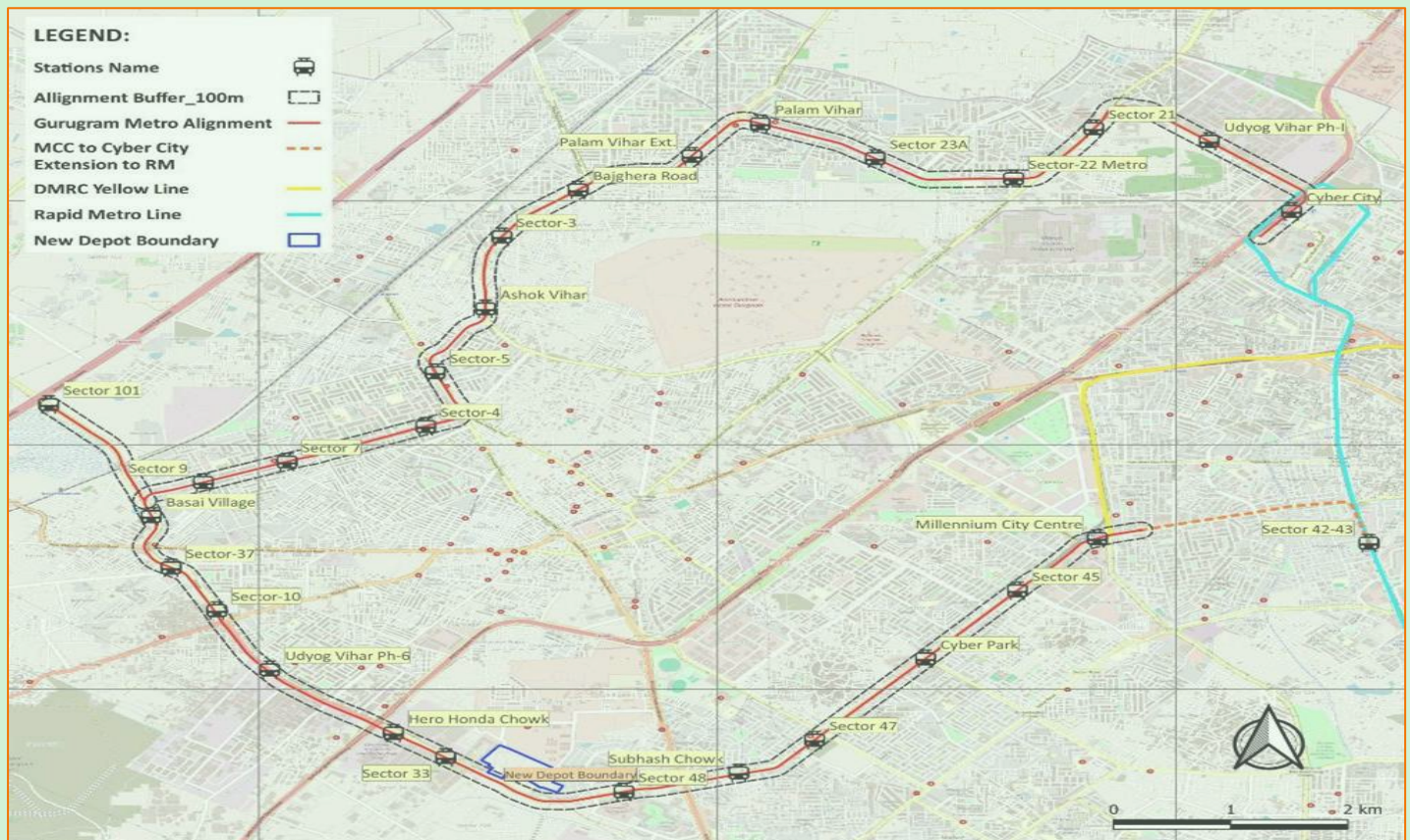


GURUGRAM METRO RAIL PROJECT

Sustainable Multimodal and Resilient Transport for Haryana



Stakeholder Engagement Plan

Metro Connectivity from Millennium City Centre to Cyber City

June 2026



Swift Safe and Sustainable

GURUGRAM METRO RAIL LIMITED

Table of Contents

List of Tables	ii
List of Figures	ii
List of Annexures	ii
List of Acronyms	iii
1 Introduction/Project Description	4
1.1 Project Corridor.....	4
2 Objective/Description of Stakeholder Engagement Plan (SEP)	5
3 Stakeholder Identification and Analysis	5
3.1 Methodology.....	5
3.2 Affected Parties.....	5
3.3 Other Interested Parties	6
3.4 Disadvantaged/vulnerable individuals or groups	6
4 Stakeholder Engagement Program	7
4.1 Summary of Stakeholder Engagement done during ESIA Report Preparation	8
4.2 Summary of project stakeholder needs and methods, tools, and techniques for stakeholder engagement.	13
4.3 Proposed Strategy to Incorporate the Views of Vulnerable Groups	17
4.4 Implementation Arrangements and Resources	18
5 Grievance Mechanism (GM)	20
5.1 Existing public grievance redress practices at the National and State Levels	21
5.2 Grievance Handling Process.....	22
5.3 Labour GM	25
5.4 Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH) GM	25
6 Monitoring and Reporting	26
6.1 Summary of how SEP implementation will be Monitored and Reported	26
6.2 Reporting Back to Stakeholder Groups.....	27
Annexures	29

List of Tables

Table 1-1: Project Corridor.....	4
Table 3-1: List of Vulnerable Groups and Possible Barriers	7
Table 4-1: Stakeholder Categories and No. of Participants	8
Table 4-2: Details of Stakeholder Consultations and Interviews	9
Table 4-3: Issues Raised, Discussed, and Mitigation Measures	10
Table 4-4: Information Dissemination and Modes of Engagement.....	14
Table 4-5: Implementation Arrangements	18
Table 4-6: Estimated budget for SEP Implementation	19
Table 5-1: GRC.....	20
Table 5-2: Grievance Handling Process.....	22

List of Figures

Figure 1-1: Proposed Metro Alignment	4
Figure 5-1: Flowchart of Grievance Mechanism	21

List of Annexures

Annexure 1: Detailed Summary of Consultations and Interviews	29
Annexure 2: Public Consultation Pictures.....	47
Annexure 3: Grievance Redressal Committee (GRC) for GMRP	52
Annexure 4: Grievance Form	58
Annexure 5: Grievance Monitoring Sheet	59
Annexure 6: Meeting Record Form.....	60
Annexure 7: Resolution Form	61
Annexure 8: Feedback Form	62
Annexure 9: Sample Table – Monitoring and Reporting on the SEP	63

List of Acronyms

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

1 Introduction/Project Description

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

The ESIA Study has been prepared in accordance with the World Bank's (WB) Environmental and Social Framework (ESF).

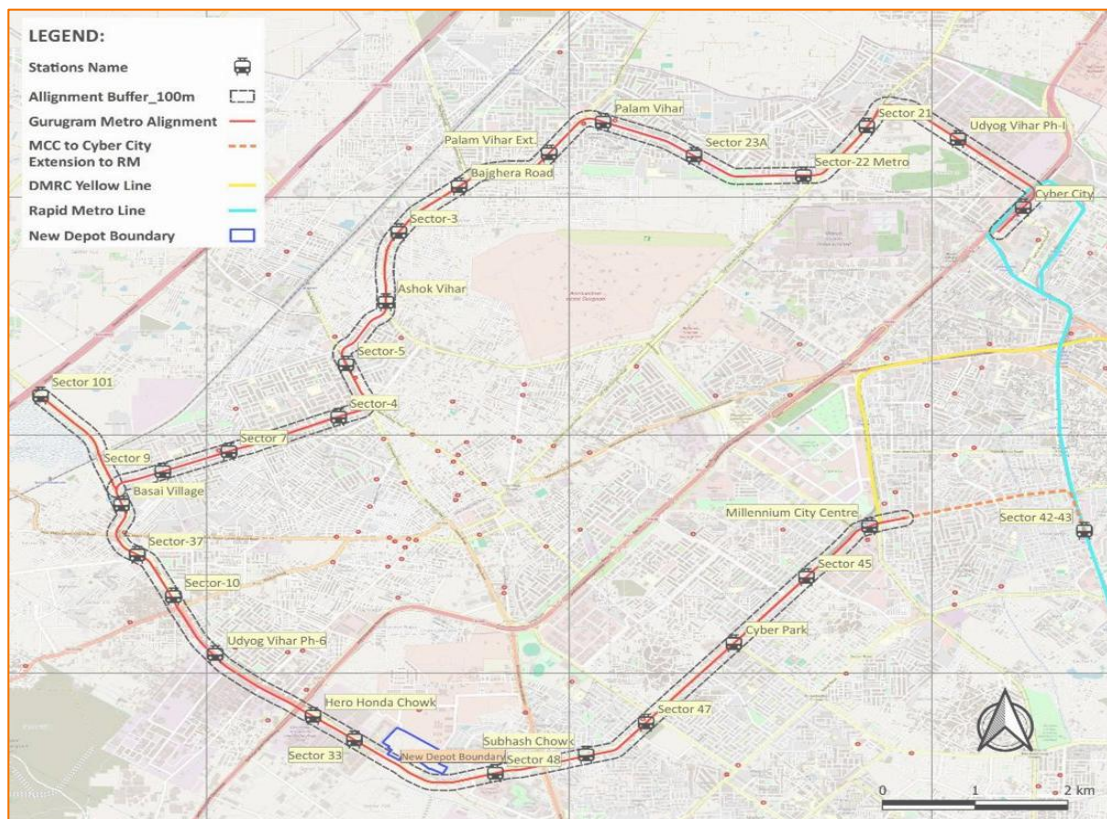
1.1 Project Corridor

The GMRP corridor is 29.05 km in length and has 27 elevated stations. The primary corridor, spanning 27.20 km, is from MCC to Cyber City and includes 26 stations. A 1.85 km spur is planned to connect the Dwarka Expressway from Basai Village to a single station. The GMRP corridor details are provided in **Table 1-1**. The location Map of the project area is shown in **Figure 1-1**.

Table 1-1: Project Corridor

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

Figure 1-1: Proposed Metro Alignment



2 Objective/Description of Stakeholder Engagement Plan (SEP)

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

3 Stakeholder Identification and Analysis

3.1 Methodology

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

3.2 Affected Parties

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

- a. **Title Holders:** Owners of the following establishments
 - i. Private vacant land
 - ii. Residential Properties
 - iii. Commercial Properties
 - iv. Resi-cum-comm Properties.
- b. **Non-Titleholders:**
 - i. Informal settlers (encroachers) and informal occupiers (squatters, including movable vendors) of residential, commercial, and Resi-cum-comm. establishments
 - ii. License taken from Municipal Corporation of Gurugram (MCG)¹.
- c. **Others:**
 - i. Tenants of commercial or Resi-cum-comm. establishments
 - ii. Employees of commercial establishments
 - iii. Nearby Communities

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

3.3 Other Interested Parties

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

- a. Resident Welfare Associations (RWAs)
- b. Market Associations
- c. Elected Representatives
- d. Civil Society Organisations/Non-Governmental Organisation (NGO)
- e. Media
- f. Haryana Shahari Vikas Pradhikaran (HSVP)
- g. Haryana State Industrial & Infrastructure Development Corporation (HSIIDC)
- h. Haryana State Pollution Control Board (HSPCB)
- i. Haryana Vidyut Prasaran Nigam Limited (HVPN)
- j. Dakshin Haryana Bijli Vitran Nigam Limited (DHBVNL)
- k. Gurugram Metropolitan Development Authority (GMDA)
- l. Municipal Corporation of Gurugram (MCG)
- m. Delhi Metro Rail Corporation (DMRC)
- n. National Capital Region Transport Corporation (NCRTC)
- o. National Highway Authority of India (NHAI)
- p. Contractors
- q. Directorate of Archaeology and Museums, Haryana (DAM)
- r. Archaeological Survey of India (ASI)
- s. Haryana State Biodiversity Board (HSBB)
- t. National Biodiversity Authority (NBA)
- u. District Administration
- v. Traffic Police Department
- w. Forest Department
- x. Labour Department
- y. Indian Railway
- z. Transport Department of Haryana
- aa. Auto & Taxi Unions
- bb. Builders/Developers
- cc. NGOs interested in Basai KBA/IBA, ponds, and bird enthusiasts
- dd. Utility and Service Providers, etc.

