



Social Monitoring Report

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IND: Kolkata Environmental Improvement Project (KEIP)

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For Kolkata Municipal Corporation

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Asian Development Bank

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**KOLKATA ENVIRONMENTAL
IMPROVEMENT PROJECT (KEIP)
ADB LOAN No. 1813-IND**

Executing Agency:
KOLKATA MUNICIPAL CORPORATION

**MONITORING AND EVALUATION OF
RESETTLEMENT PLAN**

Quarterly Report

Period of Monitoring: January – March, 2010

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Loan	ADB Loan NO. 1813 - IND
Subproject	Kolkata Environmental Improvement Project
Executing agency	Kolkata Municipal Corporation (KMC) and Irrigation and Waterways Department (I&WD) of Government of West Bengal
Implementing agency	PMU, IWD and PMU, KMC
Monitoring period covered	January to March, 2010

1.0 Introduction

1.1 Description

Asian Development Bank (ADB) provided a financial assistance in the year 2000 (Loan No.1813–IND) for Calcutta (Kolkata) Environmental Improvement Project (KEIP) to Kolkata Municipal Corporation (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 the year 2006.

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.

1.2 Scope of Involuntary Resettlement Impacts

To address adverse resettlement impact caused by displacement of squatter settlements of canal dwellers due to Canal Improvement components 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. The total length of canal improvement increased from 52.6 km to 77.31km, besides construction of 53 bridges.

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 prior to commencement of canal rehabilitation works.

2.0 Validation

In accordance with ADB's Involuntary Resettlement Policy the resettlement impact was reduced by avoiding densely populated canal settlement areas by adopting suitable design change, such as diversion through Churial Extension Canal which avoided dense canal settlements and thereby increased canal length. In all, the length of canal improvement increased from 52.6km to 77.31km. However, total number of affected persons increased due to increase in canal length, although densely populated settlements could be bypassed.

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

Table 1 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

3.0 Institutional Arrangements

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 since 2005. Since November 2008, six (6) experienced Community Mobilizers were engaged by the project authority to carry out resettlement activities regularly on a daily basis.

Initially CRGs were formed in each of the canal settlements to facilitate disclosure of RP, its implementation and entitlement as per eligibility criteria specified in approved updated RP. After relocation these CRGs were disbanded and instead, building committees were formed at resettlement sites with members of resettled families. The Resettlement sites at Sampa Mirza Nagar, Kasba and Purba Putiari have taken one further step forward by forming Housing Cooperative Society in each relocation site and registered under State Cooperative Deptt., Govt. of West Bengal.

4.0 Procedure followed

Updated RP was prepared in 2006 and was endorsed. The identity cards were issued to the entitled APs in 2000. Following procedures were followed and activities undertaken during RP implementation.

- 1) Verification of APs:** The community mobilisers conducted verification survey of AFs at each of the canal settlements by revalidating the data recorded in the identity cards prepared during census survey in 2000, vis-a-vis present situation. Database of 32 AFs residing in seven canal settlements was verified during January to March, 2010 period. The detail of revalidation survey carried out is shown in the table below.

(Table 2) The survey is aimed at verifying eligibility of entitled AFs as per entitlement matrix incorporated in the Resettlement Plan.

Table 2. Revalidation survey conducted during January to March, 2010

Canal	Settlement	Total no. of AFs
Churial	Enni Sarani	4
	Bankra Haspukur Khal Pool	2
	Total Churial	6
TP Basin	East Rajapur	4
	Garfa Mondalpara	1
	Madurdaha	8
	Total TP Basin	13
Monikhali	Ghosh Para Along Santoshpur Rd	11
	Total Monikhali	11
Keorapukur	Ramchandrapur Lalitala	2
	Total Keorapukur	2
All Canal	All Settlements	32

Source: Internal Monitoring Report of SDU, KEIP and verified by Monitoring team

- 2) **Beneficiary contribution:** According to the Resettlement Plan (RP) the entitled Affected Families (AFs) will have to deposit Rs 5000 as contribution towards cost of flat where they will be relocated. This is a requisite activity prior to allotment of a flat in the resettlement site. The AFs are explained about the requirement of beneficiary contribution and need for saving the amount. The community mobilizers assist the AFs in depositing the beneficiary contribution of Rs.5000 in the designated bank. The APs are provided transport cost to visit the bank which varies from Rs.25 to Rs.30 per round trip for each person.

During the period under review 32 AFs deposited beneficiary contribution before flats were allotted. These AFs are from Monikhali (11), Keorapukur (2), TP Basin (13) and Churial (6) canal settlements. (Table 3) The FGD conducted by the monitoring team verified these figures from the concerned AFs relocated at the R&R sites during FGD and sample household survey.

Table 3. Deposition of Beneficiaries Contribution, January to March, 2010

Canal Settlement	Total no. of AFs
Monikhali	11
Keorapukur	2
TP Basin	13
Churial	6
Total	32

Source: Internal Monitoring Report of SDU, KEIP and verified by Monitoring team

- 3) **Allotment and distribution of flats**

Flats at resettlement sites are allotted through a draw of lottery under management of respective Ward Councillor. The process is carried out in a transparent manner and as per pre-arranged schedule. The AFs are notified to be present during allotment session. They are instructed to carry the bank deposit slip of Rs.5000 as proof of beneficiary contribution paid by them in advance.

The lottery is drawn in two phases. The elders, physically handicapped persons, the women headed households and those having shops are given priority for ground floor flats. Remaining flats are allotted among the rest of the entitled families.

In all 29 flats were distributed among the eligible AFs as on March, 2010. Three (3) families of Churial canal who have deposited beneficiary contribution, will be allotted flats at Purba Putiari R&R site. Their process of allotment will be completed soon and flats will be distributed to them.

- 4) **Formation of Building committees** is the major activity after resettlement of the canal side residents. Each building in the R&R sites constitutes 24 or 32 flats, and each resettlement site has at least six numbers of buildings. One member from each family is included in the committee and more active persons are inducted into several sub-committees formed to look after proper maintenance of the flats. Control and operation of pumps for the overhead tanks are vital for which one person is engaged. KEIP has been bearing the cost of building maintenance partly, including payment of the pump operator.
- 5) **Formation of Service Cooperative society** is one of the components of Resettlement & Rehabilitation Programme of KEIP in all the 5 resettlement sites, namely Kasba Rajdanga, Purba Putiari, Sampa Mirza Nagar, Nonadanga and at Kalagachia R&R site which is under construction. Formation of Cooperative society is a step towards creation of a cohesive group living in a common habitat, owning a common property and having a common interest. Ideally, after completion of the project each Cooperative should be responsible for operation and maintenance of the common assets created in the resettlement site. With initiative and supervision of SDU, KEIP progress of cooperative formation has been successful to some extent. Registration certificate has been issued to Kasba Rajdanga Housing Cooperative and Sampa Mirza Nagar Housing society. All the necessary documents and credentials were submitted to the Assistant Registrar of West Bengal State Cooperative Society, Govt. of West Bengal by Purba Putiari housing society in June, 2009. Issuance of registration certificates is under process.

The cooperative Society of Sampa Mirza Nagar has already started maintaining its common property at the resettlement site. The residents of Kasba and Purba Putiari have also expressed their willingness to bear the responsibility of common assets. However, they have requested project authority to give them some more time to comprehend the complex management of common assets. Till that period KEIP is bearing the cost of maintenance in these R&R sites.

5.0 Delivery of entitlement

According to the updated RP of 2006, all the affected families are to be relocated permanently in an area not far away from the canal settlements and to be assisted in shifting prior to commencement of canal rehabilitation works. Accordingly, the Affected families were resettled in Valmiki Ambedkar Shahri 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, however, cost more. The beneficiary family will have to contribute a sum of Rs

5000. The living area of the flat is 190 sq.ft. which consists of a living room, one attached balcony and a toilet with basic amenities like, water supply through pipeline and individual electric connection. As additional entitlement the flat owners will enjoy legal title in the form of 99-year non-resalable lease in the name of woman member of the family. The registration costs and other fees have been exempted.¹

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. With Ward Councilor’s involvement one Work & Employment Scheme has been initiated in Kasba R&R site, where three poor women were given job opportunity at Sulabh public bath and toilet facility complex since past six months with a monthly salary of Rs1000 for each. 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. The funds for construction of the flats are approved by the budgetary allocation of KMC and are delivered in a timely manner for construction to be completed prior to allotment of the flats.

