

Social Impact Assessment Study for Agra Metro

AGRA METRO RAIL PROJECT ROUTE ALIGNMENT



STAKEHOLDER ENGAGEMENT PLAN, OCTOBER 2023



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Abbreviations

ADA	Agra Development Authority
AMC	Agra Municipal Corporation
AMRP	Agra Metro Rail Project
ASI	Archaeological Survey of India
ATM	Automated Teller Machine
BPL	Below Poverty Line
CBOs	Community Based Organizations
CCTV	Closed Circuit Television
CPM	Chief Project Manager
CPR	Common Property Resource
DDC	Detailed Design Consultant
DPR	Detailed Project Report
EA	Executing Agency
EIA	Environmental Impact Assessment
EIB	European Investment Bank
E&S	Environment and Social
ESMP	Environmental & Social Management Plan
ESS	Environmental and Social Standards
FGDs	Focused Group Discussions
GAP	Gender Action Plan
GC	General Consultant
GOs	Government Order
GoI	Government of India
GoUP	Government of Uttar Pradesh
GRC	Grievance Redressal Committee
GRM	Grievance Redressal Mechanism



HHs	Households
HQ	Headquarter
JMS	Joint Measurement Survey
km	kilometer
MD	Managing Director
NGO	Non-Governmental Organization
NTH	Non-title holders
PAH	Project Affected Households
PAPs	Project Affected Persons
PD	Project Director
PIU	Project Implementation Unit
PRO	Public Relation Officer
PwD	Person with Disability
PWD	Public Works Department
RAP	Resettlement Action Plan
R&R	Resettlement and Rehabilitation
RFCTLARR	Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement
RISA	Resettlement Implementation Support Agency
RPF	Resettlement Policy Framework
RTI	Right to Information
RWA	Resident Welfare Associations
SEMU	Social and Environment Management Unit
SEP	Stakeholder Engagement Plan
SIA	Social Impact Assessment
SC	Scheduled Caste
TH	Title holders
UPMRC	Uttar Pradesh Metro Rail Corporation
UPSRTC	Uttar Pradesh State Road Transport Corporation
WB	World Bank
WHH	Women Headed Households



Definitions

- i. **Acquired land** means the land acquired under the Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013 or any other prevailing Government Orders (GOs) for the Agra Metro Rail Project.
- ii. **Agricultural Land** means lands being used for the purpose of (i) Agriculture or horticulture; (ii) Dairy farming, poultry farming, pisciculture, sericulture, seed farming breeding of livestock or nursery growing medicinal herbs; (iii) Raising of crops, trees, grass or garden produce; and (iv) Land used for the grazing of cattle;
- iii. **Affected Area** means such area as may be notified by the Government of U.P under the relevant land acquisition acts for the purposes of land acquisition for the Project;
- iv. **Affected family means:**
 - A family whose land or other immovable property has been acquired for the Agra Metro Rail Project;
 - A family which does not own any land but a member or members of such family may be agricultural labourers, tenants including any form of tenancy or holding of usufruct right, share-croppers or artisans or who may be running a commercial establishment in the Affected Area, whose primary source of livelihood stand affected by the acquisition of the land;
 - The Scheduled Tribes and other traditional forest dwellers who have lost any of their forest rights recognized under the Scheduled Tribes and Other Traditional Forest Dwellers (Recognition of Forest Rights) Act, 2006 due to acquisition of land;
 - A family without formal title of ownership or use but who have established usage of public or private land by investing in immovable objects, crops woods, trees, fruit bearing trees, vineyards, the age of crops and the time needed to reproduce them;
- v. **Associated Facilities** are (i) assets and facilities directly owned or managed by the promoter that relate to the project activities to be financed, (ii) supporting activities, assets and facilities owned or under the control of parties contracted for the operation of the promoters business or for the completion of the project (such as contractors); (iii) associated facilities or businesses that are not funded as part of the project and may be separate legal entities yet whose viability and existence depend exclusively on the project or whose goods and services are essential for the successful operation of the project (According to European Investment Bank's (EIB) Environmental and Social Standards).
- vi. **Compensation** refers to the amount paid as compensation under various provisions of the Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement (RTFCTLARR) Act, 2013, or the GOs of GoUP/UPMRC



for private property, structures and other assets acquired for the project, excluding rehabilitation and resettlement assistance/entitlements as per this policy.

- vii. **Cut-off Date** is the date of first notification for land acquisition for the project under applicable Act or Government Order in the cases of land acquisition affecting legal titleholders. The cut-off date for non-title holders would be the completion date, i.e 16.03.2022 of the census & socio-economic survey for Corridor-1. The cut-off date for Corridor-2 will be released in phase manner.;
- viii. **Displaced Family** means any Affected Family, (i) who on account of acquisition of land has to be relocated from the affected area; (ii) a family whose primary place of residence or other property or source of livelihood is adversely affected by the acquisition of land for the Project (iii) any tenure holder, tenant, lessee or owner of other property, who on account of acquisition of land in the affected area, has been involuntarily displaced from such land or other property; (iv) any agricultural or non-agricultural labourer, landless person (not having homestead land or agricultural land) rural artisan, small trader or self-employed person; who has been residing or engaged in any trade, business, occupation or vocation in the acquired land, and who has been deprived of earning his livelihood or alienated wholly or substantially from the main source of his trade, business, occupation or vocation because of the acquisition of land in the affected area.
- ix. **Family** means a person, his or her spouse, parents, children, brothers and sisters dependent on him:
- Provided that Widows/divorcees and women deserted by families shall be considered as separate families.
- x. **General Category/General Caste:** The Government of India defines General Caste as the caste that does not come under SC, ST or OBC. They are socially, economically and educationally advanced.
- xi. **Land acquisition** means acquisition of land under the Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013 or any other prevailing Government Orders.
- xii. **Land Owners/Title Holders include any person:**
- a. Whose name is recorded as the owner of the land or building or part thereof, in the records of the authority concerned: or
 - b. Any person who is to be granted Patta rights on the land under any law of the State including assigned lands: or
 - c. Any person who has been declared as such by an order of the court or Authority.
- xiii. **Minimum Wages** means the minimum wage of a person for his/her services/labour per day as per notification published by Department of Labour, Government of U.P.
- xiv. **Non-Perennial Crop:** means any plant species, either grown naturally or through cultivation that lives for a particular harvest season and perishes with harvesting of its yields.



- xv. **Non-Titleholders:**
- a. **Tenants** are those persons having bonafide tenancy agreements on cut-off date with a property owner with clear property titles, to occupy a structure or land for residence, business or other purposes. Those who don't have any written documents need to furnish documentary proof such as telephone bills, electricity bills, ration cards, any postal evidence, passport and any other legal documents to prove occupation of the premises.
 - b. **Employee** means an individual engaged by a displaced commercial establishment in the Acquired Land, for compensation under a contract for employment whether express or implied on cut-off date.
 - c. **Encroachers** are those persons who built his or her structure, business premises or work places or agriculture activities in whole or in part of an adjacent government land to which s/he has no title.
 - d. **Squatters** are those persons who have occupied public/ government lands with no recognizable rights for residential or commercial or both purposes by making some investments on the land. The families, who have built their own structures on the land of the landlords with some financial arrangements, which are not properly documented or legalized, are also considered as squatters. Subcategories of squatters are as under:
 - 1. **Slum Dwellers** means any person who is residing within the limits of a slum area.
 - 2. **Mobile Vendors** means street vendors who carry out vending activities in designated area by moving from one place to another place vending their goods and services.
 - 3. **Street Vendor** means a person who offers goods or services for sale to the public in a street without having a permanent built-up structure'. The three basic categories of street vendors are a) Stationary, b) Peripatetic and c) Mobile.
- xvi. **Notification** means a notification published in the Gazette of India, or as the case may be, the Gazette of the State;
- xvii. **“Other backward classes”** means such backward classes of citizens other than the Scheduled Castes and the Scheduled Tribes as may be specified by the Central Government in the lists.
- xviii. **Perennial Crop:** means any plant species that live for years and yields its products after a certain age of maturity.
- xix. **Project** means the Agra Metro Rail Project (AMRP) covering 29.40 km consisting of 2 corridors: Corridor-1 is from Sikandra to Taj East Gate and Corridor-2 is from Agra Cantt to Kalindi Vihar.
- xx. **Rehabilitation and Resettlement** means carrying out rehabilitation and resettlement as per UPMRC Policy on rehabilitation and resettlement.



- xxi. **R & R Entitlements** means the benefits awarded as per the R & R Policy Framework given in the UPMRC Policy on Rehabilitation & Resettlement.
- xxii. **Severance of Land** means a land holding divided into two or more pieces due to acquisition of land mainly for laying new project alignment or a re-alignment.
- xxiii. **Slum:** A slum is a compact settlement with a collection of poorly built tenements, mostly of temporary nature, crowded together usually with inadequate sanitary and drinking water facilities in unhygienic conditions. If at least 20 households lived in that area it is considered as “**Non-Notified Slum**”. Areas notified as slums by the respective municipalities, corporations, local bodies or development authorities are treated as “**Notified Slums**”.
- xxiv. **State Government:** Government refers to the Government of Uttar Pradesh;
- xxv. **Vulnerable groups:** Vulnerable group/ persons are those with challenges that make them at higher risk of falling into poverty compared to others in the projects area. The Vulnerable Group/ Persons include the following categories: (i) DFs falling under ‘Below Poverty Line’ (BPL) category; (ii) persons who belong to Scheduled Castes (SC) and Scheduled Tribes (ST); (iii) Women Headed Households (WHH); (iv) Elderly people living alone; and (v) Physically and mentally challenged / disabled people.
1. **BPL** means families below poverty line as defined by the Planning Commission of India, from time to time, and those included in the State BPL list in force. (As per the Tendulkar Expert Group Report (2009), BPL is per person per day consumption of Rs. 32 and Rs. 26 in urban and rural areas respectively.)
 2. **SC** means such castes, races or tribes or parts of or groups within such castes, races, or tribes as are deemed under Article 341 to be Scheduled Castes for the purposes of the Constitution.
 3. **ST** means such tribes or tribal communities or parts of or groups within such tribes communities as are deemed under Article 342 to be Scheduled Tribes for the purposes of this Constitution.
 4. **WHH** means a household that is headed by a woman is called a Woman Headed Household. The aforesaid woman may be a spinster or a widow or separated or deserted by her husband.
 5. “**PH**” or “**Person with disability**” (PH) means a person with long term physical, mental, intellectual or sensory impairment which, in interaction with barriers, hinders his full and effective participation in society equally with others.

1 INTRODUCTION

Uttar Pradesh Metro Rail Corporation (UPMRC) Limited, a joint venture company of the Government of India (GoI) and the Government of Uttar Pradesh (GoUP), intends to implement the Metro Project in Agra City with funding from the European Investment Bank (EIB).

1.1 Project Description

The Agra Metro Rail Project (AMRP) will have 2 corridors with 29.40 kilometre (km) of length and 27 stations. Corridor wise details of the project length, including number of stations, are presented in **Table 1-1**. The stations that are proposed for the future are not mentioned in the table but presented in **Figure 1-1**.

Table 1-1: Details of Stations and Length

Corridor Name	No. of Stations			Length (km)		
	Elevated	UG	Total	Elevated	UG	Total
Corridor-1: Sikandra to Taj East Gate	6	7	13	6.35	7.65	14
Corridor-2: Agra Cantt. to Kalindi Vihar	14	-	14	15.40	-	15.40
Total	20	7	27	21.75	7.65	29.40

Figure 1-1: Alignment Map of AMRP



Source: Environmental and Social Management Plan for Rail Based Mass Rapid Transit System in Agra, November 2021

1.2 Purpose and Objectives of Stakeholder Engagement Plan

As a part of the Social Impact Assessment (SIA) Study, a Stakeholder Engagement Plan (SEP) has been prepared for the project to keep stakeholders informed on the project’s progress.



This would ensure appropriate project information on environmental and social (E&S) risks and impacts is disclosed to stakeholders in a timely, understandable, easily accessible, and in appropriate manner through a structured format. The SEP shall also to establish a process that provides opportunities for stakeholders to express their views and concerns and allows UPMRC to consider and respond to them. Stakeholders will be actively involved in decision making and project implementation processes throughout the project.

The SEP has been prepared in line with the World Bank's (WB) and EIB's guidelines. The WB's Environmental and Social Standard (ESS) 10 – Stakeholder Engagement and Information Disclosure and EIB's ESS-10 - Stakeholder Engagement recognizes the importance of open, transparent, and accountable dialogue between the promoter and all relevant stakeholders at the local level as an essential element of good international practice. This standard stress the value of public participation in the decision-making process throughout the preparation, implementation, and monitoring phases of the project.

The overall objective of this SEP is to define a programme for stakeholder engagement, including public information disclosure and consultation, throughout the entire project cycle. The SEP outlines the ways in which the project team will communicate with stakeholders and includes, a mechanism by which people can raise concerns, provide feedback, or make complaints about the metro project and any activities related to it.

The involvement of the local population is essential to the success of the metro project in order to ensure smooth collaboration between project staff and local communities and i) minimize and mitigate E&S impacts/risks related to the project activities and (ii) to maximize the positive E&S impacts of the project.

This SEP is designed to establish an effective platform for productive interaction with the potentially affected parties and others with an interest in the implementation outcome of the AMRP. The objectives of meaningful stakeholder engagement throughout the project cycle are as follows:

- To establish and maintain a constructive dialogue between the UPMRC, the affected communities and other interested parties throughout the project life cycle;
- To ensure that all stakeholders are properly identified and engaged;
- To engage stakeholders in the disclosure process, engagement and consultations in an appropriate and effective manner throughout the project lifecycle, in line with the principles of public participation, non-discrimination and transparency;
- To ensure that the relevant stakeholders, including commonly marginalized groups on account of gender, poverty, educational profile and other elements of social vulnerability, are given equal opportunity and possibility to voice their opinions and concerns, and that these are accounted for in the project decision-making; and,



- Duly verify and assess that the quality and process of engagement undertaken by third parties on the project conform to the provisions included in the present standard.

This SEP shall serve the following purpose:

- Identify different categories of stakeholders in the context of this project and the likely risks and impacts posed to them;
- Understand the requirements for engagement for each category of stakeholder under the project, including their information and engagement needs;
- Create opportunities for stakeholders to effectively participate in project activities and derive direct and indirect benefits from the project investments;
- Provide a roadmap for stakeholder engagement, including the strategies and approaches to be adopted and their timing through the project cycle;
- Provide guidance on the likely information disclosure and consultation strategies that the project could use based on a) their importance, b) the profile and needs of the targeted stakeholders- giving the stakeholders an opportunity to proactively participate and influence project planning/ design;
- Establish formal grievance/resolution mechanisms for the stakeholders;
- Define roles and responsibilities for implementation of the SEP, including the resource requirements; and
- Recommend the reporting and monitoring measures to ensure effective implementation of the SEP.

Adequate stakeholder consultations will require effective timing and advanced planning. To ensure information is readily accessible to affected stakeholders and adequate representation and participation of the different groups in the process, the UPMRC will adopt different methods and techniques based on an assessment of needs.



2 APPLICABLE LEGAL & REGULATORY FRAMEWORK AND EIB ESS

2.1 National Framework

This SEP takes into account the existing institutional and regulatory framework within the context of the following GoI and various state's legal instruments as well as the safeguard compliance requirements of EIB's ESS 2022, as mentioned below:

- The Right to Information (RTI) Act 2005,
- The Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement (RFCTLARR) Act, 2013; and state specific rules
- The Street Vendors Act, 2014
- Uttar Pradesh Direct Land Purchase Policy vide GO Number – 2/2015/215/one-13-2015-20(48)/2011, GoUP
- WB's ESS 10 - Stakeholder Engagement and Information Disclosure and EIB's ESS 10 - Stakeholder Engagement

The RTI Act, 2005 is a progressive rights-based accountability and transparency enforcement mechanism available to citizens which allows them to seek information related to government programs in personal or larger public interest and mandates the provision of this information within a stipulated timeframe. The act is implemented in states through the office of the State Information Commissioners and Information officers designated for each public office. It makes the public offices and duty-bearers liable to providing correct and detailed information demanded by the citizen within designated timeframes, with mechanisms for appeals and sanctions if information provided is inadequate or incorrect.

Similarly, the RFCTLARR Act, 2013, also makes it imperative that in case of involuntary resettlement all project affected persons (PAPs) and project affected households (PAHs) be duly consulted and engaged in the process of SIA and the process mandatorily include community consultations to assess the nature and magnitude of impact. The act also provides for seeking inputs and concurrence from the affected families, communities and Gram Sabha (village assembly) on the draft resettlement package prepared for them and incorporation of their suggestions and concerns in the final package.

2.2 EIB Standards

WB's and EIB's ESS recognize that effective engagement with the stakeholders can significantly improve the project outcomes and their sustainability through better community acceptance and ownership, enhance the E&S sustainability of projects, and hence make a significant contribution to successful project implementation. UPMRC will engage with



stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope, and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts. Under ESS10, it is required to develop and implement a SEP proportionate to the nature and scale of the project and its potential risks and impacts.

Stakeholder engagement is an inclusive and iterative process that involves, in varying degrees, stakeholder analysis and engagement planning, timely disclosure and dissemination of/access to information, public consultations and stakeholder participation, and a mechanism ensuring access to grievance and remedy. The key elements of ESS10 are as follows:

- Stakeholder Identification and Analysis
- Stakeholder Engagement Planning
- Information Disclosure
- Public Consultations
- Grievance Mechanism and
- Monitoring and Reporting



3 STAKEHOLDER IDENTIFICATION AND ANALYSIS

Stakeholder identification is the process used during project preparation to identify the stakeholders and the level of engagement of different stakeholders during the course of the project lifecycle. The identification of stakeholders for AMRP went beyond only those affected by the project implementation. Review, interactions with UPMRC, and preliminary consultations with both primary and institutional stakeholders enroute the project corridors enabled the development of a list of stakeholders. These stakeholders were categorized into two categories: Project Affected Parties, including Disadvantaged or vulnerable individuals or groups, and Other Interested Parties.

PAHs: refers to those who are likely to be affected by the implementation of the AMRP, which includes land owners, structure owners both THs and NTHs (squatters, encroachers, tenants and employees). **Also, disadvantaged or vulnerable individuals or groups** refer to those who may be more likely to be adversely affected (may be temporarily). Such an individual/group that may be excluded from/ unable to participate fully in the mainstream consultation process and, as such, may require specific measures and/or assistance to do so, like families BPL, SC, PwD, and WHHs.

Other Interested Parties: The term “other interested parties” refers to individuals, groups, or organizations with an interest in the project, which may be because of the project location, its characteristics, its impacts, or matters related to public interest. These would include resident welfare associations (RWAs), other departments in Agra Municipal Corporation (AMC), elected representatives, non-governmental organisation (NGOs), educational institutions, media houses, and others who work with citizens.

The stakeholder identification process helps to achieve a good understanding of the stakeholders and their concerns; understand the impacts, the project could have on stakeholders and the influence stakeholders could have on project preparation and implementation (including improving design, also including delaying implementation or undermining success). Stakeholders are identified and presented in **Table 3-1**.

Table 3-1: Stakeholders in AMRP

S. No	Affected Parties	Other Interested Parties
1	PAHs including title holders (TH), non-title holders (NTH) (squatters, mobile vendors), tenants, employees.	Village Panchayat members and Other Community leaders
2	Villagers/Communities impacted by loss of Common Property Resources (CPRs) and loss of access to CPRs properties.	Village heads, Anganwadi workers, Teachers
3	School and Colleges along the corridors	NGOs operational in the area



S. No	Affected Parties	Other Interested Parties
4	Vulnerable Groups within the PAHs Below Poverty Line (BPL) Scheduled Caste (SC), Persons with Disability (PwD), Women headed households (WHHs)	Labourers working with UPMRC at construction sites
5	-	Truck owners' association
6	-	Employees of UPMRC and Construction Contractors/ Vendors/ Suppliers to the Project
7	-	Archaeological of India
8	-	District Administration
9	-	Revenue Department, GoUP
10	-	General Consultant (GC), Detailed Design Consultant (DDC), Resettlement Implementation Support Agency (RISA), Environmental Impact Assessment (EIA) & SIA Consultant, External Monitoring Agency etc.
11	-	Media Houses

4 STAKEHOLDER ENGAGEMENT STRATEGIES AND METHODS

Stakeholder engagement is an on-going process, the strategies used during following stages of the Project; concept and planning/design (During SIA) are mentioned in column 3 (Stakeholder Engagement Strategy) of below table. Strategies that will be adopted during construction & operation stage are presented in **Table 4-1**, and Methods for stakeholder engagement are listed in

Table 4-2.

Table 4-1: Stakeholder Engagement Strategies

S. No	Stages	Stakeholder Engagement Strategy
1	Engagement at the project concept stage	<ul style="list-style-type: none"> • Interviews with stakeholder representatives, key informants, and government officials. • Stakeholder planning forum.
2	Engagement during SIA studies	<ul style="list-style-type: none"> • Interviews with stakeholder representatives and key informants. • Participatory techniques used to consult with focus groups on impact-specific topics • Participatory techniques used to consult with stakeholders most disadvantaged by the project • Stratified sample interviews. • One-on-one interviews through census & socio-economic survey • Public & Formal Meetings • Focused Group Discussions (FGDs) • Open houses, in field office and project headquarter (HQ) • Posting of announcements in public spaces or government buildings/ municipality offices, construction sites. • Dissemination of information regarding compensation including Resettlement & Rehabilitation (R&R) assistance and rehabilitation process through public consultations and census & socio-economic survey.



S. No	Stages	Stakeholder Engagement Strategy
3	Engagement during construction and operations	<ul style="list-style-type: none"> • Participatory monitoring • One-on-one interviews • Public & Formal Meetings • Grievance redress mechanisms. • Quarterly/Annually targeted interviews and consultation, e.g., with specific stakeholder groups. • Project Monitoring Dashboard. • Open houses, in field office and project HQ. • Posting of announcements in public spaces or government buildings/ municipality offices, construction sites.

Table 4-2: Stakeholder Engagement Methods

S. No	Engagement Technique	Description and use	Target audience	Adaptations in case of Lockdown due to Covid-19
1	Websites	Detailed Project Report (DPR), EIA, SIA, Resettlement Action Plan (RAP), Resettlement Policy Framework (RPF) and SEP will be published on official websites of UPMRC.	All stakeholders	Websites
2	Media	Advance announcements of commencement of major project activities, project Grievance Redress Mechanism, and other outreach needs of the project	Project- affected stakeholders including NTHs and Other interested parties	Posting of announcements in public spaces or government buildings/ municipality offices, construction sites, Leaflets with newspaper, Traditional media (radio, television, public address systems, social media), Online



S. No	Engagement Technique	Description and use	Target audience	Adaptations in case of Lockdown due to Covid-19
				Community Meeting with affected stakeholders and communities.
3	Community /Public meetings/ workshops	General information on the Project, detailed discussions on sub-project activities, project social impacts, risks and mitigation measures and public grievances, updates on implementation progress.	Project- affected communities including NTHs and other interested parties.	Community meetings/ FGDs through local facilitators, Online community meetings.
5	Correspondence by phone/ email/ written letters	Receive suggestions and reply to queries of stakeholders.	Government officials, NGOs, (Community Based Organizations) CBOs, Trusts, Community / Associations, Development Partners etc.	Correspondence by phone / email / written letters, WhatsApp groups and other means.
6	Print media advertisement	Dissemination of information related to the Project for benefit of all stakeholders.	General public	Print media advertisement
10	One-on-one interviews	To solicit views and opinions on project impacts and solutions.	PAP's including NTHs, Vulnerable individuals, NGOs, Trusts, Associations,	Online Interaction (phone/email) through local facilitators,



S. No	Engagement Technique	Description and use	Target audience	Adaptations in case of Lockdown due to Covid-19
			women groups, persons with disabilities, low-income groups etc.	
11	Surveys / Independent evaluations	Surveys will be used to gather beneficiary opinions and views about project interventions. Gather baseline data. for monitoring impacts.	Project beneficiaries	Telephone, Email Surveys, and interviews through empowered local facilitators.
12	Focus group meetings	discussion on specific issues such as cultural importance, gender-based violence, disability inclusion, etc.	women groups, Individual or communities of cultural importance.	Online Community Meetings, / FGDs through local facilitators.



