of Residential/Commercial land</th>
<th>Affected Family (Titleholder)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Subsistence Grant of INR 50,000/-</td>
<td></td>
</tr>
<tr>
<td></td>
<td>One time resettlement allowance of INR 50,000/-</td>
<td></td>
</tr>
<tr>
<td></td>
<td>All fees, stamp duties, taxes and other charges, as applicable under the relevant laws, incurred in the relocation and rehabilitation process, are to be borne by the IA.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Cash compensation at replacement cost as determined according to The Right to Fair Compensation and Transparency in Land Acquisition and Resettlement Act 2013 or replacement of land if available.</td>
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<td></td>
</tr>
</tbody>
</table>

2. Loss of Structures (Titleholders)

<table>
<thead>
<tr>
<th>2A. Loss of Residential Structures</th>
<th>Affected Family (Titleholder)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Compensation of structure will be paid at the replacement cost to be calculated as per latest prevailing Basic Schedule of Rates (BSR) without depreciation.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Assistance of INR 30,000/- towards temporary accommodation or Rental assistance as per the prevalent rate in the form of grant to cover maximum six month rentals, whichever is higher.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Subsistence Grant of INR 50,000/-</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Transportation assistance of INR 50,000/-</td>
<td></td>
</tr>
<tr>
<td></td>
<td>One time resettlement allowance of INR 50,000/-</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Relocation assistance under existing Government schemes/programs</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Right to salvage material from demolished structure and frontage etc.</td>
<td></td>
</tr>
</tbody>
</table>
### 2B. Loss of Rental Accommodation (Residential/Commercial)

<table>
<thead>
<tr>
<th>Tenants</th>
<th></th>
</tr>
</thead>
</table>
| ▶ Rental assistance for both residential & commercial tenants: Assistance of INR 30,000/- towards temporary accommodation or Rental assistance as per the prevalent rate in the form of grant to cover maximum six month rentals, whichever is higher.  
▶ Additional structures erected by tenants will also be compensated separately directly to the tenants.  
▶ Transport/ Shifting assistance based on type of house and household assets, subject to a minimum of INR 50,000/-.
▶ Any advance deposited by the tenants will be refunded from owners total compensation package to the tenant on submission of documentary evidence.
▶ Right to salvage material from demolished structure and frontage etc. erected by tenants. |

### 3. Loss of Structures Residential/Commercial (Non-Titleholders)

<table>
<thead>
<tr>
<th>Squatters/Encroachers</th>
<th></th>
</tr>
</thead>
</table>
| ▶ Squatters and Encroachers will be notified and given one month time to remove their assets or enough time to harvest their present crops.  
▶ Compensation for loss of structures at replacement cost. All asset/structures impacted will be compensated irrespective of the notice time.  
▶ Subsistence Grant of INR 50,000/-  
▶ Transport/ Shifting assistance of INR 50,000/-.
▶ One time resettlement allowance of INR 50,000/- 
▶ Relocation assistance under existing Government schemes/programs  
▶ For Squatters and Encroachers right to salvage material from the demolished structure. |

<table>
<thead>
<tr>
<th>Titleholders Share</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>▶ Advance notice to all to harvest crops, fruits and remove trees.</td>
<td></td>
</tr>
<tr>
<td>and Trees</td>
<td>Croppers</td>
</tr>
<tr>
<td>-----------</td>
<td>----------</td>
</tr>
<tr>
<td>• Lease Holders</td>
<td></td>
</tr>
<tr>
<td>• Non-title holders</td>
<td></td>
</tr>
</tbody>
</table>

- In case of standing crops, cash compensation at current market prices for mature crops based on average production.
- For fruit bearing trees compensation at average fruit production for next 15 years to be computed at current market value.
- For timber trees compensation at market price based on kind of trees.

