



Social Monitoring Report

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For Kolkata Municipal Corporation

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Asian Development Bank

2009

**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: July, 2009 – September, 2009

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External Monitor



TABLE OF CONTENTS

1	Introduction	2
2	Validation	2
3	Institutional Arrangements	3
4	Procedure followed	4
5	Delivery of Entitlement	5
6	Consultation and Participation	6
7	Public Disclosure	7
8	Grievance Redress Mechanism	7
9	Income Restoration Activities	7
10	Land Acquisition	7
11	Relocation Sites	8
12	Replacement of Community assets	9
13	Assessment	9
14	Acknowledgement	12

ANNEXURE

Annexure 1 Community Consultation in Brief

Annexure 2 Minutes of some Important Meetings

Annexure 3 Socioeconomic condition and Infrastructural Facility

Annexure 4 People's Opinion

Annexure 5 Case Study

Photo Documentation

External Monitoring Report of Resettlement Plan Implementation

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	July to September, 2009

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

Canal Improvement components will cause displacement of squatter settlements of canal dwellers, majority of whom are poor migrants from adjoining districts, and even from neighbouring states and Bangladesh.

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. In all, the 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, being assisted in shifting prior to commencement of canal rehabilitation works.

2.0 Validation

As stated the discrepancy in resettlement impacts is due to design change 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. In all, the length of canal improvement increased from 52.6km to 77.31km.

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. These are Bharat Sevasram Sangha (BSS), Jayprakash Institute of Social Change (JPISC), I-Land Informatics Ltd and lastly City Level Programme of Action (CLPOA).

The project authority has recently strengthened capacity of SDU by engaging six (6) Community Mobilizers in the SDU to carry out resettlement activities regularly on a daily basis since November 2008. They have requisite educational and qualification and professional experience of varying degree. This team of community mobilizers are being given in-house training by the SDU consultants and various organisations in motivation and awareness building tasks, formation and nurturing of self help groups at R&R sites, formation of cooperatives by the resettled families.

In each of the canal settlements CRGs were formed to facilitate disclosure of RP, its implementation and entitlement as per eligibility criteria specified in approved updated RP.

Gradually after relocation these CRGs were disbanded and instead, building committees were formed at resettlement sites with members of resettled families.

4.0 Procedure followed

Updated RP was prepared in 2006 and the revised RP was endorsed. The identity cards were issued to the entitled APs prior to relocation in 2000. During implementation following procedure is adopted to implement the RP activities.

- 1) Verification of APs: The community mobilisers conducted verification survey of AFs at canal settlements by way of revalidating the data recorded in the identity cards prepared during census survey in 2000, with current situation. This is done to verify eligibility of entitlement. During the period July - September, 2009 verification /revalidation of a total of 470 AFs residing in 11 canal settlements was carried out.

Table 2. Revalidation survey completed during July to September, 2009

Canal	Settlement	Total no. of AFs
Churial	Bankra Hanspukur	86
	Total Churial	86
TP Basin (Additional Canal)	Daspara	10
	Nayabad Budherhut	10
	Chalk Garia Goragacha (LB & RB)	24
	Guniagachhi Br. Mukundapur (LB & RB)	71
	Suti Mukundapur (LB)	52
	Biplabi Ullaskar Dutta Road	17
	East Rajapur (LB)	10
	Suti Budherhut (RB)	62
	Total TP Basin	256
Monikhali	Kankhuli Satghara	40
	Total Monikhali	40
TP Basin	Rajdanga School Road	88
	Total TP Basin	88
All Canal	All Settlements	470

Source: Internal Monitoring Report of SDU, KEIP

- 2) According to resettlement process the entitled AFs will have to deposit Rs 5000 as contribution towards cost of flat where they will be relocated. This is a pre-requisite activity for allotment of a flat in the resettlement site. The community mobilisers assist the AFs in depositing the beneficiary contribution of Rs 5000 in the designated bank and remain present throughout banking transactions. The APs are provided transport cost to visit the bank. During the period under review 100 AFs deposited beneficiary contribution before allotment of flats was executed. These AFs are from Monikhali (2), Keorapurkur (3) and TP Basin (95) canal settlements.
- 3) Allotment and distribution of flats through draw of lottery under management of Ward Councillor, is done in a transparent manner and as per pre-arranged schedule. The AFs are notified to be present during allotment so that they are confident of flat allotment in an impartial manner and as per RP. The lottery is drawn in two phases. The elders, physically handicapped persons and those having shops are given priority to have ground floor flats. Remaining flats are allotted and the rest of the entitled families. In all 100 flats were distributed in the period July- September, 2009.

All these 100 flats have also been registered soon after allotment and subsequent shifting of the AFs was complete.

- 4) Formation of Building committees is the major activity after canal side informal settlers are resettled. Each building in the R&R sites constitutes 24 flats or 32 flats, and each resettlement site has minimum 6 numbers of buildings. One member from each family is included in the committee and more active persons are given charge of several sub-committees 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. As of now, KEIP is 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 Putiary, Sampa Mirza Nagar, Nonadanga and Kalagachhiya (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. All the necessary documents and credentials were submitted to the Registrar of West Bengal State Cooperative Department by Purba Putiyari housing society and Shampa Mirza Nagar Housing society on 25 June, 2009 and 30 April, 2009 respectively. Issuance of registration certificates is under process.

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, being compensated and assisted in shifting prior to commencement of canal rehabilitation works. The Affected families will be 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 female head of the family. 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. 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 July to September, 2009 in all 100 AFS were

resettled. Registration process of these 100 flats that were allotted to the AFs of designated canal settlements was also complete during period under review. The table below provides details of relocation.

Table 3. Status of Relocation during July – September, 2009

Canal	Name of Settlement	No. of AFs	Resettlement Site
TP Basin	Rajdanga School road	88	Nonadanga Phase IV
	Rajdanga Mallickpara	3	Nonadanga Phase IV
	Garfa Main Road	1	Nonadanga Phase IV
	Rajdanga East	1	Kasba Indu Park
	Uttar Kalikapur	1	Nonadanga Phase IV
	Biplabi Ullaskar Dutta Road	1	Nonadanga Phase IV
Monikhali	Ghoshpara	1	Shampa Mirza Nagar
	Ghoshpara along Santoshpur Road	1	Shampa Mirza Nagar
Keorapukur	Chakram Nagar (Kalopole)	1	Purba Putiayri
	Ramchandrapur (Lalitala)	2	Purba Putiayri
Total AFs Resettled		100	

Source: Internal Monitoring Report of SDU, KEIP

6.0 Consultation and participation

The community mobilisers are allotted tasks of interacting and carrying out consultation with the APs at remaining canal settlements and the resettled AFs at R&R sites according to action plan prepared at SDU level each week. Each of the mobilisers is given the tasks of interacting with the APs in various settlements on rotation. The consultation dwells on the topics of relocation objective, process and entitlement of the AFs as per revised RP. The people are also briefed about life style of in a flat and the adjustment to be made besides, the necessity of living in a new surrounding and cooperative manner. Formation of cooperatives at resettlement sites are also discussed explaining the purpose, the formalities, methods and kind of documents required for formation of Housing Cooperatives at R&R sites.

