



STAKEHOLDER ENGAGEMENT PLAN (SEP)

STAKEHOLDER ENGAGEMENT PLAN
NORTH - SOUTH CORRIDOR

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INTRODUCTION

The opportunities provided by constructive stakeholder relations and the risks associated with poor ones are now better understood in today's dynamic market environment. It is important to actively develop and sustain relationships with affected communities and other stakeholders throughout the life of project and not simply during the initial feasibility and assessment phase. This facilitates in reaping the benefits of improved risk management and better outcomes on the ground.

The report focuses on classifying our stakeholders, principles of stakeholder engagement plan, expectations of our key stakeholders and strategies engaged for the delivery of effective stakeholder engagement plan. This document is an attempt to clarify engagement of Lucknow Metro Rail Corporation with its various stakeholders. The Stakeholder Engagement Plan will be revised as and when required, in synchronization with the timely progress the project makes.

PROJECT DESCRIPTION

As Lucknow is a vibrant city attracting a lot of people from several places particularly from West Bengal, Bihar and Eastern Parts of Uttar Pradesh. It is witnessing an economic boom and it became among the top 10 fastest growing Metro cities of India. It is the second largest city of Northern India after Delhi. Due to large population migration from all over the country and rapid growth rate of population coupled with high economic growth rate has resulted in an ever increasing demand for faster transport system instead of city's existing transport system. Multiple modes of public transport are available such as taxis, city buses, cycle rickshaws, auto rickshaws and compressed natural gas (CNG) low floor buses with and without air conditioning. The city is an important junction with links to all major cities of the state and country. The city has a total of fourteen railway stations and one Chaudhary Charan Singh International (CCS) Airport. Lucknow Metro Rail project is aimed at bringing about traffic revolution in Lucknow by creating traffic conveniences for the people of the city. It is expected that this developmental measure will not only be helpful for the city but will also bring about betterment of the people living in the city, district, region, state. So it is urgently needed to replace the existing transport system with a Metro rail project.

Details of North-South (N-S) Corridor

The proposed North-South corridor starts at Chaudhary Charan Singh Airport and ends at Munshipulia via Sachivalaya, Hazaratganj, IT College Junction, and Indira Nagar for a total length of 22.878 km with 22 stations (3 underground & 19 elevated) as shown in Figure 2. The construction of this corridor is expected to be finished in 25 months and the operation is planned for December 2016. A view of typical stations is presented in Figure 3 while the details of N-S corridor are given in Table 1 below:

TABLE 1
DETAILS OF N-S CORRIDOR

Corridor Name	Elevated	Underground	Total Length
N-S corridor (CCS Airport to Munshi Pulia)	19.438 km	3.440 km	22.878 km.

The total permanent land required for the N-S corridor is 47.98 Ha of which, 42.28 Ha is government land (88%) and 5.7 Ha belongs to private owners (12%). The project also requires temporary land acquisition and the details are mentioned in the Table2 below:

TABLE 2
LAND REQUIREMENT FOR N-S CORRIDOR

S.No.	Description	Land Requirement (ha)			
		Permanent		Temporary	
		Government	Private	Government	Private
1	Stations	1.83	2.02	2.94	1.73
2	Running Section	1.05	3.68	0.00	0.00
3	RSS/TSS	1.60	0.00	0.00	0.00
4	Depots	37.8	0.00	0.73	0.25
Total		42.28	5.7	3.67	1.98

