

RESETTLEMENT POLICY FRAMEWORK

Meghalaya Logistics & Connectivity
Improvement Project (MLCIP)

Meghalaya
Infrastructure
Development &
Finance
Corporation

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RESETTLEMENT POLICY FRAMEWORK

1. Introduction

The Resettlement Policy Framework (RPF) sets out the principles, policies, and procedures for preparing the Resettlement Action Plan (RAP) wherever project activities cause temporary or permanent land acquisition, restrictions on land use, or physical/economic displacement. The objective of the RPF is to ensure that all Project Affected Persons (PAPs) are compensated for their losses and assisted to restore or, where possible, improve their standard of living and livelihood to pre-project levels or better.

This RPF aligns with World Bank Environmental and Social Standard 5 (ESS5) by promoting equitable treatment, meaningful consultation, and enhanced opportunities for all affected persons, with particular attention to vulnerable and marginalized groups.

2. Applicable Legal and Policy Framework

This Resettlement Policy Framework (RPF) is anchored in World Bank Environmental and Social Standard 5 (ESS5) on *Land Acquisition, Restrictions on Land Use, and Involuntary Resettlement*, read together with applicable national and state policies i.e Government of India (GoI) and the Government of Meghalaya (GoM) including the relevant policies on street vendors and formal economy workers.

The legal and policy framework governing resettlement under this project comprises:

(a) World Bank Environmental and Social Standard 5 (ESS5)

ESS5 addresses physical and economic displacement caused by project-related land acquisition or restrictions on land use. It seeks to avoid or minimize involuntary resettlement, prevent forced eviction, and mitigate adverse impacts through timely compensation at replacement cost and livelihood restoration. The standard promotes improved living conditions for vulnerable or displaced persons, meaningful consultation, and treatment of resettlement as a development opportunity. It applies to all affected persons—whether titleholders, those with recognized or recognizable claims, or without legal rights—who experience loss of land, assets, income, or access to resources.

(b) The Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013 (RFCTLARR Act, 2013)

The RFCTLARR Act is India's main law for land acquisition, compensation, and resettlement. It ensures fair compensation, transparency, and rehabilitation for affected people, aiming to make them partners in development and enhance their livelihoods after acquisition. The Act mandates Social Impact Assessments, requires consent for certain projects, provides compensation at market value plus solatium, ensures comprehensive R&R benefits, and includes provisions for returning unutilized land to original owners or land banks.

(c) Meghalaya Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Rules, 2017

These Rules outline Meghalaya-specific procedures for implementing the RFCTLARR Act, covering Social Impact Assessments, compensation calculation, rehabilitation entitlements, land acquisition processes, and grievance redress mechanisms.

(d) The Protection of Livelihood and Regulation of Street Vending Act, 2014 (Street Vendors Act, 2014)

This Act safeguards the rights of urban street vendors and regulates vending activities. It protects against eviction without due process, ensures relocation and rehabilitation through alternative vending zones, and provides livelihood restoration support during transition. Town Vending Committees oversee vending zone planning and grievance redress. Project activities affecting street vendors will comply with this Act and ESS5, with specific entitlements detailed in the Entitlement Matrix (see Section 1.10).

(e) Sixth Schedule to the Constitution of India and Customary Land Tenure in Meghalaya

Constitutional Framework. The Sixth Schedule grants special autonomy to tribal areas in Meghalaya, empowering Autonomous District Councils (ADCs) to manage land and resources according to customary laws. This has significant implications for land acquisition and resettlement under the project.

Customary Land Tenure Systems. Land ownership and use rights in Meghalaya constitutional Framework are primarily governed by customary practices, which differ significantly from statutory land tenure systems. The two main categories of customary land are:

3. Customary Land Tenure: Definitions and Categories

The following definitions are specific to customary land tenure in Meghalaya and are critical for determining eligibility and entitlements under this RPF:

Table 3-1: Customary Land Tenure

Term / Institution	Description and Key Features	Ownership / Governance	Consent & Verification Requirements (for Project Purposes)	Compensation Entitlement (under ESS5 / RFCTLARR Act)
Ri-Kynti	Clan or private land held by individual families with recognized ownership rights, typically under matrilineal inheritance	Privately owned by individual family members; lineage verified through clan records.	Verification through Dorbar Shnong and traditional land records to confirm ownership.	Eligible for individual compensation at replacement cost for land, structures, and assets.

Term / Institution	Description and Key Features	Ownership / Governance	Consent & Verification Requirements (for Project Purposes)	Compensation Entitlement (under ESS5 / RFCTLARR Act)
	systems in Khasi and Jaintia communities.			
Ri-Raid	Community land collectively owned and managed by the village or community for common uses such as grazing, firewood collection, or seasonal cultivation.	Managed collectively by the Dorbar Shnong or other customary village institutions.	Requires community consent (Dorbar Shnong resolution) and individual consent if occupants have structures or livelihood uses.	Community: compensation for loss of CPRs. Individuals: compensation for structures/assets at replacement cost.
Nokship	Traditional Garo land tenure system where land is held by the Nokma (village headman) on behalf of the community or clan; inheritance is matrilineal.	Governed by the Nokma, representing the clan/community.	Requires Nokma consent and individual user/occupant consent for land use or acquisition.	Follows the Ri-Raid compensation principles—community for CPRs, individuals for structures/assets.
Dorbar Shnong	Traditional village council in Khasi and Jaintia communities responsible for land tenure verification, dispute resolution, and governance. Plays a central role in consultations and consent.	Elected or hereditary community institution.	Provides official verification of land ownership and community resolutions for land donation or acquisition.	Not a compensation recipient but a key verifying and mediating institution.

Term / Institution	Description and Key Features	Ownership / Governance	Consent & Verification Requirements (for Project Purposes)	Compensation Entitlement (under ESS5 / RFCTLARR Act)
Nokma	Village headman in Garo communities administering Nokship land on behalf of the clan or community. Custodian of land records and customary laws.	Traditional leader recognized by the community.	Provides formal consent for land transactions involving Nokship land, along with individual user consent.	Not a direct recipient but facilitates compensation delivery per verified ownership.

Source: Land Tenure System & Landlessness in Meghalaya;

<https://nesfas.in/wp-content/uploads/2020/09/Land-Tenure-System-Landlessness-in-Meghalaya-1.pdf>

(f) World Bank Environmental and Social Standard 10 (ESS10) – Stakeholder Engagement and Information Disclosure

This standard requires meaningful, inclusive consultation and timely disclosure of information throughout the project cycle. Resettlement planning under this RPF will follow the ESS10 by identifying stakeholders, sharing information in local languages, ensuring free, prior and informed consultations—especially with vulnerable groups—and maintaining continuous engagement during implementation and monitoring.

4. Potential Impacts

The Meghalaya Logistics and Connectivity Improvement Project (MLCIP) aims to improve transport connectivity, logistics efficiency, and road safety across the state through two primary components. The project interventions are expected to generate both positive and adverse social impacts that require appropriate mitigation and management measures.

Component 1: Road Infrastructure Development

- Upgrading and widening of existing state highways and major district roads.
- Construction of bypasses around urban centers to reduce congestion.
- Improvement of rural road connectivity to remote villages.
- Installation of road safety infrastructure (signage, lighting, crash barriers).

Component 2: Logistics and Multimodal Infrastructure

- Development of logistics hubs and freight terminals, including warehouses, container yards, and truck parking facilities.
- Construction of multimodal transport nodes such as bus terminals and integrated urban transport

hubs.

- Establishment of market access infrastructure, including rural collection centers and agrologistics facilities for agricultural produce.

Potential Social Impacts (Both Components)

- **Land acquisition and resettlement:** Some subprojects, particularly under Component 2, may require acquisition of private or community land.
- **Economic displacement:** Informal traders, market vendors, and transport operators may be temporarily or permanently affected.
- **Access disruption:** Construction activities may temporarily restrict access to homes, markets, and public services.
- **Employment and local benefits:** Construction and logistics operations are expected to create jobs and business opportunities; local hiring will be prioritized.

Mitigation Measures: All sub project activities will undergo screening and Social Impact Assessment as per Section below. Resettlement planning will prioritize site selection to avoid or minimize displacement, with full compensation and livelihood restoration for affected persons as per the Entitlement Matrix.

5. Key Principles

This framework provides a set of guiding principles for the development and implementation of Resettlement Action Plan (RAP):

- All impacts including displacement will be avoided or minimized wherever feasible by exploring all viable alternative project designs. Where impacts are unavoidable, efforts will be made to improve, or at minimum restore, the standard of living of affected persons at no cost to them.
- RAP preparation, implementation, and monitoring will be disclosed proactively, and participation of affected communities will be ensured throughout the planning and implementation process. The principles of mutual consent and negotiated settlement will be promoted where legally permissible, provided they comply with ESS5 and RFCTLARR safeguards.
- The persons affected by the project without formal title but with recognized economic interests or livelihoods will be supported in line with ESS5 and the entitlement matrix.
- Before taking possession of the acquired lands and properties, compensation and R&R assistance must be fully paid and available to all eligible affected persons as per the entitlement matrix (see section – 1.10).
- However, anyone moving into the project area after the cut-off date will not be entitled to assistance as per the entitlement matrix. Cut-off date provisions will ensure only eligible pre-project occupants receive assistance.
- A comprehensive 2-tier grievance redress mechanism shall be established to address complaints and concerns related to impacts, acquisition, compensation, resettlement and rehabilitation, and livelihood restoration. The project GRM is detailed in the Chapter 7 of the ESMF. For grievances related to SEA/SH (Sexual Exploitation, Abuse, and Sexual Harassment), a separate SEA/SH

grievance mechanism is established under the project ESIA and Labour Management Plan, consistent with ESS1 and ESS2.

- All activities related to resettlement planning, implementation, and monitoring should ensure involvement of women. Efforts should be made to ensure that vulnerable groups are included and people's participation during the course of the project cycle.
- All consultations with PAPs will be documented, with continuous engagement carried out through all stages of RAP implementation.
- Support will be provided to meet full replacement value of lost assets and restore lost livelihoods, in accordance with ESS5.
- The common property resources will be replaced in consultation with affected communities or compensated at replacement value if replacement is not feasible.
- Before taking possession of the acquired lands and properties, all compensation, resettlement and rehabilitation would be made in accordance with this policy.
- Contractor will ensure that access to residences, business, and or agricultural land is maintained during construction and subsequently. Easement rights and access pathways for communities shall be identified and protected during DPR preparation. The NGO responsible for R&R implementation and PIU E&S Cell will monitor compliance and report any non-compliance to project authorities immediately.
- In case of displacement, provisions for relocation and resettlement shall be implemented in accordance with ESS5 requirements as detailed in the following Sections No1.8 to 1. 9. In such circumstances care should be taken to ensure minimal adverse social, economic and environmental effects of displacement on the host communities and resettlement activities shall be synchronized with the execution of works under the project.

6. Definitions

The following definitions are used in this document:

Cut-off Date: In the cases of land acquisition affecting legal titleholders, the cut-off date would be the date of issuing the publication of preliminary notification u/s 11(I) of RFCTLAR Act, 2013. For non-titleholders, and other project-affected persons without formal rights, the cut-off date will be the date of the census survey carried out for social impact assessment, consistent with ESS5

Project Affected Person (PAP): A person who, as a result of the project, experiences adverse impacts on their assets, land, income sources, or livelihoods, whether through physical or economic displacement. This includes both titleholders and non-titleholders, livelihood losers, encroachers, and squatters as per ESS5.

Project Displaced Person (PDP): A displaced person is a person who is compelled to change his/her place of residence and/or work place or place of business, due to the project. This covers both physical and economic displacement.

Projected Affected Family (PAF): Family includes a person, his or her spouse, minor children, minor brothers and minor sister's dependent on him. Provided that widows, divorcees and women deserted by families shall be considered separate families. Additionally, an adult of either gender with or without spouse or children or dependents shall be considered as a separate family for the purpose of this of resettlement and rehabilitation under ESS5 and RFCTLARR.

Land Owner: Land owner includes any person –

- whose name is recorded as the owner of the land or building or part thereof, in the records of the authority concerned; or
- Any person who is granted forest rights under the Scheduled Tribes and other Traditional Forest Dwellers (Recognition of Forest Rights) Act, 2006 or under any other law for the time being in force; or
- Who is entitled to be granted Patta rights on the land under any law of the State including assigned lands; or any person who has been declared as such by an order of the court or Authority.
- Any person holding land under customary tenure systems recognized in Meghalaya as described in the section on land ownership in Annexure -1.1.