3.4 Disadvantaged/vulnerable individuals or groups

The GMRP may affect vulnerable or disadvantaged groups, who may face barriers in accessing the project information or other project benefits. The List of vulnerable groups and possible barriers includes, but is not limited to, those outlined in **Table 3-1**.

Table 3-1: List of Vulnerable Groups and Possible Barriers

S. No.	Vulnerable Groups	Possible barriers for vulnerable groups to access information and/or other project benefits
1	Women Headed Households (WHH)	• May feel uncomfortable sharing opinions or raising concerns in the presence of men. • May encounter inadequate representation stemming from misconceptions about women's capabilities and their limited involvement in the decision-making process. • Typically occupied with familial responsibilities and balancing various household chores and work commitments to sustain their families.
2	Elderly People	• Communication obstacles, physical accessibility, health issues and limited access to or proficiency with technology may hinder elderly people from accessing information.
3	Persons with Disabilities (PWD)	• Formats of communication and information materials. • May face potential exclusion during project planning and in accessing benefits due to physical accessibility constraints.
4	Scheduled Castes (SC)	• May feel unwelcome to attend events (fear of discrimination or prejudice). • May not be informed about public events. • Language of project-related documents and information. • May face challenges due to their limited education and socio-economic conditions.
5	People Below Poverty Line (BPL)	• May face challenges due to their limited education and socio-economic conditions. • Challenges related to transportation costs for attending events. • Language of project-related documents and information.
6	First-time users of Metro (also commuters with low levels of literacy)	• Lack of familiarity with signage and facilities such as elevators and escalators. • Unfamiliarity with the ticketing process and metro card recharging procedures. • Confusion at security checkpoints and queues.

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

4 Stakeholder Engagement Program

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

- a. **Openness:** Public consultations shall be arranged throughout the project's life cycle. These consultations will be carried out in an open and transparent manner, free from external manipulation, interference, coercion, or intimidation.

- b. **Informed participation and feedback:** Information shall be provided to all stakeholders in a suitable format. Opportunities shall be provided to communicate stakeholders' feedback and to analyze and address comments and concerns.
- c. **Inclusiveness and sensitivity:** Stakeholder engagement shall prioritize inclusive participation, ensuring all stakeholders are involved in consultations. Equal access to information shall be provided, and engagement methods shall be sensitive to diverse needs, with special attention given to vulnerable groups to ensure they benefit from the project.
- d. **Flexibility:** If traditional face-to-face engagement is hindered by social distancing, cultural dynamics, or governance issues, alternative methods such as internet or phone communication shall be utilized.
- e. **Gender sensitivity:** Consultations shall be organized to ensure equal access for all genders. When necessary, GMRL shall arrange separate meetings and focus group discussions (FGDs) by ensuring the participation of facilitators of the same gender as the participants (if available).
- f. **Cultural appropriateness:** The activities, format, timing, language and venue shall be designed to ensure cultural appropriateness.

4.1 Summary of Stakeholder Engagement done during ESIA Report Preparation

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

Consultations were conducted with various stakeholders, including affected residents, shop owners, RWA members, police officials, and women as metro and transport users. A total of 194 persons (127 male and 67 female) participated in these consultations including 69 PAPs (63 male and 6 female) including vulnerable groups, 63 other interested parties, 13 police officials (1 male and 12 female), and 49 women as transport users. The stakeholder categories and No. of Participants in consultations are given in **Table 4-1**. Detailed information on stakeholder consultations and interviews is provided in **Table 4-2**, while issues are raised, discussed, and mitigation measures are provided in **Table 4-3**. The detailed summaries of the consultations and interviews are provided in **Annexure 1**, and the pictures of these consultations are presented in **Annexure 2**.

Table 4-1: Stakeholder Categories and No. of Participants

S. N.	Type of Stakeholder		Male	Female	Total	%
1	PAPs		55	3	58	29.90
2	Project Affected	Elderly	3	1	4	2.06
3	Vulnerable Groups	Banjaras	5	2	7	3.61

S. N.	Type of Stakeholder		Male	Female	Total	%
4	Other Interested Groups	General Public	19	-	19	9.79
5		RWA Members	7	-	7	3.61
6		Street & Fruit Vendors	16	-	16	8.25
7		Auto Drivers	13	-	13	6.70
8		E-Rickshaw	5	-	5	2.58
9		NGO	3	-	3	1.55
10		Police Officials	1	12	13	6.70
11		Women as Transport Users	-	49	49	25.26
Total			127	67	194	100

Table 4-2: Details of Stakeholder Consultations and Interviews

S. N.	Date	Location	Type of Stakeholder	Male	Female	Total
Consultations and discussions with Affected Persons, including Vulnerable Groups						
1	21.12.2023	Sector 4, Gurugram	Affected Vulnerable Group (Elderly)	3	1	4
2	21.12.2023	Sector 4 & 5	Affected Persons (Fruit Vendors)	8	-	8
3	22.12.2023	Rezangla Chowk	Affected Vulnerable Group (Banjaras)	5	2	7
4	29.12.2023	Ashok Vihar	Affected Persons (including Vulnerable Group)	9	1	10
5	08.01.2024	RITES Office, Gurugram	Affected Persons	4	-	4
6	10.01.2024	Ashok Vihar	Affected Persons	17	2	19
7	25.01.2024	Rao Gajraj Singh Chowk	Affected Persons	5	-	5
8	29.01.2024	Rao Gajraj Singh Chowk	Affected Persons	5	-	5
9	30.01.2024	Rao Gajraj Singh Chowk	Affected Persons	3	-	3
10	05.02.2024	Sector 33	Affected Persons	4	-	4
Consultations and Discussions with Other Interested Groups						
1	21.12.2023	Sector 10A	RWA Members	7	-	7
2	21.12.2023	Sector 10	Fruit Vendors	8	-	8
3	21.12.2023	ESIC Hospital, Sector 7	Auto Drivers	8	-	8
4	21.12.2023	Sector 7	General Public	5	-	5
5	21.12.2023	Sector 48	Street Vendors	8	-	8
6	27.12.2023	RITES Office, Gurugram	General Public	4	-	4
7	25.01.2024	Jwala Mill, Phase 4	E-rickshaw Driver	5	-	5
8	25.01.2024	Rao Gajraj Singh Chowk	General Public	6	-	6
9	29.01.2024	Udyog Vihar Phase 4	General Public	4	-	4
10	30.01.2024	Palam Vihar Mor	Auto Drivers	5	-	5

S. N.	Date	Location	Type of Stakeholder	Male	Female	Total
11	15.10.2024	KBA/IBA in Sector 101, Basai	NGO	3	-	3
GBV Consultation and Discussions with Police Officials						
1	21.12.2023	Palam Vihar	Police Officials	-	5	5
2	22.12.2023	Sector 51	Police Officials	-	5	5
3	29.12.2023	Palam Vihar	Police Officials	-	2	2
4	29.12.2023	Jhadsa, Sector 39	Police Officials	1	-	1
GBV Consultation and Discussions with Women as Transport Users						
5	29.12.2023	Gurugram	Women as Transport Users	-	49	49

Table 4-3: Issues Raised, Discussed, and Mitigation Measures

Stakeholder Groups	Issues Raised and Discussed	Response Provided
Project Affected Persons	a. Requested to review the alignment and station plan to avoid impact on their structure.	a. The Detailed Design Team will review the alignment and, if possible, modify it. The findings will be communicated to the participants.
	a. Requested to share the timelines of construction and land acquisition.	a. The construction work will likely start at the end of 2024 or sometime in early 2025.
	a. Requested to share how their loss will be compensated and what will happen to the remaining land.	a. The land shall be acquired through the Mutual Negotiation/Direct Purchase Method; in case of failure in negotiation, it shall be acquired through the RFCTLARR Act, 2013 ² . b. Compensation will be paid as per the RFCTLARR Act, 2013, for their losses. c. They were informed that GMRL will acquire the remaining land if the remaining land is unviable.
	a. Suggested that the station entry and exit need to be reconsidered and proposed along the station extension rather than on the left and right sides of the station. b. The locations where ramp/stairs for entry & exit points are proposed to be constructed may be expected to block the roads, which are the only entry-exit points for residents residing in said lane.	a. The participants were informed that the entry/exit will not be blocked during construction. b. In the event of potential income reduction during the construction phase due to restricted access to shops, affected individuals were informed that the matter would be discussed with GMRL. They were also advised to maintain up-to-date records of their Income Tax Returns

²The Government of Haryana has approved and gazetted GMRL's Policy for Direct Purchase of Private Land or Property through Mutual Negotiation. Now, the Land required for the GMRP will be purchased through negotiation in accordance with this policy; if negotiations fail, the land will be acquired under the RFCTLARR Act, 2013.

Stakeholder Groups	Issues Raised and Discussed	Response Provided
	c. Proposed metro facilities shall close the front of the shops, which the wall of the metro project shall cover. It will cause significant financial losses for shopkeepers and may also drive them into vagrancy.	(ITR) and Goods and Services Tax (GST) filings to facilitate accurate income assessment. This will support the provision of appropriate compensation for any loss of income resulting from limited access to their establishments during the construction period.
	a. Fruit Vendors have concerns that the metro project would have negative impacts in terms of loss of income and customers during the construction period. b. Suggested that traffic management is very necessary during construction as the area is very congested.	a. The participants were informed that traffic during construction will be managed with the support of the traffic police.
	a. Marble merchants in Sector 33 (Depot location) filed a petition alleging that the authority (HSVP, earlier known as HUDA) has not adopted fair and appropriate criteria/methods for the newly allotted site. The marble market area falls within the proposed depot location and has received a stay order from the Hon'ble Court on its operations. They have stated that they will not participate in the census and socio-economic survey until the Hon'ble Court orders them to vacate the location.	a. The marble merchants were informed that the census and socio-economic survey will be conducted after the Hon'ble Court issues its verdict on the matter.
Other Interested Groups	a. Proper and designated space for autos and e-rickshaws to avoid chaos at metro stations.	a. The participants were informed that the issue would be discussed with GMRL and incorporated into the design, if feasible.
	a. Street vendors near the metro station would increase the chances of traffic jams. b. A parking space would be beneficial for metro users.	a. Participants were informed that a first aid kit is already incorporated in the design, and their concerns about dedicated auto and taxi parking will be discussed with the GMRL and Detailed Design Team.
	a. Requested to pay compensation if their shops are closed or affected during the construction phase of the metro.	a. Compensation would be provided if their shops were affected during the construction period in accordance with the RFCTLARR Act, similar to what is offered to other PAPs.
	a. Seasonal street vendors will not have any impact due to the proposed project.	a. A water sprinkling and traffic management plan will be developed to mitigate dust emissions and ensure safe pedestrian access near

Stakeholder Groups	Issues Raised and Discussed	Response Provided
	b. Auto, e-rickshaw, taxi, and feeder services would be beneficial for metro users for last-mile connectivity. c. Provisions for dust pollution reduction and management of service lanes during the construction phase. d. Traffic management plan for temporary interruptions to vehicular and pedestrian traffic to avoid jams. e. The project will have negative impacts in terms of loss of income as road traffic is diverted to the metro. f. Auto fare would be reduced during the construction phase. g. Provisions for CCTV at major GBV hotspots. h. Provisions for cameras at stations and nearby locations should be proposed. i. Screening of GBV-related major crimes and their punishment to be displayed at the metro stations to make commuters aware. j. Only those auto and taxi drivers shall be allowed at metro stations whose police verification is being done regularly. k. Suggested photographs of those auto and taxi drivers with criminal records should be displayed at metro stations. l. Concerned police stations should be consulted at the time of construction to identify grey areas and hotspots for regular police patrolling and CCTV installation. m. Separate and dedicated space for autos and taxis. n. Police booth with a residential facility at the station location for 24x7 police officials' deployment. o. Provisions for the deployment of police officials, both men and women, at the entry or exit of metro stations to restrict bad elements at and near metro premises. p. Metro premises must have Sanitary Pad Vending Machines, Transparent Elevators, Gender Neutral Toilets, Dedicated Women Coaches, and Apps for Online Complaints.	construction sites during the construction phase. Other suggestions will be incorporated into the design as feasible.