In all 16 consultations were held by SDU during the period under review on various issues and agenda, attended by 348 APs in all. The discussions were held with the APs of various settlements at TP Basin, Monikhali and Keorapukur canal areas. These meetings were organised primarily by Community Mobilisers to make them aware of entitlement, relocation sites, resettlement process, including beneficiaries' contribution prior to relocation. The APs

are 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.

A brief of consultation schedules (**Annex 1**) and Minutes of the meeting are annexed. (**Annex 2**).

The consultations were held regularly by designated members of SDU with the women of canal settlements and after they are settled at relocated sites to form the SHGs and nurture the groups after they are formed. Besides, informal discussion with the building committee members is also held as per prior intimation to them so that the members are assembled as per their convenience and at pre decided meeting place.

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 took initiatives 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 community mobilizers take note of the grievances of the canal dwellers and the resettled AFs when they conduct consultation session. The grievances are heard of on individual basis and solved accordingly by the SDU. Those complaints that require intervention of higher authority of KEIP, KMC or other line departments like state electricity board are passed on to the project director for taking proper and immediate actions.

The canal settlers of Bankra Hanspukur, Churial have expressed some concern about size of flats which may not be adequate for large families. However, they have also expressed satisfaction as the relocation site is located close to their present settlement.

Some issues regarding constructional defects, like crack on the wall, door, damp roof etc in the flats of Nonadanga Ph IV and Shampa Mirza Nagar were brought to the notice of KEIP authority. Besides, more submersible pumps were allotted for Nonadanga Ph I – III so that water supply is uninterrupted even if one pump is out of order. The adequacy of clean drinking water is yet to be fulfilled with the help of existing arrangement.

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 with project initiative and active participation of the APs are earning by utilizing the skill gained through intervention of KEIP by way of providing training. Members of a few SHGs have made some progress towards self sustenance and also help others particularly under privileged women to earn substantiate family income. Foremost among them is the group Astha, who has gained confidence in dealing with group activities not only in earning but also in creating social network. Ten SHGs including Astha have come into the fold of "Neighbourhood Committee – named Uttaran", which is leading towards women's empowerment and leadership. Majority of the group members are relocated at Kasba Indu Park R&R site and they continue to maintain rapport with their Ward counsellor for any kind of help and assistance as they used to receive before relocation.

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. 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 Putiary 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
2	Sampa Mirzanagar 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
3	Sampa Mirzanagar J.L.No. 11 P.S. Maheshtala	649 / 981	0.23	Purchased directly from Private Parties through Regd. Deed No.I – 05346 dated 16.05.2008
4	Kalagachhiya J.L.No. 40 P.S. Maheshtala	186, 188, 221, 224, 233 & 234	1.985	Purchased directly from Private Parties 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 existing 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
4. Sampa Mirza nagar – for Monikhali Canal settlements
5. Kalagachhiya – for Churial Canal settlements

Initially flats at Nonadanga were purchased from KMDA to shift the AFs at transit camp within a short time. Later flats were built under supervision of KEIP according to requirement in Nonadanga Phase IV & Kasba for AFs of TP Basin area, in Purba Putiari for Keorapukur canal and in Sampa Mirza nagar for Monikhali canal settlements. More flats are under construction at Kalagachhia for relocation of Churial canal settlers.

The lands for R&R sites are mostly owned by KMC/KMDA and low lying vacant type of land. In some places, like in Sampa Mirza Nagar and at Kalagachhiya private lands were purchased without involving into 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 being a vacant low lying place within added area of KMDA there was no settlements before and the affected families are the pioneer settlers of the locality.

As per updated RP all the AFs 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. Replacement 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. Since the children of the resettled families attend the schools they used to go earlier there is no provision for opening additional school for them. However, the AFs of Nonadanga have requested for pre-nursery schools for the young children which is under consideration. Similarly the AFs are continuing to attend the medical centres, like hospital, dispensary, etc which are within accessible distance and which they used to visit before shifting to R&R site. There is hardly any change in their access to community facilities which the AFs used enjoy prior to relocation.

13. Assessment

13.1 The scope of work for independent monitoring is to assess whether primary objective of involuntary resettlement has been achieved. That is whether the affected persons have regained their life and livelihood and their social network is established in the new environment. During the monitoring period the external monitoring team carried out focus group discussion (FGD) and community consultation in selected R&R sites to assess adequacy and effectiveness of resettlement plan implementation process and post relocation situation of the resettled families at R&R sites in order to measure changed socio-economic status of the resettled families.

FGD and community consultation were carried out in following areas:

- A. Kasba Indu Park R&R site
- B. Nonadanga Sector B
- C. Nonadanga Phase IV
- D. Purba Putiari - Kudghat
- E. Sampa Mirza Nagar

To assess adequacy of resettlement process and objectives some indicators were selected. These are socio-demographic, economic and infrastructural facilities at resettled areas and opinion of AFs to resettlement process and adequacy of infrastructural facilities at resettlement sites. Based on the observation and interviews pre and post resettlement situation has been assessed.

The outcome of the FGD and consultation is briefly stated below. **Annex 3** briefly describes comparative socioeconomic condition of the AFs and civic / infrastructural facilities at R&R sites and **Annex 4** provides an insight into people's perception about resettlement process and adequacy of requirement at resettlement sites.

13.1.1 Occupation and Income –

Majority of the male workers of Nonadanga and Kasba R&R sites is engaged as daily waged labour (50%-60%), while rickshaw pullers account for highest proportion in Sampa MirzaNagar & Purba Putiari. Professionals like mason, mechanic, carpenter, plumber constitute about 5-10% of male working force. Few work as auto or private car drivers in Nonadanga and Kasba. There are a few fishermen in Purba Putiari who are continuing with their traditional livelihood. Only few persons of Nonadanga & Sampa Mirza Nagar are working in factories, both the sites being close to industrial belt.

The number of persons in small businesses, like grocery, tea stall, vegetable vendor, is very few, all in Nonadanga & Kasba resettlement sites.

Women are mostly engaged as maid or cook. There are few professional midwife in Purba Putiari and in Sampa Mirza Nagar R&R sites. There has not been any major change in livelihood pattern of the women. However, some women SHG members have started earning independently with the help of their newly acquired skill and kit / equipment provided under training programme.

