

SFG3098



# **SOCIAL MANAGEMENT PLAN**

FOR  
**REVITALIZATION OF  
BANKE BIHARI TEMPLE AREA  
VRINDAVAN**



*Uttar Pradesh*  
Amazing Heritage Grand Experiences  
UTTAR PRADESH TOURISM

## CONTENTS

<b>CHAPTER 1: INTRODUCTION</b>	<b>1-4</b>
1.1    Prelude	1
1.2    Area of study	1
1.3    Demographic and Socio-Economic Profile	2
1.4    Need of Social Impact Assessment	2
1.5    Objectives of Social Impact Assessment	2
1.6    Project Impacts	4
1.6.1 <i>Positive impacts</i>	4
1.6.2 <i>Short term adverse impacts</i>	4
<b>CHAPTER 2: APPROACH AND METHODOLOGY</b>	<b>5-12</b>
2.1    Methodology for Social Impact Assessment and Management Plan	5
2.1.1 <i>Collection of data</i>	5
2.1.2 <i>Community Participation and Consultations</i>	6
2.1.3 <i>Visitor profile and satisfaction survey</i>	6
2.1.4 <i>Site surveys and transect walk</i>	7
2.2    Screening of the project and assessment of impact	8
2.3    Conclusion of screening activity	11
<b>CHAPTER 3: BASELINE SOCIO-ECONOMIC PROFILE</b>	<b>13-17</b>
3.1    Introduction	13
3.2    Socio Economic Profile	15
<b>CHAPTER 4: REGULATORY FRAMEWORK</b>	<b>16- 19</b>
4.1    Prelude	18
4.2    Applicable Laws & Environmental and Social Management Framework	18
<b>CHAPTER 5: IMPACTS AND MITIGATION PLAN</b>	<b>22- 28</b>
5.1    Social Management Plan	22
5.2    Impacts and proposed mitigation measures	22
5.3    Institutional arrangement for implementation	25
5.3.1 <i>Planning and implementation of mitigation plan</i>	25

5.3.2	<i>Formation of Implementation Coordination Committee</i>	26
5.4	Capacity assessment of institutions and mechanisms for implementing	27
5.5	Training, skill up-gradation and income restoration	27
5.5.1	<i>Purpose of Imparting Training</i>	28
5.5.2	<i>Training Cost</i>	28
<b>CHAPTER 6: PUBLIC CONSULTATION</b>		<b>29-38</b>
6.1	Introduction	29
6.2	Objectives	29
6.3	Forms of Public Consultation	29
6.4	Methodology of Public consultation	29
6.5	Tools of Public Consultation	30
6.5.1	<i>Stakeholder Identification</i>	30
6.5.2	<i>Focus Group Discussion</i>	31
6.5.3	<i>Interviews</i>	31
6.5.4	<i>Summary of FGDs and Interviews</i>	31
6.5.5	<i>Consultations</i>	33
6.5.6	<i>Details of Disclosure Meeting/Consultations</i>	33
6.5.6	<i>Feedback from Public Consultations, FGDs and Interviews</i>	37
6.6	Mechanism for continued Consultation	38
<b>CHAPTER 7: MONITORING, EVALUATION AND GRIEVANCE REDRESSAL</b>		<b>39-43</b>
7.1	Institutional arrangement for monitoring and evaluation	39
7.2	Internal monitoring	39
7.3	External Monitoring and Evaluation	41
7.4	Subproject specific grievance redressal mechanism	41
7.4.1	<i>Members of GRC</i>	42
7.4.2	<i>GAAP</i>	42
7.4.3	<i>Functions of the Cell</i>	42
7.5	Suggestions and complaint handling mechanism	42
7.5.1	<i>SCHM Users</i>	42
7.5.2	<i>Management of SCHM</i>	42
7.5.3	<i>On-line Form for Suggestions and Complaints</i>	43

<b>CHAPTER 8: GENDER SENSITIVITY AND ACTION</b>	<b>44-47</b>
8.1 Perceived short term adverse impacts on women and mitigation measures	44
8.2 Summary of Gender Actions under the Project	45
<b>CHAPTER 9: IMPLEMENTATION SCHEDULE AND BUDGET</b>	<b>48-49</b>
9.1 Implementation Schedule	48
9.2 Cost Estimate of SMP	48
<b>CHAPTER 10: CONCLUSION</b>	<b>50</b>
<b>ANNEXURES</b>	
Annexure 1: List of Hawkers/Vendors in the sub-project Area	51-57
Annexure 2: Questionnaire for Census and Socio-Economic Survey	58-60
Annexure 3: ToR for External Monitoring and Evaluation Consultant	61-61
Annexure 4: Online form for Suggestions and Complaints	63
Annexure 5: Attendance Sheet of Public Consultation	64-66
Annexure 6: Photographs of Interviews, Survey and Public Consultation	67
Annexure 7: Transact map of the sub-project area	68
Annexure 8: Media coverage of Public Consultation	69-70

**SOCIAL MANAGEMENT PLAN  
FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

**CHAPTER 1  
INTRODUCTION**

**1.1 Prelude**

The State of Uttar Pradesh (UP) has several heritage cities with high tourism potential, especially Agra with the Taj Mahal, two other world heritage sites and the religious offerings of Braj. Despite its tourism value, it is evident that the city has not been able to fully tap its tourism potential. Under the pro-poor tourism development project, the Government of Uttar Pradesh (UP) has sought financial support from The World Bank with the objectives of:

- a. Unlocking the tourism potential of the State by addressing the factors responsible for its less than adequate rate of development
- b. Improving the living conditions of the poor in the city by provisioning of basic services and infrastructure and contributing to the creation of jobs and opportunities for livelihoods, by directly including the poor in the sector
- c. Protecting the State's tangible and intangible cultural heritage by including people in the process of tourism.

The Project is aligned with India's 12<sup>th</sup> Five-Year Plan, which stresses pro-poor tourism as a priority aimed at increasing the net benefits to the poor and at ensuring that tourism growth contributes to job creation, particularly for poor, female and young workers, and ultimately to poverty reduction. The Government of Uttar Pradesh shares this vision and is currently updating its 2002 Tourism Development Policy, prioritizing the Buddhist Circuit, Agra and the Braj region as drivers for the socioeconomic development of the state.

The fact that the rich cultural heritage and flourishing tourism in the city of Vrindavan has little or no impact on the majority of the surrounding urban poor of the city is a major lacuna in the current development scenario. The central philosophy guiding the project methodology is that the proposed project will benefit the local communities present in the precincts of the BankeBihariji Temple, socially, economically and culturally. This would involve interweaving the aspirations and interests of community stakeholders with the development of the site and its environs. The project envisages developing a mutually beneficial, dynamic and vibrant relationship between these two aspects, religious and the economic.

**1.2 Area of study**

The prime subject area for the project is the BankeBihariji Temple Area in Vrindavan town of Mathura district covering about 13.5 km of roads and alleys comprising of commercial, residential and religious structures. The site, acting as the most important among the many other temples in the area, gradually became a focal point of various activities related to religious tourism, and at the same time a subject of unmanaged

**SOCIAL MANAGEMENT PLAN  
FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

activities and unplanned movement pattern all circling around the main shrine creating an unpleasant atmosphere for the tourists. The unplanned growth of the shops, encroachments by the shopkeepers and the hawkers/vendors in the area around the main temple as well as on the major roads leading to it and unchecked plying of vehicles in the narrow streets are an obstruction to free movement of the tourists. The primary requirements of the visitor approaching the site had been never holistically planned. The site has grown itself as per the requirements and activities of the market, the vehicular traffic and the tourists, simultaneously raising issues which need to be addressed as a part of the project. The prime focus shall remain to develop this sub-project area as a facilitated visitor hub in order to provide a good experience to the visitor. The basic services and other infrastructure facilities in the area will help to augment the economic status of the local poor communities.

**1.3 Demographic and Socio-Economic Profile**

Vrindavan is a religious town which has very high inflow of pilgrims through-out the year and provides livelihood opportunities to petty shopkeepers and vendors, rest houses and ashrams. Vrindavan city is the second highest populous place in Braj Region after Mathura with a total population of 63,005 persons of which 34769 are males and 28236 are females distributed in 11,637 Households as per Census 2011. The average household size in Vrindavan is 5.4. Vrindavan has 45% of women population which is lowest in Braj. It also has highest Schedule Caste (SC) population i.e. over 6294 but only 18 STs.

**1.4 Need of Social Impact Assessment**

The loss of private assets resulting in loss of income, displacement and economic and cultural changes, and changes in the air and water quality and other environmental pollutions have made social and environmental impact assessments an important part of project design while initiating and implementing developmental interventions. The customs, traditions and belief systems of any region are deeply rooted in the economy and environment. Any change in the living environment, how-so-ever minuscule it might seem, brings about considerable change in the way of life of the affected population. To identify the stress factors, the intangible culture constructs which are at risk due to temporary loss of land and relocation; an in-depth participatory study is undertaken. In order to ensure that the project does not harm the livelihood of the people due to the proposed interventions, an assessment of adverse impacts is carried out with the objective of proposing suitable mitigation measures where such impacts are envisaged. Towards this end, a detailed social impact assessment (SIA) was carried out to make project design responsive to social development concerns.

**1.5 Objectives of Social Impact Assessment**

The primary objective of Social Impact Assessment is to ensure that the project addresses the adverse impacts on the livelihood of the people and that nobody is left

**SOCIAL MANAGEMENT PLAN  
FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

worse-off after project implementation and all local inhabitants, including those affected by the project, have access to project benefits, both during the construction as well as operation phase of the project. Specifically, the objectives of the study are:

- ]/ Documentation of the baseline status of the Project Affected Persons
- ]/ To carry out a socio-economic and cultural analysis to identify the project stakeholders and social issues associated with the project
- ]/ Assessment of the extent of asset loss through a questionnaire based survey of potential project affected people
- ]/ Development of a consultation framework for participatory planning and implementation of proposed Social Management Plan

The first step towards preparation of the SMP was collection of baseline data of the project site from primary and secondary sources; government records, survey, interviews, FGDs, consultations and importantly, observation. The data obtained through this exercise was subsequently analyzed to identify the key stakeholders who were categorized into directly impacted/ vulnerable and indirectly impacted. A transect walk was undertaken in the sub-project area to identify and list the various stakeholders, encumbrances and utilities.

Under the second step following documentation of the baseline status, an assessment of the quantum of impacts on all the identified categories of stakeholders has been made. The approach to the project is inclusive and integrative; understanding the interrelationship between the stakeholders and the sub-project site and peripheral area, their needs and aspirations and socio-economic issues, if any. Inclusive solutions have been proposed in the present document to improve the living environment through access to infrastructure services and providing them better livelihood opportunities. Participatory planning approach has been used and the proposals finalized and submitted to the client only after getting the consent of the identified stakeholders after requisite modifications incorporating their suggestions.

Based on the outcome of the impact assessment, mitigative measures have been proposed under Social Management Plan along with the budgetary provisions required for the same. At this stage, the probable ideas that could later be developed into full-scale models to be implemented under the Social Management Plan may be listed as: Rehabilitation and skill enhancement training to the local artisan-hawkers/vendors, including women; management of the present modes of transport within the sub-project area, relocation of the hawkers/vendor to the vending zone proposed to be developed at the site of the underground parking on the Vidyapeeth Marg and creation of dedicated walkways, waiting and resting areas for women, children and other vulnerable sections, among others.

**SOCIAL MANAGEMENT PLAN  
FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

## **1.6 Project Impacts**

### *1.6.1 Positive impacts*

The positive impacts of the project far exceed the short term adverse impacts on the local population. Relocation of the hawkers/vendors of the vending zone at the existing underground parking area, restoration of roads and drains, provisioning of civic facilities to the tourists and the locals, creation of dedicated walkways for the pedestrians and promotion of cups and plates made of clay and leaves (kulhar, donas and pattals) will provide better experience to the tourists and newer livelihood opportunities to the local artisans. Short term economic gain for the petty shops of the area selling daily provisions would be provided by the influx of the labourers during the period of construction of these facilities. Other visitor friendly measures include better placement of the security staff, better managed and integrated planning of parking.

### *1.6.2 Short term adverse impacts*

Infrastructure and public utility projects may prove beneficial for the environment and society or they may have some adverse impacts as well. Planners and decision makers have realized the importance of understanding the consequences of any such projects on both environmental and social sectors, and have started taking steps to avoid any adverse impacts. Based on the major findings obtained from the field visits and secondary data analysis, the possible social issues with reference to the proposed restoration work in the sub-project area have been discussed in this section.

During the implementation phase of the project, there will be temporary disruption in the business of the hawkers/vendors presently earning their livelihood on the various streets within the sub-project area which will be mitigated by compensating them for the loss of livelihood. This disruption in their livelihood is envisaged as a temporary one lasting for not more than three months. These hawkers/vendors will move to some other location within the sub-project area during this period. There will be no permanent displacement/relocation and land acquisition in the sub-project.

Although no road closure is envisaged during road and drain restoration work, it may lead to partial blockage of road resulting in operational problems to the shopkeepers. But there will be no loss of livelihood. Ambulatory vendors can very well shift their place as and when required. As per the feedback received from discussions and interactions with the local community during the field visit, most shop-owners and mobile vendors are welcoming the proposed sub-project as they see a direct benefit of improved working conditions. They are aware of, and prepared to face temporary inconveniences and demolition of minor structures like steps and covers placed on the drains if the project is implemented in a timely manner.

**SOCIAL MANAGEMENT PLAN  
FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

**CHAPTER 2  
APPROACH AND METHODOLOGY**

**2.1 Methodology for Social Impact Assessment and Management Plan**

Identification of the issues and activity analysis of the defined sub-project area has been conducted to derive the limitations in the project. The core area of study has been the Gandhi Marg, Vidyapeeth Marg, Madan Mohan Marg, Purana Bajaja and BankeBihariji Marg while the peripheral area consists of the remaining streets and by-lanes where the community, directly or indirectly, is related to the tourist activity such as guides, tour operators, transporters and hotels and guest houses.

The social assessment for impact analysis of the project has been carried out through a series of complementary processes. A preliminary social screening was first undertaken and the sub-project categorized accordingly. The methodology adopted for collection of requisite data for the SIA included transect walk through the entire project area, stakeholder/public consultations and questionnaire based FGDs and individual interviews. The feedback obtained from the consultations has been used in preparing the SMP. The need for Resettlement Action Plan (RAP) was assessed and negated as there is no acquisition of private land or structure.