**FIGURE 1
PROJECT LOCATION**

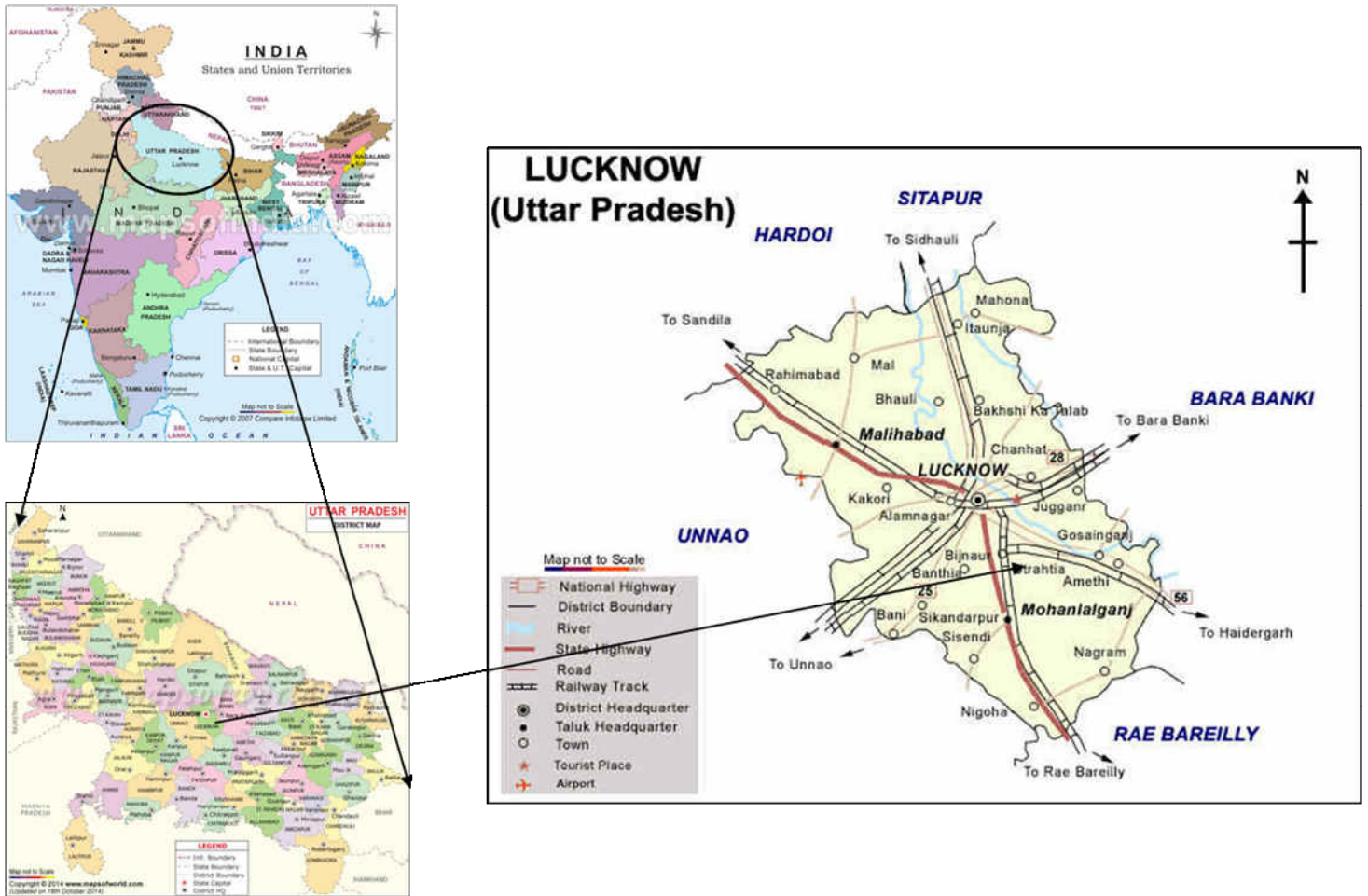
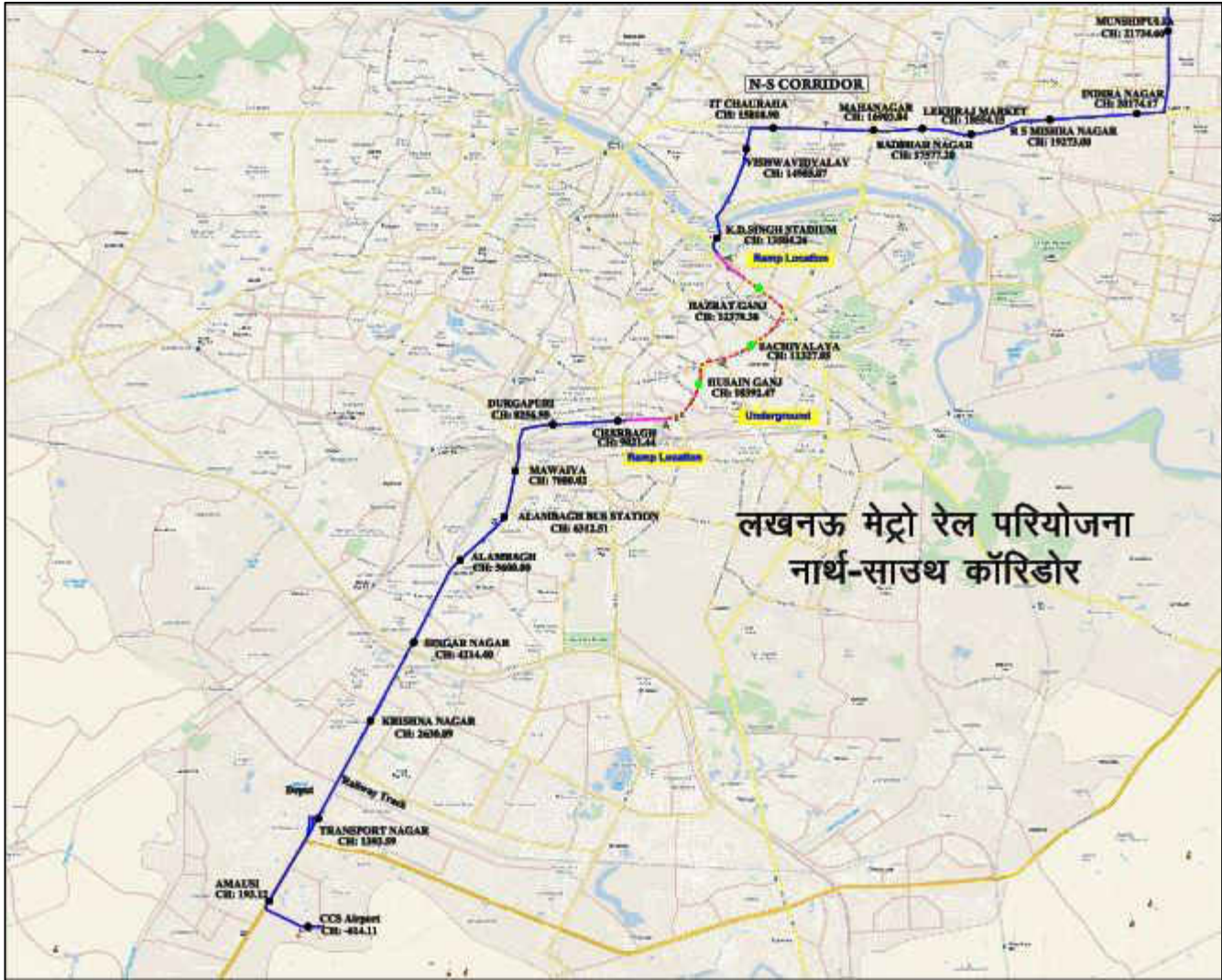


FIGURE 2
PROPOSED ALIGNMENT OF NORTH-SOUTH CORRIDOR



PROJECT IMPACT STUDY

For preparing an effective stakeholder engagement plan, LMRC mapped its project activities and its impact on social, environment, cultural and economic factors. The environmental study is carried out for the final alignment proposed by LMRC. The approach is to follow the sequence of steps adopted in an EIA study. The basic concept is to ascertain the existing baseline conditions and assess the impacts as a result of construction and operation of the project. The changes likely to occur in different components of the environment viz. physical, biological / ecological, environmental and socio-economic etc. have been studied, analyzed and quantified, wherever possible. The identification of parameters for data generation and impact assessment are important. The accurate analysis of assessment depends upon the reliable data generated/ available on environmental attributed. The baseline data for various parameters of physical (physiographic and soils), ecological (forestry, fisheries and wildlife), and environmental pollution (air, water, noise, and solid waste) are documented.

The impacts are assessed for various phases of project cycle namely:

- Impacts due to project location,
- Impacts due to project design,
- Impacts due to project construction, and
- Impacts due to project operation.

