



Social Monitoring Report

Project Number: 42266-023
March 2018
Period: July 2016 – November 2016

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 July 2016 to November 2016)**



KOLKATA MUNICIPAL CORPORATION

Semi-Annual Social Safeguard Monitoring Report

ADB Loan Number 3053-IND

Period Covered: July 2016 to November 2016

**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

AAI	—	Airport Authority of India
ADB	—	Asian Development Bank
AP	—	Affected Person
CTC	—	Calcutta Tramways Company
DH	—	Diamond Harbour Road
DWF	—	Dry Weather Flow
DSC	—	Design and Supervision Consultant
EMP	—	Environmental Management Plan
FGD	—	Focus Group Discussion
GAP	—	Gender Action Plan
GOI	—	Government of India
Govt.	—	Government
Go WB	—	Government of West Bengal
GRM	—	Grievance Redress Mechanism
HDPE	—	High Density Poly Ethylene
KEIIP	—	Kolkata Environmental Improvement Investment Program
KEIP	—	Kolkata Environmental Improvement Project
KMC	—	Kolkata Municipal Corporation
LAA	—	Land Acquisition Act
M/F	—	Male/Female
M	—	Meter
M ²	—	Square Meter
MFF	—	Multi-tranche Financing Facility
MGD	—	Million Gallon Per Day
MPS	—	
MLD	—	Million Liters Per Day
Mm/mm	—	Millimeter
MS	—	Mild Steel
No.	—	Number
NRW	—	Non Revenue Water
NP	—	Non Pressure
PC&SDC	—	Public Consultation & Social Development Consultants
PD	—	Project Director
PMC	—	Project Management Consultant
PMU	—	Project Management Unit
PS	—	Pumping Station
PST	—	Pre Settling Tank
PPE	—	Personal Protection Equipment
R&R	—	Resettlement and Rehabilitation
ROW	—	Right-of-Way
RP	—	Resettlement Plan
RCC	—	Reinforced Cement Concrete
S&D	—	Sewerage and Drainage
SDU	—	Social Development Unit

SIA	—	Social Impact Assessment
SPS	—	Safeguard Policy Statement
SSU	—	Social Safeguard Unit
SSC	—	Social Safeguard Cell
STP	—	Sewerage Treatment Plant
SSE	—	South Sub-urban East
SSMR	—	Social Safeguard Semi Annual Report
SWF	—	Storm Weather Flow
SMU	—	Safeguard Monitoring Unit
WTP	—	Water Treatment Plant

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1. PROJECT DESCRIPTION

A) Background

The city of Kolkata is the seventh largest metropolis in India, and had 4.5 million residents in 2011. It is the largest city in the state of West Bengal, and has been the biggest contributor to West Bengal's gross state domestic product, which was ranked sixth largest among all states in India in 2010. The continuous improvement in the city's urban environment is necessary to increase labor productivity through better health status of the urban population, There have however, been disparities in access and quality of the water supply and sewerage services, because the Kolkata Municipal Corporation (KMC), an urban local body with a mandate to provide these services under the KMC Act (1980), has an aging water supply system, and has inadequate sewer coverage in the city's peripheral areas. The Asian Development Bank (ADB) loans have assisted KMC in the expansion of the sewerage coverage through the Kolkata Environmental Improvement Project (KEIP) since 2000. The Kolkata Environmental Improvement Investment Program (KEIIP) will help KMC not only to continue sewer network expansion on a larger scale, but also to gradually improve efficiency in water supply operations, which will enable KMC to generate operating surplus for capital investment in water supply and sewerage. On successful execution of KEIP; fewer than 2 Loans (1813-IND and 2293-IND) KMC has decided to secure further loans from ADB in multi-tranche financing facility (MFF) for infrastructural development. KMC plans to establish and upgrade essential infrastructure and service levels to develop an efficient S&D system. The specific objectives of the S&D subprojects are (i) to improve environmental conditions in the subproject area to reduce health risks and economic loss to the citizens, directly and indirectly; and (ii) to provide quick relief from waterlogging conditions in the subproject area. So, we can say that this subproject will have poverty reduction impacts and benefits due to increased service levels of basic amenities.

KEIIP Tranche 1 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

RP was previously prepared, assessing approximately above 1400 structures which had the potential of being impacted; in spirit of ADB SPS, 2009 IR policy that emphasizes on reducing or avoiding IR impacts, the designs were further optimized and efforts were made to avoid IR impacts. The progress of the sub-project civil work, up to July, 2016 has not rendered any structural damage or any livelihood disruption.

There is no land acquisition required for the S&D subproject as the components will be located in properties held by KMC and within public right-of-way (ROW) of existing roads. The surveys and assessments undertaken indicate that construction and location of facilities will not entail any resettlement impacts like,

- 1) Demolition of structures
- 2) Physical displacement of people. Or,
- 3) Temporary Livelihood loss due to loss of access

On basis of stake holder consultations and field level observations, this SSMR reckons that no impacts occurred during the construction work. Moreover, due to optimization in the design, and successful implementation of EMP, the scope of impacts has been mitigated. Hence, planning has been duly formulated for preparing Due Diligence Report for Tranche - 1 subprojects instead of Resettlement Plans. The action has already been initiated, as advised by ADB during their visit in the month of September '16; Ref: Ad-Memoire.

B) Details of Project Components

Component	Location of Subproject Component
WATER SUPPLY SUBPROJECT – 01 (WATER LOSS MANAGEMENT)	
<ul style="list-style-type: none"> • Establishment of District Water Meter Areas in Ward no. 1 to 6 • Providing D.I.K- 9 grade pipes with internal cement mortar lining of assorted diameters between 100 mm dia. To 700 mm dia. • Providing and supplying Polyethylene Pipes of assorted diameters. • Supply and installation of various types of Valves of Assorted diameters • Supply and installation of Domestic water and bulk meters of assorted diameters <p>Water loss reduction (NRW) and management services ad Operation and Maintenance for a period of 3 Years</p>	<p>KMC WARD 1 to 6 under Borough I</p>
WATER SUPPLY SUBPROJECT – 02	
<ul style="list-style-type: none"> • Rehabilitation of Raw Water Intake Jetty No. 2 at Palta. • Rehabilitation of Raw Water Intake Jetty No. 1 at Garden Reach. • Construction of 20 MGD (90 MLD) New Water Treatment plant at Palta. • Laying of 160 m (MS pipe 1200 mm dia.) pipeline for raw water from raw water pump Hose to Collection Well. • Laying of tentative 70 m (MS pipe 1200 mm dia.) pipeline for clear water from Filter Water Collection Chamber to Existing Delivery Chamber. • Construction of New Road, Culvert & other Works at Palta WTP premises. • Construction of New Road, Culvert & other Works at Palta WTP premises. 	<p>Palta & Garden Reach Water Works</p>