Stakeholder Groups	Issues Raised and Discussed	Response Provided
	q. Emergency helpline numbers must be displayed at and near metro premises and require immediate response from them. r. Provisions for Platform Screen Door (PSD) to prevent accidents, objects falling on track, and trespassing.	
Vulnerable and Disadvantaged Group	a. Requested to share the timelines of construction and land acquisition. a. Requested to share how their loss will be compensated and what will happen to the remaining land. b. Vendors have concerns that the metro project would have negative impacts in terms of loss of income and customers during the construction period. c. They do not want compensation in monetary form; instead, a license from a local body is to be provided to all affected vendors against their losses. d. Requested to avoid the impact, and if their structures get affected, compensation shall be paid or provide space nearby.	a. The construction work will likely start at the end of 2024 or sometime in early 2025. a. The land shall be acquired through Mutual Negotiation; in case of failure in negotiation, it shall be acquired through the RFCTLARR Act, 2013. b. They were informed that the remaining land will be acquired by GMRL if the remaining land is unviable. c. Compensation will be paid as per the RFCTLARR Act, 2013, for their losses.

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

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

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

Table 4-4: Information Dissemination and Modes of Engagement

Target Stakeholders	Topic of Discussion/Consultation/ Message	Method	Responsibility	Timing of Engagement & Frequency
Preparation/ ESIA Stage				
Directly Affected Persons	a. Project design, scope, approach, benefits, timelines. b. Process for land acquisition, compensation; Impact mitigation measures, including R&R provisions, as approved by the government; payment modalities. c. Specific design interventions for the vulnerable and disadvantaged. d. GBV/ SEA/SH and Mitigation measures e. Road Safety and Traffic Management Measures f. GM Process	a. Household Surveys b. Face-to-Face Meetings c. Transect Walks d. Consultation & FGDs e. Newspaper notices and leaflets f. Emails/ Letters g. Preliminary Notification h. Social Media Account of GMRL i. Print Media	GMRL	a. During the planning phase, prior to implementation (One-on-one meeting with each affected household) b. Continuous through plan preparation.
Other Interested Groups	a. Project design, scope, approach, benefits, timelines. b. Road Safety and Traffic Management Measures c. Specific design interventions for vulnerable and disadvantaged d. Accident and safety issues e. Disruption to services and arrangements during construction f. Community safety measures during construction. g. Relocation of CPRs, damages (cracks, etc.) to assets/structures during construction h. Labour Management i. GBV/ SEA and mitigation measures j. Inputs to ESMP preparation k. GM Process	a. Transect Walks b. Consultation & FGDs c. Newspaper notices d. Emails/ Letters e. Phone Calls f. Formal one-on-one meetings g. Joint stakeholder meetings with government bodies before project implementation. h. Social Media Account of GMRL i. Print Media	GMRL and ESIA Consultant	a. At least two consultations with government bodies per year. b. At least one consultation with a non-governmental organization/institution.

Target Stakeholders	Topic of Discussion/Consultation/ Message	Method	Responsibility	Timing of Engagement & Frequency
Disadvantaged or vulnerable groups	a. Project design, scope, approach, benefits, timelines. b. Process for land acquisition, compensation; Impact mitigation measures, including R&R provisions, as approved by the government.; payment modalities. c. Specific design interventions for vulnerable and disadvantaged d. GBV/ SEA and mitigation measures e. Road safety and traffic management measures f. GM Process	a. Household Surveys b. Consultation & FGDs c. Meetings d. Newspaper notices and leaflets e. Emails/Letters f. Social Media Account of GMRL g. Print Media	GMRL, ESIA Consultant, RAP Implementation Support Agency	a. During the planning phase, prior to implementation b. One-on-one meeting with each affected household c. Continuous through plan preparation.
Implementation and Operation Stage				
Project Affected Persons	a. Mitigation measures b. Land acquisition and compensation process. c. Provisions of eligible entitlements including livelihood restoration activities d. Temporary loss of livelihoods, if applicable, shifting to another location e. Pollution mitigation due to construction and operation f. Possible work opportunities g. GBV/ SEA and mitigation measures h. GM - tools and their usage	a. Households' surveys for preparation of micro plan b. Consultation and FGDs c. Emails/Letters d. Meetings e. Leaflets f. GMRL Website g. Preliminary Land Acquisition Notification h. Social Media Account of GMRL i. Print Media	GMRL through the RAP Implementation Support Agency	a. Continuous – till completion of all RAP activities
Other Interested Groups	a. Mitigation measures b. Issues of waterlogging and urban flooding in nearby settlements. c. Capacity building needs d. Communication and outreach functions e. Disruption of traffic and traffic management plan f. Pollution due to construction and operation	a. Consultations b. Formal one-on-one meetings c. Written communication d. Joint stakeholder consultations e. Emails/Letters	GMRL, RAP Implementation Support Agency	a. Regular meetings (weekly or monthly as per requirements) b. As and when required with all groups.

Target Stakeholders	Topic of Discussion/Consultation/ Message	Method	Responsibility	Timing of Engagement & Frequency
	g. Issues related to drainage and wastewater. h. Choking of drains or waterlogging in nearby settlements. i. Accidents and safety issues j. Management of air, water, and noise pollution, particularly focusing on the benefit of the installed noise barrier k. Disruption to services and arrangements during construction l. Orientation on ESHS provisions. m. Sexual harassment provisions, n. Labour-related aspects as provided in the o. Labor management procedures	a. Media Channel- Radio FM b. Press release for traffic advisory c. Notices on the GMRL website d. Social Media Account of GMRL e. Print Media		c. As per the schedule approved by management.
Disadvantaged or vulnerable groups	a. Mitigation measures b. Land acquisition and compensation process. c. Provisions of eligible entitlements including Livelihood Restoration activities d. Temporary loss of livelihoods, if applicable, shifting to another location e. Possible work opportunities f. Specific design interventions for vulnerable and disadvantaged groups g. GBV/ SEA and mitigation measures h. GM - tools and their usage	a. Households' surveys for preparation of micro plan b. Consultation and FGDs c. Leaflets d. GMRL Website e. Emails/Letter f. Social Media Account of GMRL g. Print Media h. Media Channel- Radio FM	GMRL through RAP Implementation Support	a. Continuous – till completion of all RAP activities. b. As and when required with all vulnerable groups.

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

4.3 Proposed Strategy to Incorporate the Views of Vulnerable Groups

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

Mechanisms to be considered may include:

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

4.4 Implementation Arrangements and Resources

The Public Relation Officer (PRO) will be In-charge of stakeholder engagement activities. GMRL is responsible for conducting stakeholder engagement activities and for the overall implementation of the SEP. The project's stakeholder engagement implementation arrangements are as follows **Table 4-5**.

Table 4-5: Implementation Arrangements

Agency/ Individual	Roles and Responsibilities
GMRL	a. Provide overall guidance and monitoring supervision to the SEP process. b. Participate either themselves or identify a suitable representative during all face-to-face stakeholder meetings. c. Prepare and provide appropriate information, education, and communication materials, and information required to be disclosed to different stakeholder categories. d. Orient the project-level staff on SEP and requirements for its operationalization. e. Finalise the timing and duration of SEP-related information disclosure and stakeholder engagement. f. Review and sign off on minutes of all engagement events; Maintain the stakeholder database. g. Communicating with government entities and the media throughout the Project's lifecycle h. Assure participation/ inclusion of stakeholders from vulnerable groups.
Public Relation Officer, GMRL	a. Approve the content of the draft SEP (any revisions) b. Approve prior to release, all IEC materials used to provide information associated with the GMRL (communication material, PowerPoint, posters, leaflets and brochures, TV and radio insertions) c. Approve and authorize all stakeholder engagement events and disclosure of material to support stakeholder engagement events
Social Expert, GMRL	a. Ensure availability of Social-related information required to be disclosed: ESMP, ESIA, RAP, and LMP. b. Provide support for the preparation of additional material for disclosure to stakeholders based on the requirement. c. Provide guidance to contractors, consultants, and city staff on the engagement process and provisions of the SEP. d. Supervising and coordinating all activities associated with stakeholder engagement and management. e. Ensuring due voice and participation of vulnerable and disadvantaged communities in the stakeholder engagement process. f. Identifying and ensuring that the information needs of all vulnerable and disadvantaged groups are addressed by the SEP. g. Ensure access to and effectiveness of the GM developed for the project. h. Liaise with the project manager to ensure that stakeholder engagement requirements/protocols are understood. i. Escalate unmanaged stakeholder-related risks for higher-level decision-making. j. Ensure that various managers/ subject specialists and other project staff are included and kept informed on the stakeholder engagement process.

The formal stakeholder engagement activities will be documented, and attendance sheets of participation shall be maintained. The details of all formal stakeholders will be incorporated into the quarterly progress reports.

The GMRL website (<https://www.gmrl.org.in>) shall disclose project documents, including those on E&S aspects such as the approved ESIA, ESMP, RAP, LMP, ESCP, and SEP, as early as possible in the project life cycle to seek feedback. In addition, various technical documents, such as DPRs and monitoring and evaluation reports, shall also be disclosed on the GMRL website.

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

The budget estimate for implementing the SEP is INR 22.00 lakh annually and INR 1.10 crore for five years. This includes the costs of printing, documentation, advertisement, venue, transportation, refreshments, and other miscellaneous expenses. Stakeholder engagement budget will increase gradually, commensurate with project development. The estimated cost of SEP is presented in **Table 4-6**.

Table 4-6: Estimated budget for SEP Implementation

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

5 Grievance Mechanism (GM)

A GM is a system that allows not only grievances but also queries, suggestions, positive feedback, and concerns of project-affected parties related to the E&S performance of the project to be addressed and responded to in a timely manner. A two-tier Grievance Redress Committee (GRC) has been established by GMRL to address GMRP-related grievances. The details of GRC are provided in **Table 5-1** and the detailed process is set out in **Annexure 3**.

