

KOLKATA ENVIRONMENTAL IMPROVEMENT PROJECT
UNDER ASIAN DEVELOPMENT BANK LOAN ASSISTANCE
(LOAN NO. 1813-IND)

MONITORING AND EVALUATION OF
IMPLEMENTATION OF RESETTLEMENT PLAN

Quarterly Report

Period of Monitoring: October, 2007 – December, 2007

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ABBREVIATION

ADB	---	Asian Development Bank
AF	---	Affected family
AP	---	Affected person
BME	---	Benefit monitoring and evaluation
BSS	---	Bharat Sevasram Sangha
CLPOA	---	City Level Programme of Action
CRG	---	Canal Resettlement Group
EA	---	Executing Agency
FGD	---	Focus Group Discussion
GoI	---	Government of India
GoWB	---	Government of West Bengal
HH	---	Household
I&WD	---	Irrigation & Waterways Department
JPISC	---	Jay Prakash Institute of Social Change
KEIP	---	Kolkata Environmental Improvement Project
KMC	---	Kolkata Municipal Corporation
KMDA	---	Kolkata Metropolitan Development Authority
NGO	---	Non-government organization
PMC	---	Project management consultants
PMU	---	Project management unit
RP	---	Resettlement plan
R&R	---	Resettlement and Rehabilitation
SDU	---	Social development unit
SHG	---	Self Help Group
ToR	---	Terms of Reference
VAMBAY	---	Valmiki Ambedkar Shari Awas Yojana

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MONITORING AND EVALUATION OF RESETTLEMENT PLAN BEING IMPLEMENTED UNDER KOLKATA ENVIRONMENTAL IMPROVEMENT PROJECT (KEIP)

Period of Monitoring: October, 2007 – December, 2007

1.0 Executive Summary

1.1 Description of the Project

1.1.1 Background

Asian Development Bank (ADB) provided a financial assistance in 2000 (Loan No.1813 – IND) for Calcutta (Kolkata) Environmental Improvement Project (KEIP) to KMC in order to achieve the objectives of i) improving the urban environment in outer areas of Kolkata Municipality, ii) reducing poverty in the low-income areas through affordable access to basic urban services, iii) facilitating community empowerment by participatory process, iv) protecting environment from adverse developmental impact, v) helping KMC develop as a proficient and autonomous municipality. Supplementary loan was processed and approved in 2006 to address i) cost overrun, ii) price escalation, iii) cost increases due to physical and design change.

1.1.2 Project component

The project has six (6) components, namely, A) Stakeholder Consultation Programme, B) Sewerage and Drainage improvements, C) Solid Waste Management, D) Slum Improvements, E) Canal Improvements & F) Implementation Assistance and Capacity Building.

Land is required for implementation of the components 'B' (Sewerage & Drainage), component 'C' (Solid waste Management) and component 'E' (Canal improvement). Required land for sewage pumping stations (2.58 hectares) under component 'B' is government land. An estimated 60 hectares of land will be required for component 'C', Solid waste management, which will be located within KMC property. For improvement of 77.31 km of canals under component E no land acquisition is necessary.

1.2 Resettlement Plan: Impact and entitlement

1.2.1 Canal Improvement

Canal Improvement component will cause displacement of a significant number of squatter settlements of canal dwellers, majority being poor migrants from Bangladesh and neighbouring states. There will be temporary impact for construction of trunk sewer lines also. A resettlement plan (RP) according to ADB's Policy on Involuntary Resettlement was prepared for the displaced affected families in 2000. The RP was updated in 2006 based on project design and physical changes; specifically: (i) increase in the length of canal improvements, (ii) cancellation of sewage treatment plant components and drainage pumping stations, and (iii) a change in location for the solid waste management facility. Resettlement of 3626 canal side households is also included in this component. Land, measuring about 19.07 acres is required for resettlement of displaced affected families, which is in possession of the Project authority.

1.2.2 Entitlement

The entitlement in the Updated RP is a considerably different package from that originally proposed in the RP of 2000. The Affected families will now be resettled in flats, under Valmiki Ambedkar Shari Awaz Yojana (VAMBAY), either purchased from KMDA or built by the Project. The beneficiary family will have to contribute 5% of the cost subject to an upper limit of Rs. 5000. The living area of the flat is 190 sq.ft. with basic amenities like, water, electricity connections and personal toilets. As additional entitlement the flat owners will enjoy legal title in the form of 99-year non-resaleable lease in the name of female head of the family. In addition the affected families will be entitled for a shifting assistance of Rs 300. They will also enjoy exemption from any registration costs and other fees for being resettled in the VAMBAY flats.

The “highly vulnerable” people, including those headed by the women, the elderly persons and the disabled/handicapped, will be allotted ground floor flats having commercial possibility, will be given access to land for social forestry and vegetable production along the rehabilitated canal banks. Besides they will be facilitated by access to income generation and poverty reduction schemes of the Govt. The shop owners among the AFs will also be given priority in allotment of ground floor flats to carry on their livelihood at the R&R site.

1.3 Executing Agency & Implementing Agency

The Executing Agencies (EA) of KEIP are: (i) Kolkata Municipal Corporation (KMC) and (ii) Irrigation and Waterways Deptt. (I&WD), Govt. of West Bengal. Implementation of the project is being carried out by the respective Project Management Units (PMU) of both the EAs. While PMU of I&WD is responsible for implementing Canal improvement component, the PMU of KMC is responsible for implementing the remaining components under the project.

One Social Development Unit (SDU) has been established at PMU level of KMC for implementation of RP. The consultants engaged as R&R Experts supervise the overall RP implementation. To carry out field level activities several NGOs were engaged at different phases of project implementation.

