

INDIA

**MUMBAI URBAN TRANSPORT PROJECT
(LOAN NO. 4665-IN; CREDIT NO. 3662-IN)**

**FIFTH PROGRESS REPORT ON IMPLEMENTATION OF THE
MANAGEMENT ACTION PLAN IN RESPONSE TO THE
INSPECTION PANEL'S REPORT AND RECOMMENDATION**

November 10, 2011

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ACRONYMS

| | |
|-------|---|
| BEST | Bombay Electricity and Suburban Transport Corporation |
| BKC | Bandra Kurla Complex |
| CY | Calendar year |
| GoI | Government of India |
| GoM | Government of Maharashtra |
| GRC | Grievance Redress Committee |
| GRM | Grievance Redress Mechanism |
| IBRD | International Bank for Reconstruction and Development |
| ICR | Implementation Completion Report |
| IDA | International Development Association |
| IMP | Independent Monitoring Panel |
| JVLR | Jogeshwari-Vikhroli Link Road |
| KNWA | Kismat Nagar Welfare Association |
| LEAP | Livelihood Enhancement Action Plan |
| lpcd | Liters per capita per day |
| MCGM | Municipal Corporation of Greater Mumbai |
| MHADA | Maharashtra Housing Area and Development Authority |
| MMRDA | Mumbai Metropolitan Region Development Authority |
| MN | Motilal Nehru |
| MoU | Memorandum of Understanding |
| MUIP | Mumbai Urban Infrastructure Project |
| MUTP | Mumbai Urban Transport Project |
| NGO | Nongovernmental Organization |
| PAH | Project-affected Household |
| PAP | Project-affected Person |
| PIC | Public Information Center |
| R&R | Resettlement and Rehabilitation |
| RIP | Resettlement Implementation Plan |
| ROB | Road-over-Bridge |
| SATIS | Station Area Traffic Improvement Schemes |
| SCLR | Santacruz-Chembur Link Road |
| USD | United States Dollar |
| USOA | United Shop Owners Association |

INDIA
MUMBAI URBAN TRANSPORT PROJECT
(Loan No.4665-IN; Credit No.3662-IN)

**FIFTH PROGRESS REPORT ON IMPLEMENTATION OF THE
MANAGEMENT ACTION PLAN IN RESPONSE TO THE
INSPECTION PANEL'S REPORT AND RECOMMENDATION (No. 34725)**

EXECUTIVE SUMMARY

i. *This is the fifth report documenting the progress in implementing Management's Action Plan for the India Mumbai Urban Transport Project (MUTP) following the Inspection Panel's Investigation and Management's Report and Recommendation.* Following complaints received from four groups of Requesters, which mainly questioned the adequacy and quality of resettlement options, income restoration opportunities and resettlement sites, the Inspection Panel (hereafter the Panel) investigated the complaints and submitted its Report to the Board in December 2005. Bank Management in its Response acknowledged the Panel's concerns and prepared an Action Plan to improve the quality and outcome of Resettlement and Rehabilitation implementation. The Action Plan was included in the Management Report and Recommendation that was discussed and approved by the Board of Directors on March 28, 2006. The Bank has been implementing the Action Plan in collaboration with the Borrower, the Government of Maharashtra (GoM), since March 2006.

ii. *The Action Plan comprised ten actions, including negotiation and resettlement of shopkeepers, post resettlement, consultation, information disclosure and grievance redress process, strengthening borrower institutional capacity with clear roles and responsibilities, resettlement data management, and implementation procedure.* The measures listed in the Action Plan were for the most part completed before the Project's closing date of June 15, 2011 (see paragraphs 17-40 in the main text and Annex 3). The Project is complete with the exception of a few activities – mainly the Santacruz-Chembur Link Road (SCLR) and procurement of a few rail bogies. The relocation process is nearly complete, with successful relocation of 99.97 percent of affected residences and 97.8 percent of shopkeepers. Those remaining include 40 shopkeepers and six residences, whose relocation has been delayed due to court litigation and administrative procedures associated with land/property acquisition. Of the 87 affected community structures, only three religious structures are yet to be relocated.

iii. *Progress has been notable with regard to promoting sustainable self-management of the resettlement sites with support for income activities, building institutional capacity of housing cooperative societies, and provision of social services.* The remaining aspects of the post-resettlement strategy involve formal handing over of the resettlement buildings to the cooperative societies. The preparatory work for this, namely housing society registration and training, has been substantially completed. The institutional capacity for managing Resettlement and Rehabilitation activities has

improved in respect of data management, communication and consultation with Project Affected Persons (PAPs), streamlined grievance redress process, post resettlement support strategy, and operationalization of the Resettlement and Rehabilitation Implementation Manual.

iv. ***Management is satisfied that the Mumbai Metropolitan Region Development Authority (MMRDA) has transformed its approach to Resettlement and Rehabilitation management to one that is responsive and sustainable.*** This paradigm shift is characterized by the client's efforts to explore negotiated resettlement solutions in consultation with PAPs. Management is confident that MMRDA will be able to complete the remaining few Resettlement and Rehabilitation activities beyond the Project's closing date but Management will continue to monitor this. Post-resettlement activities have been satisfactory, in spite of difficulties with handling specific issues such as individual building repairs, and integrating the large resettlement sites fully into the urban services network of the Municipal Corporation of Greater Mumbai (MCGM). Management considers the post-resettlement process to be on track and expects MMRDA to complete the remaining tasks with sustainable outcomes.

v. ***Progress in resolving the concerns of the Requesters.*** The concerns of the first group of Requesters, shopkeepers along the SCLR, have been resolved. There were three key groups, the Kismat Nagar Welfare Association (KNWA) and two groups of shopkeepers affiliated with the United Shop Owners Association (USOA). KNWA entered into a Memorandum of Understanding (MoU) with MMRDA to join a private *in-situ* scheme and cleared the affected portions of their shops in 2007. The USOA group of 85 shopkeepers signed a MoU with MMRDA for relocating to a new shopping complex at Motilal Nehru Nagar in the Bandra Kurla Complex (BKC), and cleared their shops in 2010. The remaining 46 USOA shopkeepers concluded negotiations with MMRDA to join the private *in-situ* resettlement scheme of KNWA and cleared their shops during 2010/11. The Second Requesters group from Gazi Nagar relocated to a non-MUTP site of their choice. The Third group of Requesters from Bharti Nagar was left unaffected by the SCLR work. The Fourth group of Requesters representing shopkeepers affected by the Jogeshwari ROB is not a part of the MUTP Resettlement and Rehabilitation process as the ROB was excluded from the Project during restructuring in 2008 (see Annex 5). MMRDA has handed over the eligibility list of 389 shopkeepers affected by the ROB who will be resettled by MCGM with alternative shops provided by MMRDA as per the agreed procedure explained in Annex 5.

vi. ***Areas that require further attention include:*** relocating the remaining 40 shops and six residences along SCLR and the three religious structures – two along SCLR and one along Jogeshwari-Vikhroli Link Road (JVLRL); completion of a few remaining land acquisition cases; integrating the resettlement sites into the urban service network of MCGM and formally completing the Exit Strategy for the resettled PAP cooperative societies. MMRDA has been slow in implementing the Exit Strategy due to its preoccupation with registration of all new PAP cooperative societies including in the non-MUTP sites. MMRDA is working on a comprehensive conveyance transfer policy for all resettlement buildings, including the MUTP buildings. The integration of the resettlement sites into the urban service network of MCGM has not been concluded.

MMRDA is working out modalities to establish housing federations of resettled PAP housing cooperatives who will have to manage the resettlement sites in future. MMRDA is concurrently working with the GoM regarding effective integration of the resettlement sites into the urban service network of MCGM. Management has been following up these issues and will continue its dialogue with the GoM in this regard. Management will continue to follow up on the land acquisition, relocation of the remaining residences and shopkeepers, and the completion of the post resettlement support process.

vii. ***Going forward.*** In view of the substantial completion of the Action Plan and Project closure on June 15, 2011, Management proposes to conclude the reporting on the Action Plan with the next progress report which will occur by June 30, 2013. Lessons learned and implementation experiences will be documented as part of the Implementation Completion Report (ICR), which is currently being finalized. The mainstreaming of the resettlement sites into the urban services network remains a challenge and MMRDA is pursuing the matter with GoM and MCGM to ensure that all basic services are provided on a sustained basis to the resettlement sites. The Bank recognizes the challenge and will remain engaged with the GoM for a permanent resolution of this issue. Management will continue to monitor progress of the Action Plan beyond Project closure through annual missions. This strategy for Bank monitoring of the remaining Resettlement and Rehabilitation process has been discussed with the Borrower during the ICR mission and the process for implementation, reporting and monitoring of the remaining resettlement actions was agreed upon.

I. BACKGROUND

1. **The Project.** The Mumbai Urban Transport Project (MUTP) was approved by the Bank's Board of Executive Directors on June 18, 2002 (Loan No. 4665-IN; Credit No. 3662-IN). The total Project cost is about USD 1.1 billion, of which USD 463.0 million was financed by an IBRD Loan, SDR 57.5 million (USD 92.0 million equivalent) by an IDA Credit, and counterpart financing of USD 568 million by the Government of India (GoI). The Project was implemented by several entities and coordinated by the Mumbai Metropolitan Region Development Authority (MMRDA). The Project was extended four times and the Project closed on June 15, 2011.

2. MUTP supports the development of an efficient and sustainable transport system in the Mumbai Metropolitan Region. In 2008, the Project was restructured to focus on a more limited set of key activities. The Project after restructuring included the following components: Rail Transport, including improvement of the suburban rail network and technical assistance; Road-based Transport, including traffic management infrastructure, buses and road widening to facilitate two East-West link roads; and Resettlement and Rehabilitation (R&R), comprising mainly: construction of housing, and provision of services for R&R of Project-affected families, implemented by MMRDA and financed with an IDA credit.

3. **Requests for Inspection.** The Inspection Panel received four Requests for Inspection submitted on behalf of several hundred residents and shopkeepers in 2004, in two batches. The Requests questioned: (a) adequacy of resettlement options and income restoration opportunities provided in the MUTP R&R Policy, especially for shopkeepers, (b) suitability and quality of resettlement sites, (c) poor housing and living conditions, and (d) access to information, disclosure, consultations and grievance redress process.

4. **Panel Investigation.** The Inspection Panel undertook an investigation and issued its findings in December 2005. The Panel found areas of non-compliance by the Bank with various aspects of its operational policies concerning environmental assessment (OD 4.01), involuntary resettlement (OD 4.30), investment lending – identification to Board presentation (OP/BP 10.00); economic evaluation (OP/BP 10.04), project supervision (OD/OP/BP 13.05), project appraisal (OMS 2.20) and the Bank policy on disclosure.

5. **Management Report and Action Plan.** Bank Management in its Response prepared an Action Plan to improve the quality and outcome of R&R implementation. The Action Plan was included in the Management Report and Recommendation submitted to the Board and was discussed and approved by the Executive Directors on March 28, 2006. The Action Plan focused on implementation issues, including the resettlement procedures for shopkeepers with medium- and large-size shops, restoration of incomes, post-resettlement services, baseline data, grievance redress mechanisms, and the quality of supervision. The Board endorsed Management's Action Plan, which was prepared in close consultation with the GoM, and agreed that an update report would be provided periodically on progress made in its implementation. The Project was put under partial suspension in March 2006 in the light of R&R concerns. The suspension was lifted on June 29, 2006 upon the Borrower substantially meeting the Bank's conditions to

address the outstanding R&R issues. The Bank has been implementing the Action Plan in collaboration with the Borrower, the GoM, since March 2006. Since then there has been a significant improvement in MMRDA's capacity and the MUTP R&R process, which is now recognized in India and abroad for its innovative approach.

6. This is the fifth report documenting the progress in implementing Management's Action Plan for the MUTP. The Action Plan was comprised of ten actions, including negotiation with and resettlement of shopkeepers, post resettlement, consultation, information disclosure and grievance redress process, strengthening borrower institutional capacity with clear roles and responsibilities, resettlement data management, and implementation procedure. The measures listed in the Action Plan were for the most part completed before the Project's closing date of June 15, 2011.

