

**GURUGRAM METRO RAIL LIMITED (GMRL)**

# **Metro Connectivity from Millennium City Centre to Cyber City**

**Stakeholder Engagement Plan (SEP)**

**DECEMBER 2025**

## Table of Contents

List of Tables.....	ii
List of Figures.....	ii
List of Annexures .....	ii
List of Acronyms .....	iii
<b>1 Introduction/Project Description .....</b>	<b>1</b>
1.1 Project Corridor.....	1
<b>2 Objective/Description of Stakeholder Engagement Plan (SEP).....</b>	<b>Error! Bookmark not defined.</b>
<b>3 Stakeholder Identification and analysis .....</b>	<b>3</b>
3.1 Methodology.....	3
3.2 Affected Parties.....	3
3.3 Other Interested Parties .....	3
3.4 Disadvantaged / vulnerable individuals or groups .....	4
<b>4 Stakeholder Engagement Program .....</b>	<b>5</b>
4.1 Summary of Stakeholder Engagement done during ESIA Report Preparation.....	6
4.2 Summary of project stakeholder needs and methods, tools and techniques for stakeholder engagement.....	11
4.3 Proposed Strategy to Incorporate the Views of Vulnerable Groups .....	15
4.4 Implementation Arrangements and Resources .....	15
<b>5 Grievance Mechanism (GM).....</b>	<b>17</b>
5.1 Existing public grievance redress practices at National and State Level .....	19
5.2 Description of GM .....	20
5.3 Labour GM .....	22
5.4 Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH) GM .....	22
<b>6 Monitoring and Reporting.....</b>	<b>24</b>
6.1 Summary of how SEP implementation will be Monitored and Reported .....	24
6.2 Reporting Back to Stakeholder Groups.....	25
<b>Annexures .....</b>	<b>26</b>

## List of Tables

Table 1-1: Project Corridor.....	1
Table 3-1: List of Vulnerable Groups and Possible Barriers.....	4
Table 4-1: Stakeholder Categories and No. of Participants.....	6
Table 4-2: Details of Stakeholder Consultations and Interviews.....	6
Table 4-3: Issues Raised, Discussed and Mitigation Measures.....	7
Table 4-4: Information Dissemination and Modes of Engagement.....	12
Table 4-5: Implementation Arrangements.....	16
Table 4-6: Estimated budget for SEP Implementation.....	17
Table 5-1: GRIEVANCE MECHANISM(GM).....	20

## List of Figures

Figure 1-1: Proposed Metro Alignment.....	2
Figure 5-1: Flowchart of Grievance Mechanism.....	18

## List of Annexures

Annexure 1: Detailed Summary of Consultations and Interviews.....	26
Annexure 2: Public Consultation Pictures.....	44
Annexure 3: Grievance Form.....	49
Annexure 4: Grievance Monitoring Sheet.....	50
Annexure 5: Meeting Record Form.....	51
Annexure 6: Resolution Form.....	52
Annexure 7: Sample Table – Monitoring and Reporting on the SEP.....	53

## List of Acronyms

CPR	Community Property Resource
DPR	Detailed Project Report
ESCP	Environmental & Social Commitment Plan
EIA	Environmental Impact Assessment
EHS	Environment, Health & Safety
ESIA	Environmental and Social Impact Assessment
ESMF	Environmental & Social Management Framework
ESMP	Environmental & Social Management Plan
ESF	Environmental & Social Framework
GBV	Gender Based Violence
GoI	Government of India
GoH	Government of Haryana
GM	Grievance Mechanism
GMRL	Gurugram Metro Rail Limited
GMRP	Gurugram Metro Rail Project
HMRTC	Haryana Mass Rapid Transport Corporation Limited
LMP	Labour Management Procedure
NGO	Non-Governmental Organisation
MCG	Municipal Corporation of Gurugram
RAP	Resettlement Action Plan
PAPs	Project Affected Persons
PIU	Project Implementing Unit
RAP	Resettlement Action Plan
RFCTLARR	Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement
RPF	Resettlement Policy Framework
R&R	Resettlement & Rehabilitation
SEP	Stakeholder Engagement Plan
WB	World Bank

## 1 Introduction/Project Description

Gurugram Metro Rail Limited (GMRL), a joint venture of the Government of India (GoI) and the Government of Haryana (GoH) with equal ownership will be implementing the Gurugram Metro Rail Project (GMRP) from Millennium City Centre (MCC) to Cyber City, Gurugram and a Spur from Basai Village to connect Dwarka Expressway.

The ESIA Study of GMRP from MCC to Cyber City Gurugram and the two spurs, is being prepared in accordance with the World Bank's (WB) Environmental and Social Framework (ESF).

### 1.1 Project Corridor

The GMRP corridor is 29.05 km in length and has 27 elevated stations. The primary corridor, spanning 27.20 km is from MCC to Cyber City, includes 26 stations. A spur of 1.85 km is proposed to connect Dwarka Expressway from Basai Village with a single station. A new link of 1.4 km with one station been proposed from Sector 5 for integration of metro with Gurugram Railway Station. The GMRP corridor details are provided in **Table 1-1**. The location Map of the project area is shown in **Figure 2-1**.

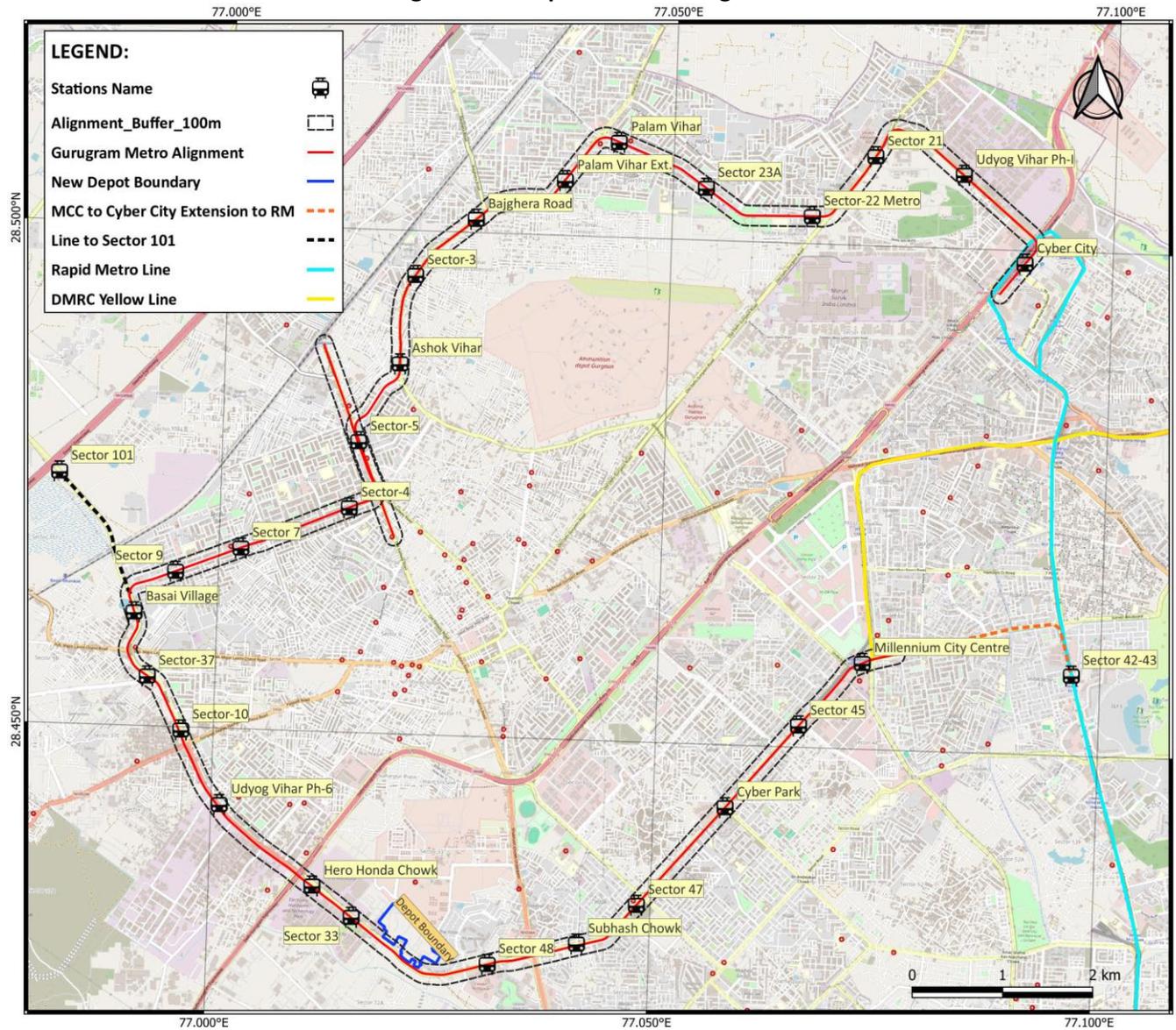
**Table 1-1: Project Corridor**

S. No.	Route	Length in Kms		Number of Stations
1	Millennium City Centre – Cyber City	Elevated	27.20	26
2	Spur from Basai Village to Dwarka Expressway	Elevated	1.85	1
		<b>Total</b>	<b>29.05</b>	<b>27</b>

## 2 Objective/Description of Stakeholder Engagement Plan (SEP)

The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire project cycle. The SEP outlines the ways in which the GMRL shall communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about the project and any activities related to the project. The SEP specifically emphasizes methods to engage groups considered most vulnerable and that are at risk of being left out of project benefits.

Figure 2-1: Proposed Metro Alignment



## 3

## 4 Stakeholder Identification and analysis

### 4.1 Methodology

For the GMRP, the following stakeholders have been identified and analysed. These stakeholders include affected parties (as defined in section 3.2), other interested parties (as defined in section 3.3) and disadvantaged/vulnerable individuals or groups (as defined in section 3.4).

### 4.2 Affected Parties

Affected parties include local communities, community members and other parties that may be subjected to direct impacts from the Project. Specifically, the following individuals and groups fall in this category:

- **Title Holders:** Owner of following establishments 1. Private vacant land 2. Residential Properties 3. Commercial Properties 4. Resi-cum-comm Properties.
- **Non-Titleholders:** 1. Informal settlers (encroachers) and informal occupiers (squatters including movable vendors) of residential, commercial, and Resi-cum-comm. establishments 2. Licence taken from Municipal Corporation of Gurugram (MCG)<sup>1</sup>.
- **Others:** 1. Tenants of commercial or Resi-cum-comm. establishments 2. Employees of commercial establishments 3. Nearby Communities

### 4.3 Other Interested Parties

The projects' stakeholders also include parties other than the directly affected communities, including:

- Resident Welfare Associations (RWAs)
- Market Associations
- Elected Representatives
- Civil Society Organisations
- Media
- Haryana Shahari Vikas Pradhikaran (HSVP)
- Haryana State Industrial & Infrastructure Development Corporation (HSIIDC)
- Haryana State Pollution Control Board (HSPCB)
- Haryana Vidyut Prasaran Nigam Limited (HVPN)
- Dakshin Haryana Bijli Vitran Nigam Limited (DHVNLI)
- Gurugram Metropolitan Development Authority (GMDA)

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<sup>1</sup>The project is expected to impact street vendors who have obtained licenses from the MCG. MCG allocates space to these vendors within designated vending zones and charges a monthly rental fee for the use of these spaces.

- Municipal Corporation of Gurugram (MCG)
- Delhi Metro Rail Corporation (DMRC)
- National Capital Region Transport Corporation (NCRTC)
- National Highway Authority of India (NHAI)
- Contractors
- Directorate of Archaeology and Museums, Haryana (DAM)
- Archaeological Survey of India (ASI)
- Haryana State Biodiversity Board (HSBB)
- National Biodiversity Authority (NBA)
- District Administration
- Traffic Police Department
- Forest Department
- Labour Department
- Indian Railway
- Transport Department of Haryana
- Auto & Taxi Unions
- Builders/Developers
- NGOs interested in Basai KBA/IBA, ponds, Bird enthusiasts
- Utility and Service Providers, etc.

#### 4.4 Disadvantaged / vulnerable individuals or groups

The GMRP may affect vulnerable or disadvantaged groups which may face barriers in accessing the project information or other project benefits. The List of vulnerable groups and possible barriers include, but are not limited to, those outlined in Table 4-1.