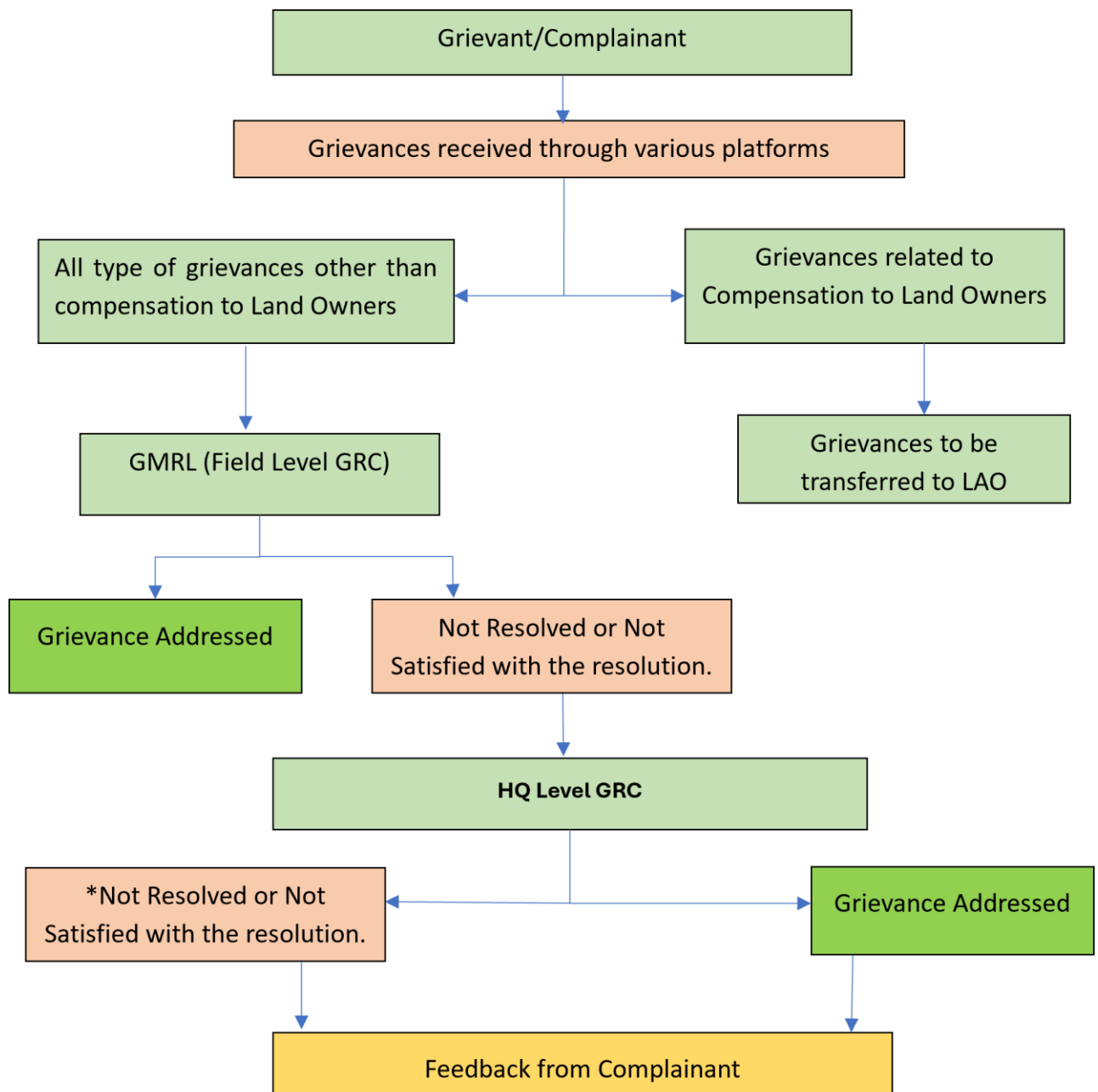
Table 5-1: GRC

S. No.	Officials	Role
Field Level GRC		
1	Chief Project Manager (CPM)	Chairperson
2	Deputy General Manager (DGM /Manager (Civil)	Member
3	Public Relations Officer (PRO)	Member Secretary & Nodal Officer
4	Social Expert, GMRL	Member
5	EHS Expert, GMRL	Member
6	Social Expert, GC	Member
7	Environment Expert, GC	Member
HQ Level GRC		
1	Advisor/System, GMRL	Chairperson
2	Advisor/Urban Transport, GMRL	Member
3	CPM, GMRL	Member
4	Public Relation Officer	Member Secretary & Nodal Officer
5	Social Expert, GMRL	Member
6	EHS Expert, GMRL	Member
7	Social Expert, GC	Member
8	Environment Expert, GC	Member

Grievances can be submitted through various channels such Telephone/Mobile, e-mail, letter, grievance or suggestion boxes located at project site offices and the GMRL office.

During the pre-construction stage of the project, grievances are likely to arise related to both compensation and non-compensation issues. Common compensation-related concerns include delays or inadequacies in compensation payments, disputes over land ownership, and dissatisfaction with asset valuation. Fear of displacement, livelihood loss, or disruption, etc. In the construction stage, grievances may emerge, including unresolved compensation issues, property damage from construction activities, noise, dust, and vibration, traffic disruptions, safety hazards, damage to public utilities, inappropriate worker behaviour, poor site management practices, etc. A flowchart of GM is indicated in **Figure 5-1**.

Figure 5-1: Flowchart of Grievance Mechanism



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

5.1 Existing public grievance redress practices at the National and State Levels³

Centralized Public Grievance Redress and Monitoring System (CPGRAMS) is an online platform available to citizens 24x7 to lodge grievances with public authorities on any subject related to service delivery. It is a single portal connected to all the Ministries/Departments of

³Grievances submitted through existing central and state government grievance platforms will be forwarded to the PRO for further action.

the Government of India and States. Every Ministry and State has role-based access to this system. CPGRAMS is also accessible to citizens through a standalone mobile application available on the Google Play Store and a mobile application integrated with UMANG.

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

Issues that are not taken up in CPGRAMS for redressal include:

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

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

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

Social Media Grievance Tracker: The Government of Haryana has launched the Social Media Grievance Tracker (SMGT) platform with the objective of quick identification & resolution of genuine grievances; providing a platform through which citizens can easily interact with the government; and quick response time /redressal of complaints. The online GM is being set up to identify, process, and resolve all relevant short-term complaints being sent by citizens to the Chief Minister's Office (CMO) or the government through social media. SMGT emerged as the most convenient way for people to raise their grievances.

5.2 Grievance Handling Process

Table 5-2: Grievance Handling Process

Step	Description	Time frame	Responsibility
GM Implementation Structure	Project Level GM Mechanism. a. Field level b. Headquarter level	Project Level: • Field Level: 30 Days	Field Level & HQ Level GRC

Step	Description	Time frame	Responsibility
	Existing GM Mechanism at Centre and State Level: a. CPGRAMS b. CM Window c. Social Media Grievance Tracker	HQ Level: 30 Days Centre & State Level: Within 30 days of receipt of complaints at GMRL, except for those related to compensation.	Field Level & HQ Level GRC
Grievance uptake	Grievances can be submitted via the following channels: a. Telephone b. E-mail c. Letter d. In-person at a physical facility through written complaint (Site Offices and GMRL, Office) e. Grievance or suggestion boxes located at Project Site Offices and GMRL Office A Grievance Form is Attached at Annexure 4.	Immediate	PRO
Sorting, processing	a. Each complaint received will be given a unique registration ID. b. Once registered, the complaint will be logged into the Grievance Monitoring Sheet (placed at Annexure 5). c. All the complaints will be first dealt with at Field Level GRC. If unresolved, it will be sent to HQ Level GRC. d. The complaint will then be forwarded to the concerned official for a detailed report on the matter and a copy to the field-level GRC. e. The concerned officer will submit the report on the matter to the field-level GRC with intimation to the PRO. f. The concerned officer will keep the PRO updated on the status of the complaint.	Within 7 working days	PRO
Acknowledgment and follow-up	a. Receipt of the grievance is acknowledged to the grievant through email/ sms/ whatsapp at the provided email ID and mobile number. b. The grievant is also informed after the redressal of the complaint	Within 2 days of receipt	PRO

Step	Description	Time frame	Responsibility
	about the action taken and resolution provided.		
Verification, investigation, and resolution	a. The concerned GRC committee shall investigate the complaint after receiving a report from the concerned officer. b. A proposed resolution is formulated after investigation by GRC and communicated to the grievant by email through PRO. c. The Meeting Record Form and the Resolution Form are placed at Annexure 6 & Annexure 7, respectively.	Field Level: 30 Days HQ Level: 30 Days If the complaint is not resolved at the field level, it is automatically escalated to the HQ Level committee.	Field Level & HQ Level GRC
Monitoring and evaluation	Monthly reporting to GMRL Management	Every Month	PRO will compile each level grievance received and its resolution separately in management review meetings
Special Cases	a. If the HQ Level committee is unable to arrive at a decision through consensus. Then the matter will be referred to the committee of directors.	On a case-by-case basis	Committee members a. Director/P rojects & Planning b. Director/ Rolling Stock & Electrical c. Director/F inance)
Provision of feedback	Feedback from the grievant regarding their satisfaction with grievance resolution.	After resolution	PRO shall ensure that feedback received from the grievant is recorded in the feedback form (Placed at Annexure 8)
Appeals process	If grievances remain unresolved through the established redressal mechanisms, the grievant can seek legal intervention in accordance with applicable laws at their own cost.	At any point throughout the project lifecycle	-

Grievances received through existing central and state government grievance platforms will be forwarded to the PRO, GMRL. The PRO, GMRL, will categorize these complaints and direct them to the appropriate official or division/department. The concerned officer will submit the report on the matter to the Field-Level GRC within 7 days. The concerned officer will keep the PRO updated on the status of the complaint.

5.3 Labour GM

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

- Direct Workers: HR Head, GMRL.
- Contract Workers: The contractor of the respective construction packages will be obligated to set up a GM. The GM will have due representation of GC GMRL, Contractor, Workers (including women), and will hold monthly/quarterly status meetings.

5.4 Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH) GM

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

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

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

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

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

GMRL has established an Internal Complaints Committee (ICC) to address any SEA/SH-related complaints in the workplace. The committee will be constituted in accordance with the requirements of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. The GMRL will implement the necessary mechanisms and procedures for confidential reporting and the safe and ethical documentation of SEA/SH issues at the project level. The SEA/SH referral pathways will be established and communicated to all staff.

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

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

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

The GM & GRC structure shall be modified based on future project requirements.

6 Monitoring and Reporting

6.1 Summary of how SEP implementation will be Monitored and Reported

The SEP will be monitored through both qualitative reporting (progress reports) and quantitative reporting linked to results indicators for stakeholder engagement and grievance performance. The Sample Table for Monitoring and Reporting on the SEP is provided as **Annexure 9**. The SEP reporting will include the following:

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

- iii. Quantitative reporting based on the indicators included in the SEP.

GMRL will monitor the following indicators:

- Number of awareness camps, consultation meetings, and other public discussions/forums conducted within a reporting period (monthly/quarterly/annually)
- Number and types of Information, Education and Communication (IEC) materials developed and disseminated.
- Number of training events conducted for SEP implementation, GM, worker and community health and safety, etc., and number of participants (male/female/vulnerable and disadvantaged)
- Number and type of grievances received within a reporting period (monthly/quarterly/annually) and number of those resolved within the prescribed timeline.
- Percentage of SEP activities implemented and identification of key barriers to participation.
- Number of adjustments made in the stakeholder engagement approach to improve projects' outreach, inclusion and effectiveness.
- Summary of main points and concerns raised by stakeholders.
- Summary of how stakeholder concerns were responded to and considered; and
- Issues and activities that require follow-up actions, including clarifying how stakeholders are informed of decisions.
- Stakeholders' access to project information, dissemination materials, and consultations
- Stakeholders' readability of public dissemination materials under the project
- Perceptions of metro users on the various initiatives of GMRL.
- Monitor sensitive locations such as:
 - Sector 9 Basai Turn (loss of residential structure)
 - Sector 4 & 7 Chowk: (loss of residential structure)
 - Ashok Vihar (loss of structure and livelihood, Restriction on access during construction and operation)
 - Marble Market, Sector 33 (Loss of structure and livelihood, Relocation of marble shops).

6.2 Reporting Back to Stakeholder Groups

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

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

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

Annexures

Annexure 1: Detailed Summary of Consultations and Interviews

S. No	Location of the Consultations, Date, No. of Participants	Stakeholder/ People's perceptions/ Suggestions	Mitigation Measures
	Consultation with the Project Affected Population		
1	Consultation with Project Affected Resident of Sector-4, Gurugram Haryana, Date: 21.12.2023 No. of Participants: 04	The participants requested a review of the alignment again to avoid any impact on their residential structures. The participants have also been requested to share the timelines for construction and land acquisition. They have also requested to share how their loss will be compensated and what will happen to the remaining land. It was requested to share a copy of the RFCTLARR Act and the alignment CAD Drawing of Sector 4.	The participants were informed that alignment is designed to avoid and minimize the impact as much as possible on their residential structure. The structure will be affected due to the sharp curve in the alignment. The construction work will likely start at the end of 2024. The land acquisition as per the RFCTLARR Act, 2013. They were informed that GMRL will first try to purchase the affected land through the Mutual Negotiation/Direct Purchase Method. In case of failure of negotiation, delay, resistance, or refusal of the land or property owner, it shall be acquired through the RFCTLARR Act, 2013⁴. They were informed that the GMRL will acquire the remaining land if the balanced land proves unviable.