II. KEY OUTCOMES

7. **Action Plan implementation shows sustained improvement in the quality of R&R measures.** MMRDA has resettled 5,102 households (3,689 residences and 1,413 shops) since the Management Report and Recommendation was submitted to the Board of Executive Directors in February 2006. To date, 99.76 percent (17,566 households and 1,782 shops) have received alternative houses or shops, have decided to resettle in partially affected structures or have opted to settle under other non-MUTP resettlement/housing schemes. This corresponds to 99.97 percent of residential Project Affected Persons (PAPs) and 97.8 percent of shopkeepers (including 98.06 percent of medium- and large-size shopkeepers and 97.7 percent of the small shopkeepers). The 17,566 relocated residential households include 120 residents of 4 Maharashtra Housing Area and Development Authority (MHADA) buildings that have opted for private *in-situ* redevelopment schemes, and 260 residential households who have vacated their flats in 13 MHADA buildings along the Santacruz-Chembur Link Road (SCLR). These PAPs have reached an agreement with MMRDA according to which MMRDA will redevelop their buildings and provide flats almost double the size of the previous ones at alternate locations in the same locality. As the redevelopment process is under way, per the Memorandum of Understanding (MoU), MMRDA provides rental allowance to these PAPs at market price. The remaining 64 residents of 2 MHADA buildings at Netaji Nagar along SCLR have been offered a similar redevelopment solution and have been provided with a rental allowance till the new building in the up-market BKC area is ready for possession.

8. Since the submission of the fourth progress report in May 2010, MMRDA has made progress in relocating the remaining shops (United Shop Owners Association, or USOA) at Kismat Nagar along SCLR. Along the Jogeshwari-Vikhroli Link Road (JVLR), the relocation process has been completed except for two commercial structures and a temple. The two commercial structures involve court cases and will be left unchanged or partially modified; alternative land has been identified to relocate the temple. Along SCLR, final agreement has been reached with two USOA groups of shopkeepers. Of these, 85 shopkeepers have opted for a shopping complex at *Motilal*

Nehru (MN) Nagar, BKC; the other 46 shopkeepers have joined the private *in-situ* scheme, which the *Kismat Nagar Welfare Association (KNWA)* had earlier chosen. The data on relocated shops includes the USOA and KNWA shopkeepers that have opted to join private *in-situ* redevelopment schemes or have decided to shift to a new shopping scheme at MN Nagar. These large- and medium-size shops have cleared their front portions affected by the SCLR and continue to do business in the unaffected parts of their premises. The fully affected shopkeepers have relocated to new shops at MN Nagar.

9. Some religious structures were relocated and a few remaining land acquisition cases accelerated during the last year along SCLR. Out of 70 remaining resident owners on SCLR, 64 living in MHADA buildings were offered alternative housing of 485 sq. ft. in a new building to be constructed in BKC, along with a rental allowance or transit accommodation until the building is completed. These residents had challenged the offer in the High Court which has now validated MMRDA’s offer and directed them to vacate their premises by November 6, 2011. The residents have received rental allowances and are making arrangements to vacate. Land acquisition for the remaining six residences in the *Buddha Colony* on SCLR has been initiated and is expected to be completed over the coming months.

10. Key achievements are listed below in Table 1 (details provided in Annex 1).

Table 1: Status of Resettlement (October 15, 2011)

| Unit Type | Totals (Baseline) | Revised Totals (Baseline) | Resettled (as of 01/31/06) | Resettled (as of 12/31/06) | Resettled (as of 09/01/07) | Resettled (as of 02/01/09) | Resettled (as of 02/01/10) | Resettled (as of 10/15/11) | Remaining cases |
|-----------------------|-------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|---------------------------|
| Households | 17,378 | 17,572 100.0% | 13,877 79.0% | 15,315 87.2% | 15,784 89.8% | 16,580 94.4% | 17,134 97.5% | 17,566 99.97% | 6 0.03% |
| Shops | 2,469 | 1,822 100.0% | 369 20.3% | 752 41.3% | 1,104 60.6% | 1,437 78.9% | 1,490 81.8% | 1,782 97.8% | 40 2.20% |
| of which > 225 sq.ft. | 800 | 566 100.0% | N/A N/A | 84 14.84% | 227 40.11% | 419 74.03% | 419 74.03% | 555 98.06% | 11 1.94% |
| Total | 19,847 | 19,394 100.0% | 14,246 73.46% | 16,067 82.85% | 16,888 87.08% | 18,017 92.90% | 18,624 96.03% | 19,348 99.76% | 46 0.24% |

11. **MMRDA continues to make progress in implementing post-resettlement activities aimed at strengthening sustainable self-management of the R&R sites.** An environment action plan has been prepared and implemented with the help of a professional consultant. The registration of cooperative societies has increased to 182 or 97 percent of the 188 occupied buildings as of October 15, 2011. Transfer of common facilities (society offices, welfare and women’s centers) has been completed for the 183 functional cooperative societies. Identity cards have been issued to some 18,547 Project-affected households (PAHs), representing 96 percent of the total PAHs relocated, including 100 percent of the squatter households. The Independent Monitoring Panel (IMP) continues to monitor the R&R process and to advise MMRDA regarding any

outstanding issues. The IMP's regular resettlement site visits and public interactions have enormously benefited the resettlement process, by identifying and addressing issues affecting the lives of the relocated people. The Livelihood Cell of MMRDA has started implementing the second phase of a livelihood support program for economic empowerment of poor resettled women's groups.

12. **Progress in providing post-relocation financial assistance to the PAP cooperative societies has been significant.** Building maintenance funds in an amount equivalent to USD 7.5 million have been transferred to joint accounts of 172, or 94.5 percent, of the registered cooperative societies compared to 157 in 2010; outstanding interest on maintenance funds in an amount equivalent to USD 2 million has been paid to 162 or 86 percent of the 182 registered cooperative societies compared, to 157 in 2010 (172 cooperative societies who have joint accounts now receive interest on a quarterly basis); and community management funds in an amount equivalent to USD 376,300 has been handed over to 178, or 98 percent, of the 182 registered cooperative societies.

13. **Provision of key social services has improved** in the resettlement sites including schools, a health care/community center, internal roads and street lights, water supply and transport services, and storm water drainage. MMRDA has been providing networking and facilitation support to the resettled PAP cooperative societies in accessing various services including health care, education, electricity, solid waste management, public distribution systems, and citizen (voter) identity cards.

14. **Remaining challenges in achieving full implementation of the Action Plan** include: resolving litigation cases and relocating three religious and a few community structures and utilities; resettling the remaining six residential and 40 commercial PAPs (including 11 large- and medium-size and 29 small shopkeepers); completing the land acquisition process; and concluding the post resettlement process. (A summary table showing the locations and specifics of resettlement-related impediments is provided in Annex 4.)

III. ACTION PLAN STATUS

15. The status of issues under the Board-approved Action Plan is summarized below and in more detail in Annex 3.

Table 2: Progress in Implementing the Action Plan

| No | Action | No. of sub-actions | Completed | Comments |
|----|---|--------------------|-----------|---|
| 1 | Negotiation with and Resettlement of Shopkeepers along SCLR and other subprojects | 2 | 2 | Negotiations complete, resettlement near complete (40 of total 1822 shopkeepers remain including 34 court cases, five involving land acquisition and one that will be partially modified) |
| 2 | Publicizing RR Policy, listing and issuing ID cards to employees for offering assistance for jobs | 3 | 3 | Completed |
| 3 | Post-Resettlement (registration and training of housing cooperative societies, social services, transfer of maintenance funds and conveyance deeds, disseminating building maintenance manuals, improving water supply and transport, services and undertaking R&R impact assessment study) | 10 | 9 | Transfer of conveyance deeds is pending. MMRDA is working on a comprehensive building hand over policy which will clear the way for transfer of conveyance deeds |
| 4 | Environmental management of R&R sites including building repairs, dissemination of maintenance norms, environmental management plans, and waste management | 4 | 3 | MMRDA is pursuing the issue of full integration of the resettlement sites into the urban services network of the city with GoM and MCGM. Building repairs being undertaken by MMRDA are at an advanced stage of completion. |
| 5 | Institutional Arrangements for R&R (staff capacity, clarity on NGO role, and training) | 3 | 3 | Completed |
| 6 | Improving R&R process (Implementation Manual, data management, RIP for SCLR, ROB, SATIS; updating baseline surveys for JVLR, ROB; R&R progress reporting, ID cards to PAPs, relocating Community Assets, Reestablishment of Independent Monitoring Panel) | 10 | 10 | Of 87 community assets only 3 remain to be relocated. ROB and SATIS schemes were excluded in 2008. |
| 7 | Improving Database Management (procuring Oracle software and programming) | 2 | 2 | Substantially completed with periodic updating |
| 8 | Improving Communication and Consultation with PAPs, managing Public Information Centers, enhancing Bank oversight of and technical support for communication and consultation | 3 | 3 | Bank technical support continues |

| | | | | |
|----|---|---|---|---|
| 9 | Streamlining Grievance Redress Mechanism (GRM) with provision of staff support, dissemination of brochure on GRM, Bank oversight of grievance redress process | 3 | 3 | GRM process completed for over 3,000 applicants |
| 10 | Operationalization of the Implementation Manual | 3 | 3 | R&R IM prepared, disclosed and operationalized |

Action 1: Negotiations with each eligible shopkeeper will be held on the basis of options listed in the Action Plan when applicable. Agreements reached will be recorded and implemented.

16. The resettlement of shopkeepers affected by MUTP has been 97.8 percent completed. Along the JVL R, resettlement of shopkeepers, including land titleholders and those having medium- and large-size shops, has been completed, except one hotel involving court litigation, which will be left untouched with partial modification beyond the road alignment. The protracted and challenging negotiation process with Kismat Nagar shopkeepers along SCLR has been concluded. The USOA group of 85 shopkeepers has signed a MoU with MMRDA for their relocation to a new shopping complex developed at MN Nagar in BKC. The KNWA group had signed a MoU with MMRDA for a private *in-situ* resettlement scheme in 2007. The other USOA group of 46 shopkeepers negotiated with MMRDA for joining the KNWA resettlement scheme. All these shopkeepers have cleared affected portions of their shops for civil work. MMRDA has initiated legal procedures to relocate these shopkeepers. The Bank continues to monitor the alternative *in-situ* resettlement schemes agreed by MMRDA with the USOA and KNWA shopkeepers.

17. Of the 566 large shopkeepers (whose premises are larger than 225 square feet), some 555 or 98.06 percent have been relocated to date including those having opted for redevelopment schemes. Of the remaining 11 large shopkeepers, five are in the court receiver category due to title dispute and for another five the land acquisition process has been started along SCLR; the remaining one along JVL R will be left untouched beyond the road, with minor modifications to the structure. Negotiation with the 34 shopkeepers in litigation along SCLR (of which 5 are large shopkeepers) has been completed, but their relocation has been delayed due to a lack of legal clearance from the High Court.

Action 2: MMRDA will publicize policy provisions related to making available up to one year of income on a one-time basis to those affected employees who are not reemployed as a result of Project resettlement and will process the requests as and when received.

18. Information regarding R&R benefits for affected employees explained in the Implementation Manual is available for reference in the Public Information Center (PIC) at MMRDA and on MMRDA's website (www.mmrdamumbai.org). Affected employees losing their job are entitled to receive a one-time assistance equivalent to one year's income. These employees were enumerated and issued Employee Identity Cards so that assistance could be provided to those eligible who reported inability to find work for three months. No request for assistance from the employees has been received by MMRDA to date. There are multiple reasons for this. Firstly, no large employer was

affected by the relocation; secondly, in most cases the employees moved with their employer or found alternative employment. Since there is an availability of jobs in the dynamic labor market of Mumbai, remaining unemployed for three months in order to claim such income assistance was not attractive compared to employment, since MMRDA verifies loss of employment with the previous employer.

Action 3: MMRDA will improve its resettlement implementation mechanisms through various measures such as: (a) registration process for PAP cooperative societies and cooperative management plan; (b) undertaking construction of additional social services at R&R sites; (c) transferring maintenance funds from the Slum Rehabilitation Authority to PAP cooperative societies; (d) transferring conveyance deeds from MMRDA to the cooperative societies; (e) providing building maintenance manuals and brochures for supporting proper management of cooperative societies; (f) taking steps to improve water supply at resettlement sites; (g) improving transport connectivity at resettlement sites; and (h) undertaking impact assessments to determine the improvements in the living standards and proposing remedial measures for any improvement required as a result of assessment findings.

19. Registration of PAP Cooperative Societies and Cooperative Management. PAP housing cooperative societies have been registered in 182, or 97 percent, of the 188 occupied resettlement buildings. Of the remaining six cooperative societies, registration is in process for three of them, whereas the process is delayed for the other three due to partial occupancy and challenges in gaining full PAP consensus. MMRDA has transferred common facilities (society office, child welfare, center, and women's welfare center) to 183 functional cooperative societies.