5 STAKEHOLDER ENGAGEMENT ACTIVITIES CONDUCTED

Consultations with identified PAPs and identified stakeholders were carried out. Prior to one week of meetings, affected persons and stakeholders were informed about the date and propose of consultations through phone calls. The stakeholders decided the venue and time of the meetings so that everyone could attend, voice their concerns, and offer suggestions for AMRP.

Public consultations were carried out in the month of May 2022, as part of SIA Study preparation with various sections, i.e affected persons (such as owners, squatters, mobile vendors), general public (such as auto and taxi drivers, tourists,) women groups, and other stakeholders, including government officials, media houses, professors, students, and NGO's operating in the project area. The affected persons were consulted as "focus groups," such as a group of affected residents, affected families, and a group of shop owners, etc. The purpose of these consultations was also to elicit views and suggestions from the affected persons on the AMRP design and its potential impacts on the affected people, as well as to minimise adverse social impacts.

The consultations acted mainly as a forum to inform people about the project and also to elicit their opinion on the social provisions detailed in the project. Information dissemination on the provisions of the RPF of AMRP, alignments, station locations and entry/exit points, the role of the community, how grievances may be registered, etc., was given due importance. Issues pertaining to land acquisition, compensation, assistance to vulnerable groups, commercial and residential THs, and tenants were also discussed with the community. Issues related to safety, compensation, income restoration, information flow, grievance redress, the role of administration, etc. were discussed. Issues were also raised about the transparency of the project implementation process. People in general agreed on the need for a metro in Agra City. The process of disseminating information was highly appreciated by the local residents.

At this stage, the RITES team, with the help of UPMRC, has carried out consultations with PAPs, project beneficiaries, digital and print media houses, government institutions/officials, NGO's, and educational institutions. A total of 21 public consultations and 14 interviews with about 300 people (233 males & 67 females) have been carried out at various locations for this project. The details of consultations and interviews are presented in **Table 5-1**.



Table 5-1: Details of Stakeholder Consultations and Interviews

S. No	Date and Time	Corridors	Station Location	Type of Stakeholder		Method	M	F	T
FGDs and Consultations with General Public (Auto & Taxi Drivers, Tourist, Tourist Guide, Women & Girls, Passengers Etc.)									
1	24-05-2022 Time 14:30	C-1	Taj Mahal	Auto & Taxi Driver	General	FGD	13	-	13
2	24-05-2022 Time 14:50	C-2	Agra Cantt.	Auto & Taxi Driver	General	FGD	14	-	14
3	25-05-2022 Time 14:50	C-1	Agra Fort	Auto Driver	General	FGD	11	-	11
4	25-05-2022 Time 13:40	C-1	Agra Fort	Tourist	Beneficiaries	FGD	10	-	10
5	25-05-2022 Time 14:30	C-1	Taj Mahal	Tourist	Beneficiaries	FGD	11	-	11
6	25-05-2022 Time 13:40	C-1	Taj Mahal	Tourist Guide	Beneficiaries	FGD	12	-	12
7	25-05-2022 Time 16:40	C-1	Agra Fort	Tourist Guide	Beneficiaries	FGD	10	-	10
8	25-05-2022 Time 17:15	C-1	Taj Mahal	Tourist Guide	Beneficiaries	FGD	10	-	10
9	26-05-2022 Time 15:15	C-1	Taj Mahal (Purani Mandi)	Women	Beneficiaries	FGD	-	11	11
10	26-05-2022 Time 17:30	C-2	Sanjay Place	Girls	Beneficiaries	FGD	-	14	14
11	24-05-2022 Time 14:50	C-1	Sikandra	Staff and Local People	Beneficiaries	Public Consultations	10	-	10



S. No	Date and Time	Corridors	Station Location	Type of Stakeholder		Method	M	F	T
12	25-05-2022 Time 18:20	C-2	Collectorate	Commercial	Beneficiaries	FGD	11	-	11
13	26-05-2022 Time 14:00	C-1	Jama Masjid	Masjid Committee and Local People	Beneficiaries	FGD	10	-	10
14	26-05-2022 Time 14:30	C-2	Agra Cantt Railway Station	Passenger	Beneficiaries	FGD	12	-	12
Total							134	25	159
Interviews and FGDs with Stakeholders & PAPs									
Government									
1	25-05-2022 Time 11:30	C-1 & 2	Smart City Office	Urban Planner	Govt. Official	Interview	-	1	1
2	25-05-2022 Time 12:30	C-1 & 2	District Administration	Social Welfare Officer	Govt. Official	Interview	1	-	1
3	25-05-2022 Time 13:00	C-1 & 2	Agra Development Authority (ADA)	Chief Engineer	Govt. Official	Interview	1	-	1
4	25-05-2022 Time 14:15	C-1 & 2	Sadar Tehsil	Tehsildar	Govt. Official	Interview	1	-	1
5	25-05-2022 Time 15:15	C-1 & 2	Archaeological Survey of India (ASI)	Superintending Archaeologist	Govt. Official	Interview	1	-	1
6	25-05-2022 Time 15:45	C-1 & 2	Uttar Pradesh State Road Transport Corporation (UPSRTC)	Manager, Finance	Govt. Official	Interview	1	-	1



S. No	Date and Time	Corridors	Station Location	Type of Stakeholder		Method	M	F	T
Media House									
1	24-05-2022 Time 15:00	C-1 & 2	Dainik Jagran	Senior Sub-Editor	Media House	Interview	1	-	1
2	24-05-2022 Time 15:30	C-1 & 2	Hindustan Times- English	Special Correspondent	Media House	Interview	1	-	1
3	24-05-2022 Time 16:20	C-1 & 2	News 18	Sr. Editor	Media House	Interview	2	-	2
4	24-05-2022 Time 19:00	C-1 & 2	Hindustan Times- Hindi	Editor & Senior Sub-editor	Media House	Interview	2	-	2
5	24-05-2022 Time 19:45	C-1 & 2	Amar Ujala Office	Sr. Sub-Editor	Media	Interview	1	-	1
NGOs									
1	23-05-2022 Time 16:45	C-1 & 2	Chetna Seva Samiti	President & Prabhari	Beneficiaries	Interview	4	3	7
2	23-05-2022 Time 18:30	C-1 & 2	Ek Pehel NGO	Secretary	Beneficiaries	Interview	1	-	1
Institution									
1	23-05-2022 Time 12:00	C-1 & 2	S.N. Medical College	Principal	Beneficiaries	Interview	1	-	1
2	23-05-2022 Time 15:15	C-1	S.N. Medical College	Faculty of Physiology & Professor's group	Beneficiaries	FGD	5	3	8
3	23-05-2022 Time 15:40	C-1	S.N. Medical College	Student	Beneficiaries	FGD	25	25	50
PAPs									



S. No	Date and Time	Corridors	Station Location	Type of Stakeholder		Method	M	F	T
1	24-05-2022 Time 10:50	C-2	Ram Bagh	Commercial	PAPs	FGD (Affected Persons)	16	-	16
2	24-05-2022 Time 12:30	C-2	Kalindi Vihar	Commercial	PAPs	FGD (Affected Persons)	11	-	11
3	24-05-2022 Time 12:40	C-2	Agra Cantt	Vendor	PAPs	FGD (Affected Persons)	10	-	10
4	25-05-2022 Time 17:30	C-2	Sanjay Place	Vendor	PAPs	FGD (Affected Persons)	10	-	10
5	26-05-2022 Time 12:00	C-2	Sultan Ganj Crossing	Residence	PAPs	FGD (Affected Persons)	4	10	14
Total							99	42	141

**Beneficiaries refers to people who live in the vicinity of the project as well as those who travel to Agra to visit heritage sites.*

During SIA stage, the RITES team has carried out the consultations and interviews with stakeholders from each identified group, i.e., auto & taxi drivers, tourist, tourist guide, women & girls, passengers, PAPs, govt. officials, media houses, NGO's, institution etc. However, meetings with some stakeholders could not be arranged. Four households (HHs) were not present during survey. The survey team has made efforts to reach out to absent affected persons by revisiting the affected properties to conduct a survey. Affected persons not staying in the concerned properties and nearby areas and those whose whereabouts could not be traced have not been covered in the survey. During the joint measurement survey (JMS) at the implementation stage, all the affected properties will be verified, and affected HHs that were not present during the census & socio-economic survey will be personally noticed and incorporated into the RAP. Moreover, if some new stakeholder is identified in the implementation phase, they will also be consulted in the course of the project.



5.1 Major Finding of Public Consultation.

PAPs, PAHs and Local people were informed before the meetings over the phone with help of UPMRC officials, market president or local persons for venue, date, time and agenda of the meeting. The consultations were conducted in public places, marketplaces, government offices, S.N Medical College with different stakeholders ensuring uninterrupted attendances from all the interested persons. Focus was given on the venue date and time of the meeting in order to avoid hindrances for the weaker section viz., women, elderly, differently abled persons etc.

During public meetings, suggestions were given by the participants which includes separate coaches and reserved seats for women, toilets at stations, Closed Circuit Television (CCTV) cameras at metro premises and grey spots, the deployment of police personnel at metro stations, and women's & police helpline numbers. The stakeholder's suggestions/feedback received during census and socio-economic survey and public consultations has been already taken into consideration during project planning and were incorporated in the DPR and other relevant documents. Participants were also informed that suggestions given by them were part of the project planning. The public consultations were conducted at 21 locations with 278 persons across both the corridors during SIA Study and the minute of the consultation is attached as **Annexure A**.

The major findings of consultation are as follows:

- The successful implementation of the metro in Agra will significantly reduce traffic in the city, which will result in significant reductions in pollution. This helps to lower greenhouse gas emissions, fossil fuel, and enhance air and environmental quality.
- The proposed project will save travel time & money.
- The proposed corridor will increase the property value near the metro corridor.
- A dedicated coach & reserved seats for female commuters will be required in metro trains. It will ensure safety of female commuters while increasing their mobility of travelling.
- Each metro station should be equipped with proper toilet facilities.
- Most of the time, female commuters are victims of snatching incidents and harassment while travelling on buses and autos. These incidents will be reduced by providing following facilities like separate coaches & reserved seats, CCTV cameras at metro premises & grey locations, deployment of police personnel at metro stations and women's & police helpline numbers.
- Adequate facilities for elderly and differently abled persons should be provided such as ramp, a wheelchair, an escalator, and an elevator.
- There is a need to change the behavior of the citizens of Agra in order to use the metro service in the city.
- Metro will generate direct and indirect employment opportunities.



- Metro will impact the livelihood of the taxi drivers and auto drivers on a higher extent as tourists would prefer metro over auto and taxis. This will lead to loss of income.
- Agra is a very small city. Residents of Agra may not use the metro service as such for daily commute. Only tourist groups will get benefit from the metro as all the cultural sites are well connected.
- Loss of shop will be a major concern to the shop keepers.
- Under the scope of resettlement and rehabilitation, people have opted structure for loss of structure or else two times of compensation is preferred¹.

Auto-drivers and Taxi Driver's opinion:

- Parking facilities must be available at metro stations along with integrated auto and taxi stand at each station.
- Passenger helpline number must be prominently displayed in metro stations and coaches.

Commercial PAPs opinion:

- In case any property is acquired for the project, then the concerned person should be provided another place or double compensation.
- Many heavy vehicles travel through the city to transport commodities. The metro authorities must take this into consideration so that the metro structure does not obstruct vehicle movement.
- A metro station must be proposed at or near Water Works, as buses are available every 10 minutes 24/7 for all India.

Tourist opinion:

- The airport should also be connected with metro network.
- The influx of tourist will increase because of the proposed metro.
- Metro smart card should be integrated with other mode of public transportation.
- Helpline number must be prominently displayed in metro stations and coaches. Also, the 'MAY I HELP YOU' desk at the station for directions and other queries.

¹ The affected HHs will get 100% solatium on market value and transaction cost for their loss.

Replacement Cost/Compensation for affected structures will be calculated = Market Value of the affected structures + Transaction Cost + 100% Solatium on market value and transaction cost and other applicable assistance.

Affected HHs were informed during census & socio-economic survey and public consultations about the eligible entitlement as per RPF of AMRP. HHs were aware that they will receive two times of market value of the assets as compensation.



Vendor opinion:

- A dedicated place should be provided near the metro station for food vendors.
- Income of the food vendor would increase if they get relocated near the metro station.

Women opinion:

- Convenience, safety & security for women is expected from this project. Most of the time, female commuters are victims of eve teasing and harassment while travelling on buses and autos. These incidents will be reduced by providing following facilities like separate coaches & reserved seats, toilets, CCTV cameras at metro premises & grey locations; deployment of police personnel at metro stations and women's & police helpline numbers.
- Metro should generate employment opportunities for women.
- After the introduction of metro, school and college going girls would feel safe which will help them or encourage them to pursue higher education as metro is well connected with the educational institutions in the city.

Major finding of cultural heritage consultation:

- The Metro project will improve urban public transportation connectivity, enhance the mobility of commuters, and reduce travel time because of which tourists will reach their destination on time. They can visit more monuments and also save time and money.
- Connectivity of the metro with cultural heritage and monument sites is a good idea. This will boost the tourism industry.
- Guides and other staff members are associated with monuments for more than 20 years for their livelihood.
- Most of the participants have given 5 star ratings for the proposed metro rail project.
- The Metro will help in increasing the influx of tourists, which will improve the livelihood of the monument guides and other dependents.
- It is expected that the metro will deliver convenience and better facilities to tourists and other commuters.
- Metro will generate employment opportunities of all kinds.
- Metro will enhance the environmental stability of the city with existing traffic.
- The Metro project should not harm the cultural heritage and monument sites of Agra.
- Name of Jama Masjid Metro station should not be changed.

Major finding of Stakeholder Interviews: The stakeholder interviews were carried out at 14 locations with 22 persons across both the corridors.

Project Awareness:

- All the Stakeholders who were consulted were aware about the proposed Metro Rail Project.



- UPMRC website is easily accessible in order to get updates about the project. UPMRC is working to speed up the construction of the priority corridor.
- The media houses are well connected through a 'WhatsApp' group as well as the twitter handle of UPMRC.

Stakeholder views why Metro Project is required in Agra City:

- The proposed metro project will be very good for the development of Agra city.
- There will be a transition of transpiration from traditional to modern city.
- The metro facility in the city will address issues like pollution, road accidents, current travel time, and traffic along with other challenges.
- Considering the heavy traffic and pollution in the city, Agra city requires a better transportation system i.e. Metro.
- Metro will save travel time and eliminate the number of road accidents along with decrease in pollution due to traffic.
- A city like Agra, with its rich cultural heritage significance and increasing population always need an improved transportation system like the metro.
- Considering the Taj Mahal's location, which leads to Taj Trapezium Zone, a metro project in Agra is required to ensure environmental stability. The project will limit the environmental hazard to Taj Mahal.

Stakeholder views about the proposed route of Metro Project:

- The proposed metro route would be covering the major locations of the city in order to get the optimum number of ridership.
- One station was needed to be planned near Water Works, where most of the tourists or commuters get down. However, this can be considered in the future.
- The proposed metro route can be extended up to Fatehpur Sikri Fort, Vrindavan city and other major locations in the future considering the demand.
- Strategically, the proposed Sultan Ganj station is going to play an important role in catering to the local passengers coming by bus to the city. Generally, they get down at Bhagwan Talkies and Water Works from the ISBT bus stop. Passengers travelling by bus can get down at Sultan Ganj crossing instead of Water Works.

Stakeholder views of Impacts of metro on following categories:

Working Class:

- The industrial working class will avail the benefit of the project depending upon the affordability.
- If the travel fare is affordable to the working class, then they will use it.

Students:

- The student community will use the metro since it is proposed to be connected with school and college in the city.



- The students will happily use it in order to reach to their school, college and coaching classes.
- The students of RBS College and Agra Medical College will get direct benefit of the metro project.

Housewives:

- The metro will increase the mobility of the housewives to travel in the city independently as well as freely.

Elderly:

- Considering the availability of facilities, the elderly will use metro train.
- In the station and platform, there will be a wheelchair and a first-aid kit, as well as reserved seats inside the metro.

Women's:

- Presently, the female employees at Amar Ujala use their own vehicles to come to office but after the introduction of the metro in the city, they will have a better and safer means of transport.
- Presently, the women use their own vehicles, whereas some of them use public transport, which is sometimes difficult during rush times. Therefore, both working and non-working women will use the metro
- The women's groups find it uncomfortable while travelling by bus, auto, and other means of transport. Metro will be seen as a better option for them.
- The mobility of travel will increase.

Labour class:

- If affordable, the Labour class will be able to use the metro service.
- The Labour class should get equal benefit from the project. Employment opportunity is desired during construction of the project

Migrants:

- Metro may increase migration.
- The rural migration towards the city of Agra will increase in terms of livelihood and employment opportunity.

Tourist:

- The tourism industry of the city will be majorly impacted by the proposed metro project
- Tourists will be able to save money and time while visiting the major heritage monuments in the city.
- The metro project will largely impact to the tourist groups.



- One of the major focuses of the project is given to the tourism of the city while connecting to the cultural heritage and monument locations.
- The local tourism industry will be enhanced after the introduction of the metro.
- Integration of the existing transport system will become seamless for visitors by introducing an application or any unified platform, for example, "Mera Agra App" etc. The introduction of the Agra Metro application would be very helpful to tourists and local commuters.

Positive Impacts:

- Better mode of transport facility.
- Save travel time and fossil fuel consumption.
- Decrease in road accidents and current level of pollution.
- Comfortable and safe travelling.
- Affordable travel cost.
- Increase in transport mobility.
- Transparency in fare will be there due to uniformed and fixed piece of metro fare.
- Metro will largely impact on the tourists and local commuters. Decrease in pollution, traffic, accident whereas increase in property value, income and employment opportunity for the people.
- Pollution to the Taj Mahal and to the city will decrease. Metro will also limit the traffic congestion and pollution in the long run.
- It will take less time to reach to the medical college for the patients.

Negative Impacts:

- Traffic during construction, loss of income, loss of structures etc. are likely to be negative impact of the project.
- Cutting of trees
- Increase in dust and noise pollution during construction
- Increase in traffic jam in the city during metro construction
- Noise and vibration during construction of metro will become a challenge for both doctors and patients in S.N. Medical College.

Facilities required at the metro stations:

- Amenities like (Automated Teller Machine) ATM, cafeteria, restaurant, food joints, shopping complex, parking areas can be planned alongside the metro stations.
- Parking facility is much needed in metro stations.
- Integration with existing transport facilities such as e-rickshaw, auto, tempo, bus would be needed near the metro stations.
- After the integration of existing transport system with the proposed metro project, it will make easier for the tourist and local commuters to travel to their last destinations.



- There are many cultural monuments are present in Agra but those are overlooked or ignored because the major focus is given on Taj Mahal and Agra Fort. However, those lesser-known monument details along with photos should be displayed at metro stations.
- Wheelchair facility for the differently abled
- Mobile recharge station along with ATM
- Free drinking water.
- Authorized service provider for taxi, auto and bike with unique dress code
- Helpline for women and child safety
- Metro assistance service center
- Food joints and eateries with online payment option.
- 'MAY I HELP YOU' desk at each station.

Future Expectations from metro project:

- Gradually the metro will meet the future transportation requirement of Agra city in near future.
- Currently it will take time for the local citizens to get equipped/familiar with the metro service.
- The habit of travel by metro will increase gradually.
- Considering the potential of the project, undoubtedly metro will cater to the future transportation requirement of Agra city.

Suggestions:

- Timely completion of the project without delay is expected.
- The project implementation should be completed within given time as proposed by UPMRC.
- Integration of existing transport system is much needed in order to achieve success in metro rail system in the city.
- One card for all the transport facility can be developed in future starting from metro to bus, bus to auto etc.
- The travel cost shall be estimated considering the affordability of various types of users.
- Employment opportunity for youths (both men and women) shall be taken care of.
- CCTV camera installation and police patrolling at stations and entry/ exit points.
- Awareness programme about how to access metro through media houses since the people in Agra are going to use it for the first time.
- Verbal assistance in vernacular language to be available in the help desk.
- Traffic management during construction and implementation of the projects.
- Information distribution about the update of the project through media houses
- 'MAY I HELP YOU' desk at the station.



- Afforestation should be done following the standard measures if tree cutting is unavoidable.

5.2 Proposed Strategy to Incorporate the Views of Vulnerable Groups

The principle of inclusiveness will guide the stakeholder engagements, particularly with respect to vulnerable individuals and groups. In case where vulnerable status may lead to people's reluctance or physical incapacity to participate in large-scale community meetings, the project will hold separate small group discussions with them at an easily accessible venue. This way, the project will reach out to groups who, under normal circumstances, may be insufficiently represented at general community gatherings.

Some strategies to be adopted to reach out to these groups include:

- Identify leaders of vulnerable and marginalized groups to reach-out to these groups
- Engage community leaders, CBOs and NGOs working with vulnerable groups
- Organize face-to-face FGDs with these populations.

5.3 Proposed Strategy for Stakeholder Engagement and Information Disclosure

During the disclosure process {RPF, Gender Action Plan (GAP), SEP, SIA, RAP and SEP}, information will be made available to the groups of stakeholders who are affected by the Project, have interests in the project or have the potential to influence the project outcomes.

In order to make the SIA & RAP preparation and implementation process transparent, a series of stakeholder consultation meetings with all available stakeholders were carried out from 23rd to 26th of May 2022 (Refer **Table 5-1** and Section 5) for dissemination of information regarding rehabilitation process and entitlement framework. The summary of SIA and RAP the R&R policy will be translated in Hindi and disclosed through the UPMRC and prominent places in the project area. The documents that are available in the public domain are : Resettlement Policy Framework, Gender Action Plan, Stakeholder Engagement Plan, Social Impact Assessment and Resettlement Action Plan. All the related documents are made available on the UPMRC website and site offices for easy access by the interested stakeholder. The UPMRC will assist in community level disclosure and information dissemination work, which will include community display, meetings and consultations. Further, consultations will be held amongst all stakeholders. The summary of SIA & RAP will be translated in to Hindi and will be distributed to the stakeholders, and their views and suggestions will be incorporated into the final SIA & RAP depending on their applicability.

Table 5-2 presents the strategy for stakeholder engagement and information disclosure by stage, type of stakeholders, frequency of engagement and modes of information disclosure during the overall project cycle. The strategies are presented in two components of the project.



Table 5-2: Information Dissemination and Modes of Disclosure

Target stakeholders	Information to be disclosed	Tools of Engagement & Mode of Disclosure	Frequency	Responsibilities
Engagement at the Project Concept and SIA Stage				
PAPs including NTH	<ul style="list-style-type: none"> • Project scope and design details, design alternatives for impact minimization • Baseline information on social aspects • Project’s induced social risk, land acquisition and compensation process • Impact mitigation and enhancement measures • Suggestions on resettlement and rehabilitation provisions and conveying to PAPs the final provisions as approved by govt. 	<ul style="list-style-type: none"> • Household surveys, consultations, FGDs • written information in local language Hindi • project details on UPMRC website • Grievance Redressal Mechanism (GRM) helpline number through display at project site locations and offices. 	Twice in the project preparation stage: <ul style="list-style-type: none"> • Preliminary screening has been carried out. • Household level census & socio-economic survey with all PAHs including vendors and consultations has been carried out during DPR and detailed SIA stage 	UPMRC through RPF/ Semi-annual and annual progress report.