The resettled APs at post-relocation sites have mostly continued with their previous economic pursuits during pre-relocation stage. In fact, people's perception about prospect of new relocation sites at Purba Putiari, Kasba and Sampa Mirza Nagar reveals that they can look forward to possibility of more job opportunity and livelihood choices as these sites are close to Kolkata's expanding industrial belt and market hubs.

13.1.2. Income level

In general, families resettled in Nonadanga and Kasba are economically well off families compared to those resettled in Sampa Mirza Nagar or in Purba Putiari. Average monthly income of a male worker varies from Rs 2000 to Rs 2550. Compared to rickshaw pullers or day labourers who earn about Rs.70 a day income of professional like mason, plumber, carpenter is around Rs. 150 a day. Average monthly income of female workers is approximately Rs.1500 every where. Since there is barely any option other than domestic work for a woman, their income varies according to number of houses they are employed in with an average monthly income of Rs 300 – Rs.400 per house.

Resettlement plan has created a practice of savings among the resettled families as they had to deposit Rs 5000 as beneficiary contribution to KEIP and at one instalment. The AFs 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. Besides, growth of SHG will inculcate a habit of thrift and compulsory deposit in group fund will take care of their emergency situation. With SDU's insistence

many of the AFs and the women SHG members have become aware of reward of savings habit.

13.1.3 Infra structural facilities –

Interviews with the resettled AFs and direct observation during survey and FGD brought about adequacy of civic facilities at R&R sites. It has been noted that, in spite of installation of overhead tank in each building requirement of clean drinking water is still met by the resettlers by carrying water from tube wells, water stand post / pipelines from other sources. Water from overhead tank is used for other domestic chores. In Purba Putiari AFs make good use of nearby pond for domestic use other than drinking.

Schools for the children upto class V are located within easy reach of the children. There are schools at a distance of 4 km at the most from all the R&R sites where students of higher classes can easily travel. There is a demand of opening pre-nursery schools for the young children and also for students up to class V by the settlers of Nonadanga R&R site.

Demand for garbage disposal vat is an old one by the resettled families at all the sites. However, civic municipal authority is yet to comply with this reasonable request of the residents.

Opening of market is another requirement for Nonadanga residents. This can only be met by informally grown vegetable stalls at present. Establishment of regulated market and fair Price shop (Ration shop) in the R&R sites is the responsibility of the Kolkata Municipal Corporation and the Ward councillor particularly. All these facilities will grow up gradually when the R&R sites are fully inhabited and become more functional.

13.1.4 People's opinion –

People's opinion about resettlement process and adequacy of consultation undertaken by KEIP was sought during FGD. It appeared that KEIP's SDU officials and community mobilisers have taken appropriate measures to conduct regular consultation to make people well acquainted with the resettlement process, entitlement and requirement of beneficiary contribution. The brief minutes of meetings and schedules of community consultations (Annex 1 & 2) bear evidence to that. They are also content with the grievance redress mechanism, which is organised on a person to person basis, as they have little time to go to the KEIP office or office of local councillor. Special consultation was undertaken for the canal dwellers of Bankra Hanspukur, Churial canal, who were reluctant about relocation in flat. After repeated consultation they are now convinced of proper resettlement and are ready to shift to the new housing under construction. Incidentally the buildings are being constructed almost in front of their settlement which gave them added confidence of shifting to new flats.

During the review period the monitoring team prepared some case studies to portray people's need, their aspirations, the issues related to resettlement and above all their perception of resettlement process which helped them realise their dreams. These are collected through interviewing some key persons living in various R&R sites and give a glimpse into their life after resettlement. (Annex 5)

13.2 Outstanding issues –

Formation of Cooperative at Nonadanga is still pending as the AFs of four different complexes in this area are yet to arrive at a consensus about ways and means of operating

and managing common assets and development of the resettlement area. The number of AFs in the four phases of this R&R site is formidable. Moreover, they have come from various settlements scattered over TP and Intercepting canals which were not linked to one another prior to relocation. A sense of homogeneity and togetherness among the AFs there is lacking. The SDU with the highest authority of the project may try to expedite the process of housing cooperating formation. This, hopefully, will help coordination among the AFs of all four phases of Nonadanga.

Resettlement site at Kalagachhiya for canal settlers of Churial is under construction and progress of construction has not reached desired level, which is scheduled to be complete in October, 2009. This is the responsibility of KEIP's engineering division to complete the task within stipulated period. The canal dwellers of Churial's Bankra Hanspukur settlement have been well motivated to shift to the R&R site, which is being developed near their settlement.

Another settlement at Enny Sarani is however is located at a distance of nearly 4 km from the R&R site presently under construction. The AFs of that settlement are not willing to shift from their present residence and have even tried to persuade the KEIP authority through legal means. The SDU officials are trying to solve the issue with the help of local Gram Panchayat members and have been successful to some extent. There is still a long way to go before all the AFs of this settlement willingly move out of the canal side.

13.4 Problems encountered and how they were resolved by the EA

Relocation of the identified canal dwellers has become a difficult proposition of late, mainly due to reluctance of the Ward Councillors in some cases. It can be noted that out of 470 AFs who have been validated only 100 have been relocated. Intervention of KMC authority is frequently sought by KEIP to resolve issues at political level. However, certain basic demands of the resettled families at R&R sites which are yet to be taken care of, are creating an environment of mistrust and hostility which is deterrent to proper spirit of resettlement. EA has to give more emphasis upon a trust building effort and fulfil the promises made as soon as possible.

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. Monitoring team expresses its appreciation for the community mobilisers for providing minutes of community consultation held at resettlement sites. Lastly, cooperation of the resettled families of Nonadanga Phase IV & Sector B, Kasba R&R site, Purba Putiyari & Shampa Mirza Nagar R&R sites during community consultation and FGD sessions is appreciated.

Annexure 1 Community Consultation

Month: July 2009		Community Consultation in Brief			
Sl. No.	Date	Canal Area	Venue of consultation meeting	No. of participants	Issues/Points Discussed
1	01.07.09	TP Basin	Garfa Main Road	12	Lottery process
2	07.07.09	TP Basin	Rajdanga School Road	26	Entitlement matrix and Beneficiaries' Contribution
3	13.07.09	TP Basin	Rajdanga School Road	29	Beneficiaries' contribution
4	17.07.09	TP Basin	Rajdanga Mallickpara	29	Entitlement matrix and Beneficiaries' Contribution
5	21.07.09	TP Basin	Rajdanga School Road	33	Process of lottery and handover of flats
6	24.07.09	TP Basin	Biplabi Ullaskar Dutta Road	15	Process of lottery and handover of flats
Total of July 2009		Total no. of meeting: 6		Total participants: 144	

