

INDIA

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

**Follow Up to the
Meeting of the Executive Directors of the World Bank (March 28, 2006) on the
Inspection Panel Investigation Report No. 34725 and
Management Report and Recommendation**

**THIRD PROGRESS REPORT ON IMPLEMENTATION
OF THE ACTION PLAN**

March 13, 2009

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ACRONYMS

BEST	Bombay Electricity and Suburban Transport Corporation
BPL	Below poverty line
EMCB	Environmental Management Capacity Building
EMP	Environmental Management Plans
GoI	Government of India
GoM	Government of Maharashtra
GRC	Grievance Redress Committee
IBRD	International Bank for Reconstruction and Development
IDA	International Development Association
IMP	Independent Monitoring Panel
INR	Indian Rupee
JVLR	Jogeshwari-Vikhroli Link Road
KNWA	Kismat Nagar Welfare Association
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
MRVC	Mumbai Railways Corporation
MSRDC	Maharashtra State Roads Development Corporation
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
SRA	Slum Rehabilitation Authority
USD	United States Dollar
USOA	United Shop Owners Association

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

**MANAGEMENT REPORT ON STATUS OF IMPLEMENTATION OF THE
ACTION PLAN FOLLOWING THE INSPECTION PANEL INVESTIGATION
REPORT (No. 34725) AND MANAGEMENT REPORT AND
RECOMMENDATION (INSP/R2005-0005/4)**

I. OVERVIEW

1. This is the third progress report submitted to the Board providing an update on the implementation status of the Action Plan for the India Mumbai Urban Transport Project (MUTP), including additional information on new developments. The Action Plan was included in the Management Report and Recommendation that was discussed by the Board of Executive Directors on March 28, 2006, along with the Inspection Panel's investigation report (submitted to the Board in June 2007, INSP/SecM2007-0005). The present progress report follows two earlier reports on the Action Plan, which were submitted on March 7 (SecM2007-0096) and December 7, 2007 (SecM2007-0511).

2. In the second report submitted in December 2007, Management reported on further progress made in implementation of the Action Plan, describing steps undertaken to address issues expressed by the Inspection Panel. The most notable improvement was the clear move by the Mumbai Metropolitan Region Development Authority (MMRDA) away from a prescriptive approach towards an adaptive and problem-solving approach that sought to explore various negotiated resettlement solutions. This is especially evident with regard to resettling large and medium size shopkeepers and title holder residential PAPs. This process has resulted in reaching an agreement with the medium- and large-size titleholder shopkeepers along the Jogeshwari-Vikhroli Link Road (JVLR) for their relocation and an agreement with the Santacruz-Chembur Link Road (SCLR) shopkeepers for their in-situ resettlement. A long-term solution to the relocation of the shopkeepers thus became feasible. MMRDA has continued to maintain this shift in approach since the last report.

3. The Project has so far progressed well towards achieving its development objectives. The efficiency of suburban train operation has increased, with a rise in peak time capacity by 7-10 percent and a reduction in commuting time by 4-9 minutes for about 6 million citizens as a result of track doubling and relocation of thousands of squatter families living along the rail tracks.

4. The project was restructured (R2008-0202, dated September 19, 2008), to focus on a more limited set of key activities with a better likelihood of successful completion. As part of the Board approved project restructuring, certain activities have been removed from the Project, including inter alia the Station Area Traffic Management Schemes (SATIS) and the Road over Bridges (ROB) for which construction had not yet started due to difficulties in design and land acquisition. Although these activities are no longer included in the

restructured project, MMRDA has developed a resettlement procedure¹ -- agreed with the Bank – for people who had been enumerated as PAPs before these activities were dropped (See Annex 5).

5. Progress in implementation of the Borrower Action Plan has been real but moderate. A brief outline of progress made so far in the implementation of the 10 key actions is given below. Negotiations with and resettlement of shopkeepers (See Action 1) have been completed in case of JVLR and substantially in case of SCLR. The resettlement of shopkeepers for Road-over-Bridges (ROBs) has not progressed well, which reflects the overall slow pace of progress of these sub-projects; hence, the reason why the ROBs were taken out of MUTP as a part of restructuring. The issue of income restoration of the affected employees (Action 2) has been addressed by providing payment of one year's income as assistance in the event of job loss; this has been publicized, and identity cards have been issued to the eligible employees. The management of post-resettlement activities (Action 3) has significantly improved.

6. MMRDA has strengthened its resettlement and rehabilitation (R&R) management capacity, and has implemented a post resettlement action plan for sustainable self management of R&R sites with the help of a professional consultant. Registration of 90 percent of the housing societies in occupied buildings has been completed, with maintenance funds transferred to 33 percent and community management funds transferred to 80 percent, and common social facilities handed over to 100 percent of these registered societies. Social service facilities including schools have been set up in major resettlement sites of Mankhurd and Anik and the process for setting up health centers started at Anik and Majaj sites. The water supply and transport situations have considerably improved compared to March 2006. The independent resettlement impact assessment report (2008) highlights some of the key achievements and points out a few concerns that MMRDA has started working on². The environmental management of the resettlement sites (Action 4) has been strengthened with the preparation and implementation of an environmental management capacity building plan with the help of a professional consultant. The majority of civil work related repairs at resettlement buildings have been completed and waste management in resettlement sites has improved. MMRDA and MCGM are coordinating efforts for fuller integration of the resettlement sites into the city's urban services network. The institutional mechanism for R&R implementation has been strengthened (Action 5) with the streamlining of the NGO role and staff enhancement of the R&R Cell.

¹ The proposed R&R procedure differs from the MUTP Policy in two respects: (a) the PAPs will have to choose relocation to one of the available resettlement sites within a month of relocation notification; and (b) the relocation will be carried out under the guidance of the Independent Monitoring Panel, but not under Bank supervision. The Bank has accepted this procedure in view of the following: (a) entitlements offered are same as the MUTP Policy; (b) the grievance process will be same as that adopted for MUTP; and (c) the client will carry out resettlement for these remaining PAPs under the guidance of the Independent Monitoring Panel, which has played an effective role in monitoring the R&R process with a positive influence on the outcomes.

² According to the study, greater PAP satisfaction due to the ownership of a safe home in Mumbai came with rising expenditures due to new life styles and moderate incomes. Details are discussed later in this report.

7. Several steps have been taken to improve the quality of the R&R process (Action 6), which include: finalization and disclosure of the Implementation Manual and its application; better data management; disclosure of Baseline Surveys and Resettlement Implementation Plans (RIP) prior to actual relocation; regular implementation reporting; issuance of identity cards to 90% of the resettled PAPs; relocation of religious/ community structures through negotiations; reconstituting the Independent Monitoring Panel (IMP), which has been effective in monitoring resettlement colonies. The database management (Action 7) has considerably improved with the updating of the baseline surveys and PAP eligibility lists, and MMRDA continues to refine the new Oracle database system. Communication and consultations with PAPs (Action 8) have been strengthened by: activating public information centers (PIC); disclosing resettlement related information on the MMRDA website and at the PIC³; and, holding frequent meetings with the PAPs, especially shopkeepers. The grievance redress mechanism has been streamlined and the hearing procedure widely publicized (Action 9), which has contributed to the speedy disposal of cases. The independent Impact Assessment Study records a high degree of PAP satisfaction with the grievance redress process. Finally, the R&R Implementation Manual (Action 10) has been finalized, disclosed, and operationalized.

8. Since submission of the second progress report in November 2007, MMRDA has been pro-active in implementing post-resettlement activities with the help of a professional consultant and with additional staff. This has helped strengthen the long-term sustainability of the project. A post-resettlement action plan aimed at strengthening the PAPs' capacity to manage their own affairs has been implemented; this included steps for strengthening institutional management and income restoration. MMRDA has benefited from the advice of the IMP, which closely monitors the post resettlement situation through regular field visits. After the assignment of the post-resettlement consultant was completed, MMRDA hired additional professional staff to implement the post resettlement sustainable self-management plan. MMRDA has also set up a special "Livelihoods Cell" for supporting income restoration initiatives undertaken by the resettled PAP groups (see paragraph 41). The Environmental Management Capacity Building (ECMB) Consultant has prepared and implemented environmental management plans (EMPs) in the resettlement sites, with the help of non-governmental organizations (NGOs). Areas that require further attention include: accelerating the transfer of maintenance funds to housing societies; relocating community and religious structures, and improving the coordination of civil works with the implementation of R&R activities.

9. **Progress in resolving the concerns of the Requesters.** The concerns of the first group of Requesters, shopkeepers along the SCLR, have been substantially resolved. One group of the SCLR shopkeepers, the Kismat Nagar Welfare Association (KNWA), has signed a Memorandum of Understanding (MoU) with MMRDA for a private in-situ resettlement scheme; another group of shopkeepers, the United Shop Owners Association (USOA), has negotiated resettlement in a new shopping complex being developed as part of a slum resettlement scheme near their shops and is in the process of signing a MoU. The second

³ These include Resettlement Implementation Plans, the R&R Implementation Manual, the Grievance Procedure, procedures for resettlement of partially affected shopkeepers, procedures for resettlement of shopkeepers in the event of breakdown of negotiations, and the list of PAPs resettled (97% published).

group of Requesters, Gazi Nagar, who were located along the SCLR, has relocated to a non-MUTP site of their choice. With respect to the third group of Requesters, the Bharti Nagar residents along the SCLR, MMRDA has clarified that there is no change in the alignment and the Requesters will not be affected by the Project. The fourth group of Requesters, the shopkeepers affected by Jogeshwari–Road over Bridge (ROB) has not been resettled. Now that the ROB has been removed from MUTP as part of the recently concluded Project restructuring, this group will be resettled as per the newly agreed R&R procedure (Annex 5), under the guidance of the IMP. .

10. **Looking forward.** The Bank team will continue to assist MMRDA with need-based technical support for implementing the Action Plan and the construction works and will continue to monitor the progress of various activities and the quality of compliance. Supervision will include frequent interaction with the implementing agencies, site visits, and follow-up as needed. Overall, the quality of compliance in the R&R component has improved and the focus of technical support and monitoring has gradually shifted to strategic implementation issues. In view of this, the Bank has, since January 2008, reduced the involvement of its social development consultant, with two-thirds of the consultant's time spent in Mumbai. However, as noted, the Bank will very closely monitor and advise on the quality of the documentation of the resettlement process. Bank Management will report in a year's time on progress made in implementation of the Action Plan. If Management determines that satisfactory closure has been reached regarding the shopkeepers and long-term sustainability of post-resettlement activities, the next progress report would be the last.