Target stakeholders	Information to be disclosed	Tools of Engagement & Mode of Disclosure	Frequency	Responsibilities
	<ul style="list-style-type: none"> Grievance mechanism process 			
Project Affected Disadvantaged and vulnerable HHs including PwD people	<ul style="list-style-type: none"> Land acquisition and compensation process Impact mitigation and enhancement measures Suggestions on resettlement and rehabilitation provisions and conveying to PAPs the final provisions as approved by govt. Grievance mechanism process Design intervention for vulnerable, PwD particularly provision of access ramps to stations, platforms etc. 	<ul style="list-style-type: none"> Household surveys, consultations, FGDs Written information in local language Hindi Project details on UPMRC website GRM helpline number through display at project site locations and offices. 	At least twice in the project preparation stage: <ul style="list-style-type: none"> Preliminary screening has been carried out. Household level census & socio-economic survey with project affected disadvantaged and vulnerable HHs has been carried out during DPR and detailed SIA stage. 	UPMRC through RPF/ Semi-annual and annual progress report

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Target stakeholders	Information to be disclosed	Tools of Engagement & Mode of Disclosure	Frequency	Responsibilities
People residing in project area/ general communities	<ul style="list-style-type: none"> • Project scope and design details, design alternatives for impact minimization grievance mechanism process. • Accident and safety issues; natural calamities and proneness to risks. • Disruption to services and arrangement during construction • Community safety measures during constructions. • Relocation of CPRs, damages (cracks etc.) to assets/structures during construction • Muck disposal locations 	<ul style="list-style-type: none"> • Consultations, FGDs • Written information • Project details on UPMRC website • GRM helpline number through display at project site locations and offices. 	<p>At least twice in the project preparation stage:</p> <ul style="list-style-type: none"> • Preliminary screening has been carried out. • Census survey of affected CPRs and consultations with communities has been carried out during DPR and detailed SIA stage. 	UPMRC through RPF/ Semi-annual and annual progress report



Target stakeholders	Information to be disclosed	Tools of Engagement & Mode of Disclosure	Frequency	Responsibilities
Other Interested Parties (External) <ul style="list-style-type: none"> • ASI • Forest Department • Revenue Department • State Pollution Control Boards • District Administration • Contractors • Consultants • Civil Society • Department of Town Planning • Labour Dept. • UPSRTC 	<ul style="list-style-type: none"> • Project scope and design details, design alternatives for impact minimization • Land acquisition and compensation process • Secondary baseline information on social aspects • Project's induced social risks • Impact mitigation and enhancement measures • Resettlement and Rehabilitation (Policy changes and implementation) • Grievance mechanism process • Labour management 	<ul style="list-style-type: none"> • Project details on UPMRC website • Face-to-face meetings 	<ul style="list-style-type: none"> • As per requirement for obtaining necessary clearances/permissions 	<ul style="list-style-type: none"> • UPMRC through RPF/ Semi-annual and annual progress report/ Contractor's Environmental & Social Management Plan (ESMP)



Target stakeholders	Information to be disclosed	Tools of Engagement & Mode of Disclosure	Frequency	Responsibilities
	<ul style="list-style-type: none"> • Accidents and road safety issues; natural calamities and proneness to risks; Gender related issues. • Involvement of women Self-help groups for economic rehabilitation • Shifting of utility and temporary arrangement • Community safety measures during constructions. • Design intervention for PwD people 			
Implementation and Operation Stage				
PAPs including NTH	<ul style="list-style-type: none"> • Land acquisition and compensation process 	<ul style="list-style-type: none"> • The representative of PAPs will be selected by the PAPs only. 	<ul style="list-style-type: none"> • Continuous – till completion of all RAP activities 	UPMRC through RAP implementation



Target stakeholders	Information to be disclosed	Tools of Engagement & Mode of Disclosure	Frequency	Responsibilities
	<ul style="list-style-type: none"> • Possible work opportunities • Grievance mechanism process • Provisions of eligible entitlements including Livelihood Restoration activities 	<ul style="list-style-type: none"> • Regular Public Announcement Regarding the cut-off date of the project to stop influx of squatters which includes mobile or semi-mobile vendors, slum dwellers, kiosks etc. • Every month officials of UPMRC will hold meetings with PAPs including NTHs (mobile vendors). • UPMRC official will contact and hold meetings with Mobile Vendors and other squatters covered during census survey • Contact details of UPMRC official will be displayed at project site. • UPMRC will prepare Micro Plan in consultation with PAPs. Training need 		

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Target stakeholders	Information to be disclosed	Tools of Engagement & Mode of Disclosure	Frequency	Responsibilities
		assessment will be carried out during preparation of micro plan.		
Project Affected Disadvantaged and Vulnerable household	<ul style="list-style-type: none"> Land acquisition and compensation process Possible work opportunities Grievance mechanism process Provisions of eligible entitlements including Livelihood Restoration activities 	<ul style="list-style-type: none"> Regular Public Announcement Regarding the cut-off date of the project with vulnerable HHs i.e BPL, PwD, SC and WHHs. UPMRC will hold meetings & FGDs with vulnerable HHs closer to their areas. Contact details of UPMRC official will be displayed on information boards at project site. UPMRC will prepare Micro Plan in consultation with vulnerable HHs. Training need assessment will be carried out during preparation of micro plan. 	<ul style="list-style-type: none"> Continuous – till completion of all RAP activities 	UPMRC through RAP implementation
People residing in Project community	<ul style="list-style-type: none"> Project scope and design details, 	<ul style="list-style-type: none"> Consultations, focus group discussions 	<ul style="list-style-type: none"> Periodically, semi-annual and annual report 	UPMRC through

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Target stakeholders	Information to be disclosed	Tools of Engagement & Mode of Disclosure	Frequency	Responsibilities
<p>area/ general, community leaders NGOs operational in the area</p>	<ul style="list-style-type: none"> • Accidents and safety issues • Contractor establishment details i.e. labour camps, plants area etc. Muck disposal locations; usage of local water sources, if any, • Management of air, water and noise pollution particular focusing the benefit of installed noise barrier • Disruption to services and arrangement during construction • Grievance mechanism process • Community safety measures constructions 	<ul style="list-style-type: none"> • Meetings with communities involving police departments for safety aspects • Safety sign boards • Project details on UPMRC website • Written information in local language Hindi • GRM helpline number through display at project site locations and offices 		<ul style="list-style-type: none"> • Community /village heads for relocation of CPRs • District administration • Civil works contractor • Police department • Local hospitals



Target stakeholders	Information to be disclosed	Tools of Engagement & Mode of Disclosure	Frequency	Responsibilities
	<ul style="list-style-type: none"> Relocation of CPRs Provisions for assessment of reported damages (cracks, etc.) to assets/ structures during construction and payment, if applicable 			
Civil works contractor and their personnel & sub-contractors	<ul style="list-style-type: none"> Orientation on ESHS provisions; Sexual harassment provisions, Labor related aspects as provided in the Labor management procedures 	<ul style="list-style-type: none"> Provisions in Bid/Contract documents & also through Pre-bid conference 	<ul style="list-style-type: none"> During contract signing periodic as part of worker's joining 	UPMRC & Civil works contractor
Other Interested Parties (Internal) <ul style="list-style-type: none"> GC External Consultant 	<ul style="list-style-type: none"> Project information: scope and rationale and social principles Training in RPF, RAP, requirements and 	<ul style="list-style-type: none"> Face-to-face meetings Trainings/workshops 	<ul style="list-style-type: none"> As per requirement 	<ul style="list-style-type: none"> UPMRC & GC with additional support from EIB on E&S Standards aspects



Target stakeholders	Information to be disclosed	Tools of Engagement & Mode of Disclosure	Frequency	Responsibilities
<ul style="list-style-type: none"> Contractors, sub-contractors, Service providers, suppliers, and their workers 	<ul style="list-style-type: none"> other management plans. Grievance mechanism process ESHS, SEP, Labor Management procedures Feedback on consultant/contractor reports 			
Direct communication with affected crops/asset owners, if applicable	<ul style="list-style-type: none"> Share information on project activities/update Agree options for removing of assets. Reminders of potential impacts the project; relocation of THs/NTHs Possible employment opportunities. Skill enhancement training 	<ul style="list-style-type: none"> Face to face meeting Project details on UPMRC website Written information in local language Hindi GRM helpline number through display at project site locations and offices Project leaflet 	<ul style="list-style-type: none"> As per requirement 	<ul style="list-style-type: none"> UPMRC Contractor NGO if appointed



Target stakeholders	Information to be disclosed	Tools of Engagement & Mode of Disclosure	Frequency	Responsibilities
Other Interested Parties (External) <ul style="list-style-type: none"> • Representatives in villages • Police stations. • Village Panchayats. • Civil Society. • Traders Associations • District Authorities 	<ul style="list-style-type: none"> • Project information - scope and rationale and social principles • Project status • Health and safety impacts • Possible employment opportunities • Environmental concerns • Grievance mechanism process 	<ul style="list-style-type: none"> • Public meetings, open houses, trainings/workshops • Disclosure of written information: brochures, posters, flyers, website, information boards in villages • Notice board(s) at construction sites • Grievance mechanism 	<ul style="list-style-type: none"> • As per requirements 	<ul style="list-style-type: none"> • UPMRC • GC • External Monitoring Consultant • Contractor/sub-contractors



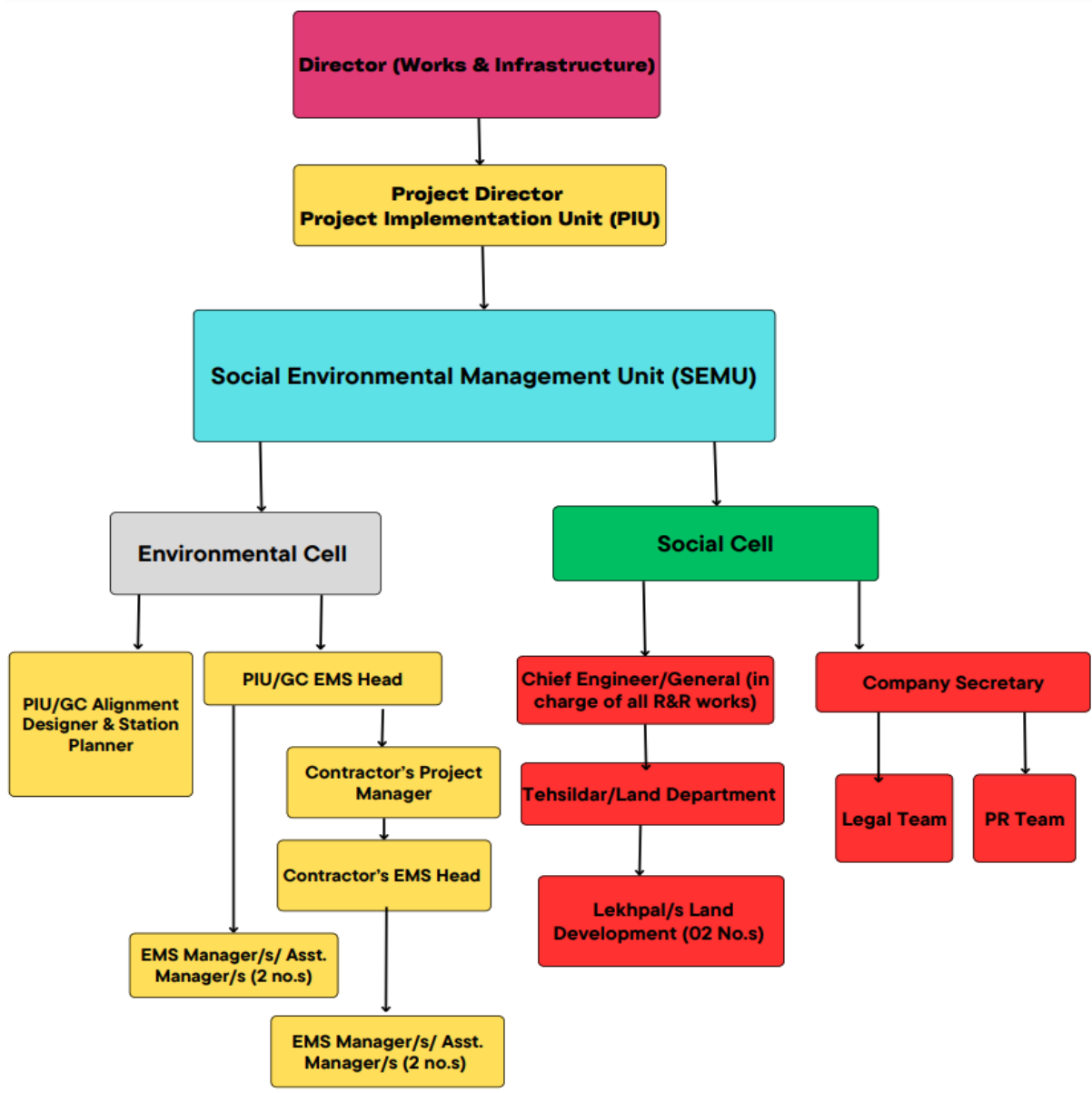
6 IMPLEMENTATION ARRANGEMENTS

For implementation of the AMRP, there is a set of institutions involved at various levels and stages of the project. For successful implementation of the RAP, the institutional arrangement has been outlined in this section. The primary institutions, who are involved in this implementation process, are as follows:

- UPMRC
- Executing Agency (EA) (HQ Level)
- Project Implementation Unit (PIU)
- RISA, if appointed
- Project's Grievance Redressal Committee (GRC)
- GC
- Independent External Monitor
- Contractor
- EIB
- Office of District Magistrate, Agra
- Public Works Department (PWD)
- Social and Environmental Management Unit (SEMU)

The overall project will be managed by UPMRC situated in Administrative Office, Lucknow and headed by Managing Director (MD) at HQ level. The PIU will be headed by the Project Director (PD) appointed for the AMRP. A PIU level E&S Officer will be appointed to manage the Project level resettlement activities and coordinate with Land Acquisition Officer and GC. UPMRC will set up a SEMU which shall look after land acquisition, R&R activities, stakeholder consultation and involvement under PD, Agra. The Social Cell is headed by the Chief Engineer/General who is in charge of all R&R related activities. The Chief Engineer/General is supported by the Tehsildar/Land Department and 02 Lekhpals/Land Development to manage and coordinate the Project level land acquisition and resettlement activities. The staff at the PIU level will be provided with the required training by the external monitoring agency/consultant for implementation of the RAP. **Figure 6-1** depicts the overall structure & functioning of E&S unit which consists of members from PIU and SEMU:

Figure 6-1: SEMU Structure and their Functioning



A Public Relation Officer (PRO) will be in charge and responsible for engagement and community relations and report to the company secretary. All communications, public relations, and public affairs of the AMRP will be overseen by PRO.



7 GRIEVANCE REDRESSAL MECHANISM

In the project RAP implementation, there is a need for an efficient grievance redress mechanism that will assist the APs in resolving their queries and complaints. Therefore, formation of a GRC will be most important for grievance redress, and it is anticipated that most, if not all, grievances, would be settled by the GRC.

A project-specific GRM will be established to receive, evaluate, and facilitate the resolution of displaced people's concerns, complaints, and grievances about the social and environmental performance at the level of the Project. The GRM will aim to provide a time-bound and transparent mechanism to voice and resolve social and environmental concerns linked to the project. The project specific GRM is not intended to bypass the government's own redress process, rather it is intended to address displaced people's concerns and complaints promptly, making it readily accessible to all segments of the displaced people and is scaled to the risks and impacts of the project. The complainant may access the formal legal system at any time.

During project preparation, information regarding GRM will be disclosed as part of the public consultation process. Grievances related to implementation of the project will be acknowledged, evaluated, and responded to the complainant with corrective action proposed.

Grievances of PAPs both THs and NTHs, will be first brought to the attention of field level officer of both Project Team and Land Team. If Grievances are not redressed at Field Level, it will be brought to the GRC under the system of GRM. GRC is consisting of representative from UPMRC as well as State Government. Chief Project Manager (CPM) from UPMRC and designated officers from Revenue Department, PWD and Social Welfare Department of GoUP are members of the GRC. The GRC will be supported by social cell of SEMU in matter related to compensation and R&R assistance; and the environment cell will support in the matters other than the compensation. The GRC addresses only rehabilitation assistance which include compensation and relocation related issues both for THs and NTHs. However, disputes relating to ownership rights - disputes between private and government or dispute between two or more private parties regarding ownership of land, shall be considered by the court of law². Some of the specific functions of the GRC are as follows:

- To provide support to the PAPs on issues like award of compensation and value of assets (both structure and land), if land is free from any ownership dispute.

² Land related matters fall under the jurisdiction of the State, therefore disputes over land ownership rights are dealt in honourable court

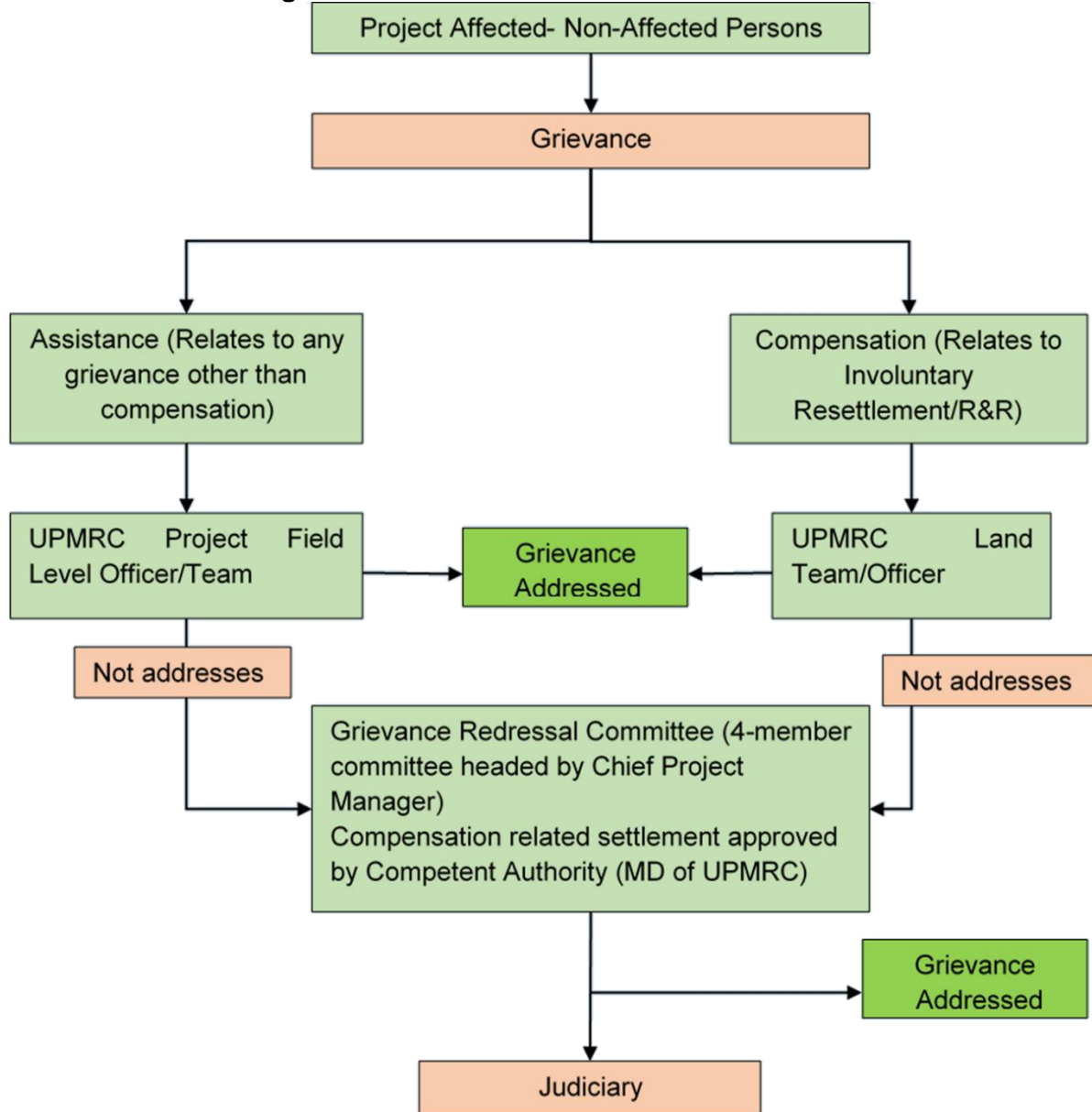


- To record the grievances of the PAPs, categorize and prioritize the grievances that need to be resolved by the Committee and solve them within a month.
- To inform the aggrieved parties about the development of their grievance redressal and the decision of EA/PIU

Grievances can be lodged anonymously by using email or letter or phone call to PD, Agra/UPMRC who will remain overall in charge of grievances. Grievances of general nature related to project activities in the locality, relocation, loss of land and structures etc. will be dealt by field officer at first. Upon review, if it is decided for compensation as per UPMRC's RPF then competent authority (approving authority as per UPMRC Schedule of Power rule) will give approval for payment of compensation. For land purchase, based on mutually agreed terms and as per RPF and GoUP guideline, final compensation will be calculated and paid to the PAP. Till this stage the GRC will play its role. Any loss of land or structure will be attended as per RPF entitlement and compensation matrix, GRC will manage the overall process of assessment and award of compensation to the affected people/families.

When any grievance is brought to the field level, it should be resolved within 45 days from the date of complaint. The GRC will meet every month to (if grievances are brought to the Committee), determine the merit of each grievance, and resolve grievances within 45 days, however some grievances take more time for which UPMRC will try to resolve it within three months of receiving the complaint failing which the grievance can be referred to appropriate court of Law for redressal by the PAP. UPMRC will maintain a log of grievances documenting the nature of grievance, date of submission, responsible party and date of resolution. A flowchart of grievances redressal is indicated below, in **Figure 7-1**.

Figure 7-1: Flowchart of Grievances Redressal



The detail address to register grievances is presented in **Table 7-1:**

Table 7-1: The detail address to register grievances

Description	Contact Details
Company	Uttar Pradesh Metro Rail Corporation (UPMRC) Limited
Address	Administrative Building, Near Dr. Bhimrao Ambedkar Samajik Parivartan Sthal, Vipin Khand Gomti Nagar, Lucknow - 226010
Email	grievancecell@lmrc.in
Website	www.lmrcl.in
Telephone	0522-2304014, 7705005633
Fax:	0522-2304013
Complaint Box	Provided at site office



8 BUDGET

Funding for the SEP implementation will be included as part of project cost and this will be financed by GoUP. The project allocates an annual budget of INR 11.00 lakh and INR 55.00 lakh for five years for stakeholder engagement activities in the initial phase of the project. This includes the cost of printing, documentation, advertisement, venue, transportation, refreshment and other miscellaneous. Stakeholder engagement budget will increase gradually commensurate with project development. The estimated cost of SEP is presented in **Table 8-1**.

Table 8-1: Cost of SEP Implementation

S. No	Cost for SEP	Amount (Rs.)
A	Cost for one Consultation at City level	
1	Venue	100000
2	Sound Arrangement	30000
3	Refreshment	100000
4	Advertisement	40000
5	Printing documents, leaflets	50000
6	Video & photographic	30000
7	Stationary	25000
8	Transportation	50000
	Sub-Total-A	425000
B	Cost for two Consultation at City level (2xA)	850000
C	Consultation at Community level	
9	Local consultation at community level*	100000
	Sub-Total-C	100000
D	Total B+C	950000
	Miscellaneous @ 10% of D	95000
	Total	1045000
	Say	1100000
	Grand Total (Estimated Cost for Five Years)	5500000



9 MONITORING AND EVALUATION

9.1 Monitoring

Monitoring stakeholder engagement process is still new to the project. A process of establishing monitoring criteria is an initial phase of development. The results to be analysed will provide background for planning better initiatives for the operation, closure and rehabilitation project stage. The following SEP activities require monitoring and evaluation from assigned personnel and team in the Project:

- Implementation of AMRP stakeholder engagement strategy that includes activities to be carried out in different phases of the project.
- Implementation of GRM as part of SEP which includes dissemination of GRM, grievance logging and tracking, action taken, effectiveness of grievance management, confidentiality of the grievance raised and number of grievances solved. A sample of stakeholder log is attached at **Annexure B**.

9.2 Evaluation

Evaluation of SEP implementation will be carried out at least once annually. Evaluation is essential to provide feedback to improve Project SEP and enhance Project-stakeholder's relationship.

9.3 Reporting

Quarterly Reports: SEMU team will prepare brief quarterly reports on stakeholder engagement activities for the PD, AMRP and these will include:

- Activities conducted during each month;
- Public outreach activities (meetings with stakeholders and newsletters);
- Entries to the grievance register;
- Entries to the commitment and concerns register;
- Number of visits to the information center;
- Progress on other social development activities
- Plans for the next month and long-term plans.

Quarterly and semi-annual reports will be used to develop annual reports reviewed by PD. These reports will be shared with EIB.

Annual Reports: PD will compile a report summarizing SEP results on an annual basis. The report will provide summary of all public consultation issues, grievances, and resolutions. The report will provide a summary of relevant public consultation findings from informal meetings held at community level. These evaluation reports should be presented to the concerned



senior officer of UPMRC. The evaluation report should be published to a wider audience in a transparent way through public domain documents and websites such as UPMRC’s website, annual report, newsletters, articles, local media, and other outreach tools.

9.4 Training

UPMRC will arrange necessary training associated with the implementation of this SEP that will be provided to the members of staff who, due to their professional duties, may be involved in interactions with the external public, as well as to the senior management. Specialized training will also be provided to the staff appointed to deal with stakeholder grievances as per the grievance procedure. Project contractors and selected representatives will also receive necessary instructions for the grievance procedure.