⁴ The land shall be acquired through GMRL Policy of Direct Purchase of Private Land or Property through Mutual Negotiation.

S. No	Location of the Consultations, Date, No. of Participants	Stakeholder/ People's perceptions/ Suggestions	Mitigation Measures
			Copies of the RFCTLARR Act, 2013, and the alignment CAD drawing for Sector 4 have been shared with the participant.
2	Consultation with affected fruit vendor near Chintpurni Mata Mandir, Sector 4 & 5 Date: 22.12.2023 No. of Participants: 8	Participants are concerned that the metro project would negatively affect income and customer numbers during construction. Also, the proposal will not serve the last-mile connectivity. However, the metro project will have the following benefits: • Increase in accessibility to facilities, employment, property value, customers, educational levels, etc. • Improvement in the transportation system and decrease in accidents.	The participants were informed that the compensation would be paid as per the RFCTLARR Act, 2013
3	Consultation of Affected Persons (Banjaras Vulnerable Group) at Rezangla Chowk Date: 22.12.2023 No. of Participants: 7 (Male 5 and Female 2)	Participants were not aware of the project. Suggestion: • Requested to avoid the impact, and if their huts get impacted, then compensation shall be paid, or provide space near Rezangla Chowk.	The participants were informed that alignment is designed to avoid and minimize the impact as much as possible. The compensation will be paid in accordance with the RFCTLARR Act, 2013, for residual impacts.
4	Consultation with Shop Owners at Ashok Vihar (Proposed Station), Gurugram, Haryana 29.12.2023 No. of Participants: 10	The participants requested a review of the proposed metro station plan to ensure it does not affect commercial establishments. One of them has suggested shifting the station by around 300 meters, where more space and land are available for planning. The chainage of the suggested station is 16833.577, which is near the Hindustan Petrol Pump (Ashok Vihar Phase II, Gurugram). Participants have suggested that the station entry and exit be reconsidered and relocated to the station extension rather than to the left and right sides of the station. The alternative would benefit	The participants were informed about the project design and expected impact on their commercial establishments. The project alignment, station, and entry/exits will likely impact two shops permanently on the right side. But nine shops on the left side will likely be affected, as they fall under the 3 meters of working space considered for the construction stage. They were informed that the impact on these nine shops will be temporary during construction. After

S. No	Location of the Consultations, Date, No. of Participants	Stakeholder/ People's perceptions/ Suggestions	Mitigation Measures
		the commercial establishment, as it would not affect its source of income during the construction phase. They also raised concerns regarding the project's employee compensation, as most of them used to pay salaries in cash but do not maintain a register or logbook.	completion of metro construction, they can operate as usual as they are presently operating. Participants were informed that suggestions to shift the alignment and change the entry/exit location will be discussed with the GMRL and the Detailed Design Team. The Detailed Design Team will review the viability of the suggested station plan and entry/exit location. The findings will be communicated to the participants.
5	Consultation with Shop Owners of Ashok Vihar, Gurugram, Haryana 08.01.2024 No. of Participants: 4	The participants requested that the proposed metro station's entry/exit plan for Ashok Vihar be reviewed to minimize potential impacts on commercial establishments. The roads leading to homes will be blocked by the proposed project. The proposed entry/exit location will block access to residences. These are the only roads that provide connectivity to the local population. These roads would be blocked during the construction and operation of the metro project. They suggested shifting to the Ashok Vihar metro station at Sector 5, Gol Chakkar.	Participants were informed about the project design and expected impact on their commercial establishments. The project entry/exits will temporarily affect nine shops on the left side, as they fall within the 3 meters of working space considered for the construction stage. Participants were informed that suggestions to shift the station and change the entry/exit location will be discussed with the GMRL Detailed Design Team. The Detailed Design Team will review the viability of the suggested station plan and entry/exit location. The findings will be communicated to the participants.
6	Consultation with Shop Owners of Ashok Vihar, Gurugram, Haryana	The proposed metro project will include lifts, stairs, entry and exit points, ramps, etc., starting at OKAYA Electric Scotty Shop and ending at Shri Syam Rasoi.	Affected persons were informed that suggestions to shift the station and change the entry/exit location

S. No	Location of the Consultations, Date, No. of Participants	Stakeholder/ People's perceptions/ Suggestions	Mitigation Measures
	10.01.2024 No. of Participants: 19 (Male 17 and Female 02)	Apart from the above, a Wall is also proposed to be constructed to cover the said facilities. The proposed facilities will have the following difficulties and problems forever throughout our lives: • There is a road measuring approximately 20 Feet just from the spot where the lift is proposed to be installed. The said road is the only means of communication for approximately 100 families residing in the area to which it leads. • If the lift is installed at the proposed spot, there would be a great hindrance to the movement of traffic in/out of that road, mainly comprising residents residing in the area. • Likewise, the spot where the proposed ramp/stairs for entry & exit points are proposed to be constructed shall block a road measuring approximately 18 Feet, which is the only entry-exit point for residents residing in said lane, and a plot measuring 800 sq. yds., which again will lead to big restrictions for movements and entry/exit of residents & their vehicles. • The proposed wall shall close the front of all the shops, which shall be covered by the said wall. Undoubtedly, if this happens, it will cause significant financial losses for shopkeepers and may also drive them into vagrancy. • The space that shall be left after the construction of walls, ramps, lifts, stairs, etc., will be very little towards the shops, which again will lead to congestion & chaos in sub-lanes. Otherwise, all the passengers using the metro shall alight on the main road, which will definitely lead to huge traffic jams, chaos, etc. Needless to point out, the road on which the Metro	will be discussed with the GMRL and the Detailed Design Team. The Detailed Design Team will review the viability of the suggested station plan and entry/exit location. The findings will be communicated to the participants. If potential income reduction occurs during the construction phase due to restrictions on access to their shops. They were informed that the issue would be discussed with GMRL. They were also advised to maintain up-to-date records of their ITR and GST filings to facilitate income assessment. Accordingly, compensation will be provided for loss of income resulting from the obstruction of access to their establishments during the construction period. In the event of a potential reduction in income during the construction phase due to restricted access to shops, affected individuals were informed that the matter would be discussed with GMRL. They were also advised to maintain up-to-date records of their Income Tax Returns (ITR) and Goods and Services Tax (GST) filings to facilitate accurate income assessment. This will support the provision of appropriate compensation for any loss of income resulting from limited access to their establishments during the construction period.

S. No	Location of the Consultations, Date, No. of Participants	Stakeholder/ People's perceptions/ Suggestions	Mitigation Measures
		Station is proposed to be constructed otherwise witnesses heavy traffic movement and jams almost during the entire day; Likewise, the spot where the proposed ramp/stairs for entry & exit points are proposed to be constructed opposite the lift shall block a road measuring approximately 18 Feet, which is the only entry-exit point for residents residing in said lane opposite the aforesaid spot, which again will lead to big restrictions for movements and entry/exit of residents & their vehicles.	
7	Consultation with Affected Persons at Rao Gajraj Singh Chowk, Gurugram Date: 25.01.2024, No. of Participants: 5	Participants have concerns that the metro project would have negative impacts, including loss of income, customers, and structures, as well as a decrease in property value. The proposed project will not provide last-mile connectivity, reduce migration, or increase property values. However, the metro project will increase access to facilities, reduce accidents, improve the transportation system, and provide a safe means of travel. Suggestion: Participants suggested that traffic management is very necessary during construction as the area is very congested.	The participants were informed that traffic during construction would be managed with assistance from the traffic police.
8	Consultation with Affected Persons at Pardeshi Dhaba near Rao Gajraj Singh Chowk, Gurugram Date: 29.01.2024 No. of Participants: 5	Participants are concerned that the metro project would negatively affect income and customer numbers during construction. Also, the proposal will not serve the last-mile connectivity. However, the metro project will have the following benefits:	The participants were informed that alignment is designed to avoid and minimize the impact as much as possible. The compensation will be paid in accordance with the RFCTLARR Act, 2013.

S. No	Location of the Consultations, Date, No. of Participants	Stakeholder/ People's perceptions/ Suggestions	Mitigation Measures
		- Increase in accessibility to facilities, employment, property value, customers, educational levels, etc. - Improvement in the transportation system and decrease in accidents. Suggestion: - The participants requested to avoid the impact on their shops, and if it did impact them, compensation would be paid.	
9	Consultation with the manager and employee of The Theka, Wine Shop near Rao Gajraj Singh Chowk, Gurugram Date: 30.01.2024 No. of Participants: 3	Metro project will have the following impacts: Provide safe and affordable transport; increase income, customers, employment, property values, and access to facilities and educational levels; decrease accidents & migration; and enhance the transportation system. Suggestion: The participants requested that compensation be paid to the owner and employees if their shops are closed or affected during the construction phase of the metro.	Compensation would be provided if their shops were affected during the construction period, in accordance with the RFCTLARR Act, as offered to other PAPs.
10	Consultation with Shop Owners at Sector 33 (Depot Location), Gurugram, Haryana 29.12.2023 No. of Participants: 4	The shop owners at Marble Market were relocated from Sikandarpur on Mehrauli-Gurugram Road to Sector 33 Site in 2004 by HSVP (HUDA). The shop owners have filed a petition alleging that the authority has not adopted fair and appropriate criteria/method for the newly allotted site. The marble market area falls within the proposed depot location and has received a stay order from the Hon'ble Court on operations of the Marble Market (a copy of the same, provided by the marble market association, is attached for reference).	The shop owners were informed that a census and socio-economic survey will be conducted after the Hon'ble Court issues its verdict on the matter.

S. No	Location of the Consultations, Date, No. of Participants	Stakeholder/ People's perceptions/ Suggestions	Mitigation Measures
		The proposed project will have a direct and indirect impact (40 shops are likely to be affected). The shop owners will not participate in the census and socio-economic survey until the Hon'ble Court issues an order vacating the said location. Suggestion: The shop owners will not participate in the census and socio-economic survey until the Hon'ble Court gives them the order to vacate the said location.	
Consultations and Discussions with Other Interested Groups			
1	Consultation with RWA Members at Ambedkar Chowk, Sector-10A, Gurugram, Date: 21.12.2023 No of Participants: 07	Participants believe that the metro project would be beneficial for the local population and have the following benefits: - Increase in income, employment, property value, customers, accessibility to facilities, educational levels, etc. - Improvement in the transportation system and decrease in accidents. Suggestion: - Proper and designated space for autos and e-rickshaws to avoid chaos at metro stations. - A parking space would be beneficial for metro users. - Metro feeder services would be beneficial for metro users for last-mile connectivity. - Provisions for dust pollution reduction and management of service lanes during the construction phase. - Metro construction work should start as soon as possible.	The participants were informed that the issue would be discussed with GMRL and, if applicable, incorporated into the design.