II. DESCRIPTION AND STATUS OF THE PROJECT

11. **The Project continues to be a highly challenging undertaking in urban development.** MUTP, which was designed to improve road and rail transport infrastructure, was approved by the Bank's Board of Executive Directors on June 18, 2002 (Loan No. 4665-IN; Credit No. 3662-IN).⁴ Project restructuring, with an extension of the closing date until December 2009, was approved by the Executive Directors on September 30, 2008. The total Project cost is now USD 1.1 billion, of which USD 463.0 million is financed by an IBRD Loan, SDR 62.5 million (USD 92.0 million equivalent) by an IDA Credit, and additional financing of USD 568 million from the Government of India (GoI). The Project is being implemented by several entities and coordinated by MMRDA.⁵

12. After restructuring, the Project components are as follows:

- **Component 1 – Rail Transport**, the main activities of which are: (a) improvement of capacity and performance of the suburban rail network of the Central and Western

⁴ It should be noted that during the preparation phase, the R&R aspects were for some time considered to be implemented as a separate, but complementary project, the Mumbai Urban Rehabilitation Project.

⁵ The Mumbai Railways Corporation (MRVC); the Municipal Corporation of Greater Mumbai (MCGM); Bombay Electricity and Suburban Transport Corporation (BEST); Maharashtra State Roads Development Corporation (MSRDC); Traffic Police of Mumbai; and MMRDA on behalf of the Government of Maharashtra (GoM) and the Borrower, the GoI. As well as being the coordinating agency, MMRDA is responsible for implementing the R&R component on behalf of all the implementing agencies.

Railways through provision of infrastructure (track additions, signaling systems power, etc.), and new rolling stock (101 9-car electric motor units); and (b) technical assistance.

- **Component 2 -- Road-based Transport**, the main activities of which are: (a) selected area traffic control and traffic management infrastructure schemes implemented by Municipal Corporation of Greater Mumbai (MCGM); (b) buses (644) procured by the Bombay Electricity and Suburban Transport Corporation (BEST); and (c) road widening to facilitate two East-West linkages, the JVLR and the SCLR, implemented by MMRDA and the Maharashtra State Roads Development Corporation (MSRDC).
- **Component 3 -- 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.

13. **Project Restructuring.** Progress has been slow in most activities. After 6.5 years of implementation the project has disbursed 49%. In view of this slow progress the Project was restructured in order to establish a more realistic time frame for completion of the remaining activities. As explained above, the Project has three components. As part of the restructuring exercise, certain activities of the road-based and rail-based transport components have been dropped due to excessively slow progress. The savings achieved will be utilized to meet cost escalations in Indian Rupees (due to USD depreciation) and to support certain rail-based transport activities. Since restructuring, implementation progress has been with limited delay compare to schedule except for the construction of roads that has remained very slow.

14. The road-based transport activities dropped from the Project include: (a) all six Station Area Traffic Improvement Schemes (SATIS); (b) all three ROBs; (c) four Pedestrian Subways out of a total of six; (d) selected traffic management improvements; (e) the accident recording system and black spot improvement scheme; and (f) technical assistance for vehicular emission control. Of the three ROBs, no construction contracts were signed yet, although resettlement and land acquisition activities were partly completed. Only two of the pedestrian subways under construction were retained as part of the Project.

15. The rail-based transport components dropped from the Project include: (a) track laying related to the addition of a fifth line on the Western Railway corridor between Santacruz and Mahim; and (b) modification of the Harbor Line flyover at Mahim. These rail-based transport activities were not financed by the Bank. The new activities included in the Project are: (a) installation of an efficiency monitoring system in buses; and (b) a management information system for the operation of the BEST transport department (with counterpart funding).

16. The main benefit of the Project restructuring and extension will be an increased focus on key activities that have a better likelihood of successful completion, and additional benefits in the form of improved quality of R&R implementation. With the refocusing of the Project scope, activities critical to the achievement of the Project development

objectives will be completed within the extended period.⁶ Among risks, a possible lack of pro-activity on the part of implementing agencies to address and solve managerial difficulties that could emerge remains a key concern. During the past period of Project implementation, significant improvements have occurred in the implementation management capacity of MMRDA. In particular, key management positions have been created for post-resettlement activities, and Project schedules have been prepared and regularly updated. Any residual risk will be mitigated by an active engagement with the implementing agencies as part of Project supervision.

17. In terms of social safeguards, dropping the six SATIS schemes will have no implications for the PAPs as resettlement action plans were not prepared. With regard to the three dropped ROBs, resettlement action plans were prepared and a substantial number of residential PAPs have been resettled. MMRDA may not need to urgently relocate the remaining PAPs until a decision has been taken regarding construction of the ROBs in the near future. MMRDA has developed a procedure for completing the remaining R&R activities for these schemes (see Annex 5 for details). The procedure gives the remaining PAPs a chance to relocate to any available resettlement site per the MUTP R&R Policy. Those not opting for resettlement under the MUTP policy can continue to remain where they are and avail themselves of R&R benefits under any future scheme effective at the time if and when construction of the ROBs commences.

18. Progress towards Attaining Objectives. As stated above, the Project has so far progressed well towards achieving its development objectives. There is substantial improvement in transport service in terms of quality and comfort as a result of adding new trains and replacing 644 old buses with new ones. Improvement in traffic management, however, has not been up to expectations. Implementation progress has been slow in all components of the Project, reflected in low disbursement levels (average of 49 percent). The proposed restructuring will not affect the development objective of the Project and the economic utility of the Project remains clearly positive. The restructuring will, however, affect some key performance indicators, such as a likely reduction in traffic management capacity building (the traffic management unit has not been active after having been trained and only recently been reactivated) and an increase in capacity-building impact in resettlement management (the increase of MMRDA's capacity in resettlement management was not considered as an outcome of the project originally while significant progress will have been experienced at the end of the project). The number of pedestrian subways and traffic management schemes included in the project has been reduced, with the remaining subways and schemes focused on areas of heaviest traffic; nevertheless, there is some risk of impact on pedestrian safety and traffic fluidity. The reduced quantity of track addition will not reduce the level of rail service provided to users and will not affect the outcome indicators.

⁶ The Project can be completed with the exception of SCLR and the railway component, which will be completed in 2010. Preparatory works have started for the 5th rail line between Santacruz and Mahim Church. The Harbor Line Flyover at Mahim has started but line related works will not be completed within the new proposed closing date.

Table 1: Project at a Glance

Project Financing at Appraisal (2002):	At Appraisal (2002) USD million	After Restructuring (2008) USD million
IBRD*:	463.00	463.00
<i>Component 1 (Rail)</i>	304.90	304.90
<i>Component 2 (Road)</i>	150.50	150.50
IDA:	79.00 (SDR 62.5)	92.00 (SDR 62.5)
<i>Component 3 (R&R)</i>	79.00	92.00
GoI:	403.00	568.00
TOTAL	945.00	1123.00
Disbursed	January 31, 2007	
IBRD:	115.70 (25%)	
IDA:	68.70 (87%)	
TOTAL	184.40 (34.0%)	
Disbursed	January 31, 2009	January 31, 2009
IBRD:	203.83 (44%)	203.83 (44%)
IDA:	69.42 (88%)	69.42 (75%)
TOTAL	273.25 (50.4%)	273.25 (49.2%)

Note 1: exchange rate at time of restructuring (1 SDR = 1.57 US\$) applied on undisbursed balance

Note 2: the total value of the Loan/Credit amount has slightly increased in US dollars terms as a result of the restructuring, from USD 542 to 555 million; conversely the disbursed amount appears lower.

* including the Project Preparation Facility and Front End Fee of USD 7.63 million.

19. The Inspection Panel Investigation. The four Requests for Inspection were submitted on behalf of several hundred residents and shopkeepers in 2004. Most of the Requesters, including those with the most complex cases, are located along SCLR. Section III below sets out in detail implementation of the Action Plan, which addresses key concerns raised by the Inspection Panel, including:

- Resettlement of medium- and large-size shopkeepers (Actions 1 and 2);
- Quality of baseline survey data (Actions 3 and 7);
- Management of post-resettlement activities (such as registration of housing cooperative societies, transfer of maintenance funds, adequate water supply and transport facilities, environmental management of resettlement sites, and institutional capacity) (Actions 3, 4, 6, 8, and 10);
- Grievance redress process (Action 9); and
- Supervision (Action 5).

III. ACTION PLAN

A. KEY OUTCOMES

20. Implementation of the Action Plan shows consolidation of the improvement in the quality of implementing R&R, which has led to better results for PAPs. MMRDA has resettled 3,771 households (residences and shops) in the last 36 months (since the Management Report and Recommendation was submitted to the Panel and the Executive

Directors in February 2006). To date, 18,017 households (or 92 percent of the total) have received alternative houses or shops. About 95 percent of residential PAPs and 70 percent of shopkeepers have been relocated to permanent houses/shops (61 percent of medium- and large-size shopkeepers and 73.5 percent of the small shopkeepers have been relocated). Key achievements are listed below and details are in Annex 1.

Table 2. Status of Resettlement (February 1, 2009)

Unit Type	Totals	Recast Totals	Resettled (as of 1/31/06)	Resettled (as of 12/31/06)	Resettled (as of 9/1/07)	Resettled (as of 2/1/09)	To be Resettled
Households	17,378	17,420	13,877 (80%)	15,315 (88%)	15,784 (91%)	16,580** (95%)	840 (5%)
Shops:	2,469	2071	369 (14%)	752 (29%)	1,104 (43%)	1,437*** (70%)	634 (30%)
<i>[Of which > 225 sq.ft].</i>	[800]	686		84 (10.5%)	227 (28.4%)	419 (61%)	267 (39%)
Total:	19,847	19,491	14,246 (71%)	16,040 (80.4%)	16,888 (84.7%)	18,017 (92%) #	1,474* (8%)

* The estimate for the number of PAPs remaining to be resettled has been recast by MMRDA after project restructuring. This number for shopkeepers may still come down since the 3 ROBs have been removed from the Project as part of restructuring. The shopkeepers from these sub-projects number 676 (Table 3, Annex 2 of Management Report No ISNP/34725-IN). Out of these, only 13 have been resettled so far and many of the remaining shopkeepers may not opt for resettlement under MUTP since the sub-projects were dropped, preferring to continue their businesses in their original locations. Those who do opt for resettlement under MUTP will be resettled following the procedures laid out in Annex 5 below.

**includes 34 households who have been resettled under Slum Rehabilitation schemes and 48 households who have opted for partial retention

*** includes 47 commercial PAPs, who have joined in-situ scheme at Kismat Nagar and vacated their impacted structures and 15 who have opted for partial retention.