The key Objectives of Project Impact Study are:

➤ SOCIAL:

- Identifying effected target groups and institutions
- Identifying the issues that concern stakeholders.
- Number Project Affected People
- Prepare Resettlement Action Plan
- Prepare Grievance Management Plan

➤ ENVIRONMENTAL:

- Land Environment
- Water Environment
- Air Environment
- Noise Environment
- Biological Environment

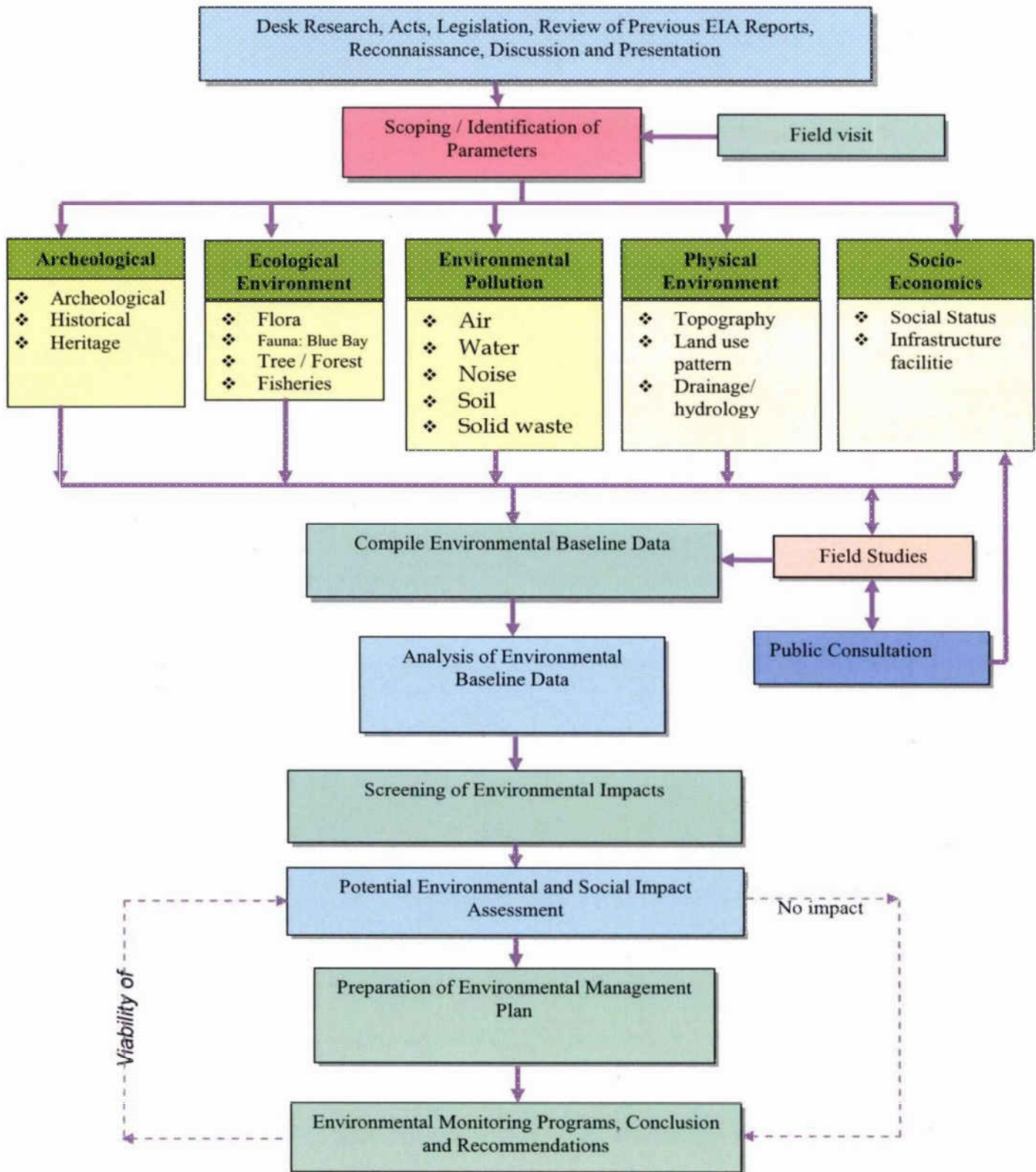
➤ CULTURAL:

- To protect and preserve heritage and monuments
- Identifying culturally significant issues related to historic places

➤ ECONOMIC:

- Industry groups and economic drivers that are directly and indirectly related to the project.
- The range of business enterprises.

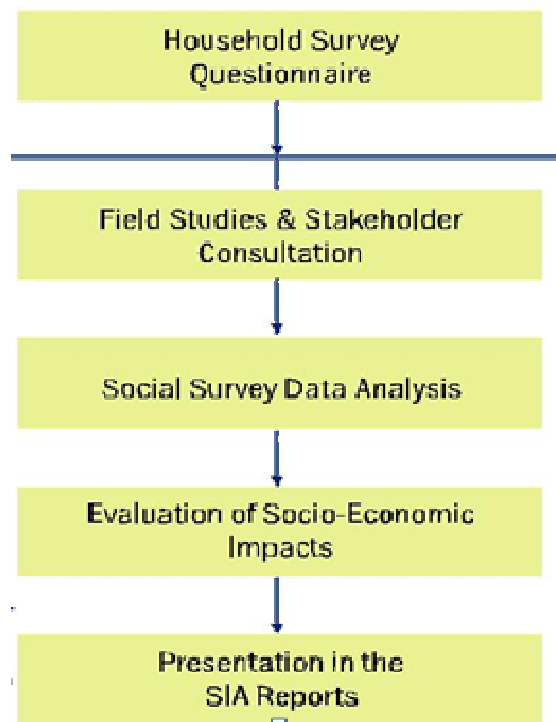
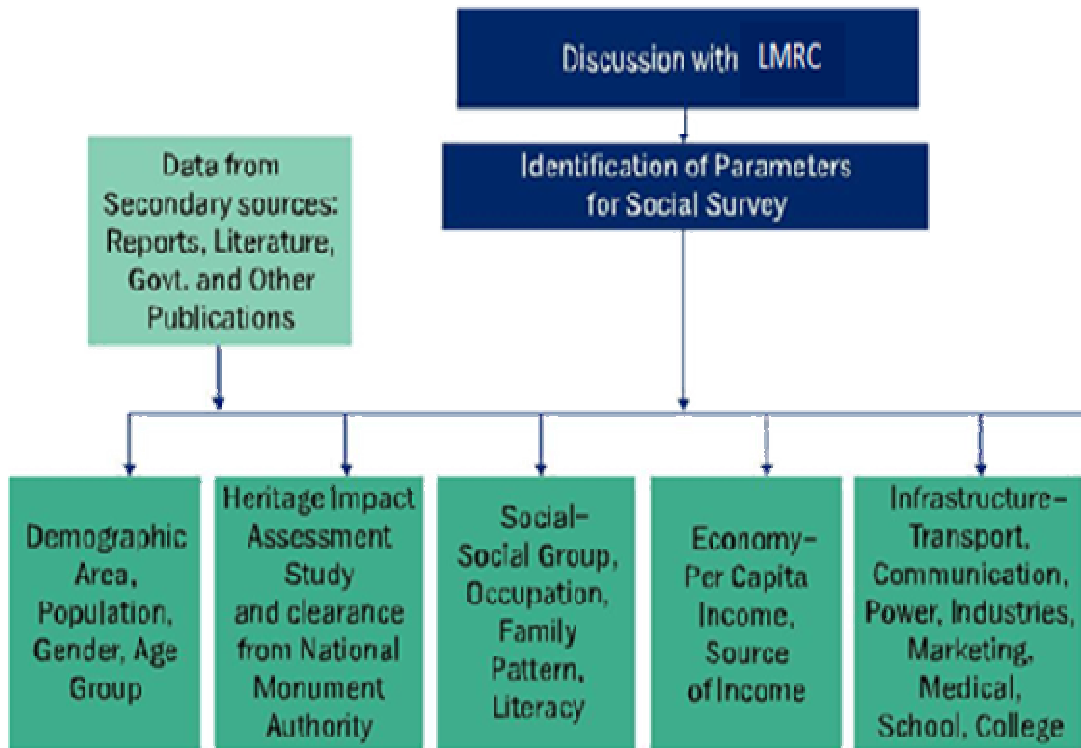
THE GENERAL APPROACH ADOPTED WHILE CONDUCTING THE PROJECT IMPACT STUDY IS REPRESENTED BELOW IN THE DIAGRAM