S. No	Location of the Consultations, Date, No. of Participants	Stakeholder/ People's perceptions/ Suggestions	Mitigation Measures
2	Consultation with Street Vendors (Fruits and Vegetables), Udyog Vihar Phase-6, Sector 10 Date: 21.12.2023, 16:00 No. of Participants: 08	Participants believed that the proposed project would have multiple benefits, including improved connectivity to the Industrial Area of Sector 10, reduced dust pollution between Hero Honda Chowk and Umang Bhardwaj Chowk, and increased income. Suggestion: The participants suggested that auto, e-rickshaw, taxi, and feeder services would be beneficial for metro users for last-mile connectivity where such locations are not connected to metro stations	The participants were informed that necessary action would be taken to improve the last-mile connectivity.
3	Consultation with Auto Drivers, Near ESIC Hospital, Sector-7, Date: 21.12.2023, 13:17 hrs (No. of Participants: 8)	Participants believe that the metro project would be beneficial for the local population and have the following benefits: - Increase in income, employment, property value, accessibility to facilities, educational levels, etc and improvement in the existing transportation system. - Participants have concerns that the metro project would have negative impacts in terms of loss of income, customers, and an increase in accidents. Suggestion: - Proper and designated space for autos at metro stations. - Street vendors near the metro station would increase the chances of traffic jams. - An auto rickshaw would provide last-mile connectivity to metro users.	The participants were informed that designated auto stands would be proposed, subject to land availability, and that necessary action would be taken to improve last-mile connectivity.
4	Consultation with the General Public Near Sector 7 Metro Station, Gurugram Date: 21.12.2023	Metro project will have the following benefits: Increase in income, employment, property value, customers, accessibility to facilities, educational levels, etc.	The participants were informed that necessary action would be taken to improve the feeder buses and last-mile connectivity.

S. No	Location of the Consultations, Date, No. of Participants	Stakeholder/ People's perceptions/ Suggestions	Mitigation Measures
	No. of Participants: 5	- Improvement in the transportation system and decrease in accidents. Suggestion: - Metro feeder services from the metro station to Bhandwari village would be beneficial for the local population for last-mile connectivity. - Traffic management plan for temporary interruptions to vehicular and pedestrian traffic to avoid jams during the construction stage.	
5	Consultation with Street Vendor at Sector 48, Gurugram Date: 21.12.2023 No of Participants: 5	Participants are not aware of the perceived positive and negative impacts of the project. Suggestion Participants mentioned that they have a seasonal business; therefore, there will be no impact due to the proposed metro.	
6	Shop Owners of Ashok Vihar (General Public), Date 27.12.2023 No of Participants: 04 (Male)	The participants requested shifting the alignment and station locations to the right side, from Ashok Vihar to Carterpuri Chowk. The participants said that the land in this section has already been acquired by the government authority and that compensation has been paid to the landowners. Some of them have not collected their cheques from the treasury. The participants raised concerns about income loss or reduction during the construction stage. Currently, they have sufficient space in front of their shops, but during construction, GMRL will barricade the project site to prevent safety-related incidents. After barricading, they will be left with 1 or 1.5 meters of space. Now, they expect their sales to decline during construction.	The Detailed Design Team will review the viability of the alignment and station design between Ashok Vihar and Carterpuri Chowk with respect to the suggested right-side station plan and entry/exit locations. The findings will be communicated to the participants. The participants were informed that any loss or reduction in income would be temporary during the construction period. After completion of metro construction, they can operate as usual as they are presently operating.

S. No	Location of the Consultations, Date, No. of Participants	Stakeholder/ People's perceptions/ Suggestions	Mitigation Measures
			They were also informed that the issue of loss or reduction of income will be discussed with the GMRL officials. They will be informed about the outcome of the discussion.
7	Consultation with e-Rickshaw Driver near Jwala Mill Auto Stand, Phase IV, Gurugram Date: 25.01.2024 No. of Participants: 5	Metro project will have the following benefits: • Increase in income, employment, property value, customers, accessibility to facilities, educational levels, etc. • Improvement in the transportation system and decrease in accidents. • Also, the proposed project will not serve last-mile connectivity to metro users. Suggestion: • The metro project will have negative impacts in terms of loss of income as traffic from Salarpur, Kapashera Border and Mullahera would get diverted.	The participants were informed that necessary measures would be taken to provide an alternative route to improve connectivity during the construction phase.
8	Consultation with Shopkeepers near Rao Gajraj Singh Chowk, Gurugram Date: 25.01.2024 No. of Participants: 06	Metro project will have the following impacts: • Provide safe means of transportation, increase in customers, property value, accessibility to facilities, educational levels, decrease in accidents, etc. • Participants believe that the proposed project will not enhance or improve the existing transportation system, increase employment, income, or educational level. • Participants have concerns that the construction of the metro project would reduce the right of way and have negative impacts in terms of loss of income and customers. Suggestion:	The participants were informed that compensation would be provided in accordance with the RFCTLARR Act for their losses.

S. No	Location of the Consultations, Date, No. of Participants	Stakeholder/ People's perceptions/ Suggestions	Mitigation Measures
		The participants requested that compensation be paid if their shops are closed or affected during the construction phase of the metro.	
9	Consultation with Metro Users at Udyog Vihar Phase-IV, Gurugram Date: 29.01.2024 No. of Participants: 04	Metro project will have the following benefits: - Increase in income, employment, property value, customers, accessibility to facilities, educational levels, etc. - Improvement in the transportation system and decrease in accidents. - However, the proposed project will not serve last-mile connectivity to metro users. Suggestions: - Traffic management plan for temporary interruptions to vehicular and pedestrian traffic to avoid jams during the construction stage.	The participants were informed that a traffic management plan shall be developed during the project's implementation and that traffic shall be managed with assistance from the traffic police in Gurugram.
10	Consultation with Auto Drivers near Auto Stand Palam Vihar Mor, Sector 22, Gurugram Date: 30.01.2024 No. of Participants: 5	Metro project will have the following benefits: - Increase in accessibility to facilities, employment, property value, educational level, etc. - Provide safe and affordable public transport, an improved transportation system, and a decrease in accidents. - The proposed project will not serve last-mile connectivity to metro users. - However, participants have concerns that during and after construction, the auto fare would be reduced from Gol Chakkar to Palam Vihar Mor and Palam Vihar Mor Vyapar Kendra Market.	The participants were informed that necessary action would be taken to improve the feeder buses and last-mile connectivity.
11	Consultation with NGO at KBA/IBA in Sector 101, Basai	Participants were aware of the project but didn't know the details.	Traffic diversion plans will be formulated and followed during the execution of project.

S. No	Location of the Consultations, Date, No. of Participants	Stakeholder/ People's perceptions/ Suggestions	Mitigation Measures
	Date: 15.10.2024 No. of Participants: 3	They believe the project will not affect the KBA/IBA in Sector 101, Basai. The water source for the KBA/IBA in Sector 101, Basai, is primarily overflow from a broken drain that carries effluent from the STP. Recent repairs carried out by the authorities have halted this outflow, causing the waterbody to dry up. Previously, the continuous flow had drawn bird watchers and photographers to the area, but since the repairs, bird activity has noticeably decreased. Metro project will have the following benefits: - Property value will rise as the area becomes more accessible for residents and commuters, making the surrounding neighborhoods more appealing to homebuyers and businesses. - Use of commercial Reduction in pollution due to decreasing the number of private vehicles on the road, leading to lower emissions, and by promoting the use of cleaner public transportation. - Improvement in the transportation system by providing a fast, reliable, and efficient mode of travel, reducing congestion on roads, and making affordable public transit accessible to a larger population. - There will be a reduction in traffic by encouraging commuters to opt for public transport. Suggestion: - Traffic management measures like diversions, adequate pedestrian facilities, and optimized signal timings can reduce congestion. These should be undertaken to ensure less noise and air pollution.	Contractors will develop and execute a traffic management plan, including measures such as traffic diversion, avoiding school hours and market and religious activities, adhering to speed limits, and employing licensed drivers. Frequent sprinkling of water on local roads and worksites will be carried out to control dust emissions. Use water sprays or dust suppressants to keep dust levels low. Cover construction materials with green nets to prevent dust from blowing away.

S. No	Location of the Consultations, Date, No. of Participants	Stakeholder/ People's perceptions/ Suggestions	Mitigation Measures
		Dust control measures during metro construction should be undertaken, including regular water spraying on construction sites and covering materials to prevent dust spread, along with using dust barriers and air filters to maintain air quality.	
GBV Discussion and Consultation with Police Station En-route to the Corridor			
1	Women Police Station Palam Vihar, District Gurugram, Haryana. 21.12.2023 No of Participants: 05 Female Police Officials	- SHO, along with the team, participated in the discussion. - The police department has identified five hotspots for patrolling to stop the crime against women. The five hotspots are Bus Stand, Devi Lal Park, Sector-14, Choma Gaon Park, and IFFCO Chowk. - The women police officials are posted there in civil dress from 17:00 to 20:00 and 20:00 to 24:00. - One FIR was registered against an unidentified person for harassment in the month of October, 2023. - The police team has organized 13 awareness camps in schools to raise awareness among students about good and bad touch. - The Principal of Sadar School has requested that the police team carry out regular patrols at the time of students leaving after school hours. - The training was provided by women officials both in uniform. - For women's safety, a designated helpline number, called Durga Shakti, which is 112, has been started by the department to report cases related to women's safety. - Durga-Shakti Rapid Action Force vehicles patrol at hotspots. - Durga Shakti, a software application, is initiated by Haryana Police and offers a panic button facility for women in distress.	The participants were informed that the necessary steps shall be taken during the project's implementation and operation.

S. No	Location of the Consultations, Date, No. of Participants	Stakeholder/ People's perceptions/ Suggestions	Mitigation Measures
		Suggestion: - The participant suggested that CCTV provisions be made at Devilal Park, Sector-22, Railway Station, and Sheetla Mandir. - It was suggested that the screening of major crimes and their punishment should be displayed at the metro stations to make commuters aware.	
2	Women Police Station, Sector-51, Haryana, 22.12.2023 No of participants: 05 Women Police officials	- The Women Police Station (Sector-51) is 1.25 km away from the proposed corridor. - A dedicated Women Helpdesk with one female assistant sub-inspector and one female constable are assigned at Helpdesk is at Station. - The majority of cases registered at the station are dowry and domestic violence. In cases of molestation, immediate action is taken by filing an FIR against the offender. - In the month of November - No case has been registered for eve-teasing/harassment. - One case was registered under the PCOSO Act. - One rape case was registered. - The women officials have organized 14 awareness camps in schools to raise awareness among the students and teachers. The topics covered in the awareness camps were cybercrime (social media: Facebook and Instagram), good and bad touch, and the POCSO Act. - The officials have also organized a self-defense training program. - Durga-Shakti, a software application, is initiated by Haryana Police and offers a panic button facility for women in distress.	The participants were informed that the necessary steps shall be taken during the project's implementation and operation.

S. No	Location of the Consultations, Date, No. of Participants	Stakeholder/ People's perceptions/ Suggestions	Mitigation Measures
		- The training was provided by women officials both in civil and uniform dress. - For patrolling, Durga Shakti" PCR has been started by the government, which is meant for patrolling at the identified hotspot areas in three shifts: starting from 07:30-15:30,15:30-23:30, 23:30-07:30, to tackle the cases of eve teasing or any other offense related to women. - Night patrolling at metro stations is carried out on a daily basis by officials to restrict prostitution activities. Suggestion: - It was suggested by the officials that, for the safety of women and other passengers, provision for cameras at stations and nearby locations should be proposed. - It was also suggested that only those auto and taxi drivers should be allowed at metro stations whose police verification has been done on a regular basis. - It was also suggested that photographs of auto and taxi drivers with criminal records be displayed at metro stations. - Concerned police stations should be consulted at the time of construction to identify grey areas and hotspots for regular police patrolling and CCTV installation.	
3	Women Police Station Palam Vihar, District Gurugram, Haryana. 29.12.2023 No of Participants: 02 Female Police Officials	- Women Police Officials participated in the discussion. - Eve-teasing and molestation cases are addressed directly. Rape cases and POCSO (Child cases) are addressed through the legal adviser. Accordingly, an FIR is registered. - Five hotspots (Bus Stand, Devi Lal Park, Sector-14, Choma Gaon Park and IFFCO Chowk) have been identified by the department.	The participants were informed that the necessary steps shall be taken during the project's implementation and operation.

