

NTPC's

Policy on Resettlement & Rehabilitation

I. Policy Guidelines for R&R

National Thermal Power Corporation Ltd.

New Delhi

INDIA

June 2005

LIST OF ABBREVIATIONS

BPL	Below Poverty Line
CBO	Community Based Organisation
CC	Corporate Centre
CMD	Chairman and Managing Director
CMG	Corporate Monitoring Group
CPI	Consumer Price Index
CSR	Corporate Social Responsibility
DDGS	Decentralised Distributed Generation Scheme
EMD	Earnest Money Deposit
GOI	Government of India
Ha	Hectare
HR	Human Resources
HSO	Homestead Oustee
ICR	Implementation Completion Report
LA Act	Land Acquisition Act, 1894
LFL	Land for Land
LO	Land Oustee
MAW	Minimum Agricultural Wage
NGO	Non Government Organisation
NTPC	National Thermal Power Corporation Ltd.
O&M	Operation and Maintenance
PAF	Project Affected Family
PAP	Project Affected Person
PCO	Public Call Office
PH	Physically Challenged
PIC	Public Information Centre
PURA	Providing Urban Facilities in Rural Areas
R&R	Resettlement and Rehabilitation
RAC	Rehabilitation Advisory Committee
RAP	Rehabilitation Action Plan
RC	Resettlement Colony
RG	Rehabilitation Grant
RHQ	Regional Headquarter
SC	Scheduled Caste
SDM	Sub Divisional Magistrate
SES	Socio Economic Survey
SIE	Social Impact Evaluation
SOLI	Standard of Living Index
ST	Scheduled Tribe
UT	Union Territory
VDAC	Village Development Advisory Committee
WBM	Water Bound Macadam
WB-S	Willing Buyer Willing Seller

PREAMBLE

Most of NTPC projects are located in remote areas. NTPC acquires land for its projects, which may relocate people or affect their livelihood.

NTPC has ambitious expansion and diversification plans for the future. NTPC aims to be a 56000 MW company by 2017. Further it intends to diversify providing backward and forward integration. As part of its diversification plans it has entered the Hydro sector and has plans to enter into mining, coal washeries, distribution etc. This will require acquisition of large tracts of land. This may relocate people or affect their livelihood.

In those instances, NTPC will take measures for resettlement and rehabilitation (R&R) of Project Affected Persons (PAPs) with the objective that the PAP will improve or atleast regain their previous standard of living. Thus, NTPC's effort is complementary to the Government's efforts for upliftment of people.

A National Policy on Resettlement and Rehabilitation of Project Affected Families-2003 has recently been issued by Ministry of Rural Development, Department of Land Resources, Government of India, which aims at laying down basic norms and packages for Project Affected Families (PAFs). NTPC has in vogue a policy on Resettlement and Rehabilitation since 1993. NTPC now proposes to review and modify its R&R policy to make it in line with the NPRR 2003 and in light of the experience gained over the years.

The R&R policy will be implemented in close cooperation with the concerned State Authorities as may be set up as per the NPRR 2003 or otherwise and to the extent that the endorsement by the State Government is warranted, NTPC will seek to obtain such endorsement.

This policy will be implemented within the framework of local applicable law. Though this policy takes into account NTPC's past experiences and good practices adopted in R&R along with making it in line with NPRR-03, any practices and policy measures required specific to any sector in future will be incorporated.

CHAPTER-I

BASIC ISSUES AND STRATEGIES FOR R&R

1.1 Basic Issues

- 1.1.1 The land that is acquired for power projects is for a public purpose and necessitates resettlement and rehabilitation (R&R) of Project Affected Persons (PAPs), a task often accompanied by socio-economic adjustment problems. The PAPs have to involuntarily face the new social set up.
- 1.1.2 The land acquisition and consequent displacement disrupts the traditional social system. The changes in the land use pattern alter the agro-based rural economy and affect the life style of people. This calls for a concerted effort to provide means to ensure sustainable livelihood of these PAPs, considering them as stakeholders.
- 1.1.3 The Rehabilitation Action Plan (RAP) is to be formulated so that after a reasonable transition period, the affected families improve, or at least regain their previous standard of living, earning capacity and production levels.
- 1.1.4 NTPC's involvement in the R&R activities will continue until such time as NTPC has taken all actions in accordance with RAP, preparation of Implementation Completion Report (ICR) and evaluation of activities post completion.
- 1.1.5 This policy aims at setting up broad guidelines for the formulation of project specific RAPs as per the culture/project specific requirements of each project, the categories and the entitlements of R&R benefits, which are in addition to the payment of compensation for the assets acquired as per the law of the land.

1.2 Principles and Strategies

- 1.2.1 NTPC believes that the most effective way of addressing the R&R issue is through a proactive approach and an appropriate planning of land acquisition. Towards this, NTPC will adopt the following principles and strategies:-
- 1.2.2 Minimise the land requirement through compact and efficient layout of plant, township and other facilities. Multi-storied facilities like township etc will be planned wherever possible to reduce the land requirement.
- 1.2.3 Minimise the acquisition of prime agriculture land and other assets to the extent possible and avoid acquisition of the homestead. This will be one of the principal criteria in selecting a site among the techno-economically feasible alternatives and for finalising the boundaries / layout of plant, township and other facilities.
- 1.2.4 All PAPs residing in, working, doing business or cultivating land or having rights over resources within the project area as per the categorization and provisions for eligibility in the policy are entitled for compensation for their lost assets as per the law of the land and for other R&R benefits as detailed in Chapter II of this policy, sufficient to assist them to improve or at least regain their previous standard of living.

- 1.2.5 The compensation will also be payable as per the law of the land to those persons who are denied R&R benefits as per the cut off date but losing assets. Compensation is however, decided and is in the purview of the State Government.
- 1.2.6 Loss of Common Property Resources will be suitably addressed as outlined in the Chapter II.
- 1.2.7 Efforts will be made to minimize the Resettlement transition period .
- 1.2.8 One important aspect in addressing the R&R issues is of maintaining total transparency in planning and implementation of an activity related to PAPs. Therefore, consultation and participation of PAPs and their representatives is a must to ensure transparency and a conducive environment of fairness trust, confidence and co-operation.
 - 1.2.8.1 For this, NTPC will share information and carryout consultations though formal mechanism of Public Information Centre (PIC) and Village Development Advisory Committee (VDAC) during the implementation of Rehabilitation Action Plan (RAP). This will be supplementary to the set up proposed by NPRR. Informal consultations and participation will also be carried out through Community Based Organisations (CBOs), Non Government Organisations (NGOs), Clubs engaged in social activities etc. After implementation of RAP, sharing of information will be carried out through the neighboring village panchayats.
 - 1.2.8.2 A Socio Economic Survey (SES) will be conducted by a professional agency to collect detailed demographic details of the area and which shall form the basis for the preparation of RAP. The details have been outlined at para 3.4.2.
 - 1.2.8.3 A Social Impact Evaluation (SIE) will also be undertaken after the completion of RAP to evaluate the affects of the R&R program. The details have been outlined at para 4.2.6.
- 1.3 Financial and physical resources for R&R will be made available as and when required.
 - 1.3.1 R&R programmes will include adequate institutional arrangements to ensure effective and timely design, planning, consultation and implementation of compensation, resettlement and rehabilitation measures.
 - 1.3.2 Adequate arrangements will be made for effective and timely supervision, internal and external monitoring and evaluation of the implementation of the R&R measures.
- 1.4 The core values of NTPC is an important and integral part of it's relationship with the Project Affected Persons, as described below:
 - 1.4.1 Customer Focus - All PAPs will be considered as important customers of NTPC.
 - 1.4.2 Organisational Pride - Implementation of R&R policy within specified time and with a consensual approach and participation of all stakeholders will be a matter of pride for NTPC.