#percentage figures for the last resettlement status calculated against the recast Totals

21. Further progress has been achieved with resettlement since the submission of the last progress report in November 2007:

Shopkeepers:

- Some 61 percent of the large-size shopkeepers are resettled, compared to 28 percent in November 2007. The quantitative figure for resettlement of the large and medium size shopkeepers will rise significantly once MMRDA is able to sign the MoU with USOA, which has been long pending due to the slow evolving consensus on a couple of contentious issues in the draft memorandum. MMRDA has indicated that it will be able to resolve the issue and complete the MoU by June 2009.
- The overall progress for the shopkeepers' resettlement increased from 43 percent in November 2007 to 70 percent at present (see details in Table 2 and Annex 1). This figure will further rise once a clear picture emerges regarding how many of the remaining shopkeepers of ROBs opt to be resettled under MUTP;

- There has been a resolution of resettlement issues with the SCLR shopkeepers, including the signature of a MoU for in-situ resettlement with some shopkeepers (KNWA), representing about 15 percent of the large shopkeepers, and substantial progress in reaching an understanding with other shopkeepers (USOA), representing another 15 percent of the large shopkeepers, for their relocation to a new shopping complex being developed at Motilal Nehru (MN) Nagar in the Bandra Kurla Complex, the new business district in Mumbai which is the preferred choice of relocation for the shopkeepers;

Post-resettlement:

- The post-resettlement support action plan has been prepared and implemented by the Project consultant in order to promote and strengthen sustainable self-management of the R&R sites;
- An environmental action plan has been prepared, with the help of an EMCB consultant, and is being implemented with the aim of improving environmental management in the R&R sites;
- The registration of cooperative societies has increased from 58 to 157 of the 175 (about 90 percent) existing societies, with an additional 13 having commenced the registration process;
- Transfer of common facilities (society offices, welfare and women's centers) is completed for 168 partially- or fully-registered societies (96 percent);
- Identity cards have been issued to some 17,467 Project-affected households (PAHs), representing about 90 percent of the total PAHs and 97 percent of the resettled PAHs;

Other activities:

- A "Livelihoods Cell" has been established at MMRDA to promote and coordinate income generating activities among resettled women, and provide capacity-building measures for income restoration; and
- Field level Grievance Redress Centers have been established at five key resettlement sites in order to resolve site specific issues and strengthen estate management for handing over management responsibilities to PAP cooperatives.

22. Further, MMRDA has improved its resettlement management capacity by appointing two more executive engineers and three community development associates, in addition to the social development specialist appointed in the previous year. The IMP continues to play a helpful role in the resettlement process, including facilitating dialogue with shopkeepers and monitoring improvement in living conditions at the resettlement sites.

23. **Negotiations with large shopkeepers have progressed carefully.** Of the 686 large shopkeepers, (i.e., those with premises greater than 225 square feet), some 419 (or 61

percent) have been resettled to date, including 188 large shopkeepers along the SCLR. MMRDA's efforts at negotiating solutions acceptable to shopkeepers, which exceeds the requirements of the MUTP R&R Policy, has slowed down their resettlement considerably, even though the process has helped resolve issues with titleholders and large shopkeepers. Along JVLR, almost all titleholder shopkeepers have relocated, except for a few cases that have opted for court litigation. Along the SCLR, the 47 shopkeepers of the KNWA group that has signed the MoU with MMRDA for an in-situ resettlement scheme have removed the affected front portions of their shops for road construction. The USOA has split into two groups: the main group of 80 (both small and large) shopkeepers has negotiated with MMRDA to be relocated to a new shopping complex at MN Nagar, for which they expect to sign a MoU with MMRDA in near future. The other group of about 40 shopkeepers has decided to join the private in-situ resettlement scheme along with KNWA. Management cautiously anticipates that the resettlement issues affecting the remaining 39 percent of large and medium size shopkeepers will be resolved before Project closure in December 2009.

24. An unfortunate and accidental death occurred on November 25, 2008 during site clearance along SCLR when a person was stuck by a falling wall. MMRDA promptly took measures to assist the affected family with cash compensation of INR 100,000 (USD 2200 approx) and allotment a shop in the prime locality of MN Nagar in the Bandra-Kurla Complex. MMRDA has proposed, and started to implement actions to minimize the risks to people during demolitions in the future. These actions include: clearer instructions to the contractor regarding safety procedures; the presence of the police and NGOs at the time of shifting; and a review of the safety of remaining structures in case of partial demolition. As an additional corrective step, MMRDA replaced the incumbent Chief R&R and appointed the Chief Post R&R, who has shown considerable effectiveness in handling post resettlement issues, also as the Chief R&R.

25. Remaining key challenges in achieving full implementation of the Action Plan include: resolving cases involving litigation and relocation of affected religious and other community structures. (A summary table showing the locations and specifics of resettlement-related impediments is provided in Annex 4.). MMRDA also faces situations of non-cooperation from PAPs, particularly when dealing with land owners. MMRDA recently encountered a complex case of obtaining consent for shifting PAPs involving joint title holders and tenants occupying a plot of land consisting of some shops and residences along SCLR. While MMRDA managed to obtain consent from tenants and some of the land owners, a few PAPs resisted, stating that they wanted additional benefits. This has resulted in a prolonged delay in handing over the site to the contractor. In this case, a group of four PAPs have appealed to the court on the grounds of shortcomings in the site clearance process and have made allegations of trespassing on private property. This group has also lodged a complaint with the police for redress of losses suffered during site clearance. The group has been communicating with the Bank on these issues of site clearance damages and alleged non-compliance with resettlement policy provisions. A review of MMRDA documents on these cases shows that they have refused allotments. It is noted that there is a scope for improvements in documenting the process to be followed in cases of where there is a failure of negotiations and subsequent site clearance. Bank Management has requested a report from MMRDA on this case and will continue to work

with MMRDA to improve documentation and communication with PAPs on the process of allotments, negotiations in instances of refusals to cooperate, and site clearance.

B. MANAGEMENT ACTION PLAN

26. Following the project restructuring in September 2008, Management has continued to monitor closely the actions taken by the Borrower to improve the speed of implementation of the project. A list of specific actions decided by the borrower to overcome implementation impediments has been established. These include preparation of the implementation schedules for completing specific tasks with clear timelines set and roles and responsibilities assigned to the players involved with the help of project management software; close monitoring of the implementation progress through regular joint stock taking by the key agencies; and steps to strengthen inter-agency coordination during implementation for pacing up the process. The R&R Cell of MMRDA has prepared sub-project wise action plans for removing impediments including the remaining commercial and residential PAPs, religious/ community structures and utilities. The Bank supervision team regularly visits the project to review progress and continues to follow up on key actions agreed. The most significant impediments are related to land acquisition, relocation of community structure and utilities and the resettlement of shopkeepers.

27. Management has been working closely with the Borrower and affected communities to resolve issues identified in the Action Plan, in particular, R&R. A number of key issues with respect to the overall management of R&R, the grievance process, communications, and implementation of the post-resettlement action plan have been substantially or fully completed. Members of the Bank's supervision team have made thirty one visits to Mumbai since March 2006; maintained intense supervision of the Project; remained engaged with MMRDA and the Government of Maharashtra (GoM) on key issues; and have kept interacting with PAP groups to understand their problems (see Annex 2, List of Supervision and Other Key Missions). Major missions and visits undertaken to review progress and discuss key issues since the last progress report include: the visit by the World Bank President to the MUTP resettlement site and his meeting with the Chief Minister and key officers of GoM in November 2007; the Country Director's meeting with MMRDA officers and the Chief Secretary in December 2007; a visit undertaken by the South Asia Region Sector Director, Sustainable Development to the resettlement site and her meeting with the Mumbai Railways Corporation (MRVC) in December 2007; and full supervision missions in January and July-August 2008, and January 2009 .

28. Management regularly receives requests from PAPs seeking clarifications or additional information and expressing grievances or deficiencies in the process of resettlement, such as differences in the application of entitlements, lack of consultations/disclosure, etc. Management maintains a data base on all such communications and requests, and follows up with the implementing agency to ensure that applicable R&R benefits are provided to eligible people, that grievances or problems are attended to, and any additional information is provided as appropriate. Management also meets with the Requesters during supervision missions and as necessary, organizes specific visits to meet with them, and follows up with the implementing agency. The data base for tracking and managing communications from the PAPs is continuously updated and has been managed at the Delhi office since October,

2005. About 800 requests have been received to date, all of which have been replied to appropriately and followed up with the implementing agencies. The large number of requests from the PAPs or groups of PAPs indicates that people are fully aware of their rights and entitlements and seek the Bank's support in the event of any perceived shortcomings in the R&R process.

29. Management has commissioned a study on Urban Resettlement Management, which will offer technical guidance to staff and clients for preparing cost-effective and Bank policy-compliant resettlement action plans for use in urban areas. The draft handbook has been discussed with key government functionaries, including the Secretary, Department of Land Resources, GoI; and key officials from the states of Maharashtra, Tamil Nadu and Kerala in a workshop held in Goa in July 2008. The Handbook on Urban Resettlement, which draws on critical lessons learnt from MUTP, is expected to be finalized in the coming months.

C. BORROWER ACTION PLAN

30. The status of issues under the current Board-endorsed Action Plan is discussed below and summarized in Annex 3:

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.

31. The resettlement of shopkeepers along the JVLR, including land titleholders and those having medium- and large-size shops, has been completed, except for five cases involving court litigation. The resettlement of shopkeepers remaining potentially affected by the ROBs and SATIS that have been removed from the project has not yet begun; it will follow the procedure laid out in Annex 5. About half of the affected shopkeepers have been resettled from the SCLR, where the relocation process has been slow due to prolonged negotiations following disputes over resettlement options. Details are presented in Table 3.

Table 3. Detailed Status of Shops Resettlement

Sub-Project	No. Shop-keepers	No. Shop-keepers Recast	Jan 31, 2006	Dec 31, 2006	Sept 1, 2007	Feb 1, 2009
SCLR	745	622	112 (15%)	229 (31%)	259 (35%)	407 (65%)*
<225 sq.ft.	522	362	n/a	n/a	203 (39%)	219 (60%)
>225 sq.ft.	223	260	n/a	n/a	56 (25%)	188 (72%)
Other	1,724	1,449	257 (14%)	523 (29%)	845 (46%)	1,030 (71%)
<225 sq.ft.	1,147	1,023	n/a	n/a	674 (54%)	799 (78%)
>225 sq.ft.	577	426	n/a	n/a	171 (30%)	231(54%)
Total	2,469	2071	369 (14%)	752 (29%)	1,104 (43%)	1,437 (70%)
<225 sq.ft.	1,669	1,385	n/a	n/a	877 (50%)	1,018 (75%)
>225 sq.ft.	800	686	n/a	n/a	227 (28.4%)	419 (61%) ¹

Notes:

- The number of PAPs remaining to be resettled has been recast by MMRDA after restructuring.

- The progress along the SCLR includes 47 KNWA shopkeepers who have already cleared affected portions of their shops after signing the MoU for in-situ scheme
- *Percent figures for the latest data has been calculated against recast estimates in column-3..