WATER SUPPLY SUBPROJECT – 03

<p>Major Work Components (Original):</p> <ul style="list-style-type: none"> • Replacement of 2 Pumps and 2 Motors at Palta. • Replacement of 1 Pump and 3 Motors at Tallah. • Replacement of 7 Pumps and 7 Motors at Garden Reach Water Works. <p>Replacement of 16 valves at Palta, 26 Valves at Garden Reach and 10 valves at Tallah system.</p> <p>Major Work Components (After revision)</p> <ul style="list-style-type: none"> • Replacement of 2 Pumps and 2 Motors at Palta. • Replacement of 1 Pump and 3 Motors at Tallah. • Replacement of 7 Pumps and 3 Motors at Garden Reach Water Works. • Replacement of 18 Valves at Palta, 26 Valves at Garden Reach and 10 valves at Tallah system. 	<p align="center">Tallah, Palta & Garden Reach Water Works</p>
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WATER SUPPLY SUBPROJECT – 04

<p>Water Trunk Main from Garden Reach Water Works to Taratala Valve Station through micro tunneling.</p> <ul style="list-style-type: none"> • Construction of 17 Nos. Shafts (additional 4 Nos. Shaft) • Supplying and Laying of 1829 mm dia. MS Water main – 4.8 km (additional 1.1 KM) length • Supply of Butterfly valves of 21 Nos. of 300 – 1800 mm 	<p align="center">Garden Reach Water Works to Taratala Valve Station</p>
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SEWERAGE & DRAINAGE SUBPROJECT – 05	
<ul style="list-style-type: none"> • S&D mains (600 mm and above) in DH catchment (first stage) 	<p>Located in a part of the DH Road catchment area that is mostly affected by flooding. The lanes selected are located within residential area. Pipes will be within ROW of existing roads.</p>
<ul style="list-style-type: none"> • New S&D Pumping Station at Joka tram depot 	<p>Within the area of defunct Joka tram depot This land owned by the Calcutta Tramways Company (CTC) is vacant, and possession of the land has already been taken over from CTC on 24.06.2014</p>
<ul style="list-style-type: none"> • 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 • Construction of pumping main to convey dry weather flows to a manhole located in Zone 4A. 	<p>The land for the pumping station is located at the Behala Flying Club area and is currently owned by the Airport Authority of India (AAI). The land is vacant and there are no squatters or hawkers.</p> <p>The possession of the land has already been taken over by KMC from AAI on 18.06.2014 on long term lease (renewable).</p>
<ul style="list-style-type: none"> • Construction of access road to the Begore pumping station 	<p>2 parcels of land are private and owned by 9 owners.</p> <p>One parcel of land is vacant and there are no squatters or hawkers and the other parcel land has a closed shop without any tenants. The owners of the land (both the parcel) have given written consent to sell the land to KMC at a negotiated price. The details of land purchase were provided in the earlier SSMR</p>
SEWERAGE & DRAINAGE SUBPROJECT – 06	
<p>Pressure main between Santoshpur main pumping station and Garden Reach STP side</p>	<p>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>

SEWERAGE & DRAINAGE SUBPROJECT – 07	
Rehabilitation of GAP sewer along Third Railway line – Karbala Road including allied works in Borough XV.	From Gandhi Maidan to Karbala Unnayan Samity and up to Santoshpur Main Road).
Laying of Pumping main along Taratala Road and Santoshpur Road from Trenching Ground Sewage PS to Santoshpur Main Sewage PS	Laying of Pumping main along Taratala Road and Santoshpur Road from Trenching Ground PS to Santoshpur PS
Development of S&D network including one combined pumping station within South Sub-urban East Catchment - Ward – 122 (Part)	Rehabilitation of GAP line along Third Railway line – Karbala Road including allied works in borough XVSTP is existing in Dhalipara
Rehabilitation of South Sub-urban East (SSE) STP	Development of S&D network including one combined pumping station within south sub – urban east area (Ward – 122)
THE ADDITIONAL WORKS	
<p>SD – 04</p> <ul style="list-style-type: none"> • Micro-tunneling and laying of 1829 mm dia sewage pumping main from Joka Tram Depot to Churial Canal along D.H. Rpad. • Lying of 1829 mm dia sewage pumping main from Joka P.S. to D.H. Road by open cut method. • Lateral connections from lateral roads and lanes to main sewer along Western flank of D.H. road – 16 nos. • Connection from Eastern flank drain of D.H. Road to D.H. road main sewer at 5 points. 	Between D.H. Road and Churial Canal
<p>WS-04</p> <ul style="list-style-type: none"> • Water Trunk Main form Garden Reach Water Works to Taratala Valve Station through Micro tunneling. • Construction of 17 Nos. Shafts (additional 4 Nos. Shafts). • Supplying and Laying of 1829 mm dia. MS water main – 4.8 Km (additional 1.1 Km) length Supply of Butterfly valves of 21 Nos. of 300 - 1800mm 	Garden Reach Water Works to Taratala Valve Station

<p>SD – 05</p> <ul style="list-style-type: none"> • Renovation works at DWF PS at R K Ghosh Road PS (Existing PS) 	
<ul style="list-style-type: none"> • Augmentation of SWF Pumping Capacity at Behala Flying Club PS (Existing PS) 	Ward 129
<ul style="list-style-type: none"> • Laying of Rider Sewer in Upen Banerjee Road in Borough XIV 	Ward 131
<ul style="list-style-type: none"> • Modification in the scope of Begore Branch PS, 	Ward 129
<ul style="list-style-type: none"> • Modification of Joka PS including screening arrangement 	Joka Pumping Station

Table 1: Revised scope of work under different Packages of Tranche – I Subprojects

Package Name	Scope of Work as per RP	Revised Scope
<p>SD – 05</p>	<p>S&D mains (600 mm and above) in DH 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</p>	<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 a capacity of 161 lps) • Construction 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)
	<p>Pressure main from Joka Tram Depot to Churial canal by open cut method. 0.3 km along DH road</p>	<ul style="list-style-type: none"> • Renovation & Augmentation of SWF pumping capacity at Airport Road Cultural Field Pumping station
	<p>New S&D Pumping Station at Joka tram depot. Total area to be covered 3,037.8 m².</p>	<ul style="list-style-type: none"> • Construction of Begore Khal Box Drain – 150 M • 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>	
<p>SD - 04</p>	<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 1800mm dia from Joka Tram Depot PS to Churial Canal– 280m by Micro Tunneling method and 122 m by Open-Cut method
<p>SD - 06</p>	<p>Pressure main between Santoshpur main pumping station and Garden Reach STP side. 650 m length located in Maheshtala municipality. The pressure main is</p>	<ul style="list-style-type: none"> • Laying of Sewage pressure main from Santoshpur MPS to Garden Reach STP (Length – 539 m)

