



## Social Sustainability and Grievance Management Framework



**Tamil Nadu Slum Clearance Board  
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## 1. Introduction

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Tamil Nadu Slum Clearance Board was established in 1970, to provide housing along with basic and social infrastructure and employment oriented skill training programmes, to make the urban poor a productive work force to strengthen the economy.

Access to improved housing through slum upgradation and development in an inclusive and integrated manner, will reduce the social inequalities, provide improved public spaces and allow livelihood generation and thereby make urban spaces environmentally sustainable and more livable for all.

Tamil Nadu Slum Clearance Board implements the Slum Free Cities programme contained in the Vision 2023 document of the Government of Tamil Nadu, by utilizing the funding assistance from the Government of India under Housing for All programme, State government grants, financial assistance from various institutions and beneficiary contribution.

TNSCB has been implementing various housing programs by adopting approaches such as, in-situ slum redevelopment, slum resettlement, tenement reconstruction and beneficiary led construction.

The housing programs are implemented without any framework for social sustainability and grievance management. It is imperative to address gaps in the social sustainability of the affordable housing programs. There is a need to develop an overarching social sustainability and grievance management framework that guides its housing developments to ensure high quality of living, adequate services, public safety, social cohesion, as well as grievance management.

The social sustainability framework will promote social inclusion, safety and security for men and women, and livelihood opportunities in affordable housing projects through (i) improve demand management through detailed social assessments; (ii) disseminate information and engage with target communities during project design, implementation and maintenance in accordance with the communication and consultation process; and (iii) ensure effective grievance redress mechanisms.

## 2. Vision and Objectives

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To implement the housing programs that provide economically weaker sections, access to affordable housing and livelihood security, enables mobility by reducing social and economic exclusion, and promotes self-sufficiency and sustainability for communities to manage their habitat conditions.

According to Nobel Laureate Amartya Sen, social sustainability has five dimensions. The following five factors have to be considered in determining if a project is socially sustainable:

- **Equity** - the community provides equitable opportunities and outcomes for all its members, particularly the poorest and most vulnerable members of the community.
- **Diversity** - the community promotes and encourages diversity.
- **Interconnected/Social cohesions** - the community provides processes, systems and structures that promote connectedness within and outside the community at the formal, informal and institutional level.
- **Quality of life** - the community ensures that basic needs are met and fosters a good quality of life for all members at the individual, group and community level (e.g. health, housing, education, employment, safety).

- **Democracy and governance** - the community provides democratic processes and open and accountable governance structures.

In the context of the affordable housing program, Social sustainability is “a process for creating sustainable successful places that promote wellbeing, by understanding what people need from the places they live and work. Social sustainability combines design of the physical realm with design of the social world – infrastructure to support social and cultural life, social amenities, systems for citizen engagement, and space for people and places to evolve<sup>1</sup>.”

The objectives of the Social Sustainability framework are;

- To provide places that meet the diverse needs of existing and future residents and contribute to a high quality of life and they are planned to be safe and inclusive and offers equality of opportunity and good services for all.
- To promote equitable access to opportunity and resources, security of tenure and enable ownership of fixed assets amongst the weaker sections.
- Reduce dependency of the beneficiaries on the state by equipping them with opportunities for improved livelihood and income, and skills for managing community resources.

### 3. Policies

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**National Urban Housing and Habitat Policy 2007** intends to *promote sustainable development of habitat* in the country with a view to ensuring an equitable supply of land, shelter and services at affordable prices to all sections of society.

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<sup>1</sup> Social Life, a UK based social enterprise specializing in place based innovation

The policy states that special efforts to be taken for catering to the needs of Scheduled Castes, Scheduled Tribes, Other Backward Classes, Minorities, Disabled persons, slum dwellers, street vendors and other informal sector workers and other vulnerable sections of the society in relation to housing and access of basic services.

It further states that, involving women at all levels of decision making for ensuring their participation in the formulation and implementation of housing policies and programmes and including special provision addressing the special needs of women headed households, single women, working women and women in difficult circumstances in relation to housing serviced by basic amenities.

### 4. Guiding Principles and Approaches

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Social considerations are now considered as part of the development of all policies and strategies, including those specific to internal operations. The social considerations have to be systematically integrated in all programme and project cycles, including as part of planning, implementation, and monitoring and evaluation with procedures.

The social sustainability in the affordable housing projects can be included through conducting need assessment survey to assess the needs of the community; engaging with stakeholders and community systematically throughout the project cycle, periodic communication with stakeholders and community; taking measures to reduce the impact of resettlement and to promote social cohesion; addressing gender specific issues; and timely redressal of grievances.

## 5. Need Assessment

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Affordability and needs-oriented design are important criteria in the planning phase. It is well established that needs assessment is a systematic process for decision making and achieving development outcomes.

Household needs assessments can elicit knowledge of the current housing standards and their living conditions within a community. This data source will provide the relevant information for designing which is detailed in Resilient Urban Design Framework (RUDF), developing differentiated products, capacity to pay to facilitate informed choice/selection.

The key factors to carry out need assessment are as follows:

- **Social characteristics** of the household's family members with respect to composition, age, marital status, education and migration pattern and religion of the household head and spouse
- **Identify the principal livelihood/income-generating activity** or the employment or business that takes most of the respondent's work time during a week; secondary livelihood or income generating activity; self employed
- **Social Capital and Social Networks** (social interaction, belonging and participation of the household in important community undertakings and socially relevant events/activities)
- **Flooding and Hazards** (hazards confronting the household location, their effects and readiness of the household to prepare for such events)
- **Access to Basic Services and Utilities** (availability and type of basic social services and amenities in the settlement, such as power, water, sanitary facilities, education, health, waste management and telecommunication)
- **Socio-economic Status** (social status of the household in terms of income, access to public welfare assistance and credit, asset build-up and perception on what are considered as important to reduce poverty)
- **Housing and Tenure** (type, nature and structure of house and house ownership and the characteristics of the dwelling structure).
- **Vulnerable communities**, who are further excluded due to their prescribed circumstances (Scheduled Castes, women headed households, elderly, disabled, etc.)
- **Gender relations and status of women** in terms of ownership, access to resources, decision-making, dependency on the locality for everyday living
- **The short term and long-term support** that will be required for the families who will be relocated – transition related disruptions, disruptions to income and livelihood, loss of social support systems, etc.
- Access or lack thereof to urban delivery services, public infrastructure
- **Safety and Security** (importance of providing a sense of security among people in public spaces cannot be underestimated. The public spaces and the physical environment should be designed to create safe place for its users)

For the needs assessment, the Survey Questionnaires and Focus Group Discussions will be used. The data collected from the need assessment will be used for better targeting of housing programs, design the housing projects and diversify the housing products based on the need.

## 6. Stakeholder and Community Engagement

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The Framework aims to describe the process of engaging with stakeholders and communities in all stages, including planning, survey, micro-planning processes during preparation of Detailed Project Reports, implementation of projects, monitoring and evaluation and operation and maintenance of the created assets.

It is imperative to initiate a process, which is inclusive and participatory right from the beginning to build a stake and ownership of people contributing to their empowerment.

### 6.1. Objective and approach

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This engagement process will include stakeholder analysis and engagement planning, disclosure of information, and meaningful consultation, which is culturally appropriate with the objective to:

- **Strengthen the voice and participation of people displaced** and affected by slum redevelopment / resettlement / tenement reconstruction housing projects and to prevent or reduce risks of conflicts, confrontations and grievances.
- **Strengthen participation and consensus building** with a wide range of stakeholders in the TNSCB's affordable housing projects.
- **Enhance transparency in the project execution** by involving the community right from the initial stage of the project till the end of the project cycle through various tools, modes of engagement at different levels.
- To ensure that the voices of the most vulnerable like the women headed households, elderly, persons with disability and children are heard at all the levels of implementation of the housing project.