Month: August 2009		Details of Community Consultation			
Sl. No.	Date	Canal Area	Venue of consultation meeting	No. of participants	Issues/Points Discussed
1	04.08.09	Additional Canal (Suti and Guniagachi)	Daspara	12	Entitlement Matrix
2	11.08.09		Guniagachi Br. Mukundapur	23	Entitlement Matrix
3	13.08.09		East Rajapur	10	Dissemination of information regarding handover of flats
4	18.08.09		Suti Budherhut	31	Dissemination of information regarding handover of flats
5	27.08.09	Keorapukur	Ramchandrapur Lalitala	9	Beneficiaries' Contribution and lottery process
Total of Aug, 2009		Total no. of meeting: 5		Total participants: 85	

Month: September 2009		Details of Community Consultation			
Sl. No.	Date	Canal Area	Venue of consultation meeting	No. of participants	Issues/Points Discussed
1	02.09.09	Churial	Bankra Hans Pukur	47	Dissemination of information regarding beneficiaries' contribution and handing over of flats
2	09.09.09	TP Basin	Kasba Resettlement Site	40	Handover of Cooperative Registration Certificate to the flat owners
3	03.09.09	Monikhali	Kankhuli Satghara	19	Dissemination of information regarding handover of flats
4	11.09.09	Monikhali	Kankhuli Satghara	21	
5	15.09.09	TP Basin	Mandirpara	13	Deposition of beneficiaries' contribution
6	18.09.09	Keorapukur	Chakramnagar (Kalopole)	19	Deposition of beneficiaries' contribution and lottery process
Total of Sept 2009		Total no. of meeting: 5		Total participants: 119	

Annexure no. 2**Minutes of the Important Consultation Meetings****Meeting no. 1****Date: 21st July 2009****Venue: Rajdanga School Road****Topic: Process of lottery and handover of flats****Participants: KEIP Representatives – 03****Canal Bank Dwellers – 33**

Purpose of meeting:

Meeting has been conducted with the canal bank dwellers of Rajdanga School Road to disseminate information regarding the whole process of resettlement and rehabilitation. A total of 93 encroachers having canal identity card issued by the Project authority were still present on the canal bank. They would be affected during the canal rehabilitation work which will be done by the Project and are entitled to be rehabilitated by the Project. Accordingly, representatives of Social Development Unit of KEIP have visited the canal stretch to revalidate the survey report conducted in the year of 2000 by Irrigation and Waterways Department. Card holders are asked to deposit Rs. 5000/- in the account of KMC as their contribution for flats.

Issues / Entitlement discussed:

(i) One of the participants asked whether they could deposit the amount in two or three installments. KEIP representatives have clarified that Bank receives contribution through a computerized system where they could not accept the said amount in parts. One has to deposit the said amount at one time.

(ii) They also asked whether they have to pay further on a monthly basis as rent or any other charges. It has been stated that they won't have to pay any more for their flats.

(iii) While answering to their queries, it was explained to them that, after deposition of their contribution in Bank, card holders would get a deposition slip and on the basis of which lottery would be organized to distribute flats among them. One of the participants asked whether they could select flat on their own or anyone else would do it on behalf of him. SDU Official stated that through lottery each and every card holder would be allotted his flat as his own in a democratic manner. Lottery would be done in the presence of Elected Representative of the respective municipal Ward or Borough, KEIP Officials, all the card holders and their family members.

(iv) It has also been stated that Ground Floor flats are reserved for shop owners and vulnerable groups (Woman headed families, aged and ailing persons, physically challenged individuals). Separate lottery would be arranged for distribution of Ground Floor flats. General lottery would be held for others where first floor, second floor and third floor flats would be distributed. Flats would be allotted in the name of the female head of the family. They would get an Official Letter, i.e. Allotment Letter, issued by the Project Director of KEIP. This letter would authenticate their possession of flats. Through this whole process, they would get a legal and permanent address.

Meeting no. 2**Date: 18th August 2009****Venue: Suti Budherhut****No of Participants: KEIP Representatives – 03****Canal Bank Dwellers – 31****Topic: Hand over of flats.**

Purpose of meeting:

Meeting has been conducted with the canal bank dwellers of Suti Bidherhut regarding the issue of Resettlement & Rehabilitation and handover of flats. Before this consultation a few meetings were also conducted with the same group of canal bank dwellers and the issue of resettlement was also discussed at that time. This meeting was held to discuss on handover of flats.

Issues discussed:

1. A representative of KEIP said that distribution of flats can only be possible after deposition of contribution money at KMC recognized bank. After that a lottery programme will be conducted to determine the proper allotment of flats and on that very day an allotment letter will also be provided. Once flats have been allotted through lottery there is no such possibility of changing their flat.
2. The lottery process will be conducted in two phases. One deals with distribution of ground floor flats to the aged, physically challenged and shop owners and the other lottery will deal with rest of the flats for general allotment to the rest of the families.
3. After allotment of flats AFs need to make the canal bank area free of their possession within four days. Keys of flats will also be handed over on the same day. After resettlement AFs are encouraged, motivated and facilitated by KEIP for formation of Service Cooperative which will help them for resource handling in future and proper management of the flat maintenance.
4. Another official of KEIP said that photo identity cards were produced in the year of 2000, and flats are given on the basis of photo ID cards. No body will entertain without Photo ID card. After lottery is drawn and allotment letters are handed over, KEIP will withdraw the cards and hand over lease deed within a short time.
5. The main policy of KEIP is to provide flats in the name of female member of the family, to forestall resale or leasing / rent out to other person by the flat owner. After resettlement all the flat owners collectively will form a cooperative and KEIP will handover the leasehold right of the property to the cooperative society.
6. A representative of canal bank dwellers said that there are few people who are unable to arrange 5000/- rupees at a time in that case what will be the procedure. Will KEIP give more time to that particular person or is he allowed join in the lottery programme.

KEIP official replied that, canal bank dwellers will have sufficient time to arrange for the money. KEIP will fix a date for deposition of contribution money after discussion with the community. Till then if any body is unable to arrange for money, KEIP will announce another day for deposition of contribution money for him. But it should be borne in mind that nobody is allowed to join in the lottery programme unless he deposits his contribution.

Meeting No. 3

Date: 2nd September 2009

Venue: Bankra Hanspukur Canal Bank

No of Participants: KEIP Representatives – 05
Canal Bank Dwellers – 47

Topic: Hand over of Flats and Deposition of contribution money.

Background:

Bankra Hans Pukur is one of the settlements which would be affected by the canal rehabilitation work of Churial canal. During revalidation survey, 86 card holder families have been identified. Livelihood options for male members are daily wage work, rickshaw and van pulling. Women folk are engaged as domestic help. These AFs would be relocated at Kalagachia Resettlement Site which is just on the opposite side of the canal stretch.

