

Case Study

Mangalore SEZ Ltd: Resettlement and Rehabilitation

Client

Mangalore SEZ Ltd (MSEZL) is a Special Purpose Vehicle (SPV) established in February 2006 to develop Mangalore Special Economic Zone (MSEZ) to bolster the economic growth of the area. MSEZL is promoted by the Central & State Governments, industrial groups and financial institutions. The MSEZ project is proposed over a total area of 3985 acres of land of Dakshina Kannada District, Karnataka. Currently 1800 acres is already in possession of MSEZL of which 1453 acres has been notified as sector specific SEZ (Petroleum & Petrochemicals)

Project

The Project area is estimated to have 1800 household in about 4000 acres of Land.. MSEZL is required to rehabilitate and resettle the people due to involuntary resettlement. The Rehabilitations and Resettlement (R&R) package is passed by the State Cabinet as a Government Order. The R&R package is one of the most comprehensive packages and it has considered various aspects. The PDF's will be compensated for their land lost, cost of improvement made on land, plantation, training etc. A Social Economic Survey (SES) has been carried out to determine the social and economic background of the people

Objectives of the Project

- To plan the resettlement and rehabilitation of the Project displaced families (PDF s) including special needs of vulnerable sections.
- To improve standard of living of PDF s
- To facilitate harmonious relationship between the acquired body and the PDF s through mutual cooperation

Project Team

R & R Project team is formed to oversee and monitor the implementation of R & R package under the Chairmanship of Deputy Commissioner of D K district comprising representatives from KIADB, MSEZL, relevant district officers and representatives of PDF s.

Challenges in managing the project

After SES (done by external agencies) data started coming as unstructured documents (hand written form, word and excel file), it was an enormous task to compile all forms together for authenticity and correctness, which is must for proper compensation. A lot of time is wasted in correcting and collating data for various reports which resulted bottlenecks and delays in entitlements.

Maintaining training and job applications and their placement and performance monitoring is another task which takes lot of time to validate and relate with specific PDF.

Keeping track of applicable compensation of payable or paid to PDF as per R&R policy is also a challenging task.

Solution

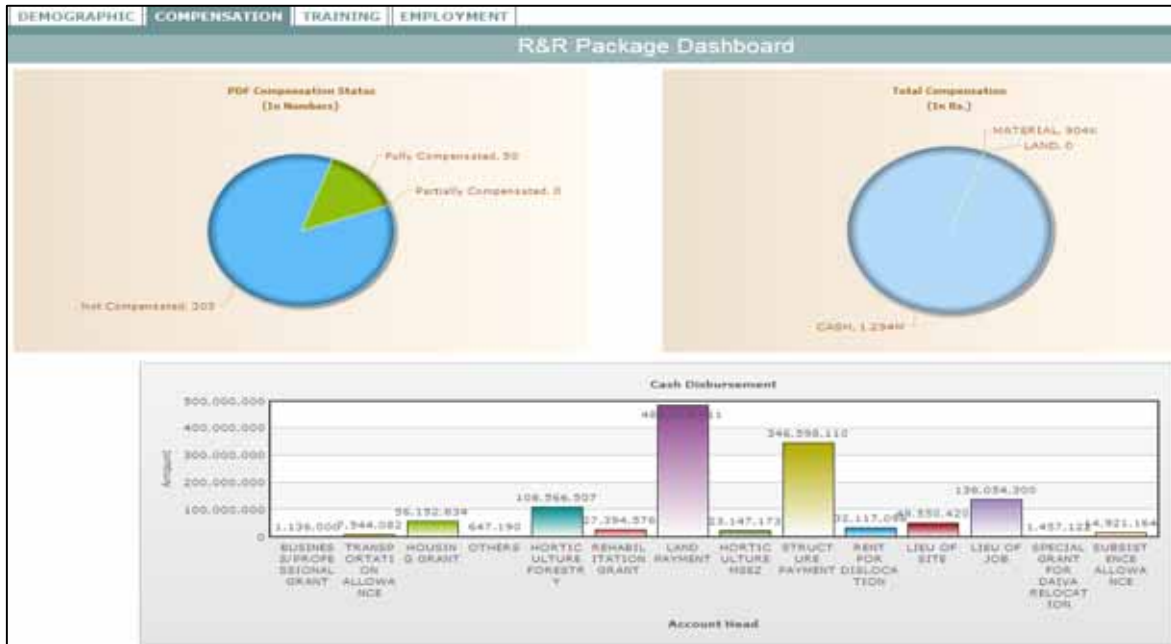
Following an extensive review of available solutions, Mangalore SEZ implemented the Vyavastha Rehabilitation and Resettlement System to track Rehabilitation and Resettlement process. Vyavastha Rehabilitation and Resettlement System is a web-based platform that enables all internal project participants to capture, details of the Project Displaced Families, compensation details like cash compensation, material allotment, land allotment to PDF s, placement, re-skilling, employment. It also enables any project participants with rights to view the analytic reports and dashboard.