**Table 4-1: List of Vulnerable Groups and Possible Barriers**

S. No.	Vulnerable Groups	Possible barriers for vulnerable groups to access information and or other project benefits
1	Women Headed Households (WHH)	<ul style="list-style-type: none"> <li>• May feel uncomfortable in sharing opinions or raising concerns in the presence of men.</li> <li>• May encounter inadequate representation stemming from misconceptions about women's capabilities and their limited involvement in decision making process.</li> <li>• Typically occupied with familial responsibilities and balancing various household chores and work commitments to sustain their families.</li> </ul>
2	Elderly People	<ul style="list-style-type: none"> <li>• Communication obstacles, physical accessibility, health issues and limited access to or proficiency with technology may hinder elderly people from accessing information.</li> </ul>
3	Persons with Disabilities (PWD)	<ul style="list-style-type: none"> <li>• Formats of communication and information materials.</li> <li>• May face potential exclusion during project planning and in accessing benefits due to physical accessibility constraints.</li> </ul>
4	Scheduled Castes (SC)	<ul style="list-style-type: none"> <li>• May feel unwelcome to attend events (fear of discrimination or prejudice).</li> </ul>

S. No.	Vulnerable Groups	Possible barriers for vulnerable groups to access information and or other project benefits
		<ul style="list-style-type: none"> <li>• May not be informed about public events.</li> <li>• Language of project related documents and information.</li> <li>• May face challenges due to their limited education and socio-economic conditions.</li> </ul>
5	People Below Poverty Line (BPL)	<ul style="list-style-type: none"> <li>• May face challenges due to their limited education and socio-economic conditions.</li> <li>• Challenges related to transportation costs for attending events.</li> <li>• Language of project related documents and information.</li> </ul>
6	First Time Users of Metro (also commuters with low levels of literacy)	<ul style="list-style-type: none"> <li>• Lack of familiarity with signage and facilities such as elevators and escalators.</li> <li>• Unfamiliarity with the ticketing process and metro card recharging procedures.</li> <li>• Confusion at security checkpoints and queues.</li> </ul>

Vulnerable groups within the communities affected by the project will be further confirmed and consulted through dedicated means, as appropriate. Description of the methods of engagement that will be undertaken by the project is provided in the following sections.

## 5 Stakeholder Engagement Program

To adhere to best practices in stakeholder engagement, the following principles have been and will continue to be followed to ensure effective engagement throughout the project lifecycle.

- **Openness:** Public consultations shall be arranged throughout the project's life cycle. These consultations will be, carried out in an open and transparent manner, free from external manipulation, interference, coercion, or intimidation.
- **Informed participation and feedback:** Information shall be provided to all stakeholders in a suitable format. Opportunities shall be given for communicating stakeholders feedback, and for analysing and addressing comments and concerns.
- **Inclusiveness and sensitivity:** Stakeholder engagement shall prioritize inclusive participation, ensuring all stakeholders involve in consultations. Equal access to information shall be provided, and engagement methods shall be sensitive to diverse needs, with special attention given to vulnerable groups to ensure they benefit from the project.
- **Flexibility:** If traditional face-to-face engagement is hindered by social distancing, cultural dynamics, or governance issues, alternative methods such as internet or phone communication shall be utilized.
- **Gender sensitivity:** Consultations shall be organized to ensure equal access for all genders. When necessary, GMRL shall arrange separate meetings and focus group discussions (FGDs) by ensuring the participation of facilitators of the same gender as the participants (if available).

- **Cultural appropriateness:** The activities, format, timing, language and venue shall be designed to ensure cultural appropriateness.

### 5.1 Summary of Stakeholder Engagement done during ESIA Report Preparation

As part of the ESIA study, stakeholder consultations covering approximately 30% of the Project Affected Households (PAHs) were conducted during field visits between December 2023 and October 2024. These consultations involved both formal and informal interviews with likely affected persons and interested groups at the project level. The primary objective was to disseminate project related information and ascertain stakeholder’s views on potential environmental and social (E&S) risks associated with the GMRP. Based on the suggestions received, appropriate mitigation measures have been proposed in the report to avoid or minimize the anticipated impacts of the project.

Consultations were conducted with various stakeholders including affected residents, shop owners, RWA members, police officials, and women as metro and transport users. Total 194 persons (127 male and 67 female) participated in these consultations including 69 PAPs (63 male and 6 female) including vulnerable groups, 63 other interested parties, 13 police officials (1 male and 12 female), 49 women as transport user. The stakeholder categories and No. of Participants in consultations are given in **Table 5-1**. Detailed information on stakeholder consultations and interviews is provided in **Table 5-2**, while issues raised, discussed and mitigation measures are provided in **Table 5-3**. The detailed summaries of the consultations and interviews are provided in **Annexure 1**, and the pictures of these consultations are presented in **Annexure 2**.

**Table 5-1: Stakeholder Categories and No. of Participants**

S. No.	Type of Stakeholder		Male	Female	Total	%
1	PAPs		55	3	58	29.90
2	Project Affected Vulnerable Groups	Elderly	3	1	4	2.06
3		Banjaras	5	2	7	3.61
4	Other Interested Groups	General Public	19	-	19	9.79
5		RWA Members	7	-	7	3.61
6		Street & Fruit Vendors	16	-	16	8.25
7		Auto Drivers	13	-	13	6.70
8		E-Rickshaw	5	-	5	2.58
9		NGO	3	-	3	1.55
10		Police Officials	1	12	13	6.70
11		Women as Transport User	-	49	49	25.26
<b>Total</b>			<b>127</b>	<b>67</b>	<b>194</b>	<b>100</b>

**Table 5-2: Details of Stakeholder Consultations and Interviews**

S. No.	Date	Location	Type of Stakeholder	Male	Female	Total
<b>Consultations and discussions with Affected Persons including Vulnerable Groups</b>						
1	21.12.2023	Sector 4, Gurugram	Affected Vulnerable Group (Elderly)	3	1	4
2	21.12.2023	Sector 4 & 5	Affected Persons (Fruit Vendors)	8	-	8

S. No.	Date	Location	Type of Stakeholder	Male	Female	Total
3	22.12.2023	Rezangla Chowk	Affected Vulnerable Group (Banjaras)	5	2	7
4	29.12.2023	Ashok Vihar	Affected Persons (including Vulnerable Group)	9	1	10
5	08.01.2024	RITES Office, Gurugram	Affected Persons	4	-	4
6	10.01.2024	Ashok Vihar	Affected Persons	17	2	19
7	25.01.2024	Rao Gajraj Singh Chowk	Affected Persons	5	-	5
8	29.01.2024	Rao Gajraj Singh Chowk	Affected Persons	5	-	5
9	30.01.2024	Rao Gajraj Singh Chowk	Affected Persons	3	-	3
10	05.02.2024	Sector 33	Affected Persons	4	-	4
<b>Consultations and Discussions with Other Interested Groups</b>						
1	21.12.2023	Sector 10A	RWA Members	7	-	7
2	21.12.2023	Sector 10	Fruit Vendors	8	-	8
3	21.12.2023	ESIC Hospital, Sector 7	Auto Drivers	8	-	8
4	21.12.2023	Sector 7	General Public	5	-	5
5	21.12.2023	Sector 48	Street Vendors	8	-	8
6	27.12.2023	RITES Office, Gurugram	General Public	4	-	4
7	25.01.2024	Jwala Mill, Phase 4	E-rickshaw Driver	5	-	5
8	25.01.2024	Rao Gajraj Singh Chowk	General Public	6	-	6
9	29.01.2024	Udyog Vihar Phase 4	General Public	4	-	4
10	30.01.2024	Palam Vihar Mor	Auto Drivers	5	-	5
11	15.10.2024	KBA/IBA in Sector 101, Basai	NGO	3	-	3
<b>GBV Consultation and Discussions with Police Officials</b>						
1	21.12.2023	Palam Vihar	Police Officials	-	5	5
2	22.12.2023	Sector 51	Police Officials	-	5	5
3	29.12.2023	Palam Vihar	Police Officials	-	2	2
4	29.12.2023	Jhadsa, Sector 39	Police Officials	1	-	1
<b>GBV Consultation and Discussions with Women as Transport User</b>						
5	29.12.2023	Gurugram	Women as Transport User	-	49	49

**Table 5-3: Issues Raised, Discussed and Mitigation Measures**

Stakeholder Groups	Issues Raised and Discussed	Response Provided
Project Affected Persons	a. Requested to review the alignment and station plan to avoid impact on their structure.	<ul style="list-style-type: none"> <li>The Detailed Design Team will review the alignment and if possible, the alignment shall be</li> </ul>

Stakeholder Groups	Issues Raised and Discussed	Response Provided
	<p>b. Requested to share the timelines of construction and land acquisition.</p> <p>c. Requested to share how their loss will be compensated and what will happen to the remaining land.</p> <p>d. Suggested the station entry and exit need to be reconsidered and proposed along the station extension rather than on the left and right sides of the station.</p> <p>e. The locations where ramp/stairs for entry &amp; exit points is proposed to be constructed may be expected to block the roads, which is the only entry-exit points for residents residing in said lane.</p> <p>f. Proposed metro facilities shall close front of the shops which shall be covered by the wall of metro project. It will lead to huge financial losses to shopkeepers and may also lead them to vagrancy.</p> <p>g. Fruit Vendors have concerns that the metro project would have negative impacts in terms of loss of income and customers during construction period.</p> <p>h. Suggested that the traffic management is very necessary during construction as the area is very congested.</p> <p>i. Marble merchants in Sector 33 (Depot location) filed a petition alleging that the authority (HSVP earlier known as HUDA) has not adopted fair and appropriate criteria/methods for the newly allotted site. The marble market area falls in the proposed depot location got stay order by Hon'ble Court for operations of Marble Market. They have stated that they will not participate in the census and socio-economic survey until the Hon'ble Court orders them to vacate the location.</p>	<p>modified. The findings will be communicated to the participants.</p> <ul style="list-style-type: none"> <li>• The construction work will likely start at the end of 2024 or sometime in early 2025.</li> <li>• The land shall be acquired through Mutual Negotiation/Direct Purchase Method, in case of failure in negotiation, it shall be acquired through RFCTLARR Act, 2013<sup>2</sup>.</li> <li>• They were informed that the remaining land will be acquired by GMRL, if the remaining land is unviable.</li> <li>• Compensation will be paid as per the RFCTLARR Act, 2013 for their losses.</li> <li>• The participants were informed that the entry/exit will not be blocked during construction.</li> <li>• The participants were informed that traffic during construction will be managed with the support of traffic police.</li> <li>• The marble merchants were informed that the census and socio-economic survey will be conducted after the Hon'ble Court issues its verdict on the matter.</li> <li>• If potential income reduction occurs during the construction phase due to restriction of access to their shops. They were informed that the issue would be discussed with GMRL. Also they were further advised to maintain up-to-date records of their ITR and GST filings to facilitate income assessment. So that, compensation will be provided for loss of income due to obstruction in accessing their establishments during the construction period.</li> <li>• In the event of potential income reduction during the construction</li> </ul>

<sup>2</sup> The land shall be acquired through GMRL Policy of Direct Purchase of Private Land or Property through Mutual Negotiation.

Stakeholder Groups	Issues Raised and Discussed	Response Provided
		<p>phase due to restricted access to shops, affected individuals were informed that the matter would be discussed with GMRL. They were also advised to maintain up-to-date records of their Income Tax Returns (ITR) and Goods and Services Tax (GST) filings to facilitate accurate income assessment. This will support the provision of appropriate compensation for any loss of income resulting from limited access to their establishments during the construction period.</p>
<p>Other Interested Groups</p>	<ul style="list-style-type: none"> <li>a. Proper and designated space for autos and e-rickshaws to avoid chaos at metro stations.</li> <li>b. Street vendors near metro station would increase the chances of traffic jams.</li> <li>c. Parking space would be beneficial for metro users.</li> <li>d. Provisions for dust pollution reduction and management of service lanes during the construction phase.</li> <li>e. Seasonal street vendors will not have any impact due to proposed project.</li> <li>f. Auto, e-rickshaw, taxi, and feeder services would be beneficial for metro users for last-mile connectivity.</li> <li>g. Traffic management plan for temporary interruptions to vehicular and pedestrian traffic to avoid jams.</li> <li>h. Project will have negative impacts in terms of loss of income as road traffic diverted to metro.</li> <li>i. Auto fare would be reduced during construction phase.</li> <li>j. Requested to pay compensation if their shops will be closed or affected during the construction phase of the metro.</li> <li>k. Provisions for CCTV at major GBV hotspots.</li> <li>l. Provisions for cameras at stations and nearby locations should be proposed.</li> <li>m. Screening of GBV related major crimes and their punishment to be displayed</li> </ul>	<ul style="list-style-type: none"> <li>• The participants were informed that the issue will be discussed with GMRL and based on the applicability it shall be incorporated into the design.</li> <li>• The compensation will be paid as per the RFCTLARR Act, 2013.</li> <li>• Participants were informed that first aid kit is already incorporated in the design, and their concerns of dedicated auto and taxi parking will be discussed with the GMRL and Detailed Design Team.</li> <li>• Water sprinkling and traffic management plan will be developed to mitigate dust emissions and traffic management &amp; safe pedestrian access near construction sites during the construction phase.</li> <li>• Compensation would be provided if their shops were affected during the construction period in accordance with the RFCTLARR Act, similar to what is offered to other PAPs.</li> </ul>