### 4. Loss of livelihood

#### 4A. Loss of Primary Source of Income/Livelihood

<table>
<thead>
<tr>
<th>Titleholders</th>
<th>Non-Titleholders</th>
<th>Agricultural Labourers</th>
<th>Share Croppers</th>
</tr>
</thead>
</table>

- Subsistence Grant of INR 50,000/-
- INR 25,000/- for cattle shed or petty shop
- One time grant of INR 25,000/- to artisans, small traders and certain others
- Employment opportunity for PAPS in the sub-project construction work, if available and if so desired by them.
- National/State level job card under National Rural Employment Guarantee Program.
- Income generation skill upgrading vocational training of their choice at a rate of INR 10,000/-
- For Agricultural Labourers and Share Croppers an assistance of 500 days of wages at prevailing minimum wage rate
- One time resettlement allowance of INR 50,000/-

### 5. Common Property Resources

#### 5A. Loss of Common Property Resources

<table>
<thead>
<tr>
<th>Community</th>
</tr>
</thead>
</table>

- Reconstruction as per latest norms and guidelines, Commissioning and handing over to concerned departments/ community of all affected community property resources with community consultation and participation
6. Vulnerable

| 6A. Vulnerable PAPs | Women headed households, Widows, STs, Chronically ill, old persons etc. | ▶ A onetime assistance of INR 50,000/- over and above other entitlements.  
▶ Handholding for ensured access to other government subsidies, schemes and services |

7. Other Unforeseen/ Unanticipated Impacts

| 7A. Unforeseen/ Unanticipated Impacts | ▶ Any unforeseen/ unanticipated impacts due to the sub-projects will be documented and mitigated based on the spirit of the principle agreed upon in this framework. |

MITIGATION PRINCIPLES

In case it is not possible to avoid adverse impacts, the TN-IAMWARM-II will mitigate them in accordance with the following principles.

- The TN-IAMWARM-II will follow the process of resettlement, as set out in the following section, to identify potential social safeguard issues and will also plan and implement mitigation measures consistent with social safeguard policies of World Bank and RFCTLR&R Act;
- Resettlement of project affected/displaced persons will be planned and implemented as a sustainable development program as an integral part of TN-IAMWARM-II;
- Lack of legal title to illegally occupied Government/public land and structures will not be considered a bar to resettlement assistance;
- Homestead losers, including those who are squatting on Government/public land without authority/title will also be assisted with physical relocation;
- Commercial/business structure losers will also be provided with appropriate alternative structures such as shops irrespective of their legal status;
- Vulnerable sections of project affected/displaced persons such as those living Below the Poverty Line, the aged, vulnerable sections of the society such as destitutes, female-headed families, those belonging to scheduled tribes/castes will be identified through resettlement process and mitigated through targeted support for capacity building and income generation;
- Construction activities/civil works related to the project will be appropriately linked with resettlement process ensuring that all affected/displaced persons are provided with compensation and resettlement assistance, and also relocated where necessary;
• The process of resettlement will be monitored through independent third party consultant to ensure identify and address issues affecting the process of resettlement and also to ensure social safeguard compliance and;
• The TN-IAMWARM-II will undertake transparent and informed public consultations with multi-level stakeholders and will also meet all disclosure requirements at National and State levels in addition to placing all relevant documents at Bank’s InfoShop

The Process of Involuntary Resettlement

The structure of involuntary resettlement to mitigate adverse impacts involves the following processes:

• Undertaking of Social Safeguard Screening to determine whether or not this Program will trigger social safeguard policies – Involuntary Resettlement
• Undertaking of Social Impact Assessment (SIA) including census socio-economic survey to identify and categorize all project affected persons irrespective of their legal status;
• Preparation of Involuntary Resettlement Action Plan

If Social Screening indicates, there is a need to prepare Resettlement Action Plan (RAP) a Social Impact Assessment as explained below will be undertaken prior to preparing RAPs.