## 6.2. Stakeholders Identification and Analysis

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The Stakeholders involved in the implementation of affordable housing projects should be mapped. The major stakeholders involved in slum resettlement / in-situ slum development and tenement reconstruction projects are landowning department (land in which slums are located), urban local bodies, elected public representatives of urban local bodies, Non Governmental Organizations (NGOs) and Community Based Organizations (CBOs) working in the project area, academic institutions working in the project area, slum dwellers and resident welfare associations in the project area.

The mapping and analysis will determine the level of communication (culturally appropriate) to enable a comprehensive analysis and design an inclusive engagement process. The illustrative role of different stakeholders and their level of influence is given in Annexure – I.

### 6.3. Stakeholder Consultative Platform

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To establish a systematic approach to stakeholder engagement and to promote and provide a means for effective and inclusive engagement with all the stakeholders, TNSCB has formed a Stakeholder Consultative Platform for slum resettlement, slum redevelopment and tenement reconstruction housing projects, with the objective to strengthen participation and build consensus with a wide range of stakeholders during the planning and implementation of housing projects. The Terms of Reference of the Stakeholder Consultative Platform is given in Annexure II.

The platform will seek feedback from stakeholders on performance of the environment and social sustainability

framework, including the implementation of the mitigation measures.

#### 6.4. Stages of Stakeholder and Community Engagement

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The stakeholders and community should be involved in the following phases<sup>2</sup>:

- a. Preparation Stage
- b. Implementation Stage
- c. Operation and Maintenance Stage

The Stakeholder and Community Engagement Matrix is given in Annexure IV.

##### 6.4.1. Preparation stage

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###### Preparation of list of slums

- The list of slums in objectionable and unobjectionable lands where the people are living in unhygienic conditions should be prepared.
- The list of slums prepared should be discussed in the Stakeholder Consultative Platform meeting and finalized. The final list prepared should be publicized.

###### Demarcating slum boundaries

- Total Station Survey can be conducted, to demarcate the slum boundaries and GIS mapping of the slum boundaries can be done. Boundary demarcation will be done by the land owning department/Revenue Department.
- The slum boundaries should be cross checked in the field, along with the involvement of the local community.

###### Community Consultations before enumeration

- Community consultations must be conducted to create rapport and generate awareness about the proposed housing

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<sup>2</sup> Guidelines for Community Participation, Rajiv Awas Yojana, Ministry of Housing and Urban Poverty Alleviation, Government of India.

project and to create conducive environment for conducting survey.

- The community should be informed about their involvement from the project preparation phase and the project information should be shared with them to reduce insecurity among the community members.
- The Community consultations should be wide advertised in advance and should be open to all stakeholders.
- The objective of the project and its benefits in terms of better housing in terms of facilities such as living room, bedroom, kitchen, toilet and other civic and social infrastructure facilities, better environment, reduced risk of flooding and proposed grievance redressal mechanisms etc., should to be informed to the community.
- The feedback from the community can be obtained on the effectiveness of resettlement process in responding to concerns and key issues on current or emerging concerns will be informed to the respective TNSCB officials so as to resolve and continue the activities.
- The elected representatives should be met to explain the details of the project, objective of the survey of slum households and to get their support in the entire process.
- Community leaders / volunteers/ facilitators acceptable to the community can be identified for the survey.

This process would enable to build a process of ownership of the community, allaying fears of the slum dwellers and to set a firm ground to undertake the survey.

###### Household counting and numbering

- The TNSCB officials, along with the community volunteers at the slum should mark the doors of the existing houses with unique house numbers.

- After marking the houses seven days' time should be given to the community to represent any grievances related to the marking of houses. The grievances should be resolved by the TNSCB officials. The process would confirm that every family living in the slum is included in the survey. This process further ensures accuracy and establishes good faith and credibility among the community.
- At this time, the houses which are unoccupied and locked for a long period of time should also be identified with the help of the community. This data will help the TNSCB to draw future course of action regarding the unoccupied and houses locked for a long period of time.

#### **Social Assessment Survey**

- A detailed social assessment should be conducted by the TNSCB for the enumerated households. The Questionnaire to be used for social assessment is given in Annexure III.
- Mobile Application will be used to collect the data on the real time basis.
- During the enumeration the photo of the family should be taken. The biometric details of the enumerated households should be captured and biometric authentication to be done for all the enumerated households.
- This will enable the TNSCB to understand their existing socio-economic conditions and existing patterns of livelihoods, understand the social bonds and organizations that exist, livelihood aspirations, intergenerational aspirations towards housing and habitat development, garner inputs/ideas regarding the spatial design of the housing project, etc.
- The tools that will be used to conduct the detailed social assessment will consist of a detailed household survey, Focus Group Discussions with different groups for

qualitative data and issues which affect various groups to discuss interim findings, gather local knowledge and perceptions, etc.

#### **Community Consultations before Detailed Project Preparation**

- The community should be consulted on the proposed housing design, site plans, infrastructure and community facilities proposed in the project site.
- Based on the feedback of the community members and stakeholders, the required additional community facilities can be provided and modifications to be made in the housing design and site plan.

#### **6.4.2. Implementation Stage**

##### **Consultations on Environmental aspects with the Community near Project Site**

- Before commencement of the project, the environmental aspects of the proposed project and mitigation measures for addressing risks and impacts and grievance redressal mechanism should be disclosed to the community living adjacent to the project site. Refer *Environmental Management Framework* of TNSCB for details on the environmental impacts and mitigation measures.

##### **Site Visit during Construction Process**

- The TNSCB Executive Engineer should arrange the meeting with the contractor and community, and explain the details of the contract, the number of houses to be built, facilities proposed, project cost and expected time of completion.
- During the construction phase, the TNSCB Executive Engineer and the Community Officer can arrange a site visit to the proposed project site for a group of representatives from the community and explain the community representatives on the construction quality monitoring

measures followed during the implementation.

### Consultations before Resettlement

- After completion of house construction, the consultations with the community and stakeholders should be conducted to inform the community and stakeholders about the proposed date of the relocation and entitlements of the community etc.
- The elected representatives, community leaders should be involved for the smooth relocation of the community.
- TNSCB should also consult the other government departments providing civic facilities and social infrastructure facilities to provide all facilities in the housing site before the resettlement and also can facilitate interaction of community with the stakeholder departments.

### 6.4.3. Operation and Maintenance Stage

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The Resident Welfare Associations in collaboration with TNSCB will be able to ensure proper upkeep and maintenance of the housing units.

- TNSCB should initiate measures to form Resident Welfare Associations after resettlement.
- The TNSCB would provide support to the Resident Welfare Association in maintaining the services and infrastructures created. Resident Welfare Associations (RWAs) may be registered under Societies Registration Act.
- All residents would need to be members of the same and will have collective responsibilities towards the management of community resources.
- The Operation and Maintenance strategy will be based on participatory and collective action of the relocated people, to help promote ownership and responsibility towards their resources.

## 7. Communication

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An effective approach to communication would require communication to be transparent and participatory. An effective communication strategy is required to make the project delivery transparent to all concerned stakeholders, and to also be participatory in its approach.

Communication would support the project to shift towards a more participatory approach, and its inclusion in development work often results in the reduction of political risks, the improvement of project design and performance, increased transparency of activities, and the enhancement of people's voices and participation.

### 7.1. Objective and Approach

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The objective is to create shared understanding to support sustainable change in development operations by engaging key stakeholders. Communication establishes a conducive environment for assessing risks and opportunities; disseminate information; induce behavior and social change. Hence, communication is increasingly considered essential in facilitating stakeholders' engagement in problem analysis and resolution.

The communication is a horizontal, "two-way" model that favors people's active and direct interaction through consultation and dialogue. In addition to exploring the situation and the perceptions of the various stakeholders, analysis of cultural, political, and social context will provide the data for the design of subsequent communication strategy.

Communication based assessment provides an overview of the whole socioeconomic context, which is always needed to properly

frame technical issues. The findings of the assessment will inform the design of effective strategies and action plan. These will indicate the budget and time required, the communication approaches needed, and the related media and messages identified for each audience. Communication activities are to be prepared and executed according to the agreed strategy and plan of action. They include training of relevant staff, media design and production, information dissemination, and a host of other activities.