STAKEHOLDER IDENTIFICATION & MAPPING

Stakeholder identification is critical to business success.

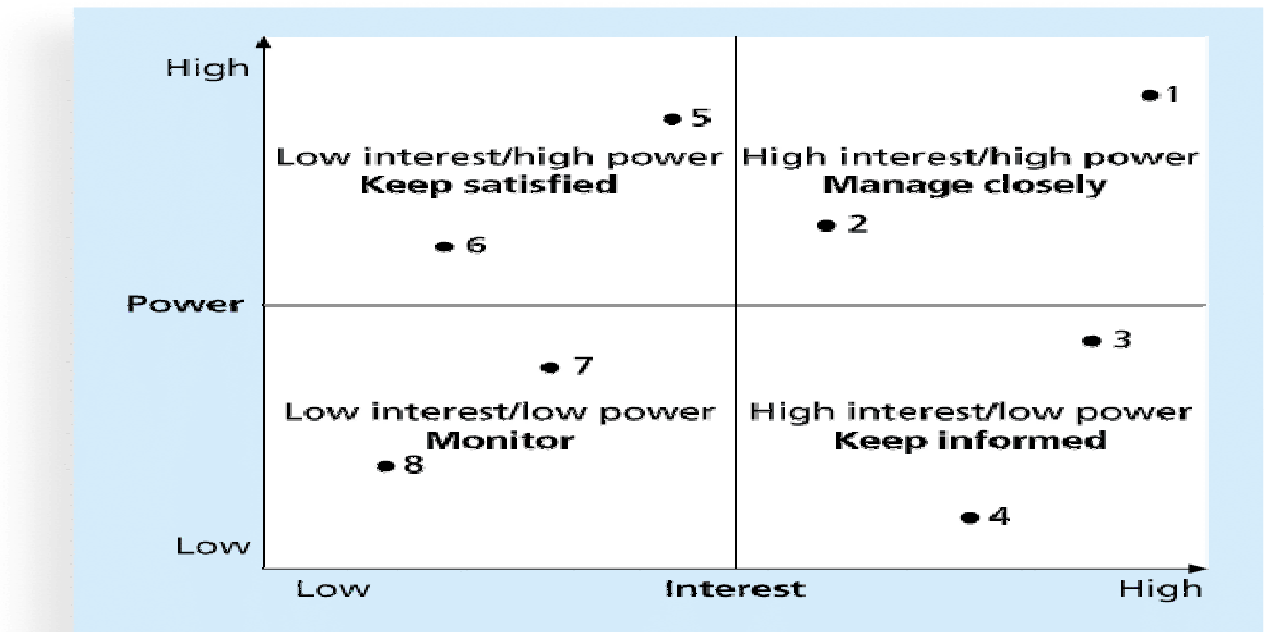
The Figure below highlights the basic approach adopted for Stakeholder Identification.



Based on inputs collected from Social Survey and in consultation with the concerned department personnel; LMRC has identified its key stakeholders who are individuals / groups or institutions.

The positioning of the stakeholders in the maps that follow is based on the experiences of the teams based on certain criteria which are defined with the maps.

Stakeholder map 1: Power –Interest



Note: LMRC’s Stakeholders have been identified in the next table.

OUR STAKEHOLDERS

Government	<ul style="list-style-type: none"> ○ Ministry of Urban Development, GoI ○ Ministry of Finance, GoI ○ Ministry of Railways, GoI ○ Ministry of Civil Aviation, GoI ○ Ministry of Corporate Affairs, GoI ○ Ministry of External Affairs, GoI ○ Archeological Survey of India ○ Airport Authority of India ○ Chief Minister Office, GoUP ○ Chief Secretary Office, GoUP ○ Department of Housing & Urban Planning, GoUP ○ Home Department, GoUP ○ Finance Department, GoUP ○ Transport Department, GoUP ○ Lucknow Development Authority ○ Municipal Corporation, Lucknow ○ UP Housing Board ○ UP State Industrial Development Corporation ○ UP State Road Transport Corporation, Lucknow ○ Lucknow City Transport Services Ltd. ○ Forest Department, GoUP ○ State Pollution Control Board, UP ○ Environment Directorate, GoUP ○ State Archeological Department, UP ○ Department of Labour, GoUP ○ District Administration ○ Land Acquisition Officer, Lucknow ○ District Police, Lucknow ○ Public Works Department, GoUP ○ Technical Education Department, GoUP ○ Traffic Police, Lucknow
Lenders	<ul style="list-style-type: none"> ○ EIB
Media	<ul style="list-style-type: none"> ○ Hindustan Times ○ The Times of India ○ The Pioneer ○ Indian Express ○ Hindustan ○ Dainik Bhaskar ○ Rashtriya Sahara ○ I - Next ○ Navbharat Times ○ Amar Ujala ○ Kanwhiz Times ○ Jansatta ○ The Week

