



Social Monitoring Report

Project Number: 42266-023
March 2018
Period: December 2016 – May 2017

IND: Kolkata Environmental Improvement Investment Program - Tranche 1

Submitted by:

The Kolkata Municipal Corporation (KMC), Kolkata

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Asian Development Bank

RWS

for logging pls

PKM/SM.

From: Project Director KEIP [<mailto:pdkeip@gmail.com>]

Sent: Monday, March 12, 2018 11:03 AM

To: Sourav MAJUMDER <smajumder@adb.org>

Cc: Neeta Pokhrel <npokhrel@adb.org>; Bebedel V. Fabe <bfabe@adb.org>; Ninette R. Pajarillaga <npajarillaga@adb.org>; kalisankarghosh@gmail.com; Soumya Ganguly <soumya6@yahoo.com>

Subject: Re: Loan 3053 - IND: SSMRs for the period Dec 2016 to May 2017 and July 16 to Nov 16 (L 3053)

Dear Sourav,

With reference to your mail dt. 1.3.2018, kindly find enclosed the Revised Semi Annual Social Safeguards Monitoring Report, TR-1 for your kind perusal.

With best wishes,

Project Director
Kolkata Environment Improvement Investment Programme
Kolkata Municipal Corporation
Kolkata



**KOLKATA ENVIRONMENTAL IMPROVEMENT
INVESTMENT PROGRAM (KEIP) – PROJECT 1**

PROJECT MANAGEMENT UNIT

**SEMI ANNUAL SOCIAL SAFEGUARDS MONITORING REPORT
TRANCHE 1
ADB Loan 3053-IND
(Period December 2016 to May 2017)**



KOLKATA MUNICIPAL CORPORATION

Semi-Annual Social Safeguard Monitoring Report

ADB Loan Number 3053-IND

Period Covered: December 2016 to May 2017

**IND: KOLKATA ENVIRONMENTAL IMPROVEMENT
INVESTMENT PROGRAM (KEIP) – Project 1**

Prepared by Project Management Unit, Kolkata Environmental Improvement Investment Program, Kolkata Municipal Corporation, Government of West Bengal for Asian Development Bank

ABBREVIATIONS

ADB	-	Asian Development Bank
BR	-	Borough
DDR	-	Due Diligence Report
DH	-	Diamond Harbour
DIA	-	Diameter
DWF	-	Dry Weather Flow
DSC	-	Design and Supervision Consultants
EA	-	Executing Agency
GAP	-	Ganga Action Plan
GR	-	Grievance Redressal
GRM	-	Grievance Redressal Mechanism
GRC	-	Grievance Redressal Committee
HDPE	-	High Density Poly Eurithyn
KEIP	-	Kolkata Environmental Improvement Project
INR	-	Indian National Rupee
KEIIP		Kolkata Environmental Improvement Investment Program
KMC	-	Kolkata Municipal Corporation
Lps	-	Litre Per Second
MFF	-	Multi – tranche Financing Facility
MPS	-	Main Pumping Station
Nos	-	Numbers
PC&SDC	-	Public Communication & Social Development Consultant
PST	-	Pre-settling Tanks
PS	-	Pumping Station
PMC	-	Project Management Consultant
PMU	-	Project Management Unit
PS	-	Pumping Station

RP	-	Resettlement Plan
RCC NP	-	Reinforced Cement Concrete Non Pressure
ROW	-	Right of Way
RP	-	Resettlement Plan
S & D	-	Sewage & Drainage
SSE STP		South Sub-Urban East Sewage Treatment Plant
SPS	-	Safeguard Policy Statement
STP	-	Sewage Treatment Plant
SWF	-	Storm Water Flow
Sq.m.	-	Square Metre
Sq.Km	-	Square Kilometer
TR	-	Tranche
UFW	-	Unaccounted For Water
USD	-	US Dollar
WTP	-	Water Treatment Plant

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I. PROJECT DESCRIPTION

A) Background

The Master Plan proposals for Sewerage and Drainage, formulated in 1966, suffered a severe setback due to influx of large number of refugees after Indo-Pak War of 1971. The migrants chose to settle in the outskirts of Kolkata, since core city was already saturated. In the year 1984, Behala, Jadavpur and Garden Reach municipalities were added to the Kolkata Municipal Corporation Area, thereby causing unplanned development, without organized Sewerage & Drainage (S&D) facilities, in these areas. Such need for these areas had been identified and are being addressed by implementation of KEIP, (Phase-I), a 257m USD ADB funded initiative which sought to create 50.7 sq.km (Out of 187 sq.km area of KMC, about 87 kms forms the added area) of S&D network.

The works under KEIP have been completed by 30 June 2013, the closing date of the ADB loans. Both KMC and ADB wished to continue their combined efforts to improve the urban environment and living conditions in Kolkata, building on results achieved and experience gained. Therefore, a continuation of KEIP is now proposed, which will be named as The Kolkata Environmental Improvement Investment Program (KEIIP) consisting of three tranches. The ADB has expressed its willingness to support this program by providing a multi-tranche financing facility (MFF), through three tranches for US\$ 400 million.

KEIIP (Kolkata Environmental Improvement Investment Program) is conceived as a logical extension to the ongoing works to cover the balance area i.e. about 37 sq.km. which is still devoid of any organized S & D facility.

It is also seen that the current water loss service level is far beyond the target due to system loss (mainly from house connections and stand posts); uneven distribution of supply water; inadequate reservoir capacity; old piping system causing frictional loss and low residual friction, Intermittent supply etc.

The Mission of the project as envisaged is, “Benchmarking the services that enhance the quality of urban life and environment, with state-of-the-art technologies, in a sustainable and independent way”

KEIIP Tranche I includes a total of seven subprojects prioritizing waterworks and sewerage & drainage that includes:

- (i) Water Loss Management in the Cossipore service zone, ward numbers 1 to 6;
- (ii) Rehabilitation of Palta Water Treatment Plant and Garden Reach Water Treatment Plant + Cleaning of Pre-settling Tanks (PSTs) at Palta WTP;
- (iii) Supply and Installation of pumps and motors at Tallah, Palta and Garden Reach systems;
- (iv) Micro tunneling work on water trunk main between Garden Reach and Taratala and laying of sewer line along Diamond Harbor Road;
- (v) Construction of Pumping Station at Begore khal and at Joka Tram Depot & Construction of Sewerage & Drainage network within Diamond Harbour Road Catchment I;
- (vi) Micro tunneling works on Pressure main between Santoshpur MPS and Garden Reach STP.
- (vii) Construction of S&D Network and Pumping Station in Borough - XIII (Ward 122) including Replacement of GAP Sewer Line in Borough-XV. Laying of Pumping Main and Rehabilitation of SSE STP including operation & Maintenance of the Pumping Station(s) and STP.