- 1.4.3 Mutual Respect and Trust - This will be ensured through total transparency, sharing of information and mutual consultation.
- 1.4.4 Initiative and Speed - NTPC will be proactive rather than reactive and will implement the R&R activities in a time bound manner and will make efforts to complete all R&R activities ahead of scheduled dates as in case of project implementation.
- 1.4.5 Total Quality - The implementation of R&R activities will be carried out with a concept of total quality. All infrastructure constructed will be compatible with the national norms and similar constructions undertaken by other projects and organizations with a concerted effort to maintain quality.
- 1.5 This policy has a paradigm shift not only in identifying the rehabilitation options based on practicality of the option, and feed back from the stakeholders but also extending the facilities to PAPs beyond the boundaries of R&R obligations.
 - 1.5.1 The land for land has been preferred as the most viable option. A custom made implementation procedure has been evolved to make it friendly to PAPs.
 - 1.5.2 Keeping in view that the NTPC Projects are capital intensive with state-of-the-art technology and, therefore, do not offer much employment opportunity, particularly in unskilled category, the option of providing job with NTPC is not considered as a rehabilitation option.
 - 1.5.3 Similarly other rehabilitation option where the opportunities are extremely limited such as allotment of shops and other self employment options, award of petty contract and job with contracting agencies are not considered as rehabilitation option.
 - 1.5.4 Nonetheless, the PAPs will get preference for all such opportunity for which separate guidelines have been formulated as described in Part-II.
- 1.6 While the R&R is the prime responsibility of NTPC, the State Government will be closely involved during the whole process. This includes certification of list of PAPs, forming of VDAC, allotment of government land for Resettlement Colonies (RCs), allotment of plot in RC to HSOs on free hold basis, formulation and implementation of RAP etc. The State Government will also be involved in taking over the maintenance of RCs, if any, including various infrastructures created by NTPC in RCs as well as in Project Affected Villages.
- 1.7 Should there be any amendment /modification required due to site specific requirements, while formulating and/or implementing the Rehabilitation Action Plan (RAP) as per the policy, the power to approve such modifications would be exercised by the Chairman and Managing Director (CMD).
- 1.8 The policy may be reviewed every three years keeping in view the experiences / learning's during implementation of this R&R policy and / or there is any significant change/amendment in the NPRR-03 by the GOI.

CHAPTER-II

CATEGORIES OF PAPs AND THEIR ENTITLEMENTS

2.1 Eligibility

2.1.1 Cut off date for R&R package

To eliminate/ minimise the possibilities of usurpation of rights by those who obtain rights in property in order to reap the advantage of various R&R benefits, 3 (three) years of residence, in the acquired area, before the date of publication of the notification under Section 4 of the Land Acquisition Act, 1894 or similar section prescribed for publication of first notification indicating the intention of acquisition under any other Act currently in force, will be required in order to avail the R&R package. However, in such cases who are left out due to the cut off date of 3 years, NTPC's approach will be flexible and they will be reviewed on a case to case basis and genuine cases such as family transactions of legal heirs due to death in family etc will be considered for R&R benefit. The intention is to eliminate/minimize those who obtain rights in property for R&R benefits only. Evidence of status as a PAP is to be provided by a person in the form of (a) written legal document or (b) reference to a record such as revenue officer certificate, electoral roll or ration card; in the absence of which (c) an oral declaration, credible and/or corroborated will be considered. The list shall be finally verified by Gram Panchayat and duly certified by Collector.

Payment of compensation benefits for the assets acquired, however, will be determined as per the law of the land.

2.1.1.1 Occupiers i.e. Members of Scheduled Tribe (ST) community in possession of forest land prior to 25th October, 1980 will however be entitled for benefits as laid down under. The list shall be finally verified by Gram Panchayat and duly certified by Collector, after verification/certification by the Forest Department.

2.1.2 Project Affected Person (PAP)

Project Affected Person means a person and his family whose place of residence or other properties or source of livelihood are substantially affected by the process of acquisition of land for the project and who has been residing continuously for a period of not less than three years preceding the date of Sec 4 notification of the Land Acquisition Act, 1894 or practicing any trade, occupation or vocation continuously for a period of not less than three years in the land proposed to be acquired, preceding the date of Sec 4 notification.

2.1.2.1 Family

Family of a PAP consists of such persons, his or her spouse, minor sons, unmarried daughters, minor brothers or unmarried sisters, father, mother and other members residing with him and dependent on him/her for their livelihood.

2.1.3 Homestead Oustees (HSOs)

A PAP whose homestead has been acquired by the process of law and who has to be relocated, thereby falling in Category I of this policy shall be considered a Homestead oustee (HSO). Any unauthorized structure shall not be considered for any benefit. However, in case of any such regularization by the Government 3 years prior to Sec 4

notification, will be considered as an HSO. An allottee of any government scheme like Indira Awas Yojna , homestead allottees on Government lands etc shall be considered as HSOs.

2.2 Categories of PAPs

A	PAPs owning agricultural land in the acquired area since last three years before the Sec 4 notification and whose entire land has been acquired. The list shall be prepared based on the revenue records as on the date of Section 4 notification under LA Act.
B	PAPs owning agricultural land in the acquired area since last three years before the Sec 4 notification and losing partial land and becoming marginal farmer (left with unirrigated land holding up to one Ha or irrigated holding up to half Ha). The list shall be prepared based on the revenue records as on the date of Section 4 notification under LA Act.
C	PAPs owning agricultural land in the acquired area since last three years before the Sec 4 notification and losing partial land and becoming small farmer (left with unirrigated land holding up to two Ha or irrigated holding up to one Ha). The list shall be prepared based on the revenue records as on the date of Section 4 notification under LA Act.
D	PAPs owning agricultural land in the acquired area since last three years before the Sec 4 notification and losing partial land but not covered in either Cat B or C. The list shall be prepared based on the revenue records as on the date of Section 4 notification under LA Act.
E	Agricultural labourer PAP including squatters and encroachers who normally is a resident of the affected area for a period not less than three years immediately before Sec 4 notification, who does not own land in the acquired area but who earns his/her livelihood principally by manual labour on agricultural land therein immediately before such notification and who has been deprived of his/her livelihood. The list shall be prepared based on the socio economic survey, verification by the Gram Panchayat and duly certified by Collector or his/her authorized representative.
F	Non agricultural labourer PAP including squatters and encroachers who is not an agricultural labourer PAP, but is normally residing in the affected zone for a period of not less than three years immediately before the Sec 4 notification and who does not own any land but who earns his livelihood principally by manual labour or as a rural artisan or having any client relationship with PAP community, immediately before acquisition and has been deprived of his/her such livelihood due to acquisition. The list shall be prepared based on the socio-economic survey, verification by the Gram Panchayat and duly certified by Collector or his/her authorized representative.
G	PAPs losing partial lands in case of projects/schemes related to railway lines e.g in MGR transportation for fuel, connecting roads outside the project and its associated area, laying pipelines for fuel and ash transportation etc wherein only a narrow stretch of land extending several kilometers is being acquired. The list shall be prepared based on the revenue records as on the date of Section 4 notification under LA Act. (In case of acquisition of homesteads in such a case shall fall in Category I). However, three years residence is required for belonging to this category also. In case of

	acquisition of major portion of their land holding (say 75% of land or more, however, in such a case shall fall in Cat A to D, subject to a minimum acquisition of one acre.
H	Occupiers i.e PAPs of STs in possession of forest land since 25 th Oct 1980. The list shall be prepared based on the socio economic survey, verification by the Gram Panchayat, State/Central Forest Department and duly certified by Collector or his/her authorized representative.
I	PAPs who are Homestead Oustees (HSO), residing in the area and owning house since last three years before the Sec 4 notification under LA Act and whose house has been acquired by the process of law.