Process of relocation discussed:

A meeting has been conducted with the project affected families of the Bankra Haspukur canal bank area. During the meeting few issues have been discussed like the procedure of handover of flats.

A representative of KEIP said that distribution of flats can only be possible after deposition of contribution money. All the AFs must go to State Bank of Mysore, Ruby Gole park branch and deposit Rs 5000 as contribution towards flat. After a short period a lottery programme will be conducted to determine the proper allotment of flats and on that very day an allotment letter also provided to the AFs as a document of allotment. Once flats are allotted through lottery there is no chance to change occupancy of the flat. Secondly, the lottery process will be conducted in two phases. One for the ground floor to allot flats for the aged, physically challenged and shop owners and second one for rest of the flats for general AFs. After allotment of flats AFs will have to free the canal bank area within four days. Keys of flats will also be handed over on the same day. After resettlement AFs will be facilitated by KEIP for formation of Service Cooperative which would help them for handling of common resource in future. It was also stated that after resettlement AFs must apply for the sub meter to the CESC (Calcutta Electricity Supply Company) for electricity connection.

Issues discussed:

A representative of the canal bank dwellers asked about the time for getting new electricity connection and what will be the cost incurred for this purpose. He also raised the issue of one person staying over there for last 7-8 years but was not issued a identity card. In reply, the KEIP official said that photo identity cards were produced in the year of 2000, and flats are given on the basis of photo ID cards. No body will be entertained without Photo ID card. After lottery and distribution of allotment letters KEIP will withdraw the cards and hand over lease deed within a short period.

The main policy of KEIP is to provide flats in the name of female member of the family, resale or leasing / rent out to other person by the flat owner is forbidden. Regarding time needed for electricity connection, the official specifically mentioned that KEIP has already paid the charges for laying of electric lines and mother meter, and now it is the matter of CESC to provide connection. However, KEIP representatives will advocate the matter regularly, after submitting the application forms of sub meters required time is 15 days to one month and AFs have to pay Rs. 275/- to 300/- for each connection.

A representative of canal bank dwellers said that there are few people who are unable to arrange Rs. 5000/- at a time. What can be the solution for them? Will there be more time for that particular person or can he join in the lottery programme?

An official of KEIP assured that canal bank dwellers will have sufficient time to arrange for money. KEIP will fix up a date for deposition of contribution money after discussion with the community. Till then if any body unable to arrange money, KEIP will announced another day for deposition of contribution money for him. The second thing is nobody can join in the lottery programme unless he deposits his contribution, in that case KEIP will include him in next lottery programme.

An official of KEIP said after resettlement all the flat owners collectively form a cooperative and KEIP will handover the full property to the cooperative. Basically it is a service cooperative who will be responsible for the asset management.

Meeting No. 4

Date: 9th September 2009

Venue: Kasba Resettlement Site

No of Participants: KEIP Representatives – 06
Canal Bank Dwellers – 40

Topic: Hand over of Cooperative certificate to the resettled families.

Background:

Canal Bank dwellers from Rajdanga, Indupark, Rabindrapalli settlements of TP Basin were resettled at Kasba resettlement site. KEIP has constructed 10 buildings over there for resettlement but one building is still under construction. The affected families were resettled about one and half years back. Resettlement process includes one component of community consultation covering a wide range of issues which is carried out as part of an exit policy.

Rationale:

Formation of cooperative is a crucial factor of successful completion of resettlement process. The officials of KEIP have started facilitating the AFs to form a service cooperative for Kasba resettlement site since the beginning of their relocation. With perseverance of the SDFU officials and the AFs representatives the registration process has been completed. The benefits of Cooperative have already been discussed with the AFs and they were also eagerly waiting to receive the registration certificate from the Assistant Registrar of Cooperative Society, South 24 Pargana district of the State of West Bengal.

Process:

A representative of KEIP described the positive effects of Cooperative, that includes the role of Board of Directors who are entitled to perform all the tasks and the elected members of cooperative who again will elect that the Directors from the flat owners. As a benefit of the society, the members can borrow money from Cooperative, meeting all the criteria defined in the rule book of cooperative.

The service cooperative is entitled to collect subscription on monthly basis to meet all the general and common expenses.

Issues:

A representative of resettlers stated the present issues of the dwelling units provided by KEIP. He said that few places of the building has constructional problem like peeling of plaster and some cracks on the wall / roof and lintel. Some buildings have alignment problem in the drain and water from toilets flows into the room and corridor. Those problems were identified during the period of distribution of flats in the year of 2005 during the visits of the representatives of KEIP but repair works are still to be undertaken.

The KEIP representative replied that constructional defects are really a problem in every resettlement sites. His advised the AFs to identify construction problems and register them precisely and then submit it to KEIP authority and KMC head office addressing to the Hon'ble Mayor of KMC and Project Director of KEIP along with a covering letter in Cooperative letter head.

Another representative of KEIP said that this property is much more precious than other resettlement site. KEIP will hand over this property to that service cooperative and cooperative is responsible to maintain the property. For that reason flat dwellers must be serious in dealing with cooperative functions.

Annexure 3. Socio-economic condition and Infrastructural Facility at resettlement sites				
		R&R Site		
Sl.no.	Criteria	Kasba Indu Park	Nonadanga- Sector B	Nonadanga Ph IV
1	Total AF resettled so far	108	512	288
2	Migration From	S.24 Parganas District (70%), Bangladesh (30%)	N.24 Parganas District	N. 24 Parganas District
				S. 24 Parganas District
				N. & S. 24 Parganas, Bardhaman, Midnapur, Nadia Districts
				Shampa Mirzanagar
				Kudghat - Purba Putiyari
				70
				90
3 General Socio-economic condition				
3.1.	Major Occupation:			
3.1.1	Male	R'shaw puller (35%), DL(50%), Auto/private car driver (4% each), Mason (6%), few Carpenter, Plumber, Tailor, Factory worker and vegetable vendor and tea stall owner	R'shaw puller (40%), DL (50%), Mason (5%), Painting labour (2%), Plumber (2%), small vegetable Vendor (1%)	DL(60%), Carpenter, Painter (25%), Driver, cycle mechanic, small business / vendor, grocery etc. (15%), Few carry on fishing business
3.1.2	Female	Domestic Maid/Cook - 95%, few labour	Domestic Maid/Cook - 90%, labour in small industry- 5%, Tea stall owner	Domestic Maid/Cook - 95%
3.2.1	Av. Monthly Income (Male)	Rs 1600 to Rs 2250	Rs 1600 to Rs 3500	Rs 1500 to Rs.2500
3.2.2	Av. Monthly Income (Female)	Rs 1000 to Rs.2000	Rs 1500 to 2000	Rs 1000 to 2000
				Rs 1500 to Rs 2500
				Rs 1000 - Rs 2000
4 Infra-structure Facility (with distance travelled)				
4.1	Water: Source	2 overhead tanks: 4000 litre, 1 stand post- 2 hrs supply, 1 TW	2 overhead tanks- 4000 lit, 2 TW	2 Stand post- 7 hrs/day within locality. Also collect drinking water from distant place
4.2	Water: Quantity &Quality	TW/stand post- good for drinking, Overhead tank - not suitable for drinking, used for other domestic purpose only	TW - good for drinking, Overhead tank water for other domestic use	TW water Contains iron. So they collect drinking water distant place
				One TW. Drinking water collected from road side Municipality pipe line
				Overhead tank's water used for domestic purpose other than drinking
				Stand post - within locality away from housing complex. Jhil (pond) water used for other purpose
				Drinking water source not yet sufficient at housing site