20. MMRDA continued the post-resettlement support program with its own staff after the professional consultant's assignment ended in June 2008. An action plan for strengthening self-management of resettlement sites has been prepared and implemented. Management training for institutional development has enabled the PAP cooperative societies to function sustainably. They periodically elect their management committees and use household contributions to meet recurring expenses, such as common electricity and water bills, cleaning, and remuneration for teachers at the child care centers. They manage their own accounts. As of October 15, 2011, 173 cooperative societies have received the full course of management and financial management training. Management committee elections have been held for 171 cooperative societies. MMRDA has been providing networking and facilitation support to the resettled PAP cooperative societies in accessing various services including health care, education, electricity, solid waste management, public distribution systems, and citizen (voter) identity cards.

21. Construction of Additional Social Services at R&R Sites. As noted in earlier reports, two primary schools were built by MMRDA at *Mankhurd* and *Anik* resettlement sites, which the Municipal Corporation of Greater Mumbai (MCGM) manages. A secondary school was established at *Mankhurd* in 2009. In addition, a few informal education centers run by *Sarva Shiksha Abhiyan* (Education for All Program) and private schools managed by charities in and around the R&R sites also benefit the resettled children. Some 9,499 children receive education at 39 formal schools located in and

around MUTP resettlement sites and child care centers established within the resettlement buildings. MMRDA has set up a community center at the *Majas* site which will double as a primary health care center and has provided flour mills at different R&R sites. MMRDA has transferred the required number of rooms at *Anik* resettlement site to the MCGM, where it has started running a health center. MMRDA is in the process of building a maternity cum health care center at *Mankhurd*. MMRDA is further assessing the demand for various social facilities as well as the available vacant plots in resettlement sites, so that a plan for setting up additional social facilities can be finalized. In April 2008 the Urban Development Department of the GoM took a policy decision to provide primary schools, dispensaries and health care centers at all large R&R sites developed in Mumbai, if such facilities are not available within one kilometer of the proposed resettlement site.

22. **Transferring Maintenance Fund Interest and Conveyance Deeds.** Building maintenance funds in an amount equivalent to USD 7.5 million have been deposited in joint accounts of 172, or 94.5 percent, of the 182 registered cooperative societies. Transfer of interest in an amount equivalent to USD 2 million on maintenance funds has been updated for 162 cooperative societies (interest payable to the 10 cooperative societies at *Majaj* has been adjusted as reimbursement to MMRDA against water bills paid up on their behalf by MMRDA) or 86 percent of those registered. Community management funds in an amount equivalent to USD 376,300 have been transferred to 172, or 94.5 percent, of registered cooperative societies. MMRDA is working on a comprehensive conveyance transfer policy following which conveyance deeds will be processed after the completion of the post-resettlement activities (in accordance with law, legally conveyance deeds are transferable only after 10 years of relocation).

23. **Providing Building Maintenance Manuals and Brochures to Societies.** MMRDA has distributed maintenance manuals and brochures on society management to the registered cooperative society committees. Additional information, education, and communication materials on society management and cohesive living developed by the post-resettlement consultant are being disseminated to the housing cooperative societies to further strengthen self-management of assets and facilities.

24. **Steps to Improve Water Supply at Resettlement Sites.** The water situation in the resettlement sites has substantially improved since the summer of 2006, with a relative dip in supply during April and May when Mumbai as a whole faces a supply deficit. MMRDA along with MCGM has largely addressed the inadequacy in water supply due to low pressure at the *Anik* and *Mankhurd* sites with necessary remedial measures. These include construction of separate water pumping stations and elevated water reservoirs at two locations near *Anik*. The water supply at the resettlement sites is now comparable to that in most parts of Mumbai.

25. **Improving Transport Connectivity at Resettlement Sites.** Since February 2006, there has been significant improvement in transport connectivity with the resettlement sites. The provision of bus services is periodically updated based on passenger load assessment by BEST, the agency providing bus services.

26. **Independent Impact Assessments to Determine Improvements in Living Standards and Remedial Measures.** An independent resettlement impact study was undertaken by the Tata Institute of Social Sciences, Mumbai, covering the *Anik*, *Mankhurd* and *Majas* resettlement sites in 2007-8.^a The study highlighted 80 percent PAP satisfaction with resettlement buildings; a 50 percent increase in average monthly household incomes and 80 percent job retention among relocated PAPs; the purchase of additional household assets; and an enhanced sense of social security. The study also noted the loss of supplementary incomes by women earlier employed in mixed communities, building repair issues, etc. MMRDA has initiated remedial measures, including establishment of a Livelihood Cell; repair works in several resettlement buildings; and allotment of shopping kiosks/work sheds to poor PAPs. The ToR for the final R&R Impact Assessment Study was prepared by the Bank and shared with MMRDA and the study is expected to be commissioned in CY2011. This exercise will evaluate the outcomes and document lessons learned from the R&R implementation process.

27. Since 2008, MMRDA has taken several measures to strengthen income restoration and livelihood activities with special focus on poor resettled women. It established the Livelihood Cell to promote income generating activities among the resettled women's groups. The Livelihood Cell since its inception in 2008 has taken various initiatives to economically empower women across all resettlement sites. Following the formation of the women's industrial cooperative *Sankalp* to undertake micro-enterprise activities,^b the cell embarked on the first phase of a Livelihood Enhancement Action Plan (hereafter LEAP-I) to provide income opportunities to vulnerable women PAPs. Accordingly 64 Self-Help Groups and eight Livelihood Groups were formed to enable about 1,000 women to secure sustainable monthly incomes and improve their living standards. It was observed that gainful employment without opportunities for skills development lead to stagnation and loss of interest in work. Based on the experience of LEAP-I, the Livelihood Cell has revised its strategy for LEAP-II, a sustainable livelihood generation and empowerment program for the 500 women PAPs working at present with the *Sankalp* group. LEAP-II will focus on building women's entrepreneurial skills through training, marketing and credit access. The presence of these vulnerable women engaged in gainful economic activities has had a positive demonstrative influence on other resettled women. In various resettlement sites, over 10,000 women are enrolled in different group-based income activities through Self-Help Groups. Of these, the NGO SPARC-Mahila Milan has enrolled 9,889 women, whereas the NGO SRS has enrolled 791 women, who receive vocational training for income activities. At *Anik*, the CAP Foundation^c completed its employment training programs for resettled youth.

^a MMRDA had earlier undertaken an impact assessment through independent consultants in 2003 (Tata Institute of Social Sciences, Mumbai) focusing on people resettled in the initial phase with a survey of 2,116 sample households (20 percent) and 36 focus group discussions. The IA study results similar to that recorded in 2008.

^b These activities include making and selling greeting cards, office stationery, and traditional earthen lamps; food processing; buying and selling sarees, etc. While the women's groups in Anik and Mankhurd are producing handmade consumer items, the women's group at Kanjurmarg has set up a small bakery.

^c MMRDA and the Corporate Social Responsibility wing of the Tata Consultancy Services engaged the CAP Foundation to teach English and computer skills to resettled youth.

28. The 2009 impact assessment study observed that many resettled PAPs, who earlier lived in slums and paid no levies towards water use and house occupancy, found the payment of property taxes, water and electricity bills a burden. Responding to this, MMRDA ensured concessions in property and water charges levied (through adoption of the telescoping assessment method, where levies are increased gradually) in order to enable the resettled families to adapt to their new conditions. MMRDA facilitated the participation of people living in resettlement sites in the state assembly elections by ensuring that they were issued voter identity cards. The majority of building repairs have been completed and MMRDA has prepared an action plan to complete the remaining repair works before program exit. These repair works are related to water proofing of terrace and over head water tanks, replacement of cement drainage pipes with PVC pipes, addressing dead wall seepage, repair of lifts and other fixtures. New buildings left unoccupied for long periods report maximum problems due to lack of regular maintenance. The complaint resolution centers, established at five R&R sites to strengthen estate management and address maintenance related issues, have continued to function.

Action 4: MMRDA will assist cooperative societies to maintain public assets and take measures for solid waste management in resettlement sites.

29. As a part of the post-resettlement support strategy MMRDA ensures registration of PAP housing cooperative societies, provides them with eligible technical and financial assistance, and prepares them to responsibly manage their assets and surroundings. According to the exit indicators for individual buildings, about 100 cooperative societies meet the key exit indicators for assuming self-management responsibilities.^d However, formal handover of buildings to the PAP cooperative societies has not materialized due to MMRDA's pre-occupation with registering new cooperative societies across resettlement sites (so far 342 cooperative societies have been registered including 182 MUTP-PAP cooperative societies). The exit procedure requires MMRDA to prepare and submit exit proposals for individual housing cooperative societies for review and approval by the Deputy Registrar of Societies and the IMP. The exit indicators for resettlement sites include: (a) integration of resettlement sites into urban services network including street lights, waste management, sewerage, and drainage maintenance; (b) formation of a federation of PAP cooperative societies, where feasible; and (c) resolution of urgent civil works related problems posing hazard risks (e.g. missing manhole covers). The exit strategy has been agreed upon and disclosed on the MMRDA website.

^d The achievement of overall exit indicators is as follows: (a) society registration completed for 183 buildings; (b) transfer of common facilities completed for 182 buildings; (c) transfer of community management funds (CMF) completed for 172 cooperative societies; (d) opening of joint accounts for depositing maintenance and management funds completed for 172 cooperative societies; (e) payment of interest on maintenance funds until the joint accounts are opened completed for 162 cooperative societies; (f) regular payment of water and electricity bills (bills should not be outstanding for over 6 months) updated for 101 cooperative societies; (g) completion of urgent repair works to minimize adverse safety implications completed for 42 cooperative societies reporting problems; (h) completion of the yearly statutory audit of society accounts completed by 53 cooperative societies; (i) democratic management of the PAP cooperative societies (at least one election held to choose the management committee) done by 171 cooperative societies; and (j) housing society members trained in management skills in case of 173 cooperative societies.

30. MMRDA prepared and implemented an action plan to improve environmental management at the resettlement sites with the help of a professional consultant. This involved implementation of a list of site specific actions for improving environment, health and hygiene (EHH) in MUTP colonies. MMRDA has substantially implemented this action plan (Annex 6). Major structure-related repair works have been completed in 42 resettlement buildings. MMRDA has replaced all the drain pipes in the buildings and ensured one-time cleaning of storm drains. To improve waste management, some garbage bins were supplied to the PAP housing cooperative societies and arrangements made with the MCGM for removal of solid waste from the R&R sites. MMRDA has also prepared overall environmental management plans for all MUTP sites for the local PAP cooperative societies to implement.

31. The sustainability of resettlement sites will largely depend on their integration into the urban services network, which has been delayed. MMRDA is pursuing the matter with the GoM and MCGM. MCGM has been providing basic urban services including waste collection from pick-up points in the R&R sites. MMRDA will set up federations of housing cooperatives who will take up the responsibility to manage the sites after program exit.

Action 5: MMRDA will strengthen its institutional arrangements for day to day management, assess NGOs' capacity and roles and prepare and implement a training program for sensitization and skills improvement of staff, NGOs and others involved in implementation.

32. MMRDA has strengthened its R&R capacity with additional staff, including a Social Development Specialist, Community Development Assistants, a Deputy Registrar of Societies, and a Special Land Acquisition Officer. The post-resettlement consultant completed its assignment in 2008. To continue with the post-resettlement activities, MMRDA hired two executive engineers and three social work professionals for the Livelihood Cell. MMRDA's earlier measures to streamline roles and responsibilities of NGOs, consultants, and its own staff, documented in the previous progress reports, have been sustained without deviation from the agreed guidelines. The consultative process, through which the relocation issues with residence owners, large- and medium-size shopkeepers, and the custodians of religious structures, could be resolved and progress made in addressing post-resettlement challenges, is indicative of the increased R&R management capacity of MMRDA. This also explains why MMRDA has been identified as the nodal agency for managing R&R for new infrastructure projects in Mumbai including Metro, Monorail, Airport, etc.

Action 6: MMRDA will improve its R&R process through measures such as: (a) finalizing the R&R implementation manual to define the procedures; (b) expediting the finalization of outstanding RIPs; (c) expediting the issuance of identity cards and payment of shifting allowances; (d) assessing the magnitude of relocation of community assets and synchronizing their relocation with the civil works timetable; and (e) the GoM filling the position of IMP Chairman and clarifying the IMP's role.

33. **Finalizing the R&R Implementation Manual to Define Procedures.** The updated R&R Implementation Manual is available at the PIC and on MMRDA's website.

34. **Expediting the Finalization of Outstanding Resettlement Implementation Plans (RIPs).** All RIPs have been prepared and implemented for the activities included in the project.