Annexures

Annexure A: Minutes of Consultation

Location	Type of Stakeholder	Date and Time	Number of participants
Agra Cantt	Auto taxi Driver	24/05/2022 14:50	Male-14
Issues		Views/opinion, concerns	
Necessity of Metro		According to participants, the metro project will not be successful as Agra city is confined to 10 km and it will not attract riders.	
Tourism		The arrival of the Agra Metro Project will increase the influx of tourists.	
Women Safety		In auto rickshaws and local buses, female face numerous safety issues. The proposed metro project will address safety and other issues faced by the female commuters.	
Facilities Required		A dedicated lane for autos, taxis, e-rickshaws and parking facilities must be provided at the station.	
Livelihood		The livelihood of auto and taxi drivers should not be affected by the Metro.	
Fare		Participants are willing to spend an additional Rs. 10 for the metro rides. The proposed metro project must be affordable for all sections of society and must be economical for people to prefer it over private modes of travel.	
Information Centre		An announcement should be made for the missing person and a helpline number must be prominently displayed in metro stations and coaches.	



Location	Type of Stakeholder	Date and Time	Number of participants
Agra Fort	Auto Driver	25/05/202214:50	Male-11
Issues		Views/opinion, concerns	
Necessity of Metro		The arrival of the metro in Agra is necessary to cater to the city's 1.6 million population.	
Impact on Environment		Due to the proposed metro project, trees and plants will be cut down, which is harmful for the environment.	
Women Safety		For female passengers to feel safe in the metro, there should be additional safety precautions and services.	
Expectations from Project		<ul style="list-style-type: none"> • A dedicated lane for autos, taxis, e-rickshaws and parking facilities must be provided at the station. • Like in Delhi, there should be more toilet facilities in metro stations. • Like Delhi, there should be more toilets in metro station 	
Crime		Participants believe that due to the proposed project, the crime rate will decrease.	
Tourism		All of Agra's significant monuments and heritage sites are covered by the Metro project, which will increase the influx number of tourists and boost the tourism industries.	
Information Centre		An announcement should be made for the missing person and a helpline number must be prominently displayed in metro stations and coaches.	





Location	Type of Stakeholder	Date and Time	Number of participants
Agra Taj Mahal	Auto taxi Driver	24/05/202214:30	Male-13
Issues	Views/opinion, concerns		
Necessity of Metro	Agra is not a big city; the metro will be successful in the initial six months.		
Tourism	The arrival of the Agra Metro project will increase tourist's influx.		
Livelihood	The arrival of the metro project in the city will have a negative impact on livelihood and reduce the income of taxis, rickshaws, and auto drivers. The arrival of metro in Agra will have a huge impact on livelihood, the employment of taxi & rickshaw/ auto driver will decrease.		
Impact on Traffic	<p>With the arrival of the metro in Agra, the traffic in the city will be reduced because of which there will be a reduction in accidents.</p> <p>With the arrival of the metro, the traffic will be reduced significantly.</p>		
Education	<p>With the arrival of the metro in Agra, the traffic in the city will be reduced, and it will definitely reduce road accidents.</p> <p>The level of education will increase.</p>		
Impact on property Value	Property values will increase, the rate will double.		
Resettlement	<p>If any property (residential or commercial) is acquired for the Agra Metro project, then the concerned person should be provided another place or double compensation for their loss.</p> <p>Due to the arrival of metro in Agra, if any shop of any person goes to metro, then he should be shifted somewhere else by metro or he should be given double compensation.</p>		
Impact on Environment	There will be a lot of improvement in the environment due to the arrival of the metro in Agra.		
Expectations from Project	Participants believed that the proposed project will generate employment possibilities and accelerate the development of the city.		
Women Safety	A dedicated women's coach facility must be provided in Agra Metro and it should be brought soon.		
Information Centre	Women's helpline and the police helpline numbers must be prominently displayed in metro stations and coaches.		



Location	Type of Stakeholder	Date and Time	Number of participants
Kalindi Vihar	Commercial	24/05/2022 12:30	Male-11
Issues		Views/opinion, concerns	
Impact on Traffic	The traffic in the city will be reduced to a great extent		
Women Safety	Most of the time, female commuters are victims of snatching incidents while travelling on buses and autos. Participants believe that due to the proposed project, the theft incidents will reduce. There is jewellery snatching with women when going in bus and auto, it will be reduced with the arrival of metro rail.		
Improvement	Agra is an industrial area. Many heavy vehicles travel through the city to transport commodities. The metro authorities must take this into consideration so that the structure does not obstruct vehicle movement. This is an industrial area, there comes many big vehicle full of goods, the metro has to take care that it should not hinder their way, if there is any low height barrier then we will be at a loss.		
Impact on Environment	If the trees and saplings are cut down due to the proposed metro project. Metro officials must plant trees to keep the environment clean. If the trees and saplings are cut due to metro construction work, then metro people should plant them elsewhere, it keeps the environment clean.		
Fare	If good facilities are available in the metro, then people are willing to spend an additional ₹10.		
Impact on Property value	With the arrival of the metro, the commercial property values in the area will considerably increase.		
Expectations from Project	Metro stations should be near to our locality. In the future, the metro network should be improved.		



Resettlement	<p>If land is acquired for the project, then land must be provided near the land to be taken. If it is far away, then cash compensation.</p> <p>If we get land then it should be nearby, if it is far away then cash compensation is also required.</p>
Women Safety	<p>For female passengers to feel safe in the metro, there should be additional safety precautions and services.</p> <p>There should be maximum facilities for women coming to the metro so that they do not face any problem.</p>
Connectivity	<p>A metro station must be proposed at or near Water Works, as buses are available every 10 minutes 24/7 for all India.</p> <p>There should be a station near water box because there is a lot of auto movement of buses, buses are available every 10 minutes All India</p>
Information Centre	<p>An announcement should be made for the missing person and a helpline number must be prominently displayed in metro stations and coaches. Also, the 'MAY I HELP YOU' desk at the station for directions and queries.</p> <p>There should be a metro helpline centre for proper guidance and time related queries.</p>

Location	Type of Stakeholder	Date and Time	Number of participants
Collectorate	Commercial	25/05/2022 18:20	Male-11
Issues	Views/opinion, concerns		
Impact on Traffic	<p>With the arrival of the metro in Agra, the traffic in the city will be reduced to a great extent, because of which there will be a lot of relief in pollution.</p> <p>With the arrival of metro in Agra, the traffic inside Agra will be reduced to a great extent, due to which there will be a lot of relief in pollution, there will be a lot of improvement in traffic in the coming time.</p>		
Women Safety	<ul style="list-style-type: none"> • A dedicated women's coach facility must be provided in Agra Metro • There should be a separate coach for women in the metro • There should be a provision for a female security personnel. . 		
Impact on Environment	<p>The environment has become much more polluted due to heavy traffic in Agra city. It will be improved as a result of the metro project.</p> <p>The environment has become much polluted due to high traffic in Agra, because of metro it will be reduce.</p>		
Facilities Required t	<p>A dedicated parking facility must be provided at the station. Parking facility inside the metro station is required.</p>		
Impact on Cultural Heritage Sites	<p>The Metro project will improve urban public transportation connectivity and reduce travel time, because of which tourists will</p>		



	<p>reach their destination on time. Additionally, they can save time & money and visit more monuments.</p> <p>With the arrival of metro, tourists coming to Agra will visit culture heritage in less time this will give a big boost to tourism, and tourists will also consider staying at night.</p>
Impact on Livelihood	<p>The arrival of the metro project in the city will have a negative impact on livelihoods and employment opportunities.</p> <p>If metro come, there will be a decrease in employment.</p>
Information Centre	<p>An announcement should be made for the missing person and a helpline number must be prominently displayed in metro stations and coaches. There must be an offline and online portal to address commuters' concerns.</p> <p>The helpline number inside the metro station should be like Missing Person Guide Lines, Electronic Compliant etc., so that the incoming passengers can get these facilities.</p>
Expectations from Project	<p>The inhabitants of the city do not have high expectations from the metro project, as the city is confined to 10 km and it will not attract riders. However, because most of the important monuments and heritage sites are covered by the metro project, it will benefit tourists and boost the tourism industry.</p> <p>With the arrival of the Agra Metro, the residents of Agra do not expect anything from this project that the area of Agra ends in 10 kilometres, it is not possible for the metro to be successful for residents. It will benefit tourist and boost tourism</p>
Resettlement	<p>If any property (residential or commercial) is acquired for the Agra Metro Project, then the concerned person should be provided another place or double compensation.</p> <p>If our shops or houses come in the construction of the metro, then we should be given another place and twice rate of our land should be given as compensation.</p>
Education	<p>The arrival of the metro in the city will raise the level of education because students can reach their destination on time.</p> <p>With the arrival of metro in Agra, the level of education will increase a lot because it can reach its place in a very short time.</p>



Kalindi Vihar Commercial



Collectarate Commercial

Location	Type of Stakeholder	Date and Time	Number of participants
Ram Bagh	Commercial	24/05/2022 10:50	Male-16
Issues	Views/opinion, concerns		
Impact on Land	<ul style="list-style-type: none"> • Despite the fact that government land is available, the metro project does not utilize it. • If land is acquired for the project, then land must be provided near the land to be taken. If it is far away, then cash compensation. • Around 50% areas of their commercial properties are going to be affected by the project. Rest of the areas of their properties will be non-viable to operate. Will government acquire their non-viable properties. • Government land is lying for many years, it is not being used for long. • If metro will acquire our private land we need a land as a compensation if possible otherwise cash compensation should be given. 		
Development	The Agra Metro project is a step towards development of the city. It is a good thing there will be development due to the metro.		
Impact on Traffic	The traffic in the city will reduce due to the metro project.		

	Ground level traffic will reduce due to metro.
Impact on Livelihood	Participants have requested to shift the viaduct of the proposed metro project to avoid dismantling of commercial properties, as it is the only source of income for affected persons and families. This is a commercial area, the metro should be taken out while saving it, and many families survive from here.
Safety	Participants claimed that public transport is not safe and believe the metro project will provide a sense of safety and security during travel. There is not so much safety on public transport, there will be more safety in the metro
Fare	Even if the metro fare is more, they will use the metro.
Improvement Suggestion	A metro station must be proposed at or near Water Works, as buses are available every 10 minutes 24/7 for all India. There should be a metro station at the water works. There should be mini bus connectivity.
Commencement of Work Information	Participants have requested to share the tentative date for LA and dismantling of structures. Consequently, they will prepare themselves and take proactive steps in advance. How much time will I take for this so that we can make our arrangements in advance



Location	Type of Stakeholder	Date and Time	Number of participants
Agra Fort	Tourist	25/05/2022 13:40	Male-10
Issues	Views/opinion, concerns		
Opinion	There are no employment opportunities in Agra City. Proposed project will also not create any opportunities. There will be no use of metro in the city.		
Women Safety	For female passengers to feel safe in the metro, there should be additional safety precautions and services. There should be women security personnel inside the metro or metro station so that women can get their security.		



Expectations from Project	With the arrival of the metro in the city, passengers can reach their destination on time. With the arrival of metro, one can reach home and college on time, it takes time to travel by bus.
Impact on Livelihood	A dedicated lane for autos, taxis, and e-rickshaws must be provided at stations in a way that it will not have any negative impact on the livelihood and employment of the auto drivers. The project of the metro should be such that the metro station is also near and the distance is so that the employment of the auto drivers is saved.
Impact on Tourism Industry	All of Agra's significant monuments and heritage sites are covered by the metro project, which will increase the number of tourists and boost the tourism sector. Tourists will also increase with the arrival of metro
Impact on Environment	With the arrival of the metro in Agra, the traffic in the city will be reduced to a great extent, because of which there will be a lot of relief in pollution. The smoke coming out of the traffic system inside Agra every day pollutes the environment, which will be reduced to a great extent by the arrival of the metro.
Influx in Migration	Migration from the nearby villages of Agra will increase during and after the construction of the metro in the city in order to get employment and start business. With the arrival of the metro, migrant people from outside will come and live, they will start their business.
Impact on Traffic	With the arrival of the metro in Agra, the traffic in the city will be reduced to a great extent, because of which there will be a reduction in accidents. The arrival of metro will reduce the traffic of Agra, which will reduce the accidents.
Information Centre	An announcement should be made for the missing person and a helpline number must be prominently displayed in metro stations and coaches. There must be an offline and online portal to address commuters' concerns. There should be facilities inside the metro station like helpline number for missing person, context, eye lens, electronic copal ant

Location	Type of Stakeholder	Date and Time	Number of participants
Taj Mahal	Tourist	25/05/2022 14:30	Male-11
Issues	Views/opinion, concerns		
Impact on Tourism Industry	The proposed metro project will not boost the tourism industry of the city. It is not a very big city, and other transport modes are available here to commute from one place to another.		



	The arrival of metro in Agra will not affect tourism because Agra is not a very big city
Impact on Connectivity	Agra city is not well connected with the transportation system. To ensure the metro's success in the city, a major emphasis will be placed on the mandatory integration of the existing transportation system. Otherwise, the project will struggle to meet operational expenses due to lack of ridership. There is not much connectivity in Agra and there is no airport. If the Agra Metro comes, by the time passenger goes to metro station, he can reach Taj Mahal by auto.
Influx in Migration	Migrants are lower in number here; population density cannot rise. Here the migrant people live less, the density cannot increase here
Impact on Environment	With the arrival of the metro in Agra, the traffic in the city will be reduced to a great extent, because of which there will be a lot of relief in pollution in the coming years. If trees and plants are cut down, then trees must be planted against them to avoid any negative effect, which is harmful for the environment. With the arrival of metro, the environment will improve to a great extent, if trees and plants are cut due to metro construction, then trees should be planted in some other place so that there is no effect on the environment.
Women Safety	For female passengers, especially for tourists to feel safe in the metro, there should be additional safety precautions and services. Security should be well maintained in the metro for the tourist women coming from outside in Agra.
Impact on Traffic	With the arrival of the metro in Agra, the traffic in the city will be reduced and travellers can reach their destination on time. With the arrival of the metro, the traffic in Agra will reduce a lot, which will not cause any problems for the visiting tourist and will be able to reach their place in less time.
Development	The Agra metro project is a step towards world class development of the city. If the project comes, there will be maximum development of Agra.
Education	The arrival of the metro in Agra will raise the level of education because students can reach their destination on time. With the arrival of metro, the level of education will increase because it will take less time to reach from one place to another.
Information Centre	An announcement should be made for the missing person and a helpline number must be prominently displayed in metro stations and coaches. There must be an offline and online portal to address commuters' concerns.

There should be a helpline number for missing person and guide line for an electronic complaint centre inside the metro station.



Agra Fort



Taj Mahal

Location	Type of Stakeholder	Date and Time	Number of participants
Agra Cantt	Vendor	24/05/2022 12:40	Male-10
Issues	Views/opinion, concerns		
Necessity of Metro	The proposed project will be beneficial for the population of Agra, as it will boost urban public transport connectivity in the city. Also, an assessment of the negative impact needs to be carried out, and mitigation measures must be proposed.		



	It is necessary to have a metro. It will have some benefit, then its disadvantages will also be seen.
Impact on Properties	If any property (residential or commercial) is acquired for the Agra Metro Project, then the concerned person should be provided another place or double compensation. Should we be given a shop instead of a shop or give me two fold compensation
Impact on Livelihood	The participants are only in favour of the project, if they are provided a place to start food joint. If we get some place to sell food then we need metro
Expectations from Project	The proposed project will generate employment and business opportunities. With the arrival of metro in Agra, employment will increase
	The Agra metro project is a step towards world class development of the city.
Impact on Traffic	With the arrival of the metro in Agra, the traffic in the city will be reduced to a great extent, because of which there will be a reduction in accidents. With the arrival of the metro, there will be less traffic inside Agra
Fare	Participants are willing to spend an additional Rs. 10 for the metro rides. If we get good facilities in metro, will give 10 rupees more
Women Safety	A dedicated women's coach and reserved seats facility must be provided in Agra Metro. Separate compartment for women in metro
Impact on Tourism Industry	All of Agra's significant monuments and heritage sites are covered by the metro project, which will increase the influx of tourists and boost the tourism industries. Tourism will also increase
Impact on Environment	The successful implementation of the metro in Agra will significantly reduce traffic in the city, which will result in significant reductions in pollution. This helps to lower greenhouse gas emissions, fossil fuel, and enhance air and environmental quality. The environment of Agra will improve a lot due to the arrival of the metro, because the traffic will reduce a lot, due to traffic jam the carbon dioxide is increasing more, the environment will improve a lot due to the arrival of the metro



Location	Type of Stakeholder	Date and Time	Number of participants
Sanjay Place	Vendor	25/05/2022 17:30	Male-10
Issues	Views/opinion, concerns		
Opinion	The proposed project will be beneficial for the population of Agra, as it will boost urban public transport connectivity and development in the city. Coming of Metro in Agra would have benefits and development.		
Impact on Properties	If their shops are acquired for the Agra Metro project, will they receive shops at the station area against the loss? If we lose our shops, then we should find shops somewhere under the metro station.		
Expectations from Project	The proposed project will generate employment and business opportunities. With the arrival of metro, our earnings will increase		
	The Agra Metro project will improve the aesthetic value of the city as well as generate employment opportunities. It will also increase the number of tourists and boost the tourism industry.		
Woman Safety	The metro project will provide a sense of safety and security during travel to women commuters. A dedicated women's coach and reserved seats facility must be provided in Agra Metro project. <ul style="list-style-type: none"> • With the arrival of metro, women will get more facilities. There will be less eve-teasing, • Separate coach for women should be provided 		
Traffic Solution	With the arrival of the metro in Agra, the traffic in the city will be reduced to a great extent, because of which there will be a reduction in accidents. With the arrival of the metro, there will be less traffic inside Agra		
Impact on Environment	The successful implementation of the metro in Agra will significantly reduce traffic in the city, which will result in significant reductions in pollution. This helps to lower greenhouse		

	<p>gas emissions, fossil fuel, and enhance air and environmental quality. If the traffic is less than the pollution will also be less</p>
Facilities Required	<p>A dedicated lane for autos, taxis, e-rickshaws and parking facilities must be provided at the station.</p> <p>The auto driver should have the facility of parking at the metro station and the vendors should have the facility of their shops so that they can run the employment</p>



Location	Type of Stakeholder	Date and Time	Number of participants
Purani Mandi	Women	26/05/202215:15	Female-11
Issues	Views/opinion, concerns		
Opinion	<p>The proposed project will be beneficial for the population of Agra, as it will boost urban public transport connectivity and development in the city There should be a metro in Agra. A lot of development in Agra due to metro.</p>		
Women Safety	<p>In auto rickshaws and local buses, female face numerous sexual harassment and safety issues. The proposed metro project will address these issues faced by the female commuters.</p> <p>A dedicated women's coach and a reserved seat facility will provide a sense of safety and security during travel for women commuters. Maximum security should be provided to women by metro.</p>		
Livelihood Opportunities for Women	<p>The metro project must adopt a women's empowerment policy for gender mainstreaming by providing employment opportunities to women in the project. Metro should provide employment for women so that women can live their life easily</p>		

Impact on Environment	The environment has become much more polluted due to heavy traffic in the city. It will be improved as a result of the metro project. Pollution is increasing very fast in Agra, which will be reduced by the arrival of metro.
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Location	Type of Stakeholder	Date and Time	Number of participants
Shyam Place	Girls	26/05/202217:30	Female -14
Issues	Views/opinion, concerns		
Opinion	The proposed project will be beneficial for the population of Agra, as it will boost urban public transport connectivity and development in the city. It is very necessary to have metro in Agra		
Women Safety	In auto rickshaws and local buses, female face numerous sexual harassment and safety issues. The proposed metro project will address these issues faced by the female commuters. In Agra, women have to face a lot of problems while traveling on public transport, such as tampering or pushing, these things should be taken care of in metro		
Livelihood Opportunities for Women	The metro project must adopt a women’s empowerment policy for gender mainstreaming by providing employment opportunities to women in the project. Metro should provide livelihood options for women		
Connectivity to Cultural Heritage Site	All of Agra's significant monuments and cultural heritage sites are covered by the Metro project, and most of the stations are proposed near the heritage sites. Metro stations should be nearby Culture Heritage		
Information Centre & Facilities Required	The women's helpline and police helpline numbers must be prominently displayed in metro stations and coaches. The metro project must have facilities like a baby-feeding room, diaper-changing facilities, and toilets for women at each station.		

	There should be a good arrangement for the safety of women in the metro, there should be help line numbers, and there should be toilets at the station.
Integration of Existing Transport System	Agra city is not well connected with the transportation system. To ensure the metro's success in the city, a major emphasis will be placed on the mandatory integration of the existing transportation system. Also, schools and colleges must be connected with the metro project. Metro should be given good connectivity with schools and colleges so that we can reach easily



Location	Type of Stakeholder	Date and Time	Number of participants
Agra Cantt Railway Station	Passenger	26/05/2022 14:30	Male-12
Issues	Views/opinion, concerns		
Opinion	The inhabitants of Agra will benefit from the proposed project. The city's cultural heritage sites are well-known to tourists. The Metro project will improve urban public transportation connectivity and reduce travel time, because of which tourists will reach their destination on time and save time & money. It is very important to have a metro in Agra, because of this, tourists coming from outside can easily come to the cultural heritage, this will save their time.		
Expectations from Project	People should be provided employment opportunities by the metro.		
Impact on Traffic	The Agra metro project will significantly reduce traffic congestion in the city. The residents of the city will not be stranded in traffic, and traffic will be smooth in the future. People will not get stuck in traffic jam and traffic will be smooth.		

Impact on Environment	<p>The environment has become much more polluted due to heavy traffic in the city. It will be improved as a result of the metro project.</p> <p>There is a lot of pollution in Agra, the arrival of metro will make a difference</p>
Opinion on Connectivity	<p>The metro station proposed at Taj Mahal is a bit far and one cannot reach it directly by metro. Local tourists will prefer autos and taxis over the metro as they are more economical than the metro. Therefore, the metro project will not be successful in the city.</p> <p>Taj Mahal cannot be reached directly by metro, auto and taxi cost less money, same metro fare will be higher, so it does not seem that metro will be successful here</p>
Information Centre	<p>Women's helpline and police helpline numbers must be prominently displayed in stations and coaches. Also, the 'MAY I HELP YOU' desk at the station for directions and queries.</p> <p>Metro stations should have helpline numbers and public guidance desks.</p>
Expectation from Project	<p>The Agra Metro project is a step towards development of the city. Agra's development will also happen quickly due to metro project.</p>



Location	Type of Stakeholder	Date and Time	Number of participants
Sultanganj Crossing Residence	Residence	26/05/2022 12:00	Male-4 Female-10
Issues	Views/opinion, concerns		
Impact on Properties	Participants have demanded houses as compensation for their loss of residential properties. Then they will vacate their properties.		



	First we need a house, then we will leave our place
Women Safety	The metro project must adopt a women’s empowerment policy for gender mainstreaming by providing employment opportunities to women in the project. The women here are very hardworking, they should get some employment.
Expectations from Project	The metro project is a step towards the overall development of the city. Metro will come in Agra, it is a good thing that development of Agra will also happen.
Fare	The proposed metro project must be affordable for all sections of society especially lower class and must be economical for people to prefer it over private modes of travel. Metro fare should be less for the poor people only then we will be able to travel
Health Facilities for BPL & EWS Families	The Metro Authority or Government must provide free treatment facilities to patients from the BPL and the economically weaker sections (EWS). There should be a free hospital for the poor people from the metro and the government and good facilities should be given to our children.
Impact on Traffic	The Agra Metro project will significantly reduce traffic congestion in the city. The residents of the city will not be stranded in traffic, and traffic will be smooth in the future. After the arrival of metro, the traffic of Agra will be very less.
	The Agra Metro project will significantly reduce traffic congestion in the city, and the number of road accidents will be brought down.
Impact on Environment	If the trees and saplings are cut down due to the proposed metro project, Metro officials must plant trees to keep the environment clean. If trees and plants are cut by Agra Metro, then trees and plants should be planted somewhere so that our environment is safe.
Livelihood Opportunities for BPL & EWS Families	The Metro Authority must provide employment opportunities to BPL families and the economically weaker sections (EWS) families during project implementation. Arrangement should be made to provide employment to the family of poor people during the metro period so that we can take good care of our family.
Information Centre	Women and police helpline numbers must be prominently displayed in metro stations & coaches, and the deployment of police personnel at stations. A wheelchair, an escalator, and an elevator facility should be provided for the differently abled, elderly, and women.

There should be a helpline number and arrangement of police personnel for the poor people inside the metro station.