2.3 **Rehabilitation Package**

The PAPs of Category A to G will be entitled for any one of the following rehabilitation packages. If a PAP falls in more than one category of A to G, he/she will be entitled for only one of the rehabilitation package. For the Category H the package will vary depending upon the type of PAP as per Category A to G. The additional benefits to this category are delineated in para 2.6.

2.3.1 **Land for land (LFL)**

The “Land for land” option will be applicable to category-A, B C & D PAPs only. Quantum of land for rehabilitation will be as per the actual land acquired, subject to the ceiling of maximum of one Ha of irrigated land or two Ha of unirrigated/cultivable wasteland subject to availability of Government land in the districts. Land availability for allotment for this purpose will be explored with the State Government. If Government land is not available, PAPs will be facilitated for purchase of land on a “willing buyer-willing seller” basis. The limit of purchase of land in this case will be two Ha. For this purpose the following process will be adopted.

Land price for the purpose of purchase of land will be fixed after consultation with the State Government and the VDAC on the basis of market price of the good agriculture land in the vicinity generally within 25 km radius but normally not exceeding the 1.3 times of the rate paid for the acquisition of good agriculture land as per LA Act. The basic land compensation amount paid (i.e. excluding solatium and interest) will be adjusted against this amount. In addition, land development amount @Rs. 10,000/- (Rs. ten thousand) per acre as per entitlement (Based on Prices CPI as on 1.6.04 and subject to revision from time to time) and actual land registration and stamp duty charges as per entitlement will also be paid as per entitlement to those, who actually purchase the land and submit the required papers. The PAPs who though, losing less than one acre of land, purchase land up to one acre out of the grants and compensation money they would be reimbursed the actual stamp duty and registration charges of up to one acre. The implementation process has been delineated in para 3.4.3.

In situation, where the LFL option is not feasible because of scarcity of land in the particular area, this option shall not be applicable to category-A,B C&D PAPs and they will be eligible for Rehabilitation Grant as stated in para 2.3.2.

In case of Category E & Category F PAPs who are landless but are dependant only on the acquired land for livelihood, also buy land through the grants provided to them,

NTPC will consider incentivising their purchase by reimbursing actual stamp duty and registration charges up to one acre of purchase of land.

2.3.2 **Rehabilitation Grant (RG)**

One time RG will be paid to eligible categories. If a category-A PAP does not wish to go for LFL option, he/ she will also be paid one time RG. The RG will be generally 1000 days Minimum Agricultural Wage (MAW) in the concerned State/ UT at the time of Section 4 notification under LA Act. For the categories B to F, the RG will be generally 750 days MAW. For the category G a one time RG of 500 MAW normally will be payable with no other additional rehabilitation benefit. For the Category H the RG will vary depending upon the type of PAP as per Category A to G. The implementation process has been delineated in para 3.4.4. An illustrative amount on an assumption of MAW @ Rs 70/- per day will be as follows:

S.No	Category	Amount (Rs)
1.	A	LfL or Rs 70,000/-
2.	B to F	52500/--
3.	G	35000/-

2.3.2.1 In case of non feasibility of Land for Land option due to local constraints, the RG however, could be suitably fixed on per acre of land loss basis for the category A to D subject to a maximum of 5 acres in consultation with the stakeholders, to cover replacement value of land not normally exceeding 1.3 times the basic compensation of good agricultural land or the values in terms of MAW specified above for these categories whichever is higher.

2.3.2.2 In case of rehabilitation of any rural artisan/small trader and a self employed person falling in Category F who was having a shop in the affected area, a one time financial assistance of Rs 15,000/ (Based on CPI index as on 1.6.04 subject to upward revision) will also be provided in addition to RG for construction of working shed/shop, in case he continues with his earlier vocation.

2.3.3 **Subsistence Grant**

Keeping in view the time required for stabilizing the resettlement process, each PAP shall normally get a monthly subsistence allowance equivalent to 20 days of Minimum Agricultural Wages per month for a period of one year up to 250 days of MAW, starting from the date of relocation/displacement and physically handing over of the acquired land.

2.4 **Resettlement Package**

2.4.1 **Self-resettlement**

PAPs of Category I and willing to resettle on their own or shift to some alternate location will be encouraged for self resettlement. Financial assistance for self-resettlement shall be provided generally at the rate of 5 (five) times of the basic compensation payable for the house, excluding solatium and interest, under Land Acquisition Act subject to a minimum of Rs. 50,000/- and a maximum of Rs. 100,000/- in each case (Based on CPI index as on 1.6.04 subject to upward revision). The implementation process has been delineated in para 3.4.5. No other benefit like allotment of plot in RC, infrastructure at place of resettlement etc shall be extended in case of individual self- resettlement.

However, if a group of 25-30 PAPs resettle at one place, basic infrastructure facilities could be considered as detailed at para 2.4.3.

2.4.2 **En-masse resettlement (Resettlement Colony)**

The resettlement colony shall be considered where the PAPs are those HSOs who have not opted for self-resettlement and are 100 (hundred) or more. If the number of such HSOs is less than 100, they shall have to opt for self-resettlement as per 2.4.1. The land for RC will be made available by the State Government free of cost and free of any encumbrances preferably at one place at the time of inception of the project. In case the Government has to acquire private land for the purpose of resettlement, it should be ensured that such acquisition of land should not lead to another list of PAPs. The Government may also purchase land through consent award and may enter into agreement for this purpose. The cost of this land should not however, exceed than that of the land being acquired for the project. The cost in that case will also be borne by NTPC. However, in case the cost of land is higher than the rates payable for the acquired land, the NTPC liability will be to the extent of maximum rate paid for the acquired land. Difference, if any will have to be borne by the State Government.

2.4.2.1 **Allotment of homestead land:** The HSOs, who have not opted for self-resettlement, shall be settled in Resettlement Colony developed by NTPC. Each HSO will be provided a plot of 200 sq.mt. in the Resettlement Colony free of cost.

2.4.2.2 **Title of the land in RC:** The land title for the plot allotted shall be transferred in the joint name of allottee and his/her spouse on free hold basis. In case of no spouse the land title will be allotted in his/her name. The registration charges, if any, will be paid by NTPC as per actuals. The remaining common land in RC will be treated as revenue/Gram Sabha land and entry in the revenue record will be made accordingly. This will be implemented in consultation with State Government.

2.4.3 In case of resettlement of more than 25-30 PAPs of category H in an area or a village, NTPC may consider provision of basic infrastructure depending upon the need and requirement and consultation with the stakeholders.

2.4.4 **Additional resettlement benefits**

2.4.4.1 **Shifting Grant:** NTPC shall bear the actual cost of transportation of the building materials and other moveable properties including self, family members, cattle etc belonging to the PAPs from the place of displacement to resettlement colony or the place of resettlement generally within 25 Kms of accessible roads in any transport arranged by NTPC. Alternatively, a lumpsum grant of Rs. 20,000/- (Based on CPI index as on 1.6.04 subject to upward revision) will be paid to each HSO for self-transportation/shifting. This is inclusive of transportation of man, material, reusable goods, wood, cattle etc, if any. The implementation process has been delineated in para 3.4.5.

2.4.4.2 **Resettlement Grant:** A fixed resettlement grant of Rs 30,000/-(Based on CPI index as on 1.6.04 subject to upward revision) will also be provided to each HSO. The implementation process has been delineated in para 3.4.5. This is inclusive of Rs 5000/- towards assistance for construction of cattle shed, if any.