Annexure 3. Socio-economic condition and Infrastructural Facility at resettlement sites				
Sl.no.	Criteria	R&R Site		
		Kasba Indu Park	Nonadanga- Sector B	Nonadanga Ph IV
4.3	Educational Instn	8 schools: 1- 2 km, within walking distance. 90% attendance by 6-14 yrs children	3 schools: 4 km. Attendance - 80% of 6-14 yrs children	3 school: 1-2 km, 90% attendance. 1 ICDS for pre-nursery children
4.4	Market	Well connected - within 0.5 km	Within locality- veg market	Within locality- veg market
4.5	Health Care	2 Govt. hospitals / 1 charitable dispensary - distance: 2-8 km, Polio immunization program well accepted	2 Govt. hospitals, 1 Pvt. Clinic, 1 children's hosp: 5-8 km	3 Govt. hospitals, 1 Pvt. Clinic, 1 children's hosp: 5-8 km
4.6	Place of work	Well connected - for women within 0.5 km, Men - 2-4 km	Women: 2-4 km near canal settlement, Men: 8-10 km	Women: 2-4 km near canal settlement, Men: 8-10 km
4.7	Garbage Disposal	None. Disposed indiscriminately within the locality.	None as yet. KMDA to arrange for garbage disposal	None. Recently Municipality organises garbage collection
Source: FGD & HH survey, September, 2009				

Annexure 4. People's Opinion on Resettlement Process and Requirement

Sl.no.	Criteria	Kasba	Nonadanga- Sector B	Nonadanga Ph IV	Shamba Mirza Nagar	Kudghat - Purba putiyari
1	Project Sensitization	Known since 5-6 yrs ago in 2000. Aware about new plan and entitlement by KEIP officials and NGO	Known since 5-6 yrs ago in 2000 & also in 2005 regarding change in R&R plan.	Known since 2000 & since 2005 about flat allocation & R&R site & allotment procedure beneficiary contribution	Known since 2000 & since 2005 about flat allocation. Idea about R&R site & allotment procedure told later	Known since 2005 about R&R site. Aware about entitlement, beneficiary contribution told later by KEIP and NGO
2	Community participation/Awareness program	To form environment committee, know about relocation site & flat details, beneficiary contribution, facility at R&R site etc. Housing cooperative formed	Meetings not held frequently now. Importance of Housing Cooperative society explained, but not yet formed	Meetings not held regularly. Housing Cooperative society yet to be formed	Since 2007 meeting held regularly about entitlement, beneficiary contribution, new plan & Cooperative formation.	Not many meetings held earlier. Later meetings held regularly about entitlement, beneficiary contribution, Cooperative formation etc. Know of environmental perspective of Kolkata
3	Attitude to resettlement process	Generally satisfactory about R&R site. But few complained of those left out of census	In some way not very transparent about flat construction, allocation, maintenance etc	Aware about future prospect but present situation not favourable for schooling, work place, market etc.	Came to know about the R&R site now in this meeting	Positive, but slow process, and communication gap
4	Opinion about Relocation site	Ideal location & good environment. Possibility of future development.	Good environment, but little away from their place of work (women), school. Scope for development in future & increase in job opportunity.	Good environment. Not safe for women travelling alone at night.	Satisfied about R&R site. At present there may be difficulty, but hope for better economic situation in future	Ideal location. Economic condition will improve. Hopeful of future development
5	Adequacy of requirement at R&R site	Problem related to increased cost of living in flat, lack of street electricity, garbage vat, community space/playground & some constructional defects	Presently lack of common space, garbage vat, street light, main issues. Maintenance is not yet decided. Drain alignment is a problem	Place of work distant from canal side for women. More school, ration shop, market required. Drainage is a problem.	R&R site needs Boundary wall, garbage vat, park /open space for children and community shed as promised by KEIP	The site is lacking garbage Vat, Open space for children, boundary wall.

Source: FGD and Community consultation, September, 2009

Annexure 5**Case Studies****Case study no. 1 Sampamirzanagar R&R site, Monikhali Canal**

Date- 09/10/2009

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

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 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 believes in performing social responsibilities and is very happy to play the new role.

His views as expressed by him during interview:

- He is happy because he has got a flat near the working place. But within one month his shop will not remain at Jinjirabazar. So KEIP gives him a flat but takes away his income opportunity.
- There are 22 shop owners who have been displaced due to this project (From 1 No pool to 3 No pool).
- Those having large family will not able to reside together. So they will have to take another house on rent and will face economic difficulty.
- There is problem of alignment in most of the building roofs at the relocation site. Water always stagnates on roof top and excess water flowing downwards from the roof enters into the flat.
- He came to know about relocation since 5-6 years ago. They received the photo identity cards containing names of head of family & other members, in 2000 from KEIP.
- As families from different places are residing at Resettlement Site, it will be difficult to adjust with them if they are not like minded people. But they have to live together all through their life. They have no option to change the flat.
- His income is not going to increase but maintenance cost has increased compared to their early living at canal settlement.

- KEIP should have arranged resettlement of canal settlers without affecting their livelihood.
- There is no garbage disposal system in the resettlement area. People still use the nearby field to throw garbage.
- Flat distribution has been done properly following scheduled date and time. But the flats are not complete in all respects.

Post relocation Issues:

- He will lose his business after one month when the canal will be reconstructed. He has to try alternative income source or face a crucial time. He has not yet decided the alternative livelihood. He applied for post of security guard at various places. He expects any of these will materialize. He has no other skill that can help him to get better job.

Case Study no. 2 Nonadanga Phase- IV R&R site

Date- 16/09/2009

Name: Minati Mondal	Address: Nonadanga, E-5, Flat No- 116	Ward No- 108
Age - 32years	Sex: Female	Education- VIII
Occupation- Small business	Social Strata- Scheduled Caste	

Original Settlement:

Minati Mondal, wife of Hiren Mondal used to live at 3No. Uttar Kalikapur canal side, TP Basin.

Family:

She has two sons. Elder son works as mason and younger son is deaf and dumb and has passed Madhyamik exam.