32. The prolonged process of negotiations with the SCLR shopkeepers (USOA and KNWA) resulted in the signing of a MoU for a private in-situ resettlement scheme between MMRDA and KNWA. MMRDA has recommended the scheme for approval by the competent authorities. As explained above, the USOA has split into two groups due to internal differences, with one group interested in joining the private in-situ scheme, and the other group being at an advanced stage of negotiation with MMRDA for their relocation to a new shopping complex at MN Nagar. These shopkeepers will depart their current locations after the MoU has been signed.

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.

33. Information regarding R&R benefits for affected employees is in the Implementation Manual (page 12), which is available for reference in the Public Information Center (PIC) at MMRDA and on MMRDA's website. Affected employees losing their job are entitled to receive a one-time assistance equivalent to one year's income. The affected employees are given identity cards prior to displacement in order to enable them to obtain assistance in the event of loss of employment.

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 SRA 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.

34. Registration Process for PAP Cooperative Societies and Cooperative Management Plan. It was estimated that there will be about 200 PAP cooperative societies at the end of Project implementation. At this stage, there are 175 partially or fully occupied buildings where residents are eligible to register their housing cooperative societies. So far, 157 societies have been fully registered (compared to 85 societies registered in September 2007) and another 13 societies are in the process of completing their registration. MMRDA has transferred common facilities (society office, child welfare, center, and women's welfare center) to 168 societies, compared to 141 societies in September 2007.

35. As for post-resettlement support, the implementation of a program for strengthening self-management of resettlement sites by the housing cooperative societies was completed in June 2008. The post-resettlement support program was prepared and implemented by a professional consultant hired for the purpose. As part of this assignment, the consultant has prepared training and users' manuals on institutional management and cohesive living for reference of the cooperative societies. The elected representatives of PAP societies have received training in management skills. The cooperative societies have their own elected management committees, who collect membership fees from the residents to meet recurring expenses, such as common electricity and water bills, cleaning, and remuneration for teachers at the child care centers. The societies maintain books of accounts and operate joint bank accounts, and hold at least one general meeting every year to get the expenditures approved. The Resettlement Impact Assessment Study acknowledges the role played by the cooperative societies in shaping the lives of the PAPs. Interactions with representatives of some society management committees during the recent implementation missions showed their confidence and willingness to sustainably manage their own affairs.

36. Construction of Additional Social Services at R&R Sites. The two primary schools built at the two major resettlement sites of Mankhurd and Anik by MMRDA (by modifying existing tenements) have been handed over to MCGM and are now functioning. The construction of a larger permanent school in Mankhurd has been completed, and the school has started functioning. A site for school construction has been reserved at Anik. Additional informal education centers run by Sarva Shiksha Abhiyan (Universal Literacy Mission) and private schools set up by charities in and around the R&R sites also benefit the resettled children. There are some 86 Integrated Child Development Service centers established in three major R&R sites, including Anik and Mankhurd, providing early childhood nutrition and learning support to about 2,150 children. MMRDA has decided to provide all the MUTP resettlement sites with facilities, such as flour mills and community halls, where required land is available. The process for setting up community centers at Majas, Mankhurd and Asgaonkar resettlement sites has been initiated. At the Majaj site, MMRDA has started construction of a two-storey building which will house a primary health care centre and a community hall. MCGM has started the process for setting up a primary health care facility. Based on learning gained from the MUTP R&R experience, the Urban Development Department of the GoM in April 10, 2008 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 1 kilometer of the site.

37. Transferring Maintenance Fund Interest and Conveyance Deeds. Transfer of interest on maintenance funds has been updated for the initially registered 46 cooperative societies. MMRDA has decided to deposit the capital amount of maintenance funds in joint Bank accounts of MMRDA and concerned societies, so that the latter could directly withdraw interest on a periodic basis without MMRDA or the Slum Rehabilitation Authority (SRA) having to process the same. So far, MMRDA has been able to open joint bank accounts for 52 societies. In addition, community management funds have been transferred to 125 societies, compared to 47 at the time of submission of the last progress report in November 2007. The transfer of conveyance deeds has been postponed by MMRDA since it is not a critical activity and it is directing its resources to completing pending R&R activities that require substantial attention.

38. 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 strengthen self-management of assets and facilities.

39. Steps to Improve Water Supply at Resettlement Sites. The water situation in the resettlement sites has improved significantly, with more regular water flow. MMRDA has, in coordination with MCGM, largely addressed issues relating to inadequate water supply due to low pressure at the Anik and Mankhurd sites, even as location disadvantage accounts for relatively less supply in a few buildings at Anik. MMRDA has been advised to educate the resettled people in water supply management and install flow control devices at the inlet to the reservoirs in order to prevent water overflow. MMRDA has informed housing societies about the need to check storage tank overflow through manual control of inlet valves. While the development of trunk infrastructure, which will permanently improve water supply to the Anik and Mahul sites, is underway, construction of the 2.5 million liter overhead storage capacity at Mahul and the main distribution pipe has been completed. Construction of the pumping station at Anik for augmenting supply (125 liters per second and 60 meters delivery head) is expected to be completed by March 2009. The commissioning of the pipeline from the Trombay Low Level Reservoir to the storage reservoirs at Mahul, which passes by the Anik site, will further improve water supply there. These steps are being taken to bolster water supply at resettlement sites, in addition to those noted in the last progress report. The water supply at the resettlement sites is now quite comparable to that in most parts of Mumbai.

40. Improving Transport Connectivity at Resettlement Sites. Since the last progress report, BEST has continued to operate buses connecting the Anik and Mankhurd sites with the main city centers. MMRDA has started constructing a skywalk connecting the Kanjurmarg resettlement site with the nearest suburban railway station. MMRDA has also taken a decision to set up a similar skywalk to connect the Mankhurd resettlement site.

41. Independent Impact Assessments to Determine Improvements in Living Standards and Remedial Measures. The Tata Institute of Social Sciences has submitted its final report of the Resettlement Impact Assessment Study undertaken at the Anik, Mankhurd and Majas resettlement sites. The study assesses the impact of resettlement on people's lives in terms of changes brought in their housing, access to basic amenities, income opportunities, and other living conditions. The Resettlement Impact Assessment Study, completed in August 2008, highlighted positive outcomes, such as the following: 80 percent of the PAHs are satisfied with their new houses, able to continue in their jobs, and able to retain their monthly incomes (the report recorded a 50 percent increase in mean household incomes due to a rise in real wages). There was also a high level of satisfaction with the grievance redress process and resettlement entitlements. However, the report also raised a few concerns, especially with regard to the loss of supplementary income among some families; challenges faced by shopkeepers in re-establishing their businesses; fear of return to slums by about 150 very poor PAHs (erstwhile beggars); and instances of civil work and environment related problems. In following up the issues raised in the

resettlement impact study, MMRDA has initiated a series of remedial measures, chief among these being steps to strengthen livelihoods and solve civil work related problems. A few specific actions undertaken are detailed below.

42. Assisting women to form self-help groups and supporting them in savings and micro-credit activities has been the mainstay of post-resettlement efforts to protect resettled households from high-interest money lenders and enable them to enhance their existing incomes. Some 10,100 resettled women are engaged in small savings activities promoted by NGOs and the post-resettlement consultant in 14 resettlement sites. Some of these women have started exploring possibilities for engaging in micro-enterprise activities.

43. Following the concerns raised in the Resettlement Impact Assessment Study concerning the possible return of some very poor PAHs to the slums, MMRDA has started several remedial actions. With the help of the post-resettlement consultant and the NGOs, MMRDA identified 215 vulnerable families in Anik and 224 vulnerable families in Mankhurd. It constructed and distributed 15 work sheds to some of these families at Anik and is in the process of building some more such work sheds for poor families at Anik and Mankhurd. MMRDA is in discussion with the concerned local representative for inclusion of these families in the public list of the urban poor (below poverty line or the BPL list), so that they will receive ration cards for buying food grains at concessional rates.

44. In order to provide the resettled households with additional income opportunities, MMRDA and the post-resettlement consultant organized one 'opportunities fair' for the youth, in which nine employer organizations and 427 youth (157 female and 270 male) from Anik, Mankhurd, Gautam Nagar and Kanjurmarg participated. Some 190 successful candidates (36 female and 154 male) received job offers.

45. The "Livelihoods Cell" established by MMRDA promotes income generating activities among the resettled women's groups. A team leader, a livelihoods coordinator, and two community development associates comprise the Livelihoods Cell. An autonomous women entrepreneurs' association called "Sankalp" (*sankalp* means "resolve") has been registered to promote micro-enterprise activities among resettled women PAPs.⁷ At Anik, MMRDA has provided six residential units to the CAP Foundation⁸ to conduct employment training programs for the resettled youth. The post-resettlement consultant has prepared 74 micro-enterprise proposals. MMRDA is planning to hire additional staff and local trainers to support women's groups to implement some of the proposals they find suitable. It is believed that the Livelihoods Cell at MMRDA will anchor and coordinate diverse livelihood initiatives aimed at restoring people's incomes with more satisfactory outcomes.

⁷ The association has started working with some 70 women in Anik, 15 women in Mankhurd, 20 women at the Indian Oil site, and with about 10 women at Kanjurmarg. These women are engaged in activities such as making 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 hand made consumer items, the women's group at Kanjurmarg has set up a small bakery.

⁸ MMRDA and the Corporate Social Responsibility wing of the Tata Consultancy Services have engaged the CAP Foundation to teach English and computer skills to the resettled youth. Some 55 youth have enrolled for the first batch of training.

46. In view of the generally poor status of the resettled people, especially those relocated from along the railway corridors, MMRDA has ensured that the PAHs enjoy certain concessions with regard to levy of maintenance charges. The PAPs have to pay only 20 percent of the property taxes payable; and water is charged at INR 2.25 (rather than INR 3.50) for 1000 liters (i.e., about USD 0.05). MMRDA has also initiated the process of facilitating identity verification for issuance of voter identity cards in view of the national and state assembly elections due next year.

47. With regard to addressing difficulties with the sustainability of the businesses at certain resettlement sites, such as Kanjurmarg, MMRDA has decided to allot hawking sheds to the shopkeepers on the sky walk connecting to the Railway station. The construction of the skywalk has commenced and will be completed by July 2009. At other places, such as Majas and Mankhurd, shops seem to be slowly picking up business.

48. MMRDA has completed the majority of civil works related repairs in the resettlement buildings, and has hired two executive engineers to monitor the process. As part of the remedial actions suggested in the impact assessment report, MMRDA has established Grievance Redress Centers at five key resettlement sites in order to strengthen estate management and resolve field level maintenance and management issues and concerns.