Process of Social Impact Assessment (SIA)

The Social Impact Assessment (SIA) will focus on the following in case the process of social screening indicates that there are adverse impacts to be addressed:

1. Review of the patterns of use of land under different tenure systems – what category of land under tenure systems, who/how many used each type of land, for what purpose – agricultural and other means of income/sources of livelihood;
2. Assess their adverse socio-economic on those who depended on them along with patterns of use, type of adverse impact, the number of persons affected by such a transfer of public land;
3. Undertake a census socio-economic survey of all affected by the type of loss, adverse social and economic impacts;
4. Formulate a strategy to consult them through a prior and informed participatory process that is also transparent;
5. Assess whether all those who were to be paid compensation for land had been compensated and confirm that no claims for compensation are pending;
6. Assess whether the loss of access to/claims over common properties for social and economic needs had been compensated and that no claims are pending for claims and access rights;
7. Identification of the patterns of use of tank area for agricultural or as any other means of income/livelihood
8. Identification of vulnerable groups among the affected for targeted attention to help them with additional assistance; and
9. Based on the assessment, entitlement for compensation shall be in accordance with the Entitlement Matrix.

In addition to the Social Screening Format that is attached as Annexure-I, the guidelines for the preparation of Involuntary Resettlement Action Plans, both full and abbreviated are attached as Annexure II to the RPF. A full Involuntary Resettlement Action Plan (RAP) will be prepared if the total number of Project Affected Persons, affected both by acquisition of private land and transfer of Government/public land exceed 200 or more. An abbreviated Resettlement Action Plan (ARAP) will be prepared if the number of Project Affected Persons is less than 200.

**Multi Level Consultation and Participation**

The IAMWARM -2 will undertake multi-level stakeholder’s analysis as part of its policy of preparing the Program through a process of prior, transparent and informed consultation. In addition to this, the IAMWARM -2 will also undertake stakeholder’s analysis and consultations with particular focus on project affected persons and communities. The process of consultation and participation will provide an opportunity to all affected persons; community based organizations, interest groups, NGOs/CSOs to express their concerns related to likely adverse impacts of the Program and plans to mitigate them.

The process of consultation and participation will also include separate focus group discussions with groups of women and other vulnerable sections of society.

This process will also provide an opportunity for the Program to explain, among others, the IAMWARM-2 criteria for selection of tanks that would avoid adverse social, economic and cultural impacts, plans to mitigate them in case such adverse impacts occur and also the benefits of the Program. All key issues and concerns expressed will be documented to facilitate necessary actions.

**GRIEVANCE REDRESS MECHANISM**

Grievance Redress Mechanism (GRM) is one of the important tools for project management where major stakeholders are public community having diverse socio-economic status. The TN-IAMWARM-2 project deals with the agricultural resources across the state and hence likely to have grievances in terms of sharing the resources and adaptation to the advances in agricultural diversification, agriculture entrepreneurship, and movement towards climate smart agriculture with relevant agriculture – water related investments. The institutional arrangement proposed in the project needs to ensure the concerns of all the project beneficiaries and stakeholders are addressed and accommodated in a comprehensive manner.
The Grievance Redress Committee (GRC)

GRM is an essential component of any project administration, particularly if the project involves the local communities with diverse socio economic backgrounds as the major stakeholders. The grievance redress process will be a continuous, transparent and participatory process that would be an integral part of the project’s accountability and governance agenda.

A project level GRM will be in place for addressing social, environmental and project related grievances. The GRM will have multi level structures and processes. At the district level the committee is made up of respective JDs of line departments and EE, WRD of the sub-basin, this committee meets on weekly basis. This committee will look after the grievances related to irrigation and water management. At the next level the Collector heads the committee and convenes the meetings monthly once. The Collectors will take care of the other grievances related to the project activities. The next level is the HODs at the state level they contact remotely monthly once and organize meetings at every quarterly. Secretary occupies the next level in the structure and in charge of overall appeals and supervision of grievance redress; he calls for a meeting once in six months and annually. For every six months report is prepared at all levels and sent to the Secretary.

Grievance Redress and Feedback

| JD and EE | Weekly |
| District Collector | Monthly |
| HODs – State level | Monthly – remotely Quaterly in Person |
| Secretary | Six monthly and Annual |

Effort will be made to create awareness about GRC mechanism to the beneficiaries through use of flyers and pamphlets at the village, Block and District level. The GRC will receive and redress
all complaints and grievances that relate to the Project implementation that are formally brought to the GRC by individuals and group of individuals who have a grievance.