Location	Type of Stakeholder	Date and Time	Number of participants
Medical College	Student	24/05/2022 3:40	Male-25 Female-25
Issues	Views/opinion, concerns		
Opinion	The inhabitants of Agra will benefit from the proposed project. The Metro project will improve urban public transportation connectivity and reduce travel time, The arrival of metro in Agra is very necessary.		
Impact on Environment	If the trees and saplings are cut down due to the proposed metro project, Metro officials must plant trees to keep the environment clean. Due to metro trees and plants will be cut at it is very harm full for Environment.		
Impact on Traffic	The Agra metro project will significantly reduce traffic congestion in the city. The residents of the city will not be stranded in traffic, and traffic will be smooth in the future. People will not get stuck in traffic jam and traffic will be smooth.		
Women Safety	<ul style="list-style-type: none"> • The women's helpline and police helpline numbers must be prominently displayed in metro stations and coaches • There should be more facilities for ladies so that the can feel safe in metro. • A dedicated women's coach and a reserved seat facility will provide a sense of safety and security during travel for women commuters • Ladies coach in metro should be separate. 		
	<ul style="list-style-type: none"> • Free pass must be provided to students. 		



Education	<ul style="list-style-type: none"> • The proposed project will increase the influx of students in the city. • Students from outside will come here to study after coming to the metro in Agra. • Metro station should not be constructed in medical college ground.
Facilities	<ul style="list-style-type: none"> • A wheelchair, an escalator, and an elevator facility must be provided at metro station. • The connectivity should be good to come till the entry exit of the metro. • 'One' card to commute for both the metro and buses. • Metro card should also be valid in Agra City Bus • The Metro Authority must provide last-mile connectivity to metro users. • Transport facility should be provided for commuting from metro station to school and college.
Information Centre	<p>Helpline number must be prominently displayed in metro stations and coaches. Also, the 'MAY I HELP YOU' desk at the station for directions and queries.</p> <p>Metro stations should have helpline numbers and public guidance desks.</p>
Expectations from Project	<p>The Agra Metro project will accelerate development of the city. Agra's development will also happen quickly due to metro project.</p>
Alternate Play Ground	<p>The playground of the S.N Medical College will be acquired for the metro station, and UMPRC must provide an alternate play ground against it.</p> <p>UPMRC shall provide alternate play ground to the college as it is likely to acquire existing playground for construction of station</p>
Meet the Target	<p>The proposed project should not delay and meet the target of opening for regular operations.</p> <p>The timeline for construction of metro in the city should not exceed the proposed time line for completion</p>
Late Night Services	<p>The metro service should be available till late at night considering the convenience of medical students' groups.</p> <p>During operation, the metro service shall be available till late night considering the convenience of students group.</p>
Impact on Livelihood	<p>The arrival of the metro project in the city will have a negative impact on livelihood and reduce the income of taxis, rickshaws, and auto drivers.</p> <p>After the introduction of metro, the auto drivers may lose their income and customer which shall be taken into consideration.</p>



Location	Type of Stakeholder	Date and Time	Number of participants
S.N. Medical College	Faculty of Physiology, Professor's group	23.05.2022 3.15 pm	Male-5 Female-3
Issues	Views/opinion, concerns		
Traffic	Traffic condition during construction shall be taken into consideration		
Loss of structures	Loss of property will become challenge.		
Facility for disabled	Adequate facility shall be available in the station and train for the differently abled passengers.		
Lack of feasibility of the project	Due to absence of industry and commercial hub in Agra city metro would not be feasible to operate in Agra city		
Transformational behaviour	There is a need to change the behaviour of the citizens of Agra in order to use the metro service in the city		
Compulsory integration of existing transportation system	In order to ensure the success of metro in Agra city, major focus shall be given on compulsory integration of existing transportation system		
Lack of safety	Presently, particularly the women group find lack of safety issues in availing the public transport in Agra. Metro will ensure safety of women and convenient travelling		



Summary of Cultural Heritage Consultation

Location	Type of Stakeholder	Date and Time	Number of participants
Agra Fort	Tourist Guide	25/05/202216:40	Male-10
Issues	Views/opinion, concerns		
Impact on Traffic	The Agra Metro project will significantly reduce traffic congestion in the city. The residents of the city will not be stranded in traffic, and traffic will be smooth in the future.		
Positive Impact	The Metro project will improve urban public transportation connectivity and reduce travel time, because of which tourists will reach their destination on time. They can visit more monuments and also save time and money.		
Rating	Participants have given a 5 star rating to Agra Metro.		
Associated with Agra Fort	Participants have been working at Agra Fort for the last 20 years and believe that there will be no harm to Agra Fort by the project.		
Expectation from Project	<ul style="list-style-type: none"> The Agra metro project is a step towards the overall development of the city. Metro should provide good facilities to tourists. 		
Concern	<ul style="list-style-type: none"> The ancient Agra heritage monuments shouldn't be harmed by the metro project. 		
Suggestion for Improvement	Metro stations should be near the monuments		
Information Centre	Women's helpline and police helpline numbers must be prominently displayed in metro stations and coaches. Also, the 'MAY I HELP YOU' desk at the station for directions and queries. Metro stations should have helpline numbers and public guidance desks.		



Location	Type of Stakeholder	Date and Time	Number of participants
Taj Mahal	Tourist Guide	25/05/2022 17:15	Male-10
Issues	Views/opinion, concerns		
Impact on Traffic	The Agra Metro project will significantly reduce traffic congestion in the city. The residents of the city will not be stranded in traffic, and traffic will be smooth in the future.		
Associated with Taj Mahal	Participants have been working at Taj Mahal for the last 25 -30 years and it is the only source of livelihood.		
Rating	Participants have given a 5 star rating to Agra Metro		
Impact on Livelihood	The livelihood of auto and taxi drivers will be affected by the metro project.		
Expectations from Project	The Agra metro project is a step towards the overall development of the city		
Facilities Required	The Metro should provide good facilities to tourists.		
Positive Impact	The Metro project will improve urban public transportation connectivity and reduce travel time, because of which tourists will reach their destination on time. They can visit more monuments and also save time and money.		
Concern	The ancient Agra heritage monuments shouldn't be harmed by the metro project		
Suggestion for Improvement	Metro stations should be near the monuments.		
Information Centre	Women's helpline and police helpline numbers must be prominently displayed in metro stations and coaches. Also, the 'MAY I HELP YOU' desk at the station for directions and queries.		



Location	Type of Stakeholder	Date and Time	Number of participants
Jama Masjid	Masjid committee and local people	26/05/2022 14:00	Male-10
Issues	Views/opinion, concerns		
Rating	Participants have given a 5 star rating to Agra Metro and proposed project will accelerate the development of the city.		
Concern	The ancient Agra heritage monuments shouldn't be harmed by the metro project		
Positive Impact	The Metro project will improve urban public transportation connectivity and reduce travel time, and also save money, time, and provide security and a relaxed mode of transportation		
Impact on Traffic	The Agra Metro project will significantly reduce traffic congestion in the city. The residents of the city will not be stranded in traffic, and traffic will be smooth in the future.		
Impact on Environment	The environment has become much more polluted due to heavy traffic in the city. It will be improved as a result of the metro project. Metro will also improve a lot on the environment		
Concern	The Jama Masjid metro station name should not change		
Expectation from Project	There is always traffic, and inhabitants are stranded in traffic during Eid, as people perform Namaz at Jama Masjid. The Metro project would be beneficial in facilitating public movement on such occasions.		
Impact on Livelihood	The proposed project will generate employment and business opportunities.		



Location	Type of Stakeholder	Date and Time	Number of participants
Sikandra	Staff and local people	24/05/202214:50	Male-10
Issues	Views/opinion, concerns		
Positive Impact	The Metro project will improve urban public transportation connectivity and reduce travel time, because of which tourists will reach their destination on time. Additionally, they can save time & money and visit more monuments.		
Impact on Environment	The environment has become much more polluted due to heavy traffic in the city. It will be improved as a result of the metro project.		
Impact on Traffic	The Agra Metro project will significantly reduce traffic congestion in the city. The residents of the city will not be stranded in traffic, and traffic will be smooth in the future.		
Expectations from Project	The proposed project will generate employment and business opportunities.		
Concern	The ancient Agra heritage monuments shouldn't be harmed by the metro project		
Suggestion for Improvement	Metro stations should be near the monuments.		
Information Centre and Facilities Required	Women's and police helpline numbers must be prominently displayed in metro stations and coaches. Also, the 'MAY I HELP YOU' desk at the station for directions & queries. An escalator and an elevator facility must be provided at the station.		
Rating	Participants have given a 5 star rating to Agra Metro.		
Impact on Livelihood	The proposed project will generate employment and business opportunities.		



Location	Type of Stakeholder	Date and Time	Number of participants
Taj Mahal	Tourist Guide	25/05/202213:40	Male-12
Issues	Views/opinion, concerns		
Opinion	The Metro project will not have any positive or negative impact on the tourism industry.		
Necessity of Metro	According to participants, the metro project will be of no use because the city is not large. At present, there is no requirement for a metro in the city.		
Opinion	The Taj Mahal and Agra Fort metro station are so close that as long as someone goes to the station, they I will reach Agra Fort in no time.		
	The metro line between Fatehabad and Agra Fort will be of no use, as people will prefer autos and e-rickshaws over metro.		
Population	The population of the city is very less. Agra city population is very less		
Impact on Tourism Industry	<ul style="list-style-type: none"> • Tourists usually visit the city in their own vehicles or by hiring commercial vehicles. • Participants believe that there will be no influx of tourists in the city because of the metro. 		
Rating	Participants have given a 5-star rating to metro project.		



Summary of Stakeholder Interviews

Institution	Name and Designation of the Official	Date	Time
Chetna Seva Samiti, Agra city	S.P. Jaiswal, President, Anamika Mishra, Prabhari	23-05-2022	16:45
Major Discussion:			
Awareness	<ul style="list-style-type: none"> The stakeholder is very much aware about the proposed AMRP and its periodical updates. 		
Website	<ul style="list-style-type: none"> The stakeholder does not access the website of UPMRC. 		
Views (metro required)	<ul style="list-style-type: none"> The proposed metro project will cater to all categories of people or groups Easily accessible and convenient Reduced pressure on roads Reduction in accidents Environment friendly 		
Views (metro route)	<ul style="list-style-type: none"> The stakeholder was not aware about the proposed metro corridor. 		
Positive	<ul style="list-style-type: none"> Transparency in fare will be there due to unformed and fixed piece of metro fare. Saving of travel time Safety and security of women and children 		
Negative	<ul style="list-style-type: none"> Cutting of trees Increase in dust and noise pollution during construction Increase in traffic jam in the city during metro construction 		
Metro Impacts on:			
Working Class	The poor working class will be catered by the project.		
Students	Since the metro is connected to the educational institutions therefore the students will be able to access the metro facility.		
Housewives	The housewives along with their children will be able to use metro more comfortably.		
Elderly	Considering the availability of services, the elderly people will be able to access the metro train.		
Women's	Presently, the women groups are using their personal vehicle. After the introduction of the metro, they will happily use it as a safer and comfortable mode of transportation.		
Labour class	Labour class will avail benefit from the metro project in terms of employment opportunity.		
Migrants	Migration from the nearby villages of Agra can be seen after the construction of metro in the city.		
Tourist/ Tourism	The metro project will largely impact to the tourist groups. One of the major focus of the project is given to the tourism of the city while connecting to the cultural heritage and monument locations.		
Impact on tourist	The number of tourists and their mobility of travelling will increase.		



Facilities required	The metro stations can have space for cafeteria, mall, restaurants, bank, ATM, parking facility, toilet for women along with other basic facilities can developed in the metro station.
Future Expectation	Definitely, the metro train will become one of the best available transport facilities in the city and undoubtedly it will meet the future transportation requirement.
Suggestion	<ul style="list-style-type: none"> • Employment opportunity for youths shall be taken care of. • Integration of existing transportation system. • CCTV camera installation and police patrolling

Institution	Name and Designation of the Official	Date	Time
Sarojini Naidu Medical College, Agra	Dr. Prashant Gupta, M.S. (Surgery), FMAS, FICS, FCCS, Principal and Dean	23-05-2022	12:00
Major Discussion:			
Awareness	<ul style="list-style-type: none"> • The stakeholder was aware about the construction of AMRP. 		
Website	<ul style="list-style-type: none"> • The website of UPMRC is accessible in order to obtain information about development of the project. 		
Views (metro required)	<ul style="list-style-type: none"> • Considering the proposed station location of Agra Medical College, the metro project would become convenient for both doctors and patients. Travel time will be saved. 		
Views (metro route)	<ul style="list-style-type: none"> • The proposed metro should link to the Agra-Lucknow expressway • Parking facility shall be available at MG Road station 		
Positive	<ul style="list-style-type: none"> • Convenience of doctors and patients to reach to the hospital 		
Negative	<ul style="list-style-type: none"> • LA in Agra Medical College. The proposed metro project will affect the playground. Compensation for the same shall be provided. • Noise and vibration during operation of metro will become a challenge for both doctors and patients. 		
Metro Impacts on:			
Working Class	The working class going to their job locations will be largely impacted from the project in terms of better transport facility.		
Students	The students of RBS college and Agra Medical college will get direct benefit of the metro project.		
Housewives	The housewives will be able to move around the city more freely with assured safety. This process will make them independent while travelling.		
Elderly	Availability of wheel chair, first aid, kit in the station and platform whereas reserved seats inside metro shall be available.		



Women's	The design of the metro station should not have much desk spaces, side spaces shall be overlooking.
Labour class	The Labour class will get equal benefit from the project particularly during construction of the project.
Migrants	The rural migration towards the city of Agra will increase in terms of livelihood and employment opportunity.
Tourist/ Tourism	The tourist and tourism sector is likely to witness large number of visitors to the city which will enhance the local economy.
Impact on tourist	The proposed project would not be beneficial for the tourists
Facilities required	Aesthetical beautification of metro stations is required along with other standard facilities considering the available space
Future Expectation	Considering the future expansion of the metro network, it will meet the future transportation of Agra city.
Suggestion	Multi-modal integration of existing transportation system shall be taken into consideration during planning, designing and implementation.

Institution	Name and Designation of the Official	Date	Time
Ek Pehel NGO, Agra city	Manish Rai, Secretary	23-05-2022	18:30
Major Discussion:			
Awareness	<ul style="list-style-type: none"> The stakeholder is very much aware about the proposed AMRP and its periodical updates. 		
Website	<ul style="list-style-type: none"> The stakeholder accesses the updates about the metro project physically from off line sources like newspaper. 		
Views (metro required)	<ul style="list-style-type: none"> The proposed metro project will be good for the people. Considering the size and population of Agra city, getting ridership will be difficult initially. 		
Views (metro route)	<ul style="list-style-type: none"> The proposed metro corridor will be connecting Agra city in a better way of transportation. 		
Positive	<ul style="list-style-type: none"> Increase in transport mobility, decrease in pollution, traffic, accident whereas increase in property value, income and employment opportunity for the people. 		
Negative	<ul style="list-style-type: none"> Tree cutting along with increased traffic will be a matter of construction during construction. 		
Metro Impacts on:			
Working Class	Metro transportation would become economical to the working class only if they can afford it.		
Students	The ambience of the college will get changed where the metro is proposed.		
Housewives	The housewives will travel safely and more comfortably.		
Elderly	Considering the availability of services, the elderly people will be able to access the metro train with safety and security.		
Women's	Presently, the women groups are using their personal vehicle. After the introduction of the metro, they will happily use it as a safer and comfortable mode of transportation.		



Labour class	Labour class will avail benefit from the metro project in terms of employment opportunity.
Migrants	Migration from the nearby villages of Agra will increase after the construction of metro in the city in order to secure livelihood and income opportunities.
Tourist/ Tourism	The metro project will largely impact to the tourist groups. One of the major focus of the project is given to the tourism of the city while connecting to the cultural heritage and monument locations.
Others	The metro project will introduce equality of status while travelling in metro train. This will positively impact on class struggle of the society.
Impact on tourist	The proposed metro project will increase the economy of Agra city.
Facilities required	<ol style="list-style-type: none"> 1. Wheelchair facility for the differently abled 2. Mobile recharge station along with ATM 3. Free drinking water 4. Authorized service provider for taxi, auto and bike with unique dress code 5. Helpline for women and child safety 6. Metro assistance service center 7. Food joints and eateries with online payment option. 8. 'MAY I HELP YOU' desk at the station.
Future Expectation	Undoubtedly, the metro train will become one of the best available transport facilities in the city and it will meet the future transportation requirement.
Suggestion	<ul style="list-style-type: none"> • Awareness programme about how to access metro through media houses since the people in Agra are going to use it for the first time. • Verbal assistance in vernacular language to be there in the help desk • Traffic management during implementation. • Information distribution about the about the update of the project through media houses • 'MAY I HELP YOU' desk at the station. • Afforestation should be done following the measures if tree cutting is unavoidable.

Institution	Name and Designation of the Official	Date	Time
Dainik Jagran, Agra city	Arun Parshar, Senior Sub-Editor	24-05-2022	15:00
Major Discussion:			
Awareness	<ul style="list-style-type: none"> • Being a special correspondent, the stakeholder is aware about the proposed Project. In the residential areas, 		



	people are very much excited about the proposed metro rail project.
Website	<ul style="list-style-type: none"> The UPMRC website is easily accessible to enquire about the project updates. The media houses are also connected through 'whatsapp' group as well as twitter handle of UPMRC. The media officials are also get in touch with the UPMRC officials to get the project updates.
Views (metro required)	<ul style="list-style-type: none"> Considering the location of Taj Mahal which leads to Taj Trapezium Zone and in order to ensure environmental stability metro project is required in Agra. The project will limit the environmental hazard to Taj Mahal.
Views (metro route)	<ul style="list-style-type: none"> MG Road is the lifeline of Agra city which got connected to the proposed metro corridor.
Positive	<ul style="list-style-type: none"> Pollution to the Taj Mahal and to the city will decrease. Metro will also limit the traffic and pollution in the long run.
Negative	<ul style="list-style-type: none"> No such negative impact is anticipated but environmental and measures for pollution control shall be taken into consideration.
Metro Impacts on:	
Working Class	The working class going to their job locations will be largely impacted from the project in terms of better transport facility.
Students	The students in RBS college whereas the doctors and patients in S.N. Medical college, Agra will get direct benefit of the metro train.
Housewives	The housewives will be able to move around the city more freely with assured safety. This process will make them independent while travelling.
Elderly	Availability of wheel chair, first aid, kit in the station and platform whereas reserved seats inside metro shall be available.
Women's	The women groups face excessive crowd while using public transport. Therefore, metro will ensure safe transport to them.
Labour class	The Labour class will get equal benefit from the project particularly during construction of the project.
Migrants	The rural migration towards the city of Agra will increase in terms of livelihood and employment opportunity.
Tourist/ Tourism	The tourist and tourism sector is likely to witness large number of visitors to the city which will enhance the local economy.
Impact on tourist	After the integration of existing transport system with the proposed metro project, it will make easier for the tourist and local commuters to travel. Electric mode of transport will be used in the city for the first time.



Facilities required	The existing monuments with less popularity shall be promoted and presented at the metro stations with photographs along with historical significance.
Future Expectation	Considering the future expansion of the metro network, it will meet the future transportation of Agra city.
Suggestion	The construction of metro shall not get delayed under any circumstances. Construction of the priority corridor shall be completed at the earliest.

Institution	Name and Designation of the Official	Date	Time
Hindustan Times-English, Agra city	Hemendra Chaturvedi, Special Correspondent	24-05-2022	15:30
Major Discussion:			
Awareness	<ul style="list-style-type: none"> Being a special correspondent, the stakeholder is aware about the proposed Project. 		
Website	<ul style="list-style-type: none"> The UPMRC website is easily accessible to enquire about the project updates. The media houses are also connected through 'whatsapp' group as well as twitter handle of UPMRC. 		
Views (metro required)	<ul style="list-style-type: none"> The metro service in Agra city will increase the mobility of the local citizens along with various tourist groups. Considering the current transport system in Agra, metro will be seen as a better mode of transport. The city may take some time to adapt it. 		
Views (metro route)	<ul style="list-style-type: none"> The proposed corridors will be covering the major spots in the city except water works Chauraha. The underground sections will take much of the time and money to have the stations. 		
Positive	<ul style="list-style-type: none"> Increase in transport mobility, decrease in pollution, traffic, accident whereas increase in property value, income and employment opportunity for the people. 		
Negative	<ul style="list-style-type: none"> Traffic during construction, loss of income, structures etc. are likely to be negative impact of the project. 		
Metro Impacts on:			
Working Class	The working class going to their job locations will be largely impacted from the project in terms of better transport facility.		
Students	The students of RBS college and Agra Medical college will get direct benefit of the metro project.		
Housewives	The housewives will be able to move around the city more freely with assured safety. This process will make them independent while travelling.		
Elderly	Availability of wheel chair, first aid, kit in the station and platform whereas reserved seats inside metro shall be available.		




Women's	The design of the metro station should not have much desk spaces, side spaces shall be overlooking.
Labour class	The Labour class will get equal benefit from the project particularly during construction of the project.
Migrants	The rural migration towards the city of Agra will increase in terms of livelihood and employment opportunity.
Tourist/ Tourism	The tourist and tourism sector is likely to witness large number of visitors to the city which will enhance the local economy.
Impact on tourist	After the integration of existing transport system with the proposed metro project, it will make easier for the tourist and local commuters to travel.
Facilities required	The facilities like restaurant, ATM, parking zone, shopping complex, cafeteria etc. can be developed alongside the metro stations. There are many cultural monuments are present in Agra but those are overlooked or ignored because the major focus is given on Taj Mahal and Agra Fort. However, those lesser known monument details along with photos should be display at metro stations.
Future Expectation	Considering the future expansion of the metro network, it will meet the future transportation of Agra city.
Suggestion	The construction of metro shall not get delayed under any circumstances. Early construction the project is expected and this will give a better impression of the project.

Institution	Name and Designation of the Official	Date	Time
Network-18, Agra city	Qamir Qureshi, Journalist, Reporter Farhan Khan, Bureau Chief	24.05.2022	15:00
Major Discussion:			
Awareness	The stakeholder is aware about the proposed AMRP considering its length, underground and elevated section.		
Website	UPMRC maintain quite transparency in sharing the update about metro project to the media houses. There is a dedicated 'watsapp' group from where we get the information. The concerned UPMRC official always gets in touch with the media houses.		
Views (metro required)	Most importantly, to address the traffic congestion in Agra city Metro would be required at the earliest. Flyovers are there in the city to avoid the traffic but he rickshaw and auto drives does use them and this results in traffic situation. After introduction of metro in the city, the number of auto users will decrease leading to less traffic. The metro construction is running in full speed particularly in the priority corridor although people are facing traffic during construction. The		



	metro has become a need of the city. The metro project is going to be beneficial to the citizens of Agra.
Views (metro route)	The proposed metro route is covering the main locations of the city.
Positive	During festival seasons, the auto and rickshaw drivers always increase the transport cost extremely which bothers the commuters. This will not happen in metro train with fixed rate.
Negative	Temporarily, traffic during construction has become challenge for the commuters considering the accessibility of alternate routes. The metro project may lead to loss of customers to the auto drivers.
Metro Impacts on:	
Working Class	Presently, from Fatehabad road to Sikandara they have to change 4 autos while travelling for 2 hours. In this case proposed corridor-I will save travel time and money for them.
Students	Metro route is proposed to be connected to RBS college and Agra Medical College. Therefore, the student communities will be benefitted from the project.
Housewives	The women groups in rural Agra may not have much idea about the usefulness of the project until they start using it. Once they start using the metro service, they will appreciate the benefit of the project.
Elderly	The elderly will find it easier to travel in metro considering the availability of wheel chair, lift, escalator, sign board along with other facilities.
Women's	The women with children will find it comfortable and safe while travelling in metro. Presently, they find it uncomfortable while using the public transport. Availability of CCTV in metro will ensure safety.
Labour class	Presently, from Fatehabad road to Sikandara they have to change 4 autos while travelling for 2 hours. In this case proposed corridor-I will save travel time and money for them. The transport cost in Agra city is very expensive. The metro facility would be affordable to the labour class particularly.
Tourist/ Tourism	The metro project will largely impact to the tourist groups after introduction of metro. The number of both domestic and international tourism will increase. After the introduction of metro, the crime rate of Agra city will decrease. The citizens will feel themselves safe while travelling.
Impact on tourist	The tourists can board the metro directly from Agra Cantonment Railway station and roam around the city. The 'Raja Ki Mandi' metro station also will impact in large number of ridership in the corridor.