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

49. The consultant hired to carry out post-resettlement support activities and strengthen the self-management of assets and facilities by the cooperative societies has prepared and implemented an agreed action plan. As part of this plan, PAPs were mobilized to register their cooperative societies; capacity building modules were prepared; training programs on society management were conducted; and skills training and market linkages were provided for youth employment and women's micro-credit activities. The consultant has prepared an 'exit strategy' to help MMRDA hand over management responsibilities to the PAP societies upon achieving certain exit indicators.

50. MMRDA has established criteria for completion of post-resettlement activities for individual resettlement buildings. This exit strategy is based on the capacity of the building societies to self manage their assets in the long run. MMRDA recognizes these targets as concrete deliverables. The criteria are: (a) society registration; (b) transfer of common facilities; (c) transfer of community management funds (CMF); (d) opening of joint accounts for depositing maintenance and management funds; (e) payment of interest on maintenance funds until the joint accounts are opened; (f) regular payment of water and electricity bills (bills should not be outstanding for over 6 months); (g) completion of urgent repair works to minimize adverse safety implications; (h) completion of the yearly statutory audit of society accounts; (i) democratic management of the PAP cooperative societies (at least one election held to choose the management committee); and (j) housing society members trained in management skills.

51. The indicators for overall exit from a resettlement site will include: (a) MCGM assumption of street light and conservancy responsibilities, including waste management,

sewerage, and drainage maintenance; (b) formation of a federation of PAP societies, where feasible; and (c) resolution of urgent civil works problems that present safety risks (e.g., missing manhole covers). It has been agreed that the Chief of Post R&R will prepare and submit exit proposals for individual housing societies that will take effect after being reviewed and approved by the Deputy Registrar of Societies. The proposals for exit from any resettlement site will take effect after the same has been reviewed and approved by the IMP, who may undertake field visits to reconfirm facts on the ground. The exit strategy has been agreed upon and disclosed on the MMRDA website.

52. The EMCB consultant hired to provide technical support for improving environmental management has prepared and implemented an environmental management plan on a pilot basis at the Kanjurmarg site. The consultant has also prepared EMPs and exit strategies for all other sites which will be implemented with the help of NGOs. These plans include steps to promote waste segregation and disposal, and other actions for healthy living in the resettlement colonies. As part of the pilot, the EMCB has set up a community-managed waste disposal unit at Kanjurmarg. MMRDA has agreed on key environmental exit indicators that will be met prior to handing over management responsibilities to the concerned PAP societies and their federations.

53. MMRDA is also coordinating efforts with MCGM for mainstreaming the resettlement sites into the urban services network of Mumbai. MCGM is in the process of taking over responsibilities related to maintenance of key roads, street lights, waste disposal, storm water drains, and sewage facilities. However, adoption of a formal institutional arrangement has been slowed down due to procedural requirements. MCGM has already commenced waste collection from various pick-up points in the R&R sites. MMRDA has started holding regular meetings with the concerned ward officers of the MCGM in order to accelerate the integration of resettlement sites into the urban services network. MMRDA has meanwhile established street light facilities in a number of resettlement sites including Anik, Mankhurd, Borla, Gautam Nagar, Kokri Agar, Kanjurmarg (East). Sewage treatment plants are being established at Anik and Kokri Agar sites. The planning process for laying sewerage lines in order to connect Majas and Anik sites with the city's sewerage network has started; Mankhurd is already connected.

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 the implementation.

54. 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 has submitted an exit strategy to complete post-resettlement support activities. In order to carry forward the post-resettlement activities, MMRDA has hired two executive engineers and three social work professionals, in addition to the Livelihoods Cell, to promote income generating micro-enterprise activities in resettlement sites. Steps taken by MMRDA to streamline roles and responsibilities of NGOs, consultants, and its own staff, explained in the previous progress report, have been sustained without any changes in agreed

guidelines. MMRDA continues to conduct training programs for its staff on relevant themes from time to time. In the recent months the R&R Cell has been partly affected by staff turn over; MMRDA has agreed to reinforce the R&R cell with required professional staff. The Chief- Post R&R has been made the overall chief of all R&R operations after the Chief R&R was relieved of her duties, which is expected to strengthen cohesion in the unit.

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 time table; and (e) the GoM filling the position of IMP Chairman and clarifying the IMP's role.

55. 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.

56. Expediting the Finalization of Outstanding Resettlement Implementation Plans (RIPs). There is no outstanding RIP to be prepared for completing remaining R&R activities.

57. Expediting Issuance of Identity Cards and Payment of Shifting Allowances. MMRDA has issued 17,467 identity cards to resettled PAHs (compared to 15,011 in September 2007), which is about 97 percent of those resettled. This is a significant increase, compared to the 6,319 recorded in the first Progress Report in March 2007.

58. Assessing Magnitude of Community Asset Relocation and Synchronizing with Civil Works Timetable. There has been limited but notable progress in relocating community religious structures and other assets, which has been challenging in view of strong social sensitivities involved. These include moving a religious shrine, advancing the restructuring of a pyre along the JVLR, and relocating a shrine and a church from the SCLR. MMRDA is in negotiation with the custodians of other religious structures and concerned host communities for their early relocation.

59. Position of IMP Chairman Filled by GoM and Clarification of IMP's Role. The IMP, reconstituted with a new chairperson in March 2006, continues to play an important role in monitoring living conditions in the resettlement sites through regular field visits and facilitating MMRDA's consultations and negotiations with the PAPs.

Action 7: Improving data base management.

60. MMRDA has decided to continue 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 Task Team continues to monitor the process of R&R data management and the timely disclosure of all relevant information, including, especially, the lists of eligible PAPs, prior to their actual relocation. MMRDA intends to continue its efforts to ensure full and final

operationalization of the Oracle Database Management System (DBMS) for future operations.

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

61. MMRDA has made sustained efforts to maintain communications with the PAPs. Specific hours during weekdays have been set aside for face to face to meetings with PAPs by the Chief of R&R, in addition to special meetings held with specific PAP groups, such residents, shopkeepers, and custodians of religious structures. In addition, it is evident that the Chief of R&R and his personnel are meeting PAPs on an almost daily basis. All relevant Project-related information is available at the PICs and on the MMRDA website.

Action 9: Improve grievance redress process.

62. This action was completed and documented in the first progress report to the Board in March 2007. Since April 2006, the single member independent Grievance Redress Committees (GRCs) have continued to hear and resolve cases registered with them. The final report of the Resettlement Impact Assessment Study (August 2008) noted a high level of satisfaction among PAPs regarding the grievance redress process. MMRDA has submitted a status report (October 2008) on the grievance redress cases to date. A cumulative total of 2,959 cases were registered as of February 1, 2009 with the field level GRC, out of which 2,762 cases, or 93 percent, have been resolved. This shows the rate of resolution of grievance cases has improved over the last year. The senior level GRC has resolved 501 out of 593 cases (or 85 percent) registered; 44 cases are being heard and the remaining 48 cases are still to come up for hearing. This indicates significant improvement in hearings by the senior level GRC.

Action 10: Operationalization of the Implementation Manual.

63. As reported in the March 2007 progress report, this action has been completed. The Implementation Manual was finalized, taking into account the Bank's comments, and is now available at the PIC and on the MMRDA website. The manual is being used to administer the entitlements and apply relevant procedures.

IV. CONCLUSION

64. **Resettlement.** 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 made significant progress with managing the resettlement process, especially with respect to reaching mutually-acceptable solutions with the shopkeepers and carrying out relocation of the eligible PAHs through consultation, even if such consultation compromises work schedules. In case of inordinate delay in negotiations affecting construction of the SCLR and JVLR, MMRDA may apply the agreed procedure for relocation in the event of a breakdown in negotiations, especially in the case of recalcitrant shopkeepers and residents. However, looking at the past two and half years'

experience, Management anticipates that MMRDA will be able to complete the remaining R&R process in a compliant manner, despite pressing deadlines.

65. Results and Lessons Learned: The project has produced a number of additional benefits and lessons learned, particularly with respect to the process of institution-building in the implementing agency (MMRDA) and the restoration of the livelihoods of affected persons, which can serve to develop a better, more inclusive and participative urban development process. Lessons learned during this project's implementation have provided important insights into the challenges of infrastructure projects in urban India and the role that the Bank can play in this context.

Specific lessons learned include the following:

- The Bank has helped with a gradual and progressive change in the mindset of the Government in moving from a bureaucratic approach to a more sustainable and consultative approach to resettlement. This is seen in a transition from an administrative focus on "compensation" towards a "win-win" negotiated approach in dealing with shopkeepers.
- Almost 99% of affected persons were non-title holders; under the project, they have received ownership title of their new resettlement premises and enhanced their living standards (e.g. better quality housing, access to water and sanitation).
- Transparency has been assured through the list of eligible affected persons and public disclosure.
- An effective grievance redress mechanism has been put in place through recognized committees.
- There is a need to strengthen the capacity of both NGOs and government agencies to handle complex resettlement issues and ensure effective coordination with civil works;
- The importance and utility of consultation and effective communications by the implementing agency throughout the project cycle cannot be understated.

66. Post-resettlement. Over the last year, considerable efforts have been made to improve living conditions in the resettlement sites and to prepare the PAP cooperatives for taking over the responsibility of self-managing their assets and facilities. Noteworthy among MMRDA's initiatives has been promoting income generating activities, which will be crucial to enabling people relocated away from shanty slums to cleaner permanent buildings to sustainably manage their own affairs. With regard to helping smaller shopkeepers striving to re-establish their businesses in resettlement sites, MMRDA has made a good beginning by arranging to provide shopkeepers resettled at Kanjurmarg with hawking sheds on a skywalk, which will bring them additional income. The process of business restoration in R&R sites is being closely observed in order to understand it and take appropriate remedial measures, should the difficulties prove to be endemic. Various post-resettlement support measures undertaken and underway reflect MMRDA's resolve to

be proactive and committed to taking steps to improve the lives of the resettled people. The decision to provide people with facilities, such as community halls, health centers, and work sheds, and establishment of a Livelihoods Cell to support and monitor income activities, are all indicative of the new mind set. The progress in society registration, completion of the implementation of the post-resettlement action plan, and agreement on exit indicators, among other positive outcomes, provide Management with the confidence that the post-resettlement process is well on track and will be completed on schedule.

67. The Bank team will continue to assist MMRDA with need-based technical support for implementing the Action Plan and the construction works and will continue to monitor the progress of various activities and the quality of compliance. Supervision will include frequent interaction with the implementing agencies, site visits, and follow-up as needed. Overall, the quality of compliance in the R&R component has improved and the focus of technical support and monitoring has gradually shifted to strategic implementation issues. In view of this, the Bank has, since January 2008, reduced the involvement of its social development specialist, with two-thirds of his time spent in Mumbai. However, as noted, the Bank will very closely monitor and advise on the quality of the documentation of the resettlement process.