A two-way communication would also mean that different modes of engagement to be used by different stakeholders to be effective in being participatory and maximize their engagement. The information would be disseminated through meetings of the Stakeholder Consultative Platform, community meetings, workshop/conferences, pamphlet distribution, etc. The details of modes of communication with different stakeholders and community members and frequency of communication are provided in the Stakeholder and Community Engagement Matrix given in Annexure IV.

## 8. Transitory phase

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Transitional phase typically covers the period during which the households rebuild, reconstruct and improve their living standard enjoyed prior to shifting. The approach is to identify opportunities to minimize the transition period and minimize the costs with appropriate planning at the early stages. Transitional support should be provided as necessary for physical transfer, economically affected persons, follow-up services, etc., which are to be based on a reasonable estimate of the time required to restore their income earning capacity, production levels and standards of living.

## 9. Social cohesion

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Policy induced social exclusion contradicts the fundamental principle of social cohesion which rests on the principles of equality and inclusiveness; forge a sense of trust, confidence, and cooperation; and to construct transparent, accountable, flexible public institutions for managing risks. Thus, it leads to a breakdown of social relations, social disruption, tension, grievance, social fragmentation and economic upheaval. To predict that such risks are typical and are likely to emerge that compromises the social cohesion and influences the economic and social development, adoption of a uniform policy is necessary.

Resettlement does not only cause physical and economic displacement. It also creates social fissures and causes social displacement as people are uprooted from the communities and the social linkages in which their life, livelihood and support systems are embedded.

Since there is an inclusive relationship between people, their assets, cultural bindings and resulting informal social safety nets, it is essential that the resettlement practice does not disturb this balance, or at least is able to restore them to the previous status. They are also collectively represented by their community leaders, neighborhood governance bodies, RWAs, Women SHGs etc. However, there can be potential unease or challenge of adjustments amongst the project affected families while moving to new sites and surroundings. Hence, it will be crucial to have them relocated to places where they do not feel isolated or bereft of their social capital.

Different entitlements specific to relocation and rehabilitation would be needed to mitigate impacts on social cohesion at an alternate site. These entitlements will include a shifting allowance and a monthly subsistence allowance.

To mitigate the resettlement impact, TNSCB will

- **Identify social capital amongst project communities**, enlist common resources and facilities and their management, understand and identify informal assistance networks and safety nets with familial and community level.
- **Discuss and identify all existing and potential social conflicts** within the communities in present and alternate sites, including unique concerns of the youth, women, unemployed persons, and other social minority groups.
- **Capture and identify community-based organizations**, including existing Self Help Groups (SHGs), Non Government Organization (NGO), Community Based Organization (CBO) or cooperatives etc. as a way in which social conflicts can be resolved.
- **Develop a plan to assist project affected families in managing common resources** in new sites, equitably and sustainably, including management of open spaces, parks, lifts, lighting provision, community halls, apartment shops/kiosks etc.

## 10. Social Inclusion and Gender

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Social inclusion is a set of processes which ensures that everyone gains the opportunities and resources necessary to participate fully in economic, social, political and cultural life and enjoys a standard of well-being that is considered normal in the society in which they live. It ensures that all groups – including those who are frequently marginalized - have a voice in decisions which affect their lives and access to markets, public services, and their fundamental rights.

Mapping social exclusion to identify the possible bases of exclusion (e.g. caste, gender based, etc.), to capture spaces of exclusion (e.g. labour markets, political arena, public service delivery, etc.) and to reveal disparities between different social groups in development outcomes (e.g. poverty, inequality, employment, nutrition, mortality, etc.) and understand the process of social exclusion to capture the behaviours, interactions and relationships that underlie social exclusion is critical for addressing barriers that inhibits them from accessing benefits.

The Sustainable Development Goal Number 5 focuses on gender equality and empowerment of all women and girls for which the strategy recognises the “structural barriers to women’s economic participation”. These barriers are to be addressed through interventions at policy, program, institution and household level (see Figure 1 below):

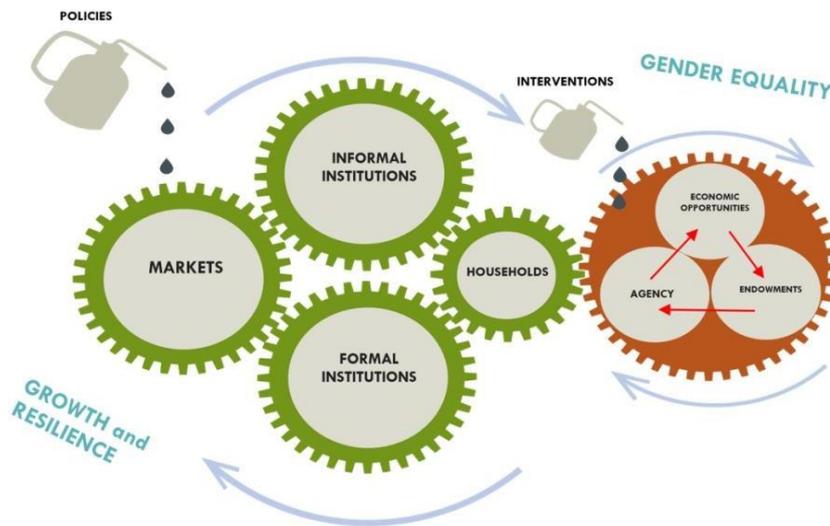


Figure 1: Gender Strategy 2015-2023, World Bank

- Improving human endowments, such as education, health and social protection;
- Increasing economic opportunities by focusing on removing constraints to more and better jobs and ownership of and control over assets; and
- Enhancing women’s voice and agency and engaging men and boys.

At the micro-level, women will be involved in all the phases of the project cycle. During the project preparation phase, the proposed housing design, site plan will be discussed with the women households to understand their needs and improve the safety aspects of the site plan (refer Resilient Urban Design Framework).

The community facilities required for women will be provided in consultation with the women households during the preparation stage. During the project implementation stage, the women will be included in the local level Grievance Redressal Committee to monitor the complaints redressal and will also be involved in community monitoring of the

projects. The houses should be allotted in the name of the women or in joint ownership. In the Operation and Maintenance stage, the women will be involved in formation of Resident Welfare Associations and maintenance of assets.

In addition, identification and assessment of gender based violence (GBV) risk, to establish prevention, mitigation, reporting and monitoring measures will form the basis to provide safe and secured habitation. The design principles of habitat and housing units will support enhanced safety and security of public places and privacy for women.

The Guidelines for Gender Auditing of housing projects shall be developed by TNSCB.

Refer *Environmental Management Framework of TNSCB* for details on the Labour Influx Management and Labour Camp Site Management.

## 11. Livelihood

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The strategies and interventions developed will have a special focus on the most vulnerable section of the community (i) families with women as head of household; (ii) households where family members have physical disabilities; (iii) families with chronic diseases; (iv) households with aging family member who can no longer work (over 60 years old); (v) transgender etc.

Possible interventions to restore the livelihood are listed below:

- **Skill training:** Skill training interventions would be planned for those who are willing to acquire new skills or improve on their existing skill base.
- **Support to existing collectives:** The existing collectives which are not engaged in economic activities can be supported through capacity building, market linkages, financial linkages etc.
- **Convergence/ linkages:** with existing central and state level schemes/ programs and Corporate Social Responsibility initiatives would be explored at the planning and implementation stage.
- **Employability skill training:** to eligible youth.
- **Youth development programs:** focused on skilling and other aspects of human capital development.
- **Provision for providing productive assets:** to beneficiaries of skill training and other skilled persons pursuing smaller economic activities.
- **Smaller Economic Activities:** actions that involve the production, distribution and consumption of goods and services at all levels within a society.