2.5 **Assistance for transit accommodation in case of emergency acquisition** In the case of acquisition of land in emergent situation such as Section 17 of the Land

Acquisition Act 1894 or similar provision of other Act in force, each PAP shall be provided with transit accommodation or suitable monetary assistance for the same, pending resettlement and rehabilitation scheme.

2.6 Additional benefits to ST PAPs

- 2.6.1 Each tribal PAP shall get additional financial assistance equivalent to 500 days MAW for loss of customary rights/usage of forest produce in case the acquisition has affected their such rights.
- 2.6.2 Efforts will be made to resettle such PAPs close to their natural habitat in a compact block to the extent possible so that they can retain their ethnic, linguistic and cultural identity.
- 2.6.3 If an RC is built for these PAPs, a provision for their community and religious gathering will be also ensured.
- 2.6.4 Tribal PAPs resettled out of the district/taluk will get 25% higher R&R benefits in monetary terms.
- 2.6.5 If any reservoir is constructed and owned by NTPC as a result of its construction of any hydro electric project, the tribal PAPs of the affected area having fishing rights in the river/pond/dam will be given the fishing rights in the reservoir area.
- 2.6.6 In case during acquisition of any land for NTPC project, it is found out by the State Government that tribal land has been alienated in violation of the laws and regulations in force on the subject, it would be treated as null and void and R&R benefits would be available only to the original tribal land owner.

2.7 Loss of Common Property Resources

During the construction of any project specially in the case of hydro projects, should any common property resources like grazing lands, cremation grounds, religious structures/places etc or any existing facilities such as irrigation, water supply, road, electricity, communication system, path etc be adversely affected due to execution of the project, remedial measures will be taken and incorporated in the project specific RAP. The extent of such measures shall be decided in consultation with the stakeholders.

2.8 Summary of Entitlements

Category of PAP	Summary of R&R entitlements	
	Rehabilitation Package	Resettlement Package
A, B C&D	LFL or RG	Nil
E,F&G	RG	Nil
H	Depending upon the category as per A to F and additional benefits as per para 2.6	As per I if losing a homestead.
I	Nil	Grant for self-resettlement or plot in RC + transportation and resettlement grant

2.9 Additional Efforts

2.9.1 Capacity building

Based on consultation and need assessment, capacity-building efforts will be made for PAPs who are otherwise entitled for any individual rehabilitation benefit. These efforts would aim at skill upgradation through various training schemes and training

institutes of NTPC/ State Govt. in order to make them self- reliant. Depending upon the need and requirement as discussed in VDAC and included in the RAP, the project will grant scholarship and/ or reimbursement of tuition fees to a limited number of PAPs and their dependents not more than one per family for promoting education and technical training. Approach of NTPC on this aspect will be flexible and it will promote capacity building efforts through providing infrastructural support to build training centers, organize training programmes, sponsor/ reimburse tuition fees for vocational courses etc. Provision of training however, will be solely with the purpose and intention of skill enhancement without any commitment for job.

2.9.2 Incentive for adopting small family

In addition to the R&R package, one time incentive will be granted to PAPs, if the male head of the family undergoes family planning operation within the specified period of acceptance of R&R package as stated in para 3.4.6. Only those PAPs who are between the age of 35 years and 50 years and have at least one child will be eligible for this incentive. The incentive will vary depending on the period within which he gets operated, as per details given below:-

Time period	Incentive
Within six months	Rs.5,000/-
Within twelve months	Rs.4,000/-
Within twenty four months	Rs.3,000/-

2.10 Infrastructure Facilities:

2.10.1 The infrastructure facilities and basic minimum amenities shall be augmented to ensure that the displaced population (HSOs) in the resettled colony or the village may secure for themselves a reasonable standard of community life to minimise the problems associated with fresh settlement in new localities.

2.10.2 The facilities/ amenities shall be considered in the resettlement colonies or the villages where more than 25-30 HSOs have self resettled.

2.10.3 In addition community development works will also be undertaken in the project affected villages where PAPs continue to reside even after acquisition.

2.10.4 These facilities will also be available to the host population and the neighbouring community and facilitate socio economic development of the area.

2.10.5 The land, if required, shall be made available by the State Government. The location for these facilities shall be decided in consultation with the State Government and/or Panchayat.

2.10.6 The facilities/ amenities will vary depending upon local requirements and may include the following:

- i) Internal and the approach WBM roads with proper drainage
- ii) One or more sources of safe drinking water like hand pump for each 50 HSOs.
- iii) Tree plantation including fruit trees
- iv) Community halls/ Panchayat Ghar

- v) Primary educational facilities
- vi) Primary health facilities
- vii) Street lighting in the Resettlement Colonies
- viii) Public cremation ground/ burial ground
- ix) Common grazing land/ small distributaries for irrigation

The above list is only suggestive and may include any other activities based on local need and requirement.

2.10.7 Efforts will be made to involve the PAPs in the creation of infrastructure facilities by giving contracts to their cooperative societies or otherwise for construction works to the extent possible. This will also help in developing a sense of ownership among the PAPs and also help to involve the PAPs in a fruitful manner.

2.10.8 **Maintenance of facilities**

The responsibility of NTPC shall be limited to one-time capital expenditure for such infrastructural facilities. The infrastructural facilities shall be set up by NTPC on the basis of assurance from the respective State Government that it will take over the infrastructural facilities and maintain it properly. However approach roads to project affected villages constructed if any, could be recarpeted/repared as and when required.

2.11 **Other Welfare Activities**

In addition to the activities outlined above, activities will also be undertaken for socio economic upliftment for the affected population. This may include special efforts for education like providing scholarships, special efforts and educational facilities for girl child, rural sports, medical camps, other medical benefits as applicable to the PAPs like subsidized treatment at NTPC project hospitals, cultural programmes etc depending upon the need and requirement. Such activities will be finalized in consultation and participation of the PAPs/VDAC and will also be included in the RAP. This will vary from project to project depending upon the need and requirement and may also include activities, which may not be specifically mentioned in the policy.

2.11.1 **Education**

Educational activities in and around the project area shall be given special focus during the preparation of the RAP. The needs and requirements will be finalized in consultation with stakeholders and may include providing scholarships including those during higher/vocational educational courses like ITI etc, educational tours, providing assistance in terms of textbooks, stationery etc, assistance to schools through NGOs/Panchayats or otherwise for enhancement of teacher/student ratio, organizing training programmes for developing special skills/modern trends in education like computer training, coaching for higher education etc, assistance for nutritional/midday meals etc in addition to infrastructural facilities.

2.11.1.1 **Focus on education of girl child**

NTPC will make additional efforts for education of girl children in and around project areas where the social indicators are lower than the national best figures in this regard. NTPC will also provide special assistance to the girl children of PAPs in the township schools like relaxation in fees, assistance for textbooks, scholarships etc if they are among the top ten meritorious students in the class.

2.11.2 Health

Efforts will be made for improvement in health facilities to the PAPs. PAPs are entitled for 80% subsidized treatment in all facilities like outdoor and indoor treatments in project hospitals including operation, hospitalization, investigation etc as per clause 13.5 of Medical treatment rules. However, the definition of family will be as per the existing policy. In addition, efforts will be made to improve the health standards of the PAPs and the neighbouring community. This may include conduction of health surveys, awareness campaigns, assistance to run dispensaries in villages, promotion of alternative and traditional systems of medicines, promotion of national programmes, organizing immunization programmes and other medical camps with focus on marginalised and special groups like SC/ST, women, physically challenged etc. However the list is suggestive and the actual activities will be finalized in consultation with VDAC depending upon the need and requirement and will vary from project to project.