Vyavastha Rehabilitation and Resettlement System is web-based, based on the rights assigned to the authorized project participants by their organization, the project participants can have complete access to the information by logging on to the system. It contributes towards enhancing and meeting the required security, scalability and performance standards. Vyavastha Rehabilitation and Resettlement System can import records maintained in MS Excel, the advantage being minimal IT resources were required for implementing an ongoing project. Vyavastha R&R maintains data in a centralized database with an extensive search facility that allows finding any information fast in real-time.

Result

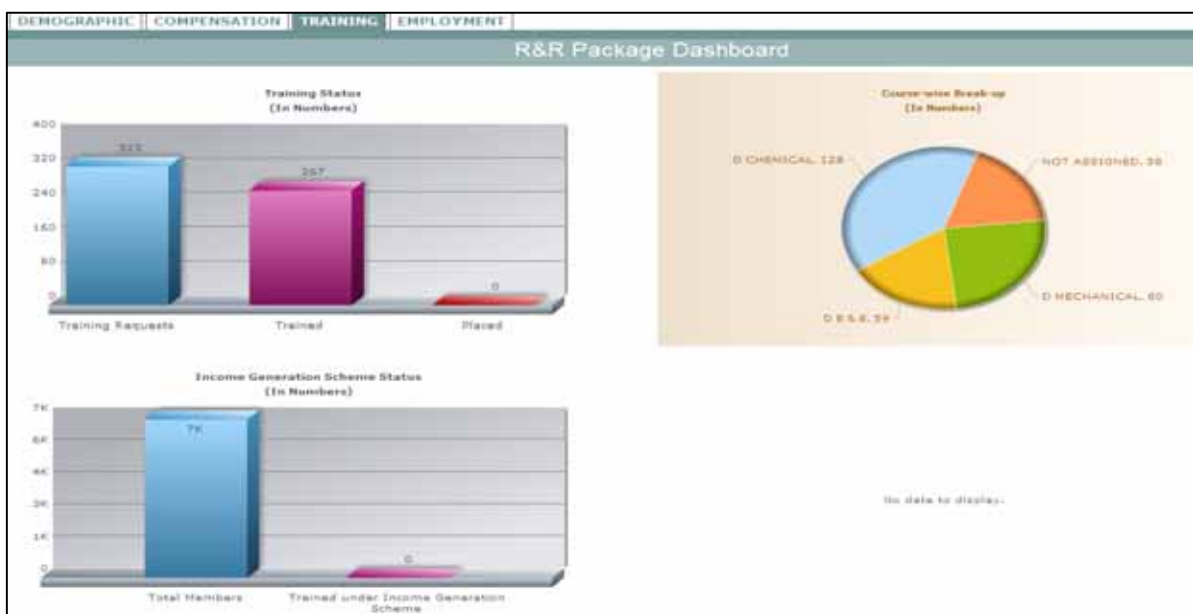
Implementing Vyavastha Rehabilitation and Resettlement System is resulting in benefits to the stake holders of the project. It had the necessary intelligence built-in and some of its key reports as on June 2009 are listed below.