## 12. Grievance Management Framework

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The Grievance Management Framework is a key tool through which communities and other stakeholders exercise their voice and seeks mitigation to the adverse impacts. It is a way to mitigate, manage, and resolve potential or realized negative impacts, and to ensure that clients meet their obligations in terms of prevailing regulatory framework, accepted norms and service levels.

The proposed Grievance Redressal Mechanism (GRM) will address any complaints and grievances arising during the course of planning, implementing and operational stage of the project. Members of the community may perceive risks to themselves or their property, or have concerns about the social and environmental performance of the project. Any concerns or grievances will be addressed quickly and transparently, and without retribution to the affected person or complainant.

### 12.1 Principles of Grievance Management Framework

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Primary principles are that all complaints and grievances are resolved as quickly as possible. Therefore, the GRM will follow that the resolution of complaints and grievances will be at the lowest possible level for resolution. The focus of the GRM is to resolve issues in a customarily appropriate fashion at the community level and record details of the complaint, the complainant and the resolution. While redressing the grievances the following principles will be adhered to:

- **Addressing grievances early is best:** Evidence suggests that seemingly minor complaints can quickly become major grievances if left unmanaged. Hence address all grievances at an early stage.

- **No “one size fits all”:** Field evidence suggests GRM should employ a variety of approaches for redressal depending on the sector, the size, and scope of the grievance.
- **No reported grievances do not mean that no grievances exist:** The GRM should have several other channels for feedback as no grievances does not mean no grievances at all.
- **No Witch-hunting:** Stakeholders are free to raise their concerns to relevant representatives at no cost or threat of any negative repercussions or retribution.
- **Alternate Options:** Participation in the grievance process does not preclude pursuit of legal remedies under the laws of the country.

## 12.2 Objectives of Grievance Management Framework

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- **Establish a prompt, easy to understand, and consistent mechanism** to support the receiving, investigating and responding to complaints or grievances from the community and other stakeholders.
- **Ensure proper documentation** of complaints or grievances and any corrective actions taken; and
- **Contribute to continuous improvement** in performance of GRM through the analysis of lessons learned.

The Grievance Redressal Mechanism (GRM) will be accessible to all target groups for housing, other stakeholders directly or indirectly impacted and to the workers involved in the various stages of construction of projects. For this purpose, TNSCB will establish a grievance mechanism, process, or procedure to receive and facilitate resolution of stakeholders’ concerns and grievances

about the environmental and social performance of the housing projects.

The mechanism will cover three instruments i.e. Grievance Redressal Committee; web based online system and toll free number to register, assess, resolve and close the complaint within a stipulated time at each stage to support the development of an accountable system.

## 12.3 Grievance Redressal Mechanisms

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### 12.3.1 Grievance Redressal Committee (GRC)

The Grievance Redressal Committee will be formed for every housing project at local level. The Committee should be constituted during the project preparation stage itself. The Committee will headed by the Assistant Executive Engineer and will include an Estate Officer, Community Officer, Animator/Community Mobilizer, women representative and community representative independent of TNSCB, nominated by the Executive Engineer.

### 12.3.2. Online Grievance Redressal System

The online grievance management portal will be strengthened to provide access for people to directly register grievances on the portal.

Every grievance lodged in the offices in person or in writing will be uploaded to the portal by grievance redressal cell members/ data entry operators. The system will need to provide a Grievance ID to the aggrieved person which enables them to track the grievance on the portal and check the status of redressal.

### 12.3.3. Toll-free number

To ensure that all have access to grievance mechanism, a toll free number will be

established for people to call to register their complaints for which a ticket will be generated in the form of complaint number which the complainant will receive after registering the complaint. Both directly and indirectly affected people will not be required to travel to offices of either the GRC or the officer in-charge responsible for the online grievance portal. The vulnerable and women too would be able to register their grievance through the toll-free number.

#### **12.4 Time-frame for Redressal of grievances**

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Grievances from all the three sources will be collated together and sorted by a single management system. The grievance will be forwarded immediately to the concerned officer responsible to assess the grievance and concerned officer after enquiry/visit within 3 days and submit the action taken report online.

The action report must indicate the proposed time for resolving the complaint and information to be shared with the complainant on the date by when it would be resolved. The complaint number will close only after the closure report is submitted online with feedback from the complainant. The complaint will be escalated if action reports are not submitted within the mandated time line stipulated.

#### **12.5 Information Disclosure for Awareness**

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The information of the three GRM system will be displayed at all project sites which includes slums (source) to construction site (destination); and disseminated through consultation meetings, workshop, distribution of pamphlets, and offices of the urban local government offices.

The information on the GRM process and procedures will be accessible from the

TNSCB's website, locations where project information in hard copy has been placed, and/or from TNSCB representatives. The process of registering grievances on the online portal, and via the toll-free numbers will also be explained in a visual chart (for ease of understanding), and in the local language.

#### **12.6 Transparency and without retribution**

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The grievance mechanism, process, or procedure will address concerns promptly and effectively, using an understandable and transparent process that is culturally appropriate and readily accessible to all segments of the affected communities, at no cost and without retribution. Registering of grievances should not incur any cost to the people and should also provide the option of anonymity to create trust. The mechanism, process or procedure must not impede access to judicial or administrative remedies; instead they should provide a supporting mechanism to the people.

### **13. Institutional Strengthening**

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TNSCB provides the services to ensure that the target group receive their entitlements for housing, basic needs, livelihood, etc. for which Community Development Wing was established. The capacity building training activities should be conducted periodically for the officials of the Community Development wing for which the training need assessment and training program will be developed.

### **14. Monitoring and evaluation**

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The purpose of monitoring and evaluation (M&E) of activities provides a better means for learning from past experience, improving service delivery, planning and allocating resources, and demonstrating results as part of accountability to key stakeholders. With a strong focus on results, it becomes imperative to collect data to monitor and evaluate the

outcomes of the social sustainability framework through:

- Performance indicators
- Theory-based evaluation
- Impact evaluation

## **15. Resource Allocation**

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In the estimate of the housing projects, the cost of need assessment, boundary marking of slums, house listing, enumeration of households, social assessment, conduct of stakeholder consultative platform meetings, community engagement activities, communication activities, formation of grievance redressal committees, shifting allowance, formation of Resident Welfare Associations will be included for better implementation of the Social Sustainability and Grievance Management Framework.

## Annexure – I

### Role of Stakeholders and their influence in TNSCB housing projects

Stakeholder	Role	Level of Influence
<b>TNSCB</b>	<ul style="list-style-type: none"> <li>• Demarcation of slums</li> <li>• Enumeration of slum households</li> <li>• Community consultation</li> <li>• Resettlement and rehabilitation of slums</li> <li>• Grievance redressal</li> </ul>	High
<b>Land Owning Department</b>	<ul style="list-style-type: none"> <li>• Owner of the land</li> <li>• Participation in joint enumeration and demarcation of boundaries of slums</li> <li>• Serving eviction notice to slum dwellers for encroachment removal</li> <li>• Demolition of empty dwellings</li> <li>• Removal of rubble and debris</li> </ul>	High
<b>Chennai River Restoration Trust</b>	<ul style="list-style-type: none"> <li>• Joint enumeration of slum households</li> <li>• Providing Beneficiary contribution for tenements</li> <li>• Livelihood restoration programme</li> </ul>	High
<b>Urban Local Body</b>	<ul style="list-style-type: none"> <li>• Joint enumeration of households</li> <li>• Fencing of the vacated area to prevent further encroachments</li> <li>• Facilitate logistics arrangement for shifting of slum dwellers to allotted tenements</li> <li>• Providing food arrangements during relocation.</li> <li>• Providing urban amenities in the resettlement site</li> </ul>	High
<b>Media</b>	<ul style="list-style-type: none"> <li>• Positive or negative reporting with regard to resettlement sites</li> <li>• Livelihood opportunities presented to relocated families</li> <li>• Publishing opinion of already resettled families</li> </ul>	High
<b>Resident Welfare Associations</b>	<ul style="list-style-type: none"> <li>• Convincing communities to relocate</li> <li>• Facilitating consent for relocation and rehabilitation</li> <li>• Coordination with elected representatives</li> </ul>	High
<b>Elected Representatives of Urban Local Bodies</b>	<ul style="list-style-type: none"> <li>• High level of political influence and influence on community</li> </ul>	High
<b>NGOs and CBOs</b>	<ul style="list-style-type: none"> <li>• Community awareness generation / mobilization</li> <li>• Expert Opinions</li> </ul>	High
<b>Government Departments</b>	<ul style="list-style-type: none"> <li>• To provide facilities such school, hospital, power, transport, ration shops, anganwadis and civic services.</li> </ul>	Medium

## Annexure – II

### Stakeholders Consultative Platform

#### Terms of Reference

##### 1. Objective

The overall objective of the Stakeholders Consultative Platform is to strengthen the voice and participation of people displaced and affected by the slum resettlement/slum redevelopment/tenement reconstruction housing projects, and to prevent or reduce risks such as conflicts, confrontations and grievances. The main objective of the Stakeholder Consultative Platform is to strengthen participation and build consensus with a wide range of stakeholders during planning, and implementation of slum resettlement / slum redevelopment/ tenement reconstruction housing projects.