2.11.2.1 Rural Health Insurance Scheme

In addition to the subsidized treatment being provided to PAPs and their dependants at NTPC hospitals as per policy, NTPC will also facilitate tying up with the local insurance companies to cover the PAPs through a rural health insurance scheme on the lines of the same being done through NGO CHETNA at Rihand. 50% of the premium of such scheme will be borne by NTPC and the balance by the PAPs coming forward to enroll themselves under the scheme. The number of PAPs covered under the scheme will be finalized in consultation with the VDAC and the insurance agencies.

2.12 Other welfare activities

Other schemes like conduction of rural sports, providing play equipments and other facilities in primary schools running in the affected area preferably of the State Government, sponsoring local sportsmen with identified potential for training and development etc, coaching camps, veterinary health and other related activities, social forestry, afforestation, schemes for socio economic development like organizing and facilitation of cultural programmes, training etc will also be taken up through consultation and depending upon the need and requirement of the stakeholders.

2.13 Special efforts for vulnerable persons, women headed households, physically challenged etc

In addition to the entitlements and packages as envisaged in the policy, NTPC will make special efforts for the welfare measures for this section of the society. These may include special vocational training programmes, priority in engagement for suitable jobs and facilities as detailed in Part II, facilitation of pension under Widow Pension Scheme, Old Age Pension Scheme etc of State Government, free/ enhanced subsidy for medical treatment in NTPC hospital in case of hospitalization, scholarships to dependant children in case they secure amongst first three positions in the class, and other major medical requirements etc. However the list is suggestive and the projects could devise and implement specific packages at each project for this section of the PAPs.

2.13.1 SC/ST Population

Special focus will be given to this group in identifying special requirements for this group and additional and enhanced facilities in the areas of resettlement, rehabilitation and other welfare related activities. The intention is to facilitate and supplement government's efforts to bring this section of persons in the mainstream. Priority treatment will be given in all spheres of R&R activities to this section of PAPs while formulating and implementing the RAP. However, specific activities will vary from project to project and will be finalized in consultation within VDAC depending upon the need and requirement.

2.13.2 Physically Challenged

Special efforts will be made to facilitate economic self reliance of physically challenged persons, livelihood opportunities, economic assistance /seed capital for self employment schemes, medical equipments and aids, educational aids, assistance to NGOs working in this section etc. However, specific activities will vary from project to project and will be finalized in consultation within VDAC depending upon the need and requirement.

2.13.3 Other sections like Women Headed households etc

These may include special vocational training programmes, priority in engagement for suitable jobs and facilities as detailed in Part II, facilitation of pension under Widow Pension Scheme, Old Age Pension Scheme etc of State Government, free/enhanced subsidized medical treatment in NTPC hospital in case of hospitalization, scholarships to dependant children, and other major medical requirements etc. However, specific activities will vary from project to project and will be finalized in consultation within VDAC depending upon the need and requirement.

2.14 Adoption of Village

NTPC may also explore adoption of village(s) in the vicinity of the project area to develop them as a model village. Priority will be given to those villages, which have a majority population of underprivileged like SC/ST, BPL etc and /or are having scant infrastructural facilities. NTPC may provide one time developmental assistance to provide community facilities so that socio economic upliftment of the villagers is facilitated. The facilities could also be developed on the Provision of Urban Amenities in Rural Area (PURA) concept as detailed by the GOI. The facilities could also include checkdams, Decentralised Distribution Generation Scheme (DDGS) schemes, provision of smokeless chulhas, social forestry/afforestation, provision of low cost toilets/soak pits, rain water harvesting systems etc. Certain other welfare activities like support for nutritional and mid day meal programmes, nutritional supplement for expectant mothers, vocational training to physically challenged, working towards 100% literacy for girl children etc. However, specific activities will vary from project to project and will be finalized in consultation within VDAC depending upon the need and requirement. The need assessment could also be undertaken through a detailed survey, internally or externally through some agency, if so required.

The option of the adoption of village(s) will be kept open however, depending upon the need and requirement and will be decided in consultation with the stakeholders.

2.15 Budget

The implementation of RAP is considered as part of the project activity and the Budget for RAP will be part of the capital cost of the project.

Notes

- i) Wherever a fixed amount has been mentioned as a part of R&R packages, the same shall be subject to automatic upward revision as on date of notification under Section 4 of LA Act, on the basis of increase in the Consumer Price Index (CPI) over and above the base price of 1st June 2004.
- ii) MAW stands for Minimum Agricultural Wage in the State / UT
- iii) For all R&R packages, the unit of entitlement will be 'Project Affected Person' and the assistance under R&R package will be extended in joint name of PAP head and his/her spouse. In case of no spouse the package will be extended in his/her name.
- iv) "Land for land" will be provided in joint name of the PAP head and his/her spouse.
- v) Financial package will be provided to PAP through bank, in joint name of the PAP head and his/her spouse.

CHAPTER-III

GUIDELINES ON DELIVERY MECHANISM

3.1 Minimise the land requirement and avoid the acquisition of homesteads
Efforts shall be made to minimise the requirement of private land and avoid the acquisition of homesteads. This will be ensured by the Corporate Engineering Department while identifying the land and finalising the project layout, including design of service facilities, townships etc.

3.2 Land Acquisition:
The land required for setting up of project is Government Lands, Forest Lands and Private Lands. These are acquired by the State Government and handed over to the project authority for setting up of the project. Private lands are normally acquired under Land Acquisition Act 1894 (Amended in 1984) with Sec 4 notification as the first step. This is followed by notification of other sections with passing of the award under Sec 11

The lands may however, also be acquired under emergency acquisition under Sec 17 under LA Act depending upon the need and requirement. The lands may also be acquired under other land acquisition acts in future if so required during land acquisition process in the diversified areas like coal mining, distribution etc.

3.2.1 Land Acquisition Group
Lands acquisition group shall be established at each project before initiating notification under section 4 of LA Act and till the land acquisition process is completed and land mutated /leased in the name of NTPC. These groups will function under Project Human Resources (HR) department and will interact with the State Govt. for all matters regarding land acquisition. Further, this group will be responsible for mutation of the acquired land as well as ensure vacation/physical possession of the entire acquired land. The group will also be responsible for safeguarding the acquired land by construction of boundary wall/fencing, immediately on possession.

3.2.2 Estate Officer
On setting up of the project, one of the officers shall be nominated as Estate Officer who will be custodian of estate acquired. The Estate Officer will be appointed by the Central Government by notification in the Official Gazette as envisaged under the Public Premises (Eviction of Unauthorised Occupant) Act 1971 and will exercise the powers as prescribed under the said Act. The estate officer will also be responsible for preventing any unauthorised encroachment on NTPC's property and will be responsible for taking such necessary action, if any.

3.2.3 R&R Group
Immediately after initiating the process of notification under section 4 of LA Act, a dedicated project R&R Group shall be established with required manpower and infrastructure. This group will function under the project Human Resources (HR) department. The R&R Group shall be responsible for all matters related to R&R and shall function till completion and closure of RAP, preparation of Implementation Completion Report (ICR) and evaluation of activities post completion.

3.3 **Content of the RAP**

The Rehabilitation Action Plan (RAP) will cover the Legal instruments and regulations; Objectives; Maps; Community consultation & participation; Mechanisms to select alternate sites for RC; Plan for resettlement and rehabilitation; Estimated cost; Financial Plan; Responsibility, Organisation and Staffing; Time Table for implementation of RAP; and Monitoring and Evaluation arrangements.

The RAP will be formulated in consultation with the stakeholders through the VDAC and State Government and will be approved by the Collector and NTPC before start of the implementation.

3.4 **Planning and implementation of R&R schemes and programmes**

To develop an appropriate and effective RAP by the project authority the following procedure will be adopted:

3.4.1 **Identification of PAPs**

3.4.1.1 The list of PAPs shall be prepared as part of SES in consultation with project R&R group, and will be categorised as per the provision of this policy. The list will be got certified from the Distt. Collector, after publicising the list inviting the objections and examining each case, in a transparent manner through PIC with a consultative process through VDACs. Each PAP shall be assigned a unique identification number.