35. **Expediting Issuance of Identity Cards and Payment of Shifting Allowances.** MMRDA has issued identity cards to 18,547 or 97 percent of the resettled PAHs. This figure in percent terms may be higher as ID cards are not issued to legal property owners, those who have opted for non-MUTP resettlement solutions, or who retain partially affected shops/residences.

36. **Assessing Magnitude of Community Asset Relocation and Synchronizing with Civil Works Timetable.** MMRDA has completed the relocation of project affected community and religious structures except for three religious structures. MMRDA had to relocate host communities^e in order to reconstruct three mosques, two temples, a social welfare center, and two electric pylons along SCLR. Similarly, MMRDA also resettled host communities along JVLR to relocate one temple, a Sikh shrine and a cremation ground. The relocation of the three remaining religious structures (one along JVLR and two along SCLR) is still pending due to difficulties in identifying acceptable relocation sites.

37. **Position of IMP Chairman Filled by GoM and Clarification of IMP's Role.** The IMP continues to play an important role in monitoring living conditions in the resettlement sites through field visits and in facilitating MMRDA's consultations with the PAPs. To date the IMP has met 35 times and has undertaken 16 field visits for monitoring the resettlement process. It is understood that the IMP will continue to monitor the process.

Action 7: Improving data base management.

38. MMRDA has continued using its Visual Basic/Excel database for managing data and information relating to resettlement of eligible PAPs, and this database provides sufficient control of the management of the current process. The Bank team has

^e A host community is the community located on an area selected to relocate a structure affected by the road work. In order to demolish and reconstruct such a structure at an alternative location, one has to find some land. MMRDA identifies and resettles willing slums dwellers, referred to as host community here, to clear up land for relocating religious/community structures. In such cases the host community itself is relocated as part of MUTP.

continued to monitor R&R data management and the disclosure of relevant R&R information, including the lists of eligible PAPs prior to their actual relocation.

Action 8: MMRDA will engage in communications with Project-affected Persons and improve documentation.

39. MMRDA has made sustained efforts to maintain communications with the PAPs. Specific weekday hours have been set aside for face to face to meetings with PAPs by the Chief R&R, in addition to special meetings held with specific PAP groups, such as residents, shopkeepers, and custodians of religious structures. In addition, the Chief-R&R and his team meet PAPs on an almost daily basis. All relevant Project-related information is available at MMRDA's PIC and on its website.

Action 9: Improve grievance redress process.

40. This action is completed. The grievance committees were reconstituted and the process streamlined in April 2006. Since then the single member independent Grievance Redress Committees (GRCs) have heard and dealt with cases registered with them which pertained to eligibility for entitlements (claims for alternative houses or shops). The deadline for registering such grievances was May 15, 2009. The GRCs had heard and decided on all registered cases by October 10, 2011. Complainants whose claims were declined by the GRCs retain the option to seek recourse in court. The field level grievance committee has heard and resolved all 3,704 cases registered, of which 1,169 received favorable verdicts. Claimants not satisfied with the field level mechanism outcome had the option to appeal to the senior level mechanism. The senior level GRC has resolved all 902 cases registered with it as of October 10, 2011, of which it determined 294 were eligible. Parallel to this GRC process focused on entitlements, MMRDA has an established system for hearing and addressing a wide range of grievances including post-resettlement issues with specific weekdays set aside for this purpose. The PAPs will continue to have access to this mechanism through MMRDA's Chief R&R Office. In addition, PAPs will also retain access to the IMP for resolving broader policy issues including those concerning group requests. The 2008 impact assessment study recorded a high degree of PAP satisfaction with the grievance redress process.

Action 10: Operationalization of the Implementation Manual.

41. This action has been completed. The Implementation Manual was finalized, taking into account the Bank's comments, and is available at the PIC and on the MMRDA website, which is currently being updated. The manual has been used to administer the entitlements and apply relevant procedures.

IV. CONCLUSION

42. **Resettlement.** Management is satisfied with the sustained change in MMRDA's approach to resettlement management, characterized by efforts to explore negotiated solutions in consultation with PAPs. MMRDA has demonstrated willingness and ability to successfully pursue and conclude negotiations even with the more difficult or challenging cases, including large- and medium-size shopkeepers, residences and shop owners, and custodians of religious and community structures. MMRDA is in the process of carrying out the agreed redevelopment schemes for the USOA shopkeepers and resident families of 13 relocated MHADA buildings. Management continues to monitor the process. Further, MMRDA has initiated the legal process in those cases where it has not been able to resolve issues through negotiations. These include: six residences and 40 shopkeepers including 34 properties whose ownership is disputed in court. The Land Acquisition process has been initiated for the remaining six residences and six shops. MMRDA is in the process of concluding the relocation of the three remaining religious structures. Management is reasonably confident that MMRDA will be able to address these few remaining resettlement challenges in a compliant manner beyond project closure and will monitor this.

43. **Post-resettlement.** MMRDA's overall post-resettlement activities have been notable, despite the delay in exercising the exit strategy. The progress MMRDA has achieved in registering and training 95 percent of PAP cooperatives and enabling them to responsibly self-manage their affairs after program exit gives confidence that the post-resettlement strategy can be concluded in a sustainable manner. Highlights of the post-resettlement intervention include: implementation of LEAP for economic empowerment of poor resettled women; provision of key social services in resettlement sites; substantial progress in repair of works in buildings reporting problems; and some 100 cooperative societies meeting key indicators for program exit.

44. The mainstreaming of the resettlement sites into the urban services network remains a challenge even as MCGM provides the basic services. MMRDA is pursuing the matter with the GoM and MCGM regarding long-term sustainability of basic services provision to the resettlement sites. The Bank has discussed the issue with the GoM and will monitor the process. Overall, the quality of compliance in the R&R implementation has improved and over the years MMRDA has begun to take informed safeguard decisions even without the Bank's technical advice. However, Management will continue to monitor the progress of the remaining actions beyond project closure through annual technical mission. This strategy for Bank oversight over the remaining R&R process has been discussed with the Borrower. During ICR finalization, the Bank agreed with MMRDA on a timetable for implementation, reporting and monitoring of the remaining resettlement actions.

ANNEX 1: KEY RESETTLEMENT IMPLEMENTATION PROGRESS

| No | Action | Target | Revised Target | Apr-May 2005 (Panel Visit) | Feb 2006 (Mgmt Response) | Dec 2006 (First Progress Report) | Sep 2007 (Second Progress Report) | Jan 2009 (Third Progress Report) | Jan 2010 (Fourth Progress Report) | Oct 2011 (Fifth Progress Report) |
|-----------|---|---------------|-----------------------|--------------------------------------|------------------------------------|--|---|--|--|--|
| 1 | No. of households shifted to permanent houses | 17,378 | 19,394 | 12,396 (71%) | 13,877 (80%) | 15,315 (88%) | 15,784 (91%) | 16,580 (95%) | 17,134 (98%) | 19,348 (99.76%) |
| 2 | No. of affected shopkeepers provided permanent alternative shops < 225 sq.ft. (small) > 225 sq.ft. (medium and large} | 2,469 | 1,822 | 249 (15.6%) | 369 (23%) | 752 (47%) | 1,104 (69%) | 1,437 (90%) | 1,490 (93.5%) | 1,782 (97.8%) |
| | | 1,669 | 1,256 | NA | NA | 668 (61%) | 877 (81%) | 1,018 (71%) | 1,071 (94%) | 1227 (97.7%) |
| | | 800 | 566 | NA | NA | 84 (16.5%) | 227 (44.5%) | 419 (82%) | 419 (82%) | 555 (98.06 %) |
| 3 | No. of households issued identity cards ^f | 19,847 | 19,491 | 1,685 (8%) | 5,616 (28%) | 6,319 (32%) | 15,011 (75%) | 17,467 (90%) | 18,432 (98.5% of resettled PAHs) | 18,547 (97% of resettled PAHs) |
| 4 | Disclosure of beneficiaries list on the website | 19,847 | 19,491 | Nil | 10,910 (55%) | 15,627 (78%) | 16,447 (82%) | 17,467 (90%) | 18,202 (94% of total and 87% of resettled PAHs) | 18,547 (97% of resettled PAHs) |
| 5 | No. of cooperative societies registered (approximate) | 200* | 188 | 47 (27%)‡ | 48 (28%)‡ | 58 (33%)‡ | 85 (49%)‡ | 157 (90%)‡ | 174 (93%) | 182 (97%) |
| 6 | No. of maintenance funds (Interest) transferred to cooperative societies | 200* | 188 | 23 (13%)‡ | 23 (13%)‡ | 46 (26%)‡ | 46 (26%)‡ | 52 (30%)‡ | 157 of 174 registered (90%) | 162 of 182 (86%) |

^f The number of identity cards issued differs from the revised target of beneficiaries to be resettled due to the fact that some eligible beneficiaries who were issued identity cards are finally not required to be moved because of changes in the alignments.

| No | Action | Target | Revised Target | Apr-May 2005 (Panel Visit) | Feb 2006 (Mgmt Response) | Dec 2006 (First Progress Report) | Sep 2007 (Second Progress Report) | Jan 2009 (Third Progress Report) | Jan 2010 (Fourth Progress Report) | Oct 2011 (Fifth Progress Report) |
|----|---|-------------------------|----------------|----------------------------|--------------------------|----------------------------------|---|---|--|---|
| 7 | No. of cooperative societies that received Building Maintenance Funds | 200* | 188 | 47 (27%)‡ | 47 (27%)‡ | 47 (27%)‡ | 47 (27%)‡ | 125 (71%)‡ | 155 of 174 registered (89%) | 172 of 182 registered (94.5%) |
| 8 | No. of PAPs who received assistance under Community Management Funds | 2000 | NA | NA | 244 (12%) | 244 (12%) | 244 (12%) | The fund is provided to cooperative societies | The fund is provided to cooperative societies | CMF given to 172 societies |
| 9 | Transfer of common facilities (pre-school, society office and welfare centre) to cooperative societies) | 600 (for 200 societies) | 540 | Nil | Nil | 114 (18%) | 423 (70%) | 445 (82%) | For 179 societies received (100 % of the registered societies) | 183 societies (100 % of the registered societies) |
| 10 | Issue of building maintenance manuals to cooperative societies | 152 | 157 | Nil | Nil | 100 (66%) | 100 (66%) | 157 | 174 | 182 |
| 11 | No. of community assets reconstructed | 87* | 75 | NA | 16 (18%) | 18 (21%) | 50 (58%) | 60 | 69 | 69 |
| 12 | Water supply – Mankhurd (sample buildings) – lpcd | 90 | 90 | 69 | 60-65 | 70-125 | 90-150 27 buildings get 90-95 lpcd; 2 get 121 and 150 lpcd respectively | 71-171 lpcd | NA | 71-88 lpcd |
| 13 | Water supply – Anik (sample buildings) lpcd | 90 | 90 | 25 | 30 | 70-125 | 60-129 6 buildings get 60-85 lpcd; 27 buildings get 90-129 lpcd | 57-197 58% of 33 buildings received more than 90 lpcd | NA | NA |

* Revised target. A total of 188 buildings were occupied by Project closure.

‡ This represents the percentage of then fully occupied buildings where residents could register their housing cooperative societies.