S. No	Location of the Consultations, Date, No. of Participants	Stakeholder/ People's perceptions/ Suggestions	Mitigation Measures
		- For women's safety, a designated helpline number, which is 112, called Durga Shakti, has been started by the department to report cases related to women's safety. Also, cases reported by women on 100/1091 are transferred to the nearest Women Police Station. - Most of the cases reported are related to domestic violence. In the last 6 months, 160 cases have been registered, 100 have been resolved, and 60 are pending. - The police team has organized 30 awareness camps in schools, colleges, public and private organizations, and slum areas to raise awareness about good & bad touch and crime against women. Suggestion: - Provisions of two dedicated women coaches, CCTV at metro premises, and a parking area.	
4	Consultation with Police Officials, Sector 39, Jhadsa, Gurugram, Haryana 29.12.2023 No of participants: 01	- Police Officials participated in the discussion. - No major complaints were reported in the last two months. Mostly, rental dispute-related complaints were reported between the owners and tenants. - Officially, a woman police official is assigned to investigate gender-related crimes. Accordingly, actions have been taken in accordance with the law. - For women's safety, a designated helpline number, which is 1091 and 112, called Durga Shakti, has been started by the department to report cases related to women's safety. Also, cases reported by women on 100 are transferred to the nearest Women's Police Station.	Participants were informed that a first-aid kit is already provided and that their concerns regarding dedicated auto and taxi parking will be discussed with the GMRL and the Detailed Design Team.

S. No	Location of the Consultations, Date, No. of Participants	Stakeholder/ People's perceptions/ Suggestions	Mitigation Measures
		Suggestion: - Provision for first aid and cameras at stations and nearby locations. - Separate and dedicated space for autos and taxis must be proposed in the project. - A police booth with a residential facility is provided at the station location for 24/7 police officials' deployment.	
GBV Discussion and Consultation with Women as Transport Users:			
5	GBV discussion has been carried out with 27 Women as Transport Users 29.12.2023 No of participants: 49 Women	- The participants were between the ages of 20 and 62 years. - It was revealed by the five participants that they have faced physical threats or eve-teasing during travel on roads. One participant has physically retaliated against the act, one participant has called the police but has not received a response, and three participants have done nothing about the act. - The participants revealed that the principal modes of transport used by women in the project area are Auto, Bicycle, Bike, Bus, Car, Ola/ Uber/Rapido, Scooty, etc. 20 participants believe that it is common for women to travel alone in auto/buses/tempos/sharing cabs. 23 participants believe that better Metro connectivity will help people travel from one place to another easily. 10 participants are daily users, six participants are weekly users, and five participants are monthly users of metro services. 17 participants feel safe while traveling in the metro, three participants do not feel safe in metro travel, and one	The participants were informed that necessary steps shall be taken during the implementation and operation of the project.

S. No	Location of the Consultations, Date, No. of Participants	Stakeholder/ People's perceptions/ Suggestions	Mitigation Measures
		participant does not feel safe while traveling in general metro coaches. - It was revealed by the two participants that they have faced physical threats or eve-teasing while traveling in the metro, and one participant did nothing against the act, and one participant ignored the act due to less time. One participant was the victim of theft and was not aware of whom to contact, and made a complaint. 15 participants believe that the metro can be considered a child-friendly mode of transport. Other participants believe that children can travel under adult supervision. Suggestion: - For the safety of women and other passengers, provision for CCTV at stations (also near escalators and elevators) and nearby locations should be proposed. - Provisions for Platform Screen Door (PSD) to prevent accidents, objects falling on track, and trespassing. - Provisions for the deployment of police officials, both men and women, at the entry or exit of metro stations to restrict bad elements at and near metro premises. - Metro premises must have Sanitary Pad Vending Machines, Transparent Elevators, Gender Neutral Toilets, Dedicated Women Coaches and an App for Online Complaints. - Emergency helpline numbers must be displayed at and near metro premises and require immediate response from them.	

Annexure 2: Public Consultation Pictures

	
Elderly Affected Resident, Sector 4, Date 21.12.2023	Affected Shop Owners of Ashok Vihar, Ashok Vihar Station, Date 29.12.2023
	
Affected Vulnerable Group (Banjaras), Rezangla Chowk, Date 22.12.2023	Affected Persons (Fruit Vendors), Sector 4 & 5, Date 21.12.2023
	
Affected Shop Owners of Ashok Vihar, RITES Office, Date 08.01.2024	KBA/IBA in Sector 101, Basai, Sangharsh with Soul NGO, Date 15.10.2024
	
Affected Persons, Rao Gajraj Singh Chowk, Date 25.01.2024	Affected Persons, Rao Gajraj Singh Chowk, Date 29.01.2024



Affected Persons, Rao Gajraj Singh Chowk, Date 30.01.2024



Affected Persons, Marble Market, Sector 33, Date 05.02.2024



RWA Members, Sector 10A, Date 21.12.2023



Fruit Vendors, Sector 10A, Date 21.12.2023



Auto Drivers, ESIC Hospital, Sector 7 Date 21.12.2023



General Public, Sector 7, Date 21.12.2023



Street Vendors, Sector 48, Date 21.12.2023



General Public, RITES Office, Gurugram, Date 27.12.2023

	
E-rickshaw Driver, Jwala Mill, Phase 4, Date 25.01.2024	General Public, Rao Gajraj Singh Chowk, Date 25.01.2024
	
General Public, Udyog Vihar Phase 4, Date 29.01.2024	Auto Drivers, Palam Vihar Mor, Date 30.01.2024
	
Women Police Officials, Palam Vihar, Date 21.12.2023	Women Police Officials, Sector 51, Date 22.12.2023
	
Women Police Officials, Palam Vihar, Date 29.12.2023	Police Official, Jhadsa, Sector 39, Date 29.12.2023

 Gurugram, Haryana, India Tau Devi Lal Park back entry, 99A, near Tau Devi Lal Park, Noble Enclave, Palm Vihar Extension, Gurugram, Haryana 122022, India Lat 28.501352° Long 77.059833° 29/12/23 05:17 PM GMT +05:30	 Gurugram, Haryana, India Z, Phase 2, Info Technology Park, Sector 33, Gurugram, Haryana 122001, India Lat 28.431261° Long 77.018123° 29/12/23 01:28 PM GMT +05:30
Tau Devi Lal Park, Palm Vihar Extn, Date 23.12.2023	Phase 2, Gurugram Date 29.12.2023
 Gurugram, Haryana, India Shop No 05 Basai Chowk Sec 09, Basai Enclave, Vikas Nagar, Sector 10, Gurugram, Haryana 122001, India Lat 28.457151° Long 76.989754° 29/12/23 02:03 PM GMT +05:30	 Gurugram, Haryana, India FX7Q+4VW, Kanon Ln, Basai Village, Sector 9, Gurugram, Haryana 122006, India Lat 28.462988° Long 76.989841° 29/12/23 02:21 PM GMT +05:30
Basai Chowk, Gurugram Date 29.12.2023	Basai Village, Gurugram Date 29.12.2023
 Gurugram, Haryana, India FX7Q+4VW, Kanon Ln, Basai Village, Sector 9, Gurugram, Haryana 122006, India Lat 28.462988° Long 76.989841° 29/12/23 02:21 PM GMT +05:30	 Gurugram, Haryana, India 4/7/9 chowk, Block C, Surya Vihar, Gurugram, Haryana 122001, India Lat 28.468923° Long 77.005396° 29/12/23 02:54 PM GMT +05:30
Basai Village, Gurugram Date 29.12.2023	Surya Vihar, Gurugram Date 29.12.2023

 Gurugram, Haryana, India 62, Block A, Ashok Vihar, Sector 3, Gurugram, Haryana 122001, India Lat 28.486002° Long 77.019529° 29/12/23 03:32 PM GMT +05:30	 Gurugram, Haryana, India Subhash Chandra Bose Park, 880, Urban Estate, Sector 4, Gurugram, Haryana 122022, India Lat 28.475231° Long 77.015964° 29/12/23 03:07 PM GMT +05:30
Ashok Vihar, Gurugram Date 29.12.2023	Sector-4, Gurugram Date 29.12.2023

Annexure 3: Grievance Redressal Committee (GRC) for GMRP**1. Handling and Processing of complaints received:**

- a. Each complaint received will be given a unique registration ID. Once registered, the grievance will be recorded as per the prescribed format attached.
- b. After that, the complaint is forwarded by the PRO to the concerned official for detailed report preparation under intimation to GRC. The concerned officer will submit the report on the matter to the Field-Level GRC within 7 days. The concerned officer will keep the PRO updated on the status of the complaint.

2. FIELD LEVEL GRC:

S. No.	Officials	Role
1	Chief Project Manager (CPM)	Chairperson
2	Deputy General Manager (DGM /Manager (Civil)	Member
3	Public Relations Officer (PRO)	Member Secretary & Nodal Officer
4	Social Expert, GMRL	Member
5	EHS Expert, GMRL	Member
6	Social Expert, GC	Member
7	Environment Expert, GC	Member

FUNCTION OF FIELD LEVEL GRC

- a. Each complaint received will be given a unique registration ID. Once registered, the complaint is forwarded by the PRO to the concerned official for necessary action. The concerned officer will submit the report on the matter to the Field-Level GRC within 7 days. The concerned officer will keep the PRO updated on the status of the complaint.
- b. Grievance will be recorded as per the prescribed format attached (Annexure 1).
- c. The GRC will meet regularly at least once every 15 days (preferable 01st and 15th of the month), and the records of the meeting shall be maintained.
- d. Grievances from titleholders/landowners related to compensation will be transferred to LAO within 3 working days after receipt by PRO.
- e. All grievances will be reviewed and resolved within 30 days from the date of submission at the field level.
- f. Grievances that remain unresolved as per the fortnightly MoM of the field-level GRC will be transferred to the HQ level.
- g. The grievant will have the right to be heard by the GRC before the committee gives its decision.
- h. Communication in writing will be sent to the grievant about the date, time, and venue of the GRC sitting.
- i. The decision of the Field Level GRC will be final and shall be communicated to the grievant in writing, unless an appeal is made to the HQ level.

3. HQ LEVEL GRC:

S. No.	Officials	Role
1	Advisor/System, GMRL	Chairperson
2	Advisor/Urban Transport, GMRL	Member
3	CPM, GMRL	Member

S. No.	Officials	Role
4	Public Relation Officer	Member Secretary & Nodal Officer
5	Social Expert, GMRL	Member
6	EHS Expert, GMRL	Member
7	Social Expert, GC	Member
8	Environment Expert, GC	Member

FUNCTION OF HQ LEVEL GRC

- The GRC will meet as required, but at least once a month (preferably on the 30th of the month), and the records of the meeting shall be maintained.
- Unresolved grievances at the field level shall be taken for resolution by HQ Level GRC on a priority basis.
- All grievances (excluding those related to compensation) brought to HQ Level GRC shall be resolved within 30 days of receipt.
- The grievant will have the right to be heard by the GRC before the committee gives its decision.
- Communication in writing will be sent to the grievant about the date, time, and venue of the GRC sitting.
- The decision of the HQ Level GRC will be final and shall be communicated in writing to the grievant.
- If the committee is unable to arrive at a decision through consensus, the matter will be referred to the committee of directors/GMRL consisting of Director/Projects & Planning, Director/Rolling Stock & Electrical, and Director/Finance with a note incorporating the opinions of the committee members.
- The GRC will continue to function, for the benefit of the stakeholders, during the entire life of the project, including the defects liability period