1.4 Objectives & Tasks of External Monitoring

1.4.1 Monitoring

Monitoring is a key activity in RP implementation in order to achieve resettlement objective as per ADB’s Policy of Involuntary Resettlement. The present monitoring report deals with a number of selected tasks out of those mentioned in the agreement. These are: a) Comparative study between pre and post relocation, b) Impact assessment through - i) Key informant interview, ii) Focus group discussion, iii) Community public meetings & iv) Structured direct observations, c) Identification and selection of impact indicators.

It is presumed that SDU at PMU level is monitoring internally the resettlement progress and the activities carried out by the implementing agency, the NGOs engaged for the purpose of day-to-day activities. It is also obvious that these are documented. However, the internal monitoring reports have not been made available for review.

1.4.2 Database

Community consultation meetings and FGD held with the AFs both at selected canal bank settlements and at Nonadanga R&R site helped the monitoring team to collect data and information to compare pre and post relocation situation of the AFs. It is understood that CLPOA, an NGO recently been engaged, is conducting survey of the AFs and will create a database, which will be of use for future monitoring.

1.4.3 Impact Indicators

Some impact indicators were identified to measure the resettlement impact both in terms of qualitative and quantitative data. These have been dealt with in the chapter “Observation of monitoring team”. Other tasks will be carried out in the subsequent monitoring reports.

1.5 Summary of RP Implementation Status as on December, 2007

1.5.1 Resettlement Status

In all, 1349 families from 19 settlements within TP basin area have been resettled in Nonadanga R&R site so far. (*vide website: <http://www/keip.in/resettlement.htm>*). The relocation site at Nonadanga has an advantage of proximity to a fast developing industrial area of Kolkata. Before shifting to the flats the AFs were motivated to open savings bank account in a nationalized bank for saving the required amount of beneficiary contribution.

1.5.2 Social Groups

Prior to resettlement, Canal Resettlement Groups (CRG) were formed in each of the canal settlements to represent the grievances, resettlement issues of the Canal settlers. The office bearers of CRG were selected democratically who can extend peer support to the AFs. Self Help Groups (SHG) were also formed to motivate and train the members, particularly the women, to increase their capability as self employed skilled workers. Information Centres are opened in all the canal settlements where information brochures regarding pro-poor Govt schemes are distributed. Building Committees have been formed at the VAMBAY apartment buildings where representatives of the resettled families are made responsible for operation and maintenance of the community assets, upkeep of common facilities.

1.5.3 Project Implementation – Initiatives of Bharat Sevasram Sangha (BSS) and Jayprakash Institute of Social Change (JPISC)

In the initial project implementation phase two NGOs, namely Bharat Sevasram Sangha (BSS) and Jayprakash Institute of Social Change (JPISC) were engaged for the period from October, 2005 to April, 2006 to facilitate the resettlement process. Their activities spread over settlements under Intercepting/Lead Channel - BB1 & TP main canal. Several motivation and awareness building programmes were organized for dissemination of information on resettlement entitlements, probable relocation sites, etc. Their initiatives helped formation of CRG & SHG, setting up of Information /Grievance Redress Centres, and networking with the local CBOs/NGOs. They also opened adult literacy centres & organized health & environment awareness campaigns.

1.5.4 Project Implementation – Initiatives of I-Land Informatics Ltd

The NGO, i-land informatics Ltd, was engaged from November, 2006 to April, 2007 and again from June 2007 to November, 2007. The consolidated RP implementation report prepared by them provided the overall status of RP implementation till November, 2007, which includes formation of 23 CRGs, 34 SHGs, establishing 27 Information Centres, opening of bank account by 165 AFs, formation of Building Committees in 35 blocks at R&R site, resettlement of 1120 families from 19 settlements, vocational training given to 91 persons and database created of 2326 AFs. However, in the absence of targeted figures for completion performances of the implementing NGOs could not be assessed. Besides, database supposed to be completed for 2326 AFs is not available for comparison between pre and post relocation situation of the canal bank settlers.

1.5.5 Project Implementation – Initiatives of City Level Programme of Action (CLPOA)

Since December, 2007 CLPOA has been engaged to carry on RP implementation. They have covered 350 families/flat owners in 11 settlements under TP canal, Keorapukur & Nonadanga R&R site so far. As per their progress report the team has conducted survey in 350 HH of Nonadanga R&R site and 377 AFs of 10 Canal settlements. With persuasion 91 individuals in 2 canal settlements & Nonadanga R&R site have opened bank account.

1.6 Observation during FGD and Community Consultation by the Monitoring Team

During FGD and community consultation sessions organized by monitoring team, data, both qualitative and quantitative, were collected, on sample basis, to visualize pre and post relocation situation at some canal settlements and at Nonadanga R&R site. These are noted vis-à-vis selected impact indicators.

1.6.1 Livelihood & Income

The men are engaged mostly as rickshaw puller, day labourer and as self employed mason. Some work in small scale enterprises, like shoe/bag making factories. On an average their income varies from a minimum of Rs 1200 to a maximum of Rs 3200 per month. The women are domestic help with an average monthly income of Rs 600 -1200. After resettlement they have not done away with their main livelihood. There is a possibility of earning additional

income through sale of products by members of the SHGs who received vocational trainings. However, this is still at a nascent stage of income restoration effort. The earning members of the resettled families hope to get better job opportunity from the growing industrialized neighbourhood in future.