**ANNEX 2: WORLD BANK SUPERVISION MISSIONS,
SINCE MARCH 2006**

March 9 – 14, 2006

| |
|--|
| Task Team Leader |
| Senior Procurement Specialist |
| Financial Management Specialist |
| Manager, Procurement |
| Senior Financial Management Specialist |
| Senior Finance Officer |
| Senior Social Development Specialist |
| Manager, Financial Management |
| Lead Social Development Specialist |

April 12 – 21, 2006

| |
|--------------------------------|
| Task Team Leader |
| Senior Environment Specialist |
| Architect |
| Regional Safeguards Advisor |
| Lead Urban Specialist |
| Social Development Consultant |
| Senior Country Program Manager |
| Senior Social Specialist |

May 2 – 5, 2006

| |
|-------------------------------|
| Task Team Leader |
| Transport Specialist |
| Transport Specialist |
| Traffic Management Specialist |

June 5 – 6, 2006

| |
|-------------------------------|
| Task Team Leader |
| Safeguards Advisor |
| Country Director |
| Social Development Consultant |
| Senior Social Specialist |

June 28, 2006

| |
|-------------------------------|
| Task Team Leader |
| Social Development Consultant |

July 25 – 28, 2006

| |
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| Task Team Leader |
| Environmental Specialist |
| Transport Specialist |
| Transport Specialist |
| Social Development Consultant |
| Senior Social Specialist |
| Environmental Specialist |
| Environmental Specialist |

August 14, 2006

| |
|-------------------------------|
| Acting Country Director |
| Social Development Consultant |
| Senior Social Specialist |

August 17 – 25, 2006

| |
|---------------------------------|
| Task Team Leader |
| Senior Procurement Specialist |
| Transport Specialist |
| Environmental Specialist |
| Transport Specialist |
| Transport Specialist |
| Financial Management Specialist |
| Social Development Consultant |
| Traffic Management Specialist |
| Rail Transport Specialist |
| Public Relations Specialist |
| Environmental Specialist |

September 25 – 26, 2006

| |
|-------------------------------|
| Social Development Consultant |
| Senior Social Specialist |

November 22 – 24 and 26 – 29, 2006

| |
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| Task Team Leader |
| Regional Safeguards Advisor |
| Senior Social Specialist |
| Social Development Consultant |
| Senior Water and Sanitation Specialist |

January 16 – 25, 2007

| |
|---|
| Task Team Leader |
| Regional Safeguards Advisor |
| Lead Urban Specialist |
| Transport Specialist |
| Financial Specialist |
| Senior Technical Advisor for Safeguards |
| Social Development Consultant |
| External Relations |
| Senior Social Specialist |
| Senior Environmental Specialist |
| Senior Water and Sanitation Specialist |
| Railway Specialist (consultant) |
| Financial Analyst |
| Environment Consultant |

February 2, 2007

| |
|---------------------------------|
| Task Team Leader |
| Civil Engineer |
| Railway Specialist (consultant) |

March 7, 2007

| |
|-------------------------------|
| Task Team Leader |
| Sector Manager, Transport |
| Social Development Consultant |

April 16 – 19, 2007

| |
|-------------------------------|
| Senior Transport Specialist |
| Social Development Consultant |

April 25 – 27, 2007

| |
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| Social Development Consultant |
| Senior Social Development Specialist |

June 6 – 7, 2007

| |
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| Task Team Leader |
| Social Development Consultant |

July 6 – 20, 2007

| |
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| Task Team Leader |
| Environmental Specialist |
| Procurement Specialist |
| Regional Safeguards Advisor |
| Lead Urban Specialist |
| Transport Specialist |
| Financial Specialist |
| Social Development Consultant |
| External Relations |
| Senior Social Specialist |
| Senior Environmental Specialist |
| Senior Water and Sanitation Specialist |
| Railway Specialist (consultant) |
| Financial Analyst |
| ATC Specialist |
| Environment Consultant |
| ICT Specialist |

August 20 – 22, 2007

| |
|-------------------------------|
| Task Team Leader |
| Country Director |
| Economist |
| Social Development Consultant |
| Water Resource Specialist |
| External Affairs Consultant |

September 26 – 28, 2007

| |
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| Task Team Leader |
| Senior Transport Specialist |
| Social Development Consultant |

November 20 – 21, 2007

| |
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| Task Team Leader |
| Social Development Consultant |

December 16 – 18, 2007

| |
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| Task Team Leader |
| Social Development Consultant |

January 7–17, 2008 / January 23–February 4, 2008

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| Task Team Leader |
| Transport Specialist |
| Environmental Specialist |
| Procurement Specialist |
| Transport Specialist |
| Regional Safeguards Advisor |
| Transport Sector Manager |
| Social Safeguards Specialist (consultant) |
| Financial Specialist |
| Financial Specialist |
| Social Development Consultant |
| External Relations |
| Senior Social Specialist |
| Senior Water and Sanitation Specialist |
| Railway Specialist (consultant) |
| Financial Analyst |
| ATC Specialist |
| Environment Consultant |
| ICT Specialist |

April 6 – 10, 2008

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| Task Team Leader |
| Transport Specialist |
| Rail Transport Specialist |
| Rail Transport Specialist |

May 14 – 15, 2008

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| Task Team Leader |
| Transport Specialist |

May 22 – 23, 2008

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| Task Team Leader |
| Social Development Consultant |

July 11 – 12, 2008

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| Task Team Leader |
| Safeguards Regional Adviser |
| Social Safeguards Specialist, (consultant) |
| Environmental Safeguards Specialist |
| Social Development Consultant |
| Senior Social Specialist |

July 23 – August 5, 2008

| |
|--|
| Task Team Leader |
| Transport Specialist |
| Procurement Specialist |
| Financial Specialist |
| Regional Safeguards Advisor |
| Transport Specialist |
| Financial Specialist |
| Environmental Specialist |
| Social Development Consultant |
| External Relations |
| Senior Social Specialist |
| Senior Water and Sanitation Specialist |
| Railway Specialist (consultant) |
| Financial Analyst |
| Environment Consultant |
| ICT Specialist |

September 15 – 16, 2008

| |
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| Transport Specialist |
| Social Development Consultant |

November 23 – November 26, 2008

| |
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| Task Team Leader |
| Transport Specialist |
| Financial Management Consultant |
| Transport Specialist |
| Environmental Specialist |
| Social Development Consultant |

January 28 – February 6, 2009

| |
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| Task Team Leader |
| Transport Specialist |
| Procurement Specialist |
| Regional Safeguards Advisor |
| Transport Specialist |
| Transport Specialist |
| Financial Specialist |
| Environmental Specialist |
| Social Development Specialist |
| External Relations |
| Senior Social Specialist |
| Railway Specialist (consultant) |
| Environment Consultant |
| Financial Management Consultant |
| ICT Consultant |

March 26-30, 2009

| |
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| Social Development Specialist |
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May 6, 2009

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| Transport Specialist |
| Transport Specialist |
| Social Development Specialist |

May 25, 2009

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| Social Development Specialist |
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June 17-28, 2009

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| Social Development Specialist |
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July 13-24, 2009

| |
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| Task Team Leader |
| Transport Specialist |
| Procurement Specialist |
| Transport Specialist |
| Transport Economist |
| Economist |
| Environmental Specialist |
| Social Development Specialist |
| External Relations |
| Senior Social Specialist |
| Railway Specialist Consultant |
| Financial Management Consultant |
| Urban Transport Planner |
| Traffic Management Specialist |

August 16-20, 2009

| |
|-------------------------------|
| Social Development Specialist |
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October 15, 2009

| |
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| Transport Specialist |
| Transport Specialist |
| Social Development Specialist |

February 15-19, 2010

| |
|---------------------------------|
| Task Team Leader |
| Transport Specialist |
| Procurement Specialist |
| Project Management Specialist |
| Economist |
| Environmental Specialist |
| Social Development Specialist |
| External Relations |
| Senior Social Specialist |
| Railway Specialist (consultant) |
| Financial Management Consultant |
| Urban Transport Planner |
| Traffic Management Specialist |

April 9, 2010

| |
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| Transport Specialist |
| Social Development Specialist |

April 22, 2010

| |
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| Transport Specialist |
| Social Development Specialist |

May 12-14, 2010

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| Transport Specialist |
| Social Development Specialist |

May 22-23, 2010

| |
|-------------------------------|
| Lead Transport Specialist |
| Social Development Specialist |

July 14 – 26, 2010

| |
|-----------------------------------|
| Task Team Leader |
| Transport Specialist |
| Senior Transport Specialist |
| Consultant |
| Regional Safeguard Advisor |
| Urban Transport Specialist |
| External Relations Advisor |
| Procurement Specialist |
| Environmental Specialist |
| Social Development Specialist |
| Financial Management Consultant |
| Railway Specialist (consultant) |
| Governance and Finance Specialist |
| Junior Economist |

October 18-19, 2010

| |
|-------------------------------|
| Transport Specialist |
| Social Development Specialist |
| Country Operations Advisor |

February 3-4, 2010

| |
|---|
| Sector Director, Social Development |
| Sector Manager, South Asia Sustainable Development (Social) |
| Social Development Specialist |

January 31 –February 11, 2011

| |
|--|
| Transport Specialist and Acting Task Team Leader |
| Senior Transport Specialist |
| Lead Transport Specialist |
| Project Management Specialist |
| Sr. Procurement Specialist |
| Environmental Specialist |
| Social Development Specialist |
| Financial Management Consultant |
| Financial Management Specialist |
| Railway Specialist (consultant) |
| Consultant, Railway Specialist |
| External Relations Advisor |
| Governance & Finance Specialist |

February 14-16, 2011

| |
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| Vice President, Sustainable Development Network |
| Sector Director, South Asia Sector Sustainable Development |
| Country Manager, India |
| Country Operations Advisor |
| Country Sector Coordinator, Sustainable Development Network |
| Task Team Leader |
| Social Development Specialist |

May 2-4, 2011

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| Social Development Specialist |
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May 15-16, 2011

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| Managing Director |
| Regional Vice-President, SARVP |
| Country Director, India |
| Country Operations Advisor |
| Sr. Rural Water Specialist |
| External Relations Advisor |
| Task Team Leader |
| Social Development Specialist |

May 23-28, 2011

| |
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| Task Team Leader |
| Transport Specialist |
| Senior Social Development Specialist |
| Financial Specialist |

July 25-29, 2011

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| Social Development Specialist |
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September 20-23, 2011

| |
|-------------------------------|
| Social Development Specialist |
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October 10-14, 2011

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|---|
| Transport Specialist and Task Team Leader |
| Senior Social Development Specialist |
| Senior Operations Officer, OPCQC |
| Social Development Specialist |

October 17-18, 2011

| |
|---|
| Country Director |
| Operations Advisor |
| Governance Advisor |
| Lead Transport Specialist |
| Transport Specialist and Task Team Leader |
| Social Development Specialist |

ANNEX 3: MUTP: STATUS OF ISSUES AS OF OCTOBER 15, 2011

| Issue | Status as of October 15, 2011 | Comments |
|---|-------------------------------|---|
| Resettlement of Shopkeepers | | |
| <i>1. Shopkeeper Resettlement Options</i> | | |
| 1.1 Complete negotiations / resettlement with all affected shopkeepers of SCLR. | Completed | Negotiations have been completed with the affected shopkeeper groups along SCLR. Over 95 percent of SCLR shopkeepers have been resettled, including 200 medium- or large-size shops. Both groups of SCLR shopkeepers (KNWA) and USOA (IP Requesters) have signed MoU with MMRDA for resettlement <i>in-situ</i> or close by in MN Nagar. MMRDA has started legal process for relocating 34 shops having court cases and 6 land owners. (The 34 shopkeepers, mostly tenants, joined negotiations and have agreed to join the <i>in-situ</i> schemes, however, are unable to vacate sites as these shops are in the court receiver category due to title dispute) Bank continues to monitor and advise MMRDA to expedite the resettlement of shopkeepers. |
| 1.2 Complete negotiations / resettlement of affected shopkeepers of other sub-projects (non-SCLR). | Completed | Thus far 1,782 shopkeepers have been resettled, including 555 medium- or large-size shopkeepers. Negotiation and resettlement of shopkeepers from JVLR and Thana-Kurla Rail corridor was completed earlier. SATIS and ROBs were deleted from the Project as a part of restructuring in 2008. Relocation of one hotel has been delayed due to court litigation and shall be resolved by leaving the structure undisturbed beyond the road, with some modification. |
| <i>2. Affected Employees</i> | | |
| 2.1 MMRDA will publicize the R&R policy, which provides one year's income on a one-time basis to those employees who are not re-employed as a result of Project resettlement. | Completed | The provision of assistance to affected employees is described in the Implementation Manual which is disclosed in the PIC and uploaded on MMRDA's website. |
| 2.2 MMRDA will process such cases of assistance as and when formal requests are received. The amount of income will be determined by a valuation committee, per the R&R policy. Funding for this assistance will come from the Bank-financed portion of MUTP. | Action in progress | MMRDA is yet to receive any requests from the affected employees for assistance. The reasons are that large employers were not affected, or carried their employees. Other employees did not claim benefits as this involved continuous unemployment for three months, whereas the dynamic labor market offered jobs. The Bank continued to monitor this issue. |
| 2.3 Employees will be issued identity cards prior to displacement of the business unit. | Completed | Issuance of identity cards to employees has been continued. The Bank monitored the issuance of identity cards to employees prior to their displacement. |