B) Details of Project Components

Package Name	Scope of Work as per RP	Revised Scope as per approved DDR
SD – 05	S&D mains (600 mm and above) in DH Road catchment. A total of 7 km will be covered in 17 lanes in parts of KMC Ward 125. Located in a part of the Diamond Harbour Road catchment area	<ul style="list-style-type: none"> • Development of trunk S&D network – 16.7 km in part of ward no -125 & 126 • Construction of Combined Pumping Station – Joka Tram depot PS (5 nos. of SWF pump, each having capacity 1000 lps & 6 nos. of DWF pumps, each having a capacity of 161 lps) • Construction of Combined Pumping Station – Begore PS (5 nos. of SWF pump, each having capacity 1200 lps & 4 nos. of DWF pumps, each having capacity of 100 lps)
	Pressure main from Joka Tram Depot to Churial canal by open cut method. 0.3 km along DH road	<ul style="list-style-type: none"> • Renovation & Augmentation of SWF pumping capacity at Airport Road Cultural Field Pumping station • Construction of Begore Khal Box Drain – 150 M
	New S&D Pumping Station at Joka tram depot. Total area to be covered 3,037.8 m ² .	<ul style="list-style-type: none"> • Rehabilitation of Begore Branch Canal – 220 M • Laying of rider sewer at Upen Benerjee Road - 1450 M

	<p>Construction of Begore Khal pumping station for dry weather flows from Zone 1 and Zone 4B and storm water flows from Zone 4B at Maheshtala municipality area adjacent to Zone 4B sub-basin in Monikhali basin. Construction of disposal arrangements for discharging storm water flows into Begore branch canal.</p> <p>Construction of pumping main to convey dry weather flows to a manhole located in Zone 4A</p> <p>This subproject component is a spillover from KEIP</p> <p>Construction of access road to the Begore pumping station (262.13 sq m</p>	
SD - 04	<p>Trunk Sewer along Diamond Harbour Road from Sakher bazaar to Churial Canal along western side. 3.9 km of road Parts of KMC wards 122 to 127 Within ROW of existing road.</p> <p>Trunk sewer on Diamond Harbour Road from Joka tram depot to Churial canal by micro-tunneling (eastern side) 0.3 km of road within ROW of existing road</p>	<ul style="list-style-type: none"> • Laying of RCC NP pipe of diameter varying between 1600 mm to 2400 mm for a length of 4 km along DH Road • Laying of SWF pumping main 1800 mm dia from Joka Tram Depot PS to Churial Canal– 280m by Micro Tunneling method and 122 m by Open-Cut method
SD - 06	<p>Pressure main between Santoshpur main pumping station and Garden Reach STP side. 650 m length located in Maheshtala</p>	<ul style="list-style-type: none"> • Laying of Sewage pressure main from Santoshpur MPS to Garden Reach STP (Length – 539 m)

	<p>municipality. The pressure main is designed as an 800 mm-diameter HDPE sewer of 580 m length. The largest section (525 m) is to be constructed by micro-tunneling in a casing pipe passing under a busy railway line and highly populated slum area.</p>	<p>Part of Borough XV & part of Mahestala Municipality</p>
Package Name	Scope of Work as per DDR	Revised Scope
SD - 07	<p>Rehabilitation of GAP sewer along Third Railway line – Karbala Road including allied works in Borough XV.</p> <p>Development of S&D network including one combined pumping station within SouthSub-urban East Catchments - Ward – 122(Part)</p> <p>Rehabilitation of South Sub-urban East (SSE) STP</p>	<ul style="list-style-type: none"> • Rehabilitation of GAP Sewer along Third Railway line – Karbala Road including allied works in Borough XV • Laying of Pumping main from Trenching Ground PS to Santoshpur PS • Construction of Sewerage and Drainage network of S&D network (Ward – 122) & laying of SWF and DWF Pumping Mains from SSE Pumping Stations including Construction of SSE Pumping Station • Rehabilitation of South Suburban East (SSE) STP

II. RESETTLEMENT IMPACTS OF THE PROJECT

SI. No.	Package Title	Project Component as per revised DDR	Resettlement Impacts
1	TR-01/WS 01 : Water loss Management in Cossipore area	<ul style="list-style-type: none"> • Part replacement of existing pipe lines & laying of new water pipes (diameter between 100 mm to 700 mm – 153 km) • Leakage repairs • Installation of valves • Installation of consumer meters (25000 nos.) 	NIL
2	TR-01/WS 02 : Rehabilitation & Refurbishment of Water Works at Palta & Garden Reach Water works	<ul style="list-style-type: none"> • Construction of new WTP of 91 MLD capacity at Palta water works • Rehabilitation of Raw Water Intake Jetty at Palta water Works • Rehabilitation of Raw Intake Jetty at Garden Reach Water Works 	NIL
3	TR-01/WS 03 : Supply & Installation of Pumps & Motor for water supply at Tallah, Palta & Garden Reach	<ul style="list-style-type: none"> • Replacement of 2 nos. pump motor set at Palta water works , 1 no. pump motor set at Tallah and 7 nos. pump motors set at Garden Reach Water Works • 3 nos. motors at Tallah pumping station • Replacement of valves at all the three pumping stations. 	NIL
4	TR-01/WS 04 & SD 04: Laying of Water line & Sewer line by	<ul style="list-style-type: none"> • Laying of Water trunk main of dia. 1800 dia. from Garden Reach Water works to James Long Sarani 	NIL