	<ul style="list-style-type: none"> ○ The Telegraph ○ India Today ○ Tribune ○ Quami Tanzeem ○ Inquilab-e-zadid
Internal	<ul style="list-style-type: none"> ○ Employees ○ Passengers
Contractors	<ul style="list-style-type: none"> ○ Larsen & Toubro ○ Larsen & Toubro Infrastructure Engineering Ltd ○ Sam India Built Well Pvt. Ltd. ○ Consortium of ALSTOM Transport India Ltd., Bangalore & ALSTOM Transport SA France ○ Larsen & Toubro Electrical ○ Systra MVA Consulting India Pvt. Ltd. ○ S. P. Singla Constructions Pvt. Ltd. ○ Delhi Metro Rail Corporation Ltd. ○ Steel Authority of India ○ Voestalpine VAE GmbH - Voestalpine VAE VKN India Pvt. Ltd.(Consortium) ○ Mitsui & Co. Pvt. Ltd ○ Canon Fastners, Delhi ○ M/S Arch-En-Design
Community	<ul style="list-style-type: none"> ○ Project Affected People ○ Resident Welfare Associations ○ Omaxe City RWA ○ Ansal Township RWA ○ Housing Board Association ○ Gomti Nagar RWA ○ Local Traders - FMCG Traders Association, Astha Traders Association, Hind Traders Association ○ U P Petroleum Traders Association ○ Resident Welfare Association - RWA, LDA Colony, Kanpur Road, ○ Local Residences
NGOs	<ul style="list-style-type: none"> ○ Aakhil Bhartiya Amedkar Sewa Sansthan ○ Sargam Sanstha ○ Tulsi Gramodyog Seva Samiti ○ Jeevan Jyoti NGO ○ Vatsalya NGO ○ Need NGO ○ NIIT Foundation ○ RAWs ○ Foundation For Social Care ○ Shreyansh Foundation Society ○ Poorvanchal Paryavaran Sudhar Samiti

Public & Academic Institutions	<ul style="list-style-type: none">○ Indian Institute of Management, Lucknow○ Amity University, Lucknow○ Dr. Shakuntala Mishra Rehabilitation University○ Lucknow University○ VIBGYOR High, Lucknow○ City Montessori School○ Seth M.R. Jaiouria School○ Delhi Public School○ St. Mary's Convent Inter School○ Loreto Convent High School○ Kendriya Vidyalaya School○ Army Public School○ G.D. Goenka Public School
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OUR STAKEHOLDERS AND THEIR EXPECTATIONS

NAME OF STAKEHOLDER	EXPECTATIONS
Passengers	<ul style="list-style-type: none"> • Safe, Reliable & Punctual Services • Timely and Punctual Completion of Projects • High standard in travel environment • Reasonable Ticket pricing
Community	<ul style="list-style-type: none"> • Social aspirations incorporated into new rail lines and properties • Societal inclusions • Regular Interactions and Consultations • Resettlement and Rehabilitation • Effective Grievance Management
Environment	<ul style="list-style-type: none"> • Sustainable management of the environment • Optimization of natural resource use • Innovation to protect natural environments and biodiversity • Restoration of key natural resources impacted by operations
Staff	<ul style="list-style-type: none"> • Competitive remuneration • Job security • Career and professional development • Personal development • Performance recognition
Business Partners, Contractors and Suppliers	<ul style="list-style-type: none"> • Contract opportunity for new rail projects • Continued partnering activities
Regulators	<ul style="list-style-type: none"> • Submission of required documents for approvals on new railway and property construction • Legal compliance in operations, projects and property • Observe town planning regulations and guidelines with due consideration of community aspirations
Lenders	<ul style="list-style-type: none"> • Completion of Projects as per Schedule • Achieve Operational Efficiency • Transparency in Processes

STAKEHOLDER PRIORITIZATION MATRIX	Stakeholder Group	Level of Action	Type of Relation	Influence	Initiative Taking	Interest	Priority
	1. Govt	1. Local	1. Cooperative	1. Low	1. Passive	1. Low	Low
	2. Community Pressure Groups	2. State	2. Neutral Watch	2. Medium	2. Active	2. Medium	Medium
	3. Trade Unions / Associations	3. National	3. Critical Watch	3. High	3. Dynamic	3. High	High
	4. Media	4. International					
	5. Neighbouring Cos.	5. Plant Level					
	6. Vendors / Suppliers						
	7. Employees & their families						
	8. NGOs / CBOs						
	9. Lenders						
	10. Educational Institutes						
Ministry of Urban Development	1	3	1	3	3	3	High
Ministry of Finance	1	3	1	3	3	3	High
Ministry of Railways	1	3	1	3	3	3	High
Ministry of Civil Aviation	1	3	1	3	3	3	High
Ministry of Corporate Affairs	1	3	1	3	3	3	High
Ministry of External Affairs	1	3	1	3	3	3	High
Archaeological Survey of India	1	3	1	3	3	3	High
Airport Authority of India	1	3	1	3	3	3	High
Chief Minister office, GoUP	1	2	1	3	3	3	High
Home Department, GoUP	1	2	1	3	3	3	High

Finance Department, GoUP	1	2	1	3	3	3	High
Transport Department	1	2	1	3	3	3	High
Lucknow Development Authority	1	2	1	3	3	3	High
Municipal Corporation Lucknow	1	2	1	3	3	3	High
UP Housing Board	1	2	1	3	3	3	High
UP State Industrial Development Corporation	1	2	1	3	3	3	High
UP State Road Transport Corporation Lucknow	1	2	1	3	3	3	High
Lucknow City Transport Services Ltd	1	2	1	3	3	3	High
Forest Department	1	2	1	3	3	3	High
State Pollution Control Board, UP	1	2	1	3	3,4	3	High
Environment Directorate	1	2	1	3	3,4	3	High
State Archaeological Department, UP	1	2	1	3	3,4	3	High
Department of Labour	1	2	1	3	3,4	3	High
District Administration	1	1	1	3	3	3	High
Land Acquisition Officer, Lucknow	1	1	1	3	3	3	High
District Police, Lucknow	1	1	1	3	3	3	High
Public Works Department, GoUP	1	1,2	1	3	3	3	High
Technical Education Department, GoUP	1	2	1	3	3	3	High
Traffic Police, Lucknow	1	1	1	3	3	3	High
EIA	9	4	2	3	3	3	High
Hindustan Times	4	3	2	3	3	3	High

The Times of India	4	3	2	3	3	3	High
The Pioneer	4	3	2	3	3	3	High
Indian Express	4	3	2	3	3	3	High
Hindustan	4	3	2	3	3	3	High
Dainik Bhaskar	4	3	2	3	3	3	High
Rashtriya Sahara	4	3	2	3	3	3	Medium
I-Next	4	3	1	3	3	3	High
Navbharat Times	4	3	1	3	3	3	High
Amar Ujala	4	3	1	3	3	3	High
Kanwhiz Times	4	1	1	3	3	4	High
Jansatta	4	3	1	3	3	3	Medium
The Week	4	3	1	3	3	3	Medium
The Telegraph	4	3	1	3	3	3	Medium
India Today	4	3	1	3	3	3	Medium
Tribune	4	3	1	3	3	3	Medium
Quami Tanzeem	4	1	1	3	3	3	Medium
Inquilab-e-zadid	4	1	1	3	3	3	Medium
Employees	7	5	1	3	3	3	Medium
Passengers	9	5	1	3	3	3	Medium
L&T Infrastructure	6	5	1	3	3	3	Medium
Sam India Built Well Pvt.Ltd	6	5	1	3	3	3	Medium
Alstom	6	5	1	3	3	3	Medium
L&T Electrical	6	5	1	3	3	3	Medium
Systra	6	5	1	3	3	3	Medium
Project Affected People	2	1	3	3	3	3	Very High
RWAs	2	1	3	3	3	3	High, Medium
Omaxe City RWA	2	1	3	3	3	3	High, Medium