Shifting of AFs takes place after basic amenities are provided in the flats, like water, electricity connection etc. During the period under survey 29 AFs were resettled. Allotment letter of these 29 flats were issued to the AFs immediately after allotment. The table below provides details of relocation.

Table 4. Status of Relocation as on March, 2010

Canal Settlement	Resettlement Site	Total no. of AFs	Date of relocation
TP Basin	Nonadanga Ph IV	13	February, 2010
Monikali	Sampa Mirza nagar	11	February, 2010
Churial	Purba Putiari	3	January, 2010
Keorapukur	Purba Putiari	2	February, 2010
Total no. of AFs resettled		29	

Source: Internal Monitoring Report of SDU, KEIP and verified by Monitoring Team

6.0 Consultation and participation

Consultation and interaction with the remaining canal bank settlers and the resettled AFs at the Resettlement sites are part of continuous process of the resettlement activities. These are mainly carried out by the Community Mobilisers. Each of the Mobilisers is given the tasks of interacting with the APs in various settlements on rotation. The consultation is carried out on the various issues of resettlement, including process and entitlement of the AFs as per revised RP and proposed relocation sites. The people are also briefed about facilities at the flats, adaptation to the life style in a flat, which is contrary to their existing living standard, besides adjustment process for living in a new surrounding and different neighbourhood community in some places. Process, necessity and objective of cooperative formation at resettlement sites are also discussed explaining the formalities, methods and kind of documents required for formation of Housing Cooperatives at R&R sites.

¹ Exemption from cost of registration and stamp duty is as per entitlement under BSUP (Basic Service for Urban Poor)

In all nine consultations were organised by SDU during the period under review on various issues and agenda, attended by 420 participants in all. The discussions were held with the APs of four canal settlements at TP Basin, Monikhali, Keorapukur and Churial canal areas, apart from the resettled families at four R&R sites. The meetings held with the canal settlers are aimed at making them aware of entitlement, relocation sites, resettlement process including beneficiaries' contribution prior to relocation. The APs were also told about facilities to be provided at relocation sites, the responsibility of the APs after relocation takes place, such as, forming building committee to operate and maintain common assets and to form service cooperative. The consultation at R&R sites mainly dwells on successful management of common assets through housing cooperative society. The Nonadanga Phase II residents were provided with example of other housing societies within KEIP area and elsewhere to motivate them in formation of housing cooperative society.

A brief of consultation schedules (**Annexure 1**) and Minutes of a few important meetings are annexed. (**Annexure 2**).

The monitoring team, during their survey and FGD sessions, verified about the agenda and outcome of the consultation and interaction meetings organised by the Community Mobilisers. The consultation programmes were found to be actually carried out as per schedule of the activity furnished by SDU. The representatives of the canal settlements who participated in the FGD sessions asserted that discussions were held with them, particularly regarding beneficiary contribution, relocation sites, allotment procedure and other important resettlement issues.

7.0 Public disclosure

The substance of RP, particularly the entitlement was disclosed to the APs of all canal settlements through participatory consultation since the inception of RP implementation process. The CRGs at canal settlements played active role to motivate the settlers to shift to designated relocation sites and to deposit required amount of Rs.5000 as part of beneficiary contribution. Updated RP was disclosed in vernacular on 15 July, 2006 to the APs, Ward Councillor / Municipality / Borough Chairman. The RP was approved by ADB Board on 8 November, 2006.

8.0 Grievance redress mechanism

The project authority has not formed any formal grievance redress committee as they believe such formal committee would remain out of reach to the APs as most of them have little spare time to devote for reporting grievances to the authority, unless that is of absolute necessity. In stead, the project had adopted an informal way of redressing grievances. All the APs, either individually or collectively through their representatives have direct access to SDU through the Community Mobilizers, who listen to their grievances and report to appropriate authority at KEIP. Depending on nature and gravity of the grievances these are addressed accordingly by the SDU. Some of these issues, like water supply, need intervention from nodal departments of KMC or other line departments like state electricity board, are brought to the notice of the project director for taking proper and immediate actions.

9.0 Income restoration activities

During the period under review no income restoration trainings were organised. However, some members of the Self Help Groups formed earlier with project initiative and active participation of the APs are earning by utilizing the skill gained through vocational trainings arranged by KEIP. The income restoration activities adopted by the members of SHGs of Nonadanga and Kasba include tailoring, stitching and bag making. All these are individual efforts and no income generating activity at group level has been undertaken. However, the SHG members usually take loan from the group and return with interest which adds the financial strength of the group.

One woman ICDS teacher living at Nonadanga Phase III has started tutoring children at home for additional earning of about Rs.250-300 a month. The children of this area will be benefited by her effort, especially those whose parents are illiterates. A few have joined beauty parlour with a monthly salary of Rs.1500 for 8-10 hours' work a day. Members of a number of SHGs at Kasba R&R sites have made remarkable progress towards self sustenance and improvement of neighbourhood. They participate in various exhibitions organised at state or district level, where their products are displayed for sale. These include processed foods, such as pickle, jam; readymade clothes for the children, cosmetic jewellery etc. Many of them have now a modest income to support their families' need. Besides, loan taken from the group has provided necessary fund for investment in business, self employed profession, educational expenses especially for admission during new school sessions. In a way, these SHGs are providing support to their spouses in a small but effective manner. Evaluation of these SHGs' economic strength will be reviewed later in detail.

10.0 Land acquisition

In all, 581 no of flats at Nonadanga R&R site – Phase 1 & 2, (Ph I – 229, Ph II - 352) are purchased from KMDA. The rest of the flats are constructed by KEIP. The total land for R&R sites built so far is 8.695 acres, 2.215 acres of which has been purchased by KEIP directly from the land owners. The rest, 3.51 acres have been acquired through LA Act of Govt. of West Bengal, 1894. All the individual owners from whom land was either acquired or purchased through private negotiation received payment for land as per replacement cost. The flats purchased from KMDA cover an area of 2.97 acres. Table 5 describes the land acquisition details for construction of R&R sites.

Table 5. Detail of land for R&R sites acquired / purchased by KEIP for construction of flats for Canal Bank Dwellers.

Sl. No	Name of the Mouzas with the J.L No & P.S	Plot No.	Total area of land in acres	Remarks
1	Purba Putiari J.L.NO. 43, P.S. Jadavpur	162 & 161	0.94	Acquired under L.A. Case No. M.T.P./C – 9/2002 drawn as per provisions of L.A. Act I of 1894 from four (4) individuals.
2	Sampa Mirza Nagar J.L.No. 11 P.S. Maheshtala	644(pt.), 645, 646, 647, 648, 649, 650 & 651	2.57	Acquired under L.A. Case MTP/C – 14/2003 drawn as per provisions of L.A. Act I of 1894 from 60 individuals.

3	Sampa Mirza Nagar J.L.No. 11 P.S. Maheshtala	649 / 981	0.23	Purchased directly from three (3) individuals through Regd. Deed No.1 – 05346 dated 16.05.2008
4	Kalagachia J.L.No. 40 P.S. Maheshtala	186, 188, 221, 224, 233 & 234	1.985	Purchased directly from one (1) individual through Regd. Deed No. I – 00904 dated 30.01.2008
5	Kasba J.L.No. 13 P.S. Kasba	4022, 4041, 4039, 4043, 4042, 4165 & 4019	2.00	Purchased from KMDA
6	Nonadanga J.L.No. 10 P.S. Tiljala	614 (Pt.), 615 (pt.), 625(pt.), 628 (pt.) & 630(pt.)	0.97	
Total: 6 Mouzas			8.695 Acres	

Source: Internal Monitoring Report of SDU, KEIP

11.0 Relocation sites

The relocation sites for the resettled families of various canals settlements are located at following areas, normally within 2 km from canal settlements. In some cases, due to non-availability of suitable land the site is located beyond 2 km but within 4 km from earlier canal settlements. These R&R sites are:

1. Nonadanga – Phase I – IV for TP Basin settlements
2. Kasba for TP Basin settlements
3. Purba Putiari – for Keorapukur Canal settlements & partly for Churial canal settlements
4. Sampa Mirza nagar – for Monikhali Canal settlements
5. Kalagachia – for Churial Canal settlements (under construction)

Initially flats at Nonadanga were purchased from KMDA to shift the 581 AFs residing at transit camp. Later flats were built under the supervision of KEIP according to requirement in Kasba, Nonadanga Phase III & IV of TP Basin area, in Purba Putiari for Keorapukur canal and in Sampa Mirza nagar for Monikhali canal settlements. Construction of 192 flats are nearly completed at Kalagachia for relocation of Churial canal settlers. However, flats are yet to be ready for allotment as electrical and sewer lines are being installed and access road is yet to be complete.