*2.1.1 Collection of data*

Data required for the project has been collected by the survey team comprising of Dr. Amrita Rai, Dr.Pramod Bihari Shukla, Dr. Ram Singh, Ms. Anshu Shukla and Ms. GeetaBisht during the second week of November 2016. A detailed questionnaire was prepared to collect the socio-economic data which was strengthened by personal informal interviews and Focus Group Discussions. A copy of the questionnaire is provided at Annex..

The two main areas, the Gandhi Road from Atalla Crossing to Banke Bihari Street passing through Vidyapeeth crossing and the Purana Bajaja Road to Banke Bihari Street passing through Dauji Crossing together have 203 shops out of a total of 484 in the entire sub-project area. The number of hawkers/vendors in the sub-project area is 171, all of whom will face temporary disruption in their livelihood and are entitled to temporary disturbance allowance of INR 36,000/. Of the 171 hawkers and vendors, 16 are women. The survey questionnaire and the list of hawkers/vendors have been given as annexures 1 and 2. A revisit was undertaken to the sub-project area on 16<sup>th</sup> and 17<sup>th</sup> of December 2016 for verification of the number of hawkers and vendors and the final list was validated by them as 171under this category who are entitled for compensation as livelihood assistance for temporary displacement. The list of the affected persons has been disseminated and shared during the public consultations in

**SOCIAL MANAGEMENT PLAN  
FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

the area. December 17<sup>th</sup> 2016 shall be deemed as the cut-off date for listing of Hawkers/Vendors in the sub-project area.

**2.1.2 Community Participation and Consultations**

A local community is described as a group of interacting people living in a common location i.e. sharing the same environment. The identity of the members of the community and their degree of cohesiveness depends on the beliefs, resources and preferences of the members. In the present case, local community refers to the population affected by the project and consists of the local shopkeepers, hawkers/vendors/vendors, ashrams and dharamshalas and residents of the area.

Community participation and consultations are an important tool for identifying the views and needs of the project beneficiaries, project affected people, women, vulnerable and poor members of the community and other stakeholders who may directly or indirectly be affected by the project. The aim of consultations and FGDs is to incorporate the perceptions of the stakeholders in the planning and implementation of the project.

**2.1.3 Visitor profile and satisfaction survey**

A Visitors profile and satisfaction survey was also undertaken to identify the issues and concerns affecting domestic and foreign tourists and other visitors to the site. Survey using a customized questionnaire based on individual site conditions was carried out. Specialized surveyors were engaged to interact with visitors and elicit their responses. The distribution of tourists, domestic and international, visiting the Temple, duration of stay in Vrindavan and satisfaction with the present facilities is presented in tables 2.1 to 2.3

**Table2.1: Visitor Profile (in percentage)**

Domestic Tourists		International Tourists
From within UP	From other states	
32	45	23

\* No women –only group was found among the domestic tourists

**Table2.2: Average duration of stay at Vrindavan (in percentage)**

1-3 days	4-6 days	1-2 weeks	more than 2 weeks
8	8	42*	42**

\* Majority of domestic tourists staying for a week or more in Vrindavan are from Gujarat

\*\*All tourists staying for more than 2 weeks in Vrindavan are international tourists, mostly associated with ISKON

**Table 2.3: Average number of family members (in percentage)**

1-5 members	6 or more members
75	25

**SOCIAL MANAGEMENT PLAN  
FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

A tourist satisfaction survey was conducted in the subproject area in which the respondents were asked whether they were satisfied with the existing services and facilities. All those who replied in the negative were then asked to make a list of the deficient services and facilities due to which they faced inconveniences. The outcome of the exercise has been presented in table 2.4.

**Table 2.4: Satisfaction Survey**

Satisfied with current facilities in temple area (in percentage)	Yes	No
	43	57

Most of the tourists are not satisfied with the current facilities and listed out lack of toilet and drinking water facility as the main shortcoming of the area. In percentage, this was 60 while 40 % listed lack of drainage and insufficient policing as areas of dissatisfaction.

#### *2.1.4 Site surveys and transact walk*

This included transect walk and activity mapping of the Project site and its surroundings and meetings, structured interviews and group discussions. Together, these provide an understanding of people's perceptions, issues faced and the requirement of the site.

Transect walk is conducted for gathering spatial data on an area by observing people, surroundings and resources while walking around an area. Through the observation of specific indicators and the participation of a variety of stakeholders, significant amount of both qualitative and quantitative data was collected.

Issues identified during the transact walk have been categorized and presented as under:

- a. **Public Utilities/Toilets:** there is acute shortage of toilet and drinking water facilities in the project area. The only somewhat functional toilet facility is located at the Vidyapeeth crossing. There are no resting places/spots available in the entire area.
- b. **Markets/shops:** There will be both positive as well as adverse impacts of the project on the local market. While on the one hand there may be some temporary loss of livelihood due to disturbances created by the construction activities, on the other, the same outlets might see an increase in sales due to the influx of the contractors' men and the supervision staff.
- c. **Hawkers/Vendors:** A large number of hawkers/vendors presently occupy a large tract of the Vidyapeeth Marg. Another road having a sizeable number of

**SOCIAL MANAGEMENT PLAN  
FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

hawkers/vendors is the PuranaBajaja Road leading to the Nidhi Van. These hawkers/vendors will face temporary disruption in their livelihoods during the civil construction activities varying from a month to three months as per the construction plan.

- d. **Beggars:** Another social issue is that of the large number of beggars occupying the sides of the Vidyapeeth Marg who often turn unruly and abusive if not provided alms by the passersby.
- e. **Roads/pathways to the BankeBihariji Temple:** The roads and pathways to the BankeBihariji Temple are in a deplorable state. Full of potholes and broken pavements and shoulders, these roads and smaller streets are a hazard for the pedestrians due to their un-walkable condition on the one hand and unruly traffic on the other.
- f. **Gender Issues:** Gender issues identified during the transact walk were mostly related to problems of safety within the sub-project area. Lack of dedicated walkways, resting places and civic amenities are the other issues.
- g. **Pickpockets and petty thieves:** Pickpockets and petty thieves, especially within the premises of the Banke Biharji Temple are another issue plaguing the sub-project area.
- h. **Simians:** The large number of simians present within the sub-project area is a hazard for the tourists. Though cases of simian bites have not been reported, instances of snatching of spectacles and other belongings of unwary tourists by the simians are quite common.
- i. **Stray animals:** Stray dogs and cattle are another menace on the congested roads and alleys.

## 2.2 Screening of the project and assessment of impact

The main objective of Social Screening Survey and Analysis and subsequent Social Assessment is to improve the decision making process and ensure that the design and improvement options are based on authentic baseline information of the project area and are in compliance with the State, Government of India and World Bank guidelines and regulations. Social screening of the sub-project area was undertaken as per the framework and guidelines of the World Bank. Although many benefits are expected from the project, some short term adverse social impacts have been identified through the social assessment and social screening. Every possible effort has been made to reduce potential adverse social impacts.

Screening activity had been undertaken at the beginning stages of project development with the purpose of screening out “no significant impacts” from those with significant

**SOCIAL MANAGEMENT PLAN  
FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

impacts and to get a broad picture of the nature, scale and magnitude of the issues. Based on the secondary data analysis, field assessments and stakeholder interaction/consultation, the screening activity was conducted as per the guidelines provided in Environmental and Social Management Framework of World Bank. During the visits to the sub-project site in the first and second weeks of the month of November, 2016 the major Social factors as per the ESMF of the World Bank were identified. The factors which were considered for the screening are as under:

- J Land availability/requirement
- J Loss of structures and livelihood
- J Residential units affected due to the sub-project
- J CPRs affected due to the sub-project
- J Identification of PAPs
- J Project categorization under high or low category

The screening result shows that there will be no impact on private/government land and structures except for demolition of illegal constructions/encroachments, like ramps, steps and covers on the drains along the roads and minor streets and alleys.

**Table 2.5:Social Screening and Management Framework**

***Part a: Social Impacts Information***

**1. Commercial properties affected and other PAPs of the sub-project**

<b>Details</b>	<b>Number</b>
Total Affected (shops in the sub-project area)	484
Total Affected (shops on the Vidyapeeth Marg and PuranaBajaja)	203
Title Holders (of shops on the Vidyapeeth Marg and PuranaBajaja)	148
Non-Titleholders – Tenants (of shops on the Vidyapeeth Marg and PuranaBajaja)	55
Total number of hawkers/vendors in the sub-project area	171
e-rickshaw owners/drivers	65

Source: primary survey

**2. Common Property Resources Affected**

<b>Type</b>	<b>Number</b>
Toilets	5
Drinking Water Facility (taps and piau)	9
Hand pumps	18

**SOCIAL MANAGEMENT PLAN  
FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

Banks	3
ATMs	3
Police outpost	1
Ashrams/Dharamshalas	11
Hotels/Guest Houses	8
Parkings	2
Schools	2
Temple (Hanuman Temple on Vidyapeeth Marg)	1
Railway crossing	1
Electrical panels/switch boxes/transformers	60

Source: primary survey

<b>Part b : Result/Outcome of Social Screening Exercise</b>		
1.	No SA Required	
<b>2</b>	SA Required	Since project will have a short time adverse impact on shop keepers, hawkers and e-rickshaw drivers/owners, SIA is required for preparation of Social Management Plan suggesting mandatory mitigation measures for perceived short term adverse impacts. RAP is not required as the sub-project does not entail any land acquisition.

**Table 2. 6: Outcome of Social Screening**

<p><b>Project Title:</b> Preparation and Submission of Social Management Plan for the Detailed Project Report (DPR) of Revitalization of Banke Bihari Temple Area, Vrindavan</p> <p><b>Executing Agency:</b> Department of Tourism, Government of Uttar Pradesh</p> <p><b>Project components:</b> Rehabilitation and Renovation of the streets around the Banke Bihari Temple, revamping the drainage system, provisioning of better civic facilities to the visitors, creation of more parking spaces in the project area and creating better livelihood options for the local people including the shopkeepers and hawkers.</p> <p><b>Will the project create significant/limited negative social impacts?</b> The project does not have any perceived long term adverse social impact.</p>				
<table border="1"> <thead> <tr> <th><b>Social Factors</b></th> <th><b>Outcome</b></th> </tr> </thead> <tbody> <tr> <td>Loss of Land</td> <td>There will be no loss of private land in the project as the sub-project is planned as renovation and</td> </tr> </tbody> </table>	<b>Social Factors</b>	<b>Outcome</b>	Loss of Land	There will be no loss of private land in the project as the sub-project is planned as renovation and
<b>Social Factors</b>	<b>Outcome</b>			
Loss of Land	There will be no loss of private land in the project as the sub-project is planned as renovation and			

**SOCIAL MANAGEMENT PLAN  
FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

	rehabilitation of the existing infrastructure including roads and drains; and carving out more and better managed public spaces through integrated planning.
Land Availability/Requirement	There will be no loss of private land in the project as the sub-project is planned as renovation and rehabilitation of the existing infrastructure
Loss of structures	No loss of structure, commercial or residential, is perceived in the project. Only minor encroachments above the drains will be removed.
Loss of livelihood	<p>No permanent loss of livelihood is perceived in the project. The adverse effects of the project on the livelihood of the shopkeepers and hawkers is temporary in nature and all the shopkeepers and hawkers will be retained within the sub-project area after completion of the project. Space constraints will however limit the number of hawkers who will be resettled within the area; livelihood assistance has been envisaged for them to support them and their families in the transitional phase.</p> <p>During implementation of the project, there will be temporary disturbance in livelihoods of the shop keepers. This will be limited to the period of civil construction during the restoration and renovation of roads and streets, written consent of the shopkeepers will be taken before start of the restoration works.</p> <p>The proposed vendor cum facility center on the site of the underground parking on the Vidyapeeth road will be constructed in the second phase so that the hawkers/vendors may ultimately be shifted to this facility.</p> <p>The project will provide more gainful employment to a section of the local people through short term contract labor for the renovation work which will be taken up.</p>

### **2.3 Conclusion of screening activity**

Since the sub-project does not entail land acquisition and physical rehabilitation, OP 4.12 is not triggered. OP 4.10 is also not applicable as there is no tribal/indigenous population in the sub-project area.

**SOCIAL MANAGEMENT PLAN  
FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

Based on the analysis of the data gathered from field survey, stakeholder interaction/consultation and secondary sources, issues related to the environmental and social sectors were identified. The impacts so identified were compared with the existing baseline environmental and social conditions of the study area. The impacts of the activities are mostly positive with few short term adverse impacts mitigation measures of which have been planned through phasing of civil works.

Based on the screening activity, this scheme falls in "**Low Impact**" as there is no requirement to acquire private land for the proposed restoration/renovation works of the project. Secondly, adverse impacts identified during screening are temporary in nature and in-turn are going to help hawkers and vendors in the long run as they will be provided with improved space for their day to day businesses.

## **CHAPTER 3**

### **BASELINE SOCIO-ECONOMIC PROFILE**

#### **3.1 Introduction**

The social profiling includes the profile of the community living in the vicinity of the site or directly/indirectly linked to the site- hawkers/vendors/vendors, shopkeepers, parking contractors and e-rickshaw drivers. A sample survey has been undertaken to collect data about demography, socio-economic profile, level of literacy, livelihoods, access to infrastructure and services (physical and social), linkages to the monument, etc. in the area using a structured questionnaire format. This data has been analyzed:

- i) To get a baseline for the site, identification of the DPR components and assessment of impact for preparation of mitigation measures
- ii) To identify the PAP's whose livelihood is dependent upon the project area and to relocate/ resettle/rehabilitate them in a way so to increase their income generating opportunities or at-least maintain it to pre-project level.
- iii) To inculcate the feeling / sense of ownership of the project amongst PAPs through development of the project with their active participation
- iv) Skill up-gradation of semi-skilled persons with twin objectives of increasing their income and improving the quality of the products

The various stakeholders of the project identified through the reconnaissance survey, discussions, informal and unstructured interviews and to a extent participatory observation were grouped into two main categories: institutional and non-institutional. The institutional category consists of the departments of Tourism, Archaeology, Jal Nigam, Electricity, Water Supply and Sewerage, Security Agencies and MVDA. The non-institutional stakeholders comprise the petty shopkeepers and hawkers/vendors working within the sub-project area. From the social point of view, the latter are more important as they are the ones who will face the hardships; immediate and/or permanent.

