

**(Draft – not to be quoted)**

### **Effective service delivery of R & R package: A Framework**

The main focus of the current exercise is to incorporate the framework discussed during the meeting and in the delivery of services pertaining to R & R activities in different project areas under the purview of the irrigation projects in Andhra Pradesh.

The document has the following sections

1. Goals and objectives
2. Strategy
3. Governance
  - a. Structures
  - b. Process
  - c. Stakeholders
4. Outputs/deliverable
5. Comparators

## 1. **Goals and objectives**

The main goal of the Resettlement and Rehabilitation (R & R) Policy is to improve the Service Delivery of R & R to the Project Affected Persons (PAPs) and **streamline the processes** to be followed. This would be done by **ensuring accountability, enhancing transparency, and increased responsibility among the service providers** (government officials) towards the primary stakeholders i.e., the PDFs with no leakages in the system. Towards achieving this goal, the overall objectives of the policy are to:

- Provide better living standards /livelihoods to the people displaced by projects
- Address issues related to social cohesion and inclusion for effective policy implementation
- Sensitize the R & R staff towards the concerns of the PDFs and enable them to perform empathetically through trainings and capacity development
- Identify suitable exit mechanisms for the R & R staff at appropriate time and mainstream the R & R centres into normal villages

## 2. Policy

The compensation package offered to the PDFs under the Policy needs to be revisited for clarity on issues like

- a. Streamline the process of identification of Project Affected Persons (PAPs) with the help of demographic profile
- b. No room for discretion in categorizing PDFs/PAFs in affected zone. The criteria may be spelt out clearly in the policy
- c. Definition of wage rate as per the period of implementation
- d. Inclusion of major unmarried sons and daughters into the list of PDFs
- e. House construction rates to be examined and revised according to the current market rates
- f. Clear definition and inclusion of occupational groups/non asset owning groups with appropriate R & R package

Identify the vulnerable groups in project areas and develop components in the package to address their needs

- g. Old aged men and women
- h. Widows/unmarried mothers
- i. Woman headed households
- j. Orphaned/abandoned children (boys and girls – majors and minors)

Institutional mechanisms

- k. Place appropriate institutional mechanisms for implementing the package (R & R committee, JC, R & R Officers and Ombudsman)
- l. Institutionalize suitable practices for effective supervision of the field staff at the village/mandal/district levels
- m. Provide adequate scope for grievance redressal and conflict resolution mechanisms

Civic amenities and infrastructure in the R & R centre should be better than the original habitation

- n. Institutionalized mechanisms to be put in place for maintenance of facilities provided at R & R centre (gram panchayat or any other body)

Training and capacity building for the staff involved in R & R activities

- o. Create awareness of the policy guidelines
- p. Importance of networking with officials from various line departments at the district/mandal level for expediting the process of resettlement
- q. Grievance redressal
- r. Any other issue coming up in the field

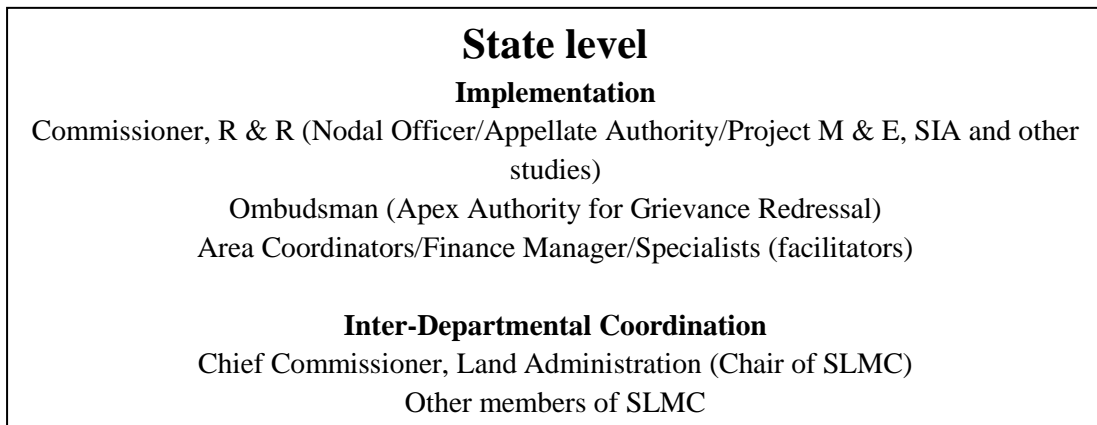
### 3. Strategy

To achieve the above mentioned objectives, there is a need to adopt a multi-pronged strategy with the needs of the PDFs in mind.