| Issue | Status as of October 15, 2011 | Comments |
|---|----------------------------------|---|
| Post-Resettlement | | |
| <i>3. Implementation</i> | | |
| 3.1 MMRDA will strengthen the R&R management system and engage additional staff for the timely completion of the registration process of the cooperative societies. | | |
| 3.1.1. Complete registration of 80 housing cooperative societies in addition to the initially registered 48 societies | Completed | Society registration has been completed for 182 (97%) occupied buildings and registration is in process for three cooperative societies. The remaining three cooperative societies have not been registered due to partial occupancy or non-cooperation from the resettled residents. |
| 3.1.2 Implementation of cooperative management action plan. | Completed | MMRDA implemented the cooperative management action plan through its consultant, Tata Consultancy Services, which completed its assignment in 2008. MMRDA carried forward the process and continues to provide post R&R support to the resettled people including training and mainstreaming linkage to the PAP cooperative societies for self management and to poor women groups for income restoration. Training has been completed for 173 cooperative societies, common facilities have been transferred to 183 cooperative societies and maintenance funds deposited in joint accounts for 172 cooperative societies. MMRDA is working on a comprehensive conveyance transfer strategy. The Bank continues to monitor the process. |
| 3.2 Construction of social services at R&R sites. | Substantially completed | Key social services provided in the resettlement sites include schools, a health care/community center, internal roads and street lights, water supply and transport services, and storm water drainage. MMRDA provides networking support to the resettled PAP cooperative societies in accessing various services including health care, education, electricity, solid waste management, public distribution systems, and citizen (voter) identity cards. Primary schools have been established at Anik and Mankhurd, with a secondary school established at Mankhurd. In addition, one private school at Mankhurd and two private schools at Anik are managed by charities. Child care centers in resettlement buildings, 39 schools, education centers run by Sarva Shiksha Abhiyan and private schools managed by charities in and around the R&R sites benefit some 9,499 resettled children. MCGM has started to run a health center at Anik in rooms provided by MMRDA; a maternity care cum health center is under construction at Mankhurd. MMRDA has constructed a community hall at Majaj which will double up as a health center. MMRDA is assessing further the need for and availability of vacant plots for building other required social facilities in different R&R sites. |

| Issue | Status as of October 15, 2011 | Comments |
|--|-------------------------------|--|
| 3.3 MMRDA will facilitate, through the GoM, the transfer of maintenance funds to the cooperative societies that have been established. If there is a delay, interest on the maintenance funds will be transferred within 3 months of the end of the financial year. | <i>Completed</i> | Transfer of outstanding interest on maintenance deposits of USD 2 million has been done for 162 cooperative societies; maintenance funds of USD 7.5 million have been deposited in joint accounts for 172 of THE 182 registered cooperative societies; the cooperative societies directly withdraw the interest amount from these joint accounts. Community management funds of USD 376,300 have been provided to 172 cooperative societies. The Bank is monitoring the process. |
| 3.4 Transfer of conveyance deeds to first 48 cooperative societies. | <i>Action in progress</i> | MMRDA is working on a comprehensive conveyance transfer policy for the resettlement sites which will be implemented as a part of the exit strategy. |
| 3.5 Transfer of conveyance deeds to next 80 cooperative societies. | <i>Action in progress</i> | MMRDA is working on a comprehensive conveyance transfer policy for the resettlement sites which will be implemented as a part of the exit strategy. |
| 3.6 Training and building facilities maintenance manuals and brochures will be provided to cooperative societies' committee members to support proper management of the societies, maintenance of lifts and provision of services, such as water supply, sewerage, solid waste management, etc. The Bank is following up with MMRDA on specific additional measures to assure sustainable self-management of cooperative societies in the longer term. | <i>Completed</i> | The maintenance manuals have been distributed to 182 cooperative societies in the Mankhurd, Asgaonkar, Anik, Kanjurmarg and Majas sites. Tata Consultancy Services prepared a range of information, education and communication materials on society management and cohesive living which are being disseminated among the PAP cooperative societies. |
| 3.7 MMRDA will work with the GoM to engage with MCGM on steps required to improve water supply at the resettlement sites. | <i>Completed</i> | The water supply situation has considerably improved in the resettlement sites, despite reports of relative short supply in a few buildings at Anik during April and May when the city experiences water scarcity. MMRDA in coordination with MCGM has largely addressed the inadequacy in water supply due to low pressure at the Anik and Mankhurd sites with necessary remedial measures including construction of separate water pumping stations and elevated water reservoirs at two locations near Anik. Water supply in resettlement sites is comparable to other parts of Mumbai. |
| 3.8 The Bank is pursuing measures with GoM and MMRDA to improve transport connectivity to resettlement colonies. | <i>Completed</i> | Access to and availability of bus service from the resettlement colonies is comparable to that of other areas of Mumbai. Major bus routes are within 1-2 km of the Mankhurd and Anik resettlement colonies. The provision of bus services is periodically updated based on passenger load assessment by BEST, the agency providing bus services. |

| Issue | Status as of October 15, 2011 | Comments |
|---|--------------------------------|---|
| 3.9 Independent resettlement impact assessments will be carried out as and when due for each resettlement site. Remedial measures, if required, will be implemented. | <i>Completed</i> | Tata Institute of Social Sciences (TISS) carried out an independent R&R impact assessment study in Mankhurd, Majas and Anik sites in 2007-8. The study highlighted 80 percent PAP satisfaction with resettlement buildings; 50 percent increase in average monthly household incomes and 80 percent job retention among relocated PAPs; the purchase of additional household assets; and enhanced sense of security. The study also noted the loss of supplementary incomes by women earlier employed in mixed communities, building repair issues, etc. MMRDA has been implementing remedial measures (livelihood strengthening and building repair works) as a follow up to concerns raised in the report. The Bank continues to monitor the process. The ToR for the final R&R Impact Assessment Study has been shared with the Borrower and the study is expected to be commissioned in CY2011. |
| Environmental Management of Resettlement Sites | | |
| <i>4. Maintenance of Public Assets; Waste Management</i> | | |
| 4.1 MMRDA will assist the ad hoc cooperative housing societies to survey repairs needed to rectify construction defects, such as water and sewerage networks, plumbing and civil works, before expiration of the contractors' liability period. | <i>Substantially completed</i> | MMRDA has completed the majority of civil works related repairs at resettlement buildings. As part of the exit strategy, MMRDA agreed on a set of indicators that require completion of pending civil/ repair works, which MMRDA has been implementing and expects to complete in the coming months. The Bank will continue to monitor the process. |
| 4.2 MMRDA has prepared maintenance manuals which will be handed over to each registered cooperative society. | <i>Completed</i> | See Item 3.6. |
| 4.3 MMRDA is liaising with MCGM to provide necessary community facilities, including tree plantation. | <i>Substantially completed</i> | MMRDA prepared environmental management action plans for resettlement sites with the help of professional consultants, one of which was implemented at Kanjurmarg as a pilot. The PAP cooperative societies are implementing the environmental management plans in other resettlement sites, with the help of NGOs if possible. These plans focus on waste management, health and hygiene and tree plantation in resettlement sites. The Bank continues to monitor the progress. Annex 6 provides an update. |
| 4.4 Concerned Ward Offices will be asked to route solid waste collection vehicles to the resettlement sites for the timely collection and disposal of waste. | <i>Substantially completed</i> | MCGM is providing basic services to the resettlement sites including water, solid waste management, drainage etc. MMRDA is pursuing the matter with GoM and MCGM to ensure long term sustainability of basic services provided in resettlement sites. MMRDA will set up federations of housing cooperatives who will manage the sites after program exit. The Bank will continue to monitor the progress on this issue. |

| Issue | Status as of October 15, 2011 | Comments |
|--|----------------------------------|--|
| Overall Management of R&R Implementation | | |
| <i>5. Strengthening Institutional Arrangements for R&R</i> | | |
| <p>5.1 Day-to-day R&R management (with delegated administrative and financial authority) will be undertaken by a Chief Officer (R&R) reporting to the Project Director. The R&R Chief will be supported by 12 officers with backgrounds in R&R management and community development, data base management, land acquisition, environmental management, estate management, public relations, registration of societies, legal, etc. Functions and responsibilities of key officers will be documented soon. Requirements for other support staff will be assessed and provided accordingly. The Bank Task Team will work closely with MMRDA to ensure that effective and efficient management systems are put in place.</p> | Completed | <p>MMRDA has strengthened its R&R capacity with a new Project Director, additional managers, community development associates, a social scientist, and estate managers. MMRDA has established a special Livelihood Cell to address income restoration issues. MMRDA is implementing the Livelihood Support Program-Phase II for 1,000 women. In resettlement sites, over 10,000 women are enrolled in micro credit and vocational activities. The earlier appointed Deputy Registrar-Cooperatives continues to support the society registration process. MMRDA has completed registration of housing cooperative societies in 372 resettlement buildings including 182 MUTP buildings. The Chief R&R manages overall resettlement operations. MMRDA has hired additional staff to carry forward the post-resettlement process. The resettlement unit has expanded its support to all resettlement sites including the MUTP sites.</p> <p>The Bank social development specialist focused on MUTP has been working closely with MMRDA.</p> |
| <p>5.2 MMRDA will review and assess the NGOs' capacity and future role.</p> | Completed | <p>MMRDA has streamlined roles and responsibilities of NGOs, consultants and its staff members, which has been sustained without deviation from the agreed guidelines.</p> |
| <p>5.3 MMRDA will prepare and implement a training program for the sensitization and skills improvement of R&R staff, NGOs, and others concerned with R&R implementation.</p> | Completed | <p>MMRDA has conducted training programs on issues of interest for its staff. The Bank continues to monitor the process.</p> |
| <i>6. Improving the R&R Process</i> | | |
| <p>6.1 MMRDA will further define procedures in the R&R Implementation Manual.</p> | Completed | <p>The updated R&R Implementation Manual is disclosed at the PIC and uploaded on MMRDA's website. No further action is required.</p> |
| <p>6.2 Strengthen data base capability for effective management of resettlement and post-resettlement.</p> | | <p>See Items 7.1 and 7.2 below.</p> |
| <p>6.3 MMRDA will expedite:</p> <p>6.3.1 Finalizing the draft RIP for SCLR up to 45.7 meters with flexibility to proceed on a section-by-section basis.</p> | Completed | <p>The revised RIP for SCLR was finalized and endorsed by the Bank and was disclosed on MMRDA's website and PIC, and the Bank's Info Shop in 2006.</p> |

| Issue | Status as of October 15, 2011 | Comments |
|--|--|---|
| 6.3.2 Finalizing the draft RIP for SATIS, to be submitted to the Bank when railway clearances are obtained for the sub-project. | <i>N/A</i> | The SATIS component was removed from the Project as a part of restructuring in 2008. |
| 6.4 Finalizing the Vikhroli ROB draft RIP. | <i>Completed</i> | The RIP for Vikhroli ROB was completed; however this was removed from the Project in 2008. |
| 6.5 Updating the baseline socio-economic survey data for JVLR and Jogeshwari ROBs. | <i>Completed</i> | MMRDA completed the updating of the baseline survey for JVLR in 2006 and resettlement has been completed. No further action is envisaged. |
| 6.6 MMRDA will improve on timely reporting and the submission of progress reports. The Bank Task Team will work with MMRDA on report content and frequency. | <i>Completed</i> | MMRDA sent periodic progress reports to the Bank in an agreed format, which the Bank team reviewed. The Project came to closure on June 15, 2011. |
| 6.7 MMRDA will expedite timely issuance of identity cards and payments of shifting allowances for PAPs shifting to new resettlement sites. | <i>Substantially completed</i> | MMRDA has issued identity cards to 18,547 or 97 percent of the resettled PAHs. The Bank continues to monitor the progress on this issue. |
| 6.8 Road project impacts on community assets will be assessed and their relocation and reconstruction will be synchronized with the timetable for civil works. | <i>Substantially completed</i> | MMRDA has completed relocation of 69 religious and community structures (except two religious structures along SCLR and one temple along JVLR) through negotiations with the local custodians. Many of them received alternative apartments or free plots and financial assistance to reconstruct their structures. The Bank continues to monitor the progress on this issue. |
| 6.9 The GoM will fill the post of Chairman, IMP and will elaborate on and clarify the IMP's role. Secretarial assistance will be provided to the IMP. | <i>Completed</i> | The IMP, re-constituted in mid-March 2006, has been actively monitoring key resettlement implementation aspects. To date the IMP has met 35 times and has undertaken 16 field visits for monitoring the resettlement process, which has enormously helped to monitor and improve lives of the resettled people. No further action is required. The Bank continues to monitor action taken on IMP decisions. |
| 7. Improving Data base Management | | |
| 7.1 MMRDA is in the process of procuring state-of-the-art software for the management of all the R&R-related data. | <i>Completed</i> | MMRDA is using its Visual Basic/Excel database for managing data and information relating to resettlement of eligible PAPs, and this database provides sufficient control of the management of the current process. The Bank team has continued to monitor R&R data management and the disclosure of relevant R&R information, including the lists of eligible PAPs prior to their actual relocation. No further action is required. |