1.6.2 Civic amenities

- a) *Access to school* - All the settlements have the advantage of educating their children from local Govt. schools. The families relocated at Nonadanga have the advantage of access to children's school nearby. There are 4 schools – 2 of primary level and one each in the settlements within 1 km with higher secondary level of education. Although there are a number of schools in the neighbourhood, a demand for setting up primary school at R&R site has been raised.
- b) *Drinking water facility* from public stand posts or tube wells built by the municipality is adequate in most of the canal settlements. For those resettled at Nonadanga R&R site safe drinking water from deep tube well is supplied by KMDA and KEIP. But the residents have expressed their inhibition against use of water from overhead tanks, which are not covered and therefore are in a risk of contamination. It is learnt that the deep tube wells that serve as the source of water are at a depth of 700 m and have been tested to be arsenic free.
- c) *Canal settlements and R&R site* do not differ much so far as availability of Govt. hospital is concerned, which lies at a varying distance of 4 – 10 km. Besides, families resettled in Nonadanga get the benefit of access to charitable dispensary. Moreover, a mobile health clinic for the children operates once a fortnight.
- d) *Resettled families* face the problem of lack of proper drainage. Those on ground floor are affected most as water overflow from open drains often enters their premises. Problem of seepage is also noticed on roof top which is due to water spilled from overhead tanks. Street lighting still eludes them. The internal roads are under construction.

1.6.3 Awareness about clean Environment

Absence of organized garbage disposal system affects all the families in canal settlements. One garbage disposal vat exists at R&R site, but it is not yet fully operational. As reported it is being cleared every alternate day. Although the affected families are aware of issues related to health and personal hygiene, those at canal settlements have to bear with lack of individual toilets. Use of canal water for domestic purpose is also common for many canal settlers. In contrast, the resettled families have adopted use of personal toilets built within their flats. Water from overhead tanks is used for domestic chores.

1.6.4 Awareness regarding SHG / Income generating schemes

Some SHGs were formed and vocational trainings were also provided to willing members. However, follow up after these trainings, market linkage etc are not yet adequate to strengthen the SHGs. The SHG members, particularly those at R&R site, are confident of earning additional income from the skill developed.

1.6.5 Project Sensitization

Several consultation meetings and awareness campaigns were held prior to their resettlement. Building Committees are formed consisting of 4 members each from 35 blocks, who are responsible for operation and maintenance of the common assets at R&R site, Nonadanga. There is a need of imparting capacity building training to the members of the building committees for operation and maintenance of the common assets.

2.0 Description of the Project

Calcutta (Kolkata) Environmental Improvement Project (KEIP) was formulated in 2000 by Kolkata Municipal Corporation (KMC) to achieve the objectives of i) improving the urban environment in outer areas of Kolkata Municipality, ii) reducing poverty in the low-income areas through affordable access to basic urban services, iii) facilitating community empowerment by participatory process, iv) protecting environment from adverse developmental impact, v) helping KMC to develop as a proficient and autonomous municipality. To realize these goals Asian Development Bank (ADB) provided a loan (Loan No. 1813-IND) for Kolkata Environmental Improvement Project (KEIP). Despite initial delay and subsequent cancellation of a part of loan proceeds it was felt that the Executing Agencies were well equipped to complete the objectives as proposed in the original loan. After review of the status of project implementation, the project design was revised. To address the time and cost overrun and requirements of revised project components, supplementary financing was processed and approved by ADB in 2006.

2.1 Project component

The project has six (6) components, namely,

- A. Stakeholder Consultation Programme
- B. Sewerage and Drainage improvements
- C. Solid Waste Management
- D. Slum Improvements
- E. Canal Improvements
- F. Implementation Assistance and Capacity Building

Land is required for implementation of the component B (Sewerage & Drainage), component C (Solid waste Management) and component E (Canal improvement) of the project. Government land is available for sewage pumping stations (2.58 hectares) under component B. An estimated 60 hectares of land will be required for component C, Solid waste management, which will be located within KMC property. For improvement of 77.31 km of canals under component E no land acquisition is necessary.

2.3 Executing Agencies (EA) and Implementing Agencies (IA)

The Executing Agencies (EA) of KEIP are: (i) Kolkata Municipal Corporation (KMC) and (ii) Irrigation and Waterways Deptt. (I&WD), Government of West Bengal. Implementation of the project is being carried out by respective Project Management Units (PMU) of both EAs. While PMU of I&WD is responsible for implementing Canal improvement component of the project, the PMU of KMC is responsible for implementing the remaining components under the project.

3.0 Resettlement Plan: Impact and entitlement

3.1 A Resettlement Plan (RP) was prepared for the Project in 2000. The RP was updated in 2006 based on revised project design and physical changes; specifically: (i) increase in the length of canal improvements, (ii) cancellation of sewage treatment plant components and drainage pumping stations, and (iii) a change in location for the solid waste management facility. The design change addressed the objective of resettlement according to ADB's Involuntary Resettlement Policy, by avoiding densely populated canal settlement areas. For example, length of improvement of Keorapukur Canal was reduced from 9 km to 1.148 km. Similarly, in case of Churial canal, a slight diversion through Churial Extension Canal achieved the goal of avoiding densely populated settlement and thereby the length of Churial canal improvement increased from 24 km to 27.545 km. In the revised design lengths of other canals considered for improvement also increased, e.g. length of T.P. Canal increased from 9.00km to 34.048km and length of Monikhali and Begore canal system increased from 10.6 km to 14.565km. Thus length of canal improvement increased from 52.6km to 77.31km.