Marginal Farmer: Marginal farmer means a cultivator with an un-irrigated land holding up to one hectare or irrigated land holding up to one half hectare, or as may be defined by the concerned state government

Small Farmer: Small farmer means a cultivator with an un-irrigated land holding up to two hectares or irrigated land holding up to one hectare, but more than the holding of a marginal farmer, or as may be defined by the concerned state government.

Encroacher: A person who has trespassed Government/ private/community land, adjacent to his or her land or asset to which he/she is not entitled and who derives his/her livelihood and housing there from prior to the cut-off date. Entitlements will follow ESS5.

Squatter: A squatter is a person who has settled on publicly owned land for housing or livelihood without permission or who has been occupying publicly owned building without authority prior to the cut-off date. Entitlements will follow ESS5.

Landless/Agriculture Labour: A person who does not hold any agriculture land and has been deriving his main income by working on the lands of others as sub-tenant or as an agriculture labour prior to the cut-off date.

Below Poverty Line (BPL): A household, whose annual income from all sources is less than the designed sum as fixed by the NITI Aayog / Government of India will be considered to be below poverty line (BPL).

Vulnerable Persons: Vulnerable Persons include households requiring special protection and assistance, identified through systematic screening:

- Scheduled Tribes: With traditional land rights, requiring FPIC protocols

- Women-headed households: Single women, widows, divorced, or abandoned women
- Persons with Disabilities: Certified under Meghalaya PwD Rules 2017, requiring accessible facilities
- Elderly (>60 years): Without adult support, requiring escort services
- BPL Families: As per SECC 2011 and state criteria
- Landless agricultural laborers: Dependent on project-affected land for livelihood
- Marginally landed farmers: <1 hectare irrigated/<2 hectares unirrigated
- Other vulnerable groups as notified by the Government of Meghalaya

Special Support Protocol:

- Dedicated vulnerability assessment by trained social workers
- Priority in resettlement plot allocation and skills training
- Additional ₹50,000 assistance (CPI-indexed)
- Escort services for elderly/disabled during compensation process
- Flexible payment mechanisms including home delivery for immobile persons

7. Screening and Social Impact Assessment

7.1. Screening

Each sub-project will be screened to identify any likelihood of adverse social impacts due to project intervention. The screening checklist (Annexure 1.2) will help identify activities having limited or insignificant social impacts for which further assessment could be limited in scope or may not be required.

The steps to be followed include the following:

- i. Confirm the presence of socially sensitive areas from secondary sources or preliminary site observations.
- ii. Verify the extent of applicability of GoI, GoM and World Bank policies in project activities.
- iii. Identify potential impacts (negative and positive); provide clarity on which issues need to be investigated more comprehensively during preparation of the Social Impact Assessment (SIA) to be undertaken during the DPR/design stage.

This process will support finalization of project alignments and integration of timelines like those associated with regulatory clearance processes into project implementation.

The process of preparing the social screening checklist and scoping will typically cover:

- i. Describing the proposed project activities and alternative options.
- ii. Identifying the potential social impacts of the options.
- iii. Undertaking a preliminary evaluation of the potential social impacts of the options.
- iv. Consulting local officials on the options, and the potential impacts.

- v. Describing the preliminary consultation with relevant agencies and local community. The focus of these consultations will be to inform local communities, and review the likely issues and problems.
- vi. Selecting a preferred option. Appraisal of DPR/feasibility studies will explicitly include a social perspective.

7.2. Social Impact Assessment (SIA)

- SIA evaluates a project's potential social risks and impacts in the project area of influence, examines the alternatives (including no project scenario), identifies measures to mitigate the social impacts and enhance benefits throughout project implementation. Wherever feasible, preventive measures would be undertaken.
- The borrower is responsible for carrying out the SIA and shall start with the preparation of draft project documents (DPRs)/ Feasibility Report (after pre-feasibility report) so that the findings/mitigation measures can be incorporated early into the design.
- SIA will include collection of both secondary and primary data. The primary data will be collected through household surveys of potentially impacted persons, consultation and focus group discussions with the general public and other stakeholders.
- The opinion of the stakeholders and public shall be incorporated into the project through specific public consultations with prior notice.
- In addition, the draft SIA shall be made available in a public place in English and local language, accessible to affected groups and local NGOs.
- Implications of the available legislations and regulatory requirements and the requirements of the Environmental and Social Framework (ESF) policies of the World Bank are also to be reviewed as part of the SIA. The SIA report shall meet the requirements of national and state-level legislations and disclosure requirements of the World Bank.
- SIA report shall include an Executive summary, Introduction / Project background, Project Description including review of alternatives (including no-project scenario), review of Legislations, Baseline social conditions, Impact Evaluation, Public consultation details, Management and Monitoring Plan, implementation schedule and budget.
- The final SIA report in English with a non-technical summary in the local language must be disclosed in line with the World Bank and GoM disclosure policies, placed on implementing agencies' websites, and made accessible in places accessible to the local people.

When SIA is conducted in areas with customary land tenure of Meghalaya, the following additional elements shall be included:

- Customary Land Tenure Mapping: Identification and mapping of all customary land types (Ri-Kynti, Ri-Raid, Nokship, etc.) within the project area of influence.
- Community Land and CPR Assessment: Detailed inventory of community lands, common property resources, and community usage patterns (grazing, firewood, water sources, seasonal cultivation, burial grounds, religious sites).

- Consultation with Customary Authorities: Formal consultation with Dorbar Shnong, Nokma, and other traditional institutions to verify land tenure, identify users/occupants, and understand customary consent processes.
- Documentation of Customary Practices: Recording of traditional land governance, inheritance rules, dispute resolution mechanisms, and decision-making processes relevant to land transactions.
- Individual User/Occupant Identification: Census of all individuals using or occupying community land for structures, businesses, or livelihoods, with socio-economic profiling.
- Consent Requirements Documentation: Clear documentation of consent requirements (community + individual) and proposed consent process aligned with customary practices and ESS5.

7.3. Resettlement Action Plan (RAP) Preparation

Based on the findings of SIA and in case the project involves land acquisition requiring compensation or loss of livelihood or shelter, the project shall ensure that a satisfactory 'Resettlement Action Plan' (RAP) is prepared and shared with the affected persons and the local community in the language understood by them. The contractor shall not start work until compensation and assistance have been made available in accordance with this framework. The RAP will assess the magnitude of impacts and prepare accordingly a resettlement and rehabilitation plan that is consistent with this RPF and ESS5 requirements, for World Bank approval before the project activities commence

RAP should provide a link between the impacts identified in the ESIA study and proposed mitigation measures and clearly articulate the objectives of involuntary resettlement.

Projects that are not expected to involve any land acquisition or any other significant adverse social impacts do not require a Resettlement Action Plan (RAP); however, screening remains mandatory for all subprojects to confirm this determination.

Sub-project specific RAP shall be developed based on the Government of Meghalaya published gazette notification "Meghalaya Right to Fair Compensation and Transparency in Land Acquisition, Resettlement and Rehabilitation (RFCTLAR&R) Rules, dated 25th September, 2017, and in alignment with World Bank ESS5 on Land Acquisition, Restrictions on Land Use and Involuntary Resettlement.

Every Resettlement Action Plan (RAP) prepared under the project shall contain the following particulars:

- Description of the project (with appropriate maps and illustrations), including explanation for the necessity of acquiring particular sites for project use and efforts undertaken to avoid or minimize the amount of land acquisition or other potential impacts deemed necessary
- Results of a census survey of displaced persons and inventory and valuation of affected land and assets
- Description of any project-related restrictions on resource use or access

- Description of land tenure arrangements, including collective, communal, or customary use or ownership claims
- Review of relevant laws and regulations pertaining to acquisition, compensation, and other assistance to displaced persons, and identification of gap-filling measures needed to achieve ESS5 requirements
- Description of land and asset valuation procedures and compensation standards for all categories of affected assets
- Eligibility criteria for compensation and all other forms of assistance, including a cutoff date for eligibility
- Organizational arrangements and responsibilities for RAP implementation
- Implementation timetable
- Estimated budget and financial contingency arrangements
- Consultation and disclosure arrangements
- Description of grievance mechanism
- Arrangements for monitoring implementation progress.

Lessons Learned

The thematic review of the Environmental and Social Management Framework (ESMF) application in Rural Roads Project II (PMGSY RRP II) demonstrates that ESMF processes have strengthened compliance and improved project implementation

The key lessons learnt include:

High levels of voluntary land donation were achieved. High participation in voluntary land donation was achieved where due diligence and transparent consultations were conducted.

Transect Walk proved effective in finalization of alignment and early identification of design requirements.

Coordination with revenue personnel on day-to-day basis helped the implementing agencies in transfer of land

Vulnerable households identified and ESMPs prepared and implemented.

The following best practices shall be adopted in RAP preparation and implementation for this project:

- Early and Continuous Stakeholder Engagement: Involvement of Dorbar Shnong, Nokma, and traditional village councils from the screening stage through RAP implementation ensures community cooperation and minimizes resistance.

- **Coordination with Revenue Department and ADCs:** Day-to-day coordination with revenue personnel and Autonomous District Councils facilitates land transfer, title verification, and compensation disbursement.
- **Transect Walks and Community-Led Design Reviews:** Joint site visits with affected communities, traditional authorities, and technical teams help finalize alignments, minimize impacts, and identify design modifications early.
- **Transparent and Culturally Appropriate Consultations:** Land donation and compensation processes that follow customary consultation norms, provide adequate information disclosure in local languages, and allow sufficient decision-making time achieve high community acceptance.
- **Vulnerability Screening and Targeted Support:** Systematic identification of vulnerable households (BPL, women-headed, elderly, disabled, landless laborers) and provision of additional assistance ensures inclusive and equitable outcomes.
- **GRM Accessibility:** Establishing GRM structures at community level (Tier 1) with Dorbar Shnong involvement ensures early resolution of grievances and reduces escalation.

8. Land Acquisition Process under RFCTLARR Act, 2013

The project roads include rural roads, major district roads (MDR) and state highways (SH). Different measures will be followed for different categories of infrastructure (rural roads, major district roads, state highways, ropeways, footpaths, footbridges as per the requirements of ESS5, including national and state laws and policies. The methods of land procurement which will be adopted under this project. These include: (a) Voluntary land donation; (b) Land acquisition through RFCTLARR Act, 2013

8.1. Voluntary Land Donation Process as per WB ESS5

For select roads, small quantities of additional land will be transferred by voluntary land donation.

Following steps will be followed for voluntary land donation:

The World Bank permits voluntary land donation under ESS5 only when specific conditions are met. The Borrower (Government of Meghalaya through MPWD) must demonstrate that the following six mandatory requirements are satisfied:

(a) Informed Consultation: Potential donors have been appropriately informed and consulted about the project and the choices available to them. Conduct formal meetings with Dorbar/Nokma/ local institutions on a pre-fixed date and agenda to seek views of the project and to confirm community's demand.

Information dissemination to sensitize the community, disclose the sub-project level details and finalize schedule for consultation and transect walk through IEC materials. Community will be informed of proposed activity and its impacts, its land requirements, and its alternative activity sites, as well as his or her rights to compensation.

The IEC must also include legal literacy (distinction between land acquisition and voluntary land donation) to make the community aware of its right to refuse land donation.

Transect walk with the community for joint decision-making, on-site inventory of affected immovable properties, land tenure and finalization of alignment will be carried out. Community provides feedback on the design. Where land is donated by the owner, other users and occupiers of the land must also be consulted with.

(b) Voluntary Consent with Right to Refuse: Potential donors are aware that refusal is an option, and have confirmed in writing their willingness to proceed with the donation

MOUs for land donation will be signed by affected individuals [landowner, and in case of community land, user or occupant of the land] in the presence of representatives of Dorbar/Nokma/ local village level institutions.

The MOU will include (a) written statement indicating the location and amount of land that is sought and its intended use; and (b) a formal statement of donation signed by each owner or user involved, establishing informed consent and confirming that there is no disputed ownership and that there are no claims by renters, users, squatters, or encroachers.