Ansal Township	2	1	1,3	3	3	3	High, Medium
Housing Board Association	2	1	1,3	3	3	3	High, Medium
Gomti Nagar RWA	2	1	1,3	3	3	3	High, Medium
Local traders-FMCG Traders Association, Astha Traders Association, Hind Traders Association	2	1	1,3	3	3	3	High, Medium
UP Petroleum Traders Association	2	1	1,3	3	3	3	High, Medium
LDA colony, Kanpur Road,RWA	2	1	1,3	3	3	3	High, Medium
Kanpur Road	2	1	1,3	3	3	3	High, Medium
Local Residences	2	1	1,3	3	3	3	High, Medium
Aakhil Bhartiya Ambedkar Sewa Sansthan	8	1	1,3	3	3	3	High, Medium
Sargam Sansthan	8	1	1,3	3	3	3	High, Medium
Tulsi Gramodyog Seva Samiti	8	1	1,3	3	3	3	High, Medium
Jeevan Jyoti NGO	8	1	1,3	3	3	3	High, Medium
Vatsalya NGO	8	1	1,3	3	3	3	High, Medium
Need NGO	8	1	1,3	3	3	3	High, Medium
NIIT Foundation	8	1	1,3	3	3	3	High, Medium
RAWS	8	1	1,3	3	3	3	High, Medium
Foundation For Social Care	8	1	1,3	3	3	3	High, Medium
Shreyansh Foundation Society	8	1	1,3	3	3	3	High, Medium
NDC	8	1	1,3	3	3	3	High, Medium
Indian Institute of Management, Lucknow	10	1	2	2	2	2	Low
Amity University	10	1	2	2	2	2	Low

Dr. Shakuntala Mishra Rehab	10	1	2	2	2	2	Low
Lucknow University	10	1	2	2	2	2	Low
VIBGYOR High, Lucknow	10	1	2	2	2	2	Low
City Montessori School	10	1	2	2	2	2	Low
Seth M.R. Jaiouria School	10	1	2	2	2	2	Low
Delhi Public School, Lucknow	10	1	2	2	2	2	Low
St. Mary's Convent Inter School	10	1	2	2	2	2	Low
Loreto Convent High School	10	1	2	2	2	2	Low
Kendriya Vidyalaya School	10	1	2	2	2	2	Low
Army Public School	10	1	2	2	2	2	Low
G.D. Goenka Public School	10	1	2	2	2	2	Low

STAKEHOLDER ENGAGEMENT STRATEGIES

OBJECTIVE	STAKEHOLDER	ENGAGEMENT STRATEGIES	STATUS
<ul style="list-style-type: none"> ○ License Clearances - Land Acquisition & Environmental clearances 	<ul style="list-style-type: none"> ○ GOI ○ Dept. of Town Planning ○ Min. of Environment & Forest ○ District Administration ○ Environment & Social Consulting Agencies 	<ul style="list-style-type: none"> ○ Regular meetings for taking / giving progress updates ○ Timely submission of responses to queries raised ○ Proper filing of applications as per requirements ○ Undertaking environment and social impact assessments 	<ul style="list-style-type: none"> ○ On-Going ○ Most of the licenses obtained.
<ul style="list-style-type: none"> ○ Reputation Building ○ Right Information Dissemination ○ Effective Grievance Management 	<ul style="list-style-type: none"> ○ Local Community ○ Head of local self governance ○ Elected Representatives ○ NGOs ○ Schools & Colleges ○ Effected Business Outlets & Shops 	<ul style="list-style-type: none"> ○ Social Impact Assessment ○ Community Interaction Programs ○ Stand - Up Presentations ○ Street Play (Nukkad Natak) ○ Group Meetings ○ Public Announcements & Press Release ○ Information sheets distribution 	<ul style="list-style-type: none"> ○ On-Going ○ Scheduled Twice Weekly ○ 26 Community stakeholders meeting conducted.
<ul style="list-style-type: none"> ○ Adopting Environment friendly initiatives 	<ul style="list-style-type: none"> ○ Environment 	<ul style="list-style-type: none"> ○ Environmental impact assessment ○ Protective measures and equipment ○ Energy Saving Measures in Operations 	<ul style="list-style-type: none"> ○ On-going as per Project Requirement
<ul style="list-style-type: none"> ○ Encouraging Metro Usage ○ Effective Communication 	<ul style="list-style-type: none"> ○ Passengers 	<ul style="list-style-type: none"> ○ Customer surveys ○ In-station personal assistance ○ In-station communication mediums ○ Online Grievance Redress ○ Customer Helpline ○ With Project Completion; LMRC will be evaluating the provision of providing Passenger Feeder Bus Services to encourage use of Metro. ○ In Future; LMRC will also be evaluating a provision of common ticketing procedure 	<ul style="list-style-type: none"> ○ Requirement Based

		<ul style="list-style-type: none"> - where in the same card/ticket could be used in Public Buses and Metro System. o LMRC will be keen is adopting strategies which will encourage Metro Usage like Discounts for Students & Senior Citizens etc. 	
<ul style="list-style-type: none"> o Perception Management 	<ul style="list-style-type: none"> o Employees 	<ul style="list-style-type: none"> o Staff consultation & interaction o Divisional/departmental meetings o Staff surveys o Recruitment drives & Annual performance appraisal o Skills training, people development, career guidance 	<ul style="list-style-type: none"> o Monthly trainings o Weekly interactions
<ul style="list-style-type: none"> o Reputation Building 	<ul style="list-style-type: none"> o Business Partners, Contractors & Suppliers 	<ul style="list-style-type: none"> o Workshops for contractors focusing on public handling, media handling, site safety, traffic management, barricading, installing signage etc. o Partnering programs, contract and site meetings, o Seminars 	<ul style="list-style-type: none"> o Weekly Basis
<ul style="list-style-type: none"> o Compliance Adherence o Reputation Building 	<ul style="list-style-type: none"> o Regulators 	<ul style="list-style-type: none"> o Environmental Impact Assessment statements o Regulatory compliance reports 	<ul style="list-style-type: none"> o On-going
<ul style="list-style-type: none"> o Compliance Adherence o Reputation Building 	<ul style="list-style-type: none"> o Lenders 	<ul style="list-style-type: none"> o Interim Assessments o Report Submission for Financial and Physical Progress o Quarterly Progress Report o Continuous Monitoring 	<ul style="list-style-type: none"> o On-going
<ul style="list-style-type: none"> o Building Positive Opinion 	<ul style="list-style-type: none"> o Media 	<ul style="list-style-type: none"> o Community Development Stories and Significant Project Updates will be publicized through: o Press Releases o Press Briefings o Press conferences o By-lined articles in the media o A print and radio advertising 	<ul style="list-style-type: none"> o On-going