#### **3.2 Socio Economic Profile of the sub-project area**

The socio-economic profile of the sub-project area has been obtained through Census Survey as well as from secondary sources. The social stratification of the local population shows that 90% of the population is from the upper caste Hindus while the lower social classes; the Scheduled Castes make up for only about 9.98% and the Scheduled Tribes .02%, The total workers in the project area, Vrindavan, are 19136 which is about 30% of the total population.

Banke Bihariji temple provides varied livelihood opportunities to different class of

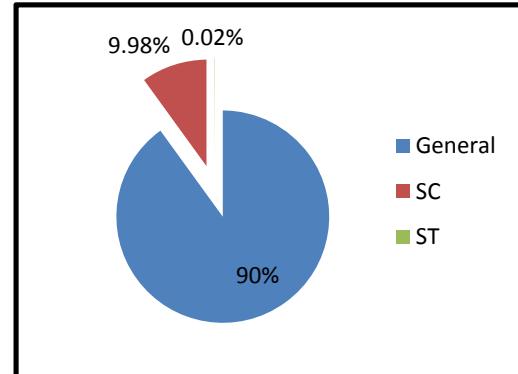
## SOCIAL MANAGEMENT PLAN FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA

people like religious goods sellers, prasad shops, small roadside eateries and fast food joints, portrait sellers, auto-rickshaw, e-rickshaw, cycle-rickshaw drivers, potters and toy shops.

The sections below present the community, income, and education and building-use profiles based on the primary survey.

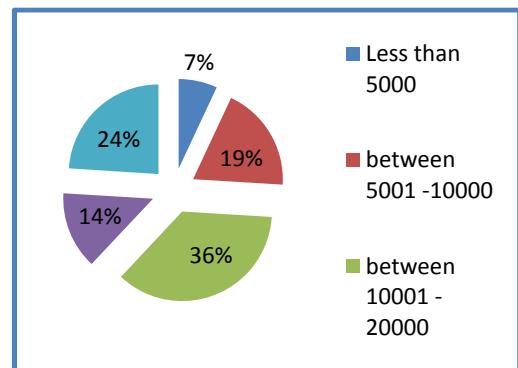
### *Community Profile*

The community profile of the residents in the sub-project area is presented in the pie chart. The area predominantly has general category population (90%). There are 9.98% population belonging to backward social classes (SCs and OBCs) and .02% Scheduled Tribes.



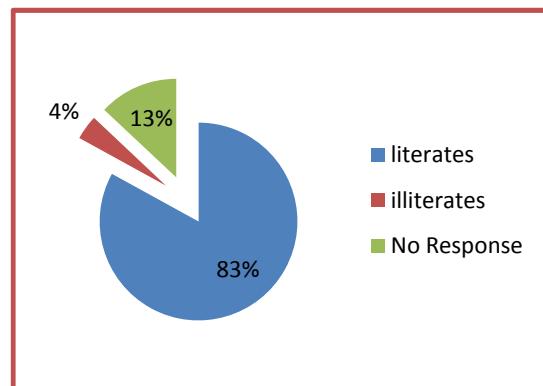
### *Income Profile*

The income profile of the respondents based on primary survey is given in the chart. Most of the respondents were initially reluctant to share their income levels. 24% of the respondents chose not to reveal their income. 7% reported monthly income of less than INR 5000/-, 19% between INR 5001/- to INR 10000/-, 36% between INR10001/- to 20000/- while 14% have a monthly income figure at more than INR 20001/-



### *Educational Profile*

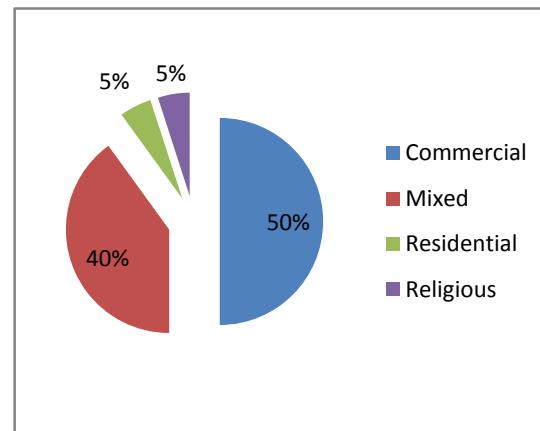
The education profile of the respondents as obtained through primary survey indicates that the literacy level of the local population is very high at 83 %. Only 4% of the local population is illiterate. 13% of the respondents chose not to answer the question.



**SOCIAL MANAGEMENT PLAN  
FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

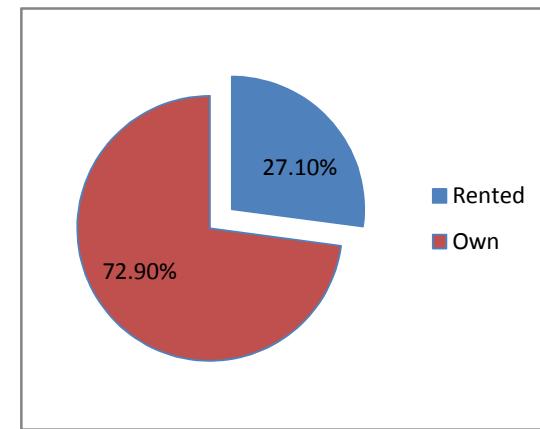
*Category of use of buildings*

The category of use of buildings in the sub-project area clearly indicates that the majority of buildings are used for commercial purposes; shops, hotels, guest houses or dharamshalas. 50 % of the buildings are used commercially while 40% are under mixed use; while those used as only residential or only religious purposes are 5% each.



*Ownerships profile of commercial properties*

The chart here gives the shop ownership details for the DPR region. 72.9% of the shops were owned by the respondents while 27.1% were rented



### **3.3 Socio economic profile of the PAPs**

A study of the symbiotic relationship between the Banke Bihari Temple area and the local community within the defined sub-project area brought to the fore the dependence of the stakeholders on tourist flow. This project will ensure that the concerns of these stakeholders, earning their livelihood from within the defined sub-project area, will be addressed in the final plan for development. The methodology of participatory planning through stakeholder consultation and regular interactions has been adopted to address the issues of working conditions, livelihood, skill enhancement training, capacity building and gender.

The social impact of the project may be also assessed in terms of viewing the occupational pattern of the project area. The economic profile of the project area reveals that there is dominance of business activities comprising mainly of small and petty traders followed by guides, hawkers/vendors and operators/drivers of local modes of transport like e-rickshaws.

A detailed socio-economic survey was conducted in the sub-project area which included questionnaire based survey, FGDs and individual interactions. The findings of the survey have been presented in table below:

**SOCIAL MANAGEMENT PLAN  
FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

Table 3.1: Number of PAPs above 18 years of age

<b>Total</b>	<b>Male</b>	<b>Female</b>
1050	577	473

Source: primary data

Table 3.2: Number of hawkers/Vendors eligible for Compensation

<b>Total</b>	<b>Male</b>	<b>Female</b>
171	155	16

Source: primary data

Table 3.3: Age structure of the PAPs

<b>Age group</b>	<b>Total</b>	<b>Male</b>	<b>Female</b>
<b>All</b>	<b>1050</b>	<b>577</b>	<b>473</b>
18-20 years	102	59	43
21-30 years	270	143	127
31-40 years	234	133	101
41- 50 years	173	93	80
51 years and above	271	149	122

Source: primary data

Table 3.4: Marital Status of PAPs (in Percentage)

<b>Married</b>	<b>Unmarried</b>
80	20

Source: primary data

Table 3.5: Relative literacy rate of the PAPs (in percentage)

Males	59.77
Females	40.23

Source: primary data

Table 3.6: Literacy level of the PAPs (in percentage)

Upto class X	43.64
Upto class XII	18.28
Graduates and Post Graduates	38.08

Source: primary data

Table 3.7: Occupation profile of the PAPs

<b>Category</b>	<b>Number</b>
shopkeepers	484
hawkers	171
e-rickshaws	55

Source: primary data

**SOCIAL MANAGEMENT PLAN  
FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

Table 3.8:Occupation profile of hawkers/vendors

<b>Category</b>	<b>Number</b>
Jewellery/cosmetics	24
Eatables (including fruits and chaat)	49
Clothes for Banke Bihariji	30
Flowers/garlands	17
Toys (plastic and clay)	34
Vegetables	13
News paper	1
Pooja articles	3

Source: primary data

Table 3.9; Caste and Ethnicity

<b>Religion</b>	<b>Percentage</b>
Hindus	98.56
Muslims	1.44

Source: primary data

Table 3.10: Social stratification of the Hindus

<b>Category</b>	<b>Percentage</b>
Scheduled castes	5.43
Scheduled Tribes	0
OBCs	21.73
General	72.84

Source: primary data

Table 3.11: Income profile

<b>Income group</b>	<b>Percentage of total PAPs</b>
Upto 5000	6.57
5001 – 10000	36.61
10001 – 15000	19.24
15001 - 20000	9.86
20001 – 50000	18.30
50001 – 100000	7.51
100001 and above	1.91

Source: primary data

**SOCIAL MANAGEMENT PLAN  
FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

**CHAPTER 4  
REGULATORY FRAMEWORK**

**4.1 Prelude**

All strategic interventions on human development, spread across all social and environmental issues, need directives of policies and legal support to operationalize the appropriate actions. These policies and legislations help to overcome the constraints and support administrator, implementer, community and individual in delivery of justice. This chapter includes the World Bank as well as National policies and Acts applicable to such types of infrastructure projects.

**4.2 Environmental and Social Management Framework**

Environmental and Social Management Framework (ESMF) has been prepared and agreed with the World Bank to apply for all the investments under World Bank assisted projects. This framework describes the policy, principles, and approach to be followed in minimizing and mitigating adverse social and economic impacts by the sub projects. The social management framework has four parts viz., (i) Resettlement Policy and Land Acquisition Framework; (ii) Indigenous Peoples Management Framework (IPMF); (iii) Gender Assessment and Development Framework (GAD); and (iv) Consultation framework.

The ESMF document is intended to help manage the social and environmental impacts through appropriate measures during the planning, design, construction and operation of various sub-projects. The framework identifies the level of safeguard and due-diligence required for all categories of sub-projects and provides specific guidance on the policies and procedures to be followed for environmental and social assessment along with roles and responsibilities of the implementing agencies. The World Bank OP 4.10 which emphasizes a process of free, prior, and informed consultation with the affected Indigenous People's communities at each stage of the project, and particularly during project preparation, to fully identify their views and ascertain their broad community support for the project is not triggered in this sub-project as there are no tribal communities herein.

**Table 4.1: Applicable Acts, Legislations and World Bank Policies**

S. No.	Acts, Notifications and Policies	Relevance to this project
1	Right to Fair Compensation and Transparency in Land Acquisition Act, 2013	It is not applicable as there is no private land acquisition.
2	OP 4.12 – Involuntary Resettlement	This policy covers direct economic and social impacts <sup>5</sup> that both result from Bank-assisted investment projects <sup>6</sup> , and are

**SOCIAL MANAGEMENT PLAN  
FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

<b>S. No.</b>	<b>Acts, Notifications and Policies</b>	<b>Relevance to this project</b>
		caused by (a) the involuntary taking of land resulting in (i) relocation or loss of shelter; (ii) loss of assets or access to assets; or (iii) loss of income sources or means of livelihood, whether or not the affected persons must move to another location; or (b) the involuntary restriction of access to legally designated parks and protected areas resulting in adverse impacts on the livelihoods of the displaced persons.
4	The Right to Information Act, 2005	The Act provides for setting out the practical regime of right to information for citizens to secure access to information under the control of public authorities, in order to promote transparency and accountability in the working of every public authority.
5	The Street Vendors (Protection of Livelihood and Regulation of Street Vending) Act, 2014	The Act protects the Rights of Urban Street Vendors and regulates street vending activities and relocation of vendors. The Act is applicable in the present sub-project as 171 hawkers/Vendors will be adversely affected for a short period of time. In case the number of Vendors registered under the Act differs from those listed in the SMP; the SMP shall prevail.
6	Workmen's Compensation Act 1923	Provides for compensation in case of injury by accident arising out of and during the course of employment. This act will be applicable for all construction workers deployed at worksite.
7	Employees PF and Miscellaneous Provision Act 1952	Monthly contribution by the employer and workers to the fund. Contractor need to contribute and deduct specific proportion of salary towards contribution to the fund.
8	Maternity Benefit Act, 1951	Provides for leave and some other benefits to women employees in case of confinement or miscarriage. For all women employees under confinement or suffering miscarriage

**SOCIAL MANAGEMENT PLAN  
FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

<b>S. No.</b>	<b>Acts, Notifications and Policies</b>	<b>Relevance to this project</b>
9	Contract Labor (Regulation and Abolition) Act, 1970	Provides for certain welfare measures to be provided by the contractor to contract labour
10	Minimum Wages Act, 1948/Labour Code on Wages 2015	Provides for payment of fixed minimum wages fixed by the Government as per provision of the act.
11	Payment of Wages Act 1979	Provides for by what date the wages are to be paid, when it will be paid and what deductions can be made from the wages of the workers.
12	Equal Remuneration Act, 1979	Provides for payment of equal wages for work of equal nature to Male and Female workers. Prevents discrimination against women employees in wage payments
13	Payment of Bonus Act 1965	Provides for payment of annual bonus subject to a minimum of 8.33% of wages and maximum of 20% of wages. Applies to all workers in regular employment for more than a year
14	Child Labour (Prohibition and Regulation ) Act 1986	Prohibits employment of children below 14 years of age in certain occupations and processes. Employment of child labour is prohibited in Building and Construction Industry
15	Inter- State Migrant Workmen's (Regulation of Employment and conditions of Services) Act, 1979	Migrant workers are required to be provided certain facilities such as housing, medical aid, travelling expenses from home to the establishment and back etc
16	Building and other Construction workers (Regulation of employment and conditions of services) Act, 1996	Provides for safety measures required at the building or construction work site. Establishments carrying out building or other construction work and employing 10 or more workers are covered under this Act

Both, the National Policy and the World Bank guidelines on rehabilitation and resettlement, aim to see that involuntary resettlement should be avoided or minimized, wherever feasible, exploring all viable alternative project designs and where

**SOCIAL MANAGEMENT PLAN  
FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

displacement is unavoidable, people losing assets, livelihood or other resources shall be assisted in improving or at a minimum regaining their former status of living at no cost to them.

