



Tel. : 2503 8786 / 2503 4480
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United Shop Owners Association

Regd. No. G.B.B.S.D - 1555/03

Plot No. 6, Shop No. 2, C.S.T. Road, Opp. Kapadia, K. J. Entp., Kurla (West), Mumbai - 400 070.

Ref. No. _____

Date: 20/4/04

To,

Ms. Christina Ashton – Lewis
Department of Institutional Integrity (INT)
1818 H Street, NW, Washington, DC
20433, USA

Madam,

We would like to thank you for your prompt and timely response to our letter dated March 9, 2004.

1. We, the United Shop Owners Association represent the shop owners located in the area at the above mentioned address.
2. We would like to draw your kind attention towards the adverse effect imposed upon us due to negligence and failure of the Bank to follow its operational policies and procedures with respect to our proper and convenient relocation, eviction and rehabilitation falling under the project namely SCLR being carried out by MMRDA and the State Government of Maharashtra.
3. We firmly believe that it is the responsibility of the World Bank to take care of the grievances of the project affected persons while finalising



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and financing such projects with respect to their livelihood, earnings, business nature, unemployment to the local residents working here.

We claim that our rights and interests would be adversely affected due to Bank's violation of its policies and procedures on involuntary resettlement and project supervision. We further claim that our rights to participation and consultation were effectively denied and that our attempts to raise our concerns were not successful in particular, we claim that the failure to provide income restoration would result in significant harm. This failure would destroy our livelihoods, causing us to dismantle our productive sources and cause our supporting networks and kin groups to disperse.

4. Thus, the Bank's operational policies described in OP and BP 4.12 in the resettlement policy that "Displaced persons should be assisted in their efforts to improve their livelihood and standard of living or at least to restore them in real terms to pre-displacement levels or to levels prevailing prior to the beginning of project implementation whichever is higher" are totally neglected and violated.



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We are unable to understand that how and in what manner our standard of living and means of livelihood are going to be improved by entitling each of us for an area admeasuring 225 sq.ft each as rehabilitation compensation irrespective of the area consumed by the project, whereas the scheme provides for the actual area alone, the scheme provides "Every P.A.H. losing a commercial structure shall be eligible for an alternate place of commercial use of equivalent area" We fail to understand how this aspect of the scheme will be implemented when till date the actual area is not surveyed, no notice is received for survey by any of the shop owners, the actual area to be taken of the respective shops in the scheme is not ascertained then how the scheme will be implemented in its true spirit.

5. We have complained to the World Bank through several written letters (photocopies enclosed) to various authorities. We also had a meeting with the representative sent by your office, Mr. Sumir Lal, Advisor External Affairs on the 25th of March, 2004 at 3.30 pm at the MMRDA project office in Bandra-Kurla Complex in the presence of Mr. Shrivardhankar of MMRDA, Mr. Sumir Lal was kind enough to patiently listen to our problems, and directed Mr. Shrivardhankar to set up an information centre at the earliest in their office.



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Mr. Shrivardhankar tried his level best to mislead Mr. Sumir Lal by briefing him with false information regarding our relocation, for example he told Mr. Lal that we would be relocated at Mankhurd just 6 kms away from here, whereas, the fact is that its distance is nearly 15 kms from here. However, till date neither the information centre was built nor were we provided with satisfactory reply.

6. In view of the aforesaid facts and circumstances, we request your department (INT) to recommend to the World Bank's Executive Directors that an investigation with respect to the following matters be carried out.

a) To provide us with proper information regarding the affected portions of our individual commercial premises by the project in question.

b) To restore the widening of the road from 45.7 meters to its original width of 39.0 metres.

c) Relocation and Rehabilitation of our affected structures in the open plots of land available at Bandra Kurla Complex area which is the nearest possible open space available without affecting much of our



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business interests and network as well as the employment of the local residents. And also because the above area falls under the jurisdiction of the MMRDA. (The Project Incharge of the SCLR).

- d) To provide us with the equivalent area actually consumed, under the project in question to the respective affected structures and to permit us to retain the remaining portion of structures occupied individually with necessary authorisation.

Hope that this information is sufficient for your Department to act upon.

Thanking you,

With warm regards,

For UNITED SHOP OWNERS ASSOCIATION

CHAIRMAN

SECRETARY

Encl :

1. Photocopies of the letters written to the World Bank and various other authorities i.e. MMRDA and the State Government of Maharashtra.
2. List of Members and their respective areas of the United Shop Owners Association along with their signatures.