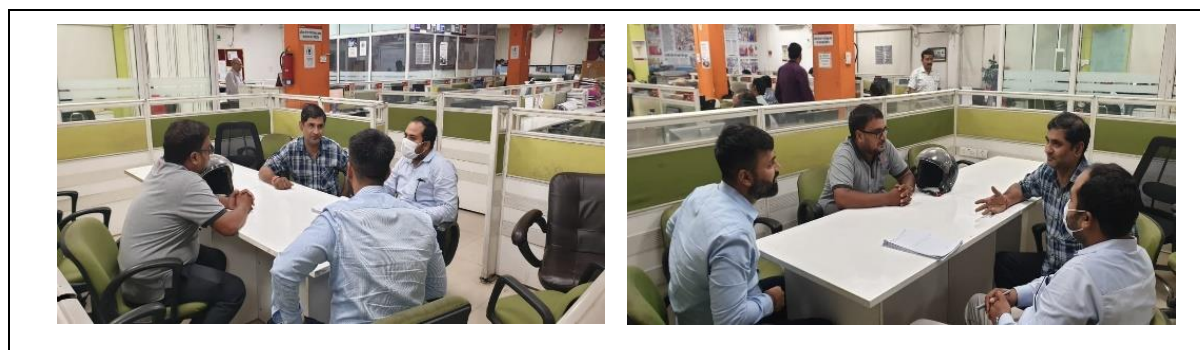
Facilities required	Agra experience extreme hot and extreme cold which affects the travellers. Therefore, metro will be weather friendly for all the commuters.
Suggestion	<p>In the proposed metro project the major focus has been given on Taj Mahal, Agra Fort, Sikandara, Guru ka Taal etc. The lesser known heritage monuments are to be displaced and promoted in the stations and platforms. Other monuments like Mehtab Bagh, Chini Ka Roza, Mariam Tomb, Rambagh Park are ignored due to lack of awareness among people. These locations are to be taken into consideration while designing the route.</p>  <p>The facilities like wheel chair, first aid kit, sign board for illiterate commuters, corridor wise colour foot prints are to be available in the station and platforms.</p> <p>The local business man groups travelling to Transport Nagar metro station will travel with heavy materials (samples) and other machines with them. This may acquire more space in the station, platform and in the train. Appropriate measures shall be taken into consideration during designing, construction and operation of the entry/exit points and station as well as platform.</p>

Institution	Name and Designation of the Official	Date	Time
Hindustan Times-Hindi, Agra city	Manoj Singh Parmar, Editor Neeraj Sharma, Senior Sub-editor	24-05-2022	19:00
Major Discussion:			
Awareness	<ul style="list-style-type: none"> The stakeholder is very much aware about the proposed AMRP and its periodical updates. 		
Website	<ul style="list-style-type: none"> The media house is directly connected to UPMRC officials for proposed project right from preparation of DPR. The media house is in touch with UPMRC official's right from the inception of the project. The website of UPMRC is pretty accessible and informative to get project updates right from tendering to construction. Apart from this they are also connected with the project through 'whatsapp' group actively. 		
Views (metro required)	<ul style="list-style-type: none"> A city like Agra with cultural heritage significance and increased population always need an improved 		



	<p>transportation system like metro. This will give a different look and value to the city. They came to know about the priority corridor from the website. Agra city is situated within 18 km radius. However the metro route can be extended up to Fatehpur Sikri Fort, Vrindavan and other major locations in future considering the demand.</p>
Views (metro route)	<ul style="list-style-type: none"> The route is connected with the major locations of Agra city where the major focus has been given on cultural heritage locations, MG road, Sanjay place. The route is also connected with major institutions in the city. Therefore, metro route is well connected.
Positive	<ul style="list-style-type: none"> Increase in transport mobility, decrease in pollution, traffic, accident whereas increase in property value, income and employment opportunity for the people.
Negative	<ul style="list-style-type: none"> Initially the ridership will be less which may affect operating cost of the project. In order to cater large number of ridership, the metro route needs to be extended along with metro station property development projects. The means revenue generation from the project shall be taken into consideration.
Metro Impacts on:	
Working Class	<p>The poor working class will be majorly benefitted from metro. They have to take multiple autos to reach to their work locations. The transport cost of the city has increased due to increase in petrol and diesel price.</p>
Students	<p>Since the metro is connected to the educational institutions therefore the students will be able to access the metro facility.</p>
Housewives	<p>The housewives along with their children will be able to use metro more comfortably.</p>
Elderly	<p>Considering the availability of services, the elderly people will be able to access the metro train.</p>
Women's	<p>Presently, the women groups are using their personal vehicle. After the introduction of the metro, they will happily use it as a safer and comfortable mode of transportation.</p>
Labour class	<p>Labour class will avail benefit from the metro project in terms of employment opportunity.</p>
Migrants	<p>Migration from the nearby villages of Agra can be seen after the construction of metro in the city.</p>
Tourist/ Tourism	<p>The metro project will largely impact to the tourist groups. One of the major focus of the project is given to the tourism of the city while connecting to the cultural heritage and monument locations.</p>
Impact on tourist	<p>The local tourists will be largely impacted from the project. Foreign tourists might not be able to use metro more</p>

	<p>effectively as they use their own vehicle. If the metro route gets connected with Vrindavan, Agra and Mathura then it will attract larger number of tourists to Agra city.</p> <p>Considering the birth place of Lord Krishna most of the tourists from major states like Gujarat, West Bengal, Rajasthan visit Vrindavan most of the time. If the metro gets connected with Vrindavan then the number of commuters will increase in a large number.</p>
Facilities required	The metro stations can have space for cafeteria, mall, restaurants, bank, ATM, parking facility along with other basic facilities can developed in the station.
Future Expectation	Definitely, the metro train will become one of the best available transport facility in the city and undoubtedly it will meet the future transportation requirement.
Suggestion	<p>The construction of the project should be completed within given period of time proposed by UPMRC. Delay in implementing the project would become an issue.</p> <p>The traffic during construction of the project has become a challenge for the citizens but measures are taken into consideration by UPMRC.</p>



Institution	Name and Designation of the Official	Date	Time
Amar Ujala Office	Desh Deepak Tiwari, Sr. Sub-Editor, M- 7417160161	24-05-2022	19:45
Major Discussion:			
Awareness	Being a part of the media house the stakeholder is very much aware about the proposed AMRP.		
Website	The UPMRC website is easily accessible in order to get update about the project. UPMRC is working to speed up the construction of the priority corridor. The construction is under smooth process.		



Views (metro required)	The proposed metro project will be very good for the development of Agra city. There will be a transition of transpiration from traditional to modern city. The metro facility in the city will address issues of pollution, accident, and travel time along with other challenges.
Views (metro route)	The proposed metro route would be covering the major location in order to get optimum number of ridership.
Positive	Considering the existing transportation system in the city, metro will be a much better option.
Metro Impacts on:	
Working Class	The industrial working class will avail the benefit of the project depending upon the affordability.
Students	The student community will use the metro since it is proposed to be connected with school and college in the city.
Housewives	This may increase the travel mobility of house wives.
Elderly	Considering the facilities, the elderly will use metro.
Women's	Presently, the women employees at Amar Ujala use their own vehicle to come to office but after the introduction of metro in the city they will have better and safe means of travelling.
Labour class	If affordable, the labour class will be able to use the metro service.
Migrants	The migration to Agra city will increase.
Tourist/ Tourism	The metro project will largely impact to the tourist groups. One of the major focus of the project is given to the tourism of the city while connecting to the cultural heritage and monument locations.
Impact on tourist	The tourism of the city will be majorly impacted from the proposed metro project. The tourists will be able to save money and time while visiting the major heritage monuments in the city.
Facilities required	Amenities like restaurant, food joints, shopping complex, parking areas can be planned alongside the metro stations.
Future Expectation	Gradually the metro will meet the future transportation requirement of Agra city in near future.
Suggestion	Timely completion of the project without delay is expected. The project implementation should be completed within given time as proposed by UPMRC.



Institution	Name and Designation of the Official	Date	Time
Smart City Office, Agra city	Devna Agrawal, Urban Planner	25-05-2022	11:30
Major Discussion:			
Awareness	<ul style="list-style-type: none"> The stakeholder is aware about the proposed AMRP. 		
Website	<ul style="list-style-type: none"> They are aware about the website of UPMRC website where they get access the information about the update on the proposed metro rail project. 		
Views (metro required)	<ul style="list-style-type: none"> The metro service in Agra city will increase the mobility of the local citizens along with various tourist groups. Considering the current transport system in Agra, metro will be seen as a better mode of transport. The city may take some time to adapt it. 		
Views (metro route)	<ul style="list-style-type: none"> Fatehabad station is located very closely from the existing road which is creating traffic during construction. Last mile connectivity to the metro stations shall be taken into consideration. The route is connecting to the important location of the city but longer connectivity would be required. 		
Positive	<ul style="list-style-type: none"> Increase in transport mobility, decrease in pollution, traffic, accident whereas increase in property value, income and employment opportunity for the people. 		
Negative	<ul style="list-style-type: none"> Traffic during construction, loss of income, structures etc. are likely to be negative impact of the project. 		
Metro Impacts on:			
Working Class	The metro route will connect to 'Raja ki Mandi' and Agra Fort station which will cater to the working class of Agra city.		



Students	The students of RBS college and Agra Medical college will get direct benefit of the metro project.
Housewives	The housewives will be able to move around the city more freely with assured safety. This process will make them independent while travelling.
Elderly	Availability of wheel chair, first aid, kit in the station and platform whereas reserved seats inside metro shall be available.
Women's	The design of the metro station should not have much desk spaces, side spaces shall be overlooking
Labour class	Labour class will avail benefit from the metro project in terms of employment opportunity.
Migrants	The migration will increase for income and employment in the city.
Tourist/ Tourism	The metro project will largely impact to the tourist groups. One of the major focus of the project is given to the tourism of the city while connecting to the cultural heritage and monument locations.
Impact on tourist	Integration of transport system will become seamless for visitors by introducing an app or any unified platform for example "Mera Agra" app etc. Introduction of Agra Metro application would be very helpful to the tourists.
Facilities required	The infrastructure in metro station can be improved aesthetically. The stations shall be equipped with emergency services, escalators, CCTV, side space, food stalls, rest rooms and other basic facilities. Considering the cultural significance of Agra city, the design of the station can be developed which will represent the culture of the city.
Future Expectation	Considering the future population and ridership, the project has potential to meet the future transportation requirement of the Agra city.
Suggestion	Integration of existing transport system is much needed in order to achieve success in metro rail system in the city. One card for all the transport facility can be developed in future starting from metro to bus, bus to auto etc.

Institution	Name and Designation of the Official	Date	Time
District Administration, Agra city	Sh. Satish Kumar, District Social Welfare Officer	25.05.2022	11.30 am
Major Discussion:			



Awareness	<ul style="list-style-type: none"> The stakeholder is aware about the proposed AMRP. The source of the information is television, newspaper etc.
Website	<ul style="list-style-type: none"> He is aware about the website of UPMRC where they can access the information about the update on the proposed metro rail project.
Views (metro required)	<ul style="list-style-type: none"> Considering the heavy traffic and pollution in the city, Agra city requires a better transportation system i.e. Metro. The local tourism will get enhanced after the introduction of metro. Metro will save travel time and limit the number of accidents along with increase traffic pollution.
Views (metro route)	<ul style="list-style-type: none"> The metro route is connecting the major locations in the city. One station was needed to be planned near water works where most of the tourists or commuters get down. However, this can be considered inn future.
Positive	<ul style="list-style-type: none"> Save time and fossil fuel Decrease in accidents and pollution will. Comfortable travelling. Affordable travel
Negative	<ul style="list-style-type: none"> The traffic and air pollution during construction of the project has become a challenge
Metro Impacts on:	
Working Class	If the travel fare is affordable to the working class then they will use it.
Students	The students will happily use it in order to reach to their school, college and coaching classes.
Housewives	The metro will increase the mobility of the housewives to travel in the city independently.
Elderly	Provided with facility available in the station, the elderly will also be able to us metro.
Women's	Presently, the women use their own vehicles whereas some of them use public transport which is difficult sometimes during rush times. Therefore both working and non-working women will use the metro.
Labour class	The travel cost shall be affordable to the Labour class in order to cater them.
Migrants	The migration from nearby villages to Agra will increase after construction of metro.
Tourist/ Tourism	The metro service in the city will largely impact on tourism.
Impact on tourist	Looking at the current transport facility in the city, it would be easier for the local and international tourists to visit then city more comfortably which will promote the tourism sector of the city.



Facilities required	Integration with existing transport facilities such as e-rickshaw, auto, tempo, bus would be needed near the metro stations.
Future Expectation	Currently it will take time for the local citizens to get equipped with the metro service. The habit of travel by metro will increase gradually. Metro will cater to the future transportation requirement.
Suggestion	Integration of existing transport system is much needed in order to achieve success in metro rail system in the city. The implementation of the project should not get delayed. The travel cost shall be taken into consideration considering the various types of users.

Institution	Name and Designation of the Official	Date	Time
ADA	Mr. Chakresh Jain (Chief Engineer)	25-05-2022	13:00
Major Discussion:			
Awareness	<ul style="list-style-type: none"> The participant is aware about the proposed AMRP. 		
Website	<ul style="list-style-type: none"> Only route information is provided on the UPMRC website, which the participant is aware of. 		
Views (metro required)	<ul style="list-style-type: none"> The proposed metro project is financially unviable and will not attract riders. The proposed project will not be able to collect minimum operational expenses. 		
Views (metro route)	<ul style="list-style-type: none"> According to stakeholder, corridor-1 is not useful for commuters; however, corridor 2 may be. 		
Impact on tourist	All of Agra's significant monuments are covered by the Metro project, but foreign tourists usually visit Agra by hiring commercial vehicles.		
Facilities required	Only basic facilities, like rest rooms, drinking water, phone charging points, parking, and emergency services, must be provided.		
Future Expectation	Integration with allied transport systems will meet the future transportation requirements.		
Suggestion	<ul style="list-style-type: none"> Transparency must be followed. All information must be available on the website. Integration with allied transport systems. Monuments must be connected with stations through subways or foot over bridges. Metro authorities must avoid unnecessary spending on beautification of stations and platforms. There is no need for an AC concourse; unnecessarily, it is increasing the cost of the project. Designated spaces for taxis, autos, buses, cars, etc. Integration of restaurants and malls into station design. Parking facilities Construction costs should be brought down. 		



	<ul style="list-style-type: none"> There is no involvement of district authorities in the construction and implementation of the project.
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Institution	Name and Designation of the Official	Date	Time
Sadar Tehsil	Mr. Rajneesh Bajpai, Tehsildar	25-05-2022	14:15
Major Discussion:			
Awareness	<ul style="list-style-type: none"> The participant is aware about the proposed AMRP. 		
Website	<ul style="list-style-type: none"> Participant is aware of the website of UPMRC, where he gets updates and information of the proposed project and the ongoing construction activities. Other than that, he is up-to-date with the progress on the site as a regular passer-by. 		
Views (metro required)	<ul style="list-style-type: none"> The proposed project is beneficial to the development of Agra City, and stakeholder believes it will enhance the city's transportation infrastructure. 		
Views (metro route)	<ul style="list-style-type: none"> The metro project's path covers most of the highly populated neighborhoods, but Shahganj and Bhodla must be added to the network because these two locations are home to most of the working and labor class. 		
Positive	<ul style="list-style-type: none"> Besides the improvement in transport mobility, it will reduce pollution, traffic, and accidents. 		
Negative	<ul style="list-style-type: none"> Traffic snarls during construction, loss of income to establishments on the routes, structures etc. are likely to have a negative impact on the project. 		
Metro Impacts	It will serve all inhabitants of Agra, and all categories will benefit from the metro project.		
Impact on tourist	All of Agra's significant monuments are covered by the Metro project. It will increase the number of tourists who visit Agra City in the future, as well as the city's economy.		
Facilities required	The basic facilities, like rest rooms, drinking water, phone charging points, and emergency services, must be provided.		
Future Expectation	Considering the future population and ridership, the project has potential to meet the future transportation requirement of Agra city.		
Suggestion	The fare of metro rail must be affordable for all groups of society. The two locations where the majority of the working and labor class travel, Shahganj and Bhodla, must be connected.		



Institution	Name and Designation of the Official	Date	Time
Archaeological Survey of India, Agra Circle	Dr. Raj Kumar Patel (Superintending Archaeologist)	25-05-2022	15:15
Major Discussion:			
Awareness	<ul style="list-style-type: none"> The participant is aware about the proposed AMRP. 		
Website	<ul style="list-style-type: none"> Participant is aware of the website of UPMRC. 		
Views (metro required)	<ul style="list-style-type: none"> The participant has recently been transferred to Agra City and has little knowledge of the city's current transportation needs. 		
Views (metro route)	<ul style="list-style-type: none"> The participant has asked for at least one week to review the DPR Report and proposed routes. 		
Impact on tourist	All of Agra's significant monuments are covered by the Metro project.		
Facilities required	The basic facilities, like rest rooms, drinking water, phone charging points, parking and emergency services, must be provided.		
Suggestion	Measures must be taken to control the Construction Dust Emission (CDE) near monuments.		

Institution	Name and Designation of the Official	Date	Time
UPSRTC, Agra	Sh. Manoj Kumar Jain, UPSRTC, Finance	25-05-2022	15:45
Major Discussion:			
Awareness	<ul style="list-style-type: none"> The stakeholder is aware about the proposed AMRP. 		
Website	<ul style="list-style-type: none"> They are aware about the website of UPMRC website where they get access the information about the update on the proposed metro rail project. 		
Views (metro required)	<ul style="list-style-type: none"> The metro service in Agra city will increase the mobility of the local citizens along with various tourist groups. Considering the current transport system in Agra, metro will be seen as a better mode of transport. The city may take some time to adapt it. 		



Views (metro route)	<ul style="list-style-type: none"> Strategically, proposed Sultanganj station is going to play an important role in catering the local passengers coming by bus to the city. Generally they get down at Bhagwan Talkies and water works from ISBT bus stop. The passengers travelling by bus can get down at Sultanganj crossing instead of water works.
Positive	<ul style="list-style-type: none"> Increase in transport mobility, decrease in pollution, traffic, accident whereas increase in property value, income and employment opportunity for the people.
Negative	<ul style="list-style-type: none"> Traffic during construction, loss of income, structures etc are likely to be negative impact of the project.
Metro Impacts on:	
Working Class	The metro route will connect to Raja ki Mandi and Agra Fort station which will cater to the working class of Agra city.
Students	The students of RBS college and Agra Medical college will get direct benefit of the metro project.
Housewives	The housewives will be able to move around the city more freely with assured safety. This process will make them independent while travelling.
Elderly	Availability of wheel chair, first aid, kit in the station and platform whereas reserved seats inside metro shall be available.
Women's	The design of the metro station should not have much desk spaces, side spaces shall be overlooking.
Labour class	Labour class will avail benefit from the metro project in terms of employment opportunity.
Migrants	Migration from the nearby villages of Agra can be seen after the construction of metro in the city.
Tourist/ Tourism	The metro project will largely impact to the tourist groups. One of the major focus of the project is given to the tourism of the city while connecting to the cultural heritage and monument locations.
Impact on tourist	Integration of transport system will become seamless for visitors by introducing an app or any unified platform for example Mera Agra app etc. Introduction of Agra Metro application would be very helpful to the tourists.
Facilities required	<p>The infrastructure in metro station can be improved aesthetically. The stations shall be equipped with emergency services, escalators, CCTV, side space, food stalls, rest rooms and other basic facilities.</p> <p>Considering the cultural significance of Agra city, the design of the station can be developed which will represent the culture of the city.</p>



Future Expectation	Considering the future population and ridership, the project has potential to meet the future transportation requirement of the Agra city.
Suggestion	Integration of existing transport system is much needed in order to achieve success in metro rail system in the city. One card for all the transport facility can be developed in future starting from metro to bus, bus to auto etc.

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Urban Engineering and Sustainability

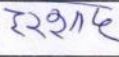
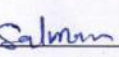
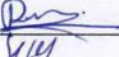
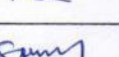
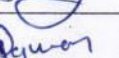
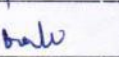

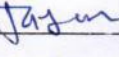
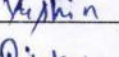
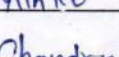
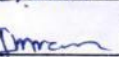
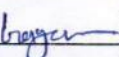
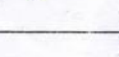
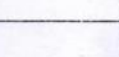
Discussion

Sr. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
	Necessary	Agra is spread in 10 or 15 kilometers, so it is not required,	
		It will not be successful.	
	Cultural Heritage.	With the arrival of Agra Metro, tourists will increase a lot.	
	Women related	With the arrival of the metro, the women who travel in the auto and buses face trouble, it will end.	
	Traffic related	Auto and taxi drivers should have a parking arrangement at the	
		same metro station, so that they do not face any problem.	
	Crime.	Only after the arrival of Agra metro will know how much crime will end.	
	Livelihood	Due to Agra metro, there should not be any reduction in our livelihood.	
	Resettlement	There should not be any displacement due to this project. If resettlement is must then we should get land in good area.	
	Fare	We can pay 10 rs. extra for metro.	
	Data Centre	There should be a provision of missing guideline and helpline number inside the metro stations.	

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List of Participants

S. No	Name of Participants	Sex	Age	Occupation	Signature
1	Mohamed Irshad	M	45	Auto	
2	Salman	M	25	Taxi	
3	Bashid Ali	M	25	Auto	
4	Papv	M	40	Auto	
5	Sonu	M	28	Auto	
6	Pawan	M	24	Taxi	
7	Golu	M	25	Auto	
8	Anna	M	30	Taxi	
9	Tajuddin	M	32	Taxi	 9578125393
10	Vashin	M	43	Auto	 9557543357
11	Rihku	M	28		 7417857993
12	Chandra mehan Sharma	M	42	Auto	 9412873431
13	Imran	M	30	Auto	 6398272507
14	Gagan Dixakar	M	41	Auto	

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SOCIAL IMPACT ASSESSMENT STUDY FOR AGRA METRO RAIL PROJECT
PUBLIC CONSULTATION

Date: 26/5/2022	Location: Sultanpuri (City)	Time: 12:00 PM
Type of Stakeholder Group: Blacksmiths (Slum dwellers)	Type of Consultation: Public Consultation	No. of Participants: 15

Sr. No	Perception about the Project	Yes	No	Remarks	
1.	Do you think it is necessary to construct Agra Metro Rail?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
2.	What impacts, both positive and negative of the project do you foresee				
Sr. No	Positive Impact	Yes-1 No-2	Sr. No	Negative Impact	Yes-1 No-2
I.	Increase in income	Yes	I.	Loss of livelihood	No
II.	Increase in Customers	Yes	II.	Loss of income	No
III.	Increase accessibility to facilities		III.	Structural loss	
IV.	Decrease in accidents	Yes	IV.	Loss of customers and supplies	
V.	Increase in employment		V.	Disruption of social/cultural/economic	
VI.	Decrease in migration	Yes	VI.	Religious/sites and networks	
VII.	Increase in property value		VII.	Decrease in value of properties	
VIII.	Industrial Development and Networking		VIII.	Increase in accidents	No
IX.	Improvement in transportation system		IX.	Increase in crime rates	No
X.	Increase in Education level	Yes	X.	Increase in Migration	Yes
XI.	Others Specify		XI.	Others Specify	

List of discussion:

1.	Improvements Required
2.	Resettlement options
3.	Livelihood options
4.	Women related issues and suggestions for metro
5.	Traffic solution
6.	Environment improvements
7.	Accessibility to city infrastructure (like market, school, college, cultural and heritage monuments, railway stations, bus stand, etc.)
8.	Project expectations
9.	Facilities required or expected in or on metro infrastructure
10.	Data centre for metro (help line number, loss and found, missing person guidance, electronic complaint centre, metro timings and details of metro related information, etc)

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Discussion

Sr. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
	Resettlement	First we need a house, then we will leave our place.	
	Women	The women here are very hardworking, they should get some employment	
	Improvement	Metro will come in Agra, it is a good thing that development of Agra will also happen.	
	fare	Metro fare should be less for the poor people only then we will be able to travel.	
	Improvement	There should be a free hospital for the poor people from the metro	
		and the government and good facilities should be given to our children.	
	Traffic	After the arrival of metro, the traffic of Agra will be very less.	
	Environment	If trees and plants are cut by metro, then trees and plants should be planted somewhere so that our environment is safe.	
	Employment.	Arrangement should be made to provide employment to the family of poor people during the metro period so that we can take good care of our family.	
	Dada Centre	There should be a helpline number and arrangement of police	
		personal for the poor people inside the metro station.	