- The relocation site should satisfy the requirement of better livelihoods
  - For instance CPRs for fodder and veterinary facilities for cattle
  - Availability of land for burial ground/cemetery
  - Space for community prayers (temple/idgah/church)
  - Space for dispute resolution (rachcha banda)
  - Open space for parks
  - Dumping yards
- Provide ample opportunities to maintain their economic assets
  - Development of farm ponds, fodder plots, avenue plantation etc
- To the extent possible, efforts should be made to locate the R & R centre and land to land in close proximity to the original village (within a radius of 5 km)
- To develop participatory people's committees to take up identification, planning, implementation, supervision and payment for community works in R & R centres
- Formation of robust coordination committees with appropriate representation at all levels including R & R centre, project, district and state
- Structured capacity development plan for all stakeholders to be part of the R & R action plan
- Time frames for each activity right from declaration of affected zone, land acquisition, socio-economic survey, shifting of village vis-a-vis development of R & R centre and exit of R & R machinery to be spelt out in the R & R action plan
- Timely redressal of grievances and conflict resolution to be encouraged through appropriate institutional mechanisms

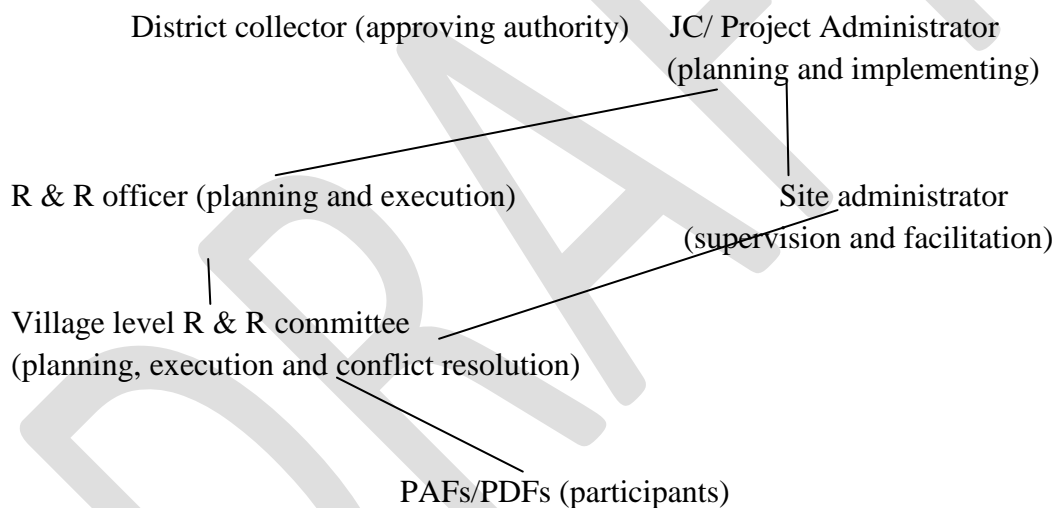
#### 4. Governance

##### a. Structures



##### District level

##### Category 1: Administration of R & R



## **Category 2 – Grievance Redressal for R & R**

District Collector

JC/Project Administrator – Chairperson of project level grievance cell for R & R

R & R officer – sub-project level grievance cell

Site administrator – village level grievance cell

## **Category 3 – Development of R & R centre**

District collector (approval)

JC/PA (implementation)

LAO (acquisition of site for R & R centre)

R & R officers (identification of PAPs, R & R centres Planning and Development)

Gram Panchayat – main stakeholder (supervision and maintenance)

Line Departments (execution)

PAO (disbursal)

Requisition Department (monitoring)

Site administrator (supervision and communication)

PDFs (identification of centre, consent for resettlement, participate, monitor and resolve conflicts in development of the centre)

Auditors (watchdog)

#### **Category 4 – Monitoring and evaluation**

District collector (Chairman of PLMC)

JC/PA (convenor/member)

Site administrators

R & R Officers

R & R Monitoring Committee – The main responsibility is to send representatives (PAPs and at least one woman member from all project affected villages as per contour levels, spread over a period of time in all PLMC meetings till the R & R of that village is complete) to the PLMC and participate in monitoring and evaluation of R & R action plan at the village level.

Third party evaluators (belonging to Universities/NGOs/Research institutes)

SIA (belonging to Universities/NGOs/Research institutes)

#### **Category 5 – Financial Management and procedures**

JC/PA (custodian of Financial Management System)

PAO (disbursal to JC)

R & R officer (maintenance of accounts and disbursal of cash benefits)

Site administrator as an observer

Banker for online transfer

Auditors (watchdog)

**Category 6 – Post R & R**

District collector

RDOs/PO ITDA

Line departments (District Panchayat Officer, SE – Transco, SE-RWS, JD-Agriculture, PD – DRDA, CEO, ZP, DM & HO, DEO and other development departments as case may be)

Site administrators



### **b. Process**

The main focus of the R & R policy and its interventions is to enable smooth shifting of the project affected/displaced populations to the R & R centre which has all civic amenities in place. In addition to this these PDFs are also provided adequate compensation for the available resources (house, agricultural land and any other property acquired during the project construction). The main steps involved in the implementation of the R & R package are:

1. Identification of the villages that would be submerged with the project construction (Government)
2. Collection of SES data after the identification of the households in the project affected area (inclusion of all families including occupational groups, asset less, vulnerable groups etc to be ensured in the SES)
3. SES data to be vetted as per procedural requirements for Gazette publication
4. Listing out of public utilities, infrastructure, community assets required for resettlement based on those available in the submerged village
5. Generate public awareness about the various components of the R & R package
6. Constitution of R & R Committee with representatives from PAPs including women
7. Constitution of Site Administrator, R & R Committee at the Project level seeking membership from village level R & R Committees
8. Constitution of the Project Level Monitoring Committee with the district Collector as the Chairperson as per norms
9. Preparation of participatory R & R action plans and livelihood action plans
10. Construction of the R & R centre for the identified village(s) after seeking consent from the villagers about the site of the plot
  - a. Identification of sites (preferably government land) for setting up R & R centres. The principle of relocating one village to a single R & R centre must be followed
  - b. Preparation of layouts by following the circulated guidelines for infrastructure development by R & R committee, construction of basic amenities by the line departments on approval of District Collector
  - c. Distribution of pattas as per the choice of the PDFs under the aegis of R & R committee at the village level
11. Monitoring the work in the field at regular intervals
12. Scheduling of payments according to stages of housing and infrastructure development in R & R centres under the supervision of site administrator
13. Payment for the infrastructure bills to be discussed in R & R Committee regularly
14. Regular and timely coordination with the JC/PA about the progress of work at the R & R centres

15. Handing over of the community assets to gram panchayat for safeguarding without any encroachment. Copy of the same should be sent to the Tahasildar concerned for revenue record
16. Institutionalization of mechanisms for grievance redressal and conflict resolution
  - a. Establishing effective communication mechanisms between different stakeholders at the state, district, mandal and village levels
  - b. Monitoring mechanisms at the JC/PA level to assess the progress of work at regular intervals
  - c. Ensure transparency at various levels as this is important for in the implementation of the package to the PDFs
  - d. Weekly visits by the R & R officers and Site Administrators to the sites to
    - i. Assess the progress of work
    - ii. Coordination with the line departments in case there is delay in providing supply of raw materials
    - iii. Grievance redressal
    - iv. Conflict resolution

**c. Stakeholders**

The different stakeholders in the implementation of R & R work are

- Government
- Office of the Commissioner R & R
- JC/PA at the district level
- R & R officer
- Site administrator
- Local NGOs
- Media
- Project Displaced Families (PDFs)/Project Affected Persons (PAPs)

## 5. Output/deliverables

Meeting the aspirations of the primary stakeholders

Restoration of livelihoods

Development of R & R centres with complete civic amenities and make it operational

Handing over the R & R centres to the local body

Ensure shifting of PDFs from project affected villages to these centres

Ensure minimum services including health, education, child care, essential commodities and transport facilities among others

Continued institution building of SHGs and other village level committees

Ensure registration of all eligible members of PAPs into voters' list or electoral rolls

Ensure their inclusion into UID card (Aadhar)

Ensure implementation of Right to Education (RTE), Right to Employment (MNREGS), RTI

Development of credit plans and execution of livelihood plans

Taking over of the affected zone by the requisition authority for project development and its objective

Ensuring transparency in the implementation of R & R policy

Timely exit of R & R mechanism

## 6. Comparators

For the current exercise, the comparator is a quantifiable indicator (not necessarily in economic terms but in terms of achievable targets) against each deliverable mentioned in the section on Output.

<b>Deliverable</b>	<b>Comparator /Quantifiable indicator</b>
Meeting aspirations of primary stakeholders	No grievances among the stakeholders
Restoration of livelihoods	Better incomes Poverty reduction (less BPLs vis-à-vis SES data) Available livelihood options Quantum of credit/cash inflows Coverage of all occupational groups and assetless individuals
Development of R & R centres with complete civic amenities and make it operational	The R & R centre being better than the affected zone in terms of accessibility, hygiene, sanitation, water, health and education
Handing over the R & R centres to the local body	Taking over by the local body and its maintenance
Ensure shifting of PDFs from project affected villages	Handing over the affected zone to requisition body after fulfilling R & R obligations
Ensure minimum services including health, education, child care, essential commodities, transport among others	Inclusion of the villages/R & R centres in the annual action plans of the respective departments
Continued institution building of SHGs and other village level committees	Establishing linkages with departments dealing with the above subject
Ensure registration of all eligible members of PAFs into voters' list or electoral rolls and provide UID cards (Aadhar)	Ensuring all statutory/constitutional rights to all eligible PAFs
Ensure implementation of Right to Education (RTE), Right to Employment (MNREGS), RTI	Establishing linkages with departments dealing with the above subject
Development of credit plans and execution of livelihood plans	Establishing linkages with departments dealing with the above subject
Taking over of the affected zone by the requisition authority for project development and its objective	Unobstructive completion of the project
Ensuring transparency in the implementation of R & R policy	Public awareness, openness and accountability
Timely exit of R & R mechanism	Timely completion of the R & R work