68. In spite of recent difficulties on SCLR, the concerns of shopkeepers are being resolved with agreed solutions and significant improvements have been noticed in the post-resettlement situation. MMRDA has demonstrated its improved capacity to manage the resettlement process and engage in consultation with PAPs in a problem solving mode. Most of the activities proposed in the Action Plan have either been completed or substantially completed. However several resettlement challenges remain that are linked to the resolution of cases involving court litigation and relocation of community structures. Bank Management will report in a year's time on progress made in implementation of the Action Plan. If Management determines that satisfactory closure has been reached regarding the shopkeepers and long-term sustainability of post-resettlement activities, the next progress report would be the last.

List of annexes:

Annex 1 : Key resettlement implementation progress

Presents quantitative data of progress in resettlement and rehabilitation

Annex 2 : World Bank supervision missions, March 2006 – January 2009

Annex 3 : Status of issues as of February 1, 2009

Tracks in a tabular form the status of progress of the Borrower Action Plan with associated issues

Annex 4 : Status of Impediments and R&R related issues for JVLR & SCLR

Annex 5 : Procedure for implementation of balance of resettlement activities for Road over Bridges (ROB) removed from MUTP as part of project restructuring

ANNEX 1: KEY RESETTLEMENT IMPLEMENTATION PROGRESS

No	Action	Target	Current Target	April-May 2005 (Inspection Panel Visit)	February 2006 (Submission of Management Response to Inspection Panel Report)	December 2006 (First Progress Report on Action Plan)	September 2007 (Second Progress Report on Action Plan)	January 2009 (Third Progress Report on Action Plan)
1	No. of households shifted to permanent houses	17,378	17,420	12,396 (71%)	13,877 (80%)	15,315 (88%)	15,784 (91%)	16,580 (95%)
2	No. of affected shopkeepers provided permanent alternative shops < 225 sq.ft (small) > 225 sq.ft (medium and large)	2,469	2,071	249 (10%)	369 (14%)	752 (29%)	1,104 (43%)	1,437 (70%)
		1,669 800	1,385 686	na na	na Na	668 (37.7%) 84 (10.5%)	877 (50%) 227 (28.4%)	1,018 (71%) 419 (61%)
3	No. of households issued identity cards	19,847	19,491	1,685 (8%)	5,616 (28%)	6,319 (32%)	15,011 (75%)	17,467 (90%)
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% of total and 97% of the resettled PAPs)
5	No. of cooperative societies registered (approximate)	200*	180	47 (27%)‡	48 (28%)‡	58 (33%)‡	85 (49%)‡ (name registration done for another 56)	157 (90%)‡ (13 in process)
6	No. of maintenance funds (Interest) transferred to the joint accounts of cooperative societies	200*	180	23 (13%)‡	23 (13%)‡	46 (26%)‡	46 (26%)‡	52 (30%)‡
7	No. of cooperative societies that received Community Maintenance Funds	200*	180	47 (27%)‡	47 (27%)‡	47 (27%)‡	47 (27%)‡	125 (71%)‡
8	No. of PAPs who received assistance under Community Maintenance Funds	2000	N.A.	NA	244 (12%)	244 (12%)	244 (12%)	The fund is provided to cooperative societies
9	Transfer of	600	540	Nil	Nil	114	423	445

	common facilities (pre-school, society office and welfare centre) to cooperative societies)					(18%)	(70%)	(82%)
10	Issue of building maintenance manuals to cooperative societies	152	157	Nil	Nil	100 (66%)	100 (66%)	157
11	No. of community assets reconstructed	85*		NA	16 (18%)	18 (21%)	50 (58%)	60
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]
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

Note 1: The shopkeepers remaining to be resettled has been reduced due to total target recast after project restructuring

Note 2: The figures in parentheses indicate percentages.

Building maintenance manuals not prepared for initial 48 buildings purchased directly from Maharashtra Housing Board.

* Revised target. At this stage there are 175 occupied buildings, 180 buildings are expected to be finally occupied.

‡ This represents the percentage of the 175 fully occupied buildings where residents can register their housing cooperative societies.

**ANNEX 2: WORLD BANK SUPERVISION MISSIONS,
MARCH 2006 – JANUARY 2009**

March 9 – 14, 2006

Hubert Nove-Josserand	Task Team Leader
Manmohan Singh Bajaj	Senior Procurement Specialist
Priya Goel	Financial Management Specialist
Els Hinderdael	Manager, Procurement
Manoj Jain	Senior Financial Management Specialist
Rajat Narula	Senior Finance Officer
I.U.B. Reddy	Senior Social Development Specialist
Robert J. Saum	Manager, Financial Management
Warren Waters	Lead Social Development Specialist

April 12 – 21, 2006

Hubert Nove-Josserand	Task Team Leader
Sameer Akbar	Senior Environment Specialist
Mr. Apte	Architect
Frederick Brusberg	Regional Safeguards Advisor
Richard Clifford	Lead Urban Specialist
Satya Mishra	Social Development Consultant
Fayez Omar	Senior Country Program Manager
I.U.B. Reddy	Senior Social Specialist

May 2 – 5, 2006

Hubert Nove-Josserand	Task Team Leader
Arnab Bandyopadhyay	Transport Specialist
Sujit Das	Transport Specialist
Setty Pendakur	Traffic Management Specialist

June 5 – 6, 2006

Hubert Nove-Josserand	Task Team Leader
Frederic Brusberg	Safeguards Advisor
Michael Carter	Country Director
Satya Mishra	Social Development Consultant
I.U.B. Reddy	Senior Social Specialist

June 28, 2006

Hubert Nove-Josserand	Task Team Leader
Satya Mishra	Social Development Consultant

July 25 – 28, 2006

Hubert Nove-Josserand	Task Team Leader
Sameer Akbar	Environmental Specialist
Arnab Bandyopadhyay	Transport Specialist
Sujit Das	Transport Specialist
Satya Mishra	Social Development Consultant
I.U.B. Reddy	Senior Social Specialist
Sonia Sandhu	Environmental Specialist
Sankaran Vaideeswaran	Environmental Specialist

August 14, 2006

Fayez Omar	Acting Country Director
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Satya Mishra	Social Development Consultant
I.U.B. Reddy	Senior Social Specialist

August 17 – 25, 2006

Hubert Nove-Josserand	Task Team Leader
Manmohan Singh Bajaj	Senior Procurement Specialist
Arnab Bandyopadhyay	Transport Specialist
Sonia Sandhu	Environmental Specialist
Sujit Das	Transport Specialist
Ke Fang	Transport Specialist
Priya Goel	Financial Management Specialist
Satya Mishra	Social Development Consultant
Setty Pendakur	Traffic Management Specialist
Jitendra Sondhi	Rail Transport Specialist
Sona Thakur	Public Relations Specialist
Sankaran Vaideeswaran	Environmental Specialist

September 25 – 26, 2006

Satya Mishra	Social Development Consultant
I.U.B. Reddy	Senior Social Specialist

November 22 – 24 and 26 – 29, 2006

Hubert Nove-Josserand	Task Team Leader
Frederick Brusberg	Regional Safeguards Advisor
I.U.B. Reddy	Senior Social Specialist
Satya Mishra	Social Development Consultant
Shyamal Sarkar	Senior Water and Sanitation Specialist

January 16 – 25, 2007

Hubert Nove-Josserand	Task Team Leader
Frederick Brusberg	Regional Safeguards Advisor
Richard Clifford	Lead Urban Specialist
Sujit Das	Transport Specialist
Priya Goel	Financial Specialist
Stephen Lintner	Senior Technical Advisor for Safeguards
Satya Mishra	Social Development Consultant
Sudip Mozumdar	External Relations
I.U.B. Reddy	Senior Social Specialist
Sonia Sandhu	Senior Environmental Specialist
Shyamal Sarkar	Senior Water and Sanitation Specialist
Jitendra Sondhi	Railway Specialist (consultant)
K. Srinivasan	Financial Analyst
Sankaran Vaideeswaran	Environment Consultant

February 2, 2007

Hubert Nove-Josserand	Task Team Leader
Rajesh Rohatgi	Civil Engineer
Jitendra Sondhi	Railway Specialist (consultant)

March 7, 2007

Hubert Nove-Josserand	Task Team Leader
Guang Zhe Chen	Sector Manager, Transport
Satya Mishra	Social Development Consultant

April 16 – 19, 2007

Sujit Das	Senor Transport Specialist
Satya Mishra	Social Development Consultant

April 25 – 27, 2007

Satya Mishra	Social Development Consultant
I.U.B. Reddy	Senor Social Development Specialist

June 6 – 7, 2007

Hubert Nove-Josserand	Task Team Leader
Satya Mishra	Social Development Consultant

July 6 – 20, 2007

Hubert Nove-Josserand	Task Team Leader
Sameer Akbar	Environmental Specialist
Manmohan Bajaj	Procurement Specialist
Frederick Brusberg	Regional Safeguards Advisor
Richard Clifford	Lead Urban Specialist
Sujit Das	Transport Specialist
Priya Goel	Financial Specialist
Satya Mishra	Social Development Consultant
Sudip Mozumdar	External Relations
I.U.B. Reddy	Senior Social Specialist
Sonia Sandhu	Senior Environmental Specialist
Shyamal Sarkar	Senior Water and Sanitation Specialist
Jitendra Sondhi	Railway Specialist (consultant)
K. Srinivasan	Financial Analyst
Roy Sumner	ATC Specialist
Sankaran Vaideeswaran	Environment Consultant
Pradeep Valsangkar	ICT Specialist

August 20 – 22, 2007

Hubert Nove-Josserand	Task Team Leader
Isabel M. Guerrero	Country Director
Mandakini Kaul	Economist
Satya Mishra	Social Development Consultant
R.S. Pathak	Water Resource Specialist
Sona Thakur	External Affairs Consultant

September 26 – 28, 2007

Hubert Nove-Josserand	Task Team Leader
Sujit Das	Senior Transport Specialist
Satya Mishra	Social Development Consultant

November 20 – 21, 2007

Hubert Nove-Josserand	Task Team Leader
Satya Mishra	Social Development Consultant

December 16 – 18, 2007

Hubert Nove-Josserand	Task Team Leader
Satya Mishra	Social Development Consultant