Final design will be shared with the community.

Affected individual will be provided with sufficient time to consider his or her disposition of the property prior to signing of MoU, and has the right to renege on his or her decision.

The voluntary nature of the donation must be clearly established through: Written documentation that the donor was informed of the right to refuse Confirmation that no pressure, coercion, or inducement was used Adequate time provided for decision-making (minimum 21 days from information disclosure to signing of MOU) Option to withdraw consent at any stage before land transfer is completed

c) Livelihood Protection: The amount of land being donated is minor and will not reduce the donor's remaining land area below that required to maintain the donor's livelihood at current Voluntary land donation must not exceed 10% of the total landholding of an individual using or occupying the land. In addition, the following safeguards apply: Where land provides livelihood, assessment must confirm that remaining land is sufficient to maintain current livelihood levels If donation would impact livelihood, full RFCTLARR Act acquisition process must be followed instead of voluntary donation Livelihood impact assessment must be documented in the RAP

(d) No Household Relocation: No household relocation is involved under voluntary land donation. Relocation will be avoided to the maximum extent; however, if unavoidable, it shall follow ESS5 compliant RAP provisions.

Screening checklist filled in by engineer at this point of time and verified by the E&S Cell of the PIU/PMU

Census survey to assess socio-economic conditions of land donors; extent of impact; vulnerability and extent of support required

Targeted support to vulnerable groups will be provided, including: i) alternate land sites; ii) cash assistance or support by members of the village council; iii) inclusion as beneficiaries in existing poverty alleviation programs. This is recorded in the RAP.

Relocation of households will be avoided to the maximum extent, and if unavoidable, ESS5 compliant RAP provisions will apply.

Voluntary land donation is NOT permitted where:

- ❖ Any household would need to relocate their residence
- ❖ Any household would lose their homestead land
- ❖ Any structure (residential or commercial) needs to be removed
- ❖ If any of the above impacts occur, full RFCTLARR Act acquisition process must be followed.

e) Direct Project Benefit: The donor is expected to benefit directly from the project

This requirement means that donors should receive direct benefits from the project, such as

- Improved road access to their property or village
- Better connectivity to markets, schools, and health facilities
- Improved transportation and reduced travel time
- Enhanced property values due to improved infrastructure
- The direct benefit must be documented in the RAP and confirmed by the donor.

(f) Community Land Consent: For community or collective land, donation can only occur with the consent of individuals using or occupying the land

For community or collective land (Ri-Raid, clan land, or other collectively held land):

- Consent of the community institution (Dorbar Shnong, Nokma, clan representatives) is required
- In addition, consent of all individuals using or occupying the land must be obtained
- Community meeting must be held with documented attendance and consent
- Individual users/occupiers must provide written consent
- Any disputes or objections must be resolved before land donation can proceed

Documentation and Transparency:

- Maintenance of record of all consultations and agreements reached
- Consultations held and copies of MOUs signed with the individuals will be documented in the RAP.
- Any taxes or fees owed for processing or registration of the land transfer, if applicable, will be paid in full by the MPWD.

The MPWD will maintain a transparent record of all consultations and agreements reached, including:

- Minutes of all meetings with attendance lists
- Photographic documentation of consultations
- Copies of all MOUs and consent documents
- Documentation of compliance with all six Bank requirements Evidence of voluntary nature of donation (absence of coercion)
- Confirmation of livelihood protection
- Evidence of direct benefit to donors
- All documentation shall be included in the site-specific RAP and subject to World Bank review and clearance.

Maintenance of record of all consultations and agreements reached:

Consultations held and copies of MOUs signed with the individuals will be documented in the RAP.

Any taxes or fees owed for processing or registration of the land transfer, if applicable, will be paid in full by the MPWD.

Land Acquisition Process as per RFCTLARR Act, 2013

The Government of Meghalaya may acquire the land through a formal procedure as per the Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013 (commonly known as the LARR Act) governs land acquisition in India for public purposes, emphasizing fairness, transparency, and provisions for rehabilitation and resettlement. Below is a broad outline of the formal procedure for acquiring land under this Act, based on its key sections.

Preliminary Notification: The appropriate government issues a preliminary notification under Section 11, announcing the intent to acquire land for a specified public purpose. This is published in the official gazette, local newspapers, and other public channels to inform affected parties.

Social Impact Assessment (SIA): Under Section 4, an SIA study is conducted to assess the project's social, economic, and environmental impacts on affected families and communities. This involves public consultations, expert appraisals, and determining if the acquisition is justified or if alternatives exist.

Publication of Draft Declaration and Hearing Objections: If the SIA approves proceeding, a draft declaration is published under Section 15, specifying the land details. Affected persons can file objections within a stipulated time (usually 60 days), which are then heard and resolved by the authority.

Final Declaration and Acquisition: After addressing objections, the final declaration is issued under Section 19, confirming the acquisition. This is again published publicly, enabling the government to proceed with taking possession.

Determination of Compensation and Award: Compensation is calculated under Section 23 based on market value, plus additional solatium (up to 100%) and other factors like assets on the land. An award is prepared, including rehabilitation and resettlement entitlements such as alternative housing, jobs, or financial support for displaced families.

Payment and Possession: Under Section 38, full compensation and rehabilitation benefits must be paid or provided before physical possession of the land is taken. Delays attract interest penalties, and the process ensures no eviction occurs without these fulfilments.

Baseline/ Census Survey:

- Village-wise or municipality-wise list of project -affected families and likely number of displaced persons by impact category.
- Family-wise details of the extent and nature of land and immovable property in their possession indicating the survey numbers thereof held by such persons in the affected zone.
- Socio-economic survey of affected people including income/asset survey of PAPs.
- Information on vulnerable groups (especially STs) or persons for whom special provisions may have to be made.

Impact:

- The extent of area to be acquired for the project, the name(s) of the corresponding village(s) and the method employed for acquiring land with the relevant documentation.
- Adverse impact on common property resources including cultural properties.
- Impact on host community due to labour influx.
- Any indirect impacts (clearly described in SIA).

Quantification of impacts in terms of number of:

- Agricultural labourers in such area and the names of such persons whose livelihood depends on agricultural land to be acquired.
- Persons who have lost or are likely to lose their employment or livelihood or who have been alienated wholly and substantially from their main sources of occupation or vocation consequent to the acquisition of land and/or structure for the project.
- Occupiers on government land, if any.
- Number of public utilities, government buildings, cultural properties likely to be affected.

Mitigation Measures and Entitlements:

- Comprehensive list of benefits and packages to be provided to project-affected families by impact category.
- Measures to address impacts on host community due to influx of migrant labour.
- Ensure gender-inclusive resettlement measures are integrated in the RAP.

9. Entitlement Matrix for PAPs/ PAFs

Entitlement Matrix for PAPs/ PAFs

Application No.	Definition of Entitled unit	Entitlement	Details
A. Loss of Private, Agricultural or Commercial Land			
Land for the Project	Titleholder of the land/ family/ families with legal holding rights and or traditional Land Rights	In case of voluntary consent to gift land to the State for public purpose	In case of voluntary donation of land through mutual understanding, with written informed consent and documentation process, a gift-deed on stamp-duty will be executed between the titleholder and MPWD and one-time subsistence allowance of equivalent to at a rate of three thousand rupees per month for a period of one year from the date of the deed executed will be granted.
		In case of request for compensation for loss of land providing livelihood	In such cases the title holder will be offered “land for land” if available and a gift-deed on stamp-duty will be executed between the titleholder and MPWD. The land if allotted will be in the same name. For a household it will be allotted to both husband and wife.
Residual land (in case only part of land requires acquisition)	Titleholder family and families with traditional land Rights	Compensation in accordance with the First Schedule of the RFCTLARR Act 2013	In case residual land is found to be economically unviable, PAPs/ PAFs have the choice of: selling off the residual land at the replacement cost to the project or take 25% of the compensation value and retain the land parcel.
Community Land (Ri Raid) – Loss of CPR	• Certificate from Village Council/Dorbar	Village Council/Dorbar (on behalf of community)	• Compensation to community for land at replacement cost OR

Application No.	Definition of Entitled unit	Entitlement	Details
	confirming Ri Raid status. • Community consent resolution. • ADC endorsement (if applicable).		• Preferred: Restoration/replacement of equivalent CPR area (grazing land, water source, forest access) in consultation with community. • Community development fund for CPR management.
		.	
B. Loss of Private Structures (Residential/Commercial)			
Loss of Structure	Title Holder/ Owner	Compensation in accordance with the First Schedule and rehabilitation and resettlement specified in the Second and Third Schedules of the RFCTLARR Act 2013	<p>A cash compensation for the loss of structure will be offered at market value replacement cost which would be determined as per as per section 29 of the RFCTLARR Act 2013.</p> <p>If a housing unit is lost in rural area, then a constructed house shall be provided as per the Indira Awas Yojana specifications. If a house is lost in urban areas, a constructed house shall be provided, which will be not less than 50 sq. mts in plinth area.</p> <p>The house if allotted will be in the name of both husband and wife.</p> <p>The benefits listed above shall also be extended to any affected family which is without homestead land and which has been residing in the area continuously for a period of not less than three years preceding the date of notification of the affected area and which has been</p>

Application No.	Definition of Entitled unit	Entitlement	Details
			<p>involuntarily displaced from such area.</p> <p>Any affected family in urban areas which opts not to take the house offered, shall get one-time financial assistance for house construction, which shall not be less than one lakh fifty thousand rupees.</p> <p>Any affected family in rural areas so prefers, the equivalent cost of the house may be offered in lieu of the constructed house.</p> <p>Each affected family which is displaced from the land acquired shall be given a monthly subsistence allowance equivalent to three thousand rupees per month for a period of one year from the date of award.</p> <p>In addition to this amount, the Scheduled Castes and the Scheduled Tribes displaced from Scheduled Areas shall receive an amount equivalent to fifty thousand rupees.</p> <p>Each affected family having cattle or having a petty shop shall get one-time financial assistance to a minimum of twenty-five thousand rupees for construction of cattle shed or petty shop as the case may be</p> <p>Each affected family of an artisan, small trader or self-employed person or an</p>

Application No.	Definition of Entitled unit	Entitlement	Details
			<p>affected family which owned non-agricultural land or commercial, industrial or institutional structure in the affected area, and which has been involuntarily displaced from the affected area due to land acquisition, shall get one-time financial assistance to a minimum of twenty-five thousand rupees</p> <p>Each affected family shall be given a one-time —Resettlement Allowance of fifty thousand rupees only.</p>
	Tenants/ Lease Holders	Resettlement & Rehabilitation Assistance	<p>a) Registered lessees/ tenants will be entitled to compensation payable to structure owner in case the lessee has erected any of the structure as per applicable local laws.</p> <p>b) three months vacating notice will be provided along with one-time Resettlement Allowance of fifty thousand rupees only and Rental assistance for 3–6 months at prevailing local rate.</p>
C. Loss of Trees and Crops			
	Owners and beneficiaries (Registered/ Un-registered tenants, contract cultivators, leaseholders & share croppers	Compensation at market value	<p>Three months advance notice to project affected persons to harvest fruits, standing crops and removal of trees. Compensation to be paid at the rate estimated by:</p> <p>The Forest Department for timber trees</p>

Application No.	Definition of Entitled unit	Entitlement	Details
			<p>The State Agriculture Extension Department for crops</p> <p>The Horticulture Department for fruit/flower bearing trees.</p> <p>Registered tenants, contract cultivators & leaseholders & sharecroppers will be eligible for compensation for trees and crops as per the agreement document between the owner and the beneficiaries.</p> <p>Un-registered tenants, contract cultivators, leaseholders & sharecroppers will be eligible for compensation for trees and crops as per documented mutual understanding between the owner and the beneficiaries.</p>
D. Loss of Residential/ Commercial Structures/ kiosks of street vendors to Non-Titled Holders			
	Owners of Structures or Occupants of structures identified as per Project Census Survey	Resettlement & Rehabilitation Assistance	<p>Non-titleholder shall be given three months' notice to vacate occupied land and provided with cash assistance at replacement cost for loss of structures as described in section 29 of the RFCTLARR Act 2013.</p> <p>All squatters (other than kiosks) will be eligible for one-time grant of rupees thirty-six thousand as subsistence allowance as per section 29 of the RFCTLARR Act 2013.</p> <p>Market Kiosks/ Street Vendors with moveable</p>