Occupation & Income:

Her husband is a small businessman – a fruit vendor. Minati Mondal earns Rs 400/- a month as a maid servant. Income from selling fruit is also meager, approximately Rs 1000 a month. This was hardly enough to run the family. Now, her working place is too far to go walking and she has to spend Rs 30/- each day for bus fare. Therefore she can not save anything and has to depend on others. She has to take medicine regularly which is becoming unaffordable day by day. She is very anxious about the future. Besides, she is worried about repayment of loan of Rs 15,000 from Ujjiban Sanstha, a private agency, taken by her husband for settling at R&R site.

Her views as expressed to the interviewer are as follows:

- As there is no enough space in room she has made a shelter in veranda by modifying the room according to her best effort.
- Those who have large family size they will not able to reside together with their relatives. They will have to rent another house and will face economic hardship.
- There is alignment problem in most of the roofs of the buildings. Water overflows from overhead tank seeps into the room.

- They came to know about relocation since 5-6 years ago in 2000 when KEIP arranged for photo identity cards and they all got the cards.
- Although there are some problems of various types of people living in same compound they have no other option than to live here.
- Their income has not increased but cost of living has.
- KEIP should have arranged resettlement for canal settlers without affecting their livelihood.
- In absence of garbage disposal system people throw it at nearby field.
- Flat distribution has been done properly and following schedule date and time.

Case Study no. 3.

Nonadanga Phase- IV R&R site

Date- 16/09/2009

Name: Sunil Mondal	Address: , Nonadanga Phase- IV, Flat No- 460	Ward No- 108
Age- 65 years	Sex: Male	Education- VIII
Occupation Carpenter	Social Strata- Schd Caste	

Original settlement:

Sunil Mondal came from Santoshpur Jorabridge, TP Basin. He has a stall of wooden furniture at Jorabridge Khalparh. There were 69 shops. A few shops have already been dismantled by KEIP. Most of them have become unemployed and a few work as day laborers. There are 35-40 shops in the canal settlement. On 12th June KEIP authority has announced that shops will be dismantled on 15th June. However, they did not come to evict as yet.

One 2.5 bigha plot of land at the end of the Jora bridge near school was identified for them. But he does not know why this plan has been changed.

His views as expressed are as follows:

- He is not happy at resettlement option because he is facing financial and communication problem besides lack of social, health facilities.
- He has got a flat but lost many things that are not compensable.
- The large families cannot live together. Some have taken another house on rent, which cost additional financial burden.
- The building roofs are not properly constructed as water over flown from tank enters room.
- The Resettlement site doesn't have boundary wall, which is essential for security.
- After resettlement they are facing problem due to loss of livelihood.
- There should be some rules and restrictions at buildings of R&R site so that they can lead community life in new surroundings with ease and comfort.
- We are totally in the dark of resettlement budget. We did not ask for flat. We are not suitable for living in flat. A piece of land for our shelter was enough for us and that could be better than a flat.

Advantages at R&R site:

The families relocated at Nonadanga Phase- IV 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 (2) higher secondary schools are 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.

Case Study No. 4

Kasba Indupark R&R site

Date- 08/09/2008

Name: Bhudhar Mondal	Address: Kasba, Indupark Nilkantha Abasan Flat No- 460	Ward No- 107, B- block
Age- 65 years	Sex: Male	Education- Can sign
Occupation- Carpenter	Social Strata- Schd Caste	

Origin & Migration:

Bhudhar Mondal migrated from Dhaka district of Bangladesh in 1962 due to communal conflict and took shelter near Madhyamgram where his distant relation lived. Gradually he shifted to Mandirtala *khal parh* within TP Basin, cleared jungle and settled there. At that time he was engaged in various types of works like agricultural labor, day labour and even pulled rickshaw sometimes.

Occupation & Income:

Now he is unable to do any hard work due to old age and poor eyesight since last 4-5 years when he was operated for cataract. His family comprises of his wife and four sons and one daughter. But, sons live separately and daughter is married off. He depends upon his wife. His wife works at 3 houses as maid and earns about 1200/- a month.

His views as expressed during interview are as follows:

- He is happy to get a flat near to his working place. Neither his wife is facing any problem related to work place, communication and other facilities.
- He did not believe once he could get and reside in a flat and will no more have to reside in unhygienic environment in fear of snakes, flies and mosquitoes.
- But those having large family will not able to reside together with their family members.
- He came to know about relocation option since 2000, when arranged for photo identity cards to be prepared for all canal settlers.
- Construction of boundary wall is essential for security.

Case Study no. 5**Itkhola (Kundghat) – Purba Putiyari R&R site**

Date: 08/10/2009

Name: – Kalachand das	Address: Itkhola, Purba Putiyari Flat No- 460	Ward No- 115
Age- 62 years	Sex: Male	Education- Illiterate
Occupation - Fishing	Social Strata - General	

Original settlement & Migration:

He came from Bangladesh in 1971 and took shelter in his relative's house at Falta. After two years he took a house by rent but his economic condition did not permit him to continue living at rented house. Then he came at Thakurpukur (Bidhanpalli) and built a *kutch*a house at canal side (khalparh). He had been living there for about 20-22 years. He has shifted to this new flat only two months ago.

Family:

He and his wife live in this flat. Their two sons live separately in Block-A and B of Purba Putiyari R&R site according to their entitlement.

Occupation:

Fishing is his traditional occupation. There is a group consisting of 5 members, including his nephew. He is the head of this group. He has a 450 ft-long and 25 ft broad net and takes contract for fishing in the nearby pond or *jhil*. Minimum contract rate is 200/- and maximum rate is 800/-. He has to pay each of the 5 employees @ 80/- per day.

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

- Personally I am very glad as we have benefited from this project. We did not have any land. This flat is a boon for a landless person like me.
- We felt inferior to others during the time of khalparh life. Now nobody can say anything.
- There is no garbage disposal system in the resettlement area. People still throw away use to throw it to nearby field. Their main problems i, e. working place, and School.
- Resettlement site doesn't have boundary. Boundary wall is essential for security.

Case Study No. 6 Nonadanga – Sector B R&R site

Date- 15/09/2009

Name: – Shyamal Mondal	Address: Nonadanga -B	Ward No- 108
Age - 38 years	Sex: Male	Education- VIII
Occupation - Business	Social Strata – Schd Caste	

Original settlement & Occupation:

Shyamal Mondal had been residing at Garfa Mondalpara since his birth. His father arrived at Garfa canal settlement from S. 24 Parganas about 15 years ago. He established his business at the canal side since then continuing his business of furniture making.

Now Shyamal is the only earning member in his family of 6 family members. He earns Rs 4000 on an average per month.