Canal improvement component of the project is divided into three packages (Sub-components). These are: (i) Canal rehabilitation in parts of T-P basin, Keorapukur basin, Churial basin and Monikhali basin, (ii) Construction of 53 bridges over the rehabilitated canals and (iii) construction of 4 pumping stations at Chowbhaga, Keorapukur, Manikhali and Ghushighata to handle additional storm water flow. The canal rehabilitation works are being implemented through 11 work packages, while construction of 4 canal pumping stations will be done under one package and construction of 53 bridges is being implemented through 2 packages.

3.2 Canal Improvement component will cause displacement of squatter settlements of canal dwellers, majority of whom are poor migrants from Bangladesh and neighbouring states.

A comparative statement of the resettlement impact, as indicated in the original RP of 2000 and the Updated RP of 2006, is summarized in the following table.

Table 1.0 Resettlement Impact – 2000 and 2006

Canal System	Original length (km)	Revised length (km)	Affected Households 2000	Affected Persons 2000	Affected Households 2006	Affected Persons 2006
T.P.(including TP Main, Intercepting, Lead canal, addl Canals)	9.0	34.048	2,334	8,559	2,668	11,936
Keorapukur	9.0	1.148	397	612	43	184
Monikhali & Begore	10.6	14.565	449	1,233	510	2,284
Churial (Main & Extension)	24.0	27.545	327	1,145	345	1,549
Bridge sites	-	-	-	-	60	366
Total	52.6	77.306	3,507	11,549	3,626	16,317

Source: Updated Resettlement Plan, July, 2006

Resettlement of 3626 canal side households is also included in this component. Land of about 19.07 acres is required for resettlement, which is in possession of the Project authority. As per Updated RP the affected households are being relocated permanently in an area not far away from the canal settlements, being compensated and assisted prior to commencement of canal rehabilitation works.

3.3 The entitlement provided in the RP of 2000 included a lump sum one time assistance of Rs 30,000 per family as grant for shifting to an “equivalent habitable” area. The entitlement in the Updated RP is a considerably different package. The Affected families will be resettled in Valmiki Ambedkar Shari Awas Yojana (VAMBAY) type of flats, either purchased from KMDA or built by the Project, initially at a cost of Rs 84,000 each. The flats built by KEIP will however, cost more. The beneficiary family will have to contribute 5% of the cost subject to an upper limit of Rs 5000. The living area of the flat is 190 sq.ft. with basic amenities like, water, electricity connections and personal toilets. As additional entitlement the flat owners will enjoy legal title in the form of 99-year non-resalable lease in the name of female head of the family. In addition, the affected families will be entitled for a shifting assistance of Rs.300. They will also enjoy exemption from any registration costs and other fees for being resettled in the VAMBAY flats.

The “highly vulnerable” people, including those headed by women, the elderly persons and the disabled/handicapped will be allotted ground floor flats which have commercial possibility and will be given access to land for social forestry and vegetable production along the rehabilitated canal banks. Besides they will be facilitated by access to income generation and poverty reduction schemes of the Government. The shop owners among the AFs will also be given priority in allotment of ground floor flats so that they can continue with their livelihood.

4.0 Institutional Arrangements for Implementation of RP

One Social Development Unit (SDU) has been established at PMU level of KMC for implementation of RP. The consultants engaged as R&R Experts supervise the overall RP implementation. To carry out field level activities several NGOs were engaged at different phases of project implementation. Presently, City Level Programme of Action (CLPOA) has been engaged since December, 2007 to carry on the resettlement implementation. Besides they have also been entrusted with creating a database of the affected families residing both at canal settlements as well as in the Nonadanga relocation site.

From the discussion held with SDU members, it was noted that the NGOs were engaged for a period not exceeding six (6) months, subject to further extension. Given the quantum and nature of tasks to be performed by the NGOs, the six month's time scheduled for them is too optimistic and unrealistic to achieve the goals. The Executing Agency may consider engaging the NGOs for a reasonable period of time to get desired result.

5.0 Objectives & Tasks of External Monitoring

Monitoring is a key activity in RP implementation in order to achieve resettlement objective as per ADB's Policy of Involuntary Resettlement. The main tasks of monitoring agency as mentioned in the agreement are:

- Verify and review internal monitoring reports
- Comparative study between pre and post relocation
- Identification and selection of impact indicators
- Impact assessment through – a) Key informant interview, b) Focus group discussion, c) Community public meetings, d) Structured direct observations and e) Case studies on AFs / communities from various social classes to assess impact of resettlement.
- Assess the efficiency, effectiveness, impact and sustainability of the resettlement procedures
- Provide direction to future resettlement policy formulation and planning

The present monitoring report deals with a number of selected tasks out of those mentioned in the agreement. It is presumed that SDU at PMU level is monitoring the resettlement progress internally by way of appraisal of the activities carried out by the RP implementing agencies, the NGOs engaged for the purpose of day-to-day activities. It is also obvious that these are documented. However, the internal monitoring reports have not been made available for review.

Community consultation meetings and FGD held with the AFs both at selected canal bank settlements and at Nonadanga R&R site helped the monitoring team to collect data and information to compare pre and post relocation situation of the AFs. Besides, the database of the AFs being generated by CLPOA will serve as the baseline for monitoring the change in the living standard of the affected families and thereby assess the effectiveness of the RP and its implementation.

Some impact indicators were identified which can measure the resettlement impact both in qualitative and quantitative terms. These have been dealt with in the chapter "Observation of monitoring team".

Other tasks will be carried out in the subsequent monitoring reports.