Application No.	Definition of Entitled unit	Entitlement	Details
			<p>structures moving from one side of the road to the other side shall be provided with a onetime grant of rupees five thousand.</p> <p>Market Kiosks/ Street Vendors with moveable structures who have relocated to another site shall be provided with a one-time grant of rupees ten thousand.</p> <p>Livelihood restoration support (training or credit linkage) for displaced vendors.</p>
	(Loss of Structures) specifically structures on community land Ri-Raid land	Resettlement & Rehabilitation Assistance without land cost	<p>Cash compensation for structure at replacement cost without depreciation (per Section 29 RFCTLARR Act or independent valuation, whichever higher); structure owner receives compensation even though community owns underlying land –</p> <p>IF RESIDENTIAL: Housing assistance per Section B matrix (constructed house or cash per PMAY/urban standards);</p> <p>IF COMMERCIAL: Business re-establishment per Section D (grant, working capital, training); Livelihood restoration if structure was income-generating -</p> <p>Relocation assistance (transport support, transition allowance);</p>

Application No.	Definition of Entitled unit	Entitlement	Details
			Vulnerable households receive additional support per vulnerable group provisions; Compensation paid prior to any relocation or structure removal
	Street vendors, kiosk operators, petty shopkeepers (displaced due to project works or land acquisition)	- Business Asset Compensation: -Livelihood Loss Compensation: - Relocation Assistance:	Identification (Census/TVC): Alternative Site Identification: (TVC & community coordination) Valuation & Compensation: Temporary Site Provision: Immediately during project works (if needed) Alternative Site Allocation: Before original site acquisition/disruption Re-establishment:
E. Loss of Livelihood			
	Title Holders/ Non-Title holders/ share croppers, agricultural labourers and employees; excluding market kiosks/ street vendors.	Resettlement& Rehabilitation Assistance	Subsistence allowance of rupees thirty-six thousand as one-time grant. Training Assistance of rupees ten thousand for income generation per family. Temporary employment in the project construction work to project affected persons with particular attention to vulnerable groups by the project contractor during construction, to the extent possible and preference in the employment of semi-skilled and unskilled jobs in the project with adequate training for the job/ or

Application No.	Definition of Entitled unit	Entitlement	Details
			Provide livelihood restoration through training, credit, or income support schemes instead.
F. Additional Support to Vulnerable Families			
	As per definition of vulnerable	Resettlement & Rehabilitation Assistance	One-time additional financial assistance of rupees fifty thousand to all the project affected vulnerable households, Particularly Vulnerable Tribal Group – PVTG, single woman and women headed households, households identified as vulnerable in SECC 2011 survey, households with disability having disability certificates under Meghalaya Rights of Persons With Disabilities Rules 2017, aged persons under BPL as per income criteria of BPL followed by the Government of Meghalaya, other criteria adopted by the Government of Meghalaya. Vulnerable PAPs to be prioritized for livelihood training and resettlement site/shop allotment.
G. Loss of Community Infrastructure/Common Property Resources			
	Affected communities and groups	Reconstruction of community structure and common property resources	Reconstruction of community structure and Common property resources in consultation with the community. Ensure functional equivalence or better quality than lost asset, with O&M arrangements.
H. Temporary Impact During Construction			

Application No.	Definition of Entitled unit	Entitlement	Details
	Owners land & Assets	Compensation for temporary impact during construction damage to adjacent parcel of land /assets due to movement of vehicles for transportation of equipment's, machinery and construction activities for infrastructure development.	Compensation to be paid by the contractor for loss of assets, crops and any other damage as per prior agreement between the 'Contractor' and the 'Affected Party'. Contractor to restore land/assets to pre-project condition; PIU/Engineer to verify before closure.
I. Resettlement Site			
	Displaced titleholders and non-titleholders	Provision of resettlement site/vendor market	Resettlement sites will be developed as part of the project, if a minimum of 25 project displaced families opt for assisted resettlement. Vulnerable PAPs will be given preference in allotment of plots/flats at the resettlement site. Plot size will be equivalent to size lost subject to a maximum of provision given in RFCTLARR Act 2013. Basic facilities shall be provided by the project at resettlement site as per the provisions given in the Third Schedule of RFCTLARR Act 2013. Similarly, if at least 25 displaced commercial establishments (small business enterprises) opt for

Application No.	Definition of Entitled unit	Entitlement	Details
			<p>shopping units, the Project Authority will develop the vendor market at suitable location in the nearby area in consultation with displaced persons.</p> <p>Basic facilities such as approach road, electricity connection, water and sanitation facility, will be provided in the vendor market by the project. Aligned with ESS5, consultations with the affected parties will be documented using the FPIC processes wherever feasible. Vulnerable PAPs will be given preference in allotment, of shops in vendor market. One displaced family will be eligible for only one land plot at resettlement site or shop in the vendor market. Women-headed households and SC/ST families to be prioritized in allocation, and tenure/security of occupancy to be clearly documented. GRMs will be established to address resettlement disputes and annual monitoring reports on resettlement effectiveness will be submitted to the Bank for compliance.</p>
Economic displacement			

Application No.	Definition of Entitled unit	Entitlement	Details
Agricultural Laborers	losing employment due to land acquisition because of dependency	Employer/landowner attestation. • Identity proof. • Livelihood assessment	<ul style="list-style-type: none"> Subsistence allowance: ₹3,000/month for 12 months. Skill training in alternative livelihood (construction, driving, tailoring, etc.). Priority in project employment (if suitable jobs available). Linkage to MGNREGA or other employment schemes.
Sharecroppers and Tenant Farmers	Loss of crops due to land acquisition.	Tenancy/sharecropping agreement OR • Landowner attestation. • Identity proof.	<ul style="list-style-type: none"> Compensation for standing crops Assistance in securing alternative tenancy/land lease Subsistence allowance: for 12 months. Livelihood restoration: Skill training or support for alternative income generation.
Business owner or worker	Loss of Income from Business/Employment (Shops, Informal Sector Workers)	<ul style="list-style-type: none"> Business license/GST OR Employer attestation (for workers). Income assessment. 	<ul style="list-style-type: none"> Business interruption allowance: 6 months' net income (for owners) or wages (for workers). Assistance in re-establishing business OR job placement support. Priority in project employment. Working capital linkage for business restart.
Common Property Resources (CPR) – Community users	<ul style="list-style-type: none"> Loss of Access to Grazing Land, Water, Forest 	Certificate from Village Council/Dorbar. • User rights documentation (customary records).	<ul style="list-style-type: none"> Restoration or replacement of CPR with equivalent area and quality OR Cash compensation to community for CPR restoration/management fund. Temporary access arrangements during project construction. Consultation with community on CPR restoration plan.

Note: All unit costs will be updated or revised to the year of payment, prior to payment as per consumer price index. (http://labourbureau.gov.in/LBO_indnum.htm; and <https://pib.gov.in/newsite/PrintRelease.aspx?relid=105121>)

9.1. Updated Resettlement Unit Costs

The project has adopted the unit costs for R&R assistance as available in LARR Act, 2013. The Consumer Price Index for Agricultural laborers' (CPIAL) for the state of Meghalaya has increased by 30%¹ during the period between December 2019 to July 2025. Hence, these entire units have been updated and are presented in table below.

Updated Resettlement Unit Costs applicable to Project

Entitlement	Revised as of Dec 2019 (₹)	Updated to July 2025 (₹)
Livelihood assistance (lump sum)	6,50,000	8,89,525
One-time assistance for loss of cattle shed / petty shop	32,500	44,476
One-time assistance for displaced artisan / small traders / small shops	32,500	44,476
Transportation / Shifting assistance for displaced	65,000	88,953
Subsistence allowance for displaced	47,000	64,320
One-time Resettlement Allowance	65,000	88,953
Any other monetary allowance not listed above will be indexed to the year of payment prior to disbursement (using the same CPI method) ² .		

9.2. Valuation of Lost and Affected Assets

Compensation for Land and Assets attached to the Land: Land will be acquired through RFCTLARR Act 2013. All compensation and R&R assistance will be processed as per RFCTLARR Act 2013 Schedule I and II. The Compensation of the land to be acquired in urban and rural area will be calculated as under:

= replacement cost x 1 for urban areas and multiplier of 2 for rural areas plus value of assets attached to land or building) plus (100% solatium).

¹ <https://pib.gov.in/newsite/PrintRelease.aspx?relid=105121>

² **Sources & alignment, 1. Indexing requirement** in your ESMF (revise unit costs to year of payment using CPI). 2. **Meghalaya CPI-RL (2019=100) = 136.85 (July 2025)**; Labour Bureau **state-wise** CPI AL/RL table. 3. Press release context confirms **AL/RL series base 2019=100** for July 2025 publication.

Market value shall be determined using the criteria under RFCTLARR *the market value, if any, specified in the Indian Stamp Act, 1899 (2 of 1899) for the registration of sale deeds or agreements to sell, as the case may be, in the area, where the land is situated; or*

the average sale price for similar type of land situated in the nearest village or nearest vicinity area;

The date for determination of market value shall be the date on which the notification has been issued under section 11.

Compensation for Structures: The replacement value of houses, buildings and other immovable properties will be determined based on latest MPWD Basic Schedule of Rates for valuation purpose without deduction of depreciation. While considering the MPWD rate, project will ensure that it uses the latest rates for the structures. Wherever the SR for current financial year is not available, the Competent Authority will update the BSR to current prices based on approved previous year escalations.

If the residual land, remaining after acquisition, is unviable, the owner will have the right to seek acquisition of the entire contiguous parcel provided the residual land is less than the minimal land holding of the district/State. Owner's choice in this regard must be recorded either prior to payment in case of direct purchase or prior to declaration of award.

Further, all compensation and assistance will be paid to PAPs at least 1 month prior to displacement or dispossession of assets. The Project will assist beneficiaries to open a Bank account, in case they do not have Bank Account and in special cases, provide the payment through cheque.

Even after payment of compensation, displaced PAPs would be allowed to take away the materials salvaged from their dismantled houses and shops and no charges will be levied upon them for the same. A notice to that effect will be issued intimating that PAPs can take away the materials so salvaged within 15 days of their demolition.

There shall be no income tax deductions in line with Sec 96 of the RFCTLARR Act. In the event any deductions are made toward taxes, such amounts will be reimbursed.

Livelihood Restoration/Enhancement Framework:

Each PAP whose income or livelihood is affected by a sub project will be assisted to improve or at least restore livelihood to pre-project level. Income restoration schemes will be designed in consultation with affected persons and considering their resource base and existing skills. Project will identify eligible PAPs/DPs and conduct training need assessment in consultation with the affected persons so as to develop appropriate income restoration schemes.

The Project with the support of a specialised agency will examine local employment opportunities and produce a list of possible income restoration options. Suitable trainers or local resources will be identified by the project in consultation with local training institutes. Disadvantaged and vulnerable households will get special assistance in this regard. The project will also facilitate affected person access to Government

schemes that could help them to restore income and livelihood. In addition, the entitlement matrix provides for one-time income restoration allowance.

Under sub-component 1.3, the project will form women self-help groups and collaborate with industrial training institutes (ITIs) across districts and provide short-term skills training including life-skills training to women SHGs for handling regular operations and maintenance (O&M) contracts awarded by MPWD.

Harness employment Potential of the Transport Sector: GoM aims to tap the vast job potential of the sector (both direct and indirect) under its ongoing entrepreneurship program and has started to prepare suitable training and incentive schemes for unemployed youth (both girls and boys including PAPs), to enhance their skills for employment in civil works contracts and to offer quality transport services for tourist destinations and private sector led way-side facilitates for tourist destinations. During construction phase of the project, contractor will give preference to local population for skilled unskilled work to extent possible (this will be added in the bid documents).

Mobilizing women PAPs and linking them to short-term skills training offered at district-level ITIs in construction, food processing, food-packaging and other relevant sectors, develop strategies to improve roll-out of training programs and facilitating linkages to markets and producer companies.

10. Consultation and Disclosure Arrangements

10.1. Purpose

Meaningful, inclusive consultation is a core requirement under ESS5 and ESS10. For MLICP, engagement is continuous and proportionate to risks and impacts, ensuring affected persons—especially women, vulnerable groups, and communities with customary tenure—can influence project design, mitigation, and implementation. This framework establishes how the Project will inform, consult, document, and disclose throughout the cycle to strengthen transparency, accountability, and ownership.