| Issue | Status as of October 15, 2011 | Comments |
|---|--------------------------------|---|
| 7.2 Systems will be put in place for providing inputs, updating, using and retrieving various types of information related to R&R and post-resettlement implementation. The data base will be linked with family photo IDs to facilitate tracking and management of the process. The resettlement support consultants will conduct hands-on training for MMRDA staff. | Substantially completed | MMRDA has decided to continue using its Visual-Basic and Excel database while pursuing the refinement of the Oracle database, in view of delays involved in operationalizing the Oracle package. The Bank continues to monitor data management. |
| 8. Improving Communications and Consultation | | |
| 8.1 MMRDA will enhance communication with PAPs and improve documentation. | Completed | MMRDA has improved its communications and consultations with the PAPs. Specific weekday hours have been set aside for face to face meetings with PAPs by the Chief R&R, in addition to special meetings held with specific PAP groups, such as residents, shopkeepers, and custodians of religious structures. In addition, the Chief R&R and his team meet PAPs almost on a daily basis. The key Project-related documents are disclosed in the PIC and on the website. The Bank continues to monitor the process. |
| 8.2 MMRDA will make separate space arrangements for a PIC at MMRDA. It will also ensure the timely availability of relevant documents and brochures. | Completed | MMRDA continue to maintain the PIC at its office. No further action is required. |
| 8.3 The Bank Task Team will work with MMRDA to assess and implement training needs in public consultation and communications. | Completed | The Bank organized a one-day session on public consultation and communications for the staff of MMRDA and NGOs in February 2006. The Bank social development specialist provided MMRDA technical guidance on consultation and communications with PAPs on a regular basis. |
| 9. Grievance Redress | | |
| 9.1 MMRDA will provide support staff to the field level GRC to expedite the hearing and disposal of cases and to improve recording and reporting of decisions. | Completed | MMRDA provided necessary support (secretarial assistance and computers) to the field level GRC to improve the hearing and disposal of cases. The field level GRC resolved 3,704 cases. The senior level GRC has resolved all 902 cases registered with it. 1169 cases received positive verdicts by the field level GRC whereas 294 cases were validated by the senior level GRC. |
| 9.2 A separate one-page brochure on the updated grievance redress process will be prepared, circulated, and posted on the Project website. | Completed | The updated grievance redress process was incorporated in the Implementation Manual (Chapter 29) and disclosed in the PIC and uploaded on the website. The main improvement in the process was the specification of a clear timeframe for registering a grievance and confirmation that the resettlement of a petitioner would not be carried out before the grievance process was completed. Brochures in English and Marathi were printed and attached to allotment letters/eviction notices. The field level GRC has resolved all the pending cases. No further action is envisaged. |

| Issue | Status as of October 15, 2011 | Comments |
|---|-------------------------------|---|
| 9.3 The Bank Task Team will work closely with MMRDA staff to evaluate the current status of the system, support its revision, and facilitate its effective implementation. | <i>Completed</i> | The process has been streamlined and is improving. There has been a remarkable shift in MMRDA's approach to resettlement, characterized by its openness to pursue negotiated solutions in consultation with PAPs. MMRDA has been managing post-resettlement issues on its own after the management consultant's exit. It established field level Grievance Redress Centers at five key resettlement sites to resolve site specific issues. The IMP has met 35 times and has undertaken regular field visits to resettlement sites, has listened to PAPs and has monitored action-taken reports submitted by MMRDA on remedial measures suggested. The Bank social development specialist has focused on MUTP since March 2006. The resettlement Impact Assessment study (2007-8) indicated a high level of PAP satisfaction with the grievance redress process. |
| <i>10. Operationalization of the Implementation Manual</i> | | |
| 10.1 MMRDA will finalize the Implementation Manual in consultation with the Bank, GoM, and consultants. The MMRDA will then identify procedures specified in the Implementation Manual that will be used for the balance of R&R activities and notify the relevant agencies regarding its implementation: | | |
| 10.1.1 Revise and amend Implementation Manual to include R&R and environmental procedures. | <i>Completed</i> | The Implementation Manual has been revised in close consultation with Bank staff. No further action is envisaged. |
| 10.1.2 Finalization of Implementation Manual | <i>Completed</i> | The Implementation Manual has been finalized taking into account the Bank's comments and is now disclosed in the PIC and uploaded on the website. No further action is envisaged. |
| 10.1.3 Operationalization of the Implementation Manual | <i>Completed</i> | The Implementation Manual finalized in 2006 is being used to administer the entitlements and apply procedures. The Implementation Manual will be updated as appropriate. |

**ANNEX 4: MUTP: STATUS OF IMPEDIMENTS AND R&R RELATED ISSUES
FOR JVLR & SCLR (OCTOBER 2011)**

| SN | Impediments | Location/Name | Difficulties, Challenges, Risks | Remedial Steps Taken/ Progress Made So Far | Estimated Timeframe for Closure |
|--------------------------------------|---|--|--|---|--|
| Jogeshwari-Vikhroli Link Road | | | | | |
| 1. | <ul style="list-style-type: none"> About 250 shops including about 180 shops with area above 225 sq. ft including 20 titleholder shops 123 households | 2000-2460 and 2890-3600, RHS, ⁷ JVLR-II (Powai) | Prolonged deadlock in negotiations for R&R due to strong resistance from owner-occupants | <ul style="list-style-type: none"> Issues resolved through negotiations 170 shops >225 sq. ft resettled Owner occupants offered equivalent shop area (even when exceeding 750 sq. ft, which is beyond MUTP R&R Policy) 209 shopkeepers resettled at an attractive shopping mall All residential PAHs resettled Resettlement completed except for one case involving court litigation | The remaining case (the hotel) will be resolved by partially modifying the structure beyond the RoW (expected by December 2011) |
| 2. | 14 marble shop owners | 3660-2920 RHS, JVLR-II, Adi Sankaracharya Marg | Strong resistance from marble shop owners to relocation moves; demand for alternative land difficult to meet in view of scarcity of land in Mumbai | <ul style="list-style-type: none"> Issues resolved through negotiations MMRDA provided <ul style="list-style-type: none"> (a) equivalent shop area in exchange for affected shop area at Powai shopping mall (b) TDR⁸ for affected land area (c) shop area equivalent to the value of land in case of fully affected land area (above 80 percent) at Powai shopping mall | Completed |
| 3. | Transfer of 1100 sq. mts. of IIT Land | 2080-3575 LHS, ⁹ JVLR-II; Powai | Approval of MHRD, ¹⁰ GoI needed and MoU with IIT ¹¹ to be signed and executed; Challenges in inter-agency coordination involving IIT, GoM, and GoI delayed the | <ul style="list-style-type: none"> MHRD, GoI approval obtained MoU for transfer of land signed between MMRDA and IIT-Mumbai Transfer of land requires relocation of IIT structures affected by road work | <ul style="list-style-type: none"> Transfer of IIT land obtained for civil work for 30 mts. road width and for 45.7 mts Relocation of structures (IIT) started |

⁷ RHS: Right Hand Side of the road

⁸ Transfer of Development Rights

⁹ LHS: Left Hand Side of the road

¹⁰ Ministry of Human Resources Development

¹¹ IIT: Indian Institute for Technology, premier technical institute managed by the Union Ministry of Human Resource Development

| SN | Impediments | Location/Name | Difficulties, Challenges, Risks | Remedial Steps Taken/ Progress Made So Far | Estimated Timeframe for Closure |
|----|---|--|---|---|--|
| | | | process | | <ul style="list-style-type: none"> Transfer of IIT land completed |
| 4. | Acquisition of small parcels of land in different stretches | <ul style="list-style-type: none"> Cremation Ground wall, 80-190 RHS, JVLR-I; Pratap Nagar Part of Green Field Society compound, 620-1400 RHS, JVLR-I Opp. Fantasy Land Land for the required pedestrian subway staircase; 4300 RHS, JVLR-III, Pameri Nagar IES School compound, 4080-4160 EHS, JVLR-III, Pameri Nagar | LA ¹² process has hit road blocks due to cumbersome legal procedures, unclear title in some cases, and lack of coordination between MSRDC and MMRDA; joint measurements of land pending in some cases | <ul style="list-style-type: none"> MSRDC¹³ has redrawn the road alignment where LA process remains protracted (Green Field Society) LA for cremation ground wall portion not needed in view of plans for shifting cemetery LA from IES School, for PGSS dropped; alignment redrawn | <p>Green Field Society land not required</p> <p>Pyre place wall reconstruction completed</p> |
| 5. | Relocation of Religious/common property structures | <ul style="list-style-type: none"> Ganesh temple/ Condivita cave; 2650-2750, JVLR-III; Sariput Nagar Buddha Temple, 370 RHS, JVLR-I, Pratap Nagar Hanuman Temple, JVLR-II, Powai Suvarna Temple, Powai, JVLR-II, Powai | <ul style="list-style-type: none"> Approval of ASI¹⁴ required; Difficulty faced due to stringent ASI norms; Approval process stalled due to Public Interest Litigation filed by NGO in Mumbai High Court Alternative locations need to be identified for relocating temples in consultation with the structure custodians | <ul style="list-style-type: none"> MSRDC obtained ASI approval; alternative land identified and temple relocated; Police department has shifted its outpost Negotiations to shift Suvarna Temple and Buddha Vihar failed; road realigned Relocation of Hanuman Temple is explored by providing alternative site | Expected to be completed by December 2011 |
| 6. | About 150-200 | 000-210 RHS, | These squatters, said | MMRDA has redrawn work | Dropped |

¹² LA: Land Acquisition

¹³ MSRDC: Maharashtra State Road Development Corporation

¹⁴ Archaeological Survey of India

| SN | Impediments | Location/Name | Difficulties, Challenges, Risks | Remedial Steps Taken/ Progress Made So Far | Estimated Timeframe for Closure |
|------------------------------------|--|--|--|---|---------------------------------|
| | Squatters | JVLR-II and 4440-4480, JVLR-I at the Pipeline Bridge, Milind Nagar | to be re-encroachers, have to be relocated; survey challenging due to interference of local leaders | plan due to difficulties in listing the squatters | |
| Santacruz-Chembur Link Road | | | | | |
| 1. | 247 Shopkeepers including about 140 large and medium ones (USOA, KNWA) | Kismat Nagar, 000-325 RHS SCLR | <ul style="list-style-type: none"> • Shopkeepers strongly resisted R&R process • Demand for <i>in-situ</i> scheme • Proposed private <i>in-situ</i> development scheme requires administrative clearances involving change in land use regulations • Final closure of agreement for <i>in-situ</i> scheme pending due to internal differences among shopkeepers (USOA) | <ul style="list-style-type: none"> • MMRDA resettled 40 shopkeepers at MN Nagar, BKC¹⁵ in 2006 • Negotiation for an <i>in-situ</i> redevelopment scheme with about 47 USOA shopkeepers and KNWA shopkeepers done; affected parts of their shops removed for civil works • 85 members of USOA signed MoU with MMRDA for relocation to a shopping complex at MN Nagar; vacated the affected portions of their shops in 2010 • 34 shop willing to join private <i>in-situ</i> scheme await a Court permission to relocate as their structures are in dispute in Court; • MMRDA has recommended <i>in-situ</i> scheme to the GoM requesting change in land use • Land acquisition started for 5 land owner shops | Completed |
| 2. | 64 households of 2 MHADA buildings | 925-1000, Netaji Nagar | <ul style="list-style-type: none"> • Residents demanding <i>in-situ</i> redevelopment or relocation within BKC • Success of <i>in-situ</i> scheme depends on consent of households of 2 unaffected buildings | <ul style="list-style-type: none"> • Further to inconclusive negotiations for <i>in-situ</i> redevelopment, the MHADA residents challenged MMRDA's offer of 485 sq. ft. flats in a new building at MN Nagar with rental allowance until the building is ready; High Court has validated MMRDA's offer and has ordered residents to vacate premises latest by November 6, 2011. Residents arranging to vacate houses | |
| 3. | Relocation of 180 | 1700-2125 Sawle | Survey was not done | <ul style="list-style-type: none"> • Baseline survey carried out | Completed |