The lands for R&R sites are mostly owned by KMC/KMDA and low lying vacant land. In Sampa Mirza Nagar and at Kalagachia private lands were also purchased by negotiating with the owners, besides land acquisition. Since most of the areas are close to their previous settlements shifting to R&R sites did not create any problem of unacceptability from the host community. Nonadanga was close to East Calcutta Industrial belt within added area of KMDA. There were only few settlements other than the affected families of KEIP, all of whom are the pioneer settlers of the area.

As per updated RP there were additional 577 Affected Families (AF) due to design change in 2006, thereby making total number of affected families 3626 AFs. All of them are to be provided with one flat with 190 sq ft carpet area having one living room with attached balcony and individual toilet facility. The basic infrastructural facilities including water, internal roads, electrical connection to individual flat, street lighting, garbage disposal system, etc are also to be provided. The cost of land, construction of flats and provision of basic infrastructures are being borne by KEIP.

12. Provision of community assets

The resettlement sites have provision for construction of community shed which can be used for community activities, like work shed for the SHGs' income generating activities. The children of the resettled families are still attending the schools they used to go earlier. But distance to these schools has increased for those living in Nonadanga R&R sites. There is a demand for setting up schools, at least for the children up to primary level, within close access of Nonadanga. KMC has been requested to address this issue. So far as other civic and social infrastructures are concerned all the residents are enjoying same benefits as they used to get prior to relocation since they are resettled either within Kolkata Metropolitan Development Area or within close proximity of Kolkata's urban and industrial area, such as those living in Sampa Mirza Nagar. Most of these sites are within accessible distance from the civic infrastructural facilities enjoyed by all citizens of the city. There is hardly any change in their accessibility to basic social infrastructural facilities at present compared to pre-relocation days. Nonetheless, the families resettled at Nonadanga have to bear additional transport cost to access the Govt. health care facilities and educational institutions.

13. Assessment

The scope of work for independent monitoring includes assessment in terms of restoration of livelihood and living standard of the affected persons in the new environment. During the monitoring period the external monitoring team carried out focus group discussion (FGD) and community consultation, apart from sample household survey in the R&R sites to assess post-relocation socio economic situation of the resettled families at R&R sites in order to measure changed socio-economic status of the resettled families. The identity cards issued after census survey contain data of the family in terms of family size and vulnerability status. In order to measure socio-economic condition of the AFs during their post-relocation phase in comparison to pre-relocation phase sample household surveys were conducted with the help of structured questionnaires. Apart from these, FGD sessions arranged among the resettled families during monitoring survey provided information about adequacy of infrastructural facilities in the R&R sites compared to the facilities at pre-relocation canal settlements. Another source of information was also utilised to gain an insight into the pre-relocation status of the canal bank informal dwellers. This is "Baseline Survey and Benefit Monitoring and Evaluation - Phase I study carried out by IPE (P) Ltd in August, 2006. The study conducted sample survey among canal bank settlements and resettled households in Nonadanga Phase-I. The relevant data are referred wherever applicable.

FGD and community consultation were carried out in following relocation sites in march, 2010.

1. Sampa Mirza Nagar
2. Purba Putiari

3. Kasba Indu Park
4. Nonadanga Phase IV
5. Nonadanga Phase I - A

To assess socio economic condition of the AFs before and after relocation, some indicators were selected. These are socio-demographic, economic and infrastructural facilities at resettled areas. Based on the observation, sample survey, focus group discussion and interviews post-resettlement situation vis-à-vis pre-relocation scenario at canal settlements has been assessed.

The following paragraphs reveal the socio-demographic and economic condition of the resettled families and infrastructural facilities at R&R sites based on sample survey, FGD and consultation.

13.1 Demography

Name of the R&R site	Family Type		Family Size			Total Sample Family
	Joint	Nuclear	Small	Medium	Large	
			up to 3 persons	4 to 6 persons	7 + persons	
Sampa Mirza Nagar	4 (36.4)	7 (63.6)	2 (18.2)	8 (72.7)	1 (9.1)	11 (100)
Purba Putiari	0	9 (100.0)	1 (11.1)	8 (88.9)	-	9 (100)
Kasba Indu Park	2 (22.2)	7 (77.8)	1 (11.1)	8 (88.9)	-	9 (100)
Nonadanga Ph-IV	0	10 (100.0)	2 (20.0)	8 (80.0)	-	10 (100)
Nonadanga Ph I-A	0	11 (100.0)	1 (9.1)	9 (81.8)	1 (9.1)	11 (100)
All R&R Sites	6	44	7	41	2	50

Source: Sample Survey conducted by Monitoring team in March, 2010.
Figures in parenthesis indicate percentage of family to total sample families

Overwhelming majority of the sample resettled families is of nuclear type, except in Sampa Mirza Nagar where more than one-third is joint families. **(Table 6)**

The majority of the families, accounting for more than 80% of the sample, belong to "Medium" size with 4 to 6 members. The average family size varies from 5 persons in Sampa Mirza Nagar and Nonadanga Ph I to about 4 persons elsewhere. The sample survey done by BME study reveals average family size to be 4.9 in canal bank settlements and 4.7 in resettlement site. It may be mentioned that a number of families have reportedly split to accommodate within the specified flat size of 190 sq ft.

13.2 Literacy

Literacy status of the sample families has shown a poor performance. The male literacy rate for all population varies from 13% in Nonadanga Ph IV to 20% in Purba Putiari and Kasba. Literacy rate for the women is equally poor, varying from 11% to 20%. Overall literacy rate is

around 30% with highest recorded in Purba Putiari (37%), indicating about one-third of the sample population with some kind of educational achievement. **(Table 7)**

Girls of 6-14 years attend schools in more number compared to the boys of same age group in Sampa Mirza Nagar. Everywhere else the proportion of boys and girls going to school is almost equal.

The BME study reported more children in resettlement site going to school compared to the children in canal settlement.² However, parents have to pay more for the children in resettlement site, about Rs190 per month.³ It is also noted that more children from resettled families go to private school. During the FGD sessions the women of Nonadanga R&R sites reportedly grumbled about lack of educational facilities within walking distance of the resettlement colony. This prevents the very young children enrolling in the schools at their pre-relocation settlements. However, public transport system introduced since last three years facilitates easy access to the schools for the children who still attend schools at their previous settlements, although at additional transport cost.

Table 7 Literacy Status

Name of R&R Sites	Literates: All population (6 yrs+)		Literates 6-14 Yrs		Total Literate (6 yrs+)
	M	F	M	F	
Sampa Mirza Nagar	9 (16.4)	10 (18.1)	3	8	19 (34.5)
Purba Putiari	7 (20.0)	6 (17.1)	4	4	13 (37.1)
Kasba Indu Park	8 (20.0)	5 (12.5)	1	2	13 (32.5)
Nonadanga Ph - IV	8 (18.6)	5 (11.6)	1	1	13 (30.2)
Nonadanga Ph I-A	7 (13.0)	11 (20.4)	2	2	18 (33.4)
All R&R Sites	39	37	11	17	76

Source: Sample Survey conducted by Monitoring team in March, 2010.
Figures in parenthesis indicate percentage of literate to total sample population

13.3 Working status

So far as working status of resettled population is concerned, all the R&R sites have a high work participation ratio with 40% or more worker in all sites except in Kasba and Nonadanga Ph I, where ratio is 31% and 37% respectively. Overall work participation ratio in all R&R sites is 38%.

Proportion of male workers is around 30% of all population everywhere except in Kasba and Nonadanga Ph IV, where it is 18% and 23% respectively. Women workers form much less of total working population varying from 9% in Nonadanga PH I to 16% in Nonadanga PH IV. **(Table 8)**

² KEIP BME Final Report, Vol I, 2006; Pg 29, Baseline Summary Component 2.