Based on the detailed comparative analysis of the above discussed applicable legal and policy framework, major differences identified between these policies which need to be addressed under the Resettlement Policy Framework (RPF) are listed below:

1. Recognition of non-titleholders who have no recognizable legal right to the land they are occupying and extending R&R benefits under the project to them
2. Establishment of cut-off date to identify the non-titleholders in the project
3. Compensation at full replacement cost to replace the lost and other assets
4. Need for preparation of Social Impact assessment (SIA) and Resettlement Action Plan (SMP) as per project requirements

The relevant part/section of the entitlement matrix as provided in the project ESMF has been reproduced here for reference. No loss of land, trees, crops and structures is envisaged in the project, the only adverse impact of the project will be on the hawkers/vendors and that too for a very short period. They will be entitled to livelihood assistance of INR 36,000/- each as per the ESMF

Entitlement matrix

<b>E.Loss of Livelihood</b>			
6	Households	Title Holders/ Non-Title holders/ encroachers/ squatters and employees	Resettlement & Rehabilitation Assistance
			<p>a) Subsistence allowance of Rs. 36,000 as one time grant. (PAPs covered under 1(f), 2 (f) and 5 (e) above would not be eligible for this assistance).</p> <p>b) Training Assistance of Rs 10,000/- for income generation per family.</p> <p>c) Temporary employment in the project construction work to project affected persons with particular attention to vulnerable groups by the project contractor during construction to the extent possible.</p> <p><i>1(f): In case of loss of land, subsistence allowance of INR 36,000/- as one time grant</i></p> <p><i>2(f): In case of loss of structure, subsistence allowance of INR 36,000/- as one time grant</i></p> <p><i>5 (e) All squatters (other than kiosks) will be eligible for one time grant of INR 36,000/- as subsistence allowance.</i></p>

**SOCIAL MANAGEMENT PLAN  
FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

## **CHAPTER 5**

### **IMPACTS AND MITIGATION PLAN**

#### **5.1 Social Management Plan**

Based on the identified social issues, implementable mitigation plans are proposed after taking into consideration all the perceived effects and likely impacts of the project during the implementation phase. Social Management Plan has been prepared to mitigate adverse impacts identified in the impact assessment. The Social Management Plan is a document that provides guidance for mitigation measure to be undertaken during pre-construction, implementation and post construction stage and include the costing for these mitigation measures. Based on the environmental and social impact assessment, issues were identified and measures needed to prevent, minimize, mitigate, or compensate for adverse impacts and improve environmental performance have been recommended.

The overall objective of the Social Management Plan is to ensure that the persons affected by proposed sub-project will be provided with suitable opportunities and assistance to improve their living standards. Apart from this, it also presents the public response towards proposed project obtained through various modes of consultation for impact analysis.

#### **5.2 Impacts and proposed mitigation measures**

Some of these impacts and mitigative measures are already listed in the DPR, and some of them are additionally recommended for social development of the project and the concerned stakeholders. The perceived negative social impacts and mitigation measures thereof have been categorized as short term impacts warranting immediate action and long term impacts requiring mitigative measures to be taken-up in the subsequent phases of the project. The short term impacts and mitigative measures suggested thereof have been detailed in table 5.1 below.

**Table 5.1: Short Term Impacts and Mitigation Measures**

<b>Category</b>	<b>Impact</b>	<b>Proposed Mitigation Measure</b>
Impact on human health	Human health will be adversely impacted during the construction phase due to noise & air pollution and likely spread of vector borne diseases due to water pollution and stagnation of waste water	Erection of temporary enclosures around construction sites and/or sprinkling of water at regular intervals to contain dust that is brought up during construction activities thereby reducing air pollution and proper management and disposal of waste water.

**SOCIAL MANAGEMENT PLAN**  
**FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

<b>Category</b>	<b>Impact</b>	<b>Proposed Mitigation Measure</b>
Impact on livelihood of shopkeepers of the project area market	Civil construction works of the sub-project will adversely affect the sale of the local market within the project area.	The first priority is for the civil contractor to take necessary measures to ensure that pedestrians always have access to these shops during the period of construction/renovation works.
Impact on livelihoods of hawkers./Vendors	<p>The number of hawkers/vendors as obtained by the socio-economic survey of the sub-project area is 171.</p> <p>There will be slight disruption in the livelihood of the hawkers/vendors operating from these areas during the construction/renovation phase.</p>	<p>This will be mitigated by temporarily shifting them to other locations within the sub-project area: the Sunrakh Road, Kalideh-Banke Bihariji Road and the Madan Mohan Road.</p> <p>This short term adverse impact on the hawkers/vendors will be mitigated by temporarily shifting them to alternate locations within the sub-project area and providing them subsistence allowance of INR 36,000/- for the interim period</p>
Impacts on drivers of e-rickshaws	The livelihood of the large number of e-rickshaws presently operating in the sub-project area will be substantially hit during the civil works.	As a mitigative measure, these may be shifted to operate from the temporary alternate parking space that will be operational during this period.
Impact on traffic and movement of tourists	Due to the restoration/renovation and construction work of within the sub-project area, there will be disturbance in the movement of traffic.	Re-routing of traffic and parking at alternate sites may be adopted as a mitigative measure. No road closure is envisaged during the civil works.
Impact on women and other vulnerable groups	There are 16 women in the 171 hawkers/vendors in the sub-project area.. Moreover, the women-folk, children, aged and differently abled among the tourists, form a considerable number and care has to be taken to	Separate Gender Action plan has been proposed under chapter 8: Gender Sensitivity and Action

**SOCIAL MANAGEMENT PLAN**  
**FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

<b>Category</b>	<b>Impact</b>	<b>Proposed Mitigation Measure</b>
	minimize the short term adverse impacts on them. These impacts are of the nature of shortage of toilets, drinking water facilities and resting spaces.	
Public Notice/Information Boards	In the absence of knowledge about the start and end dates of the project, the local population often feels mental agony and stress.	According to the suggestion given by locals during the interviews and discussions, the administration as well as the contractor should give prior notice with the details of project, start and end date of construction and contact person in case of any emergency. This information would help them better adjust to the situation and make necessary adjustments and provisions.

**Table 5.2: Long Term Impacts and Mitigation Measures**

<b>Group/category</b>	<b>Impact</b>	<b>Proposed Mitigation Measure</b>
Encroachment on the Vidyapeeth-Banke Bihari Street by the hawkers/vendors	The renovated area will lose its openness and beauty if the hawkers/vendors are allowed to return to their original places and encroach upon the remodeled public spaces.	UPT will speak to the District Magistrate to assist these hawkers/vendors under the Street Vendors (Protection of Livelihood and Regulation of Street Vending) Act, 2014 and accordingly rehabilitate them
Women and other vulnerable groups	Shortage of civic facilities like toilets, drinking water and resting spaces	Toilets at the parking lots, replacement of non-functional street lights and other visitor friendly facilities have been incorporated in the DPR.  Project, as a part of implementation, will take-up the issue with the local administration, temple management committee and the local people and explore the possibility of creation of pick-up

**SOCIAL MANAGEMENT PLAN**  
**FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

<b>Group/category</b>	<b>Impact</b>	<b>Proposed Mitigation Measure</b>
		and drop points on roads leading to the Banke-Bihari Temple and use of low-floor e-rickshaws to carry the aged and the infirm
Ramps for the old and infirm at the temple	Due to lack of ramps in the temple, such category of people face a lot of difficulty in approaching the shrine	Replacement of one part of the steps leading to the temple platform with ramps to facilitate access to the temple for the aged and infirm. Project had discussion with the Temple Management Committee which agreed to make these changes.
Electric panels and leakage of current	The present underground cables have developed leakages and during the rainy season when the streets are flooded, there have been cases people and cattle getting electric shocks	Project will coordinate with the electricity department for mitigation measures during utility shifting

### **5.3 Institutional arrangement for implementation**

#### *5.3.1 Planning and implementation of mitigation plan*

Relevant stakeholders may be informed about the details of the proposed mitigation plan. Once construction begins and the mitigation plan is put into effect, third party audits should be taken up so as to evaluate the efficacy of the mitigation plan as well as to gauge local sentiments related to the construction and identify/address new issues that may have arisen during construction.

Stakeholders who should be involved in planning and implementation of the mitigation plan will include; all affected persons (APs), program beneficiaries, including representatives of vulnerable groups; decision makers; policy makers; elected representatives of people; staff of executing agency, implementing agencies; and officials of all the stakeholder departments. The external monitoring consultant has been considered as one of the stakeholders along with the govt. departments because effective implementation of the project depends on proper monitoring; effective project implementation is the ultimate objective of the project, and all the agencies, private and government involved in it have been treated as stakeholders.

**SOCIAL MANAGEMENT PLAN  
FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

The roles of the stakeholders in mitigation of adverse negative impacts and successful implementation of the sub-project have been defined below in table 5.3.

**Table 5.3: Role of stakeholders in implementation and mitigation**

<b>Stakeholder Category</b>	<b>Role in project implementation</b>	<b>Role in mitigation</b>
Department of Tourism, GoUP	<ul style="list-style-type: none"> <li>] Over all coordination</li> <li>] Implementation of the project by awarding the project to the suitable contractor.</li> <li>] Informing the relevant departments about the progress of the project</li> </ul>	<ul style="list-style-type: none"> <li>] Coordinating so that the mitigation plan is implemented well.</li> <li>] Ensuring funds for mitigation plan execution</li> <li>] Ensuring that the relevant departments are available for mitigation plan</li> <li>] Enough safety provisions are available for project implementation</li> </ul>
Mathura Vrindavan Development Authority	<ul style="list-style-type: none"> <li>] Responsible for the rectification of damage caused to the public utility functions</li> <li>] Ensuring better access to households</li> </ul>	<ul style="list-style-type: none"> <li>] Should ensure that the basic amenities are in order during the construction and operational phase of the project</li> <li>] Should ensure all the PAPs envisaged at project planning phase get access to the services.</li> </ul>
State, local Government	<ul style="list-style-type: none"> <li>] Coordination Monitoring and evaluation</li> </ul>	<ul style="list-style-type: none"> <li>] Coordination, monitoring and evaluation</li> <li>] Ensure all the safeguard plans are in line and acted upon.</li> </ul>
External Monitoring Consultant	<ul style="list-style-type: none"> <li>] Awareness creation about the project activities</li> <li>] Community participation for better project implementation</li> <li>] Effective implementation of the SMP</li> </ul>	<ul style="list-style-type: none"> <li>] Public participation and coordination</li> <li>] Evaluation and monitoring of the sub-project with respect to implementation of SMP with special focus on gender sensitive actions proposed therein.</li> </ul>

#### *5.3.2 Formation of Implementation Coordination Committee*

A 7 member Implementation Coordination Committee shall be formed immediately after the construction of the new facility has been completed.

**SOCIAL MANAGEMENT PLAN  
FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

- (a) VC of MVDA or his/her representative as Chair
- (b) The Police Superintendent or his/her representative
- (c) The Tourist Officer, Mathura-Vrindavan as convenor
- (d) One nominated official from the Tourism Guild
- (e) One person from the local Goswami community
- (f) One nominated official from the Banke Bihari Temple Management Committee
- (g) One nominated member from the Vyapar Mandal

The Committee will have quarterly meetings and all issues regarding the day-to-day management of the facility, grievances of the shopkeepers and any other issue that may be brought to the notice of the committee will be decided in it and minutes prepared and circulated among the members. It shall be within the scope of the Committee to take corrective measures in case instances of encroachments by the shopkeepers or increase in number of authorized hawkers and non-polluting vehicles are brought to its notice.

**5.4 Capacity assessment of institutions and mechanisms for implementing**

Roles and functions of the institutions are pre-defined, but they can enhance their capacity for better implementation and operation of the project. There should be synergies and continual interaction amongst the departments for better coordination. The officers of the relevant departments can be trained in social sciences and SMP implementation.

**5.5 Training, skill up-gradation and income restoration**

Displacement and Relocation always leads to voluntary and involuntary changes in the social and economic life of the affected community. The aim of preparing and implementing a Social Management Plan is to minimize negative impacts and make the changes positive and meaningful. Meaningful and lasting community changes always originate from within, and local residents in the affected community are the best experts on how to activate that change. The strength of a community is directly proportional to the level that the residents want, and are able to contribute their abilities and assets to the wellbeing of their community. The Social Management Plan is inherently optimistic, and assumes every single person has capacities, abilities and gifts and focuses on the resources and capacities of the Project Affected community and its residents, instead of dwelling on their needs, problems and deficiencies.

One of the objectives of the SMP is to restore livelihood conditions of the PAPs at pre-project level, if not enhanced. In other words, under the project the main focus of restoration and enhancement of livelihood will be to ensure that PAPs are, at least, able to “regain their previous living standards”.

**SOCIAL MANAGEMENT PLAN  
FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

*5.5.1 Purpose of Imparting Training*

The purpose of imparting training to the various functionaries and stakeholders is to:

- Strengthen in house capacity
- Create Awareness and provide the tools for implementation of SMP and accompanying set of management procedures to all departments
- Develop competence within key officials to provide training at their respective levels.

*5.5.2 Training Cost*

The cost of training has been calculated after taking into account the expenditures on training material/kit, venue, audio-visual aids, snacks and lunch, and the faculty. The overall training cost comes to about INR 6,00,000/- The budget under different training heads has been provided under SMP implementation budget in chapter 9.

**SOCIAL MANAGEMENT PLAN  
FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

**CHAPTER 6  
PUBLIC CONSULTATION**

**6.1 Introduction**

Consultation is a process in the project cycle in which an attempt is made to involve the public as stakeholders in project preparation through interactive consultations and focus group discussions. Stakeholders' participation and consultation have been viewed as a continual course of action, which promote public understanding and help eradicate hurdles in the way of the project. Consultation during project preparation as an integral part of the social assessment process not only minimizes the risks and unwanted propaganda against the project but also removes the gap between the community and the project formulators, which leads to timely completion of the project and making the project people friendly.

**6.2 Objectives**

The main objectives of undertaking public consultations are dissemination of information to build awareness among them; to seek inputs from the stakeholders on their perceptions of the project design; understand the priorities / concerns of the communities; the likely adverse and positive socio-economic impacts and to create a sense of ownership of the project for its sustainability. Another important objective is to assess the training requirements to enhance their skills for income restoration in case of adverse impact on their livelihood.

**6.3 Forms of Public Consultation**

The process of public engagement assumes different forms, ranging from active participation in document preparation, via consultations with the specialist public to discussions with the general public. The actual scope of engaging the public is left to the discretion of the facilitator or the person conducting the consultations, who, however, has to see to it to secure the highest possible efficiency of the entire process. Public engagement has its formal and informal aspects.