Stakeholder Groups	Issues Raised and Discussed	Response Provided
	<p>at the metro stations to make commuters aware.</p> <p>n. Only those auto and taxi driver shall be allowed at metro stations whose police verification is being done on a regular basis.</p> <p>o. Suggested photographs of those auto and taxi drivers with criminal records should be displayed at metro stations.</p> <p>p. Concerned police stations should be consulted at the time of construction to identify grey areas and hotspots for regular police patrolling and CCTV installation.</p> <p>q. Separate and dedicated space for autos and taxis.</p> <p>r. Police booth with a residential facility at station location for 24x7 police officials' deployment.</p> <p>s. Provisions for the deployment of police officials both men and women at the entry or exit of metro stations to restrict bad elements at and near metro premises.</p> <p>t. Metro premises must have Sanitary Pad Vending Machines, Transparent Elevators, Gender Neutral Toilets, Dedicated Women Coaches and Apps for Online Complaint.</p> <p>u. Emergence helpline numbers must be displayed at and near metro premises and require immediate response from them.</p> <p>v. Provisions for Platform Screen Door (PSD) to prevent accidents, objects falling on track, and trespassing.</p>	
<p>Vulnerable and Disadvantage Group</p>	<p>a. Requested to share the timelines of construction and land acquisition.</p> <p>b. Requested to share how their loss will be compensated and what will happen to the remaining land.</p> <p>c. Vendors have concerns that the metro project would have negative impacts in terms of loss of income and customers during construction period.</p> <p>d. They do not want compensation in monetary form; instead, a license from a local body is to be provided to all affected vendors against their losses.</p>	<ul style="list-style-type: none"> <li>• The construction work will likely start at the end of 2024 or sometime in early 2025.</li> <li>• The land shall be acquired through Mutual Negotiation, in case of failure in negotiation, it shall be acquired through RFCTLARR Act, 2013.</li> <li>• They were informed that the remaining land will be acquired by GMRL, if the remaining land is unviable.</li> </ul>

Stakeholder Groups	Issues Raised and Discussed	Response Provided
	e. Requested to avoid the impact, and if their structures gets affected, compensation shall be paid or provide space nearby.	<ul style="list-style-type: none"> <li>• Compensation will be paid as per the RFCTLARR Act, 2013 for their losses.</li> </ul>

Women participants reported encountering physical threats and eve-teasing while using various forms of public transport, including buses, autos, and shared autos, as well as during their travels on the metro. Despite these challenges, they indicated that metro travel is currently the safest transportation option. They highlighted safety features such as police presence, CCTV surveillance, dedicated women's coaches, and clearly visible helpline numbers as key factors contributing to their sense of security.

## 5.2 Summary of project stakeholder needs and methods, tools and techniques for stakeholder engagement.

The engagement process, methods, including sequencing, topics of consultations and target stakeholders are outlined in **Table 5-4**. The WB and the GMRL do not tolerate reprisals and retaliation against project stakeholders who share their views about project.

**Table 5-4: Information Dissemination and Modes of Engagement**

Target Stakeholders	Topic of Consultation/ Message	Method	Responsibility	Timing of Engagement & Frequency
<b>Preparation/ ESIA Stage</b>				
Directly Affected Persons	<ul style="list-style-type: none"> <li>• Project design, scope, approach, benefits, timelines.</li> <li>• Process for land acquisition, compensation; Impact mitigation measures including R&amp;R provisions as approved by the government; payment modalities.</li> <li>• Specific design interventions for vulnerable and disadvantaged</li> <li>• GBV/ SEA and Mitigation measures</li> <li>• Road Safety and Traffic Management Measures</li> <li>• GM Process</li> </ul>	<ul style="list-style-type: none"> <li>• Households Surveys</li> <li>• Face to Face Meetings</li> <li>• Transect Walks</li> <li>• Consultation &amp; FGDs</li> <li>• Newspaper notices and leaflets</li> <li>• Emails/ Letters</li> </ul>	GMRL and ESIA Consultant	<ul style="list-style-type: none"> <li>• During planning phase, prior to implementation</li> <li>• One-on-one meeting with each affected household</li> <li>• Continuous through plan preparation.</li> </ul>
Other Interested Groups	<ul style="list-style-type: none"> <li>• Project design, scope, approach, benefits, timelines.</li> <li>• Road Safety and Traffic Management Measures</li> <li>• Specific design interventions for vulnerable and disadvantaged</li> <li>• Accident and safety issues</li> <li>• Disruption to services and arrangement during construction</li> <li>• Community safety measures during construction.</li> <li>• Relocation of CPRs, damages (cracks etc.) to assets/structures during construction</li> <li>• Labour Management</li> <li>• GBV/ SEA and mitigation measures</li> <li>• Inputs to ESMP preparation</li> <li>• GM Process</li> </ul>	<ul style="list-style-type: none"> <li>• Transect Walks</li> <li>• Consultation &amp; FGDs</li> <li>• Newspaper notices and leaflets</li> <li>• Emails/ Letters</li> <li>• Phone Calls</li> <li>• Emails and Letters to stakeholders</li> <li>• Meetings</li> <li>• Formal one-on-one meetings with senior staff.</li> <li>• Written communication</li> <li>• Joint stakeholder meetings with government bodies before project implementation.</li> </ul>	GMRL and ESIA Consultant	<ul style="list-style-type: none"> <li>• At least two consultations with government bodies per year.</li> <li>• At least one consultation with non-governmental organization/institution.</li> </ul>

Target Stakeholders	Topic of Consultation/ Message	Method	Responsibility	Timing of Engagement & Frequency
Disadvantaged or vulnerable groups	<ul style="list-style-type: none"> <li>Project design, scope, approach, benefits, timelines.</li> <li>Process for land acquisition, compensation; Impact mitigation measures including R&amp;R provisions as approved by the govt.; payment modalities.</li> <li>Specific design interventions for vulnerable and disadvantaged</li> <li>GBV/ SEA and mitigation measures</li> <li>Road safety and traffic management measures</li> <li>GM Process</li> </ul>	<ul style="list-style-type: none"> <li>Households Surveys</li> <li>Consultation &amp; FGDs</li> <li>Meetings</li> <li>Newspaper notices and leaflets</li> <li>Emails/Letters</li> </ul>	GMRL, ESIA Consultant, RAP Implementation Support Agency	<ul style="list-style-type: none"> <li>During planning phase, prior to implementation</li> <li>One-on-one meeting with each affected household</li> <li>Continuous through plan preparation.</li> </ul>
<b>Implementation and Operation Stage</b>				
Project Affected Persons	<ul style="list-style-type: none"> <li>Mitigation measures</li> <li>Land acquisition and compensation process.</li> <li>Provisions of eligible entitlements including livelihood restoration activities</li> <li>Temporary loss of livelihoods, if applicable, shifting to other location</li> <li>Pollution due to construction and operation</li> <li>Possible work opportunities</li> <li>GBV/ SEA and mitigation measures</li> <li>GM - tools and its usage</li> </ul>	<ul style="list-style-type: none"> <li>Households' surveys for preparation of micro plan</li> <li>Consultation and FGDs</li> <li>Emails/Letters</li> <li>Meetings</li> <li>Leaflets</li> <li>GMRL Website</li> </ul>	GMRL through RAP Implementation Support Agency	<ul style="list-style-type: none"> <li>Continuous – till completion of all RAP activities</li> </ul>
Other Interested Groups	<ul style="list-style-type: none"> <li>Mitigation measures</li> <li>Issues of water logging and urban flooding in nearby settlements.</li> <li>Capacity building needs</li> <li>Communication and outreach functions</li> <li>Disruption of traffic and traffic management plan</li> <li>Pollution due to construction and operation</li> <li>Issues related in terms of drainage and wastewater.</li> <li>Choking of drains or water logging in nearby settlements.</li> </ul>	<ul style="list-style-type: none"> <li>Consultations</li> <li>Formal one-on-one meetings with senior staff.</li> <li>Written communication</li> <li>Joint stakeholder consultations</li> <li>Emails/Letters</li> </ul>	GMRL, RAP Implementation Support Agency	<ul style="list-style-type: none"> <li>Regular meetings (weekly or monthly as per requirements)</li> <li>As and when required with non-governmental or institution.</li> </ul>

Target Stakeholders	Topic of Consultation/ Message	Method	Responsibility	Timing of Engagement & Frequency
	<ul style="list-style-type: none"> <li>• Accidents and safety issues</li> <li>• Management of air, water and noise pollution particular focusing the benefit of installed noise barrier</li> <li>• Disruption to services and arrangement during construction</li> <li>• Orientation on ESHS provisions.</li> <li>• Sexual harassment provisions,</li> <li>• Labor related aspects as provided in the</li> <li>• Labor management procedures</li> </ul>			
Disadvantaged or vulnerable groups	<ul style="list-style-type: none"> <li>• Mitigation measures</li> <li>• Land acquisition and compensation process.</li> <li>• Provisions of eligible entitlements including Livelihood Restoration activities</li> <li>• Temporary loss of livelihoods, if applicable, shifting to other location</li> <li>• Possible work opportunities</li> <li>• Specific design interventions for vulnerable and disadvantaged groups</li> <li>• GBV/ SEA and mitigation measures</li> <li>• GM - tools and its usage</li> </ul>	<ul style="list-style-type: none"> <li>• Households' surveys for preparation of micro plan</li> <li>• Consultation and FGDs</li> <li>• Leaflets</li> <li>• GMRL Website</li> <li>• Emails/Letter</li> </ul>	GMRL through RAP Implementation Support	<ul style="list-style-type: none"> <li>• Continuous – till completion of all RAP activities.</li> </ul>

During the ESIA study, project stakeholders indicated their preferences for consultation through individual and group meetings as their primary choice, followed by phone calls, email and letter.

### 5.3 Proposed Strategy to Incorporate the Views of Vulnerable Groups

The views of vulnerable groups are sought through consultations and FGDs during the preparation of the ESIA Report. The project aims to conduct targeted stakeholder engagement with vulnerable groups to understand their concerns and needs, particularly in terms of accessing information and other challenges they face. The methods that will be adopted to effectively engage and communicate with vulnerable groups during project implementation are outlined in **Table 5-4**.

Mechanisms to be considered may include:

- **WHHs:** Ensure that community engagement teams are gender balanced and prioritize women's participation in project activities. Design surveys and engagement activities accessible to women, both online and in-person, according to their availability.
- **Elderly People:** The project information shall be provided in an easy to understand manner and accessible to elderly individuals, both online and in-person. Engagement activities shall be organized considering their physical accessibility to the event location.
- **PWDs:** Ensure facilities for engagement events are accessible, and information shall be produced in an accessible and suitable manner for all audiences, utilizing a variety of audio-visual approaches.
- **SCs:** Community leaders usually have a good understanding of the people living in their community, making them valuable facilitators for stakeholder engagement activities. Customize communications for SC population regarding events and arrange separate meetings to cater to their specific needs.
- **BPL households/persons:** Translate project related documents and information into languages commonly understood by individuals below the poverty line. Offer transportation assistance or organise events in easily accessible locations to alleviate financial burdens.
- **First Time Users:** Multilingual signage throughout the station, complemented by visual aids to guide direct users to elevators and escalators. User friendly ticketing information through digital displays and staff to assist users. Additionally, deployment of staff at key locations will offer support, particularly for first time users. Streamline security procedures and communicate through signage and announcements to reduce confusion at checkpoints.

### 5.4 Implementation Arrangements and Resources

The Public Relation Officer (PRO) will be in charge of stakeholder engagement activities. GMRL is responsible for carrying out stakeholder engagement activities and holds overall responsibility for the implementation of the SEP. The project's stakeholder engagement implementation arrangements are as follows **Table 5-5**.