**Scope of GRC**

The GRC will receive and redress grievances and complaints that are formally brought to the GRC in writing by the persons and/or group of persons who have a grievance because of the Program’s adverse impact on him/her and them. The grievance would, among others, relate to payment of compensation and involuntary resettlement assistance to all project affected persons in accordance with the eligibility criteria as set out in this RPF.

**Process of GRC**

- The GRC will receive all grievances/complaints and enter them in the Grievance Register;
- The GRC will work out a timeframe to redress grievances/complaints if such grievances/complaints are not redressed during the first meeting;
- The GRC will acknowledge receipt of all grievances/complaints, by registered post, within 7 days of receipt;
- The GRC will consider and redress grievances/complaints through public and transparent process in which all those who have lodged their grievances and complaints in order to facilitate transparency and accountability;
- The GRC will communicate its decisions/redress in writing to the complainants within 4 weeks depending on the nature of complaints and
- The GRC decisions are not the final and the grieved and complainants have the right to seek judicial redress if they are not happy with the decisions of GRC. But it should not paraphrase the constitutional fundamental rights.

Name, Office Address, Contact number and email id of each of the SDMs in affected districts shall be communicated to all the beneficiaries. The beneficiaries can register complaints in following ways:

1. Open House at the Block and District levels.
2. By ordinary/registered/speed post addressed to concerned SDM of their area.
3. Online through the portal [http://onlinegdp.tn.nic.in/indexe.php](http://onlinegdp.tn.nic.in/indexe.php)

When closing the complaint, agreement should be made with the complainant on remedy, and both parties sign to their approval of the case being closed and outcome accepted. Copies are kept in both hard copy and electronic (please see documentation of Grievance process) by both parties

**Documentation of the Grievance Redress Process**

The process of grievance redress will be a regular, transparent and participatory one and is an important and integral part of governance and social accountability agenda. GRC will keep a
separate Case File for each grievance/complaint received in which all related documents and record of discussions are kept. GRC will also maintain the following three Registers. GRC will prepare a six-monthly report and send it to Secretary.

**Complaints/Grievances Register** will contain (a) Serial Number; (b) Case Number; (c) Name of the Grieved/Complainant; (d) Name of Father/Husband; (e) Gender (f) Age; (g) Full Address; (h) Brief details of grievance/complaint; (i) List of documents, if any, attached; (j) Details of previous grievance/complaint, if any; (k) Date of receipt of grievance/complaint and (l) Date of acknowledgement of grievance/complaint.

**Resolution Register** will have details of (1) Serial Number; (2) Case Number; (3) Name of the Grieved/Complainant; (4) Details of grievance/complaint (5) Field visit, if any, and findings; (6) Date of public hearing; (7) GRC’s decision; (8) Details of decisions – redressed, pending or rejected and (9) Agreement reached/Commitment made.

**Closing Register** will contain details of (i) Serial Number; (ii) Case Number; (iii) Name of the Grieved/Complainant; (iv) Date of Hearing; (v) GRC’s decision; (vi) GRC’s decision – whether or not accepted; (vii) Whether the grieved/complainant seeking legal redress; (viii) Date, medium and mode of communication to the grieved/complainant and (ix) Date of closing of grievance/complaint.

**Right to seek Legal Redress**

- The grieved/complainant will have the right to seek legal redress through the judicial system if he/she or they are not satisfied with the decisions of the GRC. The option of seeking redress through the GRC or through the judicial system will be explained to project affected persons during the process of public consultation and participation. But it should not paraphrase the constitutional fundamental rights.

**World Bank Grievance Redress Service (GRS)**

The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns. Project affected communities and individuals may submit their complaint to the WB’s independent Inspection Panel which determines whether harm occurred, or could occur, as a result of WB non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention, and Bank Management has been given an opportunity to respond. For information on how to submit complaints to the World Bank’s corporate Grievance Redress Service (GRS), please visit [http://www.worldbank.org/GRS](http://www.worldbank.org/GRS). For information on how to submit complaints to the World Bank Inspection Panel, please visit [www.inspectionpanel.org](http://www.inspectionpanel.org).