10.2. Objectives

Consultations will: (i) inform stakeholders on project scope, potential impacts, and rights; (ii) capture local priorities and customary practices; (iii) integrate feedback into designs, RAPs, and mitigation measures; (iv) build trust between MPWD/PMU/PIUs and communities; (v) ensure women and vulnerable groups participate meaningfully; and (vi) comply with ESS5/ESS10 and applicable Indian/Meghalaya laws, including RFCTLARR.

10.3. Stakeholder Identification

Primary stakeholders: Project Affected Persons (titleholders, non-titleholders, encroachers/squatters as eligible per cut-off); vulnerable households (BPL, women-headed, elderly, persons with disabilities, tribal communities); communities with Ri-Kynti, Ri-Raid, and Nokship tenure; local businesses, workers, and street vendors in influence areas.

Secondary stakeholders: Host communities; Dorbar Shnong/Nokma; District/Block administrations; Revenue, Forest, Social Welfare, Women & Child Development departments; ADCs; CBOs/NGOs; service providers (health/education); religious and traditional leaders; academic institutions.

10.4. Engagement by Project Phase

Stage 1 – Preparation & Screening. Early meetings with Dorbar Shnong/Nokma; village-level information sessions; transect walks; focus group discussions (FGDs). Purpose: introduce project, validate alignment options, flag sensitive areas, identify vulnerable groups, and record concerns. Documentation: minutes, attendance, photos, summary of issues.

Stage 2 – SIA & RAP Preparation. Household consultations (100% PAP coverage), separate FGDs (women, vulnerable groups, youth), participatory tools (mapping, wealth ranking). Special customary consultations: Durbar Kur for Ri-Kynti; general Dorbar for Ri-Raid; Nokma meetings for Nokship. Purpose: confirm tenure, explain entitlements, discuss acquisition methods (RFCTLARR, voluntary donation, direct purchase), relocation preferences, livelihood restoration, GRM. Documentation: survey forms, signed attendance (sex-disaggregated), audio-visual records (with consent), customary resolutions.

Stage 3 – Draft RAP Disclosure & Validation. Public meetings in each affected village; draft RAPs at Dorbar/Nokma offices, libraries, PIU/PMU offices, and online. Minimum 21-day comment period. Purpose: validate impacts, entitlements, and schedules; incorporate feedback. Documentation: comments log and responses.

Stage 4 – Final RAP Disclosure. Before implementation, publish via MPWD website, World Bank website, community and public offices. Provide plain-language summaries in Khasi, Garo, Jaintia, plus large-print/audio formats.

Stage 5 – Implementation & Continuous Engagement. Monthly village meetings; quarterly reviews with PAP representatives; ongoing household support during compensation and relocation; consultations on livelihood programs and any resettlement site development. Feedback via GRM and community liaison officers.

Stage 6 – Post-Implementation Monitoring. Quarterly follow-ups, community satisfaction surveys, and external evaluations to assess livelihood recovery and social integration.

10.5. Principles and Standards

Inclusiveness: Equal opportunity irrespective of gender, age, disability, or social group; target at least 50% women’s participation with dedicated sessions.

Cultural Appropriateness: Engagement in local languages; respect for Dorbar/Nokma processes and seasonal calendars; locally acceptable venues.

Meaningfulness: Timely, relevant information; two-way dialogue; visible incorporation of feedback .

Voluntariness: No coercion; clear explanation of rights, including the right to refuse/withdraw consent where applicable.

Transparency: Full documentation (who/when/where/what/decisions) and public disclosure of records.

10.6. Gender-Responsive Consultation

Dedicated women-only meetings led by female facilitators; private settings for sensitive issues; timing aligned to domestic schedules; childcare where feasible. Women’s views on compensation modalities, relocation choice, safety, and livelihood support are recorded and reflected. Joint spousal participation is encouraged for land/compensation decisions. Priority support is provided to women-headed households, widows, and divorced women.

10.7. Engagement with Vulnerable and Indigenous Groups

Hold separate sessions for BPL, elderly, and persons with disabilities in accessible venues (ground floor/ramps). Provide simplified materials, visuals, and interpreters (including sign language). For tribal communities, use culturally sensitive facilitation with traditional leaders and bilingual staff.

10.8. Grievance and Feedback during Consultations

All grievances raised are registered immediately in the Project GRM (Section 1.13), assigned a tracking ID, acknowledged within stipulated timelines, and followed up in subsequent meetings until closure. GRM access details are announced at every session.

10.9. Disclosure Timeline and Requirements

Disclose the PID during preparation; Draft SIA and Draft RAP with ≥ 21 days for comments; Final SIA/RAP before implementation and keep publicly available; RAP progress/completion quarterly/post-project; external monitoring annually. Provide English versions and non-technical summaries in Khasi, Garo, Jaintia in print, digital, and audio formats at community and public locations and online.

10.10. Institutional Responsibilities

PMU Social Specialist leads coordination, quality assurance, and consolidation; PIU Social Officers implement field engagement and disclosure; NGO partners mobilize communities and support vulnerable groups; MPWD provides administrative/logistical support; the World Bank reviews/clears key disclosure documents and supervises compliance with ESS5/ESS10.

11. Monitoring and Evaluation (M&E)

11.1. Purpose

Monitoring and Evaluation (M&E) ensures that the Resettlement Action Plan (RAP) under MLCIP is implemented effectively, equitably, and in line with World Bank ESS5 and applicable laws. The M&E system will:

- Verify that compensation and assistance follow the approved Entitlement Matrix.
- Ensure adherence to RAP timelines and implementation protocols.
- Assess whether displaced households have restored or improved livelihoods and living standards.
- Monitor grievance resolution and institutional responsiveness.
- Identify emerging issues and facilitate prompt corrective actions.
- Document lessons learned for application in subsequent project phases.

11.2. Framework and Structure

A three-tier M&E structure will operate throughout project implementation and post-completion phases:

Tier	Type	Conducted By	Frequency	Focus
Tier 1	Continuous Internal Monitoring	PIU/PMU staff	Ongoing (weekly updates)	Real-time tracking and field verification
Tier 2	Periodic Internal and Reporting	PIU Social Specialist & RP agency / NGO partner	Monthly & Quarterly	Process, output, and early outcome indicators
Tier 3	External Independent Evaluation	External expert agency	Annual + 2 years post-completion	Outcome, impact, and compliance evaluation

This multi-tiered approach combines real-time operational monitoring with independent evaluation to ensure accuracy, transparency, and adaptive management.

11.3. Tier 1: Internal Monitoring by PIU and PMU

Responsibility: PWD with the assistance of the Social Specialist
 Frequency: Continuous during compensation and livelihood implementation.

Core Activities:

- Site visits during compensation and relocation.
- Verification of PAP census and asset inventories.
- Tracking disbursement and delivery of entitlements.
- Documentation of consultations and grievances.

- Monitoring contractor compliance with social mitigation measures.

Indicators Monitored:

- Number of PAPs surveyed and compensated (by category).
- Compensation disbursed and structures restored.
- Households relocated prior to construction.
- Livelihood program enrollment.
- GRM usage and resolution rate.
- Timeliness of compensation relative to displacement.

Documentation and **Reporting:**
Daily field logs, signed payment registers, photographic evidence, GRM and livelihood records.
Weekly progress summaries submitted to PMU; major deviations flagged immediately.

11.4. Tier 2: Periodic Internal Monitoring and Reporting

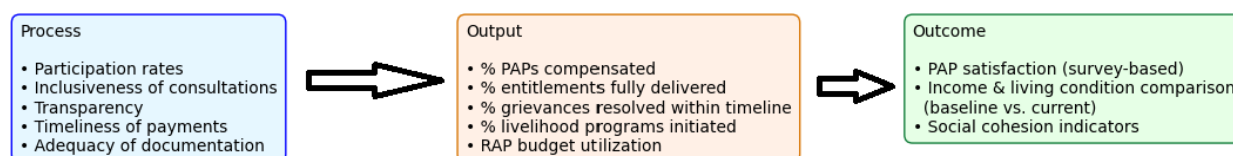
Responsibility: PIU Social Specialist (lead) with NGO partner; consolidates and reports.
Frequency: Monthly field monitoring and quarterly comprehensive reporting.

Monitoring Methods:

- Household verification (≥20% sample monthly).
- Satisfaction surveys and FGDs.
- GRM record analysis and data cross-checks.
- Quarterly in-depth interviews and thematic assessments (e.g., livelihood recovery, vulnerable group inclusion, host community interaction).

Indicators Monitored:

Indicators Monitored (Process -> Output -> Outcome)



Reporting:

- **Monthly Reports:** Highlight progress, issues, and corrective measures (shared with PMU and World Bank).
- **Quarterly Reports:** Comprehensive status including RAP component-wise progress, financial disbursement, livelihood updates, GRM analysis, case studies, and lessons learned. Summaries disclosed publicly in accessible language.

11.5. Tier 3: External Independent Monitoring

Responsibility: Independent monitoring agency or expert panel, appointed by PMU and cleared by the World Bank.

Frequency: Annually during RAP implementation and for two years post-completion.

Independence: The agency will have no prior involvement in project design or RAP preparation.

Scope of Work:

- Field verification (≥30% PAP sample).
- Socio-economic surveys, FGDs, and key informant interviews.
- Assessment of RAP quality, compliance with ESS5 and RFCTLARR, and alignment with commitments.
- Evaluation of livelihood restoration outcomes, equity of benefit distribution, and sustainability of interventions.
- Identification of systemic issues and policy implications.

Indicators and Evaluation Criteria:

Area	Assessment Focus
Livelihood Restoration	Income levels, employment status, enterprise viability, debt trends.
Living Standards	Housing quality, access to water, sanitation, health, and education.
Vulnerable Groups	Access to social protection, effectiveness of targeted support.
Community Wellbeing	Social cohesion, satisfaction with resettlement, host–displaced relations.
Compliance	ESS5 adherence, RFCTLARR compliance, and responsiveness to World Bank missions.

Deliverables:

Annual and post-completion monitoring reports including executive summary, methodology, findings, impact analysis, compliance evaluation, and recommendations.

Summaries will be publicly disclosed, safeguarding personal data.

11.6. Key Monitoring Indicators

Category	Indicators	Source	Frequency
Process	% PAPs consulted; % women participants; % vulnerable groups reached; disclosure compliance	PIU & NGO records	Monthly
Output	% PAPs compensated; amount paid; % livelihood programs initiated; % grievances resolved	Payment registers; GRM database	Monthly
Outcome	Income restoration; employment status;	Household surveys; FGDs	Quarterly (sample); Annual (full)

Category	Indicators	Source	Frequency
	improved housing and services; PAP satisfaction		
Impact	Living standard vs. baseline/control; poverty status; vulnerable group wellbeing	External monitoring	Annual
Compliance	ESS5 and RFCTLARR compliance; RAP progress vs. commitments	Document review; field verification	Quarterly (internal); Annual (external)

11.7. Participatory Monitoring

Participatory approaches will enhance ownership and accountability:

- PAP Representatives: Participate in site visits and verification.
- Community Monitoring Committees: Formed at village level to track compensation and livelihood progress.
- Feedback Loops: Findings shared with communities; follow-up actions communicated transparently.

1.12.8 Corrective Action Mechanism

A structured mechanism ensures prompt resolution of identified gaps:

1. Issue Identification: Documented in monitoring reports with priority grading.
2. Root Cause Analysis: Conducted by PIU/PMU through stakeholder consultation.
3. Corrective Action Plan: Defined with timelines, responsibilities, and budget.
4. Implementation: Actions executed with progress tracking.
5. Verification: Follow-up visits confirm resolution.
6. Lesson Learning: Documented and shared across MLCIP for institutional learning.