	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.	Part of Borough XV & part of Mahestala Municipality
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 South Sub-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

2. STATUS OF IR IMPACTS

Sl. No.	Project components including revised scope	RP prepared / not prepared; if prepared, status of IR impacts as per the approved RP	Status of IR impacts as per the final verification/ remarks
1	Water Supply Subproject - 01 (WATER LOSS MANAGEMENT)	RP Water Supply was prepared on 2012, further updated on 2014 Status of Involuntary Resettlement Impact : NIL	No IR impact
1	WATER SUPPLY SUBPROJECT – 02	RP Water Supply was prepared on 2012, further updated on 2014 Status of Involuntary Resettlement Impact : NIL ¹	No IR impact
2	WATER SUPPLY SUBPROJECT – 03	RP Water Supply was prepared on 2012, further updated on 2014 Status of Involuntary Resettlement Impact : NIL ²	No IR impact
3 (i)	WATER SUPPLY SUBPROJECT – 04 Project Component : Refer “Table 1” Details of Project Components Revised Scope : Refer “Table 2” Revised Scope	RP Water Supply was prepared on 2012, further updated on 2014 Status of Involuntary Resettlement Impact : NIL	No IR impact
3 (ii)	Sewerage & Drainage Subproject – 04 Project Component : Refer “Table 1” Details of Project Components Revised Scope : Refer “Table 2” Revised Scope	RP SD – 04 & 06 was prepared on May 2012, further revised on July 2014 Status of Involuntary Resettlement Impact : NIL	No IR impact
1	Sewerage & Drainage Subproject – 05	RP SD - 05 was prepared on May 2012, further revised on June 2013 & August 2014.	No IR impact

¹ Within Palta Water Works area (RP Water Supply Page 3 : Table 1 Location of Subproject Components,)

² Within Garden Reach Water Works area (RP Water Supply Page 3 : Table 1 Location of Subproject Components,)

Sl. No.	Project components including revised scope	RP prepared / not prepared; if prepared, status of IR impacts as per the approved RP	Status of IR impacts as per the final verification/ remarks
	Project Component : Refer "Table 1" Details of Project Components Revised Scope : Refer "Table 2" Revised Scope	Status of Involuntary Resettlement Impact : NIL	
1	Sewerage & Drainage Subproject – 06 Project Component : Refer "Table 1" Details of Project Components Revised Scope : Refer "Table 2" Revised Scope	RP SD – 04 & 06 was prepared on May 2012 and further revised on July 2014 Status of Involuntary Resettlement Impact : NIL ³	No IR impact
2	Sewerage & Drainage Subproject – 07 Project Component : Refer "Table 1" Details of Project Components Revised Scope : Refer "Table 2" Revised Scope	Due Diligence Report was prepared on May 2012 and further revised on July 2014 and January 2015. Status of Involuntary Resettlement Impact : NIL	No IR impact

³ Construction work is completed and project Handed Over to KMC

3. RESETTLEMENT FRAMEWORK PRINCIPLE

On the basis of stake holder consultations and field level observations this SSMR reckons that there are no permanent or temporary impacts occurred during the construction work. Moreover, due to revised design, scope of any kind of impact has been minimized and mitigated. Following the advice of ADB during their visit in the month of September '16; (Ref: Ad-Memoir), Due Diligence Reports for Tranche - 1 subprojects have been prepared by revising the Resettlement Plans and subsequently received approved by ADB (**Table: 4**).

Project Entitlements

The Entitlement Matrix, as incorporated in the Resettlement Plans (2014) of KEIIP Tranche – I subprojects, states that, businesses facing income loss due to disruption of access during construction phase will be compensated for loss of income. Mobile hawkers and vendors will be assisted in moving to alternative locations during the period of construction, and entitled to return once work is declared complete by the respective contractors.

Potential temporary impacts on livelihood and access have been mitigated through revised designs that will ensure routing of pipelines and mains within the ROW, ensuring that work is done through stretches where there are no permanent structures, and also by adapting micro-tunneling method for laying of pipelines.

However, during construction stage, if income or livelihood opportunity of any business is affected due to project activities, these will be identified through a Socio-economic survey and identified businesses will be eligible for livelihood assistance. Those affected persons will be provided assistance as mentioned in the entitlement matrix.

The Entitlement Matrix of SD – 05 is appended in the next page.

Entitlement Matrix of SD-05 as mentioned in “Resettlement Plan for Sewerage & Drainage Package SD-05”

Type of Loss	Entitlement Unit	Description of Entitlement and Implementation Procedures	Remarks	Responsibility
1. Damages caused during construction				
1.1 Government and private structures	1. Titleholder 2. Tenant 3. Informal settlers on government land	Where damages occur to private, community, or government property as a result of construction works, the cost of restoring to at least their original condition will be the responsibility of the contractor as part of their contract.	Extreme care should be taken by the contractors to avoid damaging any properties during construction. Compensation for the losses will be borne by the contractor.	Contractor/PMU/D SC
2. Community facilities and resources				
2.1 Loss of community structures	Local community	Restoration of affected community buildings and structures to at least previous condition, or replacement in areas identified, in consultation with affected communities and relevant authorities	Extreme care should be taken by the contractors to avoid damaging any properties during construction. Compensation for the losses will be borne by the contractor. Community structures include service roads, inner roads, temples, footpaths/trails, culverts, and water points.	Contractor/PMU/D SC
2.2 Loss of drinking water, sanitation, and other utilities like telephone lines, cable lines, etc.	Residents and businesses	Immediate replacement and restoration of these utilities	The time gap between the construction of new system and transfer from the old system should be minimized. Alternative sources of water should be made available during the construction period.	Contractor/PMU/D SC

3. Loss of income				
3.1 Loss of business	<p>1. Titleholder</p> <p>2. Licensed and non-licensed vendors</p>	<p>Sufficient advance notice (at least 1 week prior to construction) will be given to businesses that may be impacted by construction activities.</p> <p>An income survey will be conducted of businesses located on road sections where livelihood opportunities may be affected due to loss of access.</p> <p>(i) Businesses are not entitled to any compensation or assistance if access is possible for pedestrians and/or vehicles during construction stage.</p> <p>(ii) Businesses are entitled to compensation for each day of income loss due to loss of access (full or partial, permanent or temporary)⁴.</p> <p>All businesses identified under the above mentioned category 2, in the project-impacted areas (sections ready for construction) on the cut-off date⁵ will be entitled to compensation for their lost income based on the following criteria:</p> <p>(i) tax record or, in its absence, comparable rates from registered businesses of the same type with tax records, and</p> <p>(ii) for shops (licensed/illegal) not qualifying under the above criteria, the option of using the actual income based on survey, followed by a verification of the income data based on comparable incomes in the project area.</p>	<p>An income survey prior to construction will serve as the cut-off date.</p> <p>Survey will be conducted for structures that may be impacted due to loss of access.</p>	DSC/PMU

⁴ Economic displacement will be avoided through implementation of EMP.