4. GRIEVANCE HANDLING PROCESS

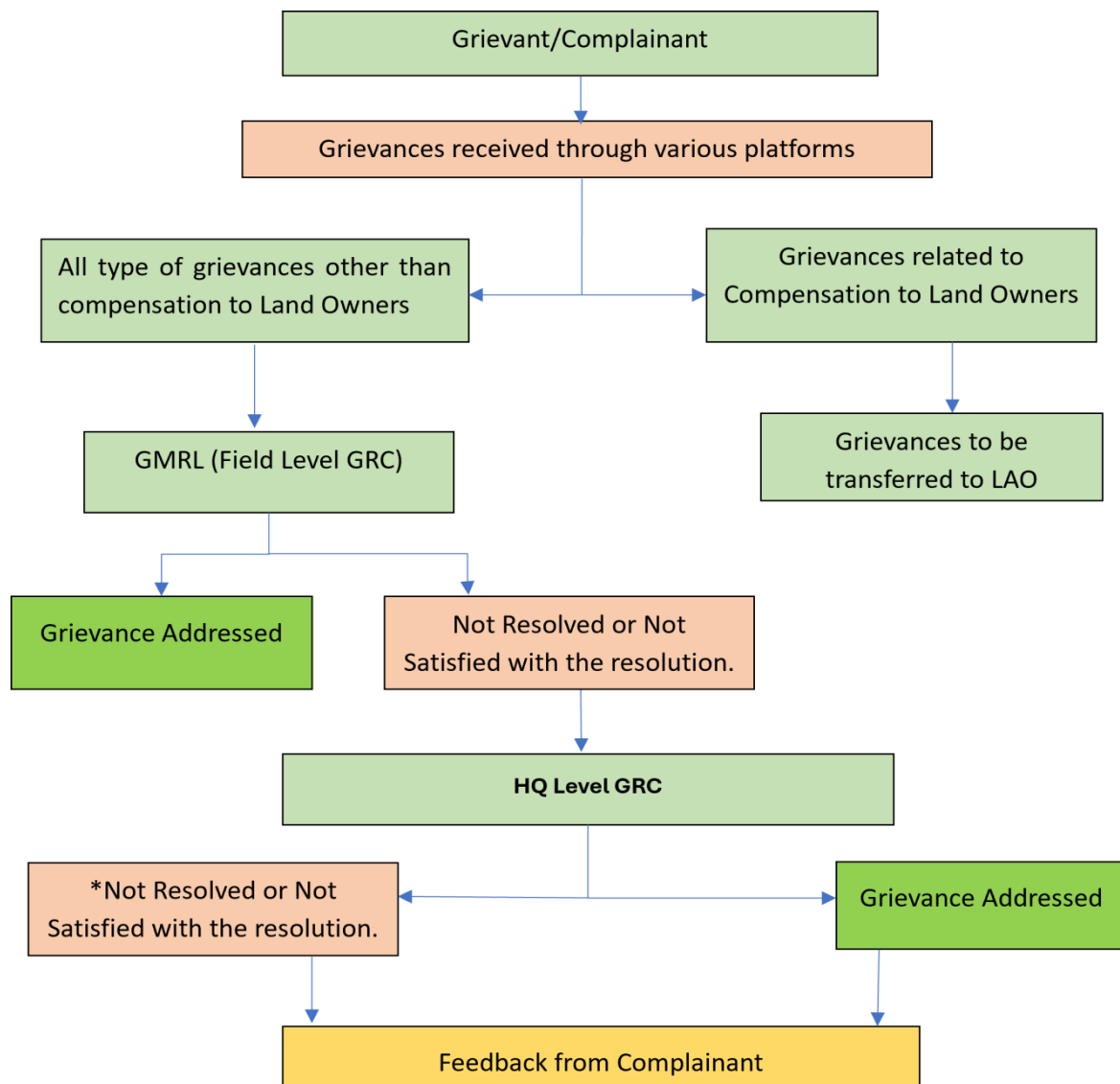
Table: Grievance Handling Process

Step	Description	Time frame	Responsibility
GM Implementation Structure	Project Level GM Mechanism. c. Field level d. Headquarter level Existing GM Mechanism at Centre and State Level: d. CPGRAMS e. CM Window f. Social Media Grievance Tracker	Project Level: • Field Level: 30 Days HQ Level: 30 Days Centre & State Level: Within 30 days of receipt of complaints at GMRL, except for those related to compensation.	Field Level & HQ Level GRC Field Level & HQ Level GRC
Grievance uptake	Grievances can be submitted via the following channels: f. Telephone g. E-mail h. Letter i. In-person at a physical facility through written complaint (Site Offices and GMRL, Office)	Immediate	PRO

Step	Description	Time frame	Responsibility
	j. Grievance or suggestion boxes located at Project Site Offices and GMRL Office A Grievance Form is Attached at Annexure 4.		
Sorting, processing	g. Each complaint received will be given a unique registration ID. h. Once registered, the complaint will be logged into the Grievance Monitoring Sheet (placed at Annexure 5). i. All the complaints will be first dealt with at Field Level GRC. If unresolved, it will be sent to HQ Level GRC. j. The complaint will then be forwarded to the concerned official for a detailed report on the matter and a copy to the field-level GRC. k. The concerned officer will submit the report on the matter to the field-level GRC with intimation to the PRO. l. The concerned officer will keep the PRO updated on the status of the complaint.	Within 7 working days	PRO
Acknowledgment and follow-up	c. Receipt of the grievance is acknowledged to the grievant through email/ sms/ whatsapp at the provided email ID and mobile number. d. The grievant is also informed after the redressal of the complaint about the action taken and resolution provided.	Within 2 days of receipt	PRO
Verification, investigation, and resolution	d. The concerned GRC committee shall investigate the complaint after receiving a report from the concerned officer. e. A proposed resolution is formulated after investigation by GRC and communicated to the grievant by email through PRO. f. The Meeting Record Form and the Resolution Form are placed at Annexure 6 & Annexure 7, respectively.	Field Level: 30 Days HQ Level: 30 Days If the complaint is not resolved at the field level, it is automatically escalated to the HQ Level committee.	Field Level & HQ Level GRC
Monitoring and evaluation	Monthly reporting to GMRL Management	Every Month	PRO will compile each

Step	Description	Time frame	Responsibility
			level grievance received and its resolution separately in management review meetings
Special Cases	b. If the HQ Level committee is unable to arrive at a decision through consensus. Then the matter will be referred to the committee of directors.	On a case-by-case basis	Committee members d. Director/Projects & Planning e. Director/Rolling Stock & Electrical f. Director/Finance)
Provision of feedback	Feedback from the grievant regarding their satisfaction with grievance resolution.	After resolution	PRO shall ensure that feedback received from the grievant is recorded in the feedback form (Placed at Annexure 8)
Appeals process	If grievances remain unresolved through the established redressal mechanisms, the grievant can seek legal intervention in accordance with applicable laws at their own cost.	At any point throughout the project lifecycle	-

a. FLOWCHART FOR GRIEVANCE MECHANISM



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

5. ROLES & RESPONSIBILITIES BY TYPE OF GRIEVANCE

- a. General E&S Grievances: Handled by Field Level GRC and HQ Level GRC.
- b. Compensation-related Grievances: Handled by LAO
- c. Workers Grievances
 - Direct Workers GMRL: HR Head, GMRL
 - Contractors Labour: Contractor-led GM with representation from GC GMRL, Workers (including women). Monthly/Quarterly meetings. Detailed in Labour Management Procedures (LMP).
- d. SEA/SH (Sexual Exploitation & Abuse / Sexual Harassment) Grievances
 - Handled confidentially through existing GM (Field Level /HQ Level GRC).
 - Only minimal information is recorded (nature of complaint, project association, age/sex of grievant).

- Cases referred to the Internal Complaints Committee (ICC) for handling SEA/SH grievances.
- GMRL shall notify the World Bank with the grievant's consent.
- Referral pathways (Concerned NGOs and Hospitals) and Code of Conduct to be implemented.
- If the grievant is not satisfied with resolution at both Field and HQ levels, the grievant can seek legal intervention in accordance with applicable laws.

APPLICABILITY OF GM: This Grievance Mechanism shall become effective immediately and shall continue in operation for the duration of the project lifecycle.

Annexure 4: Grievance Form

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

Grievant/Complainant Signature (if applicable)**Date:****Signature- Project personnel (to confirm receipt only)****Date:****For GMRL use only**

Grievance No.: _____

Grievance Category:

- Land
- Environmental Issues
- Social Issues
- Contractor Issues
- Occupational Health and Safety
- Project Execution
- Other (specify): _____

Annexure 5: Grievance Monitoring Sheet

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

Annexure 6: Meeting Record Form

Date of the Meeting: _____ **Grievance No.:** _____

Venue of meeting: _____

Details of Participants:

S. No	Name of Participants	Complainant/Project Official

Summary of Grievance:

Meeting Notes:

Issues Resolved/ Unresolved:

Signature of the authorized official of the meeting

Name of Authorized Official

Date:

Annexure 7: Resolution Form

Grievance No:	
Name of Grievant/Complainant:	
Date of Grievance:	
Summary of Grievance:	
Summary of Resolution:	
Resolved at:	☐ Field Level ☐ Headquarters Level
Date of Grievance Resolution:	

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

Name:

ID Number:

Type of ID:

Date:

Signature of Authorized Officials of GMRL:**1. Signature:**

Name:

Place:

Date:

2. Signature

Name:

Place:

Date:

Annexure 8: Feedback Form

Grievance Reference No.: _____

Name of Grievant/Complainant: _____

Date Grievance Submitted: _____

Date Resolution Communicated: _____

1. Resolution Feedback

- a. Were you informed about the outcome of your grievance?
☐ Yes ☐ No
- b. Was the grievance resolution explained clearly to you?
☐ Yes ☐ Partially ☐ No
- c. Are you satisfied with the proposed resolution?
☐ Fully Satisfied ☐ Satisfied ☐ Partially Satisfied ☐ Not Satisfied
- d. Was your grievance addressed within a reasonable timeframe?
☐ Yes ☐ No
- e. Was the behavior of GMRL/Contractor representatives professional and respectful?
☐ Excellent ☐ Good ☐ Fair ☐ Poor
- f. Has the grievance been resolved to your satisfaction?
☐ Yes: Please close the grievance.
☐ No: I request further review/escalation.

2. Comments from Grievant

3. For GMRL Use Only

Feedback Received By: _____

Designation: _____

Date: _____

Annexure 9: Sample Table – Monitoring and Reporting on the SEP

Key Evaluation Questions	Specific Evaluation Questions	Potential Indicators	Data Collection Methods
GM. To what extent have project-affected parties been provided with accessible and inclusive means to raise issues and grievances? Has the implementing agency responded to and managed such grievances?	• Are project-affected parties raising issues and grievances? • How quickly/ effectively are the grievances resolved?	• Usage of GM and/or feedback mechanisms • Requests for information from relevant agencies. • Use of suggestion boxes placed in the villages/project communities. • Number of grievances raised by workers, disaggregated by gender of workers and worksite, resolved within a specified time frame. • Number of Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH) cases reported in the project areas, which were referred for health, social, legal, and security support according to the referral process in place. (if applicable) • Number of grievances that have been (i) opened, (ii) open for more than 30 days, (iii) resolved, (iv) closed, and number of responses that satisfied the complainants, during the reporting period, disaggregated by category of grievance, gender, age, and location of complainant.	• Records from the implementing agency and other relevant agencies.
Stakeholder engagement impact on project design and	• Was there interest and support for the project?	• Active participation of stakeholders in activities	• Stakeholder Consultation Attendance Sheets/ Minutes

implementation. How have engagement activities made a difference in project design and implementation?	• Were there any adjustments made during project design and implementation based on the feedback received? • Was priority information disclosed to relevant parties throughout the project cycle?	• Number of actions taken in a timely manner in response to feedback received during consultation sessions with project-affected parties. • Number of consultation meetings and public discussions where the feedback and recommendations received is reflected in project design and implementation. • Number of disaggregated engagement sessions held, focused on at-risk groups in the project.	• Evaluation forms • Structured surveys • Social media/traditional media entries on the project results
Implementation effectiveness. Were stakeholder engagement activities effective in implementation?	• Were the activities implemented as planned? Why or why not? • Was the stakeholder engagement approach inclusive of disaggregated groups? Why or why not?	• Percentage of SEP activities implemented. • Key barriers to participation identified with stakeholder representatives. • Number of adjustments made in the stakeholder engagement approach to improve projects' outreach, inclusion and effectiveness.	• Communication Strategy (Consultation Schedule) • Periodic Focus Group Discussions • Face-to-face meetings and/or Focus Group discussions with Vulnerable Groups or their representatives.