	Micro tunnelling method	(Gholsapara Market) via. Taratala valve station for a length of 5 km <ul style="list-style-type: none"> Laying of RCC NP pipe of diameter varying between 1600 mm to 2400 mm for a length of 4 km along DH Road Laying of SWF pumping main from Joka Tram Depot PS – 420 m 	
5	TR-01/SD 05 : Laying of Sewer lines in 125 & 126 & Construction of pumping stations	<ul style="list-style-type: none"> Development of trunk S&D network – 16.7 km in part of ward no -125 & 126 Construction Combined Pumping Station – Joka Tram depot PS(5 nos. of SWF pump, each having capacity 1000 lps & 6 nos. of DWF pumps, each having capacity 161 lps) Construction of Combined Pumping Station – Begore PS (5 nos. of SWF pump, each having capacity 1200 lps & 4 nos. of DWF pumps, each having capacity 100 lps) Renovation & Augmentation of SWF pumping capacity at Airport Road Cultural Field Pumping station Construction of Begore Khal box drain – 150 M Rehabilitation of Begore Branch Canal–220M Laying of rider sewer at Upan Benerjee road - 1450 M Laying of DI Pumping main at Mahendra Banerjee Road – 1430 M 	NIL
6	TR-01/SD 06 - Laying of Sewage	Laying of Sewage pressure main from Santoshpur MPS to Garden Reach STP (Length – 539 m)	NIL

	pressure main from Santoshpur MPS to Garden Reach STP by Micro tunnelling method		
7	TR-01/SD 07: Laying of S&D network in ward part of 122 & rehabilitation of GAP line in Borough XV & SSE STP	<ul style="list-style-type: none"> • Laying of S&D network in ward part of 122 – 4.7 km • Construction of combined pumping station inside SSE STP (4 nos. of SWF pumps, each having capacity 1020 lps & 4 nos. of DWF pumps, each having capacity 38 lps) • Replacement of GAP line along Third Railway line / Karbala Road in Borough XV – 3.3 km • Rehabilitation of SSE STP • Laying of Pumping main from Trenching Ground PS to Santoshpur PS (Along Taratala Rd. & Santoshpur Main Rd.)– 2.7 km • Laying of SWF (Netaji Palli Road) & DWF (Inside STP) pumping Main from SSE PS - 2.1 km • Rehabilitation of SSE STP 	NIL

III. PROJECT IMPACTS

Sl. No.	Package Title	Status of DDR / RP	Project Outcome	IR Impact	Entitlements
	TR-01/WS 01 : Water loss Management in Cossipore area	RP revised & DDR Submitted on Feb'16	Reduction of Water loss and 24 X 7 supply of water	NIL	NIL
	TR-01/WS 02 : Rehabilitation & Refurbishment of Water Works at Palta & Garden Reach Water works		To upgrade the existing water supply system and mitigation of shortfalls	NIL	NIL
	TR-01/WS 03 : Supply & Installation of Pumps & Motor for water supply at Tallah, Palta & Garden Reach		To upgrade the existing water supply system and mitigation of shortfalls	NIL	NIL
	TR-01/WS 04 & SD 04: Laying of Water line & Sewer line by Micro tunneling method	RP revised & DDR submitted	<p>Water line - Mitigation of shortfalls and supply of treated water in Joka area</p> <p>Sewer line - To minimize the long lasting water logging problem and improve the overall environmental condition. Entire combined flow, generated from the wards will be conveyed to Joka Tram Depot</p>	NIL	NIL

			PS. From the PS Storm water will be discharged to Churial Canal & DWF will be conveyed to STP for Treatment		
	TR-01/SD 05 : Laying of Sewer lines in 125 & 126 & Construction of pumping stations	RP revised & DDR approved	<ul style="list-style-type: none"> Development of S&D network in the area to minimize the long lasting water logging problem and improve the overall environmental condition. Entire combined flow from the network will be conveyed to the Joka Tram Depot PS through the main trunk sewer along DH Road. From the PS, SWF will be discharged to Churial Canal & wastewater (DWF) will be conveyed to Kalagachhia STP for treatment Construction of Begore pumping station will provide full benefit of the S&D system constructed under KEIP Phase 1. The pumping station will reduce water logging problem in Ward no- part of ward 128, 129 & 130 Augmentation of Airport Road Cultural Field Pumping station will help faster evacuation of SWF from the Ward no. Ward 129, 130 & 131 	NIL	NIL
	TR-01/SD 06 - Laying of Sewage pressure main from Santoshpur MPS to Garden	Project completed & handed over to	To convey Wastewater to Garden Reach STP for treatment	NIL	NIL

	Reach STP by Micro tunneling method	KMC			
	TR-01/SD 07: Laying of S&D network in ward part of 122 & rehabilitation of GAP line in Borough XV & SSE STP	Revised DDR was approved	<ul style="list-style-type: none"> • To provide relief from water logging conditions within the project area and for proper functioning of existing S & D system. • Combined flow from the part of Ward 122 is proposed to be conveyed to the combined PS through the S&D network. From The PS Storm water will be discharged to the Churial Canal through dedicated pumping main of 1400 mm a dia. & DWF will be transported to the SSE STP. 	NIL	NIL

IV. GRIEVANCE REDRESSAL

Common Grievance Redress Mechanism. A common grievance redress mechanism (GRM) has been established for social, environmental or any other subproject related grievances.

Grievance Redress Process. PMU will maintain a Complaint Cell at KEIIP office, located at 206 A J C Bose Road Kolkata 700017 headed by a designated Grievance Officer (currently the Administrative Officer) under Project Director. The Complaint Cell will also serve as Public Information Centers, where, apart from grievance registration, information on the Project, subprojects, social and environmental safeguards, etc can be provided.

At every Borough of KMC under which works are in progress, a Public Relations & Grievance Redress Unit is to be established for information disclosure on request from the public and for receipt of complaints.

At Contractors' site offices, complaint and suggestion books will be available for lodging any complaint. The concerned Executive Engineers of KEIIP will monitor these books and if possible take necessary actions for redress of minor complaints with intimation to the complainant.