3.4.1.2 The list of PAPs for all nine categories shall be certified by the District Administration based on the criteria as stated in para 2.1/2.2. The list for the PAPs losing private land shall be prepared based on the revenue records as on the date of Section 4 notification under LA Act.

3.4.2 **Socio-economic Survey**

3.4.2.1 A detailed socio-economic survey (SES) shall be carried out by a professional agency and completed within a period of 6-9 (six to nine) months. The SES should be conducted immediately after land boundaries are frozen and preferably after Sec 4 notification. Apart from compiling the list of PAPs which shall also be got certified by the agency from the Distt. Collector or his/her authorized representative, SES will be conducted to collect the detailed information as given below:

3.4.2.2 Human resource base of each PAP including age as on date of notification u/s-4 of LA Act, Economic status of each PAP, Ownership of movable and immovable property, Deprivation of property including lands, structures, trees, houses either occupied or owned with tenancy rights or even as encroachers, loss of property, loss of access to clientele, loss of jobs due to physical re-location, loss of gainful employment, loss of access to income generating resources, Deprivation of community life, community properties and resource base, community amenities and services, socio-cultural relationship/ institutions.

3.4.2.3 The purpose of this survey is to create a baseline data for monitoring and evaluation of R&R Plans in future.

3.4.3 **Implementation of Land for Land (LFL)**

In case of availability of Government land the PAPs will be allotted the same as per entitlement on first come first serve basis. For the implementation of “Land for Land” option on a “willing buyer-willing seller” basis, the following mechanism shall be adopted:

3.4.3.1 The PAP shall open a joint account in the bank. This account shall be in the name of PAP and his/her spouse. In case of unmarried or widow/ widower, the PAP shall open the account in his/ her own name. The opening of bank accounts will be facilitated by NTPC.

3.4.3.2 After opening the bank account the PAP shall enter into a written agreement with NTPC giving his/ her acceptance to the R&R option. The details of the agreement would be as stated in para 3.4.5.

3.4.3.3 On finalisation of the agreement, NTPC shall deposit the entitled amount due under the rehabilitation option for purchase of land in the bank account of PAP. However, money can be withdrawn by PAP only for purchase of land on submission of requisite sale papers. If the PAPs are unable to purchase land within a year, the option will automatically be changed to RG and the balance money will be reverted back to NTPC.

3.4.3.4 For making the option effective NTPC shall constitute a task force. This shall comprise of two persons nominated by the Panchayat/ Village Development Advisory Committee (VDAC), one person each nominated by NTPC and District Administration. The representative of District Administration shall not be below the rank of Tehsildar. Apart from this, NTPC shall endeavour to seek the assistance of any retired SDM/ Tehsildar.

3.4.3.5 After submission of photocopy of land registration documents the PAP shall be entitled to receive the land development cost and land registration cost as per entitlement. This will be applicable only for one year from the date of deposit of money in the joint account.

3.4.4 **Release of Rehabilitation Grant (RG)**

The PAP will sign an agreement with NTPC giving his / her acceptance of R&R options, the details of which would be as per para 3.4.6 on signing of the agreement by the PAPs, NTPC will deposit RG amount in Bank in joint names of PAP head and his/her spouse. This grant will be used for creation of any asset for enhancing his standard of living and can not be withdrawn otherwise, during the initial 6 months.

3.4.5 **Release of Resettlement and other related grants**

3.4.5.1 The PAP shall open a joint account in the bank. This account shall be in the name of PAP and his/her spouse. In case of unmarried or widow/ widower, the PAP shall open the account in his/ her own name. The opening of bank accounts will be facilitated by NTPC.

3.4.5.2 After opening the bank account the PAP shall enter into a written agreement with NTPC giving his/ her acceptance to the R&R option. The details of the agreement would be stated in para 3.4.6.

3.4.5.3 On finalisation of the agreement, NTPC shall deposit the various resettlement grants including that of self resettlement, if any, immediately on vacation of the acquired land by the PAP and handing over his property free of all encumbrances to NTPC.

3.4.6 Signing of agreement by all PAPs

Each PAP will sign an agreement with NTPC in which he/she will undertake acceptance of R&R options as provided in the RAP as full and final settlement of all R&R obligations and that he/she will not have any further claims towards R&R. All grants including those for resettlement and rehabilitation, would be released only on signing of such agreement.

3.5 PAP Info Passbook

An Info passbook giving relevant details of PAP viz. his name, unique identification number assigned to individual PAP, address, family details as defined in para 2.1.2, details of land and other assets acquired, compensation paid, R&R entitlements etc. would be prepared. The unique identification number assigned to individual PAP would be the reference for all his/ her future communication. The passbook will have the photograph of PAP and his/her spouse and will be attested both by the representative of revenue department and NTPC. This passbook would also facilitate the PAP in getting the medical benefits.

3.6 PAP Identity Card

In addition to issue of pass book, each eligible PAP will be issued an identity card by NTPC to facilitate his identification and for reference and availing various facilities. The unique identification number assigned to the PAP alongwith his photograph and family details will be printed/written on the identity card, which would be laminated. This will be issued immediately at the start of the implementation of the R&R activities.

CHAPTER-IV INSTITUTIONAL SET UP

4.1 Consultation and Participation

The consultation with PAPs and NGOs are vital for assessing their requirement of R&R. This will be done in NTPC in a participative manner through following formal mechanisms.

4.1.1 Public Information Centre (PIC)

To maintain transparency and keep PAPs informed, NTPC will establish PICs at projects where relevant documents would be kept for reference for the period of formulation and implementation of RAP. PAPs will also be encouraged to register their queries/grievances at PIC. R&R staff will be available at PICs for interacting with PAPs. The PIC shall function till completion and closure of RAP.

4.1.2 Village Development Advisory Committee (VDAC)

For institutionalising the public consultation for preparation and implementation of rehabilitation schemes/RAPs, in a participative manner, NTPC shall establish VDACS for the period of formulation and implementation of RAP. The members of VDAC may include representatives of PAPs, Gram Panchayats, Block Development Officer, other representatives of State Government and NGOs etc. Regular meetings shall be held, the records maintained and shared. The VDAC will be established immediately after initiating notifications under section 4 of LA Act and establishment of project R&R Cell and shall continue till the completion and closure of RAP.

4.1.3 Sociologist

R&R requires complex mix of skills to address the need of understanding social, cultural and traditional aspects of the people affected due to setting up of the project as also for better communication with PAPs and other stakeholders. To fulfil these objectives, sociologists with requisite qualification will be deployed immediately on establishment of Project R&R Group till completion and closure of RAP.

4.1.4 NGOs

NGOs are identified as important stakeholders and will be involved in consultation process as well as during the implementation of various activities of RAP. This will, however, depend on specific requirements and need felt by the project.

4.2 Implementation Monitoring and Evaluation

4.2.1 The R&R scheme will be monitored and evaluated periodically during the implementation of R&R plan by RHQ and Corporate R&R Group. The external agency may be considered, if felt necessary.

4.2.2 The R&R activities are the responsibility of the R&R Group. A dedicated R&R group shall be constituted at the project, regional headquarter (RHQ) and Corporate Centre.

4.2.3 Project R&R Group

The R&R group at site will be in close interaction with the State Authorities during the preparation and implementation of the Plan. Although NTPC will develop the plots and infrastructure facilities in the resettlement colony and actively implement the R&R Plan, assistance of the State Authority will be taken for administrative

services like allotment of plots etc. Constant dialogue and regular meetings with the concerned State authorities will be maintained. Implementation will be planned, monitored and corrective measures, if required, will be incorporated in the Plan. Apart from the State Govt., the PAPs, the village leader including the Pradhans will also be consulted and associated during the implementation of the plan. Involvement of R&R group at site will continue till completion of implementation of RAP, preparation and submission of ICR and evaluation of the completed RAP.