³ *Ibid*, Pg 50, Para 2.65, Table 2.18

Name of the R&R Sites	Sample Families	TP	TW	Total Male	Total Female	Male Worker	Female Worker	MW% to TP	FW% to TP
Sampa Mirza Nagar	11	55	23 (42%)	27	28	16	7	29%	13%
Purba Putiari	9	35	14 (40%)	18	17	10	4	29%	11%
Kasba	9	40	12 (30%)	20	19	7	5	18%	13%
Nonadanga Ph-IV	10	43	17 (40%)	24	19	10	7	23%	16%
Nonadanga Ph I-A	11	54	20 (37%)	25	29	15	5	28%	9%
All R&R Sites	50	227	86	114	112	58	28	25.6%	12.3%

Source: Sample Survey conducted by Monitoring team in March, 2010.

Figures in parenthesis indicate percentage of workers to total sample population

Note: TP - Total population, TW – Total worker, MW – Male worker, FW – Female worker

13.4 Livelihood

Male workers of Sampa Mirza Nagar and Nonadanga Ph IV have taken to varied occupations compared to their counterparts elsewhere. The highest number of male workers is engaged as labourers in Sampa Mirza Nagar, Kasba and Nonadanga Ph I & IV. Almost an equal proportion of male workers in both Nonadanga Ph I & IV are also engaged in self employed professions as mason, carpenter, mechanic, etc. Some of the families in Nonadanga Ph I & IV have opened shops in the balcony of their ground floor flats. About 30% of males are engaged as rickshaw / van puller in Kasba and Purba Putiari. (Table 9)

Name of the R&R site	R'shaw/ Van Puller	Labor	Business	Self employed*	Service	Total M worker
Sampa Mirza Nagar	1 (6%)	7 (44%)	3 (19%)	1 (6%)	4 (25%)	16
Purba Putiari	3 (30%)	1 (10%)	3 (30%)	3 (30%)	0	10
Kasba Indu park	2 (29%)	3 (43%)	1 (14%)	1 (14%)	0	7
Nonadanga Ph-IV	2 (20%)	3 (30%)	1 (10%)	3 (30%)	1 (10%)	10
Nonadanga Ph I-A	0	8 (53%)	1 (7%)	6 (40%)	0	15
All R&R Sites	8	22	9	14	5	58

NB: * Include Mason, Tailor, Plumber, Carpenter, Cycle mechanic, etc

Source: Sample Survey conducted by Monitoring team in March, 2010.

Figures in parenthesis indicate percentage of workers in each category to total male worker

Women are mostly engaged as maid or cook. There are a good number of midwives everywhere, except Sampa Mirza Nagar, with highest proportion in Purba Putiari. There has

not been any major change in livelihood pattern of the women. But proportion of working women has reduced in Nonadanga and Kasba, as reported during FGD. The distance to their former employer's house has been cited as the major reason of unemployment. Transport cost to their former place of work is a constraint for many of them to continue their earlier works. They are yet to find similar kind of job near their relocation sites. (Table 10)

Table 10. Occupational Status (No. of Female worker)					
Name of the R&R site	Vendor/ Labour/ Business	Maid	Cook	Midwife	Total F worker
Sampa Mirza Nagar	1 (14%)	4 (57%)	2 (29%)	0	7
Purba Putiari	0	0	1 (25%)	3 (75%)	4
Kasba Indu park	0	1 (20%)	2 (40%)	2 (40%)	5
Nonadanga Ph-IV	0	2 (29%)	3 (42%)	2 (29%)	7
Nonadanga Ph I-A	2 (40%)	1 (20%)	0	2 (40%)	5
All R&R Sites	3	8	8	9	28

Source: Sample Survey conducted by Monitoring team in March, 2010.

Figures in parenthesis indicate percentage of workers in each category to total female worker

Summary of BME report also mentions that distance to work place for those among the resettled families has increased by 1.4 km, which is the main reason for many women to become jobless. It may be mentioned that some of the women Self Help Group members have started their own enterprises after being trained through KEIP's initiatives in income generation. Their income is yet to be of considerable amount although it is enough to sustain in difficult period.

The BME study prepared in 2006, reported that there had not been any significant change in occupational pattern, except that more men were self employed, about 22%, in the resettlement site. The survey in the concerned period has also recorded about 24% of male workers in all the R&R sites are self employed.

13.5. Income level

Highest proportion of sample households has a monthly income ranging from Rs.3001 to Rs.4000 in all the R&R sites, except Sampa Mirza Nagar, where majority (45%) is earning an income varying from Rs.2001 to Rs.3000 a month. There are a few families in Purba Putiari having even lower income of Rs.1000-2000 a month. It may be mentioned that number of self employed male workers or female engaged as midwife is low in Sampa Mirza Nagar, which may have contributed to average lower household income. Proportion of high income group with monthly income above Rs.4000 is the highest in Nonadanga Ph I with 45% of sample households. Kasba has equal proportion of households with monthly income of Rs.2001-3000 and Rs.3001-4000. The Nonadanga has significant number of male self employed workers as mason, carpenter, cycle mechanic, etc which fetch high wage rates compared to those engaged as cycle rickshaw or van pullers. Kasba labourers, on the other hand, who work in the nearby factories have fetched better wage rates. (Table 11)

It has been expressed by the women of Nonadanga that their income has decreased. This is due to distance to work place from their residence as well as lack of cheap transport system,

which compelled them to dispense with the job as maid/cook. On the other hand, their husbands/other male members are earning more as driver, mason, carpenter, cycle mechanic, etc, compared to their early livelihood. This has resulted in higher number of households with income more than Rs.4000 a month in Nonadanga Ph I. Similarly about 30% of families in Sampa Mirza Nagar have income above Rs.4000 a month. More males at Sampa Mirza Nagar are engaged in service (25%) which has provided a steady salaried income for them.

Name of the R&R site	Family Income in Rs. Per month (% to Total Families)					Total Sample Families
	1000- 2000	2001- 3000	3001- 4000	4001- 5000	5001 +	
Sampa Mirza Nagar	0 (22.2)	5 (45.5)	3 (27.3)	2 (18.2)	1 (9.0)	11
Purba Putiari	2 (22.2)	2 (22.2)	3 (33.3)	1 (11.1)	1 (11.1)	9
Kasba Indu park	0	4 (44.4)	4 (44.4)	0	1 (11.1)	9
Nonadanga Ph-IV	0	4 (40.0)	5 (50.0)	1 (10.0)	0	10
Nonadanga Ph I-A	0	1 (9.1)	5 (45.5)	2 (18.2)	3 (27.3)	11
All R&R Sites	2	16	20	6	6	50

Source: Sample Survey conducted by Monitoring team in March, 2010.

Figures in parenthesis indicate percentage of sample families in each income group

According to BME Study of 2006, which provides comparative baseline figures of pre-relocation settlements, average monthly household income was observed to be less than Rs.2000 for 23% sample households in resettlement site compared to 36% of sample families in the canal bank settlements. Therefore, it can be inferred that the economic condition of resettled families has certainly improved with a higher monthly income of Rs.3001-4000 for twenty out of fifty sample families, accounting for 40% of the total sample surveyed in March, 2010.

13.6 Savings

The relocation process and sustained motivational activities have generated a habit of savings among many of the resettled families. As part of entitlement the families are to be provided with a flat for which they will have to deposit a sum of Rs.5000 as beneficiary contribution. Although many of them were not capable of collecting that amount at one time, this mandatory clause of depositing contribution prior to allotment of flat has compelled them to save from their income. This has resulted in habit of savings among many of the resettled families, although their number is small.

The highest number of families in Sampa Mirza Nagar has recorded savings to their credit. While about 11% to 20% of those living in Kasba or Nonadanga have sustained their effort in savings none of Purba Putiari could save at all. (Table 12)

It appeared from the expressed opinion of the resettled families during FGD that they have realised the importance of savings in time of emergency, which they were unaware of. Previously they would borrow money from the employers or from the local shops / grocers to

tide over difficult days. Now they have opened bank account and are also familiar with bank transaction method. The SHG members are most keen in the habit of savings, which they have inculcated through the functioning of their group. They also get loan from the group account in times of necessity.

Many have expressed that the cost of living with expenses on fuel and electricity has deterred them to save at all. In some cases, transport cost to the children's school or work place for the women has become additional expenditure.

Name of the R&R site	Bank	LIC	Others	None	Total Families with Savings	Total Sample Families
Sampa Mirza Nagar	4	2			6 (55%)	11
Purba Putiari	0	0	0	0	0	9
Kasba Indu park		1			1 (11%)	9
Nonadanga Ph IV		1	1		2 (20%)	10
Nonadanga Ph I-A	2				2 (18%)	11
All R&R Sites	6	4	1	0	11	50

Source: Sample Survey conducted by Monitoring team in March, 2010.