**6.4 Methodology of Public consultation**

The methodology of Public Consultation is designed for administration authorities who are responsible for drafting documents submitted to the Government for approval. The methodology may also serve as guideline for territorial self-governing units. The subject of the methodology is to offer a description of the process aimed at involving the public in terms of forms, identification of target groups, time requirements and evaluation of the entire process. Selection and scope of the public engagement process depend on the relevant authority and on the actual nature of the document concerned in whose preparation the public is to participate. On the other

**SOCIAL MANAGEMENT PLAN  
FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

hand, the methodology gives the public information on what its members may ask from the administration in connection with the given methodology.

The purpose of the methodology is to ensure active participation by the general public in outlining social developments in area that are known to have direct impact on the quality of life and on upgrading the quality of the process of drafting Government documents. The ultimate aim of engaging the public should be acquisition of the broadest possible range of views on the proposed project.

## **6.5 Tools of Public Consultation**

Different tools were employed in such interviews and discussions which ranged from informal and undirected to formal and directed. Focus Group Discussions, Interviews and Public Consultations were the three largely used tools; the latter being the most important of them. The entire process of public consultation was completed through a series of actions starting from giving out a public information notice in the newspapers and culminating in acquiring feedback from the participants.

### *6.5.1 Stakeholder Identification*

The various categories of stakeholders within the sub-project area were identified through socio-economic survey, FGDs and unstructured and informal interviews and discussions. The identified stakeholders and their impact, importance and perceived influence in the sub-project have been presented in table 6.1.

Table 6.1: Stakeholder identification and influence matrix

<b>Stakeholders</b>	<b>Impact Category</b>	<b>Importance</b>	<b>Influence</b>
PAPs	Commercial	low	high
Banke Bihariji Temple Management Committee	social	high	high
Local youth	social	low	low
Guides	commercial	low	Low
Goswamis/Pandas	commercial	high	high
Tourists	social	high	low
Police	social	low	high
Parking Contractors	commercial	low	Low
Vyapar Mandal	commercial	high	high
NGOs	Social	low	high
UPTourism	nil	high	high
MVDA	nil	high	high

**SOCIAL MANAGEMENT PLAN  
FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

#### **6.5.2 Focus Group Discussion**

Public consultation is a continual process. In order to document the issues raised by the potential affected peoples, Focus Group Discussions were conducted with all the identified groups. Some of the affected persons expressed their views about the proposed project.

FGDs and interviews were held with the various stakeholders of the sub-project area; NGOs, Temple management committee, shopkeepers, hawkers/vendors, pandas, priests and guides, tourists/visitors to the area and the tourist police. These stakeholders are the ones who will be impacted the most by the project. The local shopkeepers, hawkers/vendors, pandas and the guides will benefit from the revitalized/ renovated facilities, and, the traffic police and the tourist police will have to put-in extra efforts during the period of construction due to closure/part closure of roads,

#### **6.5.3 Interviews**

A number of questionnaire based interviews were conducted to elicit public response to some specific questions regarding the perception of the public about the project as well as their willingness for partnership in the implementation of the same. Simultaneously with the filling of the interview schedules, people were engaged in informal, unstructured discussion about the general objective and design of the project.

#### **6.5.4 Summary of FGDs and Interviews**

The outcomes of the FGDs and Interviews have been summarized below in table 6.1

**Table 6.2: Summary of Interviews and FGDs**

<b>S. No.</b>	<b>Participating Stakeholders</b>	<b>Issues raised</b>
1	NGOs	<ul style="list-style-type: none"><li>]/ Dumping of waste in the river</li><li>]/ No proper, dedicated walkways for pedestrians compromises with their safety</li><li>]/ No proper tourist information system for visitors</li><li>]/ Lack of proper signages</li><li>]/ Encroachments by hawkers/vendors on the streets</li></ul>
2	Banke Bihariji Temple Management	<ul style="list-style-type: none"><li>]/ Multilevel parking is required to ease the problem of parking</li></ul>

**SOCIAL MANAGEMENT PLAN**  
**FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

<b>S. No.</b>	<b>Participating Stakeholders</b>	<b>Issues raised</b>
	Committee	<ul style="list-style-type: none"> <li>) Lack of toilet facilities</li> <li>) Encroachments by hawkers/vendors on the main streets and mismanagement of traffic creates congestion and unhygienic conditions</li> <li>) Lack of proper street lights raises safety concerns</li> <li>) No proper management of solid waste by the food joints which throw garbage on the streets</li> </ul>
3	Hawkers/Vendors	<ul style="list-style-type: none"> <li>) Overcrowding in the Banke Bihari Street creates problems in terms of providing less space for tourist movement</li> <li>) No designated place for hawkers/Vendors</li> </ul>
4	Shop Keepers	<ul style="list-style-type: none"> <li>) Lack of Cloak Rooms and civic facilities for the tourists</li> <li>) Maintenance of basic infrastructure like roads, drains and street lights is very poor</li> <li>) Erratic power supply</li> </ul>
5	Local Youth	<ul style="list-style-type: none"> <li>) Overcrowding and traffic mismanagement throughout the year.</li> <li>) Lack of resting places for the tourists</li> <li>) Lack of green cover</li> <li>) Poor street lighting</li> </ul>
6	Pandas and Guides	<ul style="list-style-type: none"> <li>) Lack of maps and information booklets which could be shared with visitors.</li> <li>) Training to the guides/pandas in hospitality</li> </ul>
7	Tourists/visitors	<ul style="list-style-type: none"> <li>) Lack of visitor facility</li> <li>) Lack of civic amenities in the sub-project area</li> <li>) Open drains and unclean streets</li> <li>) Mismanaged and unruly traffic in the area</li> </ul>
8	Parking owners/contractors	<ul style="list-style-type: none"> <li>) Lack of toilets and other facilities within the parking areas</li> <li>) Multilevel parking is required to fulfil the peak hour traffic demands</li> </ul>
9	Traffic Police	<ul style="list-style-type: none"> <li>) Enforcement of traffic rules is a challenge</li> <li>) On -street parking should be stopped and no-parking zones declared</li> <li>) Lack of proper signages on majority of internal roads</li> </ul>
10	Tourist Police	<ul style="list-style-type: none"> <li>) Lack of street lights especially in the Parikrama Marg and Banke Bihari Marg</li> </ul>

**SOCIAL MANAGEMENT PLAN**  
**FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

S. No.	Participating Stakeholders	Issues raised
		J Lack of dedicated space for tourist police

#### 6.5.5 *Consultations*

Consultations or public consultations are meetings arranged for members of the public to find out and express their opinion on a particular issue. Meetings are usually held in a public place convenient for people to get to. This is a more traditional method of engaging with people. Such meetings often provide for opportunities for small group discussions and feedback. Consultations normally follow a step by step procedure starting from information dissemination to the general public through a general notification or invitation and culminating in an open discussion.

#### 6.5.6 *Details of Disclosure Meeting/Consultations held on 26/11/2016 and 16<sup>th</sup>-17<sup>th</sup> December 2016 for Non-Institutional Stakeholders*

**Table 6.3: Public Consultation for Non-Institutional Stakeholders**

<b>Date</b>	26-11-2016	<b>Time</b>	2 pm to 4.30 pm
<b>Venue</b>	Hotel BaseraBrij Bhumi, Vrindavan		
<b>Stakeholders Attended</b>	35		
<b>Stakeholder Category</b>	PAPs (Shopkeepers, hawkers/vendors, Representatives of Vyapar Mandal, representatives of Temple Management Committee, Tourist Police etc.)		
<b>Consultant's Team</b>	Dr. Samir Rai and Dr. Amrita Rai		
<b>Client's Representative</b>	Mr. Anupam Srivastava, Tourist Officer, Mathura-Vrindavan		
<b>Issues raised</b>	<b>Mitigation Measures</b>		
The stakeholders raised the issue of mismanaged and unruly traffic within the sub-project area which creates problems and hassles for the tourists as well as the shopkeepers	<ol style="list-style-type: none"> <li>No vehicular movement of any type on the streets marked for pedestrian movement (marked with red and green arrows) between 8 am to 1.30 pm and again between 3.30 pm to 9pm.</li> <li>Only School buses and emergency service vehicles will be allowed to ply in the area during this period</li> <li>Creation of some drop and pick-up points along the peripheral road. (marked in pink on the map)</li> <li>Tourists dropped at 1 (near Shahji temple) will be picked-up from 2 (near CFC school)(both in pink in the map)</li> </ol>		

**SOCIAL MANAGEMENT PLAN**  
**FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

<p>How will the aged, handicapped and other vulnerable people reach the temple if the movement of vehicles will be banned in the area</p>	<ol style="list-style-type: none"> <li>1. 10 low-floor e-rickshaws to be stationed at the pick-up &amp; drop point at the starting point of Vidyapeeth road for the aged and infirm. These will ply between this point and Hotel Majesty.</li> <li>2. Wheel Chairs to be available from this point to the Temple to the aged and infirm on deposition of a valid identity card of the attendant/accompanying person.</li> <li>3. Hotel Majesty may be approached by DoT to provide some space for the wheel chairs.</li> </ol>
<p>Encroachment on the Vidyapeeth Marg by the hawkers/vendors was another issue raised in the consultations</p>	<p>The existing parking facility near Vidyapeeth Crossing to be closed and a visitor facility (comprising resting places, drinking water and toilet) and Vending zone developed in its place. The Vendors presently operating from the Vidyapeeth - BankeBihariji Street to be relocated on this site.</p>
<p>How will the space obtained after removing the encroachments from the Vidyapeeth Marg utilized</p>	<p>The space obtained by shifting the vendors from the Vidyapeeth –Banke Bihariji Street will be used for placing benches/street furniture along the route for the tourists. Other streets that will have some street furniture are the Chhatikara Road, Kalideh Banke Bihariji Marg and Madan Mohan crossing. (marked in yellow)</p>
<p>How will the problem of lack of signages solved</p>	<p>Signages will be put up at all the important road intersections (marked in the map in orange circle with black outline)</p>
<p>What will happen to the existing toilet at Vidyapeeth Crossing?</p>	<p>Existing toilet facility at Vidyapeeth Crossing (marked in light green) to be renovated and upgraded</p>
<p>What would be the modus of solid waste disposal?</p>	<ol style="list-style-type: none"> <li>1. For proper disposal of solid waste, dustbins to be placed along every access road at 50 meter interval. The eateries in the market to place dustbins with lids (compulsorily). All dustbins to be of the same size and colour and to be provided by DoT/MVDA/NPP</li> <li>2. MVDA/NPP will get the dustbins cleared at regular</li> </ol>

**SOCIAL MANAGEMENT PLAN**  
**FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

	<p>intervals and the waste dumped at proper disposal sites</p> <p>3. In the absence of sanitary staff provided by MVDA/NPP the shopkeepers will jointly have to hire sanitary workers to collect and properly dispose of the waste generated within the market.</p>
The steps and ramps constructed by the shopkeepers/residents will be demolished for renovation/restoration of roads and drains. How will the users/owners climb up to the shops/residences	The steps constructed by the residents and shopkeepers will be demolished and replaced by wooden steps which will be put-up in the morning and removed in the evening by the owners. To maintain the cohesiveness of the street, the steps to be uniform and of the same colour. These will be provided by DoT to maintain uniformity.
What will be the arrangement for public utilities like toilets and drinking water within the market area?	Separate toilets will be provided within the market area for males and females. The upkeep of the toilets will be the responsibility of the shopkeepers.
The temple does not contain ramps for ease of accessibility to the handicapped	Replacement of one part of the stairs leading to the temple with ramps to make them disabled friendly and provide access to the wheel chairs will be undertaken to make the temple accessible to wheelchair bound devotees
What will be the mode of operation of the new restored temple area?	An Implementation Coordination Committee will be formed under the Chairmanship of the District Magistrate for proper functioning and sustainability of the complex.
There is shortage of ATMs in the market	The problem will be solved by increasing the number of ATMs in the sub-project area
The removal of parking at	New parking space can be carved out near the Rangji Temple to augment the parking capacity

**SOCIAL MANAGEMENT PLAN**  
**FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

Vidyapeeth crossing will create parking crunch.	
Polythene and thermocol are a source of environmental pollution as well as a major deterrent in free flow of drains. What do the consultants propose for the same?	A complete ban on use of polythene and thermocol is proposed in the SMP. Any type of cups, plates and spoons made of plastic or thermocol and polythene carry bags shall be banned. Instead, use of local produce like kulhars made of clay and donas and pattals made of compressed leaves shall be promoted with the twin objective of reducing environmental pollution as well as providing a source of livelihood to local artisans
The police outpost near the Banke Bihari Street is in a dilapidated condition. Is there any plan of renovation of the same in the present project?	The Temple Management Committee is ready to bear the expenses of renovation of the police outpost with a plan to make it a two storey building with toilet facility on the lower floor and the police outpost on the first floor
The open kitchens set up almost on the roads by the eateries are a source of environmental pollution and risk to visitors	Furnaces and gas stoves of the eateries should be shifted within the shops with proper ventilation and carbon filters.
The large number of beggars squatting on the Vidyapeeth Marg is a nuisance as they often indulge in unruly behavior with the visitors.	The beggars shall be removed from the area and, if possible, relocated to a new spot/site outside the sub-project area
The large number of monkeys often pose threat to the visitors; they snatch the belongings of unwary visitors often hurting the tourists in the process.	The Tourism department and the NPP have taken up the issue and a program of sterilization of the simians is underway. However, they will not be caught and relocated as the earlier experiment of relocating them failed as they could not adapt to the new environment.

**SOCIAL MANAGEMENT PLAN  
FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

The Vidyapeeth Marg faces the problem of short term water logging during the rainy season	The problem of water logging on the road will largely be overcome after rehabilitation of the drains and covering them with perforated lids to prevent discharge of solid waste into the drains.
VIP movement in the temple area causes disruption in normal traffic and creates problems for the devotees. There should be some restrictions/regulations on VIP movement	It is proposed that VIP movement be limited to a fixed time as far as possible and special care taken to minimize disruption in normal movement of the devotees to the temple.
The different colours of the buildings and signboards of all shapes, sizes and colours present a sense of detachment from the temple.	All the buildings in the project area should be painted in the same colour and the signboards should be uniform in colour and size to merge with the Banke Bihari Temple and present an integrative look and cohesiveness in character. It would help in identifying the entire area as Banke Bihari Temple Complex; thereby giving it its own uniqueness.
<b>Second Consultation: December 16 and 17, 2016</b>	
A revisit was undertaken to the sub-project area by the consultant's team for validation and verification of the list of hawkers/vendors. The list of hawkers/vendors prepared earlier was disclosed to the PAPs and was subsequently revised to 171 from 168 as three PAPs approached the consultants with the plea that their names had been left out during the earlier enumeration as they were not present at the site on that day. Their claim was verified from the other hawkers/vendors of the area and names added to the list. The entitlement due to them by way of compensation for temporary disturbance in their livelihood was also disclosed during this visit.	