11.8. Reporting Schedule

Report Type	Frequency	Responsible Entity	Recipients
Weekly Update Progress	Weekly	PIU with the support of from CSC	PMU
Monthly Monitoring Report	Monthly	PIU/NGO with input from CSC	PMU; World Bank (summary)
Quarterly Progress Report	Quarterly	PIU (compiled and quality –	MPWD; World Bank; Public summary

Report Type	Frequency	Responsible Entity	Recipients
		checked by PMC)	
Annual External Monitoring Report	Annual	External Agency	PMU; MPWD; World Bank; Public
RAP Completion Report	Upon completion	PIU & NGO (validated by PMC)	MPWD; World Bank; Public
Post-Completion Monitoring	Annual (2 years)	External Agency	PMU; MPWD; World Bank

11.9. Disclosure, Capacity, and Technology

- Disclosure: Quarterly and annual summaries posted on project website, presented at community meetings, and shared through GRM updates.
- Capacity Building: Regular training for PMU/PIU staff, NGOs, and community committees on participatory tools, data quality, and reporting.
- Technology Integration:
 - GIS mapping for tracking PAP locations and asset replacement.
 - Mobile-based data collection for real-time field entry.
 - MIS dashboard for dynamic visualization of compensation and livelihood progress.

11.10. Evaluation Criteria

RAP implementation will be evaluated against six criteria:

- Effectiveness: Objectives met; livelihoods restored/improved.
- Efficiency: Timely, cost-effective implementation.
- Relevance: Measures appropriate to impacts.
- Sustainability: Livelihood gains maintained post-project.
- Equity: Inclusion of women and vulnerable groups.
- Compliance: Alignment with ESS5, RFCTLARR, and RAP commitments.

In summary, the MLCIP M&E framework combines rigorous internal tracking, independent validation, and community participation, ensuring that resettlement outcomes are equitable, transparent, and sustainable—fully aligned with World Bank safeguards and Meghalaya’s social context.

11.11. Implementation Arrangements

11.11.1. Institutional Framework

Successful implementation of the Resettlement Action Plan (RAP) depends on clearly defined institutional roles, sufficient capacity, and coordinated action among multiple stakeholders. This section describes the

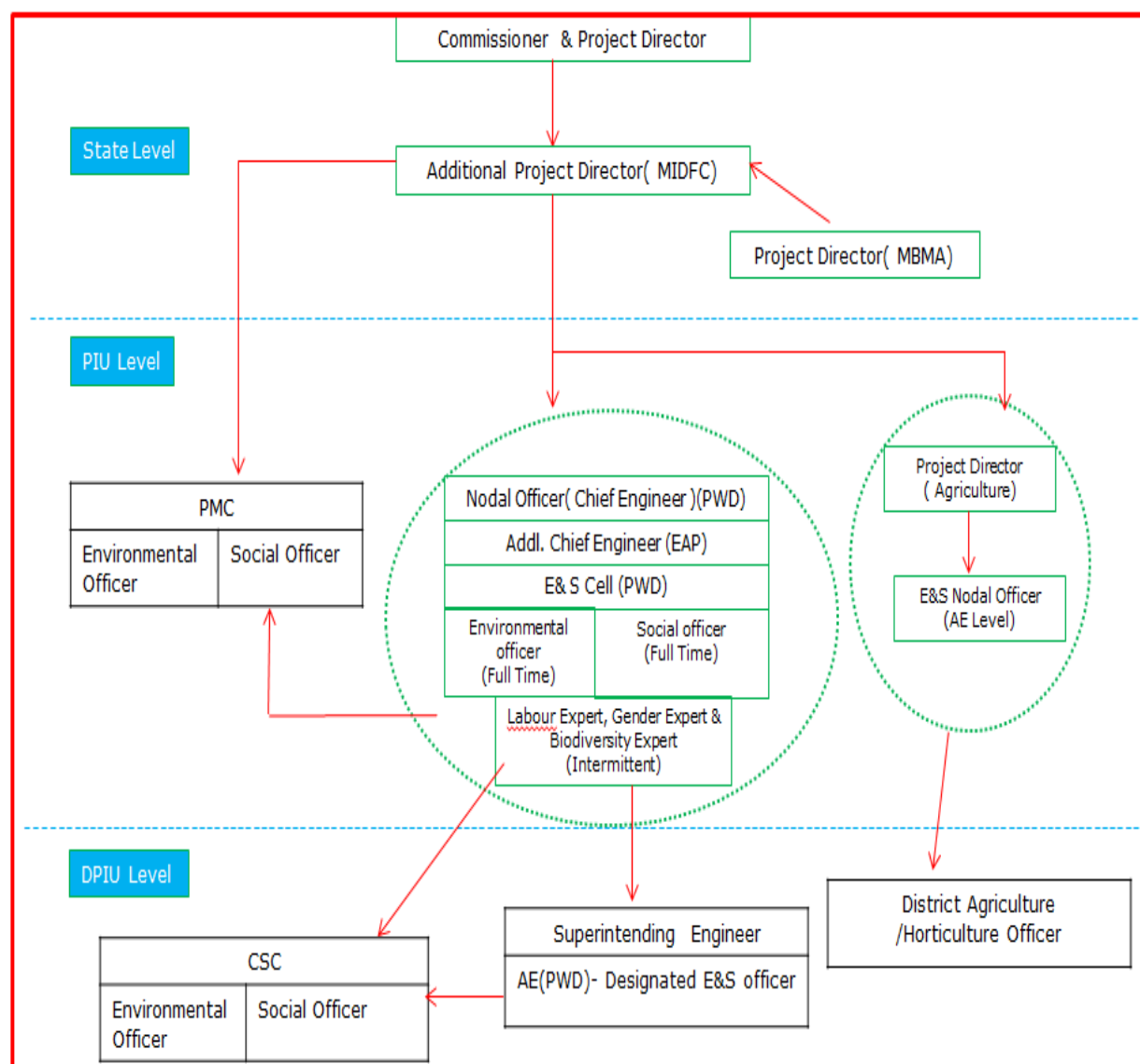
overall framework and responsibilities for the Resettlement Policy Framework (RPF) and site-specific RAPs under the Meghalaya Public Works Department (MPWD).

Overall Responsibility

The MPWD is the executing agency responsible for ensuring effective RAP implementation in accordance with ESS5 and RFCTLARR Act requirements. The Chief Engineer, MPWD, holds overall accountability for compliance, performance, and reporting to the World Bank.

11.11.2. Institutional Structure

The organizational chart illustrates the institutional structure for environmental and social (E&S) management under the Meghalaya project. It defines the roles, linkages, and reporting hierarchy from the State level (PMU) to PIU and DPIO levels across implementing agencies. The framework ensures effective coordination, accountability, and compliance with ESMF requirements throughout project implementation.



Key Responsibilities

PIU Social Safeguards Specialist	<ul style="list-style-type: none"> • Coordinate RAP preparation and implementation • Ensure quality control of all PIU-prepared RAPs • Consolidate monitoring data and reports • Serve as focal point for World Bank liaison • Lead capacity building for PIUs and contractors • Supervise external monitoring agency • Oversee Tier 2 GRM appeals • Manage RAP budgets and fund flows
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	<ul style="list-style-type: none"> • Interpret and apply ESS5 policy requirements
PMU	<ul style="list-style-type: none"> • Approve RAPs Allocate resources and resolve implementation bottlenecks • Supervise overall project and report to MPWD senior management and the World Bank

Project Implementation Unit (PIU) – Meghalaya Public Works Department (MPWD)

The PIU under MPWD implements MLCIP’s road and connectivity works, overseeing DPR preparation, procurement, construction, and safeguard compliance. It coordinates with local institutions, reports to the PMU, and builds capacity among engineers and contractors. Key officials include the Chief Engineer (Roads), ACE (EAP), and Environmental & Social Officers.

Divisional Project Implementation Units (DPIU – PWD)

DPIUs execute field-level works under PIU and SC supervision, ensuring quality, safety, and ESMP compliance. They coordinate with district authorities and traditional institutions, engage communities, and support grievance redressal and progress reporting.

District Project Implementation Unit (DPIU – DoA / MBMA)

District DPIUs implement agrologistics activities, connecting FPOs and cooperatives with private partners. They oversee works, procurement, and safeguards, ensuring sustainable and community-aligned facility operations.

Project Management Consultant (PMC)

The PMC provides technical, managerial, and safeguard support to the PMU and PIUs, assisting in DPRs, compliance monitoring, and capacity building to ensure quality and timely implementation.

Supervision Consultant (SC)

The SC monitors on-site works for technical, contractual, and E&S compliance, verifying progress and supporting DPIUs with documentation and corrective measures.

Project Operations Manual (POM)

The POM, prepared by PMU with PMC support, will integrate ESMF procedures—defining roles, reporting formats, and timelines—to ensure uniform safeguard implementation and accountability across all project components.

Responsibilities

- ✓ **RAP Preparation:** Conduct social screening and coordinate SIA studies; prepare census and socio-economic surveys; facilitate consultations; draft RAPs meeting ESS5 and RFCTLARR standards.
- ✓ **RAP Implementation:** Coordinate compensation with Revenue Department; oversee NGO partner; ensure compensation before displacement; implement livelihood programs; manage GRM (Tier 2); conduct regular community consultations; monitor contractor compliance.
- ✓ **Reporting:** Submit monthly progress reports and MIS updates to PMU; maintain records (photos, minutes, registers); escalate issues requiring PMU action.
- ✓ **PIU Manager:** Provide district-level oversight; approve payment lists; coordinate with district administration; manage RAP budget; supervise PIU staff.

Support Agencies

(a) NGO Partner for R&R Implementation

Selected through competitive procurement, the NGO must demonstrate proven experience in resettlement. An output-based contract will define deliverables and timelines.

Core Functions

- ❖ Community mobilization and awareness building
- ❖ Identification and support of vulnerable households
- ❖ Facilitation of consultations and FGDs
- ❖ Assistance in survey and documentation (ID cards, bank accounts etc.)
- ❖ Implementation of livelihood restoration programs (skills training, micro-enterprise support, employment linkages, agriculture assistance)
- ❖ Liaison between PAPs and PIUs and support to women and vulnerable groups
- ❖ Monthly monitoring and reporting to PIU

(b) SIA/RAP Consultants

Engaged for complex sub-projects requiring specialized social impact expertise. They conduct detailed SIA studies, prepare RAPs under PIU supervision, and submit deliverables for review and approval.

(c) External Monitoring Agency

An independent agency contracted by the PMU conducts annual evaluations of RAP implementation and reports directly to the PMU and World Bank.

(c) Other Departments

- ✓ **Social Welfare:** Support for vulnerable groups and linkage to social protection schemes
- ✓ **Labour:** Employment exchange and skills training
- ✓ **Agriculture:** Support to agricultural livelihoods
- ✓ **Forest:** Coordination on forest clearance and JFM issues
- ✓ **Rural Development:** Convergence with MGNREGS and housing schemes
- ✓ **Coordination Mechanisms:** Periodic inter-departmental committee meetings (led by PMU); monthly district coordination at PIU level; MOUs as needed for specific tasks.

Community-Level Structures

Dorbar Shnong / Nokma

Serve as the primary interface between project authorities and communities, facilitating consultations, consent processes, and community land matters, and managing Tier 1 GRM activities.

Community Monitoring Committees

Formed in each affected village to monitor RAP implementation and provide feedback to PIU; include PAP representatives and Dorbar Shnong members.

11.11.3. Capacity Building

The capacity-building plan for effective ESMF implementation across all project levels. It defines the key stakeholders, training topics, frequency, and responsibilities for environmental and social management. The aim is to ensure consistent awareness, compliance, and institutional strengthening throughout the project. The following table provides the details

Capacity Building and Training Plan for ESMF Implementation

Level / Stakeholder	Key Topics	Training Type	Frequency	Duration	Responsibility
PMU – Senior Officials	ESMF policy, ESS overview, strategic integration	Orientation Workshop	Bi-annual	2 days	PMU E&S Cell / Consultant
PIU Engineers	Screening, ESMP, contractor	Thematic Workshop	Quarterly	3 days	PMU / CSC

Level / Stakeholder	Key Topics	Training Type	Frequency	Duration	Responsibility
	supervision, reporting				
CSC / PMC Experts	Advanced environmental and social management	Technical Training	Annual	5 days	PMU / World Bank support
Contractors	CESMP implementation, OHS, waste and labor management	On-site Induction	Monthly	1 day	PIU / CSC
Workers	Safety, hygiene, and environmental compliance	Toolbox Talk	Weekly	30 min	Contractor
Community / Local Bodies	E&S awareness, grievance process, participatory monitoring	Awareness Meeting	Quarterly	1 day	PIU / NGO
Agriculture & Horticulture Staff	Resource efficiency, cold-chain E&S management, IPDP integration	Specialized Training	Bi-annual	3 days	Dept. of Agriculture
FPOs / Farmer Groups	Sustainable agrologistics, waste management, safety	Practical Demo	Periodic	Half-day	Agriculture Dept. / NGOs

11.11.4. Resource Allocation

Adequate resources will be allocated to ensure effective ESMF and RAP implementation across all levels. Dedicated staff will be placed at the PMU and PIU, supported by the PMC and CSC for technical oversight and by an NGO or RP agency for field-level execution and community engagement. Essential logistics such as office space, vehicles, and field equipment (GPS, tablets, cameras, and IEC materials) will be provided to facilitate monitoring, consultation, and training activities. A dedicated E&S budget, including contingency provisions, will cover staffing, capacity building, monitoring, and grievance redressal, with the PMU ensuring timely fund flow to PIUs and implementing partners in line with World Bank procedures.