The Grievance Registration/Suggestion Form will be available at the Complaints Cell and in Borough Offices and will also be downloadable from the KEIIP/KMC websites. Grievances/suggestions of affected persons can be dropped into suggestion boxes or conveyed through phone or mail. Affected Persons will also be able to register grievances - social, environmental or other, personally at the Complaint Cell and at Borough offices of KMC. The Grievance Officer and designated official at the Boroughs will be able to correctly interpret/record verbal grievances of non-literate persons and those received over telephone.

All complaints (unresolved at local site/Borough level) relating to KEIIP will be sent to the project Director, KEIIP including those received in the KMC/KEIIP website for redress. The Grievance Officer will resolve simple unresolved issues and in case of complicated issues, consult/seek the assistance of the Environment/Social Specialist of the DSC/PMU. Grievances not redressed through this process within one month of registration will be brought to the notice of the Project Director, KEIIP. Action taken in respect of all complains will be communicated to the complainant by letter, over phone or e-mail or Whats App as the case may be.

Periodic community meetings with affected communities to understand their concerns and help them through the process of grievance redress (including translation from local dialect / language, recording and registering grievances of non-literate affected persons and explaining the process of grievance redress) will be conducted if required. The above Grievance Redress Process will be discussed with the stakeholders at the proposed disclosure workshop.

Grievance Redress Committee (GRC). A PMU level GRC has already been constituted by the Project Director to address grievances. Grievances not resolved at borough level are referred to PMU level. However grievances that cannot be resolved at PMU level will be referred to an apex grievance redress committee (GRC). Still unresolved issues will be referred to an appropriate court of law

The time limit for grievance redressal will be as follows,

- ✓ Site level – 7 days
- ✓ Borough level – 7 days
- ✓ GRC – PMU level – 15 days
- ✓ Apex GRC- 15 days

Consultation Arrangements. This will include group meetings and discussions with affected persons, to be announced in advance and conducted at the time of day agreed on with affected persons and conducted to address general/common grievances; and if required with the Environment/Social Specialist of PMU/DSC for one-to-one consultations. Non-literate affected persons/ vulnerable affected persons will be assisted to understand the grievance redress process, to register complaints and with follow-up actions at different stages in the process.

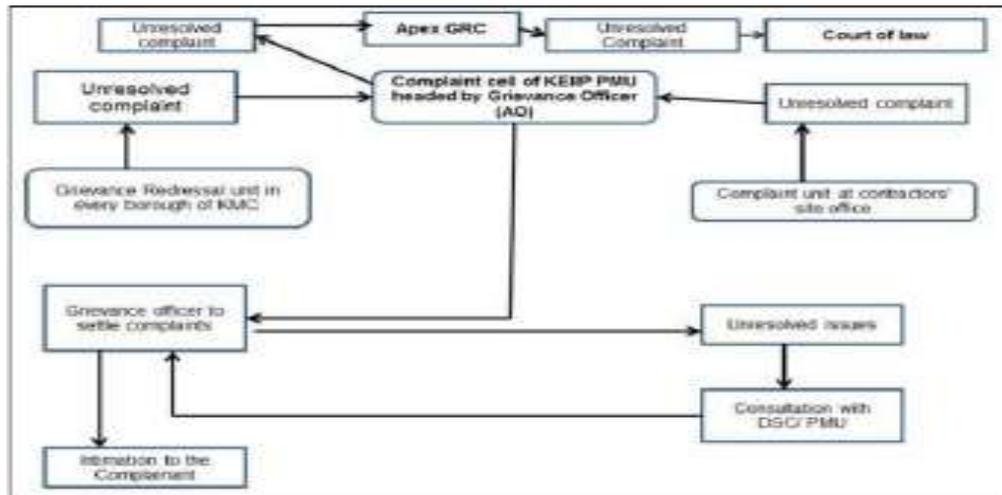
Record- keeping. Records will be kept by PMU/Borough Office/Contractors' site office of all grievances received including contact details of complainant, date the complaint was received, nature of grievance, agreed corrective actions and the date these were in effect, and final outcome.

Information Dissemination Methods of the GRM. Grievances received and responses provided will be documented and reported back to the affected persons. (Appendix 16 - Sample Grievance Registration Form). The number of grievances recorded and resolved and the outcomes will be displayed/ disclosed in the offices of the different Boroughs of KMC and web

site. The phone number where grievances are to be recorded will be prominently displayed at the construction sites.

Periodic Review and Documentation of Lessons Learned. PMU will periodically review the functioning of the GRM and effectiveness of the mechanism, especially on the Project's ability to prevent and address grievances Costs. All costs involved in resolving the complaints (meetings, consultations, communication and reporting / information dissemination) will be borne by PMU.

Grievance Redress Process



Installation of Grievance Redress Box & GR Signage Banner: Dissemination Report

Introduction:

As part of strengthening the Grievance Redress Mechanism (GRM), PC&SDC developed Grievance Redress [GR] Drop Box and GR Signage Banner. The GR Drop Box has been installed at the Borough level to receive feedback and suggestions from community members impacted by the project work. The GR Flex was developed for greater public awareness regarding the existing GR system.

Installation and display of GR Drop Box and GR flex:

1. PC&SDC conducted face to face meetings with Ward Councilors and Borough Chairmen regarding the installation of the GR Drop Box and display of GR Signage Banner at prime locations within the ward. As per the approved dissemination plan, GR Drop Boxes were installed at Borough level and GR flex displayed at key locations within the Wards.
2. A detailed dissemination plan for GR signage banner display per ward was developed by PC&SDC and approved by KEIIP.
3. GR Drop Box was installed at Boroughs I, XIII, XIV and XVI. Since Borough XII and XIV share the same office building a common Grievance Drop Box was installed. Borough Chairman undertook the responsibility of setting up the Drop Box.
4. **For public awareness GR Signage Banners were displayed at a total of 15 Wards and 5 Boroughs. PC&SDC disseminated a total of 25 Indoor Banners and 127 Outdoor banners.** Following are the details:
 - 4.1. Borough I Office: 2 Outdoor flex and 2 Indoor Flex
 - Ward 1 Office and Ward; 1 Indoor Flex and 7 outdoor Flex
 - Ward 2 Office and Ward; 1 Indoor Flex and 7 outdoor Flex