#### 6.5.7 *Feedback from Public Consultations, FGDs and Interviews*

The conclusion of the consultation was that there will be no acquisition of private land and no adverse impact on the life of people due to the sub-project. There will also be no adverse impact on the livelihood of the hawkers/vendors and some perceived problems during implementation will be sorted out through mitigative efforts based on mutual understanding. It was agreed by all that the present parking and other civic facilities in the sub-project area are inadequate and adversely

**SOCIAL MANAGEMENT PLAN  
FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

affecting public perception and tourists' experience. The attendees were of the view that the sub-project area requires a revamped parking and better civic facilities. All the participants were of the view that such consultations are helpful in two ways; one, they give a clear picture of the project to the largely uninformed public and secondly, they create a feeling of ownership in public perception.

All the respondents are willing to lend their support in the implementation of the project due to three main reasons that were voiced by them during subsequent informal discussions. These may be listed as: historical, religious and cultural importance of the Banke Bihari Temple, perceived socio-economic benefits attached with it, and a feeling of ownership of and participation in the project.

**6.6 Mechanism for continued Consultation**

During the construction phase, periodic consultations will be held with the institutional as well as the non-institutional stakeholders by the supervision consultant with the civil contractor as additional stakeholder. The purpose of these consultations will be to apprise the various stakeholders of the progress of the project and to ascertain and assure that the work is being done as per the approved design and SMP of the sub-project.

**SOCIAL MANAGEMENT PLAN  
FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

**CHAPTER 7**

**MONITORING, EVALUATION AND GRIEVANCE REDRESSAL**

**7.1 Institutional arrangement for monitoring and evaluation**

The project authority will be responsible for carrying out Monitoring and Evaluation. Internal monitoring will be carried out by the Social Officer of SPCU/TMUSPCU/TMU with assistance from NGO, whereas external monitoring and evaluation will be carried by a third party. This will help monitor project activities closely. Regular monitoring by undertaking site visits will help identify potential difficulties and problems faced in the project implementation and subsequently help take timely corrective measures including deviations, if needed.

**7.2 Internal monitoring**

Internal monitoring of the project should be undertaken on regular basis with the help of Social Officer of SPCU/TMU and Social Specialist of supervision consultant. A quarterly report of internal monitoring will be prepared by the Social Officer. The internal monitoring will also provide feedback on community concerns, grievances and requests. Internal monitoring will focus on and ensure the followings:

- Information dissemination campaigns
- Effective operation of the Grievance Redress Committees detailing out number of complaints received and those resolved; reasons for not being able to resolve the grievance and status of unresolved grievances.

**Table 7.1: Internal Monitoring Framework**

Type	Indicators	Issue	Procedure	Timing	Responsibility
Process level monitoring	Project Implementation (construction phase)	Employment of local labor including women	Site observation, attendance record, interaction with laborers and contractors	Monthly	Supervision Consultant/SPCU/TMU
		Campsite management including lodging	Site observation, interaction with laborers,	Monthly	Supervision Consultant/SPCU/TMU

**SOCIAL MANAGEMENT PLAN**  
**FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

Type	Indicators	Issue	Procedure	Timing	Responsibility
		arrangement and campsite facilities	contractors		
		Use of health and safety measures	Site observation, interaction with laborers, contractors	Daily	Contractor/ Supervision Consultant
		Temporary leasing of private land and house	Site observation, contractors, check contract agreement	Monthly	Contractor/ SPCU/TMU
		No Discrimination of wage rate between male and female workers	Interaction with laborers, labor survey, record of wage payment	Monthly	Supervision Consultant/ SPCU/TMU
		Avoidance of Incidence of communicable diseases like respiratory, STD, HIV/AIDS etc.	Discuss with local people, health workers/ health post/ center records	Half yearly	Nagar PalikaParishad/ SPCU/TMU
Impact level	Change in household level income and economic activities	Changes in occupation	Consultation with relocated PAPs	Annually	Supervision Consultant/ Nagar PalikaParishad
	Social safety	State of social harmony and social security	Police records, consultation with PAPs, report submitted by M&E Consultants and CSC	Annually	Supervision Consultant/ Nagar PalikaParishad

**SOCIAL MANAGEMENT PLAN  
FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

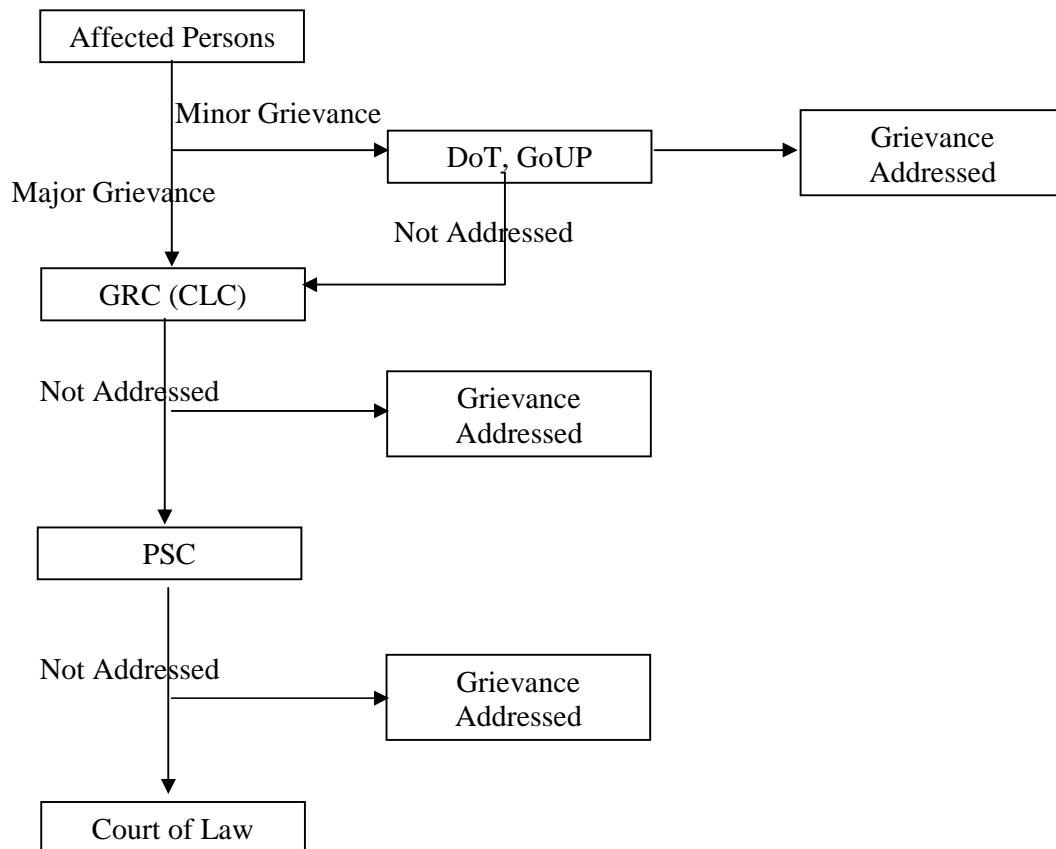
### **7.3 External Monitoring and Evaluation**

An independent third party consultant shall be hired by the implementing agency, DoT, Uttar Pradesh/MVDA for external evaluation and monitoring of the sub-project in reference of the SMP implementation. Special focus will be given to Gender sensitive actions proposed in the SMP. The ToR for the external monitoring consultant has been appended as Annexure 3

### **7.4 Sub-project specific grievance redressal mechanism**

The present project proposes establishing an integrated grievance redress mechanism (IGRM) based on use of ICT. The project will have a project level grievance redressal cell (GRC) to address the grievances of the PAPs. The Tourist Officer, Mathura-Vrindavan,in the capacity of Administrator of R&R will constitute the cell before the start of civil works. The space for the functioning of the cell will be provided in Tourism office. The proposed grievance redressal matrix has been presented figuratively as below:

***Grievance Redressal Mechanism Matrix***



**SOCIAL MANAGEMENT PLAN  
FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

**7.4.1 *Members of GRC***

The GRC will be constituted by the Tourist Officer, Mathura-Vrindavan. The GRC will have representatives from the (i) Community, (ii) representatives of stakeholders (PAPs) and (iii) other opinion leaders (representatives from local NGO and/or people from within the community who are more vocal and act as the agents of communication for the community) who will look into the grievance of the people. It will be chaired by a retired officer, who served as principal/judges/ DM/Additional DM, etc. Apart from the nominated persons, the cell will have a representative from PWD as convener.

**7.4.2 *GAAP***

Under the head GAAP (Governance and Accountability Action Plan), an officer shall be inducted as grievance redressal officer and shall be responsible for the implementation of the SMP along with grievance redressal. He should also act as the coordinator between the different agencies involved in the implementation of the project.

**7.4.3 *Functions of the Cell***

All the grievances received shall be discussed by the Chairperson of the cell with Tourist Officer, Mathura-Vrindavan for the necessary action. The compliance to all the petitions shall be reviewed in each of the meeting by the chairman and the Tourist Officer. In case of the grievances not addressed by the GRC, it will be forwarded to the office of Deputy Director Tourism by the Chairperson.

**7.5 *Suggestions and complaint handling mechanism***

One of the important roles of the implementing agency is to establish a sound Suggestion and Complaint Handling Mechanism (SCHM) for the project to address and handle external and internal inquiries, suggestions and comments, and concerns/complaints/ grievances as well as improve accountability and service delivery.

**7.5.1 *SCHM Users***

The users of SCHM could be anyone from the project stakeholders, contractors, consultants, project affected people (communities), CSOs/NGOs, any other public, who realizes either impact from or relation to the concerned project.

**7.5.2 *Management of SCHM***

The overall responsibility for the operation and management of SCHM will rest with

**SOCIAL MANAGEMENT PLAN**  
**FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

the PIU, Department of Tourism, Government of Uttar Pradesh. The SCHM will be handled at two levels: at the local level by the concerned Deputy Director, UP Tourism and the HO level at the State.

The PIU head will be in charge of assigning the responsible person/entity to address and handle enquiry, suggestion or complaint submitted at the State level. However, within his team he will assign an officer (engineer) who will be responsible for coordinating inquiries/comments and complaints/concerns/grievances.

The following channels should be established to receive inquiries/comments and concerns /grievances:

- \_) Toll free phone
- \_) Email
- \_) On-line form
- \_) Regular post/mail
- \_) Suggestion box/Walk-ins

It is critical to assign a specific e-mail ID and a phone/fax number, and to set up an easy-to-access suggestion box and walk-in office. The project website will have a permanent sub-window that will contain an on-line form and facilitates grievance/complaint collection.

#### 7.5.3 *On-line Form for Suggestions and Complaints*

The on-line form for suggestions and complaints will be provided on the NHIIP website along with the internal reporting format. Format of the online form has been attached as annexure 4

**SOCIAL MANAGEMENT PLAN  
FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

**CHAPTER 8**

**GENDER SENSITIVITY AND ACTION**

**8.1 Perceived short term adverse impacts on women and mitigation measures**

As has been reported earlier, there are 16 women among the 171 hawkers/vendors in the sub-project area. Moreover, the women-folk, children, aged and differently abled among the tourists, form a considerable number and care has to be taken to minimize the short term adverse impacts on them.

Consultations were held with the PAPs on 26<sup>th</sup> November 2016 in which 12 women hawkers/vendors were present. They were informed of the mitigation measures suggested for the identified adverse project impacts. 35 women among the tourists were consulted during the course of the survey and then again on 16<sup>th</sup> and 17<sup>th</sup> of December 2016 during the validation visit. The gender actions proposed under the gender sensitivity and action plan include the following:

1. For tourist as per project design: dedicated pathways and ramps for women tourists,
2. Well-lit separate toilets for men and women at parking lot; separate toilets will be provided during construction as well for construction labour.
3. Special care will be taken to settle/rehabilitate women hawkers/vendors at places/points which do not fall in dark spots
4. Covered resting places for women tourists
5. Health problems of the workers should be taken care of by providing basic health care facilities through health centres temporarily set up for the construction camp. The health centre should have at least a doctor, nurses, General Duty staff, medicines and minimum medical facilities to tackle first-aid requirements or minor accidental cases, linkage with nearest higher order hospital to refer patients of major illnesses or critical cases. The health centre should have MCW (Mother and Child Welfare) units for treating mothers and children in the camp. Apart from this, the health centre should provide with regular vaccinations required for children.
6. It is expected that among the women workers there will be mothers with infants and small children. Provision of a day crèche may solve the problems of such women who can leave behind their children in such a crèche and work for the day in the construction activities. If the construction work involves women in its day-night schedules, then the provision of such a crèche should be made available on a 24-hour basis.
7. Owing to the demand of a fast construction work it is expected that a 24 hours-long work-schedule would be in operation. Women, especially the mothers with infants should be exempted from night shifts as far as possible. If unavoidable,

**SOCIAL MANAGEMENT PLAN  
FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

crèche facilities in the construction camps must be extended to them in the night shifts too.

8. Minors i.e., persons below the age of 14 years should be restricted from getting involved in the constructional activities. It will be the responsibility of the project to ensure that no child labourer is engaged in the construction activities.
9. Exploitation of single women is very common in construction camps. A strong vigilance mechanism will ensure ceasing of such exploitation. Project Director on receipt of any such complaint will take necessary action as per the Child Labour (Prohibition & Regulation) Act, 1986.
10. Solitary adult males usually dominate the labour force of construction camps. They play a significant role in spreading sexually transmitted diseases. In the construction camps as well as in the neighbouring areas they are found to indulge in physical relations with different women. This unhealthy sexual behaviour gives rise to STDs and ADIS. While it is difficult to stop such activities, it is wiser to make provisions for means of controlling the spread of such diseases. Awareness campaigns for the target people, both in the construction camp and neighbouring villages as well, and supply of condoms at concession rate to the male workers may help to large extent in this respect.