⁵ First Day of Income Survey being conducted in a particular section

		<p>Mobile hawkers and vendors will be assisted by contractors in moving to alternative locations during the period of construction.</p> <p>Hawkers or businesses that settle in the affected areas after the cut-off date will not be eligible for assistance. They will, however, be given sufficient advance notice (at least 1 week), and requested to vacate premises and dismantle affected structures prior to project implementation.</p>	Assistance mechanism to be part of construction contract	Contractor
3.2 Vulnerable persons	Female - Headed households and below poverty line HHs	Vulnerable persons entitled to preferential employment (unskilled labor) under the project	Vulnerable persons to be identified during income survey, and the list given to PMU and contractor	Contractor/D SC/ PMU
4. Structures				
4.1 Permanent structures	Permanent structures or stalls that belong to licensed and non-licensed vendors, and titled and non-titled households	<p>Advance notice of at least 2 weeks will be given.</p> <p>Rights to salvage materials from structure</p> <p>Where permanent structures (e.g cement or concrete structures) whose materials cannot be salvaged are affected, compensation will be provided based on replacement value determined by latest schedule of rates.</p> <p>Assistance in shifting to nearby location</p>	Engineering designs indicate that only one permanent (vacant) structure located on the land is to be acquired for the access road to the Begore pumping station will be affected. However, during construction, if any other such structure is affected, these will have to be identified, and replacement value will be assessed.	PMU/DSC

4.2 Temporary loss of structures in ROW	Temporary or semi-permanent structures or stalls that belong to licensed and non-licensed vendors, and titled and non-titled households	Advance notice of at least 2 weeks will be given. Rights to salvage materials from structure Assistance in shifting to nearby location Allowed to return to original site after completion of construction	Temporary shifting for 5-7 days during period of construction. PMU and contractor will identify alternative site and help in shifting.	Contractor/D SC/ PMU
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5.0 Land

5.1 Loss of private land	Land owner(s) with legal title	<p>Compensation at replacement value or land-for-land where feasible.^a</p> <p>Fees, taxes, and other charges related to replacement land (applicable to all parcels of replacement land, which totals the equivalent area of land acquired, if parcels of non-contiguous land are bought due to the unavailability of one contiguous parcel).</p> <p>Transitional allowance^b based on three months minimum wage rates.</p> <p>Shifting assistance^c for households.</p> <p>Notice to harvest standing seasonal crops. If notice cannot be given, compensation for share of crops will be provided.</p> <p>Additional compensation for vulnerable households.^d</p>	<p>If land-for-land is offered, titles will be in the name of original landowners^e.</p> <p>Fees, taxes, and other charges will be limited to those for land purchased within a year of compensation payment and for land of equivalent size. Vulnerable households will be identified during the Census.</p>	<p>- KMC will purchase land by the “willing buyer willing seller” principle wherever possible, conducting negotiations and signing agreements openly in public.</p> <p>- Negotiations would be monitored by a third party – If a parcel of land cannot be obtained by this method, an alternative site</p>
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^a Including option for compensation for non-viable residual portions.

^b To be provided for APs whose livelihood is affected by the project. The transitional allowance is calculated based on minimum wage rates for semi-skilled labor in the respective towns/cities for three months. This allowance is

^c To be provided to APs relocating to a new affected person-determined site. This will be equivalent to one day hire charges for a truck, including shifting within a radius of 50 km.

^d Vulnerable households comprise female-headed household, disabled-headed household, scheduled tribe-headed households, and Below Poverty Line households.

^e Joint titles in the name of husband and wife will be offered in the case of married affected persons.

				<p>will be sought.</p> <ul style="list-style-type: none"> - If no suitable alternative exists, land will be acquired by the established procedures of LAA - KMC will commission an independent survey to establish the market value of the land. - If the sale price negotiated by KMC or established by the District Collector is less than the replacement value according to the survey, the project will pay a top-up amount equivalent to the shortfall.
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4. GRIEVANCE REDRESS MECHANISM

The Grievance Redress Mechanism will provide the platform for APs to redress their grievances and describes the informal and formal channels, time frame and mechanisms for resolving their complaints. A Grievance Redress Cell has been set up at PMU & Contractors' level and it is functioning properly. The grievances received over phone are always redressed through the Contractors of the respective subprojects. The implementation process of Grievance Redress Mechanism at KMC Ward & Borough offices is in progress

Grievances received and responses provided will be documented and reported back to the APs. The number of grievances recorded and resolved and the outcomes will be disclosed in the offices of the different boroughs of KMC and on the web. The phone number where grievances are to be recorded will be prominently displayed at the construction sites.

A CASE STUDY ON GRIEVANCE REDRESSAL

On 7th Sept'16, Mr. Kashinath Roy (87 years), the landlord of the premises of 17/1, Upen Banerjee Road, Kolkata – 60, KMC Ward – 131 reported to Social Safeguard Cell, KEIIP over phone regarding

- i) **Incomplete road restoration work in front of the main entrance of the premises**



- ii) **Dumped Bricks in front of the building leading to inconvenience for the residents of the building.**

Steps Taken by Social Safeguard Cell, KEIIP:

The message was communicated to the concerned engineer of DSC Mr. Sukanta Dey (SD-05, Additional Work) and with the help of him **a field level visit was arranged at the spot on the same date** along with the construction supervisor Sri, Asim (TANTIA – MPPL (WILO) JV) and Project Assistant of SSC,KEIIP Sri, Sumit Chowdhury

Key points discussed on the spot:

i) The landlord of the premises was introduced to the Construction Supervisor and it was resolved that since the work is under progress at Upen Banerjee Road so the final road restoration process will be initiated within a fortnight. Because of shortage of labor at site and rainy season the work has been delayed a little.

ii) Upon the query made by Mr. Kashinath Roy, the Construction Supervisor said that the bricks would be removed within a day.

iii) The feedback regarding the visit was given to Sri, Sukanta Dey (DSC) for his information and further follow-up.