**MULTI-LEVEL PUBLIC DISCLOSURES**

GRC will disclose the SMF and related social safeguard documents/instruments at three levels, at the level of (i) District Collector; (ii) Secretary and (iii) World Bank.
At the level of the Secretary, the SMF and all social safeguard related documents, including Resettlement Policy Framework and Resettlement Instruments including Entitlement Matrix and Resettlement Action Plans will be separately identified and uploaded in the Government of Tamil Nadu Website in English and in Tamil as the Program covers a number of Districts in Tamil Nadu.

At the level of District Collector, the SMF and social safeguard related documents/instruments such as the SMF, Resettlement Policy Framework including the Entitlement Matrix; Resettlement Action Plans etc will be separately identified and disclosed in the website of each District in English and Tamil language.

At the level of the World Bank, the Bank will disclose this SMF and its RPF and any other future social safeguard instruments such as the reports of SIA and resultant Resettlement Instruments at the Infoshop for downloading and reference by interested stakeholders.
### Social Screening for Vulnerable Tanks

#### Details of Irrigation Tank

<table>
<thead>
<tr>
<th>Name of the Region</th>
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<tbody>
<tr>
<td>Name of Sub Basin</td>
<td></td>
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<tr>
<td>Name of the Village/Gram Panchayat</td>
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<tr>
<td>Name of Irrigation Tank, if any</td>
<td></td>
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<tr>
<td>Category as per ESMF</td>
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</tbody>
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#### Details of Encroachments and pollution – tick appropriate column

<table>
<thead>
<tr>
<th>Is there Encroachment</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>If yes, where</td>
<td>Tank Bunds</td>
<td>Fore-Shore</td>
</tr>
<tr>
<td>Use of Encroached Land</td>
<td>Residence</td>
<td>Agriculture</td>
</tr>
<tr>
<td></td>
<td>Commercial</td>
<td>Others</td>
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</tbody>
</table>

#### Participants in Social Screening

<table>
<thead>
<tr>
<th>Name of Participant</th>
<th>Name of Organization</th>
<th>Designation</th>
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</thead>
<tbody>
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</table>
Place of Social Screening

<table>
<thead>
<tr>
<th>Name of Social Screening Place</th>
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</thead>
<tbody>
<tr>
<td>Date of Social Screening</td>
<td></td>
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<tr>
<td>Time of Social Screening</td>
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This is to certify that on the basis of above Social Screening that this irrigation tank is categorized as Category ________ in accordance with the ESMF.

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<th>Signature</th>
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</thead>
<tbody>
<tr>
<td>Name of person filling form</td>
<td></td>
</tr>
<tr>
<td>Designation</td>
<td></td>
</tr>
<tr>
<td>For use of WRD</td>
<td></td>
</tr>
<tr>
<td>Signature</td>
<td></td>
</tr>
</tbody>
</table>

| Name of person verifying format WRD |  |
| Designation |  |
Annexure-II

Guidelines for preparing Involuntary Resettlement Action Plans

- Details/categories of land handed over for expansion or establishment—type of land—private/patta land and Government/public land under different tenure systems in hectares;

- Details of patterns of use of the land when private land was acquired and Government/public land were transferred:
  - Residential;
  - Residential-cum-commercial;
  - Agricultural and other sources of income/livelihood
  - Access to common properties/natural resources for firewood, fodder, sources of income/livelihood, cultural properties etc.

- Details/number of affected persons whose use and access to common properties as listed above had been adversely affected;

- Details of compensation paid, if any; number of patta holders paid and number of patta holders to be paid;

- Details/number of affected persons who had been paid of compensation for assets lost on Government/public land and resettlement assistance provided to compensate loss of access to common properties and details of those yet to be compensated both in terms of income and access to common properties;

- Details of vulnerable groups of persons from among such affected;

- Census socio-economic survey of all project affected persons irrespective of their legal status;

- Details of prior, informed and transparent process of consultation

- Detail of Grievance Redress Process

- Resettlement Action Plan – compensation to be paid, payment of entitlement in accordance with the Entitlement Matrix, special assistance to vulnerable group of affected persons; budget, time frame, institutional arrangements for planning, monitoring and evaluation