##### 2. Scope

The Stakeholders Consultative Platform will provide a forum for disseminating information to facilitate regular dialogue and exchanges with stakeholders to receive feedback and address concerns to build partnership with the stakeholders.

The Stakeholders Consultative Platform will (1) provide feedback on the effectiveness of the plans and implementation of resettlement process in responding to stakeholder's concerns, (2) alert TNSCB to key issues of current or emerging stakeholder's concerns, (3) disclose project information to the stakeholders.

##### 3. Invitees for the Stakeholders Consultative Platform

For the Slum Resettlement Greenfield housing projects, the following persons / organizations will be invited to the Stakeholders Consultative Platform;

- a. NGOs / CBOs working in the field of slum improvement/resettlement in the project area.
- b. Elected Public Representatives of ULBs in the project area.
- c. Academic Institutions in the city, working in the field of slum improvement / resettlement / urban issues.
- d. Resident Welfare Associations in the project area, if any.
- e. Urban Local Body officials of the project area.
- f. Land owning department officials (Department owning the land in which slums are located).
- g. Any other stakeholders as decided by TNSCB.

For the Slum Redevelopment / Tenement Reconstruction housing projects, the following persons / organizations will be invited for the Stakeholders Consultative Platform;

- a. NGOs / CBOs working in the project area.
- b. Elected Public Representatives of ULBs in the project area.
- c. Academic Institutions in the city, working in the field of slum improvement.
- d. Resident Welfare Associations in the redevelopment site, if any.
- e. Urban Local Body officials and land owning department officials.
- f. Any other stakeholders as decided by TNSCB.

TNSCB's staff will participate in the meeting to ensure a proper exchange of information and dialogue.

#### **4. Specific role to coordinate Consultations:**

The meeting of the Stakeholder Consultative Platform will be conducted by the Superintending Engineer of the Slum Resettlement/Slum Redevelopment/Tenement Reconstruction housing project.

The Executive Engineer of the project executing division will be the convener of the meeting. The Community Development Officers and Community Officers will be official members. If the Community Development Officer / Community Officer post is vacant, officers may be deputed from nearby divisions. In all the meetings, the area Station House Officer will be invited as a member.

Community Development Officer / Community Officer of the slum resettlement / slum redevelopment / tenement reconstruction project will provide information at least one week in advance to stakeholders on the agenda and related information for meeting to the stakeholders. Document and record minutes of the meetings and disclose on TNSCB website and share with stakeholders.

The Platform will meet bi-monthly during the project period, i.e. planning, implementation and operation and maintenance. Additional meetings might be organized if required.

Meetings of this Platform do not preclude public consultations as part of preparation of Environmental Management Plan and Resettlement Action Plan.

#### **5. Working Methods**

During the meeting of the Platform, the project related information will be disclosed to the stakeholders and their feedback and concerns related to the slum resettlement/ slum redevelopment/tenement reconstruction process will be received by TNSCB.

Community Development Officer / Community Officer of the slum resettlement / slum redevelopment / tenement reconstruction project will distribute project related documents and liaise with the participants.

### Annexure III

	<b>Tamil Nadu Slum Clearance Board</b> <b>Questionnaire for the Socio-Economic Survey of the Urban Poor Households</b>			
<p><b>(Affix Family Photo with Housing Structure taken during the Survey)</b></p>				
1.	Questionnaire Control No/Key (Household No)	SCB/	2.Topo Number	SCB/
3.	Name of the Respondent			
4.	Relationship to the head of the Household			
<b>A.</b>	<b>Location Details</b>			
1.	Name of the Slum			
2.	Corporation / Municipality / Town Panchayat			
3.	Division / Ward No./Corporation Zone area			
<b>B.</b>	<b>Family Details( Enumerator to complete the Table BB before asking question No. 9)</b>			
1.	Name of the Head of the Family	(Mr/Mrs/Ms)		
2.	Plot / Door No.	3.Street		
4.	Locality			
5.	Pin Code		6.Landline / Mobile No	
7.	Religion	1. Hindu                      2. Islam                      3. Christianity 4. Sikhism                      5. Jainism                      6. Buddhism 7. Zoroastrianism                      8. Others		
8.	Caste	1. General                      2. SC (Scheduled Caste)                      3. ST (Scheduled Tribe) 4. BC (Backward Class)                      5. MBC (Most Backward Class) 6. DNC (De-Notified Community)                      7. Others		
9.	Are you a member of any organisation / association / club		1. Yes	2. No
	If yes, name of the organisation/association/club			
10.	Is any member of your family, a member of any organisation / association/ club		1. Yes	2. No
	a) If yes, How many ?			
	b) If yes, Name of the			

	organisation/association/club			
<b>C.</b>	<b>Structure Details</b>			
<b>1.</b>	Land Tenure Status			
	1. Patta	Issued by		Year
	2. Allotment by Govt. Agency	Issued by		Year
	3. Private Land Encroached	Name of owner		Year of encroachment
	4. Public Land Encroached	Name of agency		Year of encroachment
	5. Rent	Name of owner		Year of rent
		Cost of Rent (Rs)/month		
	Others, describe			
<b>2.</b>	Ownership of Structure			
	a) Own			Since which year
	b) Rent			Year since rented
	Name of the owner			Cost (Rs)/month
<b>3.</b>	Type of structure based on roof type (Photo of structure with all four coordinates geo-ref to calculate the area - App)		1. Permanent (CC and Stone Slab) 2. Semi-Permanent (Asbestos / Steel Sheet / Tiled) 3. Kutcha (Grass / Thatched / Tarpaulin / Wooden)	
<b>4.</b>	Size of the structure in sq. ft.			
<b>5.</b>	Type of Flooring	1. Mud 4. Cement	2. Brick 5. Tiles	3. Stone 6. Other
<b>6.</b>	Wall Type	1. Brick work in cement mortar 3. RCC with infill brickwork 5. Grass, woven Bamboo	2. Mud brick in mud mortar 4. Sheets – Galvanised iron/ asbestos 6. Others	
<b>7.</b>	Plinth available		1. Yes	2. No
	If Yes, Height	1. Upto 15 cm    2. Upto 30 cm	3. Upto 45 cm	4. Above 45 cm
	If Yes, Type	1. Kutcha	2. Pucca	
<b>8.</b>	No. of Rooms	a. 1	b. 2	c.3    d. 4    e. > 4
<b>9.</b>	Location of the kitchen	1. Inside the structure    2. Outside the structure		
<b>10.</b>	Usage of the structure?	1. House    2. House cum Commercial    3. Commercial		
<b>11.</b>	If House cum commercial (If the household uses the premises for commercial activity)			
	a. Nature of business	1. Petty Shop (small consumer items) 3. Tailoring Shop 5. Mechanic Shop		2. Tiffin Shop 4. Ironing Shop 6. Others (describe)
	b. No of employees			
<b>12.</b>	What is the nature of business if structure is only for commercial purpose?			
	a. Nature of business			b. No. of employees
<b>D.</b>	<b>Floods</b>			
<b>1.</b>	Is your structure affected by flood?		1. Yes	2.No
	If yes, how frequently does it flood?			
	1. At least once a year 2. Every alternative year 3. Rarely			