**Table 5-5: Implementation Arrangements**

Agency/ Individual	Roles and Responsibilities
GMRL	<ul style="list-style-type: none"> <li>• Provide overall guidance and monitoring supervision to the SEP process.</li> <li>• Participate either themselves, or identify suitable representative, during all face-to face stakeholder meetings.</li> <li>• Prepare and provide appropriate information, education and communication material, information required to be disclosed to different stakeholder categories.</li> <li>• Orient the project level staff on SEP and requirements for its operationalization.</li> <li>• Finalise the timing and duration of SEP related information disclosure and stakeholder engagement.</li> <li>• Review and sign-off minutes of all engagement events; Maintain the stakeholder database.</li> <li>• Communicating with government entities and the media throughout the Project’s lifecycle</li> <li>• Assure participation/ inclusion of stakeholders from vulnerable groups.</li> </ul>
Nodal Officer, GMRL	<ul style="list-style-type: none"> <li>• Approve the content of the draft SEP (any revisions)</li> <li>• Approve prior to release, all IEC materials used to provide information associated with the GMRL (communication material, PowerPoint, posters, leaflets and brochures, TV and radio insertions)</li> <li>• Approve and authorize all stakeholder engagement events and disclosure of material to support stakeholder engagement events</li> </ul>
Social Development Specialist, GMRL	<ul style="list-style-type: none"> <li>• Ensure availability of Social related information required to be disclosed: ESMP, ESIA, RAP and LMP.</li> <li>• Provide support to preparation of additional material for disclosure to stakeholders based on requirement.</li> <li>• Provide guidance to contractors, consultants, city staff on engagement process and provisions of the SEP.</li> <li>• Supervising and coordinating all activities associated with stakeholder engagement and management.</li> <li>• Ensuring due voice and participation of vulnerable and disadvantaged communities in the stakeholder engagement process.</li> <li>• Identifying and ensuring that the information needs of all vulnerable and disadvantaged groups are addressed by the SEP.</li> <li>• Ensure access to and effectiveness of the GM developed for the project.</li> <li>• Liaise with project manager to ensure that stakeholder engagement requirements/protocols are understood.</li> <li>• Escalate unmanaged stakeholder related risks for higher level decision making.</li> <li>• Ensure that various managers/ subject specialists and other project staff are included and kept informed on the stakeholder engagement process.</li> </ul>

The stakeholder engagement activities will be documented through attendance sheets for all stakeholder engagement meetings and consultations. The same will be incorporated into the quarterly progress reports.

The GMRL website (<https://www.gmrl.org.in>) shall disclose Project documents, including those on E&S aspects. Drafts of ESIA, ESMP, RAP, LMP, ESCP, SEP, etc shall be disclosed as early as possible in the project life cycle for seeking feedback. In addition, various technical documents like DPRs, monitoring and evaluation reports, etc. shall also be disclosed. The Executive Summary of the ESIA shall also be disclosed in Hindi on the GMRL website

The following information shall also be disclosed: Grievance Mechanism (GM) procedures and focal point information, updates on project developments, public notices, press releases and tender notices for hiring E&S evaluation consultants, civil work, etc.

The budget estimate for the implementing SEP is INR 22.00 lakh annually and INR 1.10 crore for five years. This includes the costs of printing, documentation, advertisement, venue, transportation, refreshment, and other miscellaneous. Stakeholder engagement budget will increase gradually, commensurate with project development. The estimated cost of SEP is presented in **Table 5-6**.

**Table 5-6: Estimated budget for SEP Implementation**

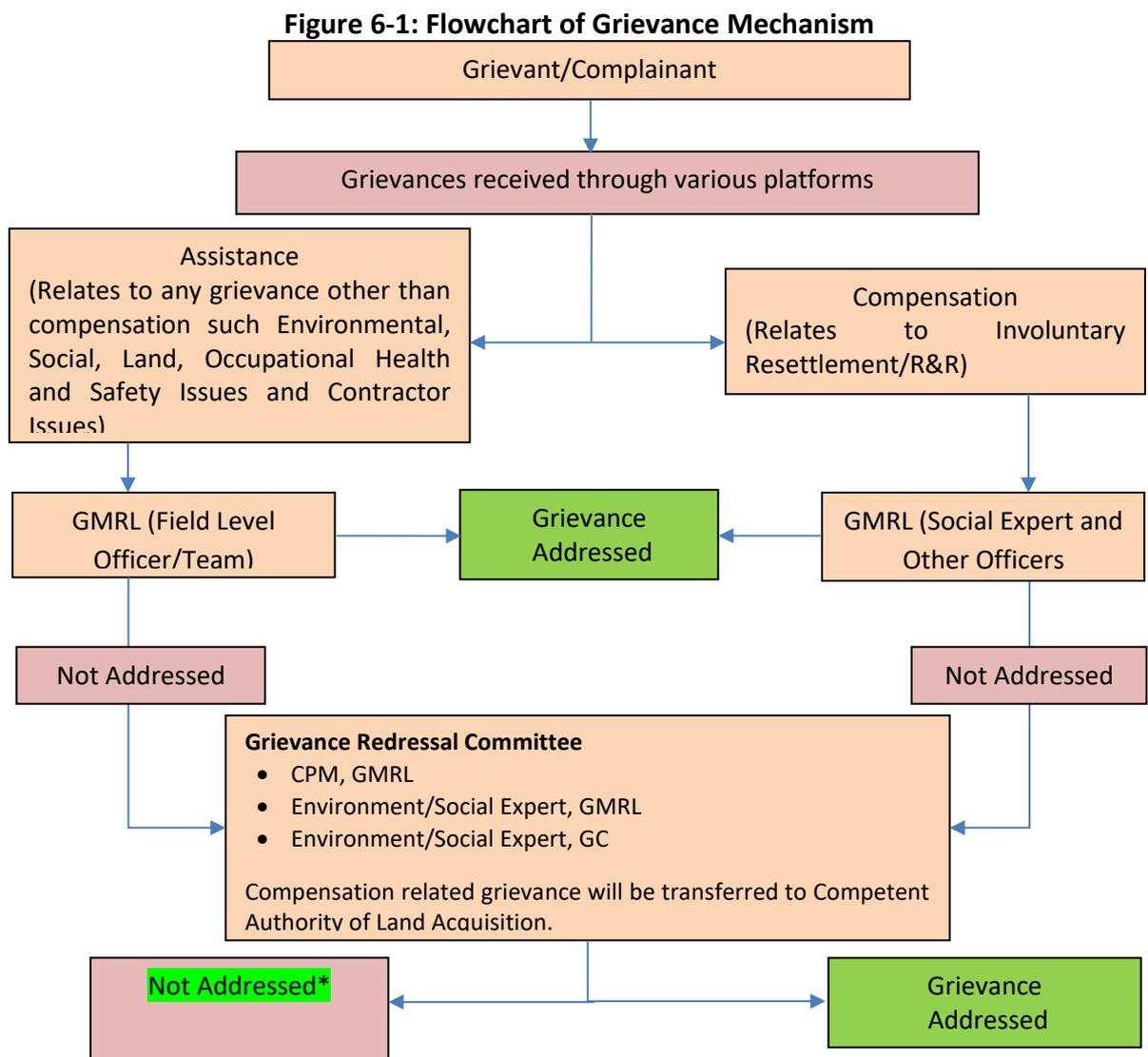
S. No	Cost for SEP	Amount (Rs.)
<b>A</b>	<b>Cost for one Consultation at Project Level</b>	
1	Venue	100000
2	Sound Arrangement	30000
3	Advertisement	50000
4	Refreshment	100000
5	Printing documents, leaflets	50000
6	Photography and Videography	40000
7	Stationary	30000
8	Transportation	50000
	<b>Sub Total A</b>	<b>450000</b>
<b>B</b>	<b>Cost for Four Consultation at Project Level in a year (4xA)</b>	<b>1800000</b>
<b>C</b>	<b>Consultation at Community Level</b>	
9	Local consultation at Community Level	200000
	<b>Sub Total C</b>	<b>200000</b>
<b>D</b>	<b>Total B+C</b>	<b>2000000</b>
	<b>Miscellaneous @ 10% of D</b>	<b>200000</b>
	<b>Total</b>	<b>2200000</b>
	<b>Grand Total (Estimated Cost for Five Years)</b>	<b>11000000</b>

## 6 Grievance Mechanism (GM)

A GM is a system that allows not only grievances, but also queries, suggestions, positive feedback, and concerns of project-affected parties related to the E&S performance of the project to be submitted and responded to in a timely manner. A two-tier Grievance Redress Committee has to be established to address the grievances. Submission can be made through

various channels, including Telephone, e-mail, letter, grievance or suggestion boxes located at project site offices and GMRL office, and an online form on the GMRL website<sup>3</sup>.

During the pre-construction stage of the project, grievances are likely to arise related to both compensation and non-compensation issues. Common compensation related concerns include delays or inadequacies in compensation payments, disputes over land ownership, and dissatisfaction with asset valuation. Fear of displacement or livelihood loss or disruption, etc. In the construction stage, grievances may emerge, including unresolved compensation matters, property damage caused by construction activities, noise, dust, and vibration, traffic disruptions, safety hazards, damage to public utilities, inappropriate worker behaviour, poor site management practices, etc. A flowchart of grievances mechanism is indicated in Error! Reference source not found..



\*If grievances remain unresolved through the established redressal mechanisms, the complainant may seek legal intervention in accordance with applicable laws at their own costs.

<sup>3</sup> GMRL is in the process of developing dedicated grievance channels which will be incorporated into the E&S documentation upon finalization.

## 6.1 Existing public grievance redress practices at National and State Level<sup>4</sup>

**Centralized Public Grievance Redress and Monitoring System (CPGRAMS)** is an online platform available to the citizens 24x7 to lodge their grievances to the public authorities on any subject related to service delivery. It is a single portal connected to all the Ministries/Departments of Government of India and States. Every Ministry and States have role-based access to this system. CPGRAMS is also accessible to the citizens through standalone mobile application downloadable through Google Play store and mobile application integrated with UMANG.

The status of the grievance filed in CPGRAMS can be tracked with the unique registration ID provided at the time of registration of the complainant. CPGRAMS also provides appeal facility to the citizens if they are not satisfied with the resolution by the Grievance Officer. After closure of grievance if the complainant is not satisfied with the resolution, he/she can provide feedback. If the feedback rating is 'Poor', the option to file an appeal is enabled. The status of the Appeal can also be tracked by the petitioner with the grievance registration number.

Issues which are not taken up for redress includes:

- Sub-judice cases or any matter concerning judgment given by any court.
- Personal and family disputes.
- Anything that adversely impacts territorial integrity and sovereignty of the country or friendly relations with other countries.
- Suggestion

**CM Window:** CM Window is a grievances redressal and monitoring system in Haryana implemented since 25 December 2014 in all districts and all departments of Haryana as Flagship programme of Haryana. These grievances are registered at the CM Window counters online and the citizens get the SMS on his/her mobile phone with the grievance registration number. This number is used by complainant for tracking of grievance redressal online. CM Window is implemented at all Districts at e-Disha Kendra's & Sub-Division Offices to get the grievances from common citizen. Any citizen can register his/her complaint with Chief Minister, Haryana manually by visiting CM Window to following places:

- Deputy Commissioner Office, Panchkula
- SDM Office of your concerned tehsil
- CM Residence, Chief Minister or Minister's Office, Haryana Civil Secretariat, Sector 1, Chandigarh

**Social Media Grievance Tracker:** The Government of Haryana has launched the Social Media Grievance Tracker (SMGT) platform with the objective of quick identification & resolution of genuine grievances; providing a platform through which citizens can easily interact with the government; and quick response time /redressal of complaints. The online GM is being set up to identify, process and resolve all relevant short-term complaints being sent by citizens to

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<sup>4</sup> Grievances submitted through existing central and state government grievance platforms will be forwarded to the PRO and the GMRL team for further action.

the Chief Minister Office (CMO) or the government through social media. SMGT emerged as the most convenient way for the people to raise their grievances.

## 6.2 Description of GM

**Table 6-1: GRIEVANCE MECHANISM(GM)**

Step	Description	Time frame	Responsibility
GM Implementation Structure	<p>The GM will have two-tier of Grievance Committees (GCs) for redressing E&amp;S matters<sup>5</sup>.</p> <ul style="list-style-type: none"> <li>• Field level.</li> <li>• Headquarter level.</li> </ul>	30 days	<p><b>Field Level</b></p> <ul style="list-style-type: none"> <li>• Chief Project Manager (CPM)</li> <li>• Deputy Chief Project Manager (Dy. CPM) /Manager (Civil)</li> <li>• Designated Land Acquisition Officer, GMRL</li> <li>• Environment/Social Expert, GMRL</li> <li>• PRO</li> </ul> <p><b>HQ level</b></p> <ul style="list-style-type: none"> <li>• Designated Officer, GMRL</li> <li>• Environment/Social Expert, GMRL</li> <li>• Environment/Social Expert, GC</li> </ul>
Grievance uptake	<p>Grievance can be submitted via following channels<sup>6</sup>:</p> <ul style="list-style-type: none"> <li>• Telephone</li> <li>• E-mail</li> <li>• Letter</li> <li>• In-person at a physical facility (Site Offices and GMRL, Office)</li> <li>• Grievance or suggestion boxes located at Project Site Offices and GMRL Office</li> <li>• Online form on the GMRL website</li> </ul> <p>Also, Grievances received through existing central and state government grievance platforms will</p>		PRO and the team

<sup>5</sup>When grievances (excluding those related to compensation) are brought to the GRC, they shall be resolved within 30 days of receipt. Grievances related to compensation may take more time; however, GMRL shall strive to resolve them within three months of receipt.