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List of Participants

S. No	Name of Participants	Sex	Age	Occupation	Signature
1	Rekha	F	25	blacksmiths	Rekha
2	Sano	F	30	"	
3	meena	F	35	"	
4	Mamun	M	45	"	
5	Safana	F	30	"	
6	Suman	F	25	"	
7	Vikram	M	22	"	
8	Kisandevi	F	45	"	
9	Kiranti Kiranti	F	40	"	
10	Sunida	F	32	"	
11	Kallu	M	38	"	
12	Sarjana	F	33	"	
13	Suman	F	28	"	
14	Lalo	F	39	"	
15	Kamlawadi	F	45	"	

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**SOCIAL IMPACT ASSESSMENT STUDY FOR AGRA METRO RAIL PROJECT
PUBLIC CONSULTATION**

Date: 25/8/2022	Location: Agra red fort	Time: 13:40
Type of Stakeholder Group: Tourism Tourism		
Type of Consultation: public consultation	No. of Participants: 10	

Sr. No	Perception about the Project	Yes	No	Remarks	
1.	Do you think it is necessary to construct Agra Metro Rail?				
2.	What impacts, both positive and negative of the project do you foresee				
Sr. No	Positive Impact	Yes-1 No-2	Sr. No	Negative Impact	Yes-1 No-2
I.	Increase in income	Yes	I.	Loss of livelihood	No
II.	Increase in Customers	Yes	II.	Loss of income	No
III.	Increase accessibility to facilities		III.	Structural loss	Yes
IV.	Decrease in accidents	Yes	IV.	Loss of customers and supplies	
V.	Increase in employment		V.	Disruption of social/cultural/economic	
VI.	Decrease in migration	No	VI.	Religious/sites and networks	
VII.	Increase in property value	Yes	VII.	Decrease in value of properties	No
VIII.	Industrial Development and Networking		VIII.	Increase in accidents	No
IX.	Improvement in transportation system	Yes	IX.	Increase in crime rates	No
X.	Increase in Education level	Yes	X.	Increase in Migration	Yes
XI.	Others Specify		XI.	Others Specify	

List of discussion:

1.	Improvements Required
2.	Resettlement options
3.	Livelihood options
4.	Women related issues and suggestions for metro
5.	Traffic solution
6.	Environment improvements
7.	Accessibility to city infrastructure (like market, school, college, cultural and heritage monuments, railway stations, bus stand, etc.)
8.	Project expectations
9.	Facilities required or expected in or on metro infrastructure
10.	Data centre for metro (help line number, loss and found, missing person guidance, electronic complaint centre, metro timings and details of metro related information, etc)



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Discussion

Sr. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
	Livelihood	As there is no employment in Agra, then what is the use	
		use of metro. there is no change here due to metro.	
	Women Security	there should be women security personnel inside the metro station so that women can get their security.	
	Time saving	With the arrival of metro, one can reach home and college on time, it takes time to travel by bus.	
	Employment	The project of the metro should be such that the metro station is also near and the distance is so that the employment of the auto drivers is saved.	
	Tourist	The smoke coming out of the traffic system inside Agra every day pollutes the environment, which will be reduced to a great extent by the arrival of the metro.	
	Migrant	With the arrival of the metro, migrant people from outside will come and live, they will start their business.	



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List of Participants

S. No	Name of Participants	Sex	Age	Occupation	Signature
1	Amar sankar	M	26	Tourist Guard	AMAR 989706036
2	Narendra Kumar	M	30	tourism	[Signature]
3	Jaguar singh	M	29	tourism	[Signature]
4	Prakash	M	18	tourism	[Signature]
5	Pradum	M	16	tourism	Pradum
6	sandeep	M	25	tourist Guard	Sare
7	Mohan	M	30	T-Guard	M. K
8	Rahul Kant	M	35	T-Guard	R. K
9	Prareen Singh	M	45	tourist	P. T
10	Dinesh Chand	M	40	tourist Guard	D. C

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**SOCIAL IMPACT ASSESSMENT STUDY FOR AGRA METRO RAIL PROJECT
PUBLIC CONSULTATION**

Date: 28/9/2022	Location: Agra Taj Mahal	Time: 2:30
Type of Stakeholder Group: Tourism Taj Mahal		
Type of Consultation: public consultation	No. of Participants: 11	

Sr. No	Perception about the Project	Yes	No	Remarks	
1.	Do you think it is necessary to construct Agra Metro Rail?				
2.	What impacts, both positive and negative of the project do you foresee				
Sr. No	Positive Impact	Yes-1 No-2	Sr. No	Negative Impact	Yes-1 No-2
I.	Increase in income	Yes	I.	Loss of livelihood	No
II.	Increase in Customers	Yes	II.	Loss of income	No
III.	Increase accessibility to facilities		III.	Structural loss	Yes
IV.	Decrease in accidents	Yes	IV.	Loss of customers and supplies	No
V.	Increase in employment		V.	Disruption of social/cultural/economic	
VI.	Decrease in migration	Yes	VI.	Religious/sites and networks	
VII.	Increase in property value	Yes	VII.	Decrease in value of properties	No
VIII.	Industrial Development and Networking		VIII.	Increase in accidents	No
IX.	Improvement in transportation system		IX.	Increase in crime rates	No
X.	Increase in Education level	Yes	X.	Increase in Migration	Yes
XI.	Others Specify		XI.	Others Specify	

List of discussion:

1.	Improvements Required
2.	Resettlement options
3.	Livelihood options
4.	Women related issues and suggestions for metro
5.	Traffic solution
6.	Environment improvements
7.	Accessibility to city infrastructure (like market, school, college, cultural and heritage monuments, railway stations, bus stand, etc.)
8.	Project expectations
9.	Facilities required or expected in or on metro infrastructure
10.	Data centre for metro (help line number, loss and found, missing person guidance, electronic complaint centre, metro timings and details of metro related information, etc)

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Discussion

Sr. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
	Culture heritage	The arrival of metro in Agra will not affect tourism because Agra is not a very big city and only both of them have train tourism tomorrow.	
	Low Connectivity	There is not much connectivity in Agra and there is no Airport. If the Agra metro comes, by the time passenger go to metro station, he can reach Taj mahal by auto.	
	Migrant	Here the migrant people live less the density can't increase her.	
	Environment.	With the arrival of metro, the environment will improve to a great extent, if trees and plants are cut due to metro construction, new trees should be planted in some other places so that there is no effect on the environment.	
	Women Security	Security should be well maintained in metro for the tourist women coming from outside in Agra.	
	Traffic.	With the arrival of the metro, the traffic in Agra will improve a lot, which will not cause any problems for the visiting tourist and will be able to reach their place in less time	



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List of Participants

S. No	Name of Participants	Sex	Age	Occupation	Signature
1	विकास	M	33	Tourism guide	[Signature] 9786301413
2	ANIL	M	39	T.G	[Signature] 9055774324
3	Saam	M	48	T.G	[Signature] 9719813611
4	ISTYAK	M	40	T.G	[Signature] 8899924325
5	Naseem	M	42	T.G	[Signature] 9310635656
6	Shubhanshu	M	27	T.G	[Signature]
7	Deep	M	42	T.G	[Signature]
8	Deep	M	42	T.G	[Signature]
9	Govind Sharma	M	26	T.G	[Signature]
10	Rohit Kumar	M	21	T.G	[Signature]
11	Saheb	M	28	Tourism Guide	[Signature]

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**SOCIAL IMPACT ASSESSMENT STUDY FOR AGRA METRO RAIL PROJECT
PUBLIC CONSULTATION**

Date: <i>24/5/2022</i>	Location: <i>Rumbagh</i>	Time:
Type of Stakeholder Group: <i>Shepherd (Commercial)</i>		
Type of Consultation: <i>Consultation</i>	No. of Participants: <i>16</i>	

Sr. No	Perception about the Project	Yes	No	Remarks	
1.	Do you think it is necessary to construct Agra Metro Rail?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
2.	What impacts, both positive and negative of the project do you foresee				
Sr. No	Positive Impact	Yes-1 No-2	Sr. No	Negative Impact	Yes-1 No-2
I.	Increase in income	<i>Yes</i>	I.	Loss of livelihood	<i>No</i>
II.	Increase in Customers	<i>Yes</i>	II.	Loss of income	<i>No</i>
III.	Increase accessibility to facilities		III.	Structural loss	
IV.	Decrease in accidents	<i>Yes</i>	IV.	Loss of customers and supplies	
V.	Increase in employment		V.	Disruption of social/cultural/economic	
VI.	Decrease in migration	<i>No</i>	VI.	Religious/sites and networks	
VII.	Increase in property value	<i>Yes</i>	VII.	Decrease in value of properties	<i>No</i>
VIII.	Industrial Development and Networking		VIII.	Increase in accidents	<i>No</i>
IX.	Improvement in transportation system		IX.	Increase in crime rates	<i>No</i>
X.	Increase in Education level		X.	Increase in Migration	<i>Yes</i>
XI.	Others Specify		XI.	Others Specify	

List of discussion:

1.	Improvements Required
2.	Resettlement options
3.	Livelihood options
4.	Women related issues and suggestions for metro
5.	Traffic solution
6.	Environment improvements
7.	Accessibility to city infrastructure (like market, school, college, cultural and heritage monuments, railway stations, bus stand, etc.)
8.	Project expectations
9.	Facilities required or expected in or on metro infrastructure
10.	Data centre for metro (help line number, loss and found, missing person guidance, electronic complaint centre, metro timings and details of metro related information, etc)



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Discussion

Sr. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
	Land	Government Land is lying for many years. It is not being used for long.	
	Land	If our land goes, we will get land in return or compensation will be given.	
	Development	It is a good thing there will be development from metro.	
	Traffic.	Ground level traffic will reduce due to metro.	
	Responsibility	How to run metro is the responsibility of the government.	
	Survive	This is a commercial area, the metro should be taken out while saving it, many families survive from here.	
	Land.	Our land issued by the government 50% and what will we do on 50% land?	
	Safety	There is not too much safety on public transport, there will be more safety in the metro.	



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List of Participants

S. No	Name of Participants	Sex	Age	Occupation	Signature
	विजय कुमार		42		[Signature]
	रमेश कुमार		52		[Signature]
	आशीष शर्मा		34		[Signature]
	Shashank Agarwal		31		[Signature]
	विजय कुमार		26		[Signature]
	रमेश कुमार		28		[Signature]
	Akash Agarwal		23		[Signature]
	HTG		57		[Signature]
	रमेश		52		[Signature]
	S Agarwal		24		[Signature]
	Raj Deepak		53		[Signature]
	Premad Ag.		62		[Signature]
	Vinida Agarwal		55		[Signature]
	अनूप शर्मा		50		[Signature]
	Sakil		30		[Signature]
	Prashant		68		[Signature]

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SOCIAL IMPACT ASSESSMENT STUDY FOR AGRA METRO RAIL PROJECT
PUBLIC CONSULTATION

Date: 24/5/2022	Location: Kalandiyahar	Time: 12:30
Type of Stakeholder Group: Commercial/Industrial		
Type of Consultation: Public Consultation	No. of Participants: 11	

Sr. No	Perception about the Project	Yes	No	Remarks	
1.	Do you think it is necessary to construct Agra Metro Rail?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
2.	What impacts, both positive and negative of the project do you foresee				
Sr. No	Positive Impact	Yes-1 No-2	Sr. No	Negative Impact	Yes-1 No-2
I.	Increase in income	Yes	I.	Loss of livelihood	No
II.	Increase in Customers	Yes	II.	Loss of income	No
III.	Increase accessibility to facilities		III.	Structural loss	
IV.	Decrease in accidents	Yes	IV.	Loss of customers and supplies	
V.	Increase in employment		V.	Disruption of social/cultural/economic	
VI.	Decrease in migration		VI.	Religious/sites and networks	
VII.	Increase in property value	Yes	VII.	Decrease in value of properties	
VIII.	Industrial Development and Networking		VIII.	Increase in accidents	Yes
IX.	Improvement in transportation system		IX.	Increase in crime rates	No
X.	Increase in Education level	Yes	X.	Increase in Migration	Yes
XI.	Others Specify		XI.	Others Specify	

List of discussion:

1.	Improvements Required
2.	Resettlement options
3.	Livelihood options
4.	Women related issues and suggestions for metro
5.	Traffic solution
6.	Environment improvements
7.	Accessibility to city infrastructure (like market, school, college, cultural and heritage monuments, railway stations, bus stand, etc.)
8.	Project expectations
9.	Facilities required or expected in or on metro infrastructure
10.	Data centre for metro (help line number, loss and found, missing person guidance, electronic complaint centre, metro timings and details of metro related information, etc)



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Discussion

Sr. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
	Traffic	Traffic will improve.	
	Increase in Crime	There is snatching with women when going in bus and auto, it will be reduce by the arrival of metro.	
	Improvement	This is an industrial area, there comes many big vehicle full of goods, the metro has to take care that it should not hinder their way, if there is any height barrier then we - will be at a loss.	
	Environment	If the trees and sapling are cut at the start of metro work, then metro should plant them elsewhere, it keeps the environment fine.	
	Fare	If good facilities are available in metro then people will be willing to pay RS.10 more.	
	Property Value	With the arrival of the metro, the property value here will increase considerably more.	
	Project Expectations	Metro stations should be near to our locality.	
	Resettlement	If we get land then it should be near by, if it is far away then cash compensation is also required.	
	Women	there should be maximum facilities for women coming to the metro so that they - do not face any problem.	



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List of Participants

S. No	Name of Participants	Sex	Age	Occupation	Signature	MoB. No
①	Shubhank Idgawal	M	30	Business	<i>[Signature]</i>	88990441
②	रविशंकर शर्मा	M	60		<i>[Signature]</i>	9759416
③	जि.के. शर्मा	M	50		<i>[Signature]</i>	931992
④	Jogendra Kumar	m	30		<i>[Signature]</i>	8006626363
5	Vishnu	m	40		<i>[Signature]</i>	
6	Crjender	m	42		<i>[Signature]</i>	
7	Manjeet Singh	M	38		<i>[Signature]</i>	
8	शिव शर्मा		65		<i>[Signature]</i>	
9	OMPRAKASH Banar	m	65		<i>[Signature]</i>	9319107527
10	Yogendra	m	51		<i>[Signature]</i>	8938054000
11	Sachin Kumar	M	35		<i>[Signature]</i>	

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**SOCIAL IMPACT ASSESSMENT STUDY FOR AGRA METRO RAIL PROJECT
PUBLIC CONSULTATION**

Date:	Location: <u>Ballia Road</u> ^{collect trade}	Time: <u>6:20</u>
Type of Stakeholder Group:	<u>Commercial</u>	
Type of Consultation:	<u>Public Consultation</u>	No. of Participants: <u>11</u>

Sr. No	Perception about the Project	Yes	No	Remarks	
1.	Do you think it is necessary to construct Agra Metro Rail?				
2.	What impacts, both positive and negative of the project do you foresee				
Sr. No	Positive Impact	Yes-1 No-2	Sr. No	Negative Impact	Yes-1 No-2
I.	Increase in income	<u>Yes</u>	I.	Loss of livelihood	<u>No</u>
II.	Increase in Customers	<u>Yes</u>	II.	Loss of income	<u>No</u>
III.	Increase accessibility to facilities		III.	Structural loss	
IV.	Decrease in accidents	<u>Yes</u>	IV.	Loss of customers and supplies	<u>No</u>
V.	Increase in employment		V.	Disruption of social/cultural/economic	
VI.	Decrease in migration	<u>Yes</u>	VI.	Religious/sites and networks	
VII.	Increase in property value	<u>Yes</u>	VII.	Decrease in value of properties	<u>No</u>
VIII.	Industrial Development and Networking		VIII.	Increase in accidents	
IX.	Improvement in transportation system		IX.	Increase in crime rates	<u>No</u>
X.	Increase in Education level	<u>Yes</u>	X.	Increase in Migration	<u>Yes</u>
XI.	Others Specify		XI.	Others Specify	

List of discussion:

1.	Improvements Required
2.	Resettlement options
3.	Livelihood options
4.	Women related issues and suggestions for metro
5.	Traffic solution
6.	Environment improvements
7.	Accessibility to city infrastructure (like market, school, college, cultural and heritage monuments, railway stations, bus stand, etc.)
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9.	Facilities required or expected in or on metro infrastructure
10.	Data centre for metro (help line number, loss and found, missing person guidance, electronic complaint centre, metro timings and details of metro related information, etc)



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Discussion

Sr. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
	Traffic.	With the arrival of metro in Agra, the Traffic will be reduce to a great extent, due to which there will be a lot of relief.	
		In pollution, there will be a lot of improvement in traffic in the coming time.	
	Women	There should be a separate coach in the metro for women, there should be a provision for a female security guard.	
	Environment	The environment has become very polluted. due to high traffic in Agra, Due to metro it will be improved.	
	Improvement	I should have parking facility inside in the station	
	Culture heritage.	With the arrival of metro, tourists coming to Agra will visit culture heritage in less time and this will give a big boost to tourism and tourists will also consider staying at night.	
	Civilhood	If metro come, there will be a decrease in employment	
	Data centre	The helpline number inside the metro station should be like missing person Guide lines, electronic Complaint etc, so that the incoming passengers can get these facilities.	

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**SOCIAL IMPACT ASSESSMENT STUDY FOR AGRA METRO RAIL PROJECT
PUBLIC CONSULTATION**

Date: 23/05/2022	Location: Agra Medicus	Time: 3:40 pm
Type of Stakeholder Group: Institutional	No. of Participants:	
Type of Consultation: Educational		

Sr. No	Perception about the Project	Yes	No	Remarks	
1.	Do you think it is necessary to construct Agra Metro Rail?				
2.	What impacts, both positive and negative of the project do you foresee				
Sr. No	Positive Impact	Yes-1 No-2	Sr. No	Negative Impact	Yes-1 No-2
I.	Increase in income		I.	Loss of livelihood	
II.	Increase in Customers		II.	Loss of income	
III.	Increase accessibility to facilities		III.	Structural loss	
IV.	Decrease in accidents		IV.	Loss of customers and supplies	
V.	Increase in employment		V.	Disruption of social/cultural/economic	
VI.	Decrease in migration		VI.	Religious/sites and networks	
VII.	Increase in property value		VII.	Decrease in value of properties	
VIII.	Industrial Development and Networking		VIII.	Increase in accidents	
IX.	Improvement in transportation system		IX.	Increase in crime rates	
X.	Increase in Education level		X.	Increase in Migration	
XI.	Others Specify		XI.	Others Specify	

List of discussion:

1.	Improvements Required
2.	Resettlement options
3.	Livelihood options
4.	Women related issues and suggestions for metro
5.	Traffic solution
6.	Environment improvements
7.	Accessibility to city infrastructure (like market, school, college, cultural and heritage monuments, railway stations, bus stand, etc.)
8.	Project expectations
9.	Facilities required or expected in or on metro infrastructure
10.	Data centre for metro (help line number, loss and found, missing person guidance, electronic complaint centre, metro timings and details of metro related information, etc)



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Discussion

Sr. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
	Necessary	The arrival of metro in agra is very necessary	
	Environment	Due to metro trees and plants will be cut as it is very harmful for environment	
	Traffic	People will not get stuck in traffic jam and traffic be smooth.	
	women	There should be more facilities for ladies so that they can feel safe in metro	
		Ladies coach in metro should be separate.	
		Metro should provide the free pass for student.	
	Education	Students from outside will come here to study after coming to the metro in Agra.	
		Metro station should not be in medical college ground.	
		Metro Card should also be valid in Agra city Bus.	
	facilities	The connectivity should be good to come till the entry exit of the metro.	
		Transport facility should be provided for commuting from metro station to school and college.	

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List of Participants

S. No	Name of Participants	Sex	Age	Occupation	Signature
1	Rohit Kushwah	M	22	Student	Rohit
2	Anchara Kushwaha	F	20	Student	Anchara
3	Temzin Palzom	F	21	Student	Temzin
4	Saanya Gupta	F	22	Student	Saanya
5	Poly Sundram	F	22	Student	Poly
6	Yaswari Tomar	F	21	Student	Yaswari
7	Nishi Srivastava	F	23	Student	Nishi
8	Riya Yadav	F	22	Student	Riya
9	Devesh Yadav	M	22	Student	Devesh
10	Abhishek Shishare	M	24	Student	Abhishek
11	Deepa Singh	F	21	Student	Deepa
12	Anshika Chawla	F	23	Student	Anshika
13	Neha Mina	F	19	Student	Neha
14	Neha Kaur	F	22	Student	Neha Kaur
15	Roopanshi' Loui	F	22	Student	Roopanshi
16	Akanksha Agarwal	F	22	Student	Akanksha
17	Prayushree Singh Tomar	F	22	Student	Prayushree
18	Hemant Kumar	M	23	Student	Hemant
19	Sahil Gupta	M	23	Student	Sahil G.
20	Kulsum Bano	F	22	Student	Kulsum



1) Sahai's Muller	M	28	Student	Student
2) Ashish Ramsvak	M	31	medical	std. of sex
3) Abhishek menawat		07	medical	std
4) Mohit Dablam		063	medical	std
5) Ravi Shankar		05	medical	std
6) ABHISHEK KUMAR		06	medical	std
7) Mansi Talib		05	medical	std
8) Jami Sahy	M	22	Medical	Jami Sahy
9) SHREY GOYAL	M	20	Medical	std

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**SOCIAL IMPACT ASSESSMENT STUDY FOR AGRA METRO RAIL PROJECT
PUBLIC CONSULTATION**

Date: 24/5/2022	Location: Agra Taj Mahal	Time: 4:30
Type of Stakeholder Group: Auto and taxi Driver		
Type of Consultation: Public Consultation	No. of Participants: 13	

Sr. No	Perception about the Project	Yes	No	Remarks	
1.	Do you think it is necessary to construct Agra Metro Rail?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
2.	What impacts, both positive and negative of the project do you foresee				
Sr. No	Positive Impact	Yes-1 No-2	Sr. No	Negative Impact	Yes-1 No-2
I.	Increase in income	Yes	I.	Loss of livelihood	No
II.	Increase in Customers	Yes	II.	Loss of income	No
III.	Increase accessibility to facilities		III.	Structural loss	
IV.	Decrease in accidents	Yes	IV.	Loss of customers and supplies	
V.	Increase in employment		V.	Disruption of social/cultural/economic	
VI.	Decrease in migration	No	VI.	Religious/sites and networks	
VII.	Increase in property value		VII.	Decrease in value of properties	
VIII.	Industrial Development and Networking		VIII.	Increase in accidents	
IX.	Improvement in transportation system		IX.	Increase in crime rates	No
X.	Increase in Education level	Yes	X.	Increase in Migration	Yes
XI.	Others Specify		XI.	Others Specify	

List of discussion:

1.	Improvements Required
2.	Resettlement options
3.	Livelihood options
4.	Women related issues and suggestions for metro
5.	Traffic solution
6.	Environment improvements
7.	Accessibility to city infrastructure (like market, school, college, cultural and heritage monuments, railway stations, bus stand, etc.)
8.	Project expectations
9.	Facilities required or expected in or on metro infrastructure
10.	Data centre for metro (help line number, loss and found, missing person guidance, electronic complaint centre, metro timings and details of metro related information, etc)

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Discussion

Sr. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
	Improvement	Agra is not a big city the metro will run only for 6 months,	
		after that it will fail.	
	Tourist	Tourists will increase.	
	Employment Decrease	The arrival of metro in Agra will have a huge impact on livelihood,	
		the employment of rickshaw auto people will decrease.	
	Traffic	With the arrival of the metro, the traffic will be reduced significantly.	
	Education	The level of education will increase.	
	Improvement	Have never travelled on the metro, only after it comes, we-	
		can you tell what should be improved?	
	Property	Property value will increase, rate will double.	
	Traffic	Accidents will be reduced.	
	Resettlement	Due to the arrival of metro in Agra, if any shop of any	
		person goes to metro then he should be given double shifted.	

somewhere else by metro or he should be given double compensation.