2.	Which part of the year does it flood? (Indicate month of flood)			
3.	For how long does the structure/area affected by flood water?			
	a. 1 day	b. 2 days	c. 1 week	
	d. 15 days		e. 15 days and above	
4.	High Flood Level (in feet from external ground level)			
	a. 1 feet	b. 2 feet	c. 3 feet	d. 3 feet and above
5.	What is the source of flooding to occur (multiple choice)?			
	1. Rain	2. River	3. Canal	4. Creek 5. Tank / Lake / Pond
6.	Do you take any action to prepare for ensuring safety from flood prior or during?			1. Yes 2. No
	a) If yes – specify			
7.	Does the structure require any repair after floods?			1. Yes 2. No
	a) If yes, Type of repair due to flood in last 3 years			
	b) Cost incurred in last three years (Rs)			
8.	Which of these calamities are faced by the household?			
	1. Storm	2. Cyclone	3. Heat	
	4. Fire	5. Pollution	6. Unstable ground subsidence	
E.	<b>Sanitation</b>			
1.	Is there a Toilet in your house?			1. Yes 2. No
	a) If Yes,	a. Within the house	b. Outside as a separate unit	
	b) If Yes, Method of disposal of Sewage?			
	1. Septic Tank	2. Public Sewerage Network		
	3. Direct disposal to waterways	4. Others		
	c) Type of Toilet used in the household	1. Flush or Pour Type	2. Dry Latrine	
	d) If No, alternatives / practices for defecation in your household?			
	Women	Children	Men	Differently abled
	1. Public / Community Toilet 2. Open Defecation 3. Others please specify.	1. Public / Community Toilet 2. Open Defecation 3. Others please specify.	1. Public / Community Toilet 2. Open Defecation 3. Others please specify.	1. Public / Community Toilet 2. Open Defecation. 3. Others please specify.
	Travel distance for defecation (m)	Travel distance for defecation (m)	Travel distance for defecation (m)	Travel distance for defecation (m)
2.	Is there any fee on use of Public/ Community Toilet?			1. Yes 2. No
	If Yes, Usage charges on Public/ Community toilet, Fee/Use (Rs)			
3.	Bathroom facility			
	1. Within premises	2. Outside premises	3. Community bath	4. No bathroom
	a) If no facility within premises, where do women go for bath			

<b>F.</b>	<b>Electricity</b>			
<b>1.</b>	Is there electricity in your house?	1. Yes	2. No	
	If Yes a) Hours of supply		If No, a) Source of energy a. Genset c. Petromax b. Solar d. Other (specify)	
	b) Cost per month (Rs)		b) Cost per month (Rs)	
<b>2.</b>	Type of meter used in your house?			
	1. With Private Meter 3. With Community Meter		2. With Shared Meter 4. Without Meter	
<b>G.</b>	<b>Drinking Water</b>			
<b>1.</b>	What is the Source of Drinking Water?			
	1. Within premises- Pipe water 3. Within premises- Open well 5. Outside premises- Tube well/Bore well/Hand pump/Open well 6. Outside premises - Water Tank 7. Tank/pond 8. River/Canal/Lake/Spring 10. Private supplier 2. Within premises- Tube well / Hand Pump 4. Outside premises- Public tap 9. Water tanker 11. Others			
	a) Cost of purchase of water per month (Rs)			
<b>2.</b>	Do you boil/ filter or treat it before drinking	1. Yes	2. No	
<b>3.</b>	If piped water supply then what is the duration?			
	1. Less than 1 hour daily 3. more than 2hrs daily 5. twice a week		2. 1-2 hrs daily 4. once a week 6. not regular 7. no supply	
<b>4.</b>	If outside premises, what is the distance to the drinking water source?			
	1. Less than 0.5 km	2. 0.5 to 1.0 km	3. 1.0 km to 2.0 km	4. 2.0 to 5.0 km 5. more than 5.0 km
<b>5.</b>	Who collects the water?	1. Women 4. Girl children	2. Men 5. All	3. Boy Children
<b>H.</b>	<b>Fuel</b>			
<b>1.</b>	What is the type of main fuel used for cooking?			
	1. LPG 2. Kerosene 3. Fire wood 4. Electricity 5. Solar Energy 6. Others –specify			
<b>2.</b>	Cost of fuel per month for fuel (Rs)			
<b>I.</b>	<b>Consumer Durables</b>			
<b>1.</b>	Which of the following devices do you have in your household?			
	1. Fan - Yes / No 3. Refrigerator – Yes / No 5. Cooler - Yes/No 7. Mixer - Yes / No 9. Washing machine – Yes/No 11. Computer (desktop or laptop)- Yes / No		2. Television - Yes / No 4. Air Conditioner - Yes / No 6. Electric Stove - Yes / No 8. Grinder - Yes / No 10. Cable / Dish TV facility – Yes / No 12. Water Filter- Yes / No	
<b>2.</b>	Number of Mobile Phones owned by males			
<b>3.</b>	Number of Mobile Phones owned by females			
<b>4.</b>	Do you have a vehicle?		Yes/No	
<b>5.</b>	What type of vehicles does your household own and number?			
	1. Car - Yes / No 3. Truck /Lorry - Yes / No 5. Bicycle - Yes / No 7. LCV- Yes/ No 9. Wheel chair- Yes / No		2. Van - Yes / No 4. Motorcycle /Scooter - Yes / No 6. Auto rikshaw- Yes / No 8. Taxi- Yes / No 10. Carts for luggage- Yes / No	

	11. Carts for selling food/household/personal goods - Yes / No				
	12. Others, Specify 13. None				
5.	Do you take vehicle on rent?		1. Yes	2. No	
	a) If yes, Specify the type of vehicle				
	b) Cost of rent per/Month				
	c) Where do you park your vehicle?		1. Within the structure 3. Designated parking area	2. On the street 4. Others	
<b>J Health</b>					
1.	Diseases the family members suffered in the last one year and which month?				
	1. Fever	2. Typhoid	3. Dengue		
	4. Malaria	5. Diarrhoea	6. Other ailments		
	a) Frequent which month (selected disease)				
2.	Where do you go for medical treatment?				
	1. Primary Health Centre	2. Government Hospital	3. Private Hospital		
	4. Local Doctor	5. Others			
	a) Distance to the selected Health Facility				
	1. Less than 0.5 km	2. 0.5 to 1.0 km	3. 1.0 km to 2.0 km	4. 2.0 to 5.0 km	
	5. more than 5.0 km				
3	Amount spent for treatment(annual)		1. < Rs.500	2. Rs.500-1000	
			3. >Rs.1000		
4.	Where was immunization given to children?				
	1. Government Hospital	2. Private Hospital	3. Others	4. No 5. NA	
5.	Do you have any type of health insurance / coverage?				
	1. Govt.Employee	2. Private	3. Others	4. None 5. Govt. Free Insurance Scheme	
	a) Cost of premium / year (Rs)				
<b>K. Education</b>					
1.	Do your children go to School/ College / Vocational Institute?			1. Yes	2. No 3. NA
	If yes, a. Number of children		Male	Female	
	b. School	Distance(Use Code)		Mode of transport	5. Car
	c. College	1. < 0.5 km		1. Suburban Train	6. Two Wheeler
	d. Vocational Institute	2. 0.5 to 1.0 km		2. Metro Train	7. By Walk
		3. 1.0 to 2.0 km		3. Bus	8. Others
		4. 2.0 to 5.0 km		4. Van / Auto	
	5. > 5.0 km				
e. Cost per/month on Education and transportation (Rs)					
2.	Do the children go for tuition?		1. Yes	2. No	3.
	a) If Yes, Number of children		Male	Female	
	b) Distance(Use Code)		c) Cost per month (Rs)		
<b>L. Social Security Schemes</b>					
1.	Do your household avail any benefit under the Social Security Scheme			1. Yes	2. No
2.	If Yes, type of benefit	1. Old Age Pension		2. Widow Pension	
		3. Deserted Women Pension		4. Physically Challenged Assistance	
		5. Special Children Assistance		6. Unemployment Assistance	
		7. Others, Specify			
3.	Do you have general insurance?		Yes	2. No	b) Cost of premium/year (Rs)
	a) If yes, Name of insurance policy				
<b>M. Migration Details</b>					
1.	Number of years of stay in this area				
	1. 0 to 1 year	2. 1 to 3 years	3. 3 to 5 years	4. More than 5 years	