On the basis of such discussion Mr. Roy expressed his thanks to the project. The suggested work was also completed within the stipulated time.



The Following table of Grievance Redressal is the result of Social Impact Assessment Survey work:

Sl. No.	Receiving Officials	Package	Ward No	No. of Complaints	Status of Resolution	No. of Unresolved cases	Remarks
1	Staffs of Safeguard Monitoring Unit	SD – 05	125	25	20	5	11 complaints related to final road restoration could not be redressed till 16 th November as the pipe laying work was in progress. The nature of inconvenience caused due to restricted movements of vehicles and passersby.
2		SD – 05	126	5	5	Nil	
3		SD - 07	122	19	19	Nil	
4		SD – 05 (Additional)	131	11	5	6	

From the above figures it can be said that, types of disturbances due to project implementation are completely temporary in nature. The process of road restoration was progressing very slowly for some unavoidable reason, such as rainy season /election embargo etc.

1. **Periodic review and documentation of lessons learned.** PMU will periodically review the functioning of the GRM and the effectiveness of the mechanism, especially on the project's ability to prevent and address grievances.
2. **Record keeping.** Records will be kept by the PMU of all grievances received, including contact details of complainant, date of the complaint was received, nature of grievances, agreed corrective actions and documentation of the final outcome. The number of grievances which are recorded and resolved, the outcomes will be disclosed in the offices of the PMU.
3. **Costs.** All costs involved in resolving the complaints (meetings, consultations, communication, and information dissemination) will be borne by PMU

Photographs of field visits are annexed in annexure.

5. ACTIVITIES CONDUCTED BY SAFEGUARD MONITORING CELL

Sl. No.	Purpose of Visit	Number of Visits Conducted	Tranche - 1 Packages Covered	Wards / Packages Covered
1	Safeguard Monitoring Visit	17	WS - 02 WS & SD - 04 SD - 05 SD - 07 WS - 04	1. Ward - 122.....(3 visits - SD - 07) 2. Ward - 125.....(6 visits - SD - 05) 3. Ward - 126.....(1 visit - SD - 05) 4. Ward - 129.....(2 visits - SD - 05) 5. Ward - 131.....(1 visit - SD - 05) 6. Ward - 144.....(1 visit - SD - 05) 7. Maheshtala Municipality.....(1 visit - WS - 04) 8. Palta Water Works.....(1 visit - WS - 02) 9. Ward - 119(1 visit - WS - 04)
2	Impact Assessment Visit	18	SD - 05 SD - 07	1. Ward - 122.....(5 visits - SD - 07) 2. Ward - 125.....(8 visits - SD - 05) 3. Ward - 126.....(3 visits - SD - 05) 4. Ward - 131.....(2 visits - SD - 05)
3	S & D House Connection	26	SD - 05	Ward - 131 BR - XIV (Upen Banerjee Road - SD - 05) (House Drainage Connection has been completed)
4	S & D House Survey	17	SD - 05	Status report of Ward - 125 & 126 at BR - XVI (Roads visited 9)

• **Social Safeguard Compliances in the different Packages of Project (tranche 1)**

As per the ADB's SPS Policy 2009, a Safeguard Monitoring team has been formed at Social Safeguard Monitoring Unit, with a view to conduct field level visits at different subproject locations for monitoring overall progress and mitigation of the issues related to social and environmental problems. The team has been functioning from July 2016.

The key activities of the team are as follows:

- i) To monitor construction work at different subproject locations.
- ii) To monitor successful implementation of general Safety Policy as directed in the project guideline for common people and workers / laborers too.
- iii) To interact with the construction supervisors, site engineers of contractors and DSC, safety officers and workers to make them aware regarding the ADB Safeguard Policy 2009.

Number of Visits Conducted	Tranche - 1 Packages Covered	Wards / Packages Covered
17	WS - 02 WS & SD - 04 SD - 05 SD - 07	1.Ward - 122.....(3 visits - SD - 07) 2. Ward - 125.....(6 visits - SD - 05) 3. Ward - 126.....(1 visit - SD - 05) 4. Ward - 129.....(2 visits - SD - 05) 5. Ward - 131.....(1 visit - SD - 05) 6. Ward - 144.....(1 visit - SD - 05) 7. Maheshtala Municipality.....(1 visit - WS - 04) 8. Palta Water Works.....(1 visit - WS - 02) 9. Ward - 119(1 visit - WS - 04)



Among Tranche-1 S&D subprojects, SD-05 covers two KMC Wards i.e. Ward no 125 & 126. Both the wards are having high density population as per latest Census Report 2011. In these two wards Sewerage & Drainage pipes are being laid through residential areas by open cut method which leads to restricted movement for passersby and vehicles. Similarly in SD-07 (Ward No. 122) the problems are in same pattern.



Package	Number of visits	Method
WS - 02	1	Palta Water Supply
WS - 04	2	Micro tunneling
SD - 04	1	Do
SD - 05	10	Open Cut
SD - 06	Nil	Micro tunneling
SD - 07	3	Open Cut
TOTAL VISITS CONDUCTED 17		

For this reason special importance was given on these two packages for conducting/monitoring the Safeguard Visits. Out of total 17 visits, 13 have been conducted in these two S&D packages.

No visit could be conducted at SD-06 package because the project has completed on 21.05.16 and handed over to the competent authority on 22.05.16. Thus, the necessity of social safeguard visit for SD 06 has been reduced.

It is always considered that Micro-tunneling work is less hazardous than Open-Cut method in terms of laying of underground pipes. The Tranche-1 subprojects include Micro-tunneling work in WS & SD -04 which are being implemented through Taratala Road & Diamond Harbour Roads respectively. Both these roads are wide enough and considered as the busiest roads of

the city. Isolated Spots on these roads had been identified during the design phase of the project for constructing Micro-tunneling pits.



The safeguard visit team of SMU finds no otherwise impact that can rise to resettlement or compensation issues. Enough access and visibility were maintained for the road side shops for avoiding any negative impact on their daily transactions.



Heavy traffics on these two roads were also managed by efficient Traffic Management System in collaboration with Kolkata Traffic Control Dept. of Kolkata Police. Caution Boards, Fencing and appropriate barricading has been introduced in and around construction spots for avoiding any unprecedented incidents.