## **8.2 Summary of Gender Actions under the Project**

**Table 8.1:Summary of gender actions**

<b>Key Indicators</b>	<b>Steps Taken by Project (design phase)</b>	<b>Steps to be taken during implementation</b>
Representation and presence of women from different socioeconomic groups in all meetings	All meetings that took place so far, had representation of women. The meetings/consultations were organized at a time when women find it convenient to attend, so that maximum participation could be ensured.	Process will remain the same during implementation as well.
Venue for meetings is based on discussions with the women so they can feel free and uninhibited in their discussions.	All the meeting venues were public places accessible to all.	Process will remain the same during implementation as well.
Women facilitators or work through women's groups or networks—formal or informal.	Consultant's team had one social organizer who helped in facilitating the meetings.	The NGO/M&E consultant's terms of referencing specifically mentions hiring of women staff

**SOCIAL MANAGEMENT PLAN**  
**FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

<b>Key Indicators</b>	<b>Steps Taken by Project (design phase)</b>	<b>Steps to be taken during implementation</b>
		to assist during consultations and other activities where women groups participate during implementation.
Women's involvement in preparation and review of resettlement plans.	The disclosure of SAP and entitlement matrix was carried out in a mixed group as well as separately for men and women members.	The entitlements of the women PAPs are provided to them without any hassles
Women's associations are vested with authority.		In order to pre-empt situations where women are mere tokens in decision-making processes, women members will be encouraged to become office bearers of grievance mechanism at local level and the proposed coordination committee through awareness campaigns.
Ensure women's involvement and participation in implementation and monitoring.	.	As said earlier, women members will be part of M&E consultants.
Social and cultural factors may exclude women from participating actively in planning, implementing, and executing resettlement activities	It was ensured that consultants do not operate via male elite, who may not represent the community in its entirety and especially women. Women's participation was ensured so that male biases do not undermine women's rights in customary institutions and disadvantage vulnerable women. Widows, the elderly, divorced women, and women-headed households those who suffer the most have been considered as vulnerable family in the project.	Presence of women members in the committees will ensure that no injustice is done and all entitlements are paid as per the Social Management Plan  It will also ensure that the project activities are carried out as per the approved plan
Do women have any information about	Women were involved in developing the Social Action	Process will remain the same during

**SOCIAL MANAGEMENT PLAN**  
**FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

<b>Key Indicators</b>	<b>Steps Taken by Project (design phase)</b>	<b>Steps to be taken during implementation</b>
the proposed project and resettlement plan?	Plan & Resettlement Plan and their inputs were solicited. Separate meetings with women, using female facilitators were conducted to solicit women's views, especially on sensitive issues as toilets.	implementation as well.
Income-restoration programs to address gender issues	During social impact assessment survey, existing levels of women's skills were assessed.	An external consultant will be hired for implementation of SMP; will carry out training need assessment. Special orientation meetings will be arranged with the women members to help them to explore the opportunities for augmenting existing income.
Issues of safety and security	During the survey it was found that there is lack of dedicated utility spaces for women hawkers and shopkeepers. The only toilet available is the Sulabh International based on pay-per use which they find economically non feasible. This leads to open defecation in the area behind the Ber-ka-Tila market. Separate toilets have been proposed within the renovated market in the design.	Signages indicating the way to toilets and employment of women guards for safety of women  Prominent display of women helpline numbers

**SOCIAL MANAGEMENT PLAN  
FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

**CHAPTER 9**

**IMPLEMENTATION SCHEDULE AND BUDGET**

**9.1 Implementation Schedule**

The overall implementation schedule will be provided in the DPR, but to overcome the perceived movement restrictions during renovation/construction works, implementation of the SMP: remedial measures suggested for short term adverse impacts, will be completed before the start of the civil works. The identified and listed hawkers/vendors will be provided their due entitlements, INR 36,000/-before temporarily shifting them from the project area. It will be the responsibility of the TSU that the real beneficiaries as listed in the SMP under annexure 2 are provided their due entitlements.

**9.2 Cost Estimate of SMP**

The budget is indicative in nature and consists of outlays for the different expenditure categories and has been calculated at the prevailing prices. The costs are based on the information collected through socio-economic survey. These costs will be updated and adjusted to the inflation rate as the project continues

<b>Particulars</b>	<b>Amount (INR) in Lakhs</b>
Cost of expenses towards Gender Specific actions and signages	Covered in BID/BOQ item No./-
Communication and Public Outreach (including awareness generation and gender sensitization)	2,00,000/-
GAAP (for the designed 18 months duration of the project)	9,00,000/-
Provisioning of dustbins as per the SMP	10,00,000/-
2-day training program on capacity building/orientation training to client's personnel/officials associated with the project	3,00,000/-
Painting of the façade of the buildings in the sub-project area	Covered in BID/BOQ item No/-
Livelihood assistance to 171 hawkers/vendors @36,000/-	61,56,000/-
2-day Orientation/capacity building training to security personnel(civil police, tourist police and temple security staff)	3,00,000/-
<b>TOTAL</b>	<b>88,56,000/--</b>

**SOCIAL MANAGEMENT PLAN  
FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

Cost of all civil works has been included in the BID/BOQ; for providing the dustbins and signboards to the shops, a big corporate house can be approached for funding under their CSR head.

**SOCIAL MANAGEMENT PLAN  
FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

**CHAPTER 10**  
**CONCLUSION**

The project report of the proposed project for Revitalization of Banke Bihari Temple Area, Vrindavan, after social screening, census survey and social impact assessment concludes that the project falls in ‘low impact’ category and has overall positive benefits on the life and environment of the people. There is no land acquisition and no permanent livelihood loss under this project as brought out by the ESMF survey under World Bank guidelines.

Impacts of activities identified during the assessment fall under two separate categories of Construction and Operation. Although no permanent adverse environmental or social impacts were identified, there were certain temporary impacts, for which appropriate mitigation plans have been suggested.

The Social Management Plan ensures to suggest appropriate mitigation measure against the issues/ concerns identified during the social impact assessment study. All the social issues were studied and have been substantiated using appropriate evidences to ascertain the magnitude of their impacts. Even the issues of public grievances and public notice have been taken care-off in the report to confirm transparency during the project implementation. It has been envisaged that post construction and integration of the renovated and restored facilities with tourist movement, the shopkeepers and vendors will get better livelihood opportunities thereby meeting the project objectives of pro-poor tourism of the Government of Uttar Pradesh.

**SOCIAL MANAGEMENT PLAN**  
**FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

**Annexure 1: List of Hawkers/Vendors in the sub-project Area**

<b>S.No.</b>	<b>Name</b>	<b>Father's/Husband's Name</b>
1	Hussain Bhai	Kallu
2	Mehboob	Md. Gani
3	PappuPandit	Jagdish Prasad
4	Shyam Sunder Goswami	Gopal Prasad
5	Vicky Sharma	Vishnu Prasad
6	Sunil Varma	Tekchandra Varma
7	Mohit Saxena	Atul Saxena
8	Anil Kapoor	Prem Babu
9	Atul Saxena	Om Prakash Saxena
10	Mrs. Asha Varma	w/o Raj Kumar Varma
11	Mohan Saini	Rauwa Saini
12	Mukesh Sharma	Lalaram Sharma
13	Lakshman Prajapati	Ramu Prajapati
14	Kishan Pad Goswami	Ramananda Goswami
15	Munna	Nainaka Ram
16	DurgaPrajapati	NA
17	Sanjeev Kumar Rajput	Vikkimal
18	Kailash Gupta	Omprakash Gupta
19	Dinesh Kamat	Suresh Kamat
20	Guddu Agarwal	Bansidhar Agarwal
21	Sanjay Kumar Gupta	Parmananda Gupta
22	Dharmpal	NA
23	Babulal Gola	NA
24	Devendra	Dev Singh Kushwaha

**SOCIAL MANAGEMENT PLAN**  
**FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

25	Shailendra	Prem Babu
26	Mohan Singh	Mitthu Singh
27	Mahesh Chandra Agarwal	Radhe lal Agarwal
28	Mrs. ChandanaMajumdar	w/o Podik Majumdar
29	Chunnilal	Jagannath
30	Satish	Tuhi Ram
31	Chaman Lal	NA
32	Roopkishore Kardam	Gayasi Ram
33	Mohit Rajput	Banarasi Das
34	Deepanshu	Mahesh Nainiwal
35	Mrs. Anita Pawar	w/o Rajesh Pawar
36	Sanjay Yadav	Gyan Yadav
37	Raj Saini	Brij Kishore Saini
38	Ravinder Kumar	Mother: Kamlesh Devi
39	Satish Singh Sisodia	Rajiv Sisodia
40	Jamuna Prasad	Mohan Singh
41	Mrs.Seema Devi Saini	Pintu Saini
42	Mrs.Anguri Devi	NA
43	NileshKushwaha	Anand Kushwaha
44	Mohan Lal	Kashi Ram
45	Mrs.MunniRajak	NA
46	Mrs. Anita Saini	w/o Govind Saini
47	Manoj Kumar	Dev Lal
48	Mohd. Anis	Mohammad Gani
49	Shyam Saini	NA
50	Mrs. Dhanwanti	w/o Dori lal
51	Purushottam Sharma	Devki Nandan Sharma

**SOCIAL MANAGEMENT PLAN**  
**FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

52	BalramNishad	Giriraj Nishad
53	Raju Saini	Biharilal Saini
54	Suresh Singh	Sardar Singh
55	Kumal Yadav	Parshuram Yadav
56	KalpanaSoni	Sripakash
57	Harish Bansal	Anand Prakash
58	Arvind Kumar Pandey	Radhey Shyam Pandey
59	JitendraKushwaha	Nand Kishore
60	Sonu Mishra	Santosh Mishra
61	Nand Kishore Kushwaha	Rustum Singh
62	Om Prakash	Sohan Lal
63	Ganga Prasad	Sino Prasad
64	Govind Agarwal	Daudayal Agarwal
65	Bunty Saini	NA
66	Lalit Kishore Faujdar	Hukum Singh
67	Bhagwan Singh	Santoshi Ram
68	Mrs. Kamala Devi Kushwaha	NA
69	Sanga Singh	Mehtab Singh
70	Sanjay Soni	Mother: Leela Devi
71	Santosh Kumar Pandey	Shivram Kumar Pandey
72	KishanpadGoswami	NA
73	Rajeev Goswami	Ved Prakash
74	Jaibihari	Ramji Prajapati
75	Lalaram	Munna Lal
76	Kanhaiya Sharma	Brij Bihari Sharma
77	Bunty	Udaivir
78	Ramesh	Devi Ram

**SOCIAL MANAGEMENT PLAN**  
**FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

79	Babloo Chauhan	Ganga Sharan
80	Prem	Haripal
81	Dev Swarup Nishad	Prem Lal Nishad
82	Madhusudan Yadav	Harinandan Prasad Yadav
83	Ashok Nishad	Yadramji Nishad
84	Mrs. Mira Devi Jha	w/o Shambhunath Jha
85	Hariom Sharma	Radha Prasad Sharma
86	Tapan Rai	Kalipad Rai
87	Shyam Agarwal	Ram Shankar Agarwal
88	Lakshman Gautam	Bishan Swarup gautam
89	Brijesh Rawat	Shankarlal Rawat
90	Dinesh Chandra	Tika Ram
91	Hari Mohan Singh	Ballo Singh
92	Jaswant Kumar	Dayaram Shak
93	Jagdish Das	Gopinath Das
94	Ashok Kumar Saini	Govind Ram Saini
95	Kundan	Batashi
96	Arun Biswas	Narayan Biswas
97	Dhiren Kumar Pandit	Huru Pandit
98	Mrs Bina	Sukhpal Chaudhary
99	Sukhpal Chaudhary	Hakim Singh
100	Sanju	Bhudev Prasad
101	Chhiddi	Shyam Saini
102	Hare Ram Chaubey	Ramanand Chaubey
103	Suresh Singh	Gopal Singh
104	Rikko	Jaldan Singh
105	Sunil Yadav	Charan Singh Yadav

**SOCIAL MANAGEMENT PLAN**  
**FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

106	Raj Kumar	Nand Ram
107	Munnalal	Chhadambi Lal
108	Vinod Kumar	Chhitarmal
109	Ballu	Chhadambi Lal
110	Yadram	Shivcharan
111	Satto	Bachchu Singh
112	Shyam	Matanlal Saini
113	Brij Mohan	Ballu
114	Rakesh Kumar Upadhyaya	Surendra Kumar Upadhyaya
115	Shankar Rai	Ramakant Rai
116	Israil	Ismail
117	Iqbal	Israil
118	Sanjay Biswas	Shrikrishnapad Biswas
119	Keshav	Ram Krishna Kushwaha
120	Raghuvir	Channa
121	Lalsingh	Ratan
122	Vinod	Sripal
123	Suresh	Devki Nandan
124	Sanjay	Roshan
125	Pappu	Virpal
126	Jaigopal	Moolchand
127	Jamman	Udai Singh
128	Moolchand	Udai Singh
129	Lalu	Ratan
130	Bhagwandas	Ramdayal
131	Khamchand	Virpal
132	Dev Singh	Rasbihari Lal

**SOCIAL MANAGEMENT PLAN**  
**FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

133	Pramod Ojha	Ram Narayan Ojha
134	Mahesh Sharma	Dwarka Sharma
135	Mohan Baghel	Gopal Baghel
136	Vijay Singh	Jagat Raj
137	Ashish Dwivedi	Rajendra Dwivedi
138	Govind Yadav	Upendra Yadav
139	Ms. Nandini	d/o Upendra Yadav
140	Kalicharan	Aaju Ram
141	Bapi	Baburam
142	Bimal Majumdar	Upendra Nath Majumdar
143	Radha Charan Gautam	Kunwasrlal Gautam
144	Ravindra	Suraj Pal
145	Khemchandra	Pritam Singh
146	Mrs. Anita	w/o Madhu
147	Mrs. Rita Mandal	w/o Samir Mandal
148	Mrs. Kaushalya Nishad	w/o Jaisingh
149	Buddh Prakash	Naththu
150	Lakhan Saini	Rupa Saini
151	Hari Saini	Devi Ram
152	Mrs. Rani Devi	w/o Ramprasad
153	Rakesh Kumar	Kishan Chand
154	Yadvendra Kumar	Harvir
155	Naresh Pandey	Suraj Nath Pandey
156	Abhishek	Rakesh Kumar
157	Balbir Shah	Ved Chand Shah
158	Rajeev Arora	Shrichand Arora
159	Sanjay Kumar	Mansingh

**SOCIAL MANAGEMENT PLAN**  
**FOR REVITALIZATION OF BANKE BIHARIJI TEMPLE AREA**

160	Bishen Chand	Kishan Lal
161	Yogesh Kumar	Kishan Lal
162	Rakesh Kumar	Mahadev Prasad
163	Ramesh Chandra Sharma	Ganga Sharan
164	Kishan Singh	Tula Ram
165	Balram	Udai Singh
166	Buddhi Ram	Cheti lal
167	Nand Kishore	Ramswarup
168	Shivshankar	Mohan
169	Mohan	Lakkho
170	Mahavir	Lakkho
171	Daan Singh	Giriraj

**Annexure 2**  
**Census and Socio-Economic Survey**

Subproject Road Name: .....