<sup>6</sup>Information of grievance channels shall be incorporated into the SEP once it is developed by GMRL.

Step	Description	Time frame	Responsibility
	be forwarded to the PRO and the GMRL team for further action.		
Sorting, processing	Any complaint received is forwarded to PRO, logged into the Grievance Register/Grievance Monitoring Sheet (placed at Annexure 3) and categorized according to the following complaint types: <ul style="list-style-type: none"> <li>• Land</li> <li>• Environmental Issues</li> <li>• Social Issues</li> <li>• Occupational Health and Safety Issues</li> <li>• Contractor Issues</li> <li>• Project Execution</li> </ul>	Upon receipt of complaint	PRO and the team
Acknowledgment and follow-up	Receipt of the grievance is acknowledged to the complainant by SMS/WhatsApp message in the registered mobile number.	Within 2 days of receipt	PRO and the team
Verification, investigation, action	Investigation of the complaint is led by GRC. A proposed resolution is formulated after investigation by GRC and communicated to the complainant by SMS/ WhatsApp Messages. The Meeting Record Form and the Resolution Form are placed at <b>Annexure 4 &amp; Annexure 5</b> , respectively.	Within 30 working days from receipt of the complaint /grievance	<b>Field Level</b> <ul style="list-style-type: none"> <li>• Chief Project Manager (CPM)</li> <li>• Deputy Chief Project Manager (Dy. CPM)/Manager (Civil)</li> <li>• Designated Land Acquisition Officer, GMRL</li> <li>• Environment/Social Expert, GMRL</li> <li>• PRO</li> </ul> <b>HQ level</b> <ul style="list-style-type: none"> <li>• Designated Officer, GMRL</li> <li>• Environment/Social Expert, GMRL</li> <li>• Environment/Social Expert, GC</li> </ul>
Monitoring and evaluation	Data on complaints are collected in Grievance Register/Grievance Monitoring Sheet and reported to GMRL every month.	Every Month	GMRL
Provision of feedback	Feedback from complainants regarding their satisfaction with	-	PRO and the Team

Step	Description	Time frame	Responsibility
	complaint resolution will be collected by GMRL.		
Training	Training needs for staff/consultants in GMRL, Contractors, and Project Management Consultant are mapped on following topics: <ul style="list-style-type: none"> <li>• Awareness on E&amp;S Risks,</li> <li>• Awareness on SEA/SH Risks</li> <li>• Awareness on GM Functions</li> </ul>	Before Commencement of Construction Work and Semi Annually or Annually	GMRL
Appeals process	The complainants may seek recourse to the Court of law, if dissatisfied with the resolution at both levels of GM.	At any point throughout the project lifecycle	-

Grievances received through existing central and state government grievance platforms will be forwarded to the PRO, GMRL and the team for further action. The PRO, GMRL and team will categorize these complaints and direct them to the appropriate official or division/department. The concerned official or division/department will resolve the grievances within a stipulated timeframe of 30 days from the date of receipt. Grievances related to compensation may take more time; however, GMRL will make every effort to resolve these issues within 90 days of receipt.

### 6.3 Labour GM

The labour GM will be constituted for the project and the workers can use it. The labour GM will be described in detail in the Labour Management Procedures (LMP).

- Direct Workers: The Project-in-charge, GMRL will be responsible for its workers grievances and their redressal.
- Contract Workers: The contractor of respective construction packages will be obligated to set up a GM. The GM will have due representation of GMRL, General Consultant, Contractor, Workers and women and function under GMRL and will hold monthly/quarterly status meeting.

### 6.4 Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH) GM

The existing GM will also be used to ensure sensitive and confidential handling of SEA/SH complaints. If a SEA/SH related incident occurs, it will be reported through the GM, as appropriate and keeping the survivor information confidential. Specifically, the GM will only record the following information related to the GBV complaint:

- The nature of the complaint (what the complainant says in her/his own words without direct questioning);
- If, to the best of their knowledge, the perpetrator was associated with the project; and,
- If possible, the age and sex of the survivor.

Any cases of SEA/SH brought through the GM will be documented but remain closed/sealed to maintain the confidentiality of the survivor. Here, the GM will primarily serve to:

- Refer complainants to the relevant departments/authorities; and
- Record the resolution of the complaint.

The GM of GMRL will notify the WB of any SEA/SH complaints WITH THE CONSENT OF THE SURVIVOR. Information should be provided along these four lines: (i) the type of case; (ii) whether the case is project-related; (iii) the age and sex of the survivor (if available); and (iv) whether the survivor was referred to services.

GMRL has to setup an Internal Complaints Committee (ICC) for addressing any SEA/SH-related complaints at the workplace. The committee will be constituted as per the requirements of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. The GMRL will put in place necessary mechanisms and procedures for confidential reporting with safe and ethical documentation of SEA/SH issues at the project level. The SEA/SH referral pathways will be established and communicated to all staff. Further, the GMRL with the support of the World Bank, will prepare and implement the employees/workers code of conduct to be adhered to at all times.

In addition to above GM, the **Durga Shakti Police initiative in Haryana** is a comprehensive effort by the state police to enhance the safety and security of women. It includes several key components:

- **Durga Shakti App:** This mobile application allows women in distress to seek immediate assistance from the police. By pressing an alert button, users can send their location and relevant details to the nearest police unit for a quick response. The app is available for both Android and iOS devices.
- **Durga Shakti Rapid Action Force:** The state has deployed 30 companies of this specialized force, along with 46 covert vehicles, to monitor and respond to incidents of harassment and other crimes against women in public spaces.
- **Women Police Stations and Help Desks:** Haryana has established women-only police stations and over 239 women help desks to handle cases related to crimes against women. This initiative is aimed at providing a more comfortable and supportive environment for women to report crimes.
- **Integrated Helpline:** The women's helpline number 1091 has been integrated into the state's general emergency number, Dial 112, to ensure quick assistance and streamlined response services.

These measures are part of Haryana's broader efforts to address gender-based violence and promote women's safety across the state.

## 7 Monitoring and Reporting

### 7.1 Summary of how SEP implementation will be Monitored and Reported

The SEP will be monitored based on both qualitative reporting (based on progress reports) and quantitative reporting linked to results indicators on stakeholder engagement and grievance performance. The Sample Table for Monitoring and Reporting on the SEP is provided as **Annexure 6**. The SEP reporting will include the following:

- i. Progress reporting on the ESS10: Stakeholder Engagement commitments under the ESCP
- ii. Cumulative qualitative reporting on the feedback received during SEP activities, in particular (a) issues that have been raised that can be addressed through changes in project scope and design, and reflected in the basic documentation such as the Project Appraisal Document, Environmental and Social Assessment, Resettlement Action Plan, or SEA/SH Action Plan, if needed; (b) issues that have been raised and can be addressed during project implementation; (c) issues that have been raised that are beyond the scope of the project and are better addressed through alternative projects, programs or initiatives; and (d) issues that cannot be addressed by the project due to technical, jurisdictional or excessive cost-associated reasons. Minutes of meetings summarizing the views of the attendees can also be annexed to the monitoring reports.
- iii. Quantitative reporting based on the indicators included in the SEP.

#### **GMRL will monitor the following indicators:**

- Number of awareness camps, consultation meetings and other public discussions/ forums conducted within a reporting period (monthly/quarterly/annually)
- Number and types of Information, Education and Communication (IEC) materials developed and disseminated.
- Number of training events conducted for SEP implementation, GM, worker and community health and safety, etc. and number of participants (male/female/vulnerable and disadvantaged)
- Number and type of grievances received within a reporting (monthly/quarterly/annually) and number of those resolved within the prescribed timeline.
- Percentage of SEP activities implemented and identification of key barriers to participation.
- Number of adjustments made in the stakeholder engagement approach to improve projects' outreach, inclusion and effectiveness.
- Summary of main points and concerns raised by stakeholders.
- Summary of how stakeholder concerns were responded to and considered; and

- Issues and activities that require follow-up actions, including clarifying how stakeholders are informed of decisions.
- Stakeholders' access to project information, dissemination materials, and consultations
- Stakeholders' readability of public dissemination materials under the project
- Perceptions of metro users on the various initiatives of GMRL.
- Monitor sensitive locations such as:
  - Sector 9 Basai Turn (loss of residential structure)
  - Sector 4 & 7 Chowk: (loss of residential structure)
  - Ashok Vihar (loss of structure and livelihood, Restriction on access during construction and operation)
  - Marble Market, Sector 33 (Loss of structure and livelihood, Relocation of marble shops)

## **7.2 Reporting Back to Stakeholder Groups**

The SEP will be periodically revised and updated as necessary during the implementation of the project. The identified stakeholders and methods of engagement will be reassessed periodically to remain appropriate and effective in relation to the project. Any major changes to the project related activities and to its schedule will be duly reflected in the SEP.

Quarterly reports and internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/ preventive actions, will be collated by responsible staff and referred to the Senior Officials of GMRL.

The PRO at GMRL will communicate feedback and updates to PAPs and stakeholders through diverse channels including public meetings, emails, phone calls, and social media platforms throughout the project lifecycle. Furthermore, key project updates and the SEP will be posted on GMRL's website to ensure transparency and effective dissemination of information.

## Annexures

### Annexure 1: Detailed Summary of Consultations and Interviews

S. No	Location of the Consultations, Date, No. of Participants	Stakeholder/ People’s perceptions/ Suggestions	Mitigation Measures
<b>Consultation with the Project Affected Population</b>			
1	<p>Consultation with Project Affected Resident of Sector-4, Gurugram Haryana, Date: 21.12.2023 No. of Participants: 04</p>	<p>The participants requested to review the alignment again to avoid impact on their residential structure.</p> <p>The participants have also been requested to share the timelines for construction and land acquisition.</p> <p>They have also requested to share how their loss will be compensated and what will happen to the remaining land.</p> <p>It was requested to share the copy of the RFCTLARR Act and alignment CAD Drawing of Sector 4.</p>	<p>The participants were informed that alignment is designed to avoid and minimize the impact as much as possible on their residential structure. The structure will be affected due to the sharp curve in the alignment.</p> <p>The construction work will likely start at the end of 2024. The land acquisition as per the RFCTLARR Act, 2013.</p> <p>They were informed that GMRL will first try to purchase the affected land through Mutual Negotiation/Direct Purchase Method. In case of failure of negotiation, delay, resistance, or refusal of the land or property owner, it shall be acquired through the RFCTLARR Act, 2013<sup>7</sup>.</p> <p>They were informed that the remaining land will be acquired by the GMRL, if the balanced land is unviable.</p>

<sup>7</sup> The land shall be acquired through GMRL Policy of Direct Purchase of Private Land or Property through Mutual Negotiation.

S. No	Location of the Consultations, Date, No. of Participants	Stakeholder/ People's perceptions/ Suggestions	Mitigation Measures
			A copy of the RFCTLARR Act, 2013 and the alignment CAD drawing of Sector 4 are shared with the participant.
2	Consultation with affected fruits vendor Near Chintpurni Mata Mandir, Sector 4 & 5 Date: 22.12.2023 No. of Participants: 8	Participants have concerns that the metro project would have negative impacts in terms of loss of income and customers during the construction period. Also, the proposed will not serve the last mile connectivity.  However, the metro project will have the following benefits: <ul style="list-style-type: none"> <li>• Increase in accessibility to facilities, employment, property value, customers, educational levels etc.</li> <li>• Improvement in transportation system and decrease in accidents.</li> </ul>	The participants were informed that the compensation will be paid as per RFCTLARR Act, 2013
3	Consultation Affected Persons (Banjaras Vulnerable Group) at Rezangla Chowk Date: 22.12.2023 No. of Participants: 7 (Male 5 and Female 2)	Participants were not aware of the project.  Suggestion: <ul style="list-style-type: none"> <li>• Requested to avoid the impact and if their huts get impacted then compensation shall be paid or provide space near Rezangla Chowk.</li> </ul>	The participants were informed that alignment is designed to avoid and minimize the impact as much as possible. The compensation will be paid as per the RFCTLARR Act, 2013, for residual impacts.
4	Consultation with Shop Owners at Ashok Vihar (Proposed Station), Gurugram, Haryana 29.12.2023 No. of Particioants:10	The participants requested to review the proposed metro station plan to avoid impact commercial establishments. One of them has suggested shifting the station around 300 meters where more-wider space and land is available to plan station. The chainage of the suggested station is 16833.577, which is near the Hindustan Petrol Pump (Ashok Vihar Phase II, Gurugram).  Participants have suggested that the station entry and exit need to be reconsidered and proposed along the station extension rather	The participants were informed about the project design and expected impact on their commercial establishments. The project alignment, station and entry/exits will likely impact two shops permanently on the right side. But nine shops on the left side will likely be affected, as they are coming under 3 meters of working space considered for construction stage.