6.0 Summary of RP Implementation Status as on December, 2007

6.1 The first phase of the relocation of the AFs involved 165 households from TP basin area to the VAMBAY flats at Nonadanga R&R site. Another 444 households were put up in the transit camps nearby who are now resettled in the constructed flats at Nonadanga. In all, 1349 families from 19 settlements from TP basin area have been resettled in Nonadanga R&R site so far (*vide website: <http://www/keip.in/resettlement.htm>*). This R&R site has an advantage of

proximity to a fast developing industrial area of Kolkata. Before shifting to the flats the AFs were motivated to open savings bank account in a nationalized bank for saving the required amount of beneficiary contribution. This has also inculcated a habit of savings among them – a fact now realized by them. Following table briefly provides the progress of resettlement at Nonadanga R&R site.

Table 2. Progress of resettlement

Place / Phase	No. of Flats	Contribution from AFs	Remarks
Nonadanga, VAMBAY- Phase-I	165	Rs. 3930.00	Procured from KMDA
Nonadanga, VAMBAY- Phase-I	64	Rs. 3940.00	Do
Nonadanga, VAMBAY- Phase-II	352	Rs. 5000.00	Do
Nonadanga, VAMBAY- Phase-III	768	Rs. 5000.00	Constructed by KEIP
Total	1349		

Source: SDU, KEIP

All the rest of the flats are being constructed by KEIP. The beneficiary contribution for each family will be Rs. 5000.

6.2 Prior to resettlement, the affected families of Canal settlements were sensitized by the facilitating NGOs to form Canal Resettlement Groups (CRG) who would act as the peer group of the Canal settlers to represent their demands, problems and grievances to KEIP. Their function is more of bridging the gap, if any, between the Project authority and the AFs so far as resettlement and entitlements are concerned. The office bearers were selected democratically. More vocal and active members among the canal settlers were selected as members of CRG. Women were properly represented to voice their issues. Similarly Self Help Groups (SHG) were also formed to motivate and train the members, particularly the women, to increase their capability as self employed skilled workers/entrepreneurs. Besides, Information Centres are opened in all the canal settlements where information brochures regarding pro-poor Govt schemes, Child immunization programmes, special schemes for the women and unemployed are distributed. Building committees have been formed at the VAMBAY apartment buildings where representatives of the resettled families are made responsible for operation and maintenance of the community assets, upkeep of common facilities

6.3 Several facilitating NGOs were engaged at various stages of RP implementation. Bharat Sevasram Sangha (BSS) and Jay Prakash Institute of Social Change (JPISC) were engaged simultaneously for the period from October 15, 2005 to April 14, 2006. Their activities, as documented in the progress reports, deal mainly with the stakeholders' and community consultation meetings. These minutes give an account of the motivation and awareness building programmes and the information shared with the Affected Families regarding resettlement issues, entitlements, probable relocation sites, etc. These were, in effect, ice-breaking sessions, which are, no doubt, important in the initial stage of RP implementation.

The monthly progress reports prepared by JPISC are summarized in the following table.

Table 3.0 Summary of Planned activities: October, 2005 – April, 2005

Period	Area/ HH covered	Activities undertaken
Oct'05-Nov'05	Intercepting/Lead Channel- BB1 5 Settlements 115 Families	1. Information sharing – R&R package, group formation, health & environment related issues, Grievance redress process. 2. SHG/CRG formation- 2 groups at Garfa Mondalpara 3. Assisting BSS for collecting beneficiary contribution, Processing for Transit accommodation
Nov'05-Dec'05	Intercepting/Lead Channel- BB1 TP main canal 7 settlements	1. Information sharing – R&R package, location of flats, beneficiary contribution, etc 2. Formation of SHG – 4, CRG – 1 at Garfa Mondalpara, Garfa main Rd, Garfa canal Rd, U. Kalikapur 3. Setting up Information/Grievance redress centre-Garfa

	266 Families	Canal Road. 4. Verification of cardholders. 5. Linkage with CBO/NGO at U. Kalikapur.
Dec'05- Jan'06	Intercepting/Lead Channel- BB1 TP main canal 7 Settlements 310 Families	1. Information sharing – R&R package, location of flats, beneficiary contribution, etc. 2. Formation of CRG – 1, SHG – 1 at U. Kalikapur. 3. Setting up Information/Grievance redress centre – Kalikapur. 4. Assisting in resettlement process of 165 families. 5. Assist 450 families shift to Transit camp.
Jan'06- Feb'06	Intercepting/Lead Channel- BB1 TP main canal 6 Settlements 250 Families	1. Information sharing – R&R package, location of flats, beneficiary contribution, etc 2. Formation of SHG -1 at U.Kalikapur, CRG – 2 at U. Kalikapur & Garfa Mondalpara 3. Opening Adult Literacy centre at Garfa Main road
Mar'06-April'06	Intercepting/Lead Channel- BB1 TP main canal 8 Settlements	1. Information sharing – R&R package, location of flats, beneficiary contribution, etc 2. Formation of SHG – 5 at Kalikapur, Rajdanga (E) 3. Setting up Information Centre at 5 settlements 4. Promoting health/hygiene campaign 5. Networking with CBOs of Rajdanga, Rajdanga (S) & Rajdanga (E)

NB: The report on the planned activities does not provide any target of achievement which could be an indicator of RP impact and efficiency for RP implementation process

6.4. i-land informatics Ltd. was engaged for the period from November, 2006 to April, 2007 and again from June 2007 till November, 2007. The consolidated RP implementation report prepared by the NGO, provides a summary of RP implementation activities carried out during November, 2006 - November, 2007 and is summarized below.