- Ward 3 Office and Ward; 1 Indoor Flex and 7 outdoor Flex
- Ward 4 Office and Ward; 1 Indoor Flex and 7 outdoor Flex
- Ward 5 Office and Ward; 1 Indoor Flex and 7 outdoor Flex
- Ward 6 Office and Ward; 1 Indoor Flex and 7 outdoor Flex

4.2. Borough XIII Office: 8 Outdoor flex and 2 Indoor Flex

- Ward 115 Office and Ward; 1 Indoor Flex and 7 outdoor Flex
- Ward 122 Office and Ward; 1 Indoor Flex and 7 outdoor Flex

4.3. Borough XIV Office: 2 Indoor Flex and 8 outdoor Flex

4.4. Borough XV Office: 2 Indoor Flex and 2 outdoor Flex

4.5. Borough XVI Office: 2 Outdoor flex and 2 Indoor Flex

- Ward 123 Office and Ward; 1 Indoor Flex and 7 outdoor Flex
- Ward 125 Office and Ward; 1 Indoor Flex and 7 outdoor Flex
- Ward 126 Office and Ward; 1 Indoor Flex and 7 outdoor Flex
- Ward 127 Office and Ward; 1 Indoor Flex and 7 outdoor Flex
- Ward 142 Office and Ward; 1 Indoor Flex and 7 outdoor Flex
- Ward 143 Office and Ward; 1 Indoor Flex and 7 outdoor Flex
- Ward 144 Office and Ward; 1 Indoor Flex and 7 outdoor Flex

5. The indoor flex were displayed at Offices- Ward and Borough, targeted towards citizens visiting these offices. The Outdoor Flex targeted towards a much larger public was displayed on the external walls of the Borough and Ward Offices and crowded spaces within the Wards. Respective Borough Chairman and Ward Councilors undertook the responsibility of displaying the same.

Pictures of GR Drop Box Installed at Borough Offices



GR Drop Box at Borough I Office



GR Drop Box at Borough XIII & Borough XIV Office



GR Drop Box at Borough XVI Office

GR Signage Flex displayed at Ward and Public spaces



Ward 1 office with the Councilor, Smt. Sita Jaiswara



Ward 4 Councilor's Office with the Councilor- Shri. Goutam Haldar



Ward 6 Councilor's Office with the Councilor- Smt. Suman Singh



Ward 125 office with the Councilor, Sri. Ghanashree Bagh



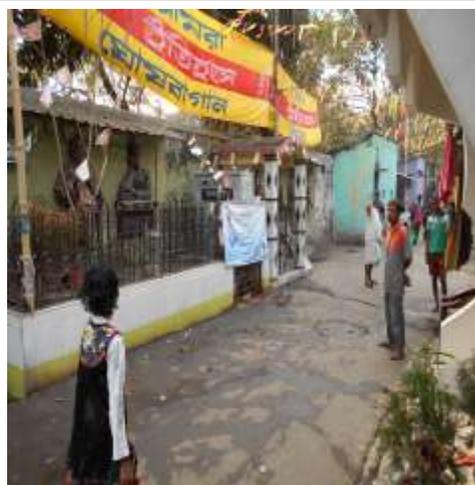
Outside Ward 126 Ward Office



Outside Ward 122 office



Ward 144 Office



Ward 6: public space



Jheel Road: Ward 6



PHOTOGRAPHS OF GRM BANNER & GRIEVANCE DROP BOX AT BOROUGH OFFICE



GRM signage banner displayed at Borough – XIV at D.H.Road Visit date – 13.05.17



Documents received from KEIP's "GRIEVANCE / DROP BOX" at Br – XIII & XIV. All of them are not related to KEIP. Visit date – 26.05.17

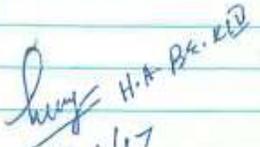
**SCANNED COPY GRIEVANCE REGISTER FOR COLLECTING GRIEVANCES FROM BOROUGH OFFICES,
DULY ATTESTED BY EXECUTIVE ENGINEER (CIVIL) OF RESPECTIVE BOROUGH (Pg : 1)**

(1)

SERIAL NO.	DATE	NAME OF BOROUGH	NAME OF COMPLAINANTS	NUMBER OF COMPLAINT	NATURE
01.	15.03.2017	XIV		NIL.	To keep the box.
02.	12.04.2017	XIV		NIL.	
01.	15.03.2017.	XVI		NIL.	
02.	12.04.2017	XVI		NIL.	

SCANNED COPY GRIEVANCE REGISTER FOR COLLECTING GRIEVANCES FROM BOROUGH OFFICES,

DULY ATTESTED BY EXECUTIVE ENGINEER (CIVIL) OF RESPECTIVE BOROUGH (Pg : 2)

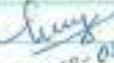
NATURE	OF COMPLAINT,	NAME OF KEJIP OFFICIAL	SIGNATURE OF BOROUGH EXE.
No KEJIP the box.	Related letter was found in -	Dipak Gomasani, Sumit (houshery).	 H.A. B.K. KED 12/04/17
No KEJIP related letters was found in the box.		Dipak Gomasani, Sumit (houshery).	
No 'KEJIP' related letters was found in the box.		Dipak Gomasani, Sumit (houshery)	 12/04/17 K.O. CME (C) Borough XVI K.M.C.
No 'KEJIP' related letters was found in the box.		Dipak Gomasani, Sumit (houshery)	

**SCANNED COPY GRIEVANCE REGISTER FOR COLLECTING GRIEVANCES FROM BOROUGH OFFICES,
DULY ATTESTED BY EXECUTIVE ENGINEER (CIVIL) OF RESPECTIVE BOROUGH (Pg : 3)**

3.

SERIAL NO.	DATE	NAME OF PLACE	NAME OF COMPLAINTANTS	NUMBER OF COMPLAINT
05.	26.04.2017	XIX/XII visit manual		
06.	27.04.2017	XIV/XII		Nil.
07.	07.05.2017	XVI		Nil
08.	12.05.2017	visit manual		
09.	13.05.2017	XIX/XII (17)		Nil.
10.	13.05.2017	XVI		Nil.