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		<p>than on the left and right sides of the station. The alternative would be beneficial for the commercial establishment as it would not impact their source of income during the construction phase.</p> <p>They also raised concern regarding the project compensation of employees, as most of them used to pay salaries in cash, but they have a maintained register or logbook.</p>	<p>They were informed that the impact on these nine shops will be temporary during the construction period. After completion of metro construction, they can operate as usual as they are presently operating.</p> <p>Participants were informed that suggestion to shift the alignment and change of entry/exit location will be discussed with the GMRL and Detailed Design Team.</p> <p>The Detailed Design Team will review the viability of the suggested station plan and entry/exit location. The findings will be communicated to the participants.</p>
5	<p>Consultation with Shop Owners of Ashok Vihar, Gurugram, Haryana 08.01.2024 No. of Participants: 4</p>	<p>The participants requested that the proposed metro station at Ashok Vihar's entry/exit plan be reviewed to minimize any potential effects on commercial establishments. The roads leading to homes will be blocked by the proposed project. proposed entry/exit location will block the ways to residences.</p> <p>These are the only roads that provide connectivity to the local population. These roads would be blocked during the construction and operation of the metro project.</p> <p>They suggested shifting to the Ashok Vihar metro station at Sector 5 Gol Chakkar.</p>	<p>Participants were informed about the project design and expected impact on their commercial establishments. The project entry/exits will temporarily affect nine shops on the left side, as they are coming under 3 meters of working space considered for the construction stage.</p> <p>Participants were informed that suggestions to shift the station and change of entry/exit location will be discussed with the GMRL Detailed Design Team.</p> <p>The Detailed Design Team will review the viability of the suggested station plan and entry/exit location. The findings will be communicated to the participants.</p>

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6	<p>Consultation with Shop Owners of Ashok Vihar, Gurugram, Haryana 10.01.2024 No. of Participants: 19 (Male 17 and Female 02)</p>	<p>The proposed metro project will have lifts, stairs, entry-exit points, ramps, etc. starting from OKAYA Electric Scotty Shop and is proposed to end at Shri Syam Rasoi.</p> <p>Apart from the same, a Wall is also proposed to be constructed which shall cover the said facilities.</p> <p>The proposed facilities will have following difficulties and problems forever throughout our life:</p> <ul style="list-style-type: none"> <li>• There is a road measuring approximately 20 Feet just from the spot where lift is proposed to be installed. The said road is the only road for commutation for approximately 100 families residing in area where said 20 feet road leads to.</li> <li>• If lift is installed at the proposed spot, there would be a great hindrance in movement of traffic in/out of that road, mainly comprising of residents residing in the area.</li> <li>• Likewise, the spot where proposed ramp/stairs for entry &amp; exit points is proposed to be constructed shall block a road measuring approximately 18 Feet, which is the only entry-exit points for residents residing in said lane and a plot measuring 800 sq. yds., which again will lead to big restrictions for movements and entry/exit of residents &amp; their vehicles.</li> <li>• The proposed wall shall close front of all the shops which shall be covered by the said wall. Undoubtedly, if this happens, it will lead to huge financial losses for shopkeepers and may also lead them to vagrancy.</li> <li>• The space which shall be left after construction of wall, ramps, lift, stairs, etc. will be very less towards the shops which again will lead to congestion &amp; chaos in sub-lanes. Otherwise, all the</li> </ul>	<p>Affected persons were informed that suggestion to shift the station and change of entry/exit location will be discussed with the GMRL and Detailed Design Team.</p> <p>The Detailed Design Team will review the viability of the suggested station plan and entry/exit location. The findings will be communicated to the participants.</p> <p>If potential income reduction occurs during the construction phase due to restriction of access to their shops. They were informed that the issue would be discussed with GMRL. Also, they were further advised to maintain up-to-date records of their ITR and GST filings to facilitate income assessment. So that, compensation will be provided for loss of income due to obstruction in accessing their establishments during the construction period.</p> <p>In the event of potential income reduction during the construction phase due to restricted access to shops, affected individuals were informed that the matter would be discussed with GMRL. They were also advised to maintain up-to-date records of their Income Tax Returns (ITR) and Goods and Services Tax (GST) filings to facilitate accurate income assessment. This will support the provision of appropriate compensation for any loss of income</p>

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		<p>passengers using the metro shall alight on main road which definitely will lead to huge traffic jams, chaos, etc. Needless to point out, the road on which Metro Station is proposed to be constructed otherwise witnesses heavy traffic movement and jams almost during the entire day;</p> <ul style="list-style-type: none"> <li>Likewise, the spot where proposed ramp/stairs for entry &amp; exit points is proposed to be constructed opposite to the lift, shall block a road measuring approximately 18 Feet, which is the only entry-exit points for residents residing in said lane opposite to the aforesaid spot, which again will lead to big restrictions for movements and entry/exit of residents &amp; their vehicles.</li> </ul>	<p>resulting from limited access to their establishments during the construction period.</p>
7	<p>Consultation with Affected Persons at Rao Gajraj Singh Chowk, Gurugram Date: 25.01.2024, No. of Participants: 5</p>	<p>Participants have concerns that the metro project would have negative impacts in terms of loss of income, customers, structures and decrease the property value.</p> <p>The proposed project will not serve the last mile connectivity, decrease the migration, increase the property value etc.</p> <p>However, metro project will increase the accessibility to facilities, decrease accidents, improve the transportation system, and provide safe means of transportation.</p> <p>Suggestion:</p> <ul style="list-style-type: none"> <li>Participants suggested that traffic management is very necessary during construction as the area is very congested.</li> </ul>	<p>The participants were informed that traffic during construction will be managed with the assistance of traffic police.</p>
8	<p>Consultation with Affected Persons at Pardeshi Dhaba near</p>	<p>Participants have concerns that the metro project would have negative impacts in terms of loss of income and customers during construction period. Also, the proposed will not serve the last mile connectivity.</p>	<p>The participants were informed that alignment is designed to avoid and minimize the impact as much as possible. The compensation will be paid as per the RFCTLARR Act, 2013.</p>

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	Rao Gajraj Singh Chowk, Gurugram Date: 29.01.2024 No. of Participants: 5	However, metro project will have following benefits: <ul style="list-style-type: none"> <li>• Increase in accessibility to facilities, employment, property value, customers, educational levels etc.</li> <li>• Improvement in transportation system and decrease in accidents.</li> </ul> Suggestion: <ul style="list-style-type: none"> <li>• The participants requested to avoid the impact on their shops and if it impacted compensation will be paid.</li> </ul>	
9	Consultation with manager and employee of The Theka, Wine Shop near Rao Gajraj Singh Chowk, Gurugram Date: 30.01.2024 No. of Participants: 3	Metro project will have following impacts:  Provide safe and affordable transport, increase income, customers, employment, property value, accessibility to facilities, educational levels, and decrease accidents & migration, enhanced or improved transportation system.  Suggestion: <ul style="list-style-type: none"> <li>• The participants requested that compensation be paid to the owner and employees if their shops will get closed or affected during the construction phase of the metro.</li> </ul>	Compensation would be provided if their shops were affected during the construction period in accordance with the RFCTLARR Act, similar to what is offered to other PAPs.
10	Consultation with Shop Owners at Sector 33 (Depot Location), Gurugram, Haryana 29.12.2023 No. of Participants: 4	The shop owners at Marble Market were shifted to Sector 33 Site from Sikandarpur on Mehrauli-Gurugram Road in Year 2004 by HSVP (HUDA).  The shop owners have filed a petition alleging that the authority has not adopted fair and appropriate criteria/method for the newly allotted site. The marble market area falls in the proposed depot location got stay order by Hon'ble Court for operations of Marble	The shop owners were informed that a census and socio-economic survey will be conducted after the Hon'ble Court issues its verdict on the matter.

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		<p>Market (copy of the same provided by marble market association is attached for reference).</p> <p>The proposed project will have a direct and indirect impact (40 shops are likely to be affected).</p> <p>The shop owners will not participate in the census and socio-economic survey until the Hon'ble Court gives them the order to vacate the said location.</p> <p>Suggestion:</p> <ul style="list-style-type: none"> <li>• The shop owners will not participate in the census and socio-economic survey until the Hon'ble Court gives them the order to vacate the said location.</li> </ul>	
<b>Consultations and Discussions with Other Interested Groups</b>			
1	<p>Consultation with RWA Members at Ambedkar Chowk, Sector-10A Gurugram, Date: 21.12.2023 No of Participants: 07</p>	<p>Participants believe that the metro project would be beneficial for the local population and have the following benefits:</p> <ul style="list-style-type: none"> <li>• Increase in income, employment, property value, customers, accessibility to facilities, educational levels etc.</li> <li>• Improvement in transportation system and decrease in accidents.</li> </ul> <p>Suggestion:</p> <ul style="list-style-type: none"> <li>• Proper and designated space for autos and e-rickshaws to avoid chaos at metro stations.</li> <li>• Parking space would be beneficial for metro users.</li> <li>• Metro feeder services would be beneficial for metro users for last-mile connectivity.</li> </ul>	<p>The participants were informed that the issue will be discussed with GMRL and based on the applicability it shall be incorporated into the design.</p>

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		<ul style="list-style-type: none"> <li>Provisions for dust pollution reduction and management of service lanes during the construction phase.</li> <li>Metro construction work should be started as soon as possible.</li> </ul>	
2	Consultation with Street Vendors (Fruits and Vegetables), Udyog Vihar Phase-6, Sector 10 Date: 21.12.2023, 16:00 No. of Participants: 08	Participants believed that the proposed project would have multiple benefits in terms of better connectivity to the Industrial Area of Sector 10, reduction in dust pollution between Hero Honda Chowk and Umang Bhardwaj Chowk, and an increase in their income.  Suggestion: <ul style="list-style-type: none"> <li>The participants suggested that auto, e-rickshaw, taxi, and feeder services would be beneficial for metro users for last-mile connectivity where such locations are not connected to metro stations</li> </ul>	The participants were informed that necessary action would be taken to improve the last mile connectivity.
3	Consultation with Auto Drivers, Near ESIC Hospital, Sector-7, Date: 21.12.2023, 13:17 hrs (No. of Participants: 8)	Participants believe that the metro project would be beneficial for the local population and have the following benefits: <ul style="list-style-type: none"> <li>Increase in income, employment, property value, accessibility to facilities, educational levels etc and improvement in existing transportation system.</li> <li>Participants have concerns that the metro project would have negative impacts in terms of loss of income, customers, and an increase in accidents.</li> </ul> Suggestion: <ul style="list-style-type: none"> <li>Proper and designated space for autos at metro stations.</li> <li>Street vendors near metro station would increase the chances of traffic jams.</li> <li>Auto rickshaw would provide last-mile connectivity to metro users.</li> </ul>	The participants were informed that designated auto stands would be proposed considering the land availability and necessary action would be taken to improve the last mile connectivity.

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4	Consultation with General Public Near Sector 7 Metro Station, Gurugram Date: 21.12.2023 No. of Participants: 5	Metro project will have following benefits: <ul style="list-style-type: none"> <li>• Increase in income, employment, property value, customers, accessibility to facilities, educational levels etc.</li> <li>• Improvement in transportation system and decrease in accidents.</li> </ul> Suggestion: <ul style="list-style-type: none"> <li>• Metro feeder services from the metro station to Bhandwari village would be beneficial for the local population for last-mile connectivity.</li> <li>• Traffic management plan for temporary interruptions to vehicular and pedestrian traffic to avoid jams during the construction stage.</li> </ul>	The participants were informed that necessary action would be taken to improve the feeder buses and last mile connectivity.
5	Consultation with Street Vendor at Sector 48, Gurugram Date: 21.12.2023 No of Participants: 5	Participants are not aware of perceived positive and negative impacts of the project.  Suggestion <ul style="list-style-type: none"> <li>• Participants mentioned that they have a seasonal business therefore there will be no impact due to the proposed metro.</li> </ul>	
6	Shop Owners of Ashok Vihar (General Public), Date 27.12.2023 No of Participants: 04 (Male)	The participants were requesting to shift the alignment and station locations towards the right side, from Ashok Vihar to Carterpuri Chowk. The participants were saying that the land in this section has already been acquired by the government authority, and compensation has been paid to the landowners. Some of them have not collected their cheques from the treasury.  The participants raised the issue of loss or reduction of income during the construction stage. Presently, they have sufficient space in front of their shops, but during construction, GMRL will barricade the project site to avoid any safety-related incidents. After	The Detailed Design Team will review the viability of the alignment and stations design between Ashok Vihar and Carterpuri Chowk towards the right-side suggested station plan and entry/exit location. The findings will be communicated to the participants.  The participants were informed that the loss or reduction of income will only be temporary during the construction period. After completion of metro construction, they can operate as usual as they are presently operating.