Compensation



The above graph shows the details of compensation. The PDF compensation status shows the percentage of PDF s who have been fully compensated and partially compensated. The Total compensation graph shows Cash compensation, Material compensation and Land compensation. The Cash disbursement graph shows the cash disbursed for each account head in terms of amount. Cash disbursed for Land payment and Structure payment account heads were the highest.

Training



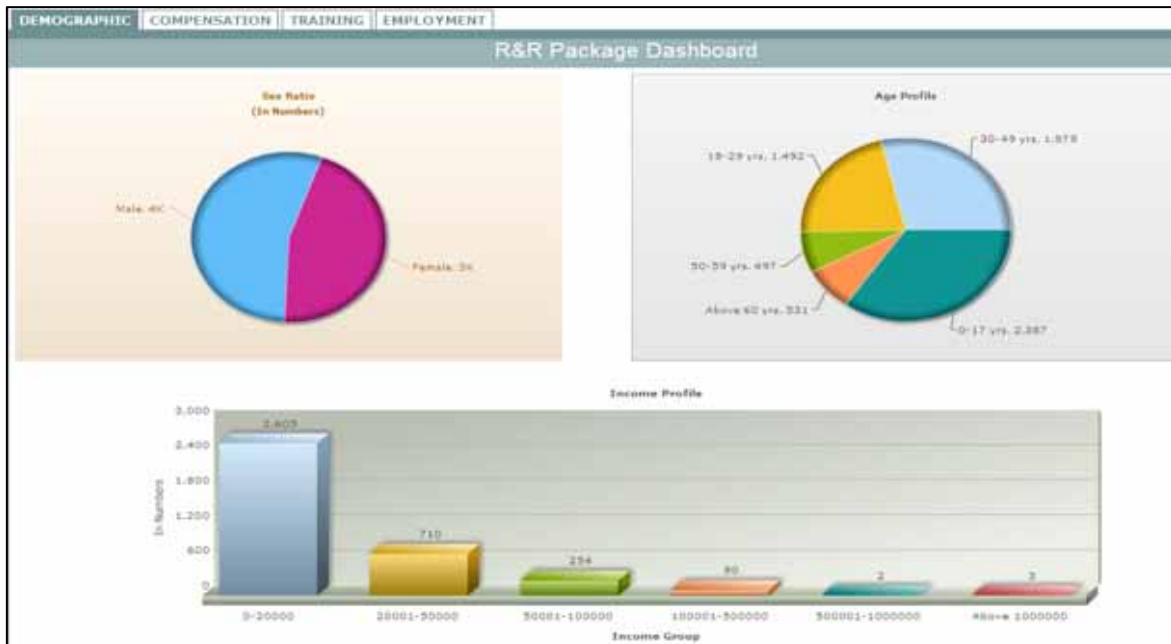
The above graph shows the training status, trained candidates and number of placed candidates. The income generation scheme status shows total members and trained members under income generation scheme in numbers. The course-wise break up shows the different courses available for training and the trainees allotted to each course.

Mangalore SEZ was able to monitor the training details, Income generation scheme status and course-wise break up details.

Employment

The Project supervision team was able to monitor the Employment details of the candidates. They were able to view the placement status which shows job requests and candidates placed in numbers. Further they were able to view company-wise break up which shows the candidates placed in different companies.

Demographic



The Project supervision team was able to monitor Sex ratio of male and female in numbers, age profile for different age group in numbers and income profile for different income groups. The graph above shows the sex ratio of male and female. The age profile for different age ranges, and Income profile for different income groups.

Reports

Mangalore SEZ was able to generate the required reports at any point of time during project execution through the software. The reports included **R&R reports, Financial reports and Data correction reports.**

Implementation Training and support

Backend Bangalore Pvt Ltd had implemented and trained the Mangalore SEZ staff with using Vyavastha Rehabilitation and Resettlement System. Backend Bangalore Pvt Ltd and Mangalore SEZ worked together to ensure that existing data was uploaded onto the Rehabilitation and Resettlement System. From then onwards, Rehabilitation and Resettlement System was the default tool for managing the Mangalore SEZ project.

To ensure that project members are adept at using the system, Backend Bangalore Pvt Ltd ran customized training modules for all participants and supplements these with unlimited helpdesk and online support.