**SCANNED COPY GRIEVANCE REGISTER FOR COLLECTING GRIEVANCES FROM BOROUGH OFFICES,
DULY ATTESTED BY EXECUTIVE ENGINEER (CIVIL) OF RESPECTIVE BOROUGH (Pg : 4)**

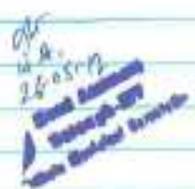
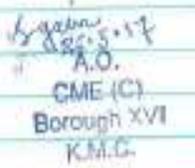
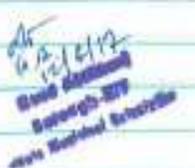
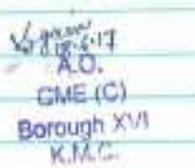
NATURE OF COMPLAINT.	NAME OF KEISP OFFICIAL	SIGNATURE OF BOROUGH OFFICIAL.
→	Visit canal for car problem.	
NO KEISP related letter found in the box.	Dipak Gansoni - Sumit Gansoni	 07-04-17, Head Assistant Borough XIV K.M.C.
NO KEISP related letter found in the box.	Dipak Gansoni - Sumit Gansoni	 13-05-17 A.O. CME (C) Borough XVI K.M.C.
→	Visit Canal for car problems.	
NO KEISP related letter found in the box.	Dipak Gansoni - Sumit Gansoni	 13-05-17 Head Assistant Borough XIV K.M.C.
NO KEISP related letter found in the box.	Dipak Gansoni - Sumit Gansoni	 13-5-17 A.O. CME (C) Borough XVI K.M.C.

**SCANNED COPY GRIEVANCE REGISTER FOR COLLECTING GRIEVANCES FROM BOROUGH OFFICES,
DULY ATTESTED BY EXECUTIVE ENGINEER (CIVIL) OF RESPECTIVE BOROUGH (Pg : 5)**

(5)

SERIAL NO.	DATE.	NAME OF PLACE	NAME OF COMPLAINANTS	NUMBER OF COMPLAINT
11.	26.05.2017	XIII/XIV		nil.
12	26.05.2017	XVI	Ajay Sudeshan 74, James Long Street Jamb, 101-104	01
13	12.06.2017	XIII/XIV		nil.
14	12.06.2017	XVI		nil.

**SCANNED COPY GRIEVANCE REGISTER FOR COLLECTING GRIEVANCES FROM BOROUGH OFFICES,
DULY ATTESTED BY EXECUTIVE ENGINEER (CIVIL) OF RESPECTIVE BOROUGH (Pg : 6)**

NATURE OF COMPLAINT	COMPLAINT	NAME OF KEIP OFFICIAL	SIGNATURE OF BOROUGH OFFICIAL
No KEIP Related in the box.	letter found	Bipin Gansani, Sumit Chaudhary.	
Wall crack of house.		Bipin Gansani, Sumit Chaudhary.	
No KEIP Related in the box.	letter found	Bipin Gansani, Sumit Chaudhary.	
No KEIP Related in the box.	letter found	Bipin Gansani, Sumit Chaudhary.	

During March - May'17, total 12 visits were made to Borough offices of BR – XIII, XIV & XVI. It was observed that, people are dropping letters which are not related to KEIIP even Telephone Bills, News Papers were also found in the box. The KMC officials and Borough Level Staffs were also consulted in this regard.

It was suggested by them that, the actual purpose of **“KEIIP’s Grievance / Drop Box”** needs to be explained / demonstrated more prominently as well as in a planned manner for avoiding any confusion. People visiting to respective Borough Offices for KMC’s service related issues are somehow getting confused and often drop their prayer in KEIIP’s Box.

However, till date one case was observed at Borough – XVI; SRI, AJAY SADHU KHAN of 74, James Long Sarani, Joka, Kolkata – 700 104 submitted an application dated 20.05.17 for repairing his house. The prayer was forwarded to the appropriate authority via the proper channel.

Apart from SSC’s regular Monitoring visits, PC&SDC is also putting effort to popularize the Grievance Redress Mechanism of KEIIP by following manners,

- **Stakeholder Consultation:** Meeting with Borough Chairman, KMC Ward Councillors, Contractor etc.
- **Displaying Grievance Signage Banner** in Project Implementation sites / wards.
- **Community Consultation Program based on GRM:** A Consultation Program was held on 25.05.17, at Ward No. 112. A total of 78 members participated in the program.

Apart from the above mentioned on-going activities, proposal of Distribution of hand-outs regarding GRM is already submitted by PC&SDC. It will be initiated soon after getting approval from the competent authority.

A CASE STUDY ON GRIEVANCE REDRESSAL

A Community Consultation Program was organized by PC&SDC on 07.09.16, at Ward 122 Councillor's Office regarding "Safe Garbage Disposal". During the consultation, one participant, Smt. Ahalya Majhi, who is a permanent resident of Ward No 122, allegedly reported that her house was damaged due to the ongoing construction works by KEIIP.

Upon receiving her complaint, safeguard officials of Social Safeguard Cell accompanied with engineers of respective contractor of the package (KEIIP/Tr- I, SD – 07) visited her house for inspection.

During the inspection, it was found that, i) the entrance to her building & ii) Electric Meter Room (external part of the house) were damaged. Upon receiving her complaint, the concerned official of the contractor was notified regarding the issue and prompt action was ensured for repairing her house.

Two follow up visits were carried out by the Safeguard officials of Social Safeguard Cell to find out the progress of the work.

During the second visit it was observed, that, the work had been completed within seven days of receiving the complaint.