2.	Do you visit your village/town place of origin	1. Yes	2. No
	If yes,	1. Once a year	2. Only during festivals
<b>N.</b>	<b>Professional Details(Complete Table CC for Livelihood and Skills)</b>		
1.	Number of earning members		
	Adult Male	Adult Female	
	Boy below 14	Girl below 14	
<b>O.</b>	<b>Financial Inclusion</b>		
1.	Does the household have the Bank Account?	1. Yes	2. No
2.	Does the women have Bank Account	1. Yes	2. No
3.	If Yes, In which Financial Institution you have the Bank Account?		
	Men	Women	
	1. Commercial Bank 2. Post Office 3. Cooperative Bank 4. Others	1. Commercial Bank 3. Cooperative Bank	2. Post Office 4. Others
4.	Is the Account active	1. Yes	2. No
5.	Account Details (Upload photo of the first page of the passbook in the App)		
	a) Name of the Bank		
	b) Name of the Account Holder		
	c) Account Number		
	d) IFSC Code		
6.	Does the household avail any loans from the Bank or other sources in the past 3 years?	1. Yes	2. No
	a) If Yes, Amount	b) Duration	
	c) Purpose	d) By whom	i) Men ii) Women
	e) Source	1. Bank 2. Moneylender 3. Pawn Broker 4. Financier 5. Self Help Group 6. Micro Financial Institution 7. Others	
7.	<b>Any female family member on a joint bank account</b>	<b>1. Yes</b>	<b>2. No</b>
8.	Any female family member Owner/ co-owner of land/ home or any other assets	1. Yes	2.No
	If yes , Specify the asset		
<b>P.</b>	<b>Women, Men and Youth participation in Self Help Groups (SHGs)</b>		
1.	Are you / any of the family members in the SHG	1. Yes	2. No
2.	If Yes, Since when	a.<1 year	b. 1- 3 years c. > 3 years
3.	Mention monthly savings (Rs)		
.	Did the household avail any loan / revolving fund through SHG	1. Yes	2. No
5.	Are you / any of the family members, still continuing in SHG	1. Yes	2. No
6.	If not a member, any of the family member willing to join SHG	1. Yes	2. No
7.	a) Do you have ration card?	1. Yes	2. No
	b) Do you use the ration card?	1. Yes	2. No
	c) If yes, Cost of ration per month (Rs)		
	d) Other (specify)		
	e) Family Card No (Smart Card No) (Upload photo of the Smart Card in the App)		
<b>Q.</b>	<b>Income and Expenditure</b>		

	Name	Source of income	Income per month (Rs)	Expenditure per month (at Household level) (Rs)	
1.				Food	
2.				Electricity	
3.				Transport	
4.				Education	
5.				Health	
6.				Fuel	
7.				Entertainment	
8.				Loans	
9.				Other (specify)	
10	Savings / month (Rs)				
<b>R.</b>	<b>Summary of key constraints and issues faced by household</b>				
	Which is the key/most important constraint faced by household members				
	Children				
	Youth				
	Adult Women				
	Adult Men				
	Senior citizens				
	Disabled				
<b>S.</b>	<b>Biometric Verification Section</b>				
	1. Done through Aadhaar card    2. Fresh biometric measurement done 3. Not done				
<b>T.</b>	<b>Joint name for allotment letter for Housing unit (If eligible, with lady's name first): (For women headed households, one name will do)</b>		1.		
			2.		
<b>U.</b>	<b>Copy of Documents Submitted</b>				
1.	Ration Card / Smart Card			1. Yes	2. No
2.	Electoral Photo Identity Card / Voter ID of Family Head			1. Yes	2. No
3.	Electoral Photo Identity Card / Voter ID of Spouse of Family Head			1. Yes	2. No
4.	Aadhaar Card of Family Head			1. Yes	2. No
5.	Aadhaar Card of Spouse of Family Head			1. Yes	2. No
6.	Bank Passbook			1. Yes	2. No
7.	Others, Specify			1. Yes	2. No

<p>I hereby declare that I and members of my household have not received any house allotment by Tamil Nadu Slum Clearance Board or Government.</p> <p>I hereby declare that all the information furnished in this questionnaire are true, complete and correct to the best of my knowledge and belief. I understand that any misrepresentation or fraudulence or material omission made herein or any other document submitted would render cancellation of benefits provided by the Tamil Nadu Slum Clearance Board apart from penal action as per law.</p> <p style="text-align: right;">Signature / Thumb Impression of the Respondent</p>				
<b>V.</b>	Interview done by		Date	
	Signature		Time	
	Interview Reviewed by		Date	
	Signature		Time	
	Documents Verified by		Date	
	Signature		Time	

BB.	Family Details																			
	Total Family Members		No of Adult Females		No of Vulnerable Family Members				No of Widow		No of Transgender									
	No of Adult Males		No of Children		No of Persons with Disability				No of Destitute		No of Person with Chronic Diseases									
S. No	Name of the Family Member	Relationship to the head of the family	Gender	Age	Current Marital Status	Education	Currently Studying (Y/N)	Children < 5 years of Age enrolled in Anganwadi ? Y / N	Vulnerability	Aadhaar No				Voter ID No.						
1.																				
2.																				
3.																				
4.																				
5.																				
6.																				
7.																				
8.																				
9.																				
10.																				
<b>Gender</b> 1. Male - M 2. Female - F 3. Transgender - TG		<b>Marital Status</b> 1. Never Married - N 2. Currently Married - M 3. Widowed - W 4. Separated - S 5. Divorced - D		<b>Educational Qualification</b> 1. No education - N 4. High (Upto 12 <sup>th</sup> Std) - H 7. Graduate - G Polytechnic) - T				2. Primary (Upto 5 <sup>th</sup> Std) - P 5. Certificate - C 8. Post Graduate - PG 10. Any Other - O		3. Middle (Upto 8 <sup>th</sup> Std) - M 6. Diploma - D 9. Technical (e.g. ITI or 11. Children below 5 years - NA		<b>Vulnerability</b> 1. Person with Disability - PwD 3. Destitute - D 5. Women Headed - WH 7. Chronic Diseases - CD				2. Widow - W 4. Single Woman - SW 6. Elderly - E 8. Others - O				