4.2.4 Regional R&R Group

The R&R group at the RHQ will have the responsibility for monitoring and evaluation of the implementation of RAP with respect to the time and cost frame and for any other assistance as may be required by the project during the implementation.

4.2.5 Corporate R&R Group

The R&R Group at the CC will be primarily responsible for policy matters, providing guidance to RHQ and projects on R&R matters, assist in approval of Rehabilitation Action Plan (RAP) of the project and coordination with external agencies. After approval of the RAP, the same will be handed over to Corporate Monitoring Group (CMG) for regular monitoring through Project Review Team (PRT) meetings etc.

4.2.6 Social Impact Evaluation (SIE)

An audit of the RAP plan shall be conducted by the Project/Regional Headquarter (RHQ) in the form of a Social Impact Evaluation (SIE) study/survey on completion of the plan in consultation with Corporate R&R Cell. Evaluation could be done through the development of a Standard of Living Index (SOLI) and the same will be evaluated pre and post acquisition of affected vs unaffected villages. The external agency may be considered, if felt necessary. Audit will also evaluate whether all activities identified in the RAP have been completed satisfactorily and will give recommendation for necessary modification/corrective measure, if any, for the future projects. Individual PAP-wise data will also be compiled for comparison of his pre and post acquisition status and restoration of livelihood

4.3 Grievance Redressal System

4.3.1 In every project, a Village Development Advisory Committee (VDAC) comprising of representatives of PAPs, State Government & NTPC shall be formed.

4.3.2 Any PAP, if aggrieved for not being offered the admissible benefit as provided for under this Policy, may first move, by petition for redressal of its grievance to the VDAC.

4.3.3 In case the aggrieved PAP is not satisfied by the action taken by the VDAC he may prefer an appeal to the Head of the Project.

4.3.4 In case the aggrieved PAP is still not satisfied by the action taken by the Head of the Project, he / she may appeal to the Executive Director of the region, whose decision, however, will be final and binding.

4.4 Time schedule for RAP

4.4.1 Formulation of RAP

The RAP will be formulated after the finalisation and certification of the list of PAPs by the District Administration.

4.4.2 Duration of RAP

The implementation of RAP will start after the signing of agreement with the individual PAP. The duration of RAP will vary between project to project but normally will not exceed the scheduled date of commissioning of the project.

4.4.3 Completion and Closure of R&R activities

On completion of audit the R&R activities would be deemed as completed and the R&R group at the project would be closed and all data pertaining to R&R shall be handed over to project HR department. On closure of R&R group, community development requirements if any, would be the responsibility of project CSR Group. An implementation completion report (ICR) will also be made and shared with the stakeholders.

CHAPTER-V APPLICABILITY

5.0 Mode and Applicability

5.1 This revised policy shall be applicable only to future greenfield / expansion projects i.e. the projects approved by the Govt. subsequent to the adoption of this policy. This policy will be applicable to all NTPC projects in power generation as well as in the diversified areas. It will also be applicable to all its 100% subsidiaries. It will not be applicable to the Projects which are in operation or under construction or where the process of land acquisition has already been started and the expansion projects where a small quantity of land up to the tune of 100 Ha (including Government, forest and private land) may be required. The chapter on additional facilities will however, also be applicable to NTPC projects where R&R activities have been undertaken in the past.

5.2 Expansion projects requiring land up to the tune of 100 Ha (including Government, forest and private land)

For such projects, efforts will be made for one time-negotiated settlement of compensation (inclusive of R&R benefits) under LA Act, through District Collector. In addition, all efforts will be made to minimise / avoid the acquisition of private land. However, a community development plan will be prepared in consultation and participation. In case that a negotiated settlement is not feasible then the provisions as outlined above will be applicable.

NTPC's

Policy on Resettlement & Rehabilitation

II. Guidelines on Facilities

for

Project Affected Persons

National Thermal Power Corporation Ltd.

New Delhi

INDIA

June 2005

Guidelines on Facilities for Project Affected Persons /Land Oustees

1.0 Basic Issues and Strategies

1.1 The formulation and implementation of RAP is an integral part of the project activity and therefore, needs to be completed within a specified budget and time schedule. Thereafter, the RAP is to be considered as completed and closed. However, there are certain economic opportunities arising out of need for goods and services by the project and its township, which are limited and could be extended to project affected families/persons as additional facilities over and above the entitlements. Nonetheless, these opportunities need to be extended to the PAPs/ Land Oustees to the extent possible and continued after the completion and closure of RAP.

1.2 The Economic Opportunities

1.2.1 The economic opportunities include preference to PAPs/ land oustees in the project and its township in following area:

- i) Employment with contracting agencies
- ii) Allotment of shops/ kiosks
- iii) Award of petty contracts
- iv) Vehicle hiring
- v) PCO/ Internet kiosks
- vi) Newspaper vending
- vii) Vendor permit
- viii) Courier service
- ix) Any other opportunity deemed fit by the project

1.2.2 The PAPs/ LOs would be entitled for only one additional economic opportunity subject to availability and to the extent possible.

1.3 Categories of Affected Population

The categories of the PAPs/land oustees at each project will be regulated as per the respective guidelines/policies governing those projects from time to time.

2.0 Employment with contracting agencies

2.1 During the construction phase of the project, ample opportunities will be available with the contracting agencies and other associates where the PAPs could seek employment. Further, limited opportunities are also available during the operational phase of the project. However the intention is to only facilitate the PAPs and NTPC has no obligation whatsoever to provide any employment.

2.2 NTPC will make efforts for provisions kept in conditions of contract to meet up to 60% requirement of the unskilled work force of the contracting agencies preferably from amongst the PAPs / land oustees based on the suitability as may be judged by the contracting agencies. Preference will be given for PAP workforce in other categories. However the intention is to only facilitate the PAPs and NTPC has no obligation whatsoever to provide any employment.

Towards this, specific provision will be incorporated in the contracts being awarded by the NTPC including those being awarded from Corporate Centre, Regions and Projects. Effective system will be placed in place in the projects for making this clause effective. PIC will be the focal point for such activity. NTPC will also make efforts for upgradation of skills in the PAP workforce to maximize the number of PAPs and their dependants who can be engaged in this opportunity. Though maximum such opportunities will be available during construction period, but it is expected that a sizeable number of PAPs and their dependants can be facilitated through such programme during project operation also.

3.0 Allotment of shops / Kiosks

3.1 NTPC develops shopping complexes and kiosks in its townships to cater to the needs of its employees. These shops provide good opportunity for income generation. NTPC Project will reserve 40% of the shops and 80% of the kiosks for allotment to PAPs / land oustees.

3.2 The process of allotment of shops and other terms and conditions will remain same as applicable to general category.

3.3 As and when the applications are invited for allotment of shops / kiosks, adequate publicity will be made in the villages and the Gram Panchayat of the affected villages will be informed in writing.

3.4 In case where the applications are not submitted by the PAPs / land oustees, these shops / kiosks will be kept reserved for a period of one year. During this period, a PAP / land oustee can submit the application for allotment of shop / kiosk which will be considered by the project.

3.5 However, if it is found that the allotted PAP has sublet the shop / kiosk, the allotment shall be withdrawn immediately.