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		barricading, they will left with 1 or 1.5 meter of space. Now, they are expecting that their sales will reduce during construction.	They were also informed that the issue of loss or reduction of income will be discussed with the GMRL officials. They will be informed about the outcome of the discussion.
7	Consultation with e-Rickshaw Driver near Jwala mill Auto Stand, Phase IV, Gurugram Date: 25.01.2024 No. of Participants: 5	<p>Metro project will have following benefits:</p> <ul style="list-style-type: none"> <li>• Increase in income, employment, property value, customers, accessibility to facilities, educational levels etc.</li> <li>• Improvement in transportation system and decrease in accidents.</li> <li>• Also, the proposed project will not serve last-mile connectivity to metro users.</li> </ul> <p>Suggestion:</p> <ul style="list-style-type: none"> <li>• The metro project will have negative impacts in terms of loss of income as traffic from Salarpur, Kapashera Border and Mullahera would get diverted.</li> </ul>	The participants were informed that necessary action would be taken to provide an alternate route for better connectivity during construction phase.
8	Consultation with Shopkeepers near Rao Gajraj Singh Chowk, Gurugram Date: 25.01.2024 No. of Participants: 06	<p>Metro project will have following impacts:</p> <ul style="list-style-type: none"> <li>• Provide safe means of transportation, increase in customers, property value, accessibility to facilities, educational levels, decrease in accidents etc.</li> <li>• Participants believe that the proposed project will not enhance or improve the existing transportation system, increase employment, income, or educational level.</li> <li>• Participants have concerns that the construction of the metro project would reduce the right of way and have negative impacts in terms of loss of income and customers.</li> </ul> <p>Suggestion:</p>	The participants were informed that compensation shall be provided as per RFCTLARR Act for their loses.

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		<ul style="list-style-type: none"> <li>The participants requested that compensation to be paid if their shops will be closed or affected during the construction phase of the metro.</li> </ul>	
9	Consultation with Metro Users at Udyog Vihar Phase-IV, Gurugram Date: 29.01.2024 No. of Participants: 04	Metro project will have the following benefits: <ul style="list-style-type: none"> <li>Increase in income, employment, property value, customers, accessibility to facilities, educational levels etc.</li> <li>Improvement in transportation system and decrease in accidents.</li> <li>However, the proposed project will not serve last-mile connectivity to metro users.</li> </ul> Suggestions: <ul style="list-style-type: none"> <li>Traffic management plan for temporary interruptions to vehicular and pedestrian traffic to avoid jams during the construction stage.</li> </ul>	The participants were informed that traffic management plan shall be developed during implementation of the project and traffic shall be managed with the assistance of traffic police Gurugram.
10	Consultation with Auto Drivers near Auto Stand Palam Vihar Mor, Sector 22, Gurugram Date: 30.01.2024 No. of Participants: 5	Metro project will have following benefits: <ul style="list-style-type: none"> <li>Increase in accessibility to facilities, employment, property value, educational level etc.</li> <li>Provide safe and affordable public transport, an improved transportation system, and a decrease in accidents.</li> <li>The proposed project will not serve last-mile connectivity to metro users.</li> <li>However, participants have concerns that during and after construction, the auto fare would be reduced from Gol Chakkar to Palam Vihar Mor and Palam Vihar Mor Vyapar Kendra Market.</li> </ul>	The participants were informed that necessary action would be taken to improve the feeder buses and last mile connectivity.
11	Consultation with NGO at KBA/IBA in Sector 101, Basai	Participants were aware of the project but didn’t know the details.	Traffic diversion plans will be formulated and followed during the execution of project.

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	<p>Date: 15.10.2024</p> <p>No. of Participants: 3</p>	<p>They believe the project will not affect the KBA/IBA in Sector 101, Basai. The water source to KBA/IBA in Sector 101, Basai is mainly from overflow water from the broken drain, which carries effluent from STP. Recent repairs carried out by the authorities have halted this outflow, causing the waterbody to dry up. Previously, the continuous flow had drawn bird watchers and photographers to the area, but since the repairs, bird activity has noticeably decreased.</p> <p>Metro project will have the following benefits:</p> <ul style="list-style-type: none"> <li>• Property value will rise as the area becomes more accessible for residents and commuters, making the surrounding neighborhoods more appealing to homebuyers and businesses.</li> <li>• Use of commercial Reduction in pollution due to decreasing the number of private vehicles on the road, leading to lower emissions, and by promoting the use of cleaner public transportation.</li> <li>• Improvement in transportation system by providing a fast, reliable, and efficient mode of travel, reducing congestion on roads and affordable public transit making it accessible for a larger population.</li> <li>• There will be a reduction in traffic by encouraging commuters to opt for public transport.</li> </ul> <p>Suggestion:</p> <ul style="list-style-type: none"> <li>• Traffic management measures like diversions, adequate pedestrian, optimized signal timings can reduce congestion. These should be undertaken to ensure less noise and air pollution.</li> </ul>	<p>Contractors will develop and execute a traffic management plan, including measures such as traffic diversion, avoiding school hours, market activities, religious activities, adhering to speed limits, and employing licensed drivers, etc.</p> <p>Frequent sprinkling of water on the local roads and worksites will be undertaken to control dust emissions.</p> <p>Use water sprays or dust suppressants to keep dust levels low.</p> <p>Cover construction materials with green nets to prevent dust from blowing away.</p>

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		<ul style="list-style-type: none"> <li>Dust control measures during metro construction should be undertaken including regular water spraying on construction sites and covering materials to prevent dust spread, along with using dust barriers and air filters to maintain air quality.</li> </ul>	
<b>GBV Discussion and Consultation with Police Station Enroute the Corridor</b>			
1	Women Police Station Palam Vihar, District Gurugram, Haryana. 21.12.2023 No of Participant: 05 Female Police Officials	<ul style="list-style-type: none"> <li>SHO along with the team participated in the discussion.</li> <li>The police department has identified five hotspots for patrolling to stop the crime against women. The five hotspots are Bus Stand, Devi Lal Park, Sector-14, Choma Gaon Park and IFFCO Chowk.</li> <li>The women police officials are posted there in civil dress from 17:00 to 20:00 and 20:00 to 24:00.</li> <li>One FIR was registered against an unidentified person for harassment in the month of October, 2023.</li> <li>The police team have organized 13 awareness camps in schools, to aware the students about good and bad touch.</li> <li>The Principal of Sadar School has requested that the police team carry out regular patrols at the time of students leaving after school hours.</li> <li>The training was provided by women officials both in uniform.</li> <li>For women safety, designated helpline number which is 112 called as Durga Shakti is started by the department to report the cases related to women safety.</li> <li>Durga-Shakti Rapid action Force vehicles patrols at hotspots.</li> <li>Durga Shakti a software application is initiated by Haryana Police which offers panic button facility for women in distress.</li> </ul>	The participants were informed that necessary steps shall be taken during implementation and operation of the project.

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		<p>Suggestion:</p> <ul style="list-style-type: none"> <li>• The participant suggested that the provisions of CCTV at Devilal Park, Sector-22, Railway Station, and Sheetla Mandir.</li> <li>• It was suggested that the screening of major crimes and their punishment should be displayed at the metro stations to make commuters aware.</li> </ul>	
2	<p>Women Police Station, Sector-51, Haryana, 22.12.2023 No of participants: 05 Women Police officials</p>	<ul style="list-style-type: none"> <li>• The Women Police Station (Sector-51) is 1.25 km away from proposed corridor.</li> <li>• A dedicated Women Helpdesk with one female assistant sub-inspector and one female constable are assigned at Helpdesk is at Station.</li> <li>• The majority of cases registered at the station are dowry and domestic violence. For cases related to molestation, immediate action is taken by filing an FIR against the criminal.</li> <li>• In the month of November</li> <li>• No case has been registered for eve-teasing/harassment.</li> <li>• One case was registered under the PCOSO Act.</li> <li>• One rape case was registered.</li> <li>• The women officials have organized 14 awareness camps in schools, to aware the students and teachers. The topics of awareness camps were cybercrime (social media: facebook and Instagram), good and bad touch, POCSO Act.</li> <li>• The officials have also organized self-defense training programme.</li> <li>• Durga-Shakti a software application is initiated by Haryana Police which offers panic button facility for women in distress.</li> <li>• The training was provided by women officials both in civil and uniform dress.</li> </ul>	<p>The participants were informed that necessary steps shall be taken during implementation and operation of the project.</p>

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		<ul style="list-style-type: none"> <li>• For patrolling, “Durga Shakti” PCR has been started by the government which is meant for patrolling at the identified hotspots areas in three shifts: starting from 07:30-15:30, 15:30-23:30, 23:30-07:30, to tackle the cases of eve teasing or any other offence related to women.</li> <li>• Night patrolling at metro stations is carried out on a daily basis by officials to restrict prostitution activities.</li> </ul> <p>Suggestion:</p> <ul style="list-style-type: none"> <li>• It was suggested by the officials that, for the safety of women and other passengers, provision for cameras at stations and nearby locations should be proposed.</li> <li>• It was also suggested that only those auto and taxi drivers should be allowed at metro stations whose police verification has been done on a regular basis.</li> <li>• It was also suggested photographs of auto and taxi drivers with criminal record be displayed at metro stations.</li> <li>• Concerned police stations should be consulted at the time of construction to identify grey areas and hotspots for regular police patrolling and CCTV installation.</li> </ul>	
3	<p>Women Police Station Palam Vihar, District Gurugram, Haryana. 29.12.2023 No of Participant: 02 Female Police Officials</p>	<ul style="list-style-type: none"> <li>• Women Police Officials participated in the discussion.</li> <li>• Eve teasing, Molestation, cases are addressed directly. Rape cases, POCSO (Child cases) are addressed through legal adviser. Accordingly, FIR is registered.</li> <li>• Five hotspots (Bus Stand, Devi Lal Park, Sector-14, Choma Gaon Park and IFFCO Chowk) has been identified by the department.</li> <li>• For women safety, designated helpline number which is 112 called as Durga Shakti is started by the department to report the cases related to women safety. Also, cases reported by</li> </ul>	<p>The participants were informed that necessary steps shall be taken during implementation and operation of the project.</p>

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		<p>women on 100/1091 are transferred to the nearest Women Police Station.</p> <ul style="list-style-type: none"> <li>• Most of the cases reported are related to domestic violence. In last 6 months – 160 cases registered, 100 are resolved and 60 are pending.</li> <li>• The police team have organized 30 awareness camps in schools, colleges, public and private organization and slum areas to aware the about good &amp; bad touch and crime against women.</li> </ul> <p>Suggestion:</p> <ul style="list-style-type: none"> <li>• Provisions of Two dedicated women coaches, CCTV at metro premises and Parking Area.</li> </ul>	
4	<p>Consultation with Police Officials, Sector 39, Jhadsa, Gurugram, Haryana 29.12.2023 No of participants: 01</p>	<ul style="list-style-type: none"> <li>• Police Officials participated in the discussion.</li> <li>• No major complaints were reported in the last two months. Mostly rental dispute-related complaints were reported between the owners and tenants.</li> <li>• Officially a women police official is assigned to inquiry about the gender related crimes. Accordingly, actions have been taken as per the law.</li> <li>• For women safety, designated helpline number which are 1091, and 112 called as Durga Shakti is started by the department to report the cases related to women safety. Also, cases reported by women on 100 are transferred to the nearest Women Police Station.</li> </ul> <p>Suggestion:</p> <ul style="list-style-type: none"> <li>• Provision for first aid and cameras at stations and nearby locations.</li> </ul>	<p>Participants were informed that first aid kit is already provided, and their concerns of dedicated auto and taxi parking will be discussed with the GMRLand Detailed Design Team.</p>

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		<ul style="list-style-type: none"> <li>• Separate and dedicated space for autos and taxis must be proposed in the project.</li> <li>• A police booth with a residential facility are provided at the station location for 24/7 police officials deployment.</li> </ul>	
<b>GBV Discussion and Consultation with Women as Transport Users:</b>			
5	GBV discussion has been carried out with 27 Women as Transport Users 29.12.2023 No of participants: 49 Women	<ul style="list-style-type: none"> <li>• The participants were between the age group of 20 to 62 years of age group.</li> <li>• It was revealed by the five participants that they have faced physical threats or eve-teasing during travel on roads. One participant has physically retaliated against the action, one participant has called the police but did not receive any response and three participants did nothing against the act.</li> <li>• The participants revealed that the principal mode of transport used by women in the project area are Auto, Bicycle, Bike, Bus, Car, Ola/ Uber/Rapido, Scooty etc.</li> <li>• 20 participants believe that it is common for women to travel alone in auto/buses/tempos/sharing cab.</li> <li>• 23 participants believe that better Metro connectivity will help people travel from one place to another easily.</li> <li>• 10 participants are daily users, six participants are weekly users, and five participants are monthly users of metro services.</li> <li>• 17 participants feel safe while travelling in the metro, three participants do not feel safe in metro travel, and one participant does not feel safe while travelling in general metro coaches.</li> </ul>	The participants were informed that necessary steps shall be taken during implementation and operation of the project.