In absence of above required arrangements, the safeguard visit team perused the workers to mount the disorganized items in the proper place of the surrounding areas to ensure public safety. Further follow up visits are always been carried out in those very locations for monitoring the practice.



6. INSTITUTIONAL ARRANGEMENTS

The existing institutional arrangement for implementation of the KEIP, which has been functioning satisfactorily, will continue. The administrative officer will coordinate basic social monitoring, including resettlement plan implementation.

The institutional arrangement will follow KEIP's organizational structure and functions. KMC is the executing agency for the subproject. The subproject will be implemented and monitored by the PMU. Social monitoring including RP implementation plan will be coordinated by the Administrative Officer. The coordinator will be assisted by the Social Development Unit (SDU) consisting of a Resettlement & Rehabilitation (R&R) consultant and community mobilizers who will prepare resettlement plan reports and implement the short term resettlement plan as and when required. This arrangement will ensure that,

- ❖ Social safeguard issues are addressed;
- ❖ Resettlement framework is followed in all resettlement issues;
- ❖ Approved resettlement plans are implemented;
- ❖ Implementation of resettlement plan is monitored
- ❖ Periodic monitoring reports are prepared in time and submitted to PD, KEIIP for onward transmission to ADB upon approval.

ADB loan Review Mission for the KEIIP from 26-29 May 2014 in its Aide Memoire dated 30.05.14 had advised the project to strengthen the Social Safeguard Cell in PMU, KEIIP by modifying it's structure by way of inclusion of one Environmental Specialist and one Social Safeguard Specialist.

The Social Development Unit (SDU) of KEIIP has actually been renamed as Social Safeguard Cell in the KEIIP as the function of the erstwhile SDU and the present SSC is almost identical.

The service of all the contractual employees (14 nos.), who were engaged in SDU has been retained by the project in its newly created Social Safeguard Cell (SSC).

Keeping in view the observations of the ADB in its Aide Memoire dated 30.05.14 and considering smooth and better functioning a partial modification in the structure in the form of three Cells viz. (i) Social Safeguard Cell (ii) Library / Record Keeping / Publication Cell and (iii) Publication Relation Cell are needed. The existing employees (Contractual) will be accommodated in the reoriented structures in their existing remuneration for manning the re-designated posts of Project Assistant and Jr. Project Assistant

STATUS OF HOUSE-- DRAINAGE CONNECTIONS

The structure of Social Safeguard Cell is as follows:-1) Social Safeguard Cell:			
Sl.No	Designation	Total Strength approved by MIC	
		dt.09.01.14	Proposed
1	S.O.(Coordination)	1	1
2	Environmental Specialist	Nil	1
3	Social Safeguard Specialist	Nil	1
4	Stenographer	1	1
5	Sr.Project Assistant	2	Nil
6	Project Assistant	Nil	10
7	Jr.Project Assistant	9	1
2) Library/Records Keeping/Publication Cell:			
Sl.No	Designation	Total Strength approved by MIC	
		dt.09.01.14	Proposed
1	Librarian	1	1
2	Project Assistant	2	1
3	Jr.Project Assistant	Nil	1
3) Public Relation Cell:			
Sl.No	Designation	Total Strength approved by MIC	
		dt.09.01.14	Proposed
1	Public Relation Expert	1	1
2	Project Assistant	2	1
3	Jr.Project Assistant	Nil	1

7. STATUS OF HOUSE DRAINAGE CONNECTION

SD 05 Additional Work, Upen Banerjee Road

The house- drainage connection at Upen Banerjee Road has been completed. The brief of that work is being given below:

Upen Banerjee Road, Ward No. 131 under Package SD – 05 of KEIIP

Total number of Addressees have been visited by SSC = 69

Break up for the 69 addressees are given below:

- 1. Number of houses found eligible for house drainage connection = 41**
 - a) Number of Demand Notices issued to respective households = 41
 - b) Number of houses deposited drainage connection fees (Rs. 500/-) = 41
 - c) Number of houses constructed pit as per project specification = 41
 - d) Number of houses provided with underground connection = 41
 - e) Number of women headed household = 9
 - f) Number of vulnerable household identified = Nil
 - g) Number of additional underground connection = 4

- 2. Number of houses & other structures found ineligible for underground house drainage connection = 27,**
 - a. Number of house drainage connections given by KMC = 09 (*)
 - b. Number of houses/ other holdings having old drainage connections (from KEIP or KMC) =14
 - c. Number of club organizations = 02
 - d. Number of temples = 01
 - e. Number of industries having old drainage connections = 01

8. PUBLIC CONSULTATION

Public consultation is a regular process by which the public's input on matters affecting them is sought. Its main goals are in improving the efficiency, transparency and public involvement in large-scale projects. It helps to develop the awareness of the people about the prevalent problems of the Project Affected Area

. The description of a consultation meeting has been given below:

Minutes of Meeting on Safe Garbage Disposal with women of Ward 122

Date: 7.09.16

Venue: Ward 122 Councilor's Office

Introduction:

PC&SDC team organized a meeting with women of Ward 122 on the issue of safe garbage disposal in the Ward Councilor's office. Prior to this meeting, two meetings were already held with the women regarding –i. Introduction of KEIIP and plan of the upcoming works in the region and ii. Update on the current status of work and receiving feedback from the community members regarding their experiences.

Members of Social Safeguard Unit [SSU] and Design and Supervision [DSC] team also participated in the meeting.

Following were the meeting agenda-

- Welcome and Introduction by SSU
- Discussion regarding ongoing work and addressing the community grievance by DSC
- Discussion regarding safe garbage disposal by PC&SDC
- Feedback and suggestions from community
- Conclusion by Ward Councillor
- Vote of Thanks

Proceedings:

i. Welcome and Introduction by SSU:

Smt.Madhmita Sur [from SSU] initiated the meeting by welcoming everyone. While addressing the people, following were the key points mentioned:

- KEIIP is KMC's project aimed at providing improved and increased water and drainage services to the people of Kolkata. This project is funded by Asian Development Bank
- Support of the people and local government is essential
- Regular visits by the team is undertaken to check the status of residents throughout the construction period
- She mentioned areas like Brickfield Road and K.K.Roy Choudhury Road where work is currently ongoing

ii. Discussion regarding ongoing work and addressing the community grievance by DSC