Figures in parenthesis indicate percentage of families with savings to total sample families

Note: LIC – Life Insurance Corporation

13.7 Water supply facilities

To measure adequacy of infrastructural facilities the resettled families were inquired about satisfaction level of various facilities in comparison to their pre-relocation settlement situation during FGD session and household survey. Their major demand is still about quality drinking water within the relocation sites. In all relocation sites water is available from ground water source by pumping and storing in the overhead tanks. However, people are not satisfied with the quality of water as it contains iron particles. This is a common physical phenomenon of the ground water table in this part of Kolkata. However, they have adequate supply of water for all kind of uses within their housing complex, compared to earlier days when the women had to collect water from tube wells and water stand posts spending about 30 minutes.

FGD session revealed that Kasba residents have expressed satisfaction about adequacy and quality water supply, as they also have access to KMC water supply through stand posts. Nonadanga which is an added area of KMDA is yet to have purified water supply pipeline. The residents claim to collect drinking water from surrounding areas having deep tube wells, while Purba Putiari and Sampa Mirza Nagar residents collect drinking water from nearby municipality pipeline/ stand post.

13.8 Access to Educational facility

Almost all the children of school going age attend school, mostly which they used to go before relocation. The schools are all within walking distance in most places. In Nonadanga there is no school near by and they have to travel to the schools at their pre-relocation

settlements. This sometimes involves additional transport cost which is a burden for the parents. Attendance rate of the children is very high and drop out rate has also decreased considerably. This is a major achievement so far as resettlement objective is concerned. This fact is also being corroborated by the baseline BME study report which mentioned that 8.3% children of 10-14 years in the resettled sites do not attend school as against 21.4% in canal settlements.⁴

13.9 Access to Health Care facility

The resettled families have reported to visit mostly to the Govt. hospitals when necessary. There are regular child immunization programmes conducted by the civic bodies and the mothers duly attend those programmes. Besides, charitable dispensaries are available near by Nonadanga R&R sites, which are usually attended by the poor families. As per BME survey report, 65% of the resettled families visit Government hospitals while 59% consult private physicians.⁵

13.10 Priority of facilities as perceived need

The households were asked to prioritize the civic facilities in terms of perceived needs. By that measure, drinking water through pipeline is the most required facility in all the R&R sites, accounting for almost all households in Nonadanga, and about 50% in Purba Putiyari and Kasba. Sampa Miirza Nagar is the only exception where only 20% asked for pipeline water supply. **(Annexure 3)** It may also be mentioned that the residents of Sampa Mirza Nagar have formed their cooperative society and started bearing the cost of common assets like overhead tanks, including payment of pump man for water supply. However, garbage disposal vats are yet to be installed there.

One-third of the residents of Sampa Mirza Nagar, Purba Putiyari and Kasba have placed their requirement for street light to be installed between the blocks so that travel after dusk is safe. Nonadanga residents do not face any particular difficulty in this aspect. The locality is part of a fast developing industrial area of Kolkata which remains busy throughout day and better part of the night. Hence the area is well illuminated and well travelled by people and vehicles.

About 30% residents of Sampa Mirza Nagar insist to have internal road within the housing complex as a major requirement. They have also placed demand of installing garbage disposal vat. However, this could not be fulfilled as the area lies within Maheshtala Municipality beyond the jurisdiction of Kolkata Municipality Corporation (KMC).

Some case studies have also been prepared which illustrate the status of the resettled families before and after relocation and their views on success of resettlement process. **(Annexure 4)**

13.11 Outstanding issues

All the relevant documents for formation of Housing Cooperatives have been submitted by the residents of Nonadanga Phase II (?) and Purba Putiyari to the appropriate authority of State Cooperative Deptt., Govt. of West Bengal. Issuance of registration is under process and will soon be awarded.

There is yet to be a method of operation and management of common assets and development of the resettlement area in any of the R&R sites, except Sampa Mirza Nagar.

⁴ KEIP BME Final report Vol I, 2006; Pg 29, Baseline Summary - Component 2

⁵ *Ibid*; Pg 28

The number of resettled families is formidable, particularly at Nonadanga and Kasba. The Housing Cooperative has been formed at Sampa Mirza Nagar, the residents of which have devised a mechanism for common asset maintenance in a sustainable manner. They have taken up the payment of pump man to operate the pump sets for filling up the overhead tanks with ground water. It is expected that other R&R sites will follow the example set by Sampa Mirza Nagar.

Some of the AFs in Enny Sarani, Churial main canal, are adamant in their decision for staying nearby the canal settlement. They have even pursued legal means of winning over their demand of present canal side relocation option. The SDU officials are trying to resolve the issue with the help of local Gram Panchayat members and the political leaders.

The residents of all R&R sites have placed demand for construction of boundary wall around R&R sites, notice board for each block and park /open space for the children. The Sampa Mirza Nagar residents also want the existing foot bridge over the canal to be reconstructed, as it is most frequently used by them. KEIP authority is considering to comply with these required infrastructures in due course of time.

13.12 Problems encountered and how they were resolved by the EA

To mitigate genuine difficulty of scarcity in water supply, a number of submersible pumps were installed for Nonadanga Ph I – III so that water supply is uninterrupted even if one pump is out of order. Additional tube wells were installed at Sampa Mirza Nagar, Kasba and Nonadanga – two in each of III & IV phases. Besides, garbage vats are installed at Nonadanga Ph III & IV, Kasba Rajdanga and Purba Putiari.

A dispute regarding construction of resettlement site at Kalagachia R&R site for relocation of Churial canal settlements, namely those of Bankra Hanspukur and Enny Sarani, has been a major issue for long. The matter was raised in the court of law in the Calcutta High Court and subsequently been disposed of in favour of KEIP. A brief note on the matter prepared by KEIP authority has been annexed. **(Annexure 5)**

Discussion was held with SDU and other officials of KEIP regarding status of addressing the issues as expressed by the resettled families during the survey. SDU has asserted that measures are being initiated to fulfil the needs of the resettled families. The Project authority has approached KMC to set up basic needs of infrastructural facilities for the resettled people, like, school, post office, health units etc. It is expected that after election of KMC members and formation of new council some proactive steps will be undertaken.

14.0 Acknowledgement

The External Monitor gratefully acknowledges the interactive session held with Mr D.Guha Thakurta, Administrative Officer, Mr Prabir Roy, Senior R&R Specialist and the Community Mobilisers of SDU, KEIP, for providing details of resettlement implementation activities undertaken during the period under review. Inputs provided in the form of minutes of community consultation held at resettlement sites by the Community Mobilisers are of great help. Lastly, cooperation of the resettled families of Nonadanga Phase I & IV Purba Putiari, Kasba and Sampa Mirza Nagar R&R sites during community consultation and FGD sessions is appreciated.

Annexure 1 Consultation Schedules: SDU, KEIP

Month: January 2010		Details of Community Consultation			
Sl. No.	Date	Canal Area	Venue of consultation meeting	No. of participants	Issues/Points Discussed
1	05.01.2010	Churial	Bankra Hanspukur	12	Beneficiaries' Contribution and Lottery Process
2	18.01.2010	TP Basin	Nonadanga PH-II R&R Site	78	Formation of Service Cooperative
3	27.01.2010		Madurdaha	26	Resettlement Site and Process of handover of flats
Total of January 2010		Total no. of meeting: 3		Total participants: 116	

Month: February 2010		Details of Community Consultation			
Sl. No.	Date	Canal Area	Venue of consultation meeting	No. of participants	Issues/Points Discussed
1	04.02.2010	Manikhali	Sampa Mirza Nagar RR Site	56	Formation of Service Cooperative
2	10.02.2011	TP Basin	East Rajapur	17	Entitlement matrix and Beneficiaries' Contribution
3	12.02.2010		Madurdaha	12	Process of lottery and handover of flats
4	16.02.2010	Keorapukur	Ramchandrapur Lalitala	9	Entitlement matrix and Beneficiaries' Contribution
Total of February 2010		Total no. of meeting: 4		Total participants: 94	

Month: March 2010		Details of Community Consultation			
Sl. No.	Date	Canal Area	Venue of consultation meeting	No. of participants	Issues/Points Discussed
1	09.03.2010	TP Basin	Kasba R&R Site	115	Discussion held on method of successful management of Service Cooperative for maintenance of common assets
2	23.03.2010	Keora Pukur	Purba Putiyari R&R Site	95	
Total of March 2010		Total no. of meeting: 2		Total participants: 210	