V. PUBLIC CONSULTATION

Date	Location	No. of Participants			Status of Participants	Topics Discussed
		Male	Female	Total		
13.01.17	K.K.Roy Chowdhury Road, Ward Office of Ward no 126. Behala,	30	1	31	Female : Ward Councillor Male: Service, Business, Retd.	<ul style="list-style-type: none"> • Introduction of KEIIP & overall target of the project was briefly described. • Need of the Sub-Project & Scope of work was described to all the participants. • Due to Festive Season, slow progress in Pipe Laying Work ultimately delayed Road Restoration Work of Ward No. 125 & 126. • Due to ongoing work of KEIIP the common Bus Route has been changed to an alternate route. This change is completely temporary in nature and it will be restored as soon as possible. • Since the work is in progress some areas are facing problem due to stagnant water.
27.01.16	FGD at Bhattacharjee Para WARD NO 125	10	4	14	Female : Housewives, Male: Business, Self Employed, Retd.	<ul style="list-style-type: none"> • Cooperation of local people with the contractors' personnel for smooth and successful implementation of the work. • Safety and safeguard issues were discussed. • Information disseminated on Grievance Redress Mechanism.
28.01.17	Meeting at Borough - I, regarding implementation Grievance Redressal Mechanism Conference Room at Borough - I, KMC	6	5	11	Borough I Chairman, Ward 1 Councillor, Ward 4 Councillor, Ward 6 Councillor, members of Social Monitoring Unit (SMU) and PC&SDC members.	<ul style="list-style-type: none"> • Communication Strategy for dissemination of information through mass campaigning • Nature of event for public communication for strengthening the GRM among the beneficiaries.

VI. CONTRACTOR ORIENTATION

GENDER ORIENTATION OF CONTRACTOR

A Consultation took place on 11.01.2017 regarding GAP compliance of ADB between SDC of PC & SDC and ITD officials along with SSC staffs at ITD Office.

During consultation following points are discussed:

At the beginning of the consultation SDC of PC & SDC Mr. Anirban Chattopadhyay briefed about the GAP of ADB and highlighted the following points:

- KEIIP falls under gender mainstreaming project.
- Efforts should be there to comply with the GAP.
- 30% women are to be required in unskilled job.
- Mindset should be flexible to search for new option for more employment of women.

Mr. Abhijit Das, from ITD, engaged in supervision of construction work expressed the limitation to employ women worker as because

- Presently they are involved in Micro-tunneling which is a highly skilled job.
- It is also a highly risky job for human resources and machines as well.
- Company considers that it is not feasible for women; rather they did not find such highly skilled women workers for the same.

Mr. Arghya Saha, Safety officer, ITD told that there are some women laborers usually engaged in road restoration work under sub-contractor.

Mr. Jayanta Chatterjee from SSC/KEIIP pointed out that there are some views about social development issues of women and company should look in to the matter. Company can consider employing women worker in unskilled work like cooks, office assistants etc.

Mr. Partha Dutta from SSC/KEIIP enquired about the HR Policy towards women staff.

ITD officials replied that there are no constraints for deserving candidates, irrespective of Gender in HR policy. Some women workers are already engaged as cooks in company's guest house.

One of the women staff in charge of billing, commercial and planning shared that working environment is very much supportive and there is no such discrimination and work place harassment whatsoever.

After discussion of all points SDC PC & SDC Mr. Anirban Chatterjee wrapped up and said that policy should be flexible as far as women's employment is concerned and effort must be there for searching for new avenues to comply with the GAP of ADB.



PHOTOGRAPHS OF CONSULTATION WITH CONTRACTORS REGARDING GENDER SENSITIVE APPROACH

Place : ITD – CEM INDIA site office at Garden Reach Sewerage Treatment Plant.

Date: 11.01.17

ANNEXURE : 1 BRIEF REPORT ON COMMUNITY CONSULTATION AT WARD 126 ON 13.01.2017

A Community Consultation program was conducted on 13th January 2017 at above mentioned location for information dissemination and exchange of views for the ongoing S&D work i.e. development of underground Sewerage & Drainage network in Ward No. 126 under Package SD - 05 of Tranche - I KEIIP.

The Consultation program was organized by Smt. Shipra Ghatak, Councillor Ward No. 126. The meeting was conducted by the Staff of Social Safeguard Cell, KEIIP in presence of Sri, Kali Sankar Ghosh, Social Safeguard Expert (DSC), Sri, Debashis Sengupta, Construction Manager (DSC), D.K. Rai Tantia MPPL (wilo) JV, Construction Supervisor (DSC), Sri Debasish Sengupta, Construction Manager (DSC), Sri, Sudipta Sengupta, total 31 participants were present during the programme. The programme took place at Ward office, Ward No - 126 situated near K.K.Roy Road, Behala. The programme continued for than 1 hour. Information was shared regarding the project work.

At the beginning of the consultation Smt. Shipra Ghatak, Councillor Ward No. 126 expressed her concern regarding the slow progress of the pipe laying and road restoration work. She also mentioned specific roads like Dakhin Behala Road, Samshan Kalitala Road, Narayan Roy Road where pedestrians vehicles movement are restricted as contractors are yet to hand over the road. She further added that in spite of these minor issues it is expected that, the final result will be fruitful for all as this will resolve a long standing issue of water logging in the area.

Sri, Kali Sankar Ghosh, Social Safeguard Expert (DSC), requested the contractors to prepare a priority list of roads as per project planning and intimate to the councillor for her convenience.

key issues discussed with the participants are as follows :-

- Need of the Sub-Project & Scope of work was described to all the participants.
- Due to Festive Season, slow progress in Pipe Laying Work ultimately delayed Road Restoration Work of Ward No. 125 & 126.
- Due to ongoing work of KEIIP the common Bus Route has been changed to an alternate route. This change is completely temporary in nature and it will be restored as soon as possible.
- Since the work is in progress some areas are facing problem due to stagnant water

At the end of the consultation program, the participants expressed their thanks to the officials of KEIIP for sharing their knowledge and addressing the questions of the participants. The participants also said that, hopefully after completion of the project everyone will be benefitted



LIST OF PARTICIPANTS OF THE CONSULTATION PROGRAM

Kolkata Environmental Improvement Investment Programme
List of Participants in Community Consultation

K. K. Roychowdhury P.O.

Date: 13.01.17

PK9 - SD-05/TR-I

Place: Ward Office
Ward NO - 12.6

Sl. No	Name	Signature
1	Sipra Ghatak	
2	Sukumar Roychowdhury	
3	Soban Roychowdhury	
4	Bhaskar Mondal	
5	Geetain Mukherjee	
6	_____	_____
7	Shyamal Chatterjee	
8	Bisnu Halder	
9	Krishananda Das	
10	Rajib Bose	
11	Sudip Roy	
12	Subrata Sinha	
13	Sankha Nath Raychowdhury	
14	Biswadea Das	
15	Rajib Ghosh	
16	Aamir Adnan - 13/1/17	
17	Tapan Das 13/1/17	
18	Tanukaal Datta	
19	D.K. Rai Tanti-MPL(WLD)SV	