CC.	Livelihood and Skill Profile					No of Earning Family Members		No of Adult Males	No of Adult Females	No of Boys <14	No of Girls <14				
S. No	Name of the Family Member	Gender	Age	Current Marital Status	Education	Occupation			Monthly earnings	Place of work		Skilled / Unskilled / Other Profession	Skill Training Acquired	Type of institution from whom skill training received	Preferred Area for Training/ Skill Enhancement
						Type	Status	Form		Distance	Mode of Transport				
1.															
2.															
3.															
4.															
5.															
6.															
Type of Occupation Government – G Private – P Public sector undertaking – PSU Self Employed – SE Others – O		Occupational Status 1. Self Employed – SE 2. Salaried – S 3. Casual Labour – CL 4. Others - O		Form of Occupation 1. Part Time – PT 2. Full Time - FT		Monthly Earning 1. Less than Rs. 1000 2. 1000 – 1500 3. 1500 to 2000 4. 2000 to 3000 5. more than 3000		Distance to Place of Work 1. Less than 0.5 km 2. 0.5 to 1.0 km 3. 1.0 km to 2.0 km 4. 2.0 Km to 5.0 km 5. More than 5.0 km		Mode of Transport to Place of Work 1. Suburban Train 2. Metro Train 3. Bus 4. Van / Auto 5. Car 6. Two Wheeler 7. By Walk 8. Others		Skilled Labour / Unskilled Labour: 1. Hawking / street vending 2. Domestic Servant 3. Sanitation Worker 4. Ragpicker 5. Watchman 6. Construction worker 7. Industrial worker		8. Agriculture / Horticulture Skilled Labour 9. Mason 10. Tailoring 11. Driving 12. Cooking 13. Plumbing 14. Electrician	
15. Electronic gadget repairing 16. Carpenter 17. Painter 18. Auto repair /motor mechanic work 19. Hotel and restaurant related work 20. Security-related work 21. Laundry related work	22. Candle making 23. Shoe-making / leather-related work 24. Work related to childcare, nutrition, pre-schools and crèche 25. Beautician, hairdressing & related work 26. Health and paramedical services related work	27. Creative art / artist 28. Toy – making 29. Printing related work 30. Artificial jewellery 31. Embroidery / knitting 32. Bakery 33. Computer – related work 34. Office related work 35. Others  Other Profession - O	Skill Training Acquired 1. Pre-employment Training 2. In – Service Training 3. Skill Upgradation 4. Apprenticeship 5. Soft Skills / Life Skill Programme 6. Entrepreneurship 7. Hereditary 8. Others 9. No Skill Training		Type of institution from whom skill training received 1. ITI 2. Polytechnic 3. Vocational Schools 4. Technical Schools / Institutes 5. Others		Preferred Area for Training / Skill enhancement 1. Tailoring 2. Housekeeping 3. Driving and motor mechanic work 4. Office and business related work 5. Computer trades 6. Leather related work 7. Catering, nutrition, hotel and restaurant related work		8. Work related to childcare, nutrition, pre-school and crèche 9. Beautician, hairdressing & related work 10. Health and paramedical service related work 11. Entrepreneurship Development Programmes 12. Artisan / craftsman / handicraft and cottage based production work 13. Civil engineering and building construction related work 14. Others 15. Not Required						

## Annexure IV

### Stakeholder and Community Engagement Matrix

Concerned parties/ target stakeholders	Topics for engagement as well as Information to be shared	Mode of engagement	Location	Frequency	Responsibility
Stage - Project Preparation					
<b>Project Affected Families - PAFs</b>	<b>Before Enumeration:</b> <ul style="list-style-type: none"> <li>- Project description,</li> <li>- Objectives,</li> <li>- Broad project design,</li> <li>- Project site location,</li> <li>- Proposed facilities in the project site</li> <li>- Benefits of the housing project to PAFs,</li> <li>- Likely adverse impacts to PAFs and mitigation measures,</li> <li>- Sensitising the PAFs on the availability of Grievance Redressal Mechanism</li> </ul>	Community Consultation	Each slum area/ Cluster level	Once	TNSCB through community/ social mobilisers or by engaging an external agency (NGO/ consultancy firm)
		Focus Group Discussion (FGDs)	Each slum area / Cluster level	Once	
		Distribution of fliers/ leaflets containing project information	Every identified family/beneficiary in each slum	Two times	
		FAQs	Every identified family/beneficiary in each slum	Once	
		Face to face interaction/ Individual engagement	Information centre covering all target slums	One community/ social mobiliser	
<b>NGOs, CBOs, RWAs, Slum association, social workers, community leaders / representatives, elected representatives, etc.</b>	<ul style="list-style-type: none"> <li>- Demarcation of boundaries of slum.</li> <li>- Enumeration Process</li> <li>- Entitlements during resettlement</li> <li>- Livelihood opportunities,</li> </ul>	Workshop	Centralized (City level)	Once	TNSCB

<b>Elected Public Representatives (Councilors of Urban Local Bodies, MLA, MP etc.)</b>	Social Infrastructure facilities and Public Transport facilities near project site	Individual Engagement	Office of the Elected Public Representative	Once	TNSCB
<b>School teachers, health workers, municipal staff working in slum areas</b>		Focus Group Discussion (FGD)	Schools in slum areas - as available	Once	TNSCB
<b>Youth groups</b>		Focus Group Discussion (FGD)	Wherever existing in slum areas	Once	TNSCB
<b>Self Help Groups</b>		Focus Group Discussion (FGD)	Wherever existing in slum areas	Once	TNSCB
<b>Project Affected Families, NGOs, CBOs, RWAs and other stakeholders</b>	-do-	TNSCB Website	Centrally	Dynamic – additional content will continue to be added as per the progress of the project activities	TNSCB
<b>Project Affected Families</b>	Social Assessment Survey	Survey Questionnaire and Interview	Individually	Once	TNSCB or through engaging a Consulting Firm
<b>Project Affected Families</b>	<b>Before Finalizing the Design and preparation of DPR</b>  - Proposed Site Plan, Block Plan and Unit Plan - Proposed facilities in the	Community Consultation	Each slum area/ Cluster level	Once	TNSCB or through engaging an Architect

	<ul style="list-style-type: none"> <li>- project site Safety and security measures proposed in the design</li> </ul>				
<b>Stage - Project Implementation</b>					
<b>Community near Project Site</b>	<p><b>Before Commencing Construction Activities</b></p> <ul style="list-style-type: none"> <li>- Project details such as proposed number of units, infrastructure facilities proposed, project duration and proposed date of completion</li> <li>- Environmental concerns of the project and the proposed mitigation measures</li> <li>- Sensitising on the availability of Grievance Redressal Mechanism</li> <li>- Labour Influx management measures</li> <li>- Labour Camp Management measures</li> </ul> <p>(Refer <i>Environmental Management Framework</i> of TNSCB)</p>	Community Consultation	Each Residential Area / Cluster level	Once	TNSCB and Contractor
		Distribution of fliers/ leaflets	Every identified family in the Residential Area near to the Project site	Once	TNSCB and Contractor

<b>Project Affected Families</b>	<ul style="list-style-type: none"> <li>- Project details such as proposed number of units, infrastructure facilities proposed, project duration and proposed date of completion</li> </ul>	Community Consultation	Each slum area/ Cluster level	Once	TNSCB directly by engaging community mobilisers or through an external agency (NGO / Consulting Firm)
<b>Project Affected Families, NGOs, CBOs, RWAs and other stakeholders</b>	<ul style="list-style-type: none"> <li>- Site Plan, Block Plan and Unit Plan</li> <li>- List of families enumerated</li> <li>- Process of allotment of houses, beneficiary contribution and sale deed</li> <li>- Resettlement and rehabilitation provision and process</li> <li>- Gender related issues</li> <li>- Sensitising the PAFs on the availability of Grievance Redressal Mechanism</li> </ul>	TNSCB Website	Centrally	Dynamic – additional content will continue to be included as per the progress of the project activities	
<b>Community Leaders and Representatives of the PAFs</b>	<ul style="list-style-type: none"> <li>- Visits to the construction site</li> </ul>	Site Visit	Project site	Once	TNSCB

Stage - Post Implementation					
<b>Project Affected Families</b>	<ul style="list-style-type: none"> <li>- Disbursement of resettlement and rehabilitation entitlements</li> </ul>	Individual engagement	Information centre at the resettlement site	One community/ social mobiliser for 6 months	TNSCB
<b>PFAs, RWAs, NGOs, CBOs, social workers, community leaders/ elected representatives</b>	<ul style="list-style-type: none"> <li>- Livelihood schemes and packages</li> <li>- Sensitizing the PAFs on the availability of Grievance Redressal Mechanism</li> <li>- Transfer of Ration Cards, Electoral Photo Identity Card, Social security entitlements etc.</li> </ul>	Public meetings	Each resettlement site	Monthly Once for the first six months of resettlement	TNSCB