Annexure 4.**Summary note on the Court case in construction of resettlement site at Kalagachia Housing Complex**

Date	Events
12.01.2010	A copy of writ petition bearing W.P. No. 674 (w) of 2010 was received by DG (P), KEIP, from Smt. Ipsita Chowdhury, Advocate. From this it is evident that Ashuti (II) Gram Panchayat, represented by Mr. Sahabuddin Pailan, Upa-Pradhan, moved this writ petition against the DG (P), KEIP, and others, challenging authority, competence and jurisdiction to carryout construction of flats for resettlement of canal bank dwellers at Kalagachia.
14.01.2010	The said petition came up for hearing in the Court of Hon'ble Mr. Justice Jayanta Kr. Biswas who ultimately did not enlist the matter on some technical ground. (The group was not properly mentioned in the writ petition).
04.02.2010	The matter was rescheduled and came up for hearing in the Court of Hon'ble Mr. Justice Girish Chandra Gupta who after hearing the learned Advocates of all the interested parties, granted injunction to the extent of allotment and occupancy of the flats for a period of three weeks and also directed to file Affidavit in Opposition (A.O.).
24.02.2010	The matter came up for hearing. The interim order of injunction dt. 04.02.2010 was extended until further order and also time for filing A.O. was extended.
09.03.2010 15.03.2010 22.03.2010	The matter was listed for hearing on these dates. But no order was passed.
23.03.2010	The matter again came up for hearing on this day. His Lordship passed an order directing KEIP/KMC to apply before the Gram Panchayat to get the building plan sanctioned as required under the Panchayat Act by 1 st April 2010. Accordingly the application along with other relevant documents was submitted in the Office of the Pradhan, Ashuti II Gram Panchayat on 31.03.2010.
10.05.2010	<p>This matter came up for final hearing. The Hon'ble Mr. Justice Girish Chandra Gupta, after hearing the interested parties, passed the following order :</p> <p>"The application for sanction of the building plan made by the Kolkata Municipal Corporation should be disposed of by the writ petitioner within three weeks from date. In the event, the prayer is neither allowed nor refused, the plan shall be deemed to have been passed. The Kolkata Municipal Corporation, in that event, shall deposit the requisite fees.</p> <p>Needless to mention that the Kolkata Municipal Corporation shall cooperate with the writ petitioner and shall satisfy any query which may be raised.</p> <p>Thus, with the disposal of the writ petition, all other interim orders stand vacated.</p>

Annexure 5**Case Studies****Case Study No. 1**

Date- 29 April, 2010

Name: Sunil Mondal	Flat No- 460, Block - E-1 Nonadanga Phase- IV	Ward No. 108	Social Strata: Scheduled Caste
Sex: Male	Age: 65 years	Education: passed class VIII	Occupation: Carpenter

Original settlement

Sunil Mondal was a resident of Santoshpur Jorabridge. He had a stall of wooden furniture there at canal side settlement. There were 69 shops in all.

Income and livelihood:

He continues with carpentry here after resettlement at Nonadanga. But income is not matching with the requirement of family.

Resettlement:

He has been resettled at Phase IV of Nonadanga since about one year ago. He has been given a flat o 3rd floor in block E-1.

His views as expressed to the monitoring team:

- Although he got a flat but is not happy because he has to face problem of increased cost of living in the relocation site. Besides, he as also lost some of his customers.
- Those who had large family size had to split up their families. Some took house on rent elsewhere and part of the family moved to resettlement site.
- The families relocated here 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 are higher secondary schools at VIP Nagar & Chowbhaga – both within a distance of 1-1.5 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.
- Access to health care facilities has not changed significantly since the distance traveled to Govt. hospitals has remained within 4-8 km.
- Construction of the flats is not good. There is alignment problem in most of the roofs of the buildings. Water over flow from tanks always stagnates and excess water runs down the stairs and enters into the 3rd floor flats.
- Resettlement site do not have boundary wall, which is essential for security.
- Few restrictions should be maintained in flat life that should be adhered to by all the residents.
- We are all confused about management of flats and community property at the site. We do not know of the monthly budget required for maintenance.

Case study no. 2 Sampamirzanagar R&R site, Monikhali Canal

Date- 28 April, 2010

Name: Goutam Sardar	Address: Sampa Mirza Nagar, Khalpool, Maheshtala, Kolkata- 141	Ward No- 13
Age- 38 years Sex- Male	Social Strata Schd Caste Occupation: Small business	Education - HS

Original settlement: Goutam Sardar was inhabitant of Jinjirabazar. He was born and brought up at Jinjira bazaar. His forefathers were also inhabitant of same place.

Family: His family consists of three members - his wife and a son. His son is studying in Class VII at Central School. He is being brought up under the care of his maternal grandparents at Behala. He comes home occasionally and stays for a few days with his parents.

Occupation & Income: Goutam Sardar earns from ironing clothes. As per his statement he earns Rs.2000 per month. This is not enough to run the family reasonably well, but he manages to meet both ends. Recently his wife is suffering from hypertension, which requires her to take medicine regularly and that is really expensive. Now Goutam is very anxious about financial situation.

Resettlement: He has got a flat at SM Nagar KEIP Rehabilitation site (Khalpool) within Ward No. 13 under Maheshtala Municipality. He is the Joint Secretary of *Nabapalli Abasan Pariseba Samabay*. In the absence of Secretary he has to look after and solve the problems of whole area. He is very happy to play the new role.

His views as expressed by him during interview:

- He is happy because he has got flat near the working place. But within one month his shop at Jinjirabazar will be demolished. KEIP gave him a flat but his livelihood is lost.
- There are 22 shops owners who have been displaced due to this project
- Those who have large family size will not able to reside together with their parents / brothers. Therefore they will have to take another house on rent.
- Many people will come from different places at Resettlement Site. It will be very difficult to live together if they are not like minded. But they have no option to change/ let out /sell the flat.
- His income will not increase but maintenance cost will be more here. In such a condition where everyone lives from hand to mouth it is difficult to maintain a family.
- KEIP should arrange for their livelihood alternatives. He has appeared for interviews for the post of security guard.
- There is no garbage disposal system in resettlement area. People still throw it to nearby field / canal.
- Flat allotment has been done properly following schedule of date and time. But virtually there are more works to be completed in the flats.

Case study no. 3 Kasba Indu Park R&R site

Date- 30 April, 2010

Name: Rupchand Halder	Address: Kasba, Indupark Nilkantha Abasan, Block A, Room no 307	Ward No: 107
Age- 40 years Sex- Male	Social Strata Schd Caste Occupation: Small business (Tea stall)	Education – Class IV

Original settlement:

Rupchand Halder came from Joynagar of South 24 Parganas district of WB in 1994 and started living at Rajdanga. They still have relatives at Joynagar whom he visits sometimes. But he does not own any land there. Poverty drove their family to shift to Calcutta after death of his father.

Family:

He lives here with his wife and two sons. Elder son is working while younger son studies in class V.

Livelihood & Income:

He has a small tea stall near bye pass. He earns about Rs.70-80 a day from the shop. His elder son works in a bakery and earns Rs 60 a day. His wife works as maid and earns nearly Rs.1000 a month. They can manage family expenses with all these incomes.

His views as expressed to the monitoring team are as follows:

- KMC officials arranged meeting to make them aware about the resettlement plan and the entitlement of flat. Total space of flat will be about 200sqft. with separate bathroom, living room including space for kitchen. They will have to pay Rs. 5000 for it.
- They pointed out their main problems i.e. distance from work place, School and other important public utility services.
- There was no garbage disposal system in this relocation site before. Still people used to throw the garbage into the canal or nearby bushes. Of late KMC provided Vat for garbage disposal.
- He indicated the main problems which are absence of boundary wall, proper roofing repair of cracked roofs, walls, and doors, arrangement of pure drinking water, community hall for the settlers

Case study no. 4 Nonadanga R&R site

Date- 26 April, 2010

Name: Dwipchand Sarkar	Address: Nonadanga, B-J Block, Room No- 106	Ward No: 101
Age- 35 years Sex- Male	Social Strata General caste Occupation: Plumber	Education – Class V

Original settlement:

Dwipchand Sarkar was born and brought up at Garfa main road. He had heard of his father coming from Joynagar of South 24 Parganas district of West Bengal in 1985 and started living at Garfa area. He worked as daily labour.