Side            1.     Left            2.     Right

**GENERAL**

**A.** Questionnaire No: .....

**B.** Name of the respondent.....

**C.** Religion

**D.** Social Stratification SC/ST/OBC/ Gen

**E.** Relation to the owner:.....

**F.** Years of Occupation of the Affected Property \_\_\_\_\_ Years

**G.** Present Address of the Property:

**H.** Mother Tongue \_\_\_\_\_ (Hindi-1; Urdu-2; Others-3; in case of others specify.)

**DETAILS OF THE PROPERTY**

Any structure getting affected        1. Yes..... 2. No.....

Area of the affected structure (in Square Meter):.....

Are you willing to move out of public RoW voluntarily: 1. Yes 2. No

**Type of Construction of the Structure**

1. Temporary (buildings with mud/brick/wood made walls, thatched/tin roof)

2. Semi-Permanent (buildings, with tiled roof and normal cement floor)

3. Permanent (with RCC, Single/ Multiple floor building)

**Use of the Structure (select appropriate code from below)**

*A. Residential Structure* 1 House 2 Hut 3 Other .....

*B. Commercial Structure* 4 Shops 5. Hotel 6 Small Eatery 7 Kiosk 8 Farm House 9Clinic 10STD Booth 11Workshop;  
12Vendors 13Com. Complex 14HH Industry 15. Restaurant 16. Others.....

*C. Mixed Structure* 17Residential-cum-Commercial Structure

*D. Community Structure* 18Comm. Center 19Club 21 Trust22 Memorials23 Other....

*E. Religious Structure* 24 Mosque, 25 Shrine 26 Burial 27. Temple 28. Other...

*F. Government Structure* 29 Govt. Office 30 Hospital 31 School 32 College 33 Other .....

G. Other Structure 34 Boundary Wall 35 Foundation 36 Cattle Shed 37 Well/Tube Well

#### **Status of the Occupancy of the Structure**

1. Legal Titleholder 2. Customary Right 3. Encroacher 4. Squatter

#### **Ownership Details**

Name of the Owner/Occupier/tenant: .....

Father's Name: .....

Name of the owner, if the occupier is tenant.....

a. Tenure Status..... (Own-1; Rented-2; Leasehold-3)

b. Monthly Rent, (if coded 2).....

c. Utility Connection.....(1-Electricity; 2- Water; 3- Sewer) (multiple response)

Any of the following people associated with the Structure?

A. Employee/ wage earner in commercial structure 1. Yes 2. No

(i). If Yes, How Many?.....

B. Domestic help / wage earner in residential structure 1. Yes 2. No

(ii). If Yes, How Many?.....

#### **Vulnerability Status of the Household:**

A. Is it a woman headed household? 1. Yes 2. No

B. Is it headed by physically/mentally challenged person? 1. Yes 2. No

C. Is it a household Below Poverty Line (BPL) 1. Yes 2. No

D. If BPL, provide BPL card number-----

### **SOCIOECONOMIC DETAILS**

Name of the Head of the Household.....

Details of Family Members above 18 years of age: (fill appropriate code)

Sl. No	Name	Relationship with head of the household	Sex	Marital status	Age (in years)	Educational Qualification	Main occupation	Other occupation	Monthly income (INR)	Monthly Expenditure (INR)
1		Self								
2										
3										
4										
5										
6										
7										
8										
9										
10										

**Annexure 3**  
**ToR for External Monitoring and Evaluation Consultant**

**Objective**

The objective of this assignment shall be to verify the implementation of SMP and advise the client on safeguard compliance issues for the project to ensure that the implementation complies with the World Bank Safeguard Policies, the SMP of the project and statutory requirements of the government. An expert external monitoring consultant shall be engaged to undertake the external monitoring as an independent consultant.

**Scope of work**

The scope of work will require the expert to undertake the following tasks,

- i. To review and verify the progress in SMP implementation
- ii. To monitor the effectiveness and efficiency of the implementing agency in SMP implementation
- iii. To assess whether livelihoods and living standards of the PAPs have been restored or enhanced
- iv. To ascertain whether the compensation was adequate to restore livelihood status of affected persons
- v. To review the internal monitoring process of the implementing agency
- vi. To evaluate and assess the adequacy and effectiveness of the consultation process adopted by the implementing agency as well as that of the grievance redress mechanism

**Reporting**

The external monitoring assignment shall be for a period of 18 months, co-terminus with the civil contract. The schedule of deliverables/reports to be submitted by the external monitoring consultant shall be as given below:

<b>Report</b>	<b>Time frame</b>
Initial Monitoring /Inception Report	Within 15 days of signing of the contract
Quarterly monitoring reports	In the first week of the month succeeding every quarter
Final Monitoring/Evaluation Report	At the end of the contract period

## **Payment Schedule**

The schedule of payments to the external monitoring consultant shall be as under:

<b>Installment</b>	<b>% of payment</b>	<b>Timeline</b>
1	20% of contract value	As mobilization advance upon signing of the contract
2-7	10% of contract value (each)	Upon submission and approval of every quarterly report (6 in Number)
8	20% of contract value	Upon submission and approval of final report

## **Staffing**

The Team Leader of the consultant Team shall be at least a Post Graduate in relevant social sciences, preferably Sociology /Anthropology. Preference will be given to candidates with a Doctoral Degree. He/She should have at least 10 years of experience of monitoring and evaluation and/or implementation of SMSMP or infrastructure projects. He/She should not be above 55 years of age.

Apart from the Team Leader, the consultant may engage any number of support staff but one woman support staff having at least a Bachelors Degree in relevant Social Sciences and a minimum of 5 years of experience of Monitoring & Evaluation and/or SMP implementation is mandatory.

## **Annexure 4**

### **Online form for Suggestions and Complaints**

The form will contain only three entries as outlined below.

Subject: \_\_\_\_\_

Sub-project: \_\_\_\_\_

Suggestion/Complaint: \_\_\_\_\_

Your email: \_\_\_\_\_

#### *SCHM Reporting Format*

The internal reporting system for SCHM (excel file) will have the following entries/columns:

1. Date: \_\_\_\_\_
2. Subject: \_\_\_\_\_
3. Sub-project: \_\_\_\_\_
4. Content: \_\_\_\_\_
5. Email (of the complainant): \_\_\_\_\_
6. Acknowledgment date: \_\_\_\_\_
7. Responsible Person: \_\_\_\_\_
8. Deadline for Feedback: \_\_\_\_\_
9. Actual Date of Feedback: \_\_\_\_\_
10. Solution/Feedback provided on the Suggestion/Complaint:  
\_\_\_\_\_  
\_\_\_\_\_
11. Additional Comment (if the person was unsatisfied with the feedback/solution provided and indicated that he/she will go to another authority to complain):  
\_\_\_\_\_  
\_\_\_\_\_

The entries 1-5 should be filled in automatically once an on-line form is submitted. The other entries are to be entered manually by the PIC and each State-level PIU. All SCHM-related reports are to be consolidated by the PIU.

## Annexure 5: Attendance Sheet

**Undertaking by the Shopkeepers/Hawkers/Vendors/Residents of Banke Bihariji Temple Area (Vidyapeeth Road, Madan Mohan Banke Bihar Road, Kalideh Road, Purana Bajaja, and other roads) subsequent to Public Consultation/disclosure meeting held on 26-11-2016 at Hotel Basera, Vrindavan**

*The consultant Dr. Samir Rai and his Team presented the proposed perspective plan for the sub-project area. The concept and design was presented through a power point presentation and the stakeholders were informed of new plan for the market. They were also informed of the time line and the remedial measure suggested by the Social Expert of the Consultant's team for temporary loss of their livelihood during project construction phase.*

We, the Shopkeepers/Hawkers/Vendors/Residents of Banke Bihariji Temple Area (Vidyapeeth Road, Madan Mohan Banke Bihar Road, Kalideh Road, Purana Bajaja, and other roads) are fully satisfied with the new perspective plan presented by the Consultants. We have no objection to the demolition and subsequent restoration/reconstruction of the road and other civic facilities as per the proposed plan.

*Signature - OMURPOR PRBHUB*

Sl. No.	Name	Contact Number	Signature
1	Brahma Stores	8171662247	<i>[Signature]</i>
2	Kanhaiya Sharma	9259453269	<i>[Signature]</i>
3	गुरुदेवी देवी	9720009292	<i>[Signature]</i>
4	Kirti Bawali	9259347718	<i>[Signature]</i>
5	शिला देवी	7500044126	<i>[Signature]</i>
6	S.P.Singhal	9690275454	<i>[Signature]</i>
7	प्रियंका देवी	992706006	<i>[Signature]</i>
8	जया देवी	8899065556	<i>[Signature]</i>
9	Satish Dand Saraswati	908439851	<i>[Signature]</i>
10	कल्पना देवी	9058100663	<i>[Signature]</i>

Signature of the PGR PRB JBNR

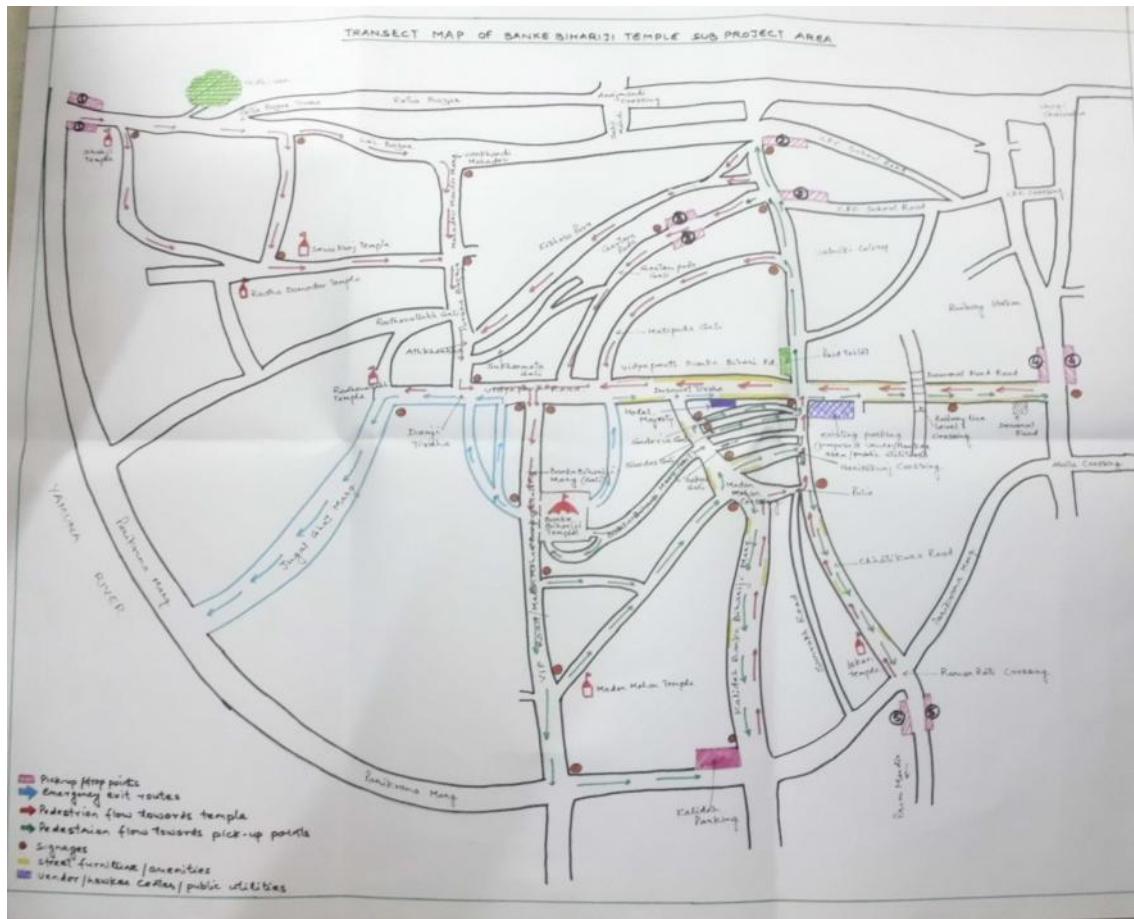
Sl. No.	Name	Contact Number	Signature
11	जन्म अमाना गोहा	9259399921	जन्म अमाना गोहा
12	योगेश कुमार वार्षी (लोक)	9457489976	योगेश कुमार वार्षी (लोक)
13	Pednekar Khandelwal	8273737227	Pednekar
14	21024221		
15	मुकेश शर्मा	8957936701	Mukesh
16	Rahul Khandelwal	9557642796	Rahul
17	Mukesh Sharma	9997055390	Mukesh
18	Gopal Singh	8532015879	Gopal Singh
19	प्रियंका शर्मा	9456077020	Prityanka Sharma
20	31012121	9634476092	Ajay Sharma
21		9633377784	
22	Amrit Gautam	9004513234	Amrit
23	Neeraj Gautam	9412281120	Neeraj
24	Neeraj Gautam	9857936470	Neeraj
25	अवधीश शर्मा	9760706405	Avdesh
26	पंचमी कुमार सरस	9599424748	पंचमी कुमार सरस
27	नितेश कुमार	9675964870	Nitesh
28	मनोज	7078149995	Manoj

SL No.	Names	Contact Number	Signature
			Students order by Name
9	Dhanashri	9776532100	
10	Umesh Barasival	0421581519	
11	Minal Patel	9169775193	
12	Kiran Rathod	8023581116	
13			
14			
15			
16			
17			
18			
19			
20			

## **Annexure 6: Photographs of Interviews, Survey and Public Consultation**



## Annexure 7: Transact map of the sub-project area



# मरुता

1979 में अन्धेरा-बुद्धिमत्ता के दैनिक चिन्ह-संकाय का दिवाली

## ट्रायलिया और चारपाइया ताहवों पर अटिटी के सुनाय पर लगा टॉक एंट्री प्रतिबंध

# विश्व बैंक बदलेगी वृद्धावज की सूचत