Kolkata Environmental Improvement Investment Programme
List of Participants in Community Consultation

Ward Office, Ward-126
K.K. Roy Chowdhury Road

Date: 13.01.17

Place:

Sl. No	Name	Signature
20	JAVED ALHTEE HOSSAIN (Tania - MAPL (411-220))	Javed
21	SUDIPTA DUTTA (DSC/KOIIIP) (CS)	S. Dutta
22	Debasmita Sengupta - Environmental Monitoring DSC/KRZIP	Debasmita
23	K. S. SETHOSH, SSS/DSC/ KRZIP	K.S.
24	Rana Mukherjee	Rana
25	Sudipta Das	Sudipta
26	Kobal Chatterjee	K.C.
27	PRASENJIT BANERJEE	P. 13.01.2017. Prasenjit Banerjee
28	SHRIS 591707	
29	Moham Raychowdhary	Moham
30	SWAPAN KUMAR Ghosh	Swapan
31	Ashok Chatterjee	Ashok

ANNEXURE : 2 PHOTOGRAPHS OF FOCUS GROUP DISCUSSION AT BHATTACHERJEE PARA, WARD NO 125, PACKAGE SD – 05, ON 27TH JANUARY, 2017



ANNEXURE : 3 BRIEF REPORT ON MEETING WITH KEY STAKEHOLDERS AT BOROUGH - I ON 28.01.2017

Date: 28.01.17

Venue: Borough I Office, Conference Hall

Participants: Borough I Chairman, Ward 1 Councillor, Ward 4 Councillor, Ward 6 Councillor, members of Social Monitoring Unit (SMU) and PC&SDC members.

A. Introduction:

PC&SDC organised an orientation of Borough I Chairman and of Ward Councillors (Wards 1, 4 and 6) on 28.01.17. Following were the objectives of the Orientation held:

- i. To share approved communication materials for public display and dissemination
- ii. To finalise dates for awareness events and campaigns at Borough and Ward Level

B. Expected Outputs:

- i. To mutually agree upon the dissemination of communication materials (approved)
- ii. To receive feedback upon the proposed visibility plans, including event
- iii. Finalise the details of the proposed events at Ward and Borough level

C. Orientation Proceedings:

PC&SDC discussed the following:

- Team's overall plan of sharing the key messages related to enhancing the visibility of ADB funded KEIIP initiative and its benefits to the people. In Borough I [Wards 1-6], the project aims to provide 24x7 water supply to households.
- Borough I Chairman and the Ward councillors mentioned that there is a need for greater awareness amongst people regarding optimum usage of water and preventing water loss. There is also a demand amongst urban slum dwellers in the area regarding water storage facilities. PC&SDC mentioned that with 24x7 water supply, the need for storage will be eliminated.
- PC&SDC informed that Suez Environment India Pvt. Limited will be undertaking a household survey along with the social expert of PC&SDC and the social monitoring cell of KEIIP in the region.
- The four approved posters on water loss management- i. KEIIP works on sufficient drinking water, ii. Poster on how improved water supply results in children regularly

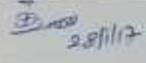
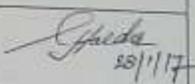
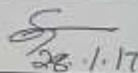
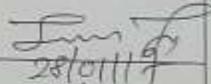
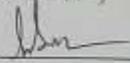
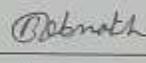
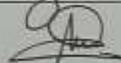
attending school, iii. Poster on clean adequate water resulting in improved savings and iv. Poster on how clean adequate water helps women in managing domestic chores more easily and provides them with an additional leisure time.

- Following were decided regarding dissemination and display of each of the posters-
 - 500 copies of each poster will be put up in each of the Ward. The posters will be handed over to each of the Ward Councillors who will further ensure it's display.
 - Campaign and events planned in the month of February were discussed. While in Ward 4 of Borough I, two events- sit and draw event with children and community based quiz on water, sanitation and environment were held in December 2016, the same also needs to be done in the other Wards of Borough I [Wards 1,2,3,5 and 6].
 - Following were the dates given by dates given by Ward Councillors for Sit & Draw event with children: i. Ward 6 : 9th of February, ii. Ward 5 17th of February and iii. Ward 1 Councillor mentioned that she'll revert with a final date later.
 - The team also discussed the plan to have a PR Vehicle/ Tableau cover all the Wards of Borough I [Wards 1-6]. The PR Vehicle will have the key messages of KEIIP displayed along with loudspeakers.
 - One of the suggestions given by the Councillors was that the awareness activities must also focus upon creating positive behavioral impact upon citizens, regarding optimum utilisation of water and avoiding water wastage.
- The orientation concluded with the councillors assuring PC&SDC their complete support in upcoming communication plans and activities.



LIST OF PARTICIPANTS OF THE KEY STAKEHOLDER CONSULTATION

Borough-1 Orientation (organized by PC & SDC-KEIP), Dated : 28/01/2017

Sl No.	Name	Designation	Contact Details	Signature
1	TARUN SAHA	BOROUGH I CHAIRMAN	98300-23789	 28/1/17
2	Jocstacei Haedez	WARD 4 COUNCELLOR	04988 62848	 28/1/17
3	Sita Jussaram	WARD I COUNCELLOR	9007402438	 28.1.17
4	Suman Singh	WARD 6 COUNCELLOR	9831201658	 28/01/17
5	Madhurmita Sin	Project Asst. SMU/KEIP	9433477118	
6	Bikram Deb Nath	Jr. Project Asst. SMU/KEIP	9113932821	
7	Bismon Maitra	P. Asst. SMU/KEIP	9831734396	
8	Anirban Kulkarni	SDE P&SDE	8339942333	
9	ANINDYA GHOSE	PC&SDL	9870260249	
10	Nalini Kulkarni	"	9831537314	
11	Ishani Biswas	PC + SDC	9831554770	