Family:

He has a family of six persons with his aged parents and his own family. Whole family depends on his income.

Livelihood and income:

Dwipchand is a plumber and has a number of customers in Garfa spread over 5 -km radius around his place of residence. He gets works for about 25 days a month. His average dai;y income is Rs.90 and earns about Rs.2250 a month. His income has reduced from his early days as many of the new residents here are not acquainted with him. Besides, lack of daily contact with his old area of operation is also responsible for reduced income.

His expressed views about life at relocation site:

- According to him social environment of Nonadanga is not good. Alcoholism is one of the factors responsible for that. Alcohol is sold openly in this area. So, there is every chance to be addicted for youths. Sometimes unpleasant situation also arises.
- There is no drinking water facility in Nonadanga Sector - B. They fetch water from Anandapur and Kasba and carry in cycle or rickshaw van. The distance is about two to four Km. from the relocation site. Some of them carry water from work place.
- There was good health care facility at Garfa canal site where they lived. But at Nonadanga they have nothing. Ruby General Hospital is the nearest private hospital, but is not accessible for them due to cost of treatment. Now a days, a doctor from Ananda Marg organization visits them and treats the patients.
- He pointed out their main problems i.e. distance to work place, School and other important public service facilities, lack of transport system. Everyone wants to live at a habitable place. The flat is no doubt located in a good environment. According to him this project gives him a permanent settlement. At the same time he has lost valuable social ties and friendship at canal settlement that can not be compensated.

Annexure 2

Minutes of the Important Consultation Meetings

Meeting no. 1

Date: 5 January, 2010

Venue: Bankra Hanspukur, Churial Canal settlement

Topic: Beneficiaries' Contribution and procedure of flat distribution

Participants: KEIP Representatives – 4

Canal Bank Dwellers – 12

Purpose of Meeting: Information dissemination about procedure of flat allotment.

Bankra Hanspukur is one of the canal settlements of Churial canal. It comes under the jurisdiction of Joka – II Gram Panchayat. Today's meeting is part of series of meetings conducted with the canal bank dwellers of Bankra Hanspukur settlement of Churial Canal to disseminate information about the process of resettlement and rehabilitation, where heads of 12 households who were absent in the earlier meeting participated. They will be affected during the canal rehabilitation work to be carried out by the Project. As per RP they are entitled for relocation in the resettlement site designated for them. One relocation site and flats have been built by the Project Authority near their present habitation at Kalagachia. The representatives of Social Development Unit of KEIP visited the canal stretch with prior intimation to divulge information about beneficiary's contribution, mode of payment and procedure of flat distribution.

Issues and entitlement discussed:

1. The officials of Social Development Unit of KEIP informed the canal bank dwellers that Rs 5000 will have to be deposited in KEIP's account in the prescribed bank as part of their beneficiary contribution. The actual cost of flat is more than Rs one lakh.
2. It was stated that each affected family or canal ID Card holder would be entitled for allotment of a 192 sqft. flat along with basic urban services, i.e. separate toilet, drinking water and electricity connection.
3. One of the participants asked whether they have to contribute more on a monthly basis apart from the said amount. KEIP official explained categorically that it is one time contribution and they don't need to pay further except for maintenance of flat, such as, paying electricity charges, pumping water from underground reservoir, etc.
4. To another query raised by one of the participants that if they can deposit the amount in installment, the KEIP official stated that the Bank will not accept the said amount in parts. They will have to deposit the said amount at one time and on the day fixed. SDU's community mobilisers advised them to save in little amount from their daily earning and to collect the said amount separately for depositing in the bank. This will also help them grow a habit of saving, which is almost absent among them.
5. It was also stated that the ID card holders should come to the State Bank of Mysore, near Ruby General Hospital in person along with their original canal ID card to deposit their contribution. After depositing the amount they will be issued a slip from the Bank as a token of acknowledgment of the contribution. This paper will be required during flat distribution process by draw of lottery.
6. KEIP official also described the draw of lottery process which will be adopted during flat distribution. The lottery will be conducted in the presence of Joka II Gram Panchayat Pradhan, other elected members of the GP, community leaders, KEIP officials and all the entitled canal bank dwellers. Each of the beneficiaries will be asked to collect only one slip from a transparent bowl in which his/her flat number, floor and block will be mentioned. After completion of the lottery process they will be given allotment letters – a legal document stating ownership of the flat in the name of female head of the family.
7. As per guideline mentioned in the RP, ground floor flats will be allocated to the vulnerable groups, i.e. women headed family, elderly people, ailing and physically challenged persons.

- Canal bank dwellers will be asked to enlist their names if any member of their family belongs to vulnerable group.
8. A separate lottery would be conducted for distribution of ground floor flats to the vulnerable families. Then the remaining flats will be distributed again through a draw of lottery among the other ID card holders.

Meeting no. 2

Date: 18 January, 2010

Venue: Nonadanga PH-II, R&R Site, TP Basin

No of Participants: KEIP Representatives – 03
Resettlers – 78

Topic: Formation of Service Cooperative

Purpose of meeting:

Nonadanga phase II is one of the earliest relocation sites where about 500 canal bank settlers from various settlements along TP basin canals were resettled. However, resettlement in a flat is not enough for the displaced canal bank settlers. For a community life they need to adopt an organized way of living where common responsibilities can be shared among all the settlers. This meeting was organized to motivate them for a harmonious community living and to inform about formation of Housing Cooperative.

Issues discussed:

1. The KEIP's SDU representative explained them about all aspects and objectives of a housing cooperative. A cooperative constitutes of a Board of Directors and members. Every member has an equal opportunity to represent the society and it is a strong example of decentralization of administrative responsibilities through proper representation from the constituent members. The members can be selected or elected democratically. The elected members will form the Board of Directors. Once it is formed, the directors / members are responsible to serve the society to the best its interest. One member from each household should become member of the society, irrespective of relationship with the head/owner of the household. The total number of members should not exceed the total number of flats. Election of members/directors should be held every year so that the society can function in a democratic manner and also to represent interest of all members.
2. The Nonadanga Ph-II R&R site is within the jurisdiction of Assistant Registrar Cooperative Society, South 24 Pargana range. A proposal for formation of housing cooperative society should be submitted to him containing Resolution, proof of Bank A/c, Bank financier's certificate, budget for four consecutive years. By-laws of the society, Signature forms, list of shareholders and N.O.C of office premises etc. will also have to be submitted.
3. Another official of KEIP explained some distinct facilities of formation of cooperative society. These are: (i) a society can deposit their liquid asset in any nationalized bank on any fixed term, (ii) a society can purchase Government Bonds, (iii) a society can also lend money to its members and charge interest etc. However, the fundamental objective of a cooperative society is to protect the wellbeing of its members.
4. Question was raised about the means of raising fund by the society. In response to this query the KEIP official stated that members have to pay monthly subscription like Rs.50-to-60 per month, as per convenience of all members of the society. This raised fund should meet up the recurring maintenance cost like common electricity bill, for payment of pump operators etc. The balance amount can be utilized as dividend to the members or can be deposited in bank in fixed term deposit. A society is also eligible to receive gift and donation.
5. After the discussion was over representatives of the resettled families assembled in the meeting showed interest to form a Service Cooperative Society. They promised to start discussing with other members of the building committee to form a society as early as possible. They also requested the KEIP officials to assist and facilitate them in this matter.

Meeting no. 3.

Date: 16 February, 2010

Venue: Ramchandrapur Lalitala (Bridge Site), Keorapukur canal

Topic: Entitlement Matrix and relocation process

No. of Participants: KEIP Officials - 2

Canal Bank Dwellers – 9

Purpose of meeting:

Apart from canal excavation work, KEIP has also plan for constructing Bridge over the canals. In Keorapukur, some families and shop owners will be affected due to construction of bridge. It has been decided that these families would be relocated at Purba Putiary Resettlement Site. Meeting has been conducted with the project affected persons to disseminate information regarding their entitlements as per Resettlement Plan and process of relocation.