- Shri.Manoranjan Das [from DSC] present in the meeting informed that during construction, certain damages caused are inevitable. However, DSC ensures that the damages caused are also repaired.
- DSC maintains a record of the complaints made and tracks the progress made in addressing them
- One of the participating women present in the meeting informed of the damages caused to her house due to ongoing work. Upon complaint to the contractor's engineer, favorable response was not received.
- Due note was made of the complaint made and she was assured that action will be taken
- The current map of the Ward clearly indicating the current ongoing work and the plans ahead was shown and explained to the Ward Councilor.
- Women were requested to continue providing their support and cooperation and to understand that the inconvenience caused is temporary; the benefits of the project will be long term.
- Women were also assured that their complaints are being recorded and action has been/will be taken

iii. Discussion regarding safe garbage disposal by PC&SDC:

PC&SDC further continued the discussions with the women. Following were the key points discussed:

- The current project aims towards improved water supply and sewerage system. Amongst many others, one of the key expected outcomes is reducing the problem of water logging and the associated risks.
- Water logging by itself causes a host of diseases that further has repercussions on the health status of the people, affects the traffic and impacts the overall efficiency and financial status of the family.
- The team stressed that the malpractice of throwing garbage outside, be it in water bodies or in open spaces, adds to the problem of water logging. Most of the time, this garbage is wrapped in plastic bags and thrown.
- The purpose of this project, to provide improved sewerage facilities (by laying pipelines and required machineries for smooth pumping out of the sewage) will be defeated, if garbage and plastics block the passage.
- Many women complained, that while they do not throw waste outside, they have seen many others throw garbage outside and in drains, this despite having the facility of having a KMC person come and collect the garbage.
- One of the women suggested that there should be a law that prohibits people from throwing garbage in the open. PC&SDC clarified that this is a problem related to the habit and practices of the people and the best way to combat it is through collective community action.
- To create greater awareness amongst all regarding safe disposal of garbage and to stop the practice of its open dumping, various methods need to be adopted. The *para* clubs, women's groups and any other local groups play a critical role in promoting the cause and practice. Posters and awareness events are essential tools in the process.
- PC &SDC further stressed upon the significant role that women play in changing behaviour and practices of other members of the household. In most of the families, women manage most of the domestic chores and support other members of the family. They also have considerable influence over the behavioral practices of rest of the family members. It therefore becomes all the more critical that women are aware and adopt the practice of safe garbage disposal.

iv. Vote of Thanks:

The PC&SDC team thanked all the members for participating and requested the Ward Councilor, Smt. Soma Chakraborty to address the people present at the meeting.

v. Conclusion by Ward Councilor:

The Ward Councilor, Smt.Soma Chakraborty summed up the discussion and mentioned that:

- People want progress in their area and support the project, they are willing to bear with temporary inconvenience so that in the long run their area and people benefit.
- The problem of throwing garbage in drains, canals and in the open has been causing serious problems of water logging and blockage of pipelines even in the past. The councilor has been shown many times by the workers the kind of garbage that clogs the pipelines. She stressed that everyone should make it a practice that garbage is thrown in dustbins and in places assigned to throw them. There is a need for collective action for promoting the same.
- The Councilor also supported the idea of holding awareness events in the community to promote the practice not throwing garbage in the open.
- The meeting concluded with thanking everyone for their participation.



**PHOTOGRAPHS OF THE
CONSULTATION
PROGRAMME**

**Councillor of Ward no. 122,
Smt. Soma Chakraborty Is
addressing the Participants**



9. GENDER ACTION PLAN MONITORING REPORT

SL. No.	Activity conducted during the reporting period	Details of Activities
1	Public advertisements on the project highlighting its benefits to women and the poor put up in strategic places in the city. (Activity : 1.1 under Output 1 of Gender Action Plan of KEIIP / Tr – I)	6 Nos. of Posters, Banners & Hoardings have been developed by PC&SDC which are waiting for final approval of the Authority.
2	Consultation activities conducted in the sub project areas with the local residents; housewives, women heads of households, and heads of vulnerable households on the planning, design, and location of works. (Activity : 1.2 under Output 1 of Gender Action Plan of KEIIP / Tr – I)	1 Public Consultation Programme was organized by PC&SDC at Ward 122 on 7 th Sept'16 regarding “Safe Disposal of Garbage” & “GRM of the Project”
3	Focus group discussions with eminent local citizens/residents, preferably women, local NGOs/CBOs, and ward councillors. (Activity 1.5 under Output 1 of Gender Action Plan of KEIIP / Tr – I)	A Borough Level meeting was organized by PC&SDC at Borough XVI on 15th July'16 with the ward councilors, DSC & Contractors. 2 FGDs were also held in SD-04 & SD-07 with the local residents and business owners on 27th & 29th July'16
4	No. of PMU and KMC officials and contractors oriented to gender responsive planning in water and sanitation and GAP provisions (Activity 3.2 under Output 3 of Gender Action Plan of KEIIP / Tr – I)	2 orientation meetings were conducted by PC&SDC for KEIIP staffs (PMU, PMC & DSC) and Contractors on “ADB Safety Norms & Implementation of GAP” on 22nd July & 9th August 2016

10. CAPACITY BUILDING

Capacity building or capacity development is the process by which individual and organizations obtain, improve, and retain the skills and knowledge needed to do their jobs competently. so they can overcome the causes of their exclusion and suffering and to guide their internal development and activities. It is very much essential in every project environment to modify or making correction of the skill of the persons who are responsible for the implementation of the project work.

Below, are descriptions of some meetings on capacity building:

Minutes of Orientation Meeting of Contractors On Safety Norms and Public Communication & Gender Inclusion

Date: 22.07.2016

Venue: Conference Hall at KEIIP Office

Objectives of the meeting – Orientation of the contractors of KEIIP work packages on safety norms and public communication.

The meeting was flagged off by Acting TL and Communication Strategy Expert, PC & SDC with a thanking note to all the participants of the meeting. After the brief introduction of the participants present, Social Development Expert, PC & SDC started the presentation on **Safety Norms for the contractors**.

She pointed out that construction workers are the backbone of the project and contractors must ensure the safety and this is a prime responsibility of the contractors. Contractors agreed to the observation.

The issue on worker's insurance policy was raised on which DSC members present, shared facts on WS policy according to ESI act.

On the process of maintaining public safety the contractors said that they are facing frequent issues in public places. Maintaining safety net and caution tape is becoming a big issue due to huge public gathering in and around the worksites. The need for inclusion of women in the work areas and equal pay for women was discussed.

Event Co-Ordination Expert, PC&SDC presented and discussed the basic principles of Public Interaction. She stressed on the significance of interaction between the contractors and the local community before and during the construction work. One of the key aspects of the interaction is sensitive and respectful behavior towards community women and understanding the additional set of problems they face due to the construction work. Ensuring that child safety norms are maintained too was discussed.