		campaign	
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PROJECT IMPACT (NEGATIVE AND POSITIVE)

The proposed metro rail project will have a number of positive and negative impacts.

Project Positive Impacts:

- Employment opportunities
- Enhancement of economy
- Mobility
- Safety
- Traffic
- Reduced fuel consumption
- Reduced air pollution
- Carbon Dioxide and Green House Gases (GHGs) reduction
- Saving on road infrastructure

Anticipated Negative Impacts:

- Social erosion, pollution and health risk at construction site
- Traffic diversion and risk to existing buildings
- Excavated soil disposal
- Dust generation
- Increased water demand
- Impact due to supply of construction material
- Noise pollution
- Water supply and sanitation
- Pedestrian issues
- Visual impacts

LMRC acknowledges both the positive and negative impacts of the project but most significant and sensitive project links are Relocation & Rehabilitation and Grievance Management .

LMRC has a detailed comprehensive plan for both Relocation & Rehabilitations and Grievance and it endeavors to facilitate the effected stakeholders in an efficient and effective manner.

GRIEVANCE MANAGEMENT

1. Metro projects have environmental and social impacts and therefore grievances are a fact of life. Grievance management has a significant implication on our reputation.
2. LMRC will set a Grievance Redressal Cell (GRC) to provide support to problems arising out of the metro construction.
3. This document underlines Grievances arising out of Site/Construction related activities.
4. Grievances related to Relocation & Rehabilitation has been covered separately by LMRC.
5. The main responsibilities of the GRC are to:
 - Immediately inform the Chief Project Officer of serious cases and Report to PAPs on developments regarding their grievances and decisions of the GRC .
 - Mitigating Grievance by distribution of information sheets related to traffic diversions, safety rules and important project announcements.

GRIEVANCE REDRESSAL

MODE OF COMPLAINTS

Phone calls: 0522-2304014

Emails: grievancecell@lmrc.in

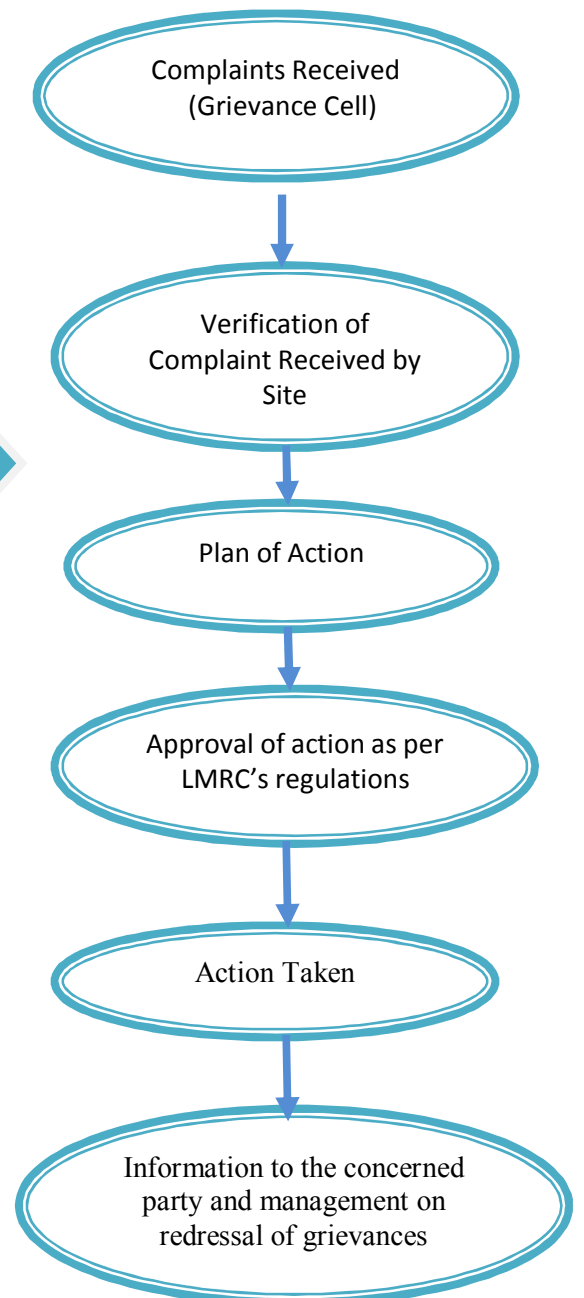
Website: www.lmrc.in

Letter by post:

Lucknow Metro Rail Corporation
Ltd.Administrative Building,
Near Dr. Bhimrao Ambedkar Samajik
Parivartan Sthal,
Vipin Khand, Gomti Nagar, Lucknow -
226010

Fax: 0522-2304013

Complaint Box: Displayed at All
construction site.