Issues and entitlement discussed:

1. The few families who are going to be affected due to construction of bridge assembled at pre-arranged place and schedule. KEIP official explained them about the RP prepared in accordance with ADB's Involuntary Resettlement Policy and briefed them about the entitlement.
2. According to RP, each affected family who were identified and issued photo identity cards, will be provided a flat with an area of 192 sq ft, along with facilities like, separate toilet, balcony, pipe line drinking water and electricity connection. In consultation with ADB, Govt. of India and Govt. of West Bengal the project authority has decided that each affected family has to deposit Rs.5000/- at project's Bank Account as beneficiary contribution. The remaining cost of construction including cost of land will be borne by the State Government.
3. These families will be relocated at Purba Putiyari R&R site, where several blocks of buildings are already constructed. Each block of the Housing Complex consists of 32 flats and common electricity meter connection is already installed. One water tank and pipelines are fitted in each building to provide drinking water supply through pipeline. Resettled families have to apply for individual electricity connection of their own flats.
4. Prior to possession of flats all the affected families have to deposit a sum of Rs.5000 in the bank account of KEIP at State Bank of Mysore, Ruby Park Branch. After money is deposited, a date will be fixed for draw of lottery as per convenience if the Ward councilor and the Affected Families. On the scheduled day, flats will be distributed through a draw of lottery in a transparent manner. The lottery will be conducted in two phases. The vulnerable families, including woman headed households, elderly families, families with permanently sick and disabled members will be provided ground floor flats and lottery will first be drawn for them. In the second phase, remaining flats will be distributed through lottery. The allotment letters will be issued in the name of female head of the family and be handed over along with keys of the flats on the same day. With a copy of this document they can apply for electricity connection.

Meeting no. 4.

Date: 10 February, 2010

Venue: East Rajapur, TP Basin

Topic: Entitlement Matrix and Beneficiaries Contribution

Participants: KEIP Representatives – 05

Canal Bank Dwellers – 17

Purpose of meeting:

The canal bank settlers of East Rajapur are among those few who are located in a scattered manner along the TP Basin canals and will be relocated at Nonandanga Phase IV R&R site soon. SDU's community mobilisers have carried out the verification survey prior to their relocation and have conducted consultation during last few months. This meeting is aimed at making them aware of entitlement, beneficiary contribution and process of relocation.

Issues Discussed:

1. KEIP's SDU representatives explained to them about the Entitlement Matrix according to RP, which includes providing BSUP facilities in each flat, such as, in-house drinking water, sanitation, separate toilet and individual electricity connection which will be available after relocation.
2. Some of the participants showed their concern about the tedious procedure to get new electricity connection after relocation for which they may have to visit the electricity office several times at the expense of their work. They were reassured that since the common meter is already installed in each building of each block, they will have to apply for individual connection to CESC. KEIP will also facilitate them and follow up the procedure so that they can get the connection in due course of time.
3. Some residents enquired about the legal ownership and method of flat distribution. They were informed that as per the entitlement matrix, they will have 99-year leasehold right over flats in the name of the senior most woman member / wife of head of household. The vulnerable groups, like women headed family, aged and physically challenged persons are entitled to have a flat on ground floor.
4. Prior to allotment of flats they will have to deposit a sum of Rs.5000 as beneficiary contribution in the KEIP's Bank account. The SDU members will assist them in this matter. The procedure of allotment of flat will be in a transparent manner. Lottery would be conducted in two phases with specific purpose. One draw will be for the vulnerable groups and one for the remaining AFs.
5. During the discussion some of the APs expressed their inability to accumulate Rs.5,000 at one time for depositing the contribution. They were advised to save a little at one time and contribute later when the required amount is accumulated. Others who are able to contribute were requested to deposit their contribution as soon as possible. Rest of the APs have been informed to assemble at a convenient date at the near by nationalized bank branch along with their ID card and contribution money. They were also informed that lottery will be arranged for those APs whose contribution would be deposited in the bank.

Meeting no. 5.

Date: 12 February, 2010

Venue: Madurdaha, TP Basin

Topic: Process of Lottery and Handover of Flats

Participants: KEIP Representatives – 03

Canal Bank Dwellers – 12

Purpose of meeting:

The meeting was conducted in an interactive manner to brief the canal bank settlers of Madurdaha settlement of TP Basin about the process of allotment of flats, handing over the same to them according to prearranged schedule. These settlers are among the few scattered settlers who are yet to be relocated. They will be resettled at Nonadanga Ph II R&R Site and the flats are ready for distribution.

Issues Discussed:

1. The process of distribution of flats was explained to them by the SDU's Community Mobilisers. The principle of allotting flats in the name of woman member of the family as per entitlement matrix of RP was also explained. The assembled participants expressed satisfaction over this provision.
2. It was also explained that there will be draw of lottery to allot the flats to maintain transparency. As per entitlement, the vulnerable families will be provided ground floor flats. They are woman headed family, families with sick and disabled members and aged people.
3. Separate lottery will be conducted in two phases. One will be for the vulnerable families for allotment of ground floor flats. The second one will be for all the remaining flats for other affected families.
4. KEIP representatives also explained that the draw of lottery will be held in the presence of elected representatives of the people, such as, ward councilor / Gram Panchayat Pradhan etc.
5. One participant asked whether any other member of the family in stead of ID card holder can remain present on behalf of the card holder. To this the KEIP official replied that only the card holder and who has the deposit slip of bank as proof of beneficiary contribution is eligible to be present and respond during draw of lottery / allotment of flats. After the lottery, keys to the flats and allotment letters will be handed over to the allotted members for shifting at the earliest convenient date. After issuance of the allotment letters the ID cards will be returned to KEIP.

Annexure 3 .

Summary of Opinion Survey

Priorities of need in Infrastructural Facilities

		Resettlement Sites			
Parameters	Sampa Mirza Nagar	Purba Putiyari	Kasba	Nonadanga PH I	Nonadanga PH IV
1. Water supply - pipeline					
Existing facility	Drinking water collected from road side Municipality pipe line	One stand post away from housing complex	Two Stand posts near housing complex	None	None
Priority 1		44%	55%	100%	100%
Priority 2	20%	33%	25%		
Priority 3			20%		
Water supply - TW/Tank					
Existing Facility	One Tubewell.Overhead tank for each building	Overhead tank for each building. <i>Jhil</i> water used for domestic purpose	Overhead tank used for all purposes. Nearby pond used rarely	Two tube wells.Two overhead tanks	Two tube wells. Two overhead tanks
Priority 1	27%				
Priority 2		33%		33%	10%
Priority 3	20%	22%			
Internal Road					
Existing facility	None. Approach road to the site yet to be built by Municipality	None. Approach road exists	Approach road recently built	Brick sole pathways exist between buildings	Brick sole pathways exist between buildings
Priority 1			Not required		
Priority 2	25%				
Priority 3	20%	25%		20%	20%
Garbage disposal Vat					
Existing facility	None as yet.	Recently installed	Recently installed	Recently installed	Recently installed
Priority 1		Not required	Not required	Not required	Not required
Priority 2					
Priority 3	35%				
Boundary Wall					
Existing facility	None built as yet	None built as yet	None built as yet	None built as yet	None built as yet
Priority 1					
Priority 2					
Priority 3	30%	55%	33%	25%	33%

Note: Priority of each infrastructural facility as decided by the settlers as per their perceived need.
(shown in percentage to total resettled HH)

PHOTO DOCUMENTATION



**Women discussing their problems at Kasba
Indu Park**



Flats at Purba Putiari



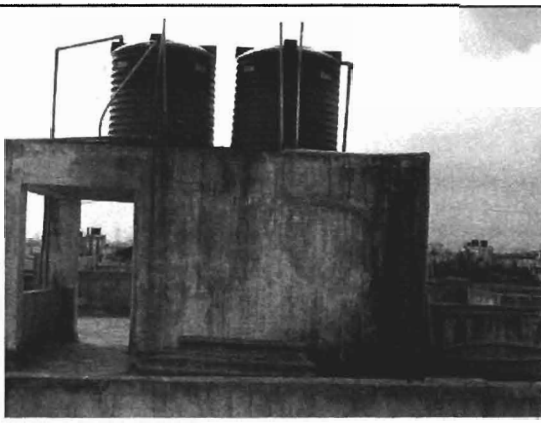
Leakage in water pipes - Purba Putiari



Bird's eye view of Block-B, Nonadanga



Improvised Kitchen – Block- B, Nonadanga



Water tank- Block- B, Nonadanga



Settlers of Nonadanga Ph-IV discussing their issues



KEIP hording at Nonadanga Block- B



Construction of new flats is going on at Sampamirzanagar



Damp in the wall of Block – A, Purba Putiari



Women assembled at FGD session – Kasba R&R site



New organization at Nonadanga Block- C