11.11.5. Quality Assurance

- ✓ **Internal Quality Review:** PMU will verify PIU-prepared RAPs, conduct field checks, and undertake periodic quality audits.
- ✓ **External Quality Assurance:** World Bank review and no-objection prior to implementation; independent monitoring and third-party technical audits where necessary.

11.11.6. Procurement and Contracting

- ✓ **Key Contracts:** NGO for R&R implementation; SIA/RAP consultants (as needed); external monitoring agency; GRM support services (if applicable).
- ✓ **Procurement Methods:** Competitive selection per World Bank procurement regulations; QCBS for consultants; CQS for small assignments. ToR will explicitly define deliverables and ESS5 compliance requirements.
- ✓ **Contractor Obligations:** Civil-works contracts will include RAP compliance clauses covering compensation before displacement, access maintenance, worker code of conduct, and remedial actions for temporary impacts. Penalties will apply for non-compliance.

11.11.7. Risk Management

Key Risk	Mitigation Measure
Delays in land acquisition	Early initiation through participatory village-level meetings; MoU with Revenue Department and Village Councils; close follow-up and documentation of voluntary donations through Dorbar and other local relevant institution's endorsement.
Inadequate compensation valuation	Independent valuation, GRM review, replacement-cost principle
Customary land disputes	Early community engagement; Dorbar validation; GRM resolution
Insufficient support to vulnerable groups	Dedicated NGO outreach and monitoring
Livelihood restoration failure	Multiple program options, skills training, post-completion follow-up
Contractor non-compliance	Mandatory training, contract penalties, enhanced supervision
Delayed fund flow	Dedicated budget line, advance to PIUs, regular financial tracking
Capacity constraints	Continuous training, technical assistance, NGO support

11.11.8. Supervision and Oversight

- ✓ **Internal Supervision:** PIU conducts monthly field visits and reviews progress; E&S Cellt monitors overall performance.

- ✓ **World Bank Supervision:** Semi-annual missions to review reports and field progress; clearance of RAPs; technical guidance on ESS5 compliance.
- ✓ **Independent Oversight:** Annual external monitoring and third-party evaluations (mid-term and end-of-project); social accountability tools such as citizen report cards.

11.11.9. Grievance Redress Mechanism (GRM)

1. A Grievance Redressal Mechanism is a system that allows not only grievances, but also queries, suggestions, positive feedback, and concerns of project-affected parties related to the environmental and social performance of a project to be submitted and responded to in a timely manner. The main objective of a GM is to assist to resolve complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved.
2. Effective grievance redressal mechanisms ensure good governance, accountability, and transparency in managing and mitigating the environmental and social issues of a particular project. This consists of defining the process for recording/receiving complaints and their redressal in respect of environmental and social matters.
3. An integrated system will be established with Grievance Redressal Cells (GRCs), with necessary officers, officials, and systems at MIDFC (PMU). Grievances, if any, may be submitted through various mediums, including in person, in written form to a noted address, e-mail, or through direct calls to concerned official/s. The Social and Environmental Expert within PMU shall be responsible for coordination of grievance/complaints received.
4. The grievance redress mechanism should be in place at the time of initiating the implementation of R&RAP and civil construction activities in the project area. A platform for grievance redressal should be organized and its regular meetings may be conducted so as to allow people to put forth their grievances. It will help the appropriate authority to find solutions and amicably address the issues. The project, apart from web-based mechanism, will have a two-tier grievance redressal mechanism, i.e., (1) at the project site level, (2) State level (PMU level) .
5. **Web-based grievance mechanism:** MIDFC website will include a link where affected person(s) can register their complaints online. A telephone number will also be on the website of MIDFC and the project sites, so that the general public can register their complaint with the PMU office. In case of grievances received through a toll-free number or web-based system, a person should be made in-charge of screening and resolution of the same/communicating with the concerned divisions for resolution of the same. The person in-charge, based on the nature of the complaint, should forward the same to the concerned official. A ticket or a unique number will be generated for all such complaints. The complainant should follow up based on that unique number. All calls and messages should be responded to within 15 days. If a response is not received within 15 days, the complaint should be escalated to the Project Director.
6. **Tier I:** Under this project, the local Village Employment Councils (VECs) and community-level organizations will function as nodal point for the first-tier grievance redress mechanism. The local Headman will serve as the focal point responsible for receiving, documenting, and addressing complaints and feedback from stakeholders.
7. The Tier I Grievance Redress Cell shall operate under the Chairmanship of the Village Head or any

representative nominated by the Village Councils and will include the Resident Engineer (representing the Engineer), Environmental and Social (E&S) Experts of Construction Supervision Consultant (CSC), Environmental and Social Officers from the Divisional Project Implementation Unit (DPIU), representatives from relevant line departments, and representatives from local institutions.

8. Upon receipt of a grievance, the focal point shall review and assess the complaint for resolution at the local level. If the grievance or dispute cannot be satisfactorily resolved at the project level within fifteen (15) days from the date of submission, the matter shall be escalated to the Project Management Unit (PMU)/ State Level for further review and mediation.
9. Tier II: If the aggrieved person is not satisfied with the decision of the site-level Grievance Cell, the grievance may be escalated to the PMU/State-level Grievance Redress Cell (Tier II). The Tier II Cell shall be chaired by the Secretary, Department of Planning, and shall include the Chief Engineer, Project Director, and Social Development Expert of the PIU as members. The State-level Grievance Redress Cell shall review the case and provide its decision or recommendations within fifteen (15) days of receiving the grievance.
10. If the aggrieved person is not satisfied with the decision of the State-level Grievance Cell, they shall have the right to seek redress through the judiciary. The Project Proponent shall extend all necessary assistance and support to the aggrieved person in pursuing the matter before the judicial authorities.

Grievance Redressal Mechanism (GRM) Flowchart

The following flowchart illustrates the Two-Tier grievance redressal mechanism with responsibilities and timelines for resolution.

Tier I: Project Site Level	Responsibility: Village Head/Representative of the Village Council Timeline: Resolution within 15 days If unresolved → Escalate to PMU (Tier II)
Tier II: State Level (PMU)	Responsibility: Secretary Planning, Chief Engineer, Project Director, Social Expert Timeline: Resolution within 15 days

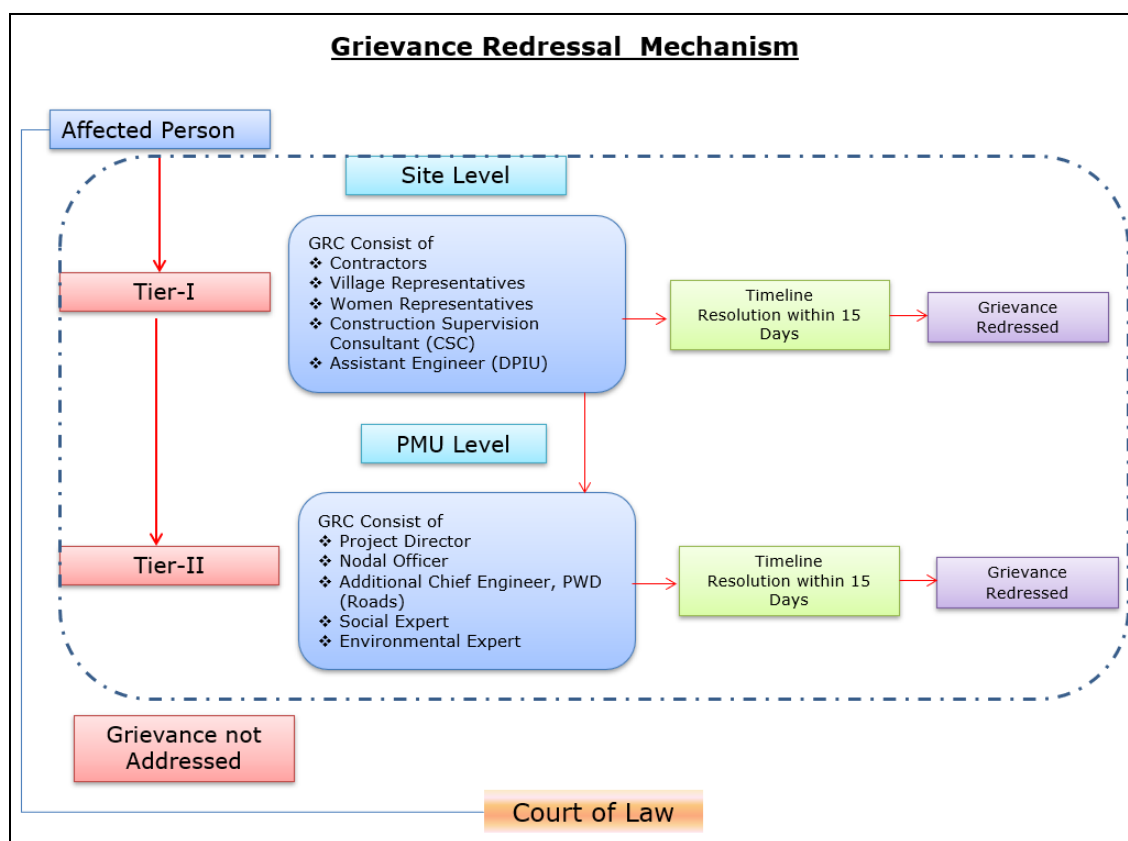


Figure 1: *Grievance redressal Mechanism* (A telephone number will also be on the website of MIDFC and the project sites, so that the general public can register their complaint with the PMU office)

11.11.10. World Bank Grievance Redressal System

The World Bank's Grievance Redress Services (GRS) provides a confidential mechanism for individuals and communities affected by World Bank financed projects to submit complaints regarding actual or potential harm. In the context of Meghalaya, integration of such a system must consider the state's complex socio-ethnic landscape.

Although community consultations did not report active social conflicts, secondary sources indicate the presence of inter-tribal tensions. Since its formation in 1972, Meghalaya has experienced ethnic conflicts between indigenous tribes and settler non-tribal communities. The dominance of business establishments, labor opportunities, and other economic sectors by settlers primarily economic migrants from Bangladesh, Nepal, and other parts of India created anxiety among the native population, culminating in three major ethnic riots between tribal and non-tribal communities.

By the late twentieth century, relations between ethnic communities showed relative improvement. While interactions between indigenous tribes and settler communities have largely stabilized, emerging tensions have shifted to dynamics among indigenous tribes themselves. This evolving context highlights

the importance of a responsive grievance redress system, such as the GRS, that is sensitive to inter-tribal dynamics and ensures that all affected individuals can safely report concerns related to development projects.

Note: please visit <http://www.worldbank.org/GRS> / www.inspectionpanel.org.. For information on how to submit complaints to the World Bank Inspection Panel,

➤ **Conflict Resolution through Grassroots Institutions**

In Meghalaya, conflicts are often resolved within tribal communities through grassroots institutions, guided by uncoded customary laws and practices. Among the Khasis, the **Dorbar Shnong**, and among the Garos, the **Nokma**, function as quasi-judicial bodies to settle disputes, including those related to land. Decisions made by these institutions are widely regarded as legitimate and are generally respected and adhered to by community members, reflecting the continued importance of traditional governance systems in maintaining social harmony.