¹⁵ Bandra Kurla Complex

| SN | Impediments | Location/Name | Difficulties, Challenges, Risks | Remedial Steps Taken/ Progress Made So Far | Estimated Timeframe for Closure |
|-----|--|--|---|---|---|
| | squatters for diversion of drain across road | Nagar | as part of original baseline survey. Drain alignment was finalized after RIP was prepared. Resettlement of affected households required negotiations | <ul style="list-style-type: none"> PAHs resettled by MMRDA following approved procedure | |
| 4. | About 4-5 structures and facilities on Railways land | 2125-2500, Sawle Nagar | MMRDA can not relocate these structures as these are Railways property, which needs to be cleared for the overbridge | <ul style="list-style-type: none"> MSRDC has deposited required amount with Railways for relocation of these facilities Railways have removed key structures and a couple are to be relocated | Expected to be completed by December 2011 |
| 5. | Relocation of about 260 legal residents of 13 MHADA buildings | 2125-2775, Tilak Nagar | <ul style="list-style-type: none"> Residents resist relocation to any MUTP R&R site Demand <i>in-situ</i> redevelopment of their buildings beyond road alignment Initial negotiations failed | <ul style="list-style-type: none"> MMRDA and MHADA residents jointly developed redevelopment plan and signed MoU offering 50 percent extra floor space to the residents MMRDA provides rent allowance till the <i>in situ</i> scheme is completed MHADA residents vacated the site in 2010 | Completed |
| 6. | About 50 residential squatters | 2775-3000, Rahul Nagar | These structures were identified to be relocated after final alignment was shifted to avoid affecting Railways land | <ul style="list-style-type: none"> Additional baseline survey completed; allotment proposal cleared; PAPS shifted | Completed |
| 7. | About 40 shopkeepers | 3000-3200, Santajog Marg | Shopkeepers resistant to relocation to any MUTP site | <ul style="list-style-type: none"> 28 shopkeepers relocated to BKC; rest relocated to other sites | Completed |
| 8. | 3-5 MCGM staff residential structures (Row house, building) | 2775-3200 Rahul Nagar, /000-294 Panchsheel Nagar | Inter-agency coordination between MCGM and MMRDA required | <ul style="list-style-type: none"> Negotiation completed and the houses included in the Netaji Nagar MHADA redevelopment scheme | Completed |
| 9. | About 50 shopkeepers at Arm-I | 000-294, Amarmal Junction | Survey carried out for 9 mts width; additional survey required for 20 mts width as per final alignment | <ul style="list-style-type: none"> This is excluded from MUTP. New elevated exchange planned | Not likely to be undertaken |
| 10. | Relocation of public utilities and facilities: <ul style="list-style-type: none"> 2 electric pylons 1 dispensary 1 welfare centre 9 religious structures | 3000-3200 Panchsheel Nagar Religious structures in different stretches | <ul style="list-style-type: none"> Identifying alternate land for relocation challenging Host communities not cooperative Strong sensitivities involved in case of religious structures | <ul style="list-style-type: none"> Land cleared for relocating these structures Affected religious structures relocated except the Mosque for which alternative Mosque is being built Land for relocating Pylons cleared by resettling squatters; Pylon relocation | Expected to be completed by December 2011 |

| SN | Impediments | Location/Name | Difficulties, Challenges, Risks | Remedial Steps Taken/ Progress Made So Far | Estimated Timeframe for Closure |
|-----------|---|-----------------------------------|---|---|---|
| | | | | completed | |
| 11 | Acquisition of small parcels of land in different stretches | In different stretches along SCLR | Joint measurements yet to be carried out in some cases for issuing notices; process slow due to inadequate coordination | LA process substantially completed | More time needed to complete a few critical LA cases remaining along SCLR |

ANNEX 5: PROCEDURE FOR IMPLEMENTATION OF BALANCE OF RESETTLEMENT
ACTIVITIES FOR ROAD OVER BRIDGES (ROB) REMOVED FROM MUTP AS PART OF
PROJECT RESTRUCTURING

1. All PAPs resettled to date will be considered as PAPs affected by MUTP and will be extended all post-resettlement assistance as available to other PAPs.
2. Entitlements as available in Appendix-I of the R&R policy will be made available to the balance of PAPs from the ROBs.
3. All remaining PAPs to be resettled from three ROBs will be given a choice of site selection, depending on availability, from among all MUTP/Mumbai Urban Infrastructure Project (MUIP) sites, including the Bhandup market complex for people affected by the Vikhroli ROB.
4. A period of one month from the date of announcement in the newspapers will be given to PAPs for choice of the site. The details of remaining eligible PAPs and number of units available in all the sites will be posted on the website prior to newspaper announcements.
5. MMRDA will share the list of eligible PAPs with the World Bank for information and resettlement will be implemented using MMRDA procedures in place for other projects outside MUTP.
6. If PAPs approach the Bank with grievances, the Bank shall direct them to MMRDA mentioning that the applicable resettlement process is available on the MMRDA website.
7. MMRDA will publicly disclose the resettlement process and entitlements for ROBs in at least one national and one local newspaper and invite eligible PAPs to choose the site, subject to availability, on first-come first-served basis.
8. The payment of compensation for private land and properties will be carried out in accordance with the provisions of the Land Acquisition Act and other applicable acts.
9. All the complaints and grievances including those pending will be addressed by MMRDA using the existing grievance redress mechanism available under MUTP (this is because the eligibility list was approved by MMRDA and the MUIP grievance mechanism may not be available).
10. The relocation of affected common properties, including places of worship, will be done in consultation with the affected people.
11. MMRDA will carry out the process of resettling the balance PAPs of ROBs independent of World Bank supervision. MMRDA shall, however, act under the guidance of the IMP appointed for MUTP.

**ANNEX 6: STATUS OF AGREED EXIT ACTIONS REQUIRED TO IMPROVE ENVIRONMENT,
HEALTH AND HYGIENE (EHH) AT MUTP R&R SITES AS OF MAY 15, 2011**

| <i>Exit Issues/ Actions</i> | <i>Indicator</i> | <i>Current Status</i> |
|---|------------------|--|
| Kanjurmarg (East) | | |
| 1. RG3 area to be reconstructed with toe wall, slope reconstruction, stepped access way and lands | E2 | Completed |
| 2. Provide cover over storm water drains which are deeper along recreation ground (RG2) area | E2 | Work will be executed after encroachment issues are resolved |
| 3. Provide weather cover (sunshade or chajja) at the end of corridors in each floor to prevent rainwater entering inside the buildings, wherever necessary and feasible | E2 | Completed |
| 4. Protect underground drinking water tanks near Building 11 and 12 from contamination by flood water | E2 | Proposal dropped as work not necessary |
| 5. Replace all cement down take pipes for sanitary and sludge to PVC pipes as part of ongoing plan | E2 | Work in progress |
| 6. Provide access to square pit or duct provided between the wings of a building to facilitate removal of decaying solid waste if feasible | E2 | Proposal dropped as work not necessary |
| 7. Construct compound wall around RG2 area | E2 | Tender invited |
| 8. Plant about 50 trees along drainage channels and boundary | E2 | Work will be executed after encroachment issues are resolved |
| 9. Attend to overhead water tank leakages, re-clamp pipeline fixtures on roof | E2 | Completed |
| 10. Construct pending sub-way access to Vikhroli area from R&R site | E2 | Completed |
| Nesco Site | | |
| 1. Facilitate connection of the septic tank outlet to MCGM main sewer line | E1 | MCGM was notified; action pending |
| 2. Construct barbed wire fencing on the common low boundary wall near R-1 building after taking NOC from Nesco | E2 | Completed |
| 3. Clean entire surface storm water drainage system once | E2 | Completed |
| 4. Correspond with Nesco to shift the solid waste dump located in their campus near R-1 building but causing health concerns to site | E2 | Completed |
| Nirlon Site | | |
| 1. Attend to electricity meter room leakages at Building R-3 and other buildings, if any | E2 | Completed |
| 2. Undertake plantation (about 15-20 trees) behind R-2 and R-3 buildings. | | Completed |
| Anik Site | | |
| <i>General Issues across all Rockline and Runwal Building Complex</i> | | |
| 1. Clean storm water drains once before exit and provide cover at deeper cross sections | E2 | Completed |
| 2. Provide vent pipes to septic tank to prevent sewage gas explosion | E2 | Completed |
| 3. Replace AC type down take pipes with PVC pipes; flush | E2 | Completed |

| <i>Exit Issues/ Actions</i> | <i>Indicator</i> | <i>Current Status</i> |
|---|------------------|-----------------------|
| clean the underground sewerage system and replace manhole covers as per ongoing program | | |
| 4. Replace corroded metal door frames in electricity meter room with PVC door frames. Address leakages through cable ducts and dampness of walls | E2 | Completed |
| <i>Building 15-16 (Rockline)</i> | | |
| 1. Rectify engineering problems and flush clean the underground sewerage system between building 16 (Rockline) and 1 (Runwal) | E2 | Completed |
| 2. Inspect and provide covers for all manhole chambers including BMC water line manholes/valve chambers located on pedestrian footpath | E2 | Completed |
| <i>Building 1 through 5 (Runwal)</i> | | |
| 3. Install a notice board announcing “ Not for drinking purpose” in Marathi and Hindi near the tube well constructed adjacent to kutchra | E2 | Completed |
| <i>Building 6, 6A and 6B (Runwal)</i> | | |
| 4. Clean the vent pipes to avoid explosion and increase the height of the vent pipes provided at septic tank | E2 | Completed |
| 5. Safely close the bore well abandoned adjacent to septic tank | E2 | Completed |
| 6. Rectify engineering problems and flush clean the stagnating sewage cum litter between building 6 and 6A | E2 | Completed |
| 7. Provide PCC flooring with slope around underground drinking water tank at building 6B to avoid contamination | E2 | Completed |
| <i>Building 7 through 11 (Runwal)</i> | | |
| 8. Clean the vent pipes to avoid explosion and increase the height of the vent pipes provided at septic tank | E2 | Completed |
| 9. Address one time the recurrent problem of sewage leakage near underground drinking water tank of building 11 | E2 | Completed |
| 10. Construct a coping over the existing northern boundary wall to prevent accidental fall near building 11 | E2 | Completed |
| <i>Building 3 and 4 (Rockline)</i> | | |
| 11. Address one time the recurrent overflow of underground sewerage pipes that connect to network system | E2 | Completed |
| 12. Water-proof the terrace in building 3 to prevent leakages during monsoon | | Completed |
| <i>Building 5 through 7 (Rockline)</i> | | |
| 13. Restore and water proof the roof slabs of the septic tank, wherever damaged, behind building 5; replace broken/stolen manhole covers on septic tank | E2 | Completed |
| 14. Address sewer manhole overflow near the underground drinking water tank located close to building 5 | E2 | Completed |
| <i>Building 10 through 14 (Rockline)</i> | | |
| 15. Clean drinking water valve chambers provided on drinking water line and provide cover (MCGM) | E2 | Completed |
| 16. Address one time the recurrent engineering problem of manhole overflow near building 11 | E2 | Completed |
| 17. Construct PCC flooring around the tube well near building | E2 | Completed |

| <i>Exit Issues/ Actions</i> | <i>Indicator</i> | <i>Current Status</i> |
|--|------------------|--------------------------------|
| 13 and 14 to address water logging problem | | |
| 18. Construct storm water drainage for the small earthen mound on the south of buildings 12, 13 and 14 and divert it away from the complex | E2 | Completed |
| <i>Building 12 through 16 (Runwal)</i> | | |
| 19. Connect sewerage system of this complex to MCGM system on PRIORITY as there is inherent design problem over septic & water tank location (MCGM's efforts required to improve system) | E1 | MCGM was notified |
| 20. Construct storm water drainage for the small earthen mound on the south of buildings 15 and 16 and divert it away from the complex | E2 | Completed |
| Mankhurd site | | |
| 1. Complete the ongoing storm water drainage cleaning work and clean the entire storm drainage system in the complex one time | E2 | Completed |
| 2. Provide caps to the air vent pipes provided in drinking water tanks across the entire complex | E2 | Completed |
| 3. Replace stolen or broken manhole covers over underground drinking water tanks across the entire complex | E2 | Completed |
| 4. Provide access to duct areas to facilitate cleaning and removal of solid waste | E2 | Completed |
| 5. Replace all AC type downpipes with PVC pipes; flush clean flush clean the underground sewerage system and replace manhole covers | E2 | Completed |
| 6. Replace the damaged electricity main meter boards that are provided near the shopping complex | E2 | Completed |
| 7. Clean the toilet complex one time and repair all damaged plumbing lines near the shopping complex | E2 | Completed |
| Majas Site | | |
| 1. Connect septic tank to MCGM sewer line and address the recurrent sewer choking problem at buildings 6 and 9 | E1 | This work will be done by MCGM |
| 2. Fill sand and provide storm water drainage in play ground area provided above the septic tank | E2 | Completed |
| 3. Rectify the storm water drainage and flooding from adjacent hill near buildings 3&4 | E2 | Not feasible |
| Ajgaonkar site | | |
| 1. Address through MCGM the problem of sewage backflow into the complex from MCGM sewer line on Western Express Highway | E1 | Completed |
| 2. Rectify the storm water drainage system in the complex between the buildings and near the slum colony on west | E2 | Completed |