He has already invested about one lakh rupees. He is in a dilemma. In the new surrounding he does not have many customers for his wooden furniture. Moreover, he has to wait at least another 10 to 15 years to regain his business level what he used to earn earlier. Neither he can change his occupation.

He expressed his views, which are as follows:

- KEIP should fix a place for business place having good access for all people.
- The distance of Nonadanga will be likely 4-5 Km from previous settlement that has to be traveled every day.
- They have no legitimate right to occupy *khal parh*. It is govt. land. On the other hand they are lucky enough because govt. is providing flats. But the project is not looking after businessmen like them.
- There are 30 families from Garfa Mondalpara who want to stay together in one block. He wants to keep up their good relationship in new settlement area.
- The area is lacking in all essential services like drinking water facility, school, health care facility and even good communication.

PHOTO DOCUMENTATION



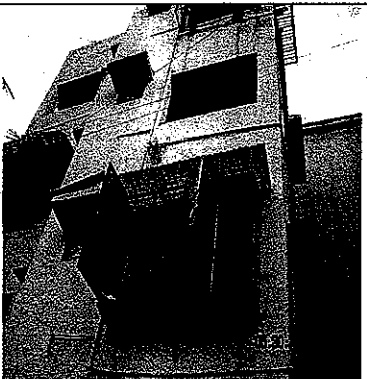
FGD with women at Nonadanga Phase-IV



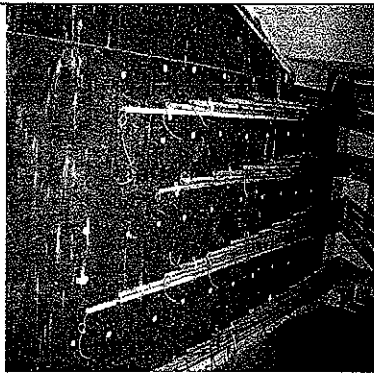
Out side view, Nonadanga Phase-IV



Cracks found on door at Kasba Indupark Abasan



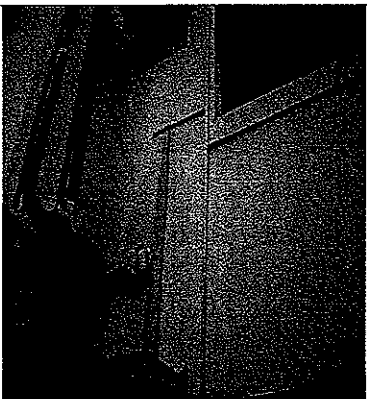
Additional extension work done by residents at Kasba Indupark



Incomplete Electrification work at Purba Putiyari R&R site



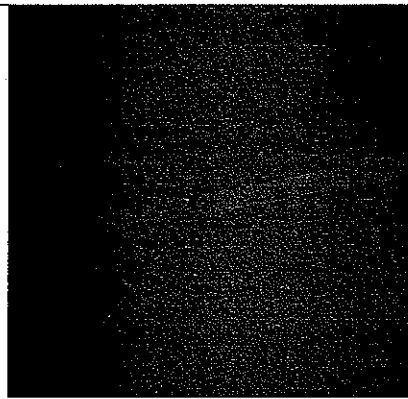
Damp wall of the flat at Purba Putiyari R&R site



Cracks in water pipe at Purba Putiyari

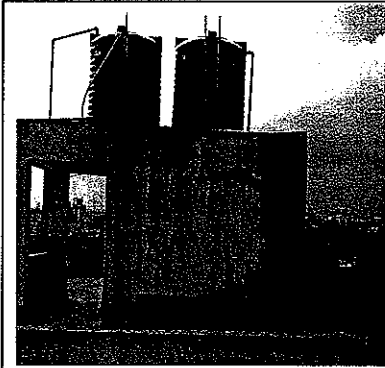


Leakage in water supply pipeline at Purba Putiyari R&R site



Cracks in joint of the wall at Purba Putiyari flats

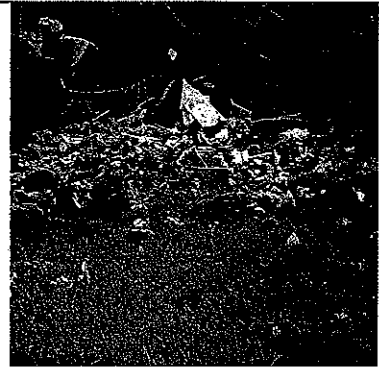
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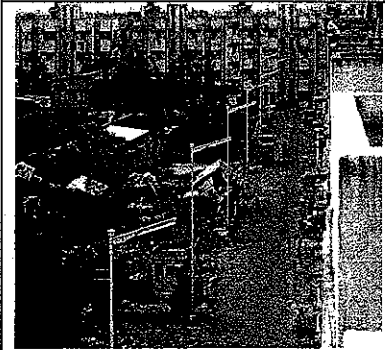
*Mark of iron deposit on the overhead water tank:
Nonadanga - B*



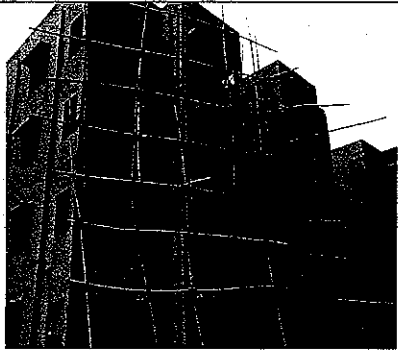
*A family discussing the problem
at Nonadanga - B*



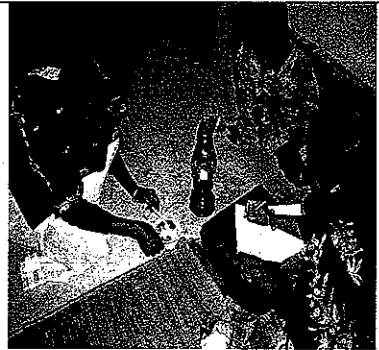
*Disposing garbage in open
place at Nonadanga - B*



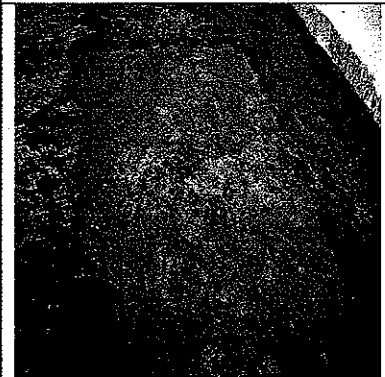
*A bird's eye view of
Nonadanga - B*



*Construction of new flats
ongoing at Sampa Mirzanagar*



*Case study of one resident
being noted at Purba Putiari*



*Water logging problem
persists at Purba Putiari*



*Improvised kitchen inside a flat
at Purba Putiari*



*Billboard of KEIP at
Nonadanga*