Table 4.0 Summary of Consolidated RP Implementation Status as on November, 2007

RP Activities	Canal settlements					R&R Site
	Target	TP Canal	Keorapurkur	Monikhali	Churial	
Formation of CRG (No.)	NA	21	NA	1	1	Not Applicable
Formation of SHG (No.)	NA	10	-	-	-	24
Establishment of Information Centre	NA	18	1	5	1	2 (1 at Transit camp - now withdrawn)
Opening Bank A/c	NA	119	-	20	-	26
Formation of Building Committee	NA					In 35 blocks
Families resettled	NA					1120 from 19 settlements
Vocational Training given for income generation and exposure visits to exhibitions	NA	26 in candle, incense stick & paper bag making Garfa Canal Road & Garfa Mondalpara	-	-	-	7 men in AC machine & refrigerator repair. 58 women in candle/incense stick making (31 of Transit camp trained in incense stick

						making)
Database of Cardholders	NA	1262 HH, 159 shops	65 HH	375 HH, 152 shops	313 HH	-

Source: Monitoring report of i-land informatics Ltd, NGO for the period: Nov, 2006-Nov, 2007

NB: The report does not provide any target for achievement against which performance could be measured /monitored.

6.5 Recently, City Level Programme of Action (CLPOA) has been engaged for a period from December, 2007 to May, 2007. They have started their planned activities since December, 2007 which include preparing database of the affected families by conducting household survey.

Their reported activities are as follows.

Table 5.0 Activities performed by CLPOA

Period	Area/HH covered	Activities undertaken
December, 2007	TP Canal, Keorapukur, Nonadanga R&R site 11 Settlements 350 Families/Flat owners	1. Conducting HH survey - 350 HH of Nonadanga R&R site and 377 AFs of 10 Canal settlements 2. Stakeholders' consultation with Borough Chairman, councilors and canal bank settlers in 3 settlements regarding opening of bank A/c, extending social schemes like, Old age pension, awareness for resettlement process. 3. Opened Bank A/c – 91 individuals in 2 canal settlements & Nonadanga R&R site.

Source: Summary progress report of CLPOA

7.0 Review of RP Implementation Activities vis-à-vis Objectives

7.1 The consolidated RP implementation report prepared by i-land informatics Ltd, provides a summary of RP implementation activities carried out by the NGO (vide Table 4.0). Targeted objectives were mentioned, which formed the basis of the implementation report. An assessment can be made of the resettlement implementation progress vis-à-vis the objectives as follows.

A. Building awareness on entitlements of the Cardholders.

Series of awareness creating meetings are being held since inception of the RP implementation. These are mainly organized by the facilitating NGOs, engaged at various stages of implementation, namely, BSS, JPISC, i-land informatics Ltd, and lastly CLPOA since December, 2007. These meetings have been well documented through minutes and summarized version reported in the monthly progress reports of BSS and JPISC. The main agenda were information sharing about resettlement entitlements, probable relocation sites, and beneficiary contribution. These meetings / awareness campaigns also formed the base of CRG/SHG/Building committee formation at a subsequent stage.

B. Making the Affected Families active stakeholders in the R&R process

To make the AFs active participants in the R&R process following steps were taken.

- Formation of CRG from the AFs in each of the canal settlements.
- Establishing Information Centres at convenient places in the canal settlements like local club premises.
- Formation of SHG – of both men & women to facilitate income generation/augmentation through various GOI schemes aimed at poverty reduction and women's empowerment.

The main objective of formation of CRGs is to create a vehicle to project AF's grievances, needs, issues related to relocation to reach the Project authority.

C. Identifying local needs and plans to address them by community participation.

The basic needs that were identified and brought forward in the stakeholders' consultation meetings are related to relocation and entitlement issues. These are:

- a) Exclusion of names of Canal bank settlers from the list of Card holders, eligible for resettlement. This issue was raised at several meetings by the CRGs, the AFs, the councilors and even been recognized by KEIP authority.
- b) Inadequate space at the flats earmarked for resettlement in conformity with the family size. During FGD held with the resettled families at VANBAY flats of Nonadanga, it has been reported that, large families are split and a fraction of the parent joint family is resettled, leaving the other component in the old settlement on rented houses. Some squeeze themselves in the present accommodations.

Both the issues were discussed with SDU. It was observed that there were certain discrepancies in the census operation and subsequent preparation of photo identity card done in 2000 by the agency engaged for the purpose. The verification survey in 2005 had identified this issue of exclusion of some canal bank settlers from the list of card holders. However, the Project authority decided to adhere to the list of Affected Families as per census-cut-off date.

- c) Other identified local needs are: proximity of the resettlement site to their present place of work, access to children's school and health care facilities presently being enjoyed. This was addressed for those resettled at Nonadanga R&R site. However, some affected families are apprehensive of their loss of income/livelihood if resettled beyond 2 km. It is understood that relocation sites have so far been identified within a distance of 2-2.5 km from the canal settlements.
- d) The residents of Nonadanga have expressed their demand for setting up of primary school, health centre, street lighting, children's playground and community hall at the relocation site.

D. Establishing a grievance redress mechanism to cater to the concerns/ issues raised regarding resettlement or post relocation.

As part of the grievance redress process every canal settlement has one information centre and a complaint box placed there where the AFs can place their complaints, grievances, if any. However, during FGD at various canal settlements it was remarked that the process does not work effectively. They normally voice their grievances to the local councilors or the CRG members and whenever, SDU members visit their settlements. In the post relocation site, Building committees have been formed to address the issues of operation and maintenance (O&M) of the common assets and upkeep of the common areas. A contribution of Rs.30-50 is being collected per month from each of the resettled families for the purpose. Adequacy of the capability of the Building Committees to address the problems at R&R site is yet to be measured.