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List of Participants

S. No	Name of Participants	Sex	Age	Occupation	Signature
1	Sachin Singh	M	35	Auto	(S.S)
2	Rohan Kumar	M	40	taxi	R.K
3	Pranesh yash	M	35	Auto	(P.Y)
4	Gaurav Dhule	M	30	Auto	(G.D)
5	Padikal	M	32	taxi	Padikal
6	Saurav	M	35	taxi	Saurav
7	Raj nath	M	45	taxi	(R.N)
8	Vijay Kumar	M	37	Auto	(V.K)
9	Mato r	M	28	Auto	(M)
10	Natty Singh	M	45	taxi	(N.S)
11	Ajit Kumar	M	40	taxi	(A.K)
12	Ratan Singh	M	50	Auto	(R.S)
13	Rohan	M	47	Auto	Rohan

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SOCIAL IMPACT ASSESSMENT STUDY FOR AGRA METRO RAIL PROJECT
PUBLIC CONSULTATION

Date: 24/5/2022	Location: Agra Fort	Time: 3:30
Type of Stakeholder Group: Auto Rick		
Type of Consultation: Public Consultation	No. of Participants: 11	

Sr. No	Perception about the Project	Yes	No	Remarks	
1.	Do you think it is necessary to construct Agra Metro Rail?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
2.	What impacts, both positive and negative of the project do you foresee				
Sr. No	Positive Impact	Yes-1 No-2	Sr. No	Negative Impact	Yes-1 No-2
I.	Increase in income	Yes	I.	Loss of livelihood	No
II.	Increase in Customers	Yes	II.	Loss of income	No
III.	Increase accessibility to facilities		III.	Structural loss	
IV.	Decrease in accidents	Yes	IV.	Loss of customers and supplies	
V.	Increase in employment	Yes	V.	Disruption of social/cultural/economic	
VI.	Decrease in migration	No	VI.	Religious/sites and networks	
VII.	Increase in property value	Yes	VII.	Decrease in value of properties	No
VIII.	Industrial Development and Networking		VIII.	Increase in accidents	No
IX.	Improvement in transportation system		IX.	Increase in crime rates	No
X.	Increase in Education level	Yes	X.	Increase in Migration	Yes
XI.	Others Specify		XI.	Others Specify	

List of discussion:

1.	Improvements Required
2.	Resettlement options
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7.	Accessibility to city infrastructure (like market, school, college, cultural and heritage monuments, railway stations, bus stand, etc.)
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9.	Facilities required or expected in or on metro infrastructure
10.	Data centre for metro (help line number, loss and found, missing person guidance, electronic complaint centre, metro timings and details of metro related information, etc)



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Discussion

Sr. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
	Necessary	The arrival of metro in Agra is very necessary.	
	Environment	Due to metro, trees and plants will be cut as it is very harmful for environment.	
	Women	There should be more facilities for ladies, so that they can feel safe in metro.	
	Project Expectation	There should be parking facilities for auto and taxi in metro station.	
	Crime.	We feel that crime rate is decreased due to metro.	
	Cultural heritage	is not that Cultural heritage tourism will increase.	
	Extra fare	People will not pay extra fare.	
	Facilities	Like Delhi, there should be more toilets in metro station.	
	Data Centre	There should be a helpline number, missing guidance.	



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List of Participants

S. No	Name of Participants	Sex	Age	Occupation	Signature	
1	Ajay Yadav		30	Auto	<i>Ajay</i>	9841953682
2	Ajeem Khan		42	Auto	<i>Ajeem</i>	
3	Irfan		37	Auto	<i>Irfan</i>	8979124424
4	Lakhan Singh		30	Taxi	<i>Lakhan Singh</i>	9634178832
5	Rudesh		29	Taxi	<i>Rudesh</i>	7533849941
6	Saif		25	Auto	<i>Saif</i>	9897551305
7	Naxem		42	Auto	<i>Naxem</i>	
8	Rashid Khan		32	Auto	<i>Rashid</i>	
9	Ravi		30	Taxi	<i>Ravi</i>	
10	Brem Sharma		26	Auto	<i>Brem</i>	
11	Irfad Khan		23	Auto	<i>Irfad</i>	



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SOCIAL IMPACT ASSESSMENT STUDY FOR AGRA METRO RAIL PROJECT
PUBLIC CONSULTATION- Cultural and Heritage Monuments

Date: 25/05/2022	Location: Sikandara	Time: 3:00 pm
Type of Stakeholder Group:		
Type of Consultation: Sikandara fort staff	No. of Participants: 10	

Sr. No	Perception about the Project	Remarks
1.	On a scale of 1 to 5 where 1 is bad and 5 is good, what do you think that project will affect the cultural properties of the city?	5
2.	How you are associated with the cultural and heritage properties?	Its give us livelyhood
3.	Do you know how many cultural or heritage monuments are presents in Agra City? Can you name few,	(1) Mahal / Sikandara / Agra fort.
4.	Frequency of visiting cultural or heritage monuments?	Daily
5.	What is your opinion about the project impacting cultural or heritage monuments?	Its increase tourist / livelyhood
6.	What positive/negative impacts do you perceive?	
7.	What is your opinion about how UPMRCL will improve your association with cultural or heritage monuments?	We dont know right now after operation it will be good to give opinion.

Discussion

Sr. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
	Increase	With the arrival of metro, tourism will increase, tourists can easily visit from five to six monuments in a single day, which will save their time and money.	
	Environment	With the arrival of metro, there will be a lot of difference in the environment, pollution will be reduced.	
	Traffic	The traffic in Agra is very high and people face difficulties in travelling. After metro jam will be reduced and tourist can travel more.	



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	work.	Our work will be increased.	
	Cultural	Metro project should only cause any damage to historic building.	
	Improve	Metro station should be near the monuments.	
	facilities.	Tourists should get good facilities in the metro like there should be halt desks, there should be accelerators.	
	Rating.	We get 5 rating for metro project.	
	Livelihood	Its give us livelihood.	



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SOCIAL IMPACT ASSESSMENT STUDY FOR AGRA METRO RAIL PROJECT
PUBLIC CONSULTATION- Cultural and Heritage Monuments

Date: 26/05/2022	Location: Jama Masjid	Time: 2:00 PM
Type of Stakeholder Group:		
Type of Consultation: Masjid Committee	No. of Participants: 10	

Sr. No	Perception about the Project	Remarks
1.	On a scale of 1 to 5 where 1 is bad and 5 is good, what do you think that project will affect the cultural properties of the city?	5
2.	How you are associated with the cultural and heritage properties?	4 Jay mahal / Jama masjid
3.	Do you know how many cultural or heritage monuments are presents in Agra City? Can you name few,	Agar fort
4.	Frequency of visiting cultural or heritage monuments?	monthly
5.	What is your opinion about the project impacting cultural or heritage monuments?	
6.	What positive/negative impacts do you perceive?	
7.	What is your opinion about how UPMRCL will improve your association with cultural or heritage monuments?	

Discussion

Sr. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
	Routing	5 rating metro project will also develop the Agra quickly.	
		With the start of the metro project, there should be no damage to the historical buildings.	
		Public and tourist will get a lot of convenience from the metro.	
		Metro will bring relief from traffic congestion.	
		Metro will also improve a lot on the environment.	



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SOCIAL IMPACT ASSESSMENT STUDY FOR AGRA METRO RAIL PROJECT
PUBLIC CONSULTATION- Cultural and Heritage Monuments

Date: 25/05/2022	Location: Agra Fort	Time: 3:40 pm
Type of Stakeholder Group:		
Type of Consultation:	Tourist Guide	No. of Participants:

Sr. No	Perception about the Project	Remarks
1.	On a scale of 1 to 5 where 1 is bad and 5 is good, what do you think that project will affect the cultural properties of the city?	5
2.	How you are associated with the cultural and heritage properties?	We are doing our job
3.	Do you know how many cultural or heritage monuments are presents in Agra City? Can you name few,	its gives us food and much Monuments Mariam tomb
4.	Frequency of visiting cultural or heritage monuments?	Daily
5.	What is your opinion about the project impacting cultural or heritage monuments?	Its not impacting
6.	What positive/negative impacts do you perceive?	Its gives comfort
7.	What is your opinion about how UPMRCL will improve your association with cultural or heritage monuments?	they do good things we are happy to see metro in Agra City.

Discussion

Sr. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
	Traffic	Metro will improve traffic a lot.	
		With the arrival of metro tourism will increase, tourist can easily roam from five to six movements in a single day, which will save their time and money.	
		We give 5 rating to Agra Metro.	
		We are associated with agra fort since last 20 years. There should not be any harm to agra fort.	
		Agra will develop only with the arrival metro.	

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**SOCIAL IMPACT ASSESSMENT STUDY FOR AGRA METRO RAIL PROJECT
PUBLIC CONSULTATION- Cultural and Heritage Monuments**

Date: 25/5/2022	Location: Taj Mahal.	Time:
Type of Stakeholder Group:		No. of Participants: 11
Type of Consultation:	Tourist Guide	

Sr. No	Perception about the Project	Remarks
1.	On a scale of 1 to 5 where 1 is bad and 5 is good, what do you think that project will affect the cultural properties of the city?	3
2.	How you are associated with the cultural and heritage properties?	Culture of Amratar
3.	Do you know how many cultural or heritage monuments are presents in Agra City? Can you name few,	Taj Mahal marlam temp mehtab Bagh
4.	Frequency of visiting cultural or heritage monuments?	Daily
5.	What is your opinion about the project impacting cultural or heritage monuments?	It's increase tourists
6.	What positive/negative impacts do you perceive?	Just Good for Agra City
7.	What is your opinion about how UPMRCL will improve your association with cultural or heritage monuments?	It's depend on gesture How they will improve our association.

Discussion

Sr. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
	Affected	Metro will not affect tourism.	
	Not Needed	Metro is not needed in Agra as it is not such a big city.	
	Station	Metro station is so close, as long as I go to the station, I will reach Agra fast so long.	
	No use	There is no use of metro from ftehabad to fort.	
	Population	Agra city population is very less.	

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SOCIAL IMPACT ASSESSMENT STUDY FOR AGRA METRO RAIL PROJECT
PUBLIC CONSULTATION- Cultural and Heritage Monuments

East Gate

Date: 25/05/2022	Location: Taj Mahal	Time: 5:15pm
Type of Stakeholder Group:		
Type of Consultation:	Tourist Guide	No. of Participants: 10

Sr. No	Perception about the Project	Remarks
1.	On a scale of 1 to 5 where 1 is bad and 5 is good, what do you think that project will affect the cultural properties of the city?	5
2.	How you are associated with the cultural and heritage properties?	Its gives us livelihood &
3.	Do you know how many cultural or heritage monuments are presents in Agra City? Can you name few,	& Ginnat ka Rosa / Taj Mahal. Agra fort.
4.	Frequency of visiting cultural or heritage monuments?	Daily
5.	What is your opinion about the project impacting cultural or heritage monuments?	Its good for Agra city
6.	What positive/negative impacts do you perceive?	Its increase tourism
7.	What is your opinion about how UPMRCL will improve your association with cultural or heritage monuments?	They will provide good facilities to people of Agra fort and for us.

Discussion

Sr. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
	Traffic	metro will improve traffic a lot.	
	Associated	We are associated with this, we have been running our employment from this for 25-30 years.	
	Rating	we are giving 5 star to Agra Metro.	
	Affected	The arrival of metro will affect the employment of auto and taxi drivers.	
	Improve	Agra will develop only with the arrived of metro.	

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**SOCIAL IMPACT ASSESSMENT STUDY FOR AGRA METRO RAIL PROJECT
PUBLIC CONSULTATION**

Date: 26/5/22	Location: Shyam Place	Time: 5:30 Pm
Type of Stakeholder Group: Women Residential		
Type of Consultation:	No. of Participants: 11	

Sr. No	Perception about the Project	Yes	No	Remarks	
1.	Do you think it is necessary to construct Agra Metro Rail?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
2.	What impacts, both positive and negative of the project do you foresee				
Sr. No	Positive Impact	Yes-1 No-2	Sr. No	Negative Impact	Yes-1 No-2
I.	Increase in income	Yes	I.	Loss of livelihood	No
II.	Increase in Customers	Yes	II.	Loss of income	No
III.	Increase accessibility to facilities		III.	Structural loss	
IV.	Decrease in accidents	Yes	IV.	Loss of customers and supplies	
V.	Increase in employment	Yes	V.	Disruption of social/cultural/economic	
VI.	Decrease in migration	No	VI.	Religious/sites and networks	
VII.	Increase in property value	Yes	VII.	Decrease in value of properties	No
VIII.	Industrial Development and Networking	Yes	VIII.	Increase in accidents	No
IX.	Improvement in transportation system		IX.	Increase in crime rates	No
X.	Increase in Education level	Yes	X.	Increase in Migration	Yes
XI.	Others Specify		XI.	Others Specify	

List of discussion:

1.	Improvements Required
2.	Resettlement options
3.	Livelihood options
4.	Women related issues and suggestions for metro
5.	Traffic solution
6.	Environment improvements
7.	Accessibility to city infrastructure (like market, school, college, cultural and heritage monuments, railway stations, bus stand, etc.)
8.	Project expectations
9.	Facilities required or expected in or on metro infrastructure
10.	Data centre for metro (help line number, loss and found, missing person guidance, electronic complaint centre, metro timings and details of metro related information, etc)



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Discussion

Sr. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
	Neccessary.	It is very neccessary to have metro in Agra.	
	Women	In Agra, women have to face lot of problems while traveling on public-transport, such as tampering or busking, these thing should be taken care of in metro.	
	JOB	Metro stations should be give jobs the women in metro.	
	Project	Metro stations should be near by culture heritage.	
	Safety	there should be a good arrangment for the safty of women	
		In the metro, there should be helpline numbers, there should be toilets at the station.	
	Connectivity	Metro should be given good connectivity with schools and colleges so that we can reach easily.	

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SOCIAL IMPACT ASSESSMENT STUDY FOR AGRA METRO RAIL PROJECT
PUBLIC CONSULTATION

Date: 26/5/2022	Location: Purganimandi	Time: 18:15
Type of Stakeholder Group: Residential women Residential		
Type of Consultation:		No. of Participants: 11

Sr. No	Perception about the Project	Yes	No	Remarks	
1.	Do you think it is necessary to construct Agra Metro Rail?				
2.	What impacts, both positive and negative of the project do you foresee				
Sr. No	Positive Impact	Yes-1 No-2	Sr. No	Negative Impact	Yes-1 No-2
I.	Increase in income	Yes	I.	Loss of livelihood	NO
II.	Increase in Customers		II.	Loss of income	NO
III.	Increase accessibility to facilities	Yes	III.	Structural loss	
IV.	Decrease in accidents	Yes	IV.	Loss of customers and supplies	NO
V.	Increase in employment		V.	Disruption of social/cultural/economic	
VI.	Decrease in migration	Yes	VI.	Religious/sites and networks	
VII.	Increase in property value		VII.	Decrease in value of properties	NO
VIII.	Industrial Development and Networking		VIII.	Increase in accidents	NO
IX.	Improvement in transportation system		IX.	Increase in crime rates	NO
X.	Increase in Education level	Yes	X.	Increase in Migration	NO
XI.	Others Specify		XI.	Others Specify	

List of discussion:

1.	Improvements Required
2.	Resettlement options
3.	Livelihood options
4.	Women related issues and suggestions for metro
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7.	Accessibility to city infrastructure (like market, school, college, cultural and heritage monuments, railway stations, bus stand, etc.)
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Discussion

Sr. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
	Necessary	There should be a metro in Agra, then will be A lot of development in Agra due to metro.	
	Women	Maximum security should be provided to women by metro.	
	livelihood.	Metro should provide employment to women so that women can live their life easy.	
	Crime Rate	Every day there is teasing with women with the arrival of the metro, all this will end and we will be able to come anywhere easily.	
	Environment	Pollution is increasing very fast in Agra, which will be reduced by the arrival of metro.	
	Increase Education.	Girls can easily go to their schools and colleges by metro and the level of education will increase significantly.	



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List of Participants

S. No	Name of Participants	Sex	Age	Occupation	Signature
1	Kusum Kumari	Female	41		
2	Radhika Devi	Female	37		
3	Sanjana Kumari	Female	30		
4	Sandesh Devi	Female	28		
5	Sonia	Female	26		
6	Kavita	Female	33		
7	Monika	Female	31		
8	Radgeswari	Female	37		
9	Priyanka	Female	34		
10	Sheetal	Female	24		
11	Komal Devi	Female	31		
13	Arti Sharma	11	30		
14	Uma Devi	11	32		
15	Sonita Rana	11	23		

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SOCIAL IMPACT ASSESSMENT STUDY FOR AGRA METRO RAIL PROJECT
PUBLIC CONSULTATION

Date: 25/5/2022	Location: Sanjay Palace	Time: 5:30
Type of Stakeholder Group: Vendor		
Type of Consultation: Public Consultation	No. of Participants: 10	

Sr. No	Perception about the Project		Yes	No	Remarks
1.	Do you think it is necessary to construct Agra Metro Rail?				
2.	What impacts, both positive and negative of the project do you foresee				
Sr. No	Positive Impact	Yes-1 No-2	Sr. No	Negative Impact	Yes-1 No-2
I.	Increase in income	Yes	I.	Loss of livelihood	No
II.	Increase in Customers	Yes	II.	Loss of income	No
III.	Increase accessibility to facilities		III.	Structural loss	Yes
IV.	Decrease in accidents	Yes	IV.	Loss of customers and supplies	
V.	Increase in employment		V.	Disruption of social/cultural/economic	
VI.	Decrease in migration	No	VI.	Religious/sites and networks	
VII.	Increase in property value	Yes	VII.	Decrease in value of properties	No
VIII.	Industrial Development and Networking	Yes	VIII.	Increase in accidents	No
IX.	Improvement in transportation system		IX.	Increase in crime rates	No
X.	Increase in Education level	Yes	X.	Increase in Migration	Yes
XI.	Others Specify		XI.	Others Specify	

List of discussion:

1.	Improvements Required
2.	Resettlement options
3.	Livelihood options
4.	Women related issues and suggestions for metro
5.	Traffic solution
6.	Environment improvements
7.	Accessibility to city infrastructure (like market, school, college, cultural and heritage monuments, railway stations, bus stand, etc.)
8.	Project expectations
9.	Facilities required or expected in or on metro infrastructure
10.	Data centre for metro (help line number, loss and found, missing person guidance, electronic complaint centre, metro timings and details of metro related information, etc)

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Discussion

Sr. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
	Improvements Required	Coming of metro in Agra only have benefit and development.	
	Resettlement options.	If we lose our shops, then we should find shops somewhere under the metro station.	
	Livelihood options	With the arrival of metro, our earnings will increase.	
	Women Related.	With the arrival of metro, women will get more facilities. there will be less eve-teasing, and women's coach should be separated.	
	Traffic Solution.	With the arrival of the metro, there will be less traffic inside Agra.	
	Environment	If the traffic is less then the pollution will also be less.	
	Project expectation.	Agra will be more beautiful, people will get employment tourism will increase.	
	Facilities required	The auto drivers should have the facilities of parking at the metro stations and the vendors should have the facilities of their shops, so that they can run the employment.	
	Data Centre.	There should be help-line numbers inside the metro and there should be police.	



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SOCIAL IMPACT ASSESSMENT STUDY FOR AGRA METRO RAIL PROJECT
PUBLIC CONSULTATION

Date: 24/5/2022	Location: Agra Cantt	Time: 12:40
Type of Stakeholder Group: Vendor		
Type of Consultation:	No. of Participants: 10	

Sr. No	Perception about the Project		Yes	No	Remarks
1.	Do you think it is necessary to construct Agra Metro Rail?		<input checked="" type="checkbox"/>		
2.	What impacts, both positive and negative of the project do you foresee				
Sr. No	Positive Impact	Yes-1 No-2	Sr. No	Negative Impact	Yes-1 No-2
I.	Increase in income	Yes	I.	Loss of livelihood	No
II.	Increase in Customers	Yes	II.	Loss of income	No
III.	Increase accessibility to facilities		III.	Structural loss	
IV.	Decrease in accidents	Yes	IV.	Loss of customers and supplies	
V.	Increase in employment		V.	Disruption of social/cultural/economic	
VI.	Decrease in migration	Yes	VI.	Religious/sites and networks	
VII.	Increase in property value		VII.	Decrease in value of properties	No
VIII.	Industrial Development and Networking	Yes	VIII.	Increase in accidents	No
IX.	Improvement in transportation system		IX.	Increase in crime rates	No
X.	Increase in Education level	Yes	X.	Increase in Migration	
XI.	Others Specify		XI.	Others Specify	

List of discussion:

1.	Improvements Required
2.	Resettlement options
3.	Livelihood options
4.	Women related issues and suggestions for metro
5.	Traffic solution
6.	Environment improvements
7.	Accessibility to city infrastructure (like market, school, college, cultural and heritage monuments, railway stations, bus stand, etc.)
8.	Project expectations
9.	Facilities required or expected in or on metro infrastructure
10.	Data centre for metro (help line number, loss and found, missing person guidance, electronic complaint centre, metro timings and details of metro related information, etc)



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Discussion

Sr. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
	Necessary Metro in Agra.	It's necessary to have a metro. It will have some benefit, then its disadvantages will also be seen.	
	Resettlement option.	Should we be given a shop instead of a shop or give me two fold compensation.	
	Livelihood option.	If we get some place to earn food then we need metro.	
	Employment	With the arrival of metro in Agra, Employment will increase.	
	Traffic solution.	With the arrival of the metro, there will be less traffic inside Agra.	
	Extra fare	If you get food facilities in metro, will give 10 Rs. more.	
	Women related	Separate compartment for women in metro.	
	Cultural heritage	Tourism will also increase.	
	Environment Improvement	The environment of Agra will improve a lot due to the arrival of metro because the traffic will reduce a lot, due to traffic jam the Carbon dioxide is increasing more, the environment will improve a lot due to arrival of the metro.	

Passenger

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SOCIAL IMPACT ASSESSMENT STUDY FOR AGRA METRO RAIL PROJECT
PUBLIC CONSULTATION

Date: <i>26/5/22</i>	Location: <i>Agra (GNT)</i>	Time: <i>2:30</i>
Type of Stakeholder Group: <i>Passenger</i>		
Type of Consultation: <i>public consultation</i>	No. of Participants: <i>12</i>	

Sr. No	Perception about the Project	Yes	No	Remarks	
1.	Do you think it is necessary to construct Agra Metro Rail?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
2.	What impacts, both positive and negative of the project do you foresee				
Sr. No	Positive Impact	Yes-1 No-2	Sr. No	Negative Impact	Yes-1 No-2
I.	Increase in income	<i>Yes</i>	I.	Loss of livelihood	<i>NO</i>
II.	Increase in Customers	<i>Yes</i>	II.	Loss of income	<i>NO</i>
III.	Increase accessibility to facilities		III.	Structural loss	
IV.	Decrease in accidents	<i>Yes</i>	IV.	Loss of customers and supplies	<i>NO</i>
V.	Increase in employment		V.	Disruption of social/cultural/economic	
VI.	Decrease in migration	<i>Yes</i>	VI.	Religious/sites and networks	<i>NO</i>
VII.	Increase in property value		VII.	Decrease in value of properties	<i>NO</i>
VIII.	Industrial Development and Networking	<i>Yes</i>	VIII.	Increase in accidents	<i>NO</i>
IX.	Improvement in transportation system		IX.	Increase in crime rates	<i>NO</i>
X.	Increase in Education level	<i>Yes</i>	X.	Increase in Migration	<i>Yes</i>
XI.	Others Specify		XI.	Others Specify	

List of discussion:

1.	Improvements Required
2.	Resettlement options
3.	Livelihood options
4.	Women related issues and suggestions for metro
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Discussion

Sr. No	Issues raised/ Discussed	Participant Suggestions/ comments	Remarks
	Necessary	It is very important to have a metro in Agra because of this	
		Tourists coming from outside can easily come to the cultural heritage, this will save their time.	
	Employment	People should be given employment by metro.	
	Traffic	People will not get stuck in traffic jam and traffic will be smooth.	
	Pollution	There is a lot of pollution in Agra, the arrival of metro will make a difference.	
	Project Expectation	Taj Mahal can't be reached directly by metro, auto and taxi	
		Cost less money, some metro fare will be higher, so it doesn't	
		seem that metro will be successful here.	
	Data Centre	Metro should have helpline numbers and public guidance desks.	
	Development	Agra development will also happen quickly due to metro project.	



Annexure B: Sample of Stakeholder Log

S. No	Date/ place	Company Staff Attendance	Contact Person/ Organization	Meeting Summary/ Key Issues raised	Follow-Up Action

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