January 07 – 17, 2008 – January 23 – February 4, 2008

Hubert Nove-Josserand	Task Team Leader
Atul Agarwal	Transport Specialist

Sameer Akbar	Environmental Specialist
Manmohan Bajaj	Procurement Specialist
Arnab Bandyopadhyay	Transport Specialist
Frederick Brusberg	Regional Safeguards Advisor
Guang Zhe Chen	Transport Sector Manager
Frederic Giovannetti	Social Safeguards Specialist (consultant)
Priya Goel	Financial Specialist
Punit Kapur	Financial Specialist
Satya Mishra	Social Development Consultant
Sudip Mozumdar	External Relations
I.U.B. Reddy	Senior Social Specialist
Shyamal Sarkar	Senior Water and Sanitation Specialist
Jitendra Sondhi	Railway Specialist (consultant)
K. Srinivasan	Financial Analyst
Roy Sumner	ATC Specialist
Sankaran Vaideeswaran	Environment Consultant
Pradeep Valsangkar	ICT Specialist

April 6 – 10, 2008

Hubert Nove-Josserand	Task Team Leader
Atul Agarwal	Transport Specialist
Vasile Olievschi	Rail Transport Specialist
Jitendra Sondhi	Rail Transport Specialist

May 14 – 15, 2008

Hubert Nove-Josserand	Task Team Leader
Atul Agarwal	Transport Specialist

May 22 – 23, 2008

Hubert Nove-Josserand	Task Team Leader
Satya Mishra	Social Development Consultant

Goa, July 11 – 12, 2008

Hubert Nove-Josserand	Task Team Leader
Frederic Brusberg	Safeguards Regional Adviser
Frederic Giovannetti	Social Safeguards Specialist, (consultant)
Gaurav Joshi	Environmental Safeguards Specialist
Satya Mishra	Social Development Consultant
I.U.B. Reddy	Senior Social Specialist

July 23 – August 5, 2008

Hubert Nove-Josserand	Task Team Leader
Atul Agarwal	Transport Specialist
Manmohan Bajaj	Procurement Specialist
Ramola Bhuyan	Financial Specialist
Frederick Brusberg	Regional Safeguards Advisor
Sujit Das	Transport Specialist
Priya Goel	Financial Specialist
Gaurav Joshi	Environmental Specialist
Satya Mishra	Social Development Consultant
Sudip Mozumdar	External Relations
I.U.B. Reddy	Senior Social Specialist
Shyamal Sarkar	Senior Water and Sanitation Specialist
Jitendra Sondhi	Railway Specialist (consultant)

K. Srinivasan	Financial Analyst
Sankaran Vaideeswaran	Environment Consultant
Pradeep Valsangkar	ICT Specialist

September 15 – 16, 2008

Sujit Das	Transport Specialist
Satya Mishra	Social Development Consultant

November 23 – November 26, 2008

Hubert Nove-Josserand	Task Team Leader
Atul Agarwal	Transport Specialist
Ramola Bhuyan	Financial Management Consultant
Rakhi Basu	Transport Specialist
Gaurav Joshi	Environmental Specialist
Satya Mishra	Social Development Consultant

January 28 – February 6, 2009

Hubert Nove-Josserand	Task Team Leader
Atul Agarwal	Transport Specialist
Manmohan Bajaj	Procurement Specialist
Frederick Brusberg	Regional Safeguards Advisor
Sujit Das	Transport Specialist
Rakhi Basu	Transport Specialist
Priya Goel	Financial Specialist
Gaurav Joshi	Environmental Specialist
Satya Mishra	Social Development Specialist
Sudip Mozumdar	External Relations
I.U.B. Reddy	Senior Social Specialist
Jitendra Sondhi	Railway Specialist (consultant)
Sankaran Vaideeswaran	Environment Consultant
Ramola Bhuyan	Financial Management Consultant
Pradeep Valsangkar	ICT Consultant

ANNEX 3: MUTP: STATUS OF ISSUES AS OF FEBRUARY 1, 2009

Issue	Status as of February 1, 2009	Comments
Resettlement of Shopkeepers		
1. Shopkeeper Resettlement Options		
1.1 Complete negotiations / resettlement with all affected shopkeepers of SCLR.	Status: Substantially completed <i>Target Date: May 2006</i> <i>Revised: June 2009</i>	65 percent of SCLR shopkeepers have been resettled, including 188 medium- or large-size shops. A procedure on how MMRDA would deal with shopkeepers who refuse to negotiate has been agreed and disclosed. MMRDA continued to pursue a negotiated solution with facilitative support from the IMP. One group of SCLR shopkeepers (KNWA) have signed MOU with MMRDA for an <i>in-situ</i> redevelopment proposal; the other group (USOA) is expected to sign MoU for relocation to a new shopping complex at MN Nagar, which if fails to materialize, MMRDA may apply the procedure for resettlement in the event of break down in negotiations. The Bank continues to monitor, advise and assist MMRDA to expedite the resettlement process.
1.2 Complete negotiations / resettlement of affected shopkeepers of other sub-projects (non-SCLR).	Status Substantially completed	Thus far, 71 percent of shopkeepers have been resettled, including 231 medium- or large shopkeepers. Negotiation and resettlement of shopkeepers from JVL (except five involving court cases) and Thana-Kurla Railway corridor have been completed. SATIS and ROBs have been deleted from the Project as part of restructuring.
2. Affected Employees		
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.	Status: 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.	Status: In progress <i>Target Date: Ongoing</i>	MMRDA is yet to receive any requests from the affected employees for assistance. The Bank continues to monitor this issue.
2.3 Employees will be issued identity cards prior to displacement of the business unit.	Status: In progress <i>Target Date: Ongoing</i>	Issuance of identity cards to employees is ongoing. The Bank monitors the issuance of identity cards to employees prior to their displacement.
Post-Resettlement		
3. Implementation		
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.		

Issue	Status as of February 1, 2009	Comments
3.1.1. Complete registration of 80 housing cooperative societies in addition to the initially registered 48 societies	Status: Completed	Society registration has been completed for 90 percent occupied buildings and name reservation has been completed for another 13 societies out of 175 occupied buildings. The remaining cases are challenging in view of internal differences and due to partial occupation of the buildings.
3.1.2 Implementation of cooperative management action plan.	Status: Completed	MMRDA has implemented the cooperative management action plan through its consultant, Tata Consultancy Services, which has completed its assignment. MMRDA will conduct training for the newly registered societies. The Bank will continue to monitor the process.
3.2 Construction of social services at R&R sites.	Status: Substantially completed <i>Target Date: July 2007</i> <i>Revised: June 2009</i>	Primary schools have been established at Anik and Mankhurd; the construction of a larger school at Mankhurd has been completed and it has started functioning; a site has been reserved for school construction at Anik. In addition, one private school at Mankhurd and two private schools at Anik are managed by charities. Some 86 Integrated Child Development Service centers established in three major R&R sites including Anik and Mankhurd provide early childhood nutrition and learning support to 2,150 children. MCGM has sanctioned establishment of a health care center at Anik. MMRDA has started constructing a community hall and a primary health care centre at Majaj.
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.	Status: Completed <i>Target Date: April 2006</i> <i>(first 48 societies)</i> Status: <i>Target Date: March 2009</i> <i>(for additional 80 societies)</i>	Transfer of interest on maintenance funds* has been updated for the initially registered 46 societies. MMRDA has opened joint bank accounts for 52 societies, including the above 46 societies for which the capital amount has been deposited and from which PAP societies can withdraw interest amount directly. The Bank continues to monitor the process.
3.4 Transfer of conveyance deeds to first 48 cooperative societies.	Status: No action taken <i>Target Date: July 2006</i> <i>Revised: December 2009</i>	MMRDA has not initiated action for transferring the title to the cooperative societies. This issue involves many buildings in Mumbai, not just those affected by the Project. At present, MMRDA's focus is on high priority resettlement issues. The Bank will continue to monitor the progress on this issue.
3.5 Transfer of conveyance deeds to next 80 cooperative societies.	Status: No action taken <i>Target Date: December 2007</i> <i>Revised date: December 2009</i>	Process is yet to be started; MMRDA is preoccupied with more pressing post resettlement issues at present.

Issue	Status as of February 1, 2009	Comments
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.	Status: Substantially completed	The maintenance manuals have been distributed to 157 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 societies.
3.7 MMRDA will work with the GoM to engage with MCGM on steps required to improve water supply at the resettlement sites.	Status: Substantially completed <i>Target Date: Ongoing</i>	The water supply situation has considerably improved in the resettlement sites, despite reports of relative short supply in a few buildings at Anik due to locational disadvantage. Supply ranges from 57 to 197 lpcd, with most sites receiving more than 90 lpcd (compared to 25 lpcd in Anik and 69 lpcd in Mankhurd in May 2005). The special pumping station being established at Anik will be completed by December 2009. The pipeline from Trombay to Mahul passing through Anik will take a few more months to be commissioned.
3.8 The Bank is pursuing measures with GoM and MMRDA to improve transport connectivity to resettlement colonies.	Status: Substantially completed <i>Target Date: Ongoing</i>	Accessibility 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. MMRDA has sanctioned construction of a sky walk at Mankhurd to connect it to the near Railway station.
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.	Status: Completed. End evaluation will be undertaken closer to Project closing date	Tata Institute of Social Sciences, hired by MMRDA to carry out independent resettlement impact assessment studies in Mankhurd, Majas and Anik resettlement sites, has submitted its final report. MMRDA has started undertaking remedial measures as follow up of concerns raised in the report. The Bank continues to monitor the process.
Environmental Management of Resettlement Sites		
4. Maintenance of Public Assets; Waste Management		
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.	Status Substantially completed <i>Target Date: Ongoing</i>	MMRDA has completed the majority of civil works related repairs at resettlement buildings. As part of the environmental exit strategy, MMRDA agreed on a set of indicators that require completion of all urgent and pending repair works. The Bank will closely monitor the process.
4.2 MMRDA has prepared maintenance manuals which will be handed over to each registered cooperative society.		See Item 3.6.

Issue	Status as of February 1, 2009	Comments
4.3 MMRDA is liaising with MCGM to provide necessary community facilities, including tree plantation.	Status: In progress <i>Target Date: Ongoing</i>	MMRDA has prepared environmental management action plans for resettlement sites with the help of professional consultants; a plan is being implemented at Kanjurmarg on a pilot basis and will be replicated in other sites with the help of the NGOs. The action plans focus on environmental issues, such as solid and liquid waste management and other activities that have implications for community health and tree plantation in resettlement sites. The Bank will continue to monitor the progress on this issue.
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.	Status: Substantially completed <i>Target Date: Ongoing</i>	Further to MMRDA's dialogue with MCGM, the latter started regular garbage pick up from resettlement sites. MMRDA has placed 80 percent of the required garbage bins. The Bank will continue to monitor the progress on this issue.
Overall Management of R&R Implementation		
5. Strengthening Institutional Arrangements for R&R		
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.	Status: Completed April 2006	MMRDA has strengthened its R&R capacity with a new Project Director, additional managers, and community development associates, a social scientist, estate managers. MMRDA has established a special Livelihoods Cell to address income restoration issues. The earlier appointed Deputy Registrar-Cooperatives continues to support society registration process. The Chief- R&R manages over all resettlement operations. MMRDA plans to hire additional staff to carry forward the post-resettlement process and reinforce the R&R cell after some staff turn over reported in the recent months. The Bank has a social development specialist focused on MUTP who is working closely with MMRDA.
5.2 MMRDA will review and assess the NGOs' capacity and future role.	Status: Completed	MMRDA has streamlined roles and responsibilities of NGOs, consultants and its staff members. The Bank will monitor the role of NGOs in the light of agreed guidelines.
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.	Status: Substantially completed <i>Target Date: Ongoing</i>	MMRDA has been conducting training programs on issues of interest for its staff. The Bank will continue to monitor the process.