E. Building awareness on schemes available for the poor and facilitating linkage

Awareness creating process was initiated since the inception of the RP implementation by the NGOs engaged at various levels of implementation. So far 34 SHGs were formed and vocational trainings were given. Leaflets containing information on poverty reduction and self employment schemes of GOI were distributed at Information centres. However, this seems to be a lukewarm approach to foster active participation among the SHG members for income generation activities. A number of exposure visits were also arranged, as reported. In this context an association formed of 37 SHGs under the leadership of Baghajatin Rabindrapally settlement is worth mentioning. The groups have been participating in various exhibitions organized at commercial levels. Income generated out of sale exhibits has not yet been assessed to measure the envisaged change in livelihood and income level.

F. Mobilising community ownership for O&M of the VAMBAY flats where the cardholders are resettled

In spite of much effort, repeated number of consultation meetings with the AFs and the respective councilors, co-operatives of the resettled families at Nonadanga could not yet been formed. Active participation of the local Ward members, Councilors & Borough Chairman is necessary. One constraint in formation of Co-operative may be non-homogeneity of the flat owners who came from various settlements. Building Committees formed in each of the 35 blocks are expected to carry out O&M of the common assets for which a subscription of Rs 30-50 per month is being collected from each family.

8.0 Observation during FGD and Community consultation by the Monitoring Team

8.1 One important objective of monitoring resettlement process and implementation is to assess resettlement goal in terms of livelihood/living standard restoration by comparing pre and post relocation situation. In the absence of database of the cardholders it is difficult to assess any perceptible change towards better or worse situation, if any. However, during Focus Group Discussion (FGD) and Key Informant Interview (KII) sessions conducted by the monitoring team some data were collected on sample basis at different canal settlements and at Nonadanga R&R site. These are related to: change in income level, livelihood pattern, awareness in health & hygiene and access to basic civic amenities, like children's school, hospitals, work place, etc. Also people's perception regarding resettlement objective and its success could be assessed from these sessions. It may be mentioned, that following description is based on the opinion & views expressed by the AFs at canal settlements & Nonadanga R&R site. Some views need to be verified subsequently with the database presently being prepared.

8.2 The settlements where FGD & community consultation were held are:

- TP Canal – Garfa Mondalpara, Garfa Canal road, Garfa Surya Sen Palli, East Rajdanga Vivekananda Palli, Rajdanga East, Baghajatin Rabindrapalli, 3 No. Uttar Kalikapur.
- Keorapukur Canal – 4 No. Jadunath Ukilpara
- Monikhali Canal – Purba Rabindra Palli, Nabapalli, Shampa Mirza Nagar
- Churial Canal – Dakshinpara Kalogachhia Khalparh
- Nonadanga R&R site – Sector A

Pre relocation situation of the affected families in the canal settlements with respect of selected indicators is summarized in the following table.

Table 5.0 Pre- Relocation situation at Canal Settlements

Indicators	Canal settlements			
	Keorapukur	Churial	Monikhali	TP Basin
Livelihood & Income	Men engaged as Rickshaw puller, Day Labour, Mason. Women are domestic help, cook Men earn on av. Rs.1600-3000 p.m. Women's av. Income Rs.600-1200 p.m. No child labor reported	Men engaged as Rickshaw puller, Day Labour, Mason, self-employed. Women are domestic help, cook. Men's av. income Rs. 1200-3200 p.m. Women earn Rs. 600-1500 p.m. Few drop-outs engaged in various odd jobs.	Men engaged as Rickshaw puller, Mason, labour in Pvt. Enterprise. Women are domestic help, cook. Men's av. monthly income Rs. 1500-3200 Women earn Rs.600-1200 p.m. No child labour reported	Men engaged as Rickshaw puller, Mason, Day labour, plumber, small business, Veg vendor. Women as domestic help. Men earn on av. Rs.1400-3000 p.m. Women earn Rs. 600-1200 p.m. Few drop-outs work as labourer in tea shops, in tailoring.

Civic Amenities	i) Drinking water - Available within 0.5 km. – 3 Tube wells Quality satisfactory. ii) Access to school: 3 schools within 1.5-3 km. Attendance high. iii) Access to Health care facility: Govt. Hospital within 3 km.	i) Drinking water - Available within 0.5 km. – 2 Tube wells. Canal water used for domestic purpose ii) Access to school: 2 schools within 2 km. 80% children go to school. Few dropouts due to poverty. iii) Access to Health care facility: Govt. Hospital within 2-10 km.	i) Drinking water - Available within 0.5 km. from stand post. Quality good ii) Access to school: Most children attend school within 2 km. iii) Access to Health care facility: No Govt. Hospital nearby. Attended by Pvt. practitioners	i) Drinking water – Available from stand posts in all settlements except in U. Kalikapur. Quality good ii) Access to school: 90% attend. 3 schools within 1-4 km. 10% drop-outs due to parents' ignorance iii) Access to Health care facility: Govt. Hospital & Charitable dispensary:2-10 km
Awareness about clean Environment / Income generation schemes	No garbage disposal system. Common toilets & separate bathrooms for Women being used. Aware about unhygienic environment. No SHG formed	No garbage disposal system. No common /individual toilets. No SHG formed. Not aware of income generation schemes/ vocational training.	No garbage disposal system. Separate bathrooms & toilets for men & women arranged by themselves. No SHG formed. No vocational training given	No garbage disposal system. Common toilets & separate bathrooms for women provided by the councilors. SHGs formed. Vocational training given on incense, candle making. Federation of SHGs formed in Rabindrapalli. Products sold at exhibitions.
Sensitization & Approach towards Resettlement Process & Relocation site	Confirmed about relocation in 2005. Aware of flat details, facilities, beneficiary contribution, allocation modality. Hopeful of better income opportunity & prospect of legal upgraded social status at R&R site	Confirmed about relocation & entitlement in 2005. Not aware of exact relocation site, nor of 5% contribution.	Aware of relocation, entitlement, contribution & resettlement site in 2005. Some skeptic about site's distance & difficulty in access to work place. NGO's sensitization program by drama shows had negative impact	Aware of relocation, entitlement, contribution & resettlement site in 2005. NGO's sensitization program by drama shows had negative impact. Hopeful of better prospect of upgraded social status. Few are skeptic of increased cost of living at R&R site.