GRIEVANCE REDRESSAL FORM

GRIEVANCE REDRESSAL FORM

S. No.	Name of Requestee	Mode of Receiving	Date	Letter No.	Contact Details	Type of Request / Complaints	Summary	Action Taken	Status	Remarks

RELOCATION AND REHABILITATION PLAN (R&R)

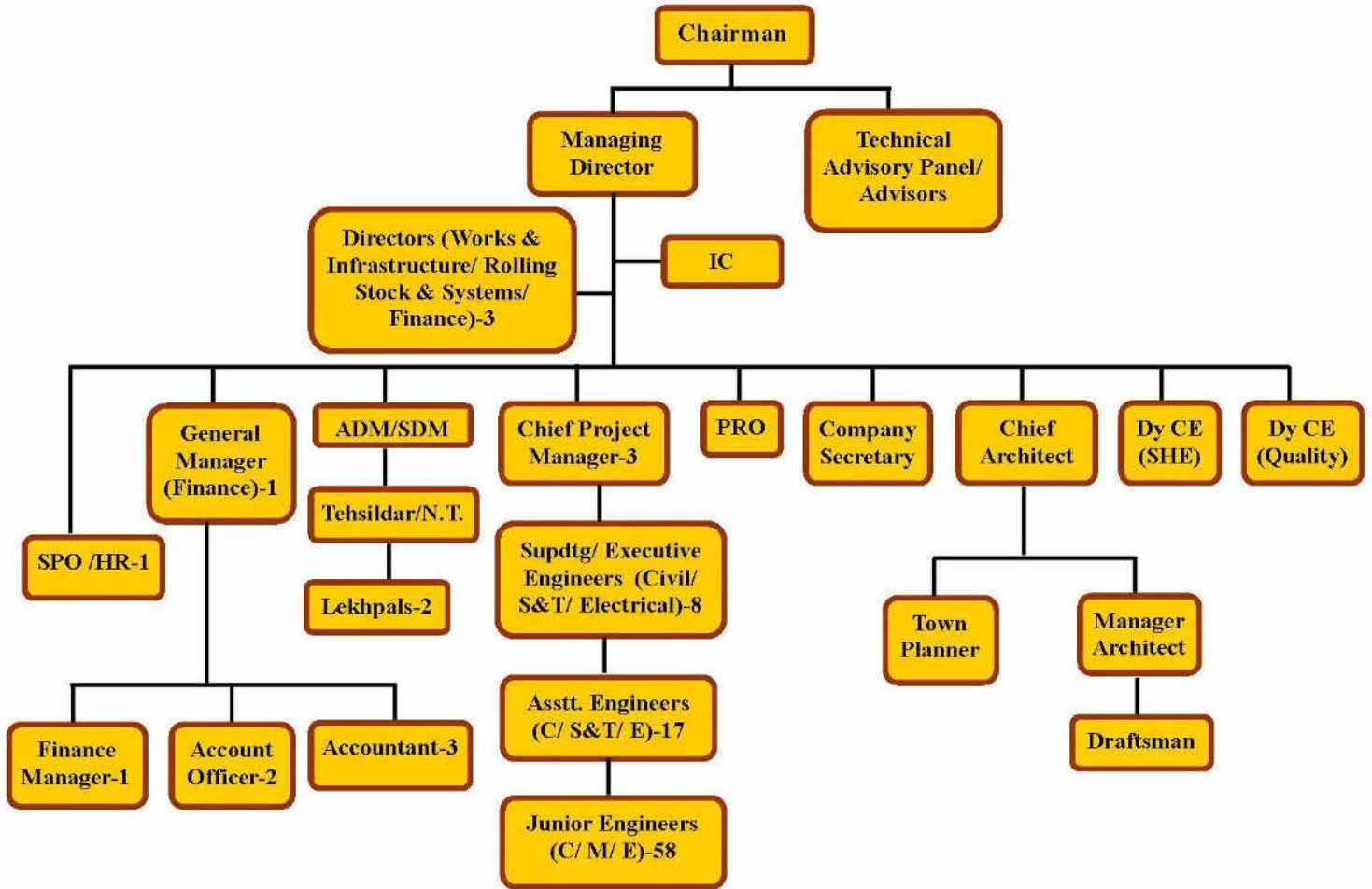
Provision towards compensation/rehabilitation of structure likely to be affected has been assessed. Sufficient provision is kept in the estimate to cover the cost of shifting of structures. (Please refer to LMRC's DPR document for more information)

KEY MANAGEMENT FUNCTIONS

LMRCs management holds Stakeholder Engagement Plan as an integral part of their organization with clearly defined objectives and targets, professional, dedicated staff, established timelines and budget, and senior management responsibility and oversight

1. The document encloses a detailed Organization chart and respective responsibility matrix.
2. Managers will identify critical points in the life of the project where stakeholder engagement will be needed, and determine who will deliver these actions and how they can be integrated with core business functions
3. Contractors have the potential to directly impact stakeholder relations through their behavior and day-to-day interactions with the local population. During the construction phase, contractors and their sub-contractors can have more frequent contact with local stakeholders than do project staff, and affected communities often do not make a distinction between contractors and the company – both are viewed as part of the `project.` Contractor actions can therefore pose a risk for companies that will be managed from the outset. This involves selecting contractors that have the capability to deal effectively with stakeholders and putting such requirements into their contract.
4. Company staff will be deployed to monitor contractor actions on the ground and to assist in resolving any complaints from project stakeholders about contractors.

LMRC ORGANISATIONAL CHART



RESPONSIBILITY MATRIX

Grievance	LMRC
Project Affected People(Minor Grievances)	Junior Engineers (On site)
Project Affected People (R&R)	Senior Management (GM & above) PRO
Labour	Junior Engineers- (C/M/E) (On site) Dy CE- (SHE)
Environmental bodies	Dy CE- (SHE) PRO
Contractors Site Related	Junior Engineers- (C/M/E)
Contractors Invoice/Bill Settlement	Account Officer
Media Related	PRO

Note: The details enclosed above is wrt current project situation. As the project progresses so will the responsibility matix.

FEEDBACK MECHANISM

To ensure the success of project, project managers should initially identify all the people or groups that have the potential to affect the work in progress, either positively or negatively.

Keeping a list of specific interests helps the project manager anticipate stakeholder feedback at subsequent checkpoints. LMRC will ensure the same by indulging in following exercises.

Conducting Online Surveys

Using surveys to gather and measure stakeholder satisfaction with project progress involves selecting tool, such as Zoomerang, SurveyMonkey or Qualtrics, to create and deploy an online survey.

Running Focus Groups

Running brainstorming sessions to get input from stakeholders involves scheduling meetings and facilitating discussions about the team's progress toward achieving the project's goals. Topics typically include the presentation of status reports, quality data and project outcomes, such as prototype products. Conducting an effective focus group usually involves comprehensive planning including setting an agenda, preparing specific questions to ask stakeholders, encouraging collaboration, and calling for action from participants. This method of measuring stakeholder satisfaction with progress allows project managers to get timely input for all stakeholders at once, enabling the project team to avoid costly mistakes or rework later on.

Interviewing Stakeholders

Interviewing stakeholders individually allows project managers to gather feedback privately from people who have the ability to impact the project. Taking the time to interview stakeholders or sponsors makes sense when a stakeholder cannot attend a group meeting due to time constraints or other scheduling conflicts. This method of grading stakeholder satisfaction with progress allows project managers to receive potentially sensitive information out of public view, such as a recommendation that a project should be canceled, resources be terminated, or a project's scope be significantly altered.