Issue	Status as of February 1, 2009	Comments
6. Improving the R&R Process		
6.1 MMRDA will further define procedures in the R&R Implementation Manual.	Status: Completed	The updated R&R Implementation Manual is disclosed at the PIC and uploaded on MMRDA's website. No further action is required.
6.2 Strengthen data base capability for effective management of resettlement and post-resettlement.		See Items 7.1 and 7.2 below.
6.3 MMRDA will expedite: 6.3.1 Finalizing the draft RIP for SCLR up to 45.7 meters with flexibility to proceed on a section-by-section basis.	Status: Completed	The revised RIP for SCLR has been finalized and endorsed by the Bank. This was disclosed on MMRDA's website and in local PIC, and was also disclosed in the Bank's InfoShop.
6.3.2 Finalizing the draft RIP for SATIS, to be submitted to the Bank when railway clearances are obtained for the sub-project.	Status: Not Required	The Borrower has proposed that the SATIS be removed from the Project.
6.4 Finalizing the Vikhroli ROB draft RIP.	Status: Completed	MMRDA has submitted the draft RIP for the Vikhroli ROB. MMRDA has proposed to take the ROB's out of MUTP.
6.5 Updating the baseline socio-economic survey data for JVLR and Jogeshwari ROB's.	Status: Completed	MMRDA has completed the updating of the baseline survey and the copies were submitted to the Bank. 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.	Status: Ongoing	MMRDA has been regularly sending periodic progress reports to the Bank in a format provided by the Task Team. The Bank will continue to monitor the timely receipt of the progress report on implementation of the Action Plan.
6.7 MMRDA will expedite timely issuance of identity cards and payments of shifting allowances for PAPs shifting to new resettlement sites.	Status: Substantially completed <i>Target Date: Ongoing</i>	MMRDA has completed issuance of 17,467 identity cards to the resettled PAHs, which is 90 percent of the total PAHs and 97 percent of the resettled PAHs. The Bank will continue 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.	Status: In progress <i>Target Date: Ongoing</i>	MMRDA has prepared an action plan for relocating the religious and community structures, continues to hold consultations with custodians of religious structures for their relocation. Limited progress has been achieved in relocating these structures in view of strong sensitivities involved. The Bank will continue 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.	Status: Completed	The IMP, constituted in mid-March 2006, has been actively monitoring key resettlement implementation aspects. No further action is required. However, the Bank will follow up on the implementation of 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.	Status: Completed	MMRDA has procured and installed the Oracle software to establish full coordination between grievance management and resettlement. No further action is required.

Issue	Status as of February 1, 2009	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.	Status: 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 latter. The Bank Task Team continues to monitor data management.
8. Improving Communications and Consultation		
8.1 MMRDA will enhance communication with PAPs and improve documentation.	Status: In progress <i>Target Date: Ongoing</i>	MMRDA has improved communications and consultations with shopkeepers and other PAPs. The key Project-related documents are now available in the PIC and on MMRDA's website. The Bank will continue 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.	Status: Completed	MMRDA has closed all field level PICs in view of their under-utilization and continues to manage the PIC started at in 2006 at MMRDA. 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.	Status: 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's social consultant is providing technical guidance on consultations and communications 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.	Status: Completed	MMRDA has provided secretarial assistance and computers to the field level GRC to improve the hearing and disposal of cases. The progress in hearings by the senior level, which was slow, has improved significantly.
9.2 A separate one-page brochure on the updated grievance redress process will be prepared, circulated, and posted on the Project website.	Status: Completed	The updated grievance redress process has been incorporated in the Implementation Manual (Chapter 29) and disclosed in the PIC and uploaded on the website. The main improvement in the process is the specification of a clear timeframe for registering a grievance and confirmation that the resettlement of a petitioner will not be carried out before the grievance process is completed. Brochures in English and Marathi have been printed and are being attached to the allotment letters/eviction notices. No further action is envisaged.

Issue	Status as of February 1, 2009	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.	Status: Completed	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 made significant progress in managing post-resettlement issues. It has established field level Grievance Redress Centers at five key resettlement sites to resolve site specific issues. The IMP continues to undertake regular field visits to resettlement sites, listen to PAPs and direct MMRDA to take remedial action if and when required. The Bank has a social development specialist focused on MUTP since March 2006. The resettlement Impact Assessment study indicates a high level of PAP satisfaction with the grievance redress process.
10. Operationalization of the Implementation Manual		
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.	Status: Completed	The Implementation Manual has been revised in close consultation with Bank staff. No further action is envisaged.
10.1.2 Finalization of Implementation Manual	Status: Completed	The Implementation Manual has been finalized taking into account the Bank's comments and is now disclosed in PICs and uploaded on the website. No further action is envisaged.
10.1.3 Operationalization of the Implementation Manual	Status: Completed	The Implementation Manual is being used to administer the entitlements and apply procedures. The Implementation Manual occasionally requires updates when new procedures are adopted. The Bank will continue to monitor this issue to ensure that the provisions in the Implementation Manual are applied and that it is updated when needed.

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

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, ¹ JVLR-II (Powai)	Request for Inspection; 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 Majority of residential PAHs resettled Resettlement completed except for three to four cases involving court cases 	May 2009
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 shall provide <ul style="list-style-type: none"> (a) equivalent shop area in exchange for affected shop area at Powai shopping mall (b) TDR² 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, ³ JVLR-II; Powai	Approval of MHRD, ⁴ GoI needed and MoU with IIT ⁵ to be signed and executed; Challenges in inter-agency coordination involving IIT, GoM, and GoI delayed the process	<ul style="list-style-type: none"> MHRD, GoI approval obtained MoU for transfer of land signed between MMRDA and IIT-Mumbai Actual transfer of land to take place after IIT relocates the affected structures 	<ul style="list-style-type: none"> Transfer of IIT land for civil work for 30 mts. road width and for 45.7 mts. by May 2009 Relocation of structures (IIT) by May 2009

¹ RHS: Right Hand Side of the road

² Transfer of Development Rights

³ LHS: Left Hand Side of the road

⁴ Ministry of Human Resources Development

⁵ 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
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 ⁶ 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"> • MSRDC⁷ plans to redraw 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 	Green Field Society by March 2009
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 ASI⁸ 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 has obtained ASI approval; alternative land identified for relocating temple situated at the foothill • Police department has shifted its outpost • Negotiations to shift Suvarna Temple and Buddha Vihar failed; road realigned • Relocation of Hanuman Temple under way 	Relocation of Hanuman temple and Ganesh temple by May 2009
6.	About 150-200 Squatters	000-210 RHS, JVLR-II and 4440-4480, JVLR-I at the	These squatters, said to be re-encroachers, have to be relocated; survey challenging	MMRDA has redrawn work plan due to difficulties in listing the squatters	• Dropped

⁶ LA: Land Acquisition

⁷ MSRDC: Maharashtra State Road Development Corporation

⁸ Archaeological Survey of India

SN	Impediments	Location/Name	Difficulties, Challenges, Risks	Remedial Steps Taken/ Progress Made So Far	Estimated Timeframe for Closure
		Pipeline Bridge, Milind Nagar	due to interference of local leaders		
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"> • 40 shopkeepers resettled at BKC⁹ • MMRDA has completed negotiations with 207 shopkeepers (USOA and KNWA) for <i>in-situ</i> resettlement • KNWA (54 shops) cleared the site after signing the MoU with MMRDA • 80 members of USOA have agreed on a draft MoU with MMRDA for relocation to a new shopping complex at MN Nagar; shall vacate affected portions of their shops once MoU is signed • Another group of about 40 shop keepers willing to join private in situ scheme • Rest willing to relocate to shops at MN Nagar, BKC • MMRDA may apply procedure for resettlement in case of failed negotiations if USOA fails to sign MoU • MMRDA has already recommended <i>in-situ</i> scheme to the GoM requesting change in land use 	<ul style="list-style-type: none"> • MoU with USOA by May 2009 • Complete resettlement by December 2009
2.	90 households of 3 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"> • Negotiations for <i>in-situ</i> redevelopment completed • MMRDA willing to recommend <i>in-situ</i> scheme • Netaji Nagar MHADA exploring redevelopment • Joint meeting among PAs, MMRDA and MHADA held • Land and height constraint slowing the finalization 	<ul style="list-style-type: none"> • Decision expected by July 2009
3.	Relocation of 180 squatters for diversion of drain across road	1700-2125 Sawle Nagar	Survey was not done as part of original baseline survey. Drain alignment was finalized after RIP was prepared. Resettlement	<ul style="list-style-type: none"> • Baseline survey carried out • PAHs resettled by MMRDA following approved procedure 	Completed in May 2007

⁹ Bandra Kurla Complex

SN	Impediments	Location/Name	Difficulties, Challenges, Risks	Remedial Steps Taken/ Progress Made So Far	Estimated Timeframe for Closure
			of affected households required negotiations		
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' efforts underway 	May 2009
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 hired Tilak Nagar MHADA Resident Association's Architect to prepare redevelopment plan Redevelopment scheme submitted to MHADA for approval MMRDA recommended redevelopment scheme providing additional floor space (50 percent more) to resident households MHADA and MMRDA have agreed on lay outs; Plan approved; MoU with PAPs pending MMRDA giving rental allowance to shift PAHs till project materializes 	<ul style="list-style-type: none"> Site clearance after relocation by May 2009
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 	<ul style="list-style-type: none"> 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 	Resettlement completed in December 2007
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"> Discussions under way between MMRDA and MCGM 	<ul style="list-style-type: none"> Relocation by May 2009
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"> Baseline survey started RIP Note to be prepared Shopkeepers to be relocated as per RIP Note 	<ul style="list-style-type: none"> 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 	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 	<ul style="list-style-type: none"> Resistance shown by the host community Land cleared for shifting 1 pylon and 5 religious structures 	July 2009

SN	Impediments	Location/Name	Difficulties, Challenges, Risks	Remedial Steps Taken/ Progress Made So Far	Estimated Timeframe for Closure
	structures		religious structures		
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	<ul style="list-style-type: none"> LA process substantially completed 	Complete LA by May 2009

**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.