8.3 Post relocation Situation at: Nonadanga – Sector A – R&R site

8.3.1 Livelihood & Income

No change in main livelihood pattern was observed. The shop owners changed their time schedule to carry on business at previous canal settlements. A few work in small scale

industries, like bag, shoe making. A few persons have opened small shops at the R&R site. Some received vocational trainings. But these can only help in earning additional income occasionally, but can not substitute their main livelihood. Opening up savings bank account, which was originally developed as a means of saving beneficiary contribution, has inculcated a habit of savings among them.

The average monthly income of men varies from Rs.1350 by the day labourers to Rs.3000 by the masons or other self employed. Those employed in small scale industries earn about Rs.2000-2500 p.m. Women's maximum monthly income is around Rs.1000. Some expressed concern over continuation of their earlier livelihood. However, there is a possibility of increase in livelihood opportunity and consequent income level due to the proximity of the site to a fast developing industrial estate.

8.3.2 Access to Civic amenities & Clean environment

- (a) The families relocated at Nonadanga have the advantage of access to children's school nearby. There are 4 schools – 2 of primary level under Sikshalaya Prakalpa within the locality. Two higher secondary schools are at VIP Nagar & Chowbhaga – both within a distance of 1 km. In spite of easy access to schools within a short distance a demand for setting up of primary school at the R&R site has been raised. As reported about 5% of the drop outs, belonging to very poor families are engaged in tea shops or help their parents in domestic work.
- (b) Access to health care facilities has not changed significantly since the distance traveled to Govt. hospitals has remained within 4-8 km. Charitable hospital and dispensary are also available within easy access.
- (c) Water supply – KMDA & KEIP supply safe drinking water from deep tube wells, installed at a depth of 700 m and water tested to be arsenic free. Overhead tanks, each with a capacity of 2000 litres, are used for storage of water. Some have expressed their concern against use of water from overhead tanks as these are not covered and hence, are in a risk of contamination. Besides, overflow of water dampens the roof tops. Problem of seepage is also noticed.
- (d) Drainage system is yet to be complete. Water logging is a problem affecting particularly those living on ground floor, as water overflow from the open drains often enters the premises.
- (e) Although there is one garbage disposal vat in the locality it is not yet fully operational. Garbage is cleared every alternate day. The problem of indiscriminate and unorganized garbage disposal by the residents still persists. The environment does not have a chance to improve if this issue is not resolved. The residents have, however, quickly adapted to hygienic personal habit and open defecation has given way to use of toilet.
- (f) Internal roads are under construction. Of late, buses and auto rickshaws ply along the roads providing the residents transport facility. Lack of electrification on the streets is an issue affecting the settlers. The women particularly feel unsafe to return home late at night. Besides, incidences of sale of country liquor, gambling, petty crimes, like snatching, pick-pocketing harass them. There is a need to form apartment owners' association and a combined effort to resolve these social issues.

It may be mentioned in this context that Nonadanga R&R site is located in an added area under Kolkata Municipal Corporation. All the civic amenities that people in the rest of the Municipal Corporation area enjoy are yet to be made available to the residents of Nonadanga and other adjoining areas. Open drain in place of underground sewers is one such example of absence of urban facility. Besides, providing basic civic amenities to the R&R site is the responsibility of Kolkata Municipal Corporation. The Councilors and the Borough Chairman also have a role in ensuring extension of these urban services for the resettled families. KEIP can follow up with the progress made by KMC in this respect.

8.3.3 Awareness regarding SHG/ Income generating schemes

Series of vocational trainings have been provided to the willing members of SHGs formed earlier as reported in the monitoring reports. But the follow-up after these trainings, market linkage, etc are yet to be fully operationalised. They feel that with the help of these trainings they can substantially increase their family income.

8.3.4 Project Sensitization

Several consultation meetings and awareness campaigns were held prior to their resettlement. Building Committees are formed consisting of 4 members each from 35 blocks, who are responsible for operation and maintenance of the common assets, upkeep of common facilities and address grievances. In spite of several issues they are struggling to resolve, the sense of respectability in social status and permanence in residential address are the dominant attitude of the residents. The fact that the legal ownership status lies with the women members of the families is a bold step towards women's empowerment. Strengthening of SHGs will be another strategy towards self sustenance.

9.0 Acknowledgement

The Monitoring team was adequately assisted by the SDU team during the site visits, interaction with the Councilors and the Borough chairman and the particularly in community consultation meetings. Discussion with Ms Ranjana Dasgupta, Dy Team leader, Mr. K. Ghosh and Mr. Prabir Roy – both the R&R consultants - was of immense help to get an overview of the Project and RP implementation progress.

Interview with Mr. Samarendra Roy, Borough Chairman, Mr. Amal Majumdar, Councilor of Ward no 108 and Mr. Abu Taleb Mondal, Councilor, Ward no. 8 in Maheshtala Municipality was fruitful to have an insider's view regarding resettlement process.

Lastly, relentless cooperation of the canal settlers and the resettled families at Nonadanga R&R site during the community consultation and FGD sessions held, sometimes, at odd hours is gratefully acknowledged.