4.0 Award of petty contract

4.1 Formation of Cooperative of PAPs / land oustee

4.1.1 In order to promote that the work of petty contract is not only awarded to PAP / land oustees, but also implemented by them, formation of their cooperative is encouraged. Thus, the preference for award of petty contract will be limited to such registered cooperatives involving 100% PAP workforce. In case cooperative is not feasible at some projects, the projects may devise systems with the approval of RHQ for awarding contracts to individual PAPs/land oustees ensuring 100% PAP workforce. However, all legal and HR requirements as per the law of the land will have to be followed in letter and spirit by the cooperatives/PAPs. However the intention is to only facilitate the PAPs and NTPC has no obligation whatsoever to provide any employment.

4.2 Eligibility

4.2.1 The project will facilitate the formation and registration of cooperatives and will regularly scrutinize the membership of the cooperatives to ensure that only the eligible PAPs / land oustees become the member of these cooperatives. A PAP / land oustee will be eligible to become member of only one cooperative. The cooperative will have to comply with all application laws and their mandatory requirements, as applicable in various states and UTs from time to time. NTPC may however, facilitate the process. The project will also prepare a roster of the cooperatives to ensure that each cooperative gets equal opportunity in getting the award of petty contracts, taking into consideration the number of members in each cooperative.

4.3 **Area of Petty Works**

Each project will identify specific works, which could be awarded as petty contract. These could include the following:

- i) The horticulture works (including grass cutting in plant / township, planting and nursing of trees, tree maintenance / cutting works, supply of good earth and cow dung manure, provision of tractor trolley, surface dressing / disposal of surplus earth etc).
- ii) House keeping works in plant, township (including hospital).
- iii) Drain cleaning, dewatering of areas / drains.
- iv) Painting and white washing of buildings / structures in plant and township including petty painting works like banner etc.
- v) Water cooler cleaning.
- vi) Material handling in Central stores.
- vii) Scrap / waste collection and handling (including segregation of bio degradable/ non-biodegradable (in plant, office and township) material.
- viii) MGR track maintenance, ash pipeline maintenance
- ix) Machine maintenance in workshops, coal sampling, floating debris removal from intake channels, ash dyke maintenance, assistance in plant operation, maintenance of ESP, boiler, chemical handling etc.
- x) Civil construction works in RCs / Villages.
- xi) Running of Ash Brick Plants and manufacture of ash bricks.
- xii) Any other works deemed fit by the project.

However, the list is suggestive and may vary from project to project depending upon the local conditions and the need and requirements of specific project.

4.4 **Value of Petty Works**

The value of such work to be awarded as petty contract shall be limited to Rs.20.0 lakhs. There will not be any requirement of EMD for such petty contracts awarded to PAPs/ LOs cooperatives.

4.5 **Award of work**

The work will be awarded to cooperatives on pre approved rate contract on single tender basis. The rate contract will be fixed by the project on yearly basis as per the established procedure, with the approval of competent authority. The project will also

prepare a roster of the cooperatives to ensure that each cooperative gets equal opportunity in getting the award of petty contracts, taking into consideration the number of members in each cooperative. All prevalent guidelines/requirements of the government agencies however, will have also to be followed in such contracts.

5.0 Vehicle Hiring

5.1 Need for Vehicle Hiring

5.1.1 The project would estimate the requirements of hiring of vehicles for the various departments of the projects from time to time viz. Construction stage, O&M stage etc. Hiring of vehicles would be undertaken only from PAPs / land oustees. The PAPs would be encouraged and facilitated by NTPC to get the vehicle financed through Bank loans.

5.1.2 NTPC would declare in advance its requirements of the type of vehicle viz. Open jeep, closed vehicle, ambulance, bus etc.

5.2 Fixation of Rates

5.2.1 The rates would be worked out in such a manner that the owner of the vehicle gets at least a minimum wage equivalent to a semi skilled casual worker in case of jeeps (rates of which would be declared by the State Government from time to time) after payment of installment for the loan obtained from the bank.

5.3 Hiring Period

5.3.1 The scheme could be operative for 5 years or full repayment of Bank loan whichever is earlier. NTPC would be under obligation to engage the vehicle for the full period of repayment of bank loan and would resort to disengagement of vehicle during this period only under exceptional circumstances like accident, repetitive gross negligence of duty etc.

5.3.2 This additional facility can, however, be availed only once and will not be renewed for the same vehicle owner PAP / land oustee after 5 years repayment of loan from Bank whichever is earlier. In case the PAP / land oustee wants to finance the purchase of the new vehicle from his own sources, the same rates would be applicable.

5.3.3 For vehicle requirements for outstation duties, separate rates would be worked out which would also include in addition to above, overtime, outstation charges etc.

5.3.4 Other opportunities would, however, be available to the concerned PAP / land oustee after 5 years, should he desire to opt for one.

6.0 PCO/ Internet Kiosk

6.1 NTPC would reserve the right of allotment of PCOs/internet kiosks in its township and the project area. This area would also be exclusively reserved for PAPs / land oustees.

6.2 NTPC would facilitate PAPs / Land oustees in getting loans for establishing such kiosks / café from banks. Quality of service, however, would not be compromised and any let up in this regard would allow the project authorities to cancel the allotment and reallocation to other willing / deserving PAP / land oustee. All bank requirements will however have to be fulfilled by the PAPs in availing the loan.

6.3 The timely repayment / setting of bills to the Telecom authorities / ISPs would also have to be ensured by the allottee. All other terms and conditions as that applicable to shops / kiosks would also be applicable in this case.

7.0 **Newspaper Vendor**

7.1 It has been observed that a lot of requirement of newspaper, magazines etc. exists for township residents, clubs, recreation centres, service population, projects etc. This will be exclusively reserved for PAPs / land oustees.

7.2 Project authorities would facilitate willing PAPs / land oustees to get allotted such agency who in turn will also have to engage PAPs / land oustees (who have not availed any other economic additional benefit mandatorily. NTPC's role would be limited to facilitating the allotment. Once allotted, the same would have to be managed by the allottee who will be solely responsible for its day to day functioning including payment to its distributing boys etc.

8.0 **Vendor Permit**

8.1 As has been observed, once NTPC township is established, there is a daily requirement of perishable items such as vegetables, fruits, milk, poultry products etc. collection of waste material (kabadiwala) etc.

8.2 NTPC shall exclusively reserve the right of allotment of sale / collection of such items in its township area to PAPs / land oustees.

8.3 NTPC shall issue time bound licenses for such vends which could be renewed from time to time.

9.0 **Courier Service**

9.1 An inter-department requirement of daily transportation of dispatch documents / dak exists at projects. This could be done through PAPs / land oustees by awarding a contract to a small group of PAPs / land oustees.

9.2 A number of stations could be identified for collection / disbursement of dak and a system could be devised for collection / disbursement once / twice in a day (depending upon the area / requirement) from forward / reverse directions.

10.0 **Implementation**

- 10.1 The implementation of these facilities to be provided to the PAPs / land oustees shall be the responsibility of Project HR Group right since inception, even during the implementation of the RAP. The HR Group may, however, consult the project R&R group in related matters from time to time.
- 10.2 The HR Group shall prepare the lists of PAPs /land oustees and keep a track of the facilities provided to individual PAPs / land oustees. However, it would be ensured that only one additional economic opportunity is provided to a PAP / land oustee.
- 10.3 Any grievance recorded at PIC /VDAC or to any representative of R&R Group would be forwarded to Project HR Group for redressal. However, the contact point for interaction with PAPs / land oustees shall be project R&R Group till such time it is in operation at the project. After closure of R&R Cell, the responsibility of interaction / focal point shall be shifted to the HR executive identified for the purpose.
- 10.4 NTPC will facilitate each PAP/ land oustees to open a bank account for the purpose of getting the wages credited directly into their bank account. Efforts will be made to encourage the cooperatives/ contractors to make the payment to individual PAP/ Land oustees through their bank account only.