S. No	Location of the Consultations, Date, No. of Participants	Stakeholder/ People's perceptions/ Suggestions	Mitigation Measures
		<ul style="list-style-type: none"> <li>• It was revealed by the two participants that they have faced physical threats or eve-teasing while travelling in the metro, and one participant did nothing against the act and one participant ignored the act due to less time. One participant was the victim of theft and was not aware of whom to contact and made a complaint.</li> <li>• 15 participants believe that the metro can be considered as a child-friendly mode of transport. Other participants believe that children can travel under the supervision of adults.</li> </ul> <p>Suggestion:</p> <ul style="list-style-type: none"> <li>• For the safety of women and other passengers, provision for CCTV at stations (also near escalators and elevators) and nearby locations should be proposed.</li> <li>• Provisions for Platform Screen Door (PSD) to prevent accidents, objects falling on track, and trespassing.</li> <li>• Provisions for the deployment of police officials both men and women at the entry or exit of metro stations to restrict bad elements at and near metro premises.</li> <li>• Metro premises must have Sanitary Pad Vending Machines, Transparent Elevators, Gender Neutral Toilets, Dedicated Women Coaches and App for Online Complaint.</li> <li>• Emergence helpline numbers must be displayed at and near metro premises and require immediate response from them.</li> </ul>	

**Annexure 2: Public Consultation Pictures**



Elderly Affected Resident, Sector 4, Date 21.12.2023



Affected Shop Owners of Ashok Vihar, Ashok Vihar Station, Date 29.12.2023



Latitude: 28.509888  
Longitude: 77.042204  
Elevation: 243.5917 m  
Accuracy: 10.5 m  
Time: 22-12-2023 16:53  
Note: tagangala chowk

Affected Vulnerable Group (Banjaras), Rezangla Chowk, Date 22.12.2023



Latitude: 28.475511  
Longitude: 77.07704  
Elevation: 241.3643 m  
Accuracy: 7.4 m  
Time: 22-12-2023 13:29  
Note: fruit vendor public consultation

Affected Persons (Fruit Vendors), Sector 4 & 5, Date 21.12.2023



Affected Shop Owners of Ashok Vihar, RITES Office, Date 08.01.2024



KBA/IBA in Sector 101, Basai, Sangharsh with Soul NGO, Date 15.10.2024



Latitude: 28.503622  
Longitude: 77.0692  
Elevation: 253.7817 m  
Accuracy: 7.3 m  
Time: 29-01-2024 17:17  
Note: jawala mill public consultation

Affected Persons, Rao Gajraj Singh Chowk, Date 25.01.2024



Latitude: 28.503683  
Longitude: 77.068913  
Elevation: 253.7812 m  
Accuracy: 10.9 m  
Time: 29-01-2024 16:43  
Note: Rao gajraj public consultation

Affected Persons, Rao Gajraj Singh Chowk, Date 29.01.2024



Time: 20-01-2024 15:50  
Note: The affected persons public consultation  
Powered by NoteCam

Affected Persons, Rao Gajraj Singh Chowk, Date 30.01.2024



Affected Persons, Marble Market, Sector 33, Date 05.02.2024



Latitude: 28.439345  
Longitude: 77.005207  
Elevation: 242.5612 m  
Accuracy: 18.21 m  
Time: 21-12-2023 16:37  
Note: Rja office public consultation  
Powered by NoteCam

RWA Members, Sector 10A, Date 21.12.2023



Latitude: 28.443814  
Longitude: 76.999418  
Elevation: 246.5316 m  
Accuracy: 3.9 m  
Time: 21-12-2023 16:04  
Note: Mandi public consultation  
Powered by NoteCam

Fruit Vendors, Sector 10A, Date 21.12.2023



Gurugram, Haryana, India  
770, Neki Ram Mang, Urban Estate, Sector 9, Gurugram, Haryana 122001, India  
Lat 28.467605°  
Long 77.000439°  
21/12/23 01:17 PM GMT +05:30  
GPS Map Camera

Auto Drivers, ESIC Hospital, Sector 7 Date 21.12.2023



Gurugram, Haryana, India  
71, near Prem Properties, FG Colony, Block C, Surya Vihar, Sector 9, Gurugram, Haryana 122001, India  
Lat 28.467721°  
Long 77.001205°  
21/12/23 01:50 PM GMT +05:30  
GPS Map Camera

General Public, Sector 7, Date 21.12.2023



Latitude: 28.420966  
Longitude: 77.022908  
Elevation: 258.56573 m  
Accuracy: 115.8 m  
Time: 21-12-2023 17:45  
Note: Market Vendors public consultation  
Powered by NoteCam

Street Vendors, Sector 48, Date 21.12.2023



General Public, RITES Office, Gurugram, Date 27.12.2023



E-rickshaw Driver, Jwala Mill, Phase 4, Date 25.01.2024



General Public, Rao Gajraj Singh Chowk, Date 25.01.2024



General Public, Udyog Vihar Phase 4, Date 29.01.2024



Auto Drivers, Palam Vihar Mor, Date 30.01.2024



Women Police Officials, Palam Vihar, Date 21.12.2023



Women Police Officials, Sector 51, Date 22.12.2023



Women Police Officials, Palam Vihar, Date 29.12.2023



Police Official, Jhadsa, Sector 39, Date 29.12.2023



**Tau Devi Lal Park, Palm Vihar Extn,  
Date 23.12.2023**



**Phase 2, Gurugram  
Date 29.12.2023**



**Basai Chowk, Gurugram  
Date 29.12.2023**



**Basai Village, Gurugram  
Date 29.12.2023**



**Basai Village, Gurugram  
Date 29.12.2023**



**Surya Vihar, Gurugram  
Date 29.12.2023**



Ashok Vihar, Gurugram  
Date 29.12.2023



Sector-4, Gurugram  
Date 29.12.2023

**Annexure 3: Grievance Form**

Date/Time	Date:	Time:
Name of Grievant:		<input type="checkbox"/> You can use my name, but do not use it in public. <input type="checkbox"/> You can use my name when talking about this concern in public. <input type="checkbox"/> You cannot use my name at all.
Contact Information:	Phone:  Email address:  Address:  (Kindly indicate the preferred method of communication)	
Details of Grievances:  (Who, what, when, where)	<input type="checkbox"/> One-time incident/complaint <input type="checkbox"/> Happened more than once (indicate how many times): _____ _____ <input type="checkbox"/> Ongoing (a currently existing problem)	
Attachments to the grievance/complaint: (e.g. pictures, reports, letters, drawings, etc.)	List here:	

**Grievant/Complainant Signature (if applicable)**

**Date:**

**Signature- Project personnel (to confirm receipt only)**

**Date:**

**For GMRL use only**

Grievance No.: \_\_\_\_\_

Grievance Category:

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Land</li> <li>• Environmental Issues</li> <li>• Social Issues</li> <li>• Contractor Issues</li> </ul> | <ul style="list-style-type: none"> <li>• Occupational Health and Safety</li> <li>• Project Execution</li> <li>• Other<br/>(specify): _____</li> </ul> |
|--|---|

**Annexure 4: Grievance Monitoring Sheet**

<b>Date Grievance Received</b>	<b>Grieva nce Refere nce No.</b>	<b>Name &amp; Contact Details of Grievant/Co mplainant</b>	<b>Type of Grieva nce</b>	<b>Grieva nce Descri ption</b>	<b>Responsible Staff for Managing the Grievance</b>	<b>Date of grievance acknowle dgement</b>	<b>Date feedback provision/ reference No.</b>	<b>Action to be taken by GMRL</b>	<b>Communica tion of Grievances Resolution</b>	<b>Resolution Accepted or Not Accepted and Date of Acceptance/Non- acceptance</b>	<b>Present Status</b>

**Annexure 5: Meeting Record Form**

**Date of the Meeting:** \_\_\_\_\_ **Grievance No.:** \_\_\_\_\_

**Venue of meeting:** \_\_\_\_\_

**Details of Participants:**

S. No	Name of Participants	Complainant/Project Official

**Summary of Grievance:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Meeting Notes:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Issues Resolved/ Unresolved:**

\_\_\_\_\_

**Signature of Authorized official of the meeting**

**Name of Authorized Official**

**Date:**

**Annexure 6: Resolution Form**

Grievance No:	
Name of Grievant/Complainant:	
Date of Grievance:	
Summary of Grievance:	
Summary of Resolution:	
Resolved at:	<input type="checkbox"/> Field Level <input type="checkbox"/> Headquarter Level
Date of Grievance Resolution:	

Signature of Grievant/Complainant in acceptance of the suggested grievance resolution, where feasible:

Name:

ID Number:

Type of ID:

Date:

**Signature of Authorized Officials of GMRL:**

1. Signature:

Name:

Place:

Date:

2. Signature

Name:

Place:

Date:

**Annexure 7: Sample Table – Monitoring and Reporting on the SEP**

Key Evaluation Questions	Specific Evaluation Questions	Potential Indicators	Data Collection Methods
<p>GM. To what extent have project-affected parties been provided with accessible and inclusive means to raise issues and grievances? Has the implementing agency responded to and managed such grievances?</p>	<ul style="list-style-type: none"> <li>• Are project-affected parties raising issues and grievances?</li> <li>• How quickly/effectively are the grievances resolved?</li> </ul>	<ul style="list-style-type: none"> <li>• Usage of GM and/or feedback mechanisms</li> <li>• Requests for information from relevant agencies.</li> <li>• Use of suggestion boxes placed in the villages/project communities.</li> <li>• Number of grievances raised by workers, disaggregated by gender of workers and worksite, resolved within a specified time frame.</li> <li>• Number of Sexual Exploitation, and Abuse/Sexual Harassment (SEA/SH) cases reported in the project areas, which were referred for health, social, legal and security support according to the referral process in place. (if applicable)</li> <li>• Number of grievances that have been (i) opened, (ii) opened for more than 30 days, (iii) resolved, (iv) closed, and number of responses that satisfied the complainants, during the reporting period disaggregated by category of grievance, gender, age, and location of complainant.</li> </ul>	<ul style="list-style-type: none"> <li>• Records from the implementing agency and other relevant agencies.</li> </ul>
<p>Stakeholder engagement impact on project design and</p>	<ul style="list-style-type: none"> <li>• Was there interest and support for the project?</li> </ul>	<ul style="list-style-type: none"> <li>• Active participation of stakeholders in activities</li> </ul>	<ul style="list-style-type: none"> <li>• Stakeholder Consultation Attendance Sheets/ Minutes</li> </ul>

<p>implementation. How have engagement activities made a difference in project design and implementation?</p>	<ul style="list-style-type: none"> <li>• Were there any adjustments made during project design and implementation based on the feedback received?</li> <li>• Was priority information disclosed to relevant parties throughout the project cycle?</li> </ul>	<ul style="list-style-type: none"> <li>• Number of actions taken in a timely manner in response to feedback received during consultation sessions with project affected parties.</li> <li>• Number of consultation meetings and public discussions where the feedback and recommendation received is reflected in project design and implementation.</li> <li>• Number of disaggregated engagement sessions held, focused on at risk groups in the project.</li> </ul>	<ul style="list-style-type: none"> <li>• Evaluation forms</li> <li>• Structured surveys</li> <li>• Social media/traditional media entries on the project results</li> </ul>
<p>Implementation effectiveness. Were stakeholder engagement activities effective in implementation?</p>	<ul style="list-style-type: none"> <li>• Were the activities implemented as planned? Why or why not?</li> <li>• Was the stakeholder engagement approach inclusive of disaggregated groups? Why or why not?</li> </ul>	<ul style="list-style-type: none"> <li>• Percentage of SEP activities implemented.</li> <li>• Key barriers to participation identified with stakeholder representatives.</li> <li>• Number of adjustments made in the stakeholder engagement approach to improve projects' outreach, inclusion and effectiveness.</li> </ul>	<ul style="list-style-type: none"> <li>• Communication Strategy (Consultation Schedule)</li> <li>• Periodic Focus Group Discussions</li> <li>• Face-to-face meetings and/or Focus Group discussions with Vulnerable Groups or their representatives.</li> </ul>