➤ **Autonomous District Councils (ADCs)**

In addition to traditional governance systems, the Autonomous District Councils (ADCs), established under the Sixth Schedule for the administration of tribal areas, play a significant role in resolving local conflicts. According to a report published by ActionAid, the ADCs in Meghalaya have been comparatively more successful than those in other regions in protecting tribal rights, including rights to occupation, property ownership, and land tenure. The ADCs also have the authority to try offences committed by members of Scheduled Tribes within their respective jurisdictions. Judicial administration under the ADCs follows a two-tier system at the district and village levels: village councils can hear cases where both parties belong to Scheduled Tribes, while the District Courts serve as courts of appeal.

12. ANNEXURES

ANNEXURE-I - Land Classification

Land Classification

Land classification amongst Khasis, Garos and Jainta tribes decides access, use, ownership, control and management.

KHASIS					
S.No	Type	Definition	Access and Use	Ownership	Control and Management
1.0	Ri Raid, or communal lands	Community entrusts Durbar Raid to manage on its behalf		Individual members get rights to use, after which land reverts to the raid	Durbar Raid
1.1	Ri Shnong	That land in the village which citizens can use for cultivation (cannot occupy, cannot transfer)	All members of the community have access to this type of land Community	Community land	Village Durbar
1.2	Ri Lyngdoh	Land which has been set aside for the support of Lyngdohs who perform religious rites and ceremonies	Members of the Lyngdoh clan in a village have access to this type of land	Lyngdoh clan, with a female head.	Maternal uncles of the Lyngdoh clan
1.3	Ri Bam Syiem	Land which has been set aside for the ruling chiefs	Used by the Syiems	Syiem clan of an area under a female head	Managed by maternal uncles of the Syiems of an area.
1.4	Ri Bamlang	Community land which has been set aside for the use by the community	Can be used by all	Community land	Managed by the Village Durbar
1.5	Ri Leh Mokutduma	Land acquired through litigation	Can be used by individual/ community	Community land	Managed by the raid
1.6	Ri Aiti Mon or Ri Nongmei Nongpa	Land that has been donated or gifted willingly by the owners for use by the public	Can be used by individual/ community	Community land	Managed by the Village Durbar/Clan
1.7	Ri Raphlang– Ri Bamduh	Barren land which anyone can use	Can be used by all	Community land	Managed by the village durbar

KHASIS					
S.No	Type	Definition	Access and Use	Ownership	Control and Management
1.8	Ri Diengsai – Diengjin	Forests area that is covered with vegetation between the uplands and low lying areas of the lands	Can be used by all	Community land	Managed by the village durbar
1.9	Ri Samla	Land acquired by an unmarried person who has the right to dispose off as one likes	Used by all	Community	Reverts back to the village
1.10	Ri Umsnam	Land acquired through wars	Used by all	Community owned	Managed by the Village Council
2.0	Ri Kynti, or private lands	absolute property of the individual or the kur that owns it.	It can be utilized in any manner that the individual or the kur deems fit		
2.1	Ri Nongtymmen	Land that has been inherited from generations to generations.	Used by the descendants of one mother	By the youngest daughter.	Managed by the maternal uncle or brothers
2.2	Ri Maw	Land that has been acquired through purchase or through the right of apportionment.	Used by the members or descendants of one mother	Owned by the youngest daughter	Managed by the maternal uncle or brothers
2.3	Ri Seng and Ri Khain	Undivided family owned land	Used by members of one family or descendants of one mother	Owned by the youngest daughter	Managed by the maternal uncle or brothers
2.4	Ri Khurid	Land that has been purchased or bought over which the purchaser has the propriety, heritable and transferable rights over land.	Used by members of the one family	Owned by the female	Managed by the family
2.5	Ri Bitor	Land that has been acquired on receipt of a ceremonial bottle of liquor	Used by members of one family or descendants of one mother	Owned by the youngest daughter	Managed by the maternal uncle or brothers
2.6	Ri Dakhol	Land that has been obtained by the right of occupation	Used by members of one family or decedents	Owned by the youngest daughter	Managed by the maternal uncle or brothers

JAINTIAS					
S.No	Type	Defenation	Usw	Ownership	Control and Management
1	Hali land	Comprised of permanently cultivated terraced wet rice land-irrigated by streams or rainfall	Used by the family	Private property owned by the youngest daughter and Community property owned by the Village Dorbar	For private, it is managed by the maternal uncle and for community, it is managed by the Dorbar.
2	High Land	Lands found in hill region, these could be private Hali land or government wasteland. Private ones can be bought, sold or mortgaged at the will of the inheritors	Used by the family	Private property under the name of a female	Managed by the family, that is the maternal uncle
3	Raj Lands	property of the erstwhile syiems/rajas which became the property of the government which leased it to private individuals in accordance with customary laws	Used by individual households	Government Land	By private individuals in terms of lease of 3 years.
4	Service Lands or Rek Lands	Land that was given rent free to Dolois, Pators Chiefs and other officials as remuneration for the services provided by them.	Used by Dollois, Pators and Chief	Government Land	Managed by Dollois, Pators, and Chiefs.
5	Village Puja Land	Consists of the lands held by the Lyngdohs or the Doloiswho performs the pujas of the doloiships	Held by and cultivated by the headmen and the yield is utilized for meeting expenses connected with religious ceremony.	Owned by the Lyngdoh and Dallois	Managed by the Lyngdoh Dallois for worship.
6	Private Land	Lands held by private individuals and can be transferred, mortgaged	Used by the individuals	Owned by female	Managed by the maternal uncle

JAINTIAS					
S.No	Type	Defenation	Usw	Ownership	Control and Management
		and sold or otherwise at the will of the owners.			
7	Patta Land	Encompasses lands that were allotted or transferred to individuals or institutions by the British during their administration, whose power has now been substituted by the Autonomous District Councils.	Used by the individuals	Owned by ADC	Managed by Institutions or Individuals only with respect to paddy fields.
GARO					
S.No	Type	Definition	Use	Ownership	Control and Management
1	A-king Land	Clan owned land is the fundamental system of land ownership and management.	Can be used by all upon paying a nominal tribute.	Community land	Managed by the Nokma
2	A-mate land	Acquired by an individual by purchase or through gift and comes within an A'king Land. Acquired by an individual through gift by the Nokma and can be independent of A'king land	Can be used by the members belonging to the same clan.	Private Property	Managed by the nokma Managed by the Mahari
3	A-jinma or A-joma land	Land owned by the community. It is the common land of one motherhood.	Only for people belonging to the same clan.	Community Land	Managed by the Mahari
4	A-jikse land	This is common for both the husband and the wife. This land comes into existence through the system of common inheritance and through unity by a bond of inter clan relationship.	Used by members of the two motherhoods of the husband and wife.	Private land	Through joint deliberation of the two motherhoods of the husband and wife.
5	A-milam land	"no-man's land", used by the community but cannot be claimed by the Nokma	May be used by all members of the community	Community land	Referred to as 'cursed' land cannot be claimed by any Nokma

ANNEXURE-II - Checklist to be used during Screening Process

A. Identification of Sub Project Location

1	Date of Screening	
2	District	
3	Name of the division	
4	Name of subproject road/bridge/buildings/others	
5	Provide details of the categorization of the sub-project as per MPWD norms	
6	Physical features	Provide details of the physical status of the sub-project (length, width, typology, etc)
7	Use of the sub-project	Quantify the use of the sub-project by different modes of transport and/or people for buildings (such as traffic,
8	GPS Coordinates	X: Y:
9	Ownership of land	If no, specify the ownership
10	Scheduled Tribes	Provide details of sub-project location in Scheduled VI and V and predominantly tribals
11		
12	Highest Flood Level (HFL)	
13	Provide rational for selecting the proposed location	
14	Provide summary of alternate location considered	

B. Social Screening

Impact on Assets and People	Yes	No	Details
Location of sub-project			
Is the project location in scheduled area?			
Is the project located in close proximity (within 1 km) of settlements with predominantly has scheduled tribe?			
Does the project require private land that belongs to the Tribals?			
Does the private land belong to tribal (individual or group)?			
Is the sub-project located in settlement where majority belong to Scheduled Caste?			
Is the sub-project located in settlement where majority belong to Other Backward Caste?			
Is the sub-project located in settlement where majority belong to General Population?			
Is the sub-project located within tea estate?			
Land Ownership			
Does the project require Government land? And which Department is the owner of the land?			
Will the existing land uses within the 1km radius of the project area be affected?			
Will the sub-project in the hills affect land beyond 1 km radius on valley or hill side of the sub-project? (specify)			
Land requirement for the sub-project (in ha estimate)			
Private			
Government			
Village Council Land			
Community			
Forest			
Others (specify)			
Land Use Pattern			
Cropping pattern on the land that may be affected			
Shifting Cultivation			
Total number of Fruit trees likely to be affected and type of fruit trees.			
Total number of other trees and type of usage the trees.			
Area of Grazing land (Ha)			
Area of Loss of access to forest produce (NTFP) (Ha)			

Is community land impacts			
If yes, type of community land			
Impact on Assets and People	Yes	No	Details
Others (specify)			
Structures			
Number and type (Kuchha, Semi-pucca, Pucca) of unauthorized structures including its usage, required permanently for the sub-project?			
Number and type (Kuchha, Semi-pucca, Pucca) of unauthorized structures including its usage, required temporarily for the sub-project?			
Number and type (Kuchha, Semi-pucca, Pucca) of private structures including its usage, required permanently for the sub-project?			
Number and type (Kuchha, Semi-pucca, Pucca) of private structures including its usage, required temporarily for the sub-project?			
Affected Household			
Total number of Affected Household			
Total Title Holders (residential and commercial)			
Total Non-titleholders (Encroacher residential and commercial)			
Total Non-titleholders (Squatter- residential and commercial)			
No. of boat operators/country boatmen ferrying passengers across the river to be affected			
No. of fisherman living on the proposed area to be affected			
Common Property			
Total number of common properties and type to be Affected			
Drinking Water			
Electrical Poles			
Burial ground			
Church/Temple land			
School/Anganwadi			
Is the project likely to restrict access to community resources (e.g. temporary or permanent restriction of access to public water source, access to school,)			
Community Centres			

Other (specify)			
Cultural Heritage			
Historical site(s) affected near (provide distance) the project site?			
Archaeological heritage site(s) affected near (provide distance) the project site?			
Impact on Assets and People	Yes	No	Details
Graves or sacred groves affected near (provide distance) the project site?			
Other Specify			
Grievance Management			
Is there any dispute on Land?			
Is there any functional grievance mechanism for tribals			
Is there any functional grievance mechanism?			
Is there any other conflict between groups in the settlements in close proximity to the sub-project?			
Community Health and Safety			
Are there any prevalent incidents of communicable disease and water borne disease?			
Do people migrate for seasonal work (distance of migration)			
Do people migrate for long duration outside the state?			
Are there any cases of missing children, youth and women?			
Collate secondary data on crime rate and type of crime.			
Would elements of project construction pose potential safety risks to local communities, commuters or pedestrians in the project area?			
Are there any GBV prevention and response actors (NGOs, government notified shelter homes, police stations, community groups, etc.) in project area of influence?			
Labour requirement and facilities			
Are there local contractors who implement similar works? (collate information from MPWD(R))			
What types of workers are expected to be involved – unskilled skilled, semi-skilled In total how many workers? (collate information from MPWD(R))			

Are there skilled and semi-skilled labour available in the neighborhood?			
Has there been any incident of contractor providing accommodation to labour near the settlements for any works implemented previously?			
Other issues			
Is the project site in a populated area and/or with high vehicular traffic volume?			
Impact on Assets and People	Yes	No	Details
Is there sufficient street-lighting for monitoring public spaces in the project location?			
Given the characteristics of the local community, are there any adverse impacts that may be anticipated?			

Beneficiaries		Details
Population proposed to be benefitted by the proposed project	Approx. no.:	
No. of Females proposed to be benefitted by the proposed project	Approx. no.:	
Vulnerable households /population to be benefitted	Approx. no.:	
No. of Families to be benefitted	Approx. no.:	
What is the current mode of information dissemination in the area with respect to flooding of bridges/ connectivity, relief, etc.		
How do the communities want to be engaged Consultations regularly Advertisements Over phone/email Through village level workers		
What is the level of frequency of such meetings/ consultations desired by the community?		
What is the type of information that they are desiring or are likely to request?		
Who are the stakeholders normally involved in during relief due flooding of bridges/connectivity		