She stressed her point with references from the interaction the team had with the Chairperson and Councillors of Borough XVI.

Taking part in the discussion DG raised a point on Grievance Redressal Mechanism. He observed there are and will be public grievances in and around the worksites. He noted that the issues aggravate as the contractors do not always address the same. He suggested for ground level interaction with the public around the worksites to mitigate the grievances.

The Content Editing, Rewriting and Design Expert, PC & SDC shared an indicative poster on "Worker's Safety Norms at worksite". A discussion on the same followed and suggestions were noted. Contractor's and members of DSC suggested that it would be also helpful if a safety do's and don'ts poster is also prepared based on the discussion that happened.

**Minutes of Orientation Meeting of Construction Manager
Safety Norms and Public Communication
& Gender Inclusion**

Date: 09.08.2016

Venue: Conference Hall at KEIIP Office

Introduction:

Post feedback received from the first round of orientation on ADB safety norms [held on 22.07.16], a second round of orientation on the same was organized by PC&SDC for construction managers (from DSC and Contractors) and for those Health and Safety Officers who were unable to participate in the first round of orientation. Members from SDU and DSC also participated.

Proceedings:

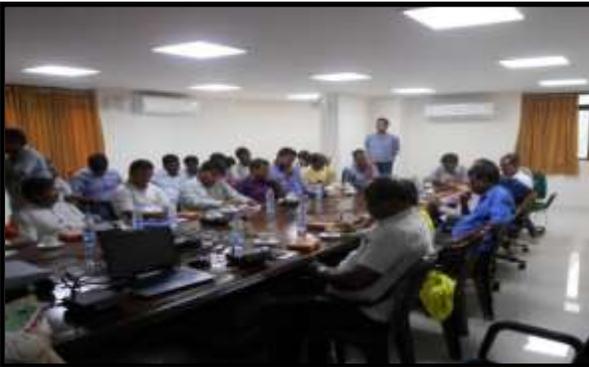
- The orientation was flagged off by Ms. Tamali Ganguly, acting Team Leader- PC&SDC. She discussed the fact that while the work undertaken is for the people, yet there is a need for greater communication between the people and the contractor.
- The Team Leader then invited Mr.S.N Deskhmukh, TL-DSC to address the group before the orientation begins.
- Mr. Deskhmukh stressed on the need to have regular safety norms orientations and workshops. These norms are fully or partially known, yet many a times it has been seen that they are not completely complied by. Many a times, violations of norms have been observed.
- The workshop then started off with the ADB safety norms presented by Events Coordination Expert. Following were the key issues discussed:

- i. Issue of safety being an all encompassing concept affecting the workers, the environment and the residents where the work is ongoing. This needs to be reflected in the safety plan developed by the contractors. Also, the safety plan needs to include any site specific precautionary steps.
 - ii. ADB Safeguard policy that aims towards minimization, mitigation and protection of those affected by the project was discussed.
 - iii. Through the medium of a short AV, Personal Protective Equipment (PPE) was shown and discussed.
 - iv. Certain social responsibilities that need to be ensured by the contractors such as medical policy for the workers, accommodation facilities, toilets and eating spaces provided were further discussed.
 - v. Safety precautions to be followed at the worksite that includes, display of caution boards, easy access to first aid kit, prohibition of alcohol/drugs, prohibition of fire, controlled sound levels, safe storage and disposal of hazardous items and more.
 - vi. The need for documenting all the accidents, the complaints received and steps to be taken and the grievance redressal mechanism is essential, needs to be systematic.
 - vii. Also, the responsibility of the contractors in minimizing disturbance for the residents and public was discussed.
- Post the presentation, the Social Development Expert and the PC& SDC team leader facilitated the feedback session. Following were the key points of discussions:
 - i. SDU team members informed that SD05 work has affected the communities in Ward 125 & 126 severely. In many cases it has been seen that problems of the soil left on the sides of roads blocking/hindering traffic [post construction] and damage caused to houses/part of a house has remained unaddressed by the contractors.
 - ii. During the discussion, it was suggested that the medical policy should cover not only the workers but their families as well.
 - iii. There was also a detailed discussion regarding the display of information for the public. During site visits, at several places, the boards that were displayed either did not provide complete information regarding the project, it's duration, name of the contractor, contact details or the boards were further covered with additional posters. The display needs to be clearly visible to the public.
 - iv. The SSP/DSC stressed on the need for a fully functional public grievance system that is also well known to the public. He gave the example of Jammu and Kashmir. Here, all the project related information, including numbers of Joint Municipal Commission works, social welfare Officer, Health Officer and a fully functional toll free numbers are provided for the public. He further shared that it has been seen that when the complaint numbers

are provided to the public and people know that their grievance is being heard and addressed, the number of complaints also come down.

- v. Keeping Grievance Register is essential. PC&SDC team members requested the contractors to share cases where steps have been undertaken to address public grievance.

**PHOTOGRAPHS OF ORIENTATION PROGRAMME FOR THE CONTRACTORS
& THE STAFFS OF KEIIP HELD ON 22ND JULY & 9TH AUGUST 2016**



ANNEXURE 1

**ANNEXURE : 1 SIGNATURE LIST OF PARTICIPANTS OF PUBLIC CONSULTATION
AT WARD 122**

Participation Sheet

Meeting with Women on the Issue of Safe Garbage Disposal

Venue: Ward 122 Office

7.09.16

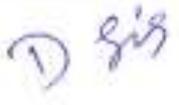
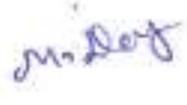
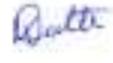
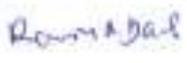
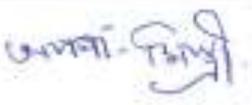
S.No	Name	Address	Signature
1	অনুষ্ঠান	৩৭ আদমপুর ক্রীড়াঙ্গণ কলকাতা-৮২	
2	সায়ি রায়	৩৩৬ আদমপুর ক্রীড়াঙ্গণ কলকাতা-৮২	
3	সায়ি রায়	আদমপুর কলকাতা কলকাতা-৮২ ২৪২ নং	S. D. Ray
4	Kamrunn messa	146/1A M.G. Rd Kol-82	k.messa
5	Hemshi Samadour.	209 A O.A.K Saruni Kol-82	
6	Kalyani Gargachi	203 N O.A.K Saruni. Kol-82	
7	সায়ি রায়	আদমপুর কলকাতা কলকাতা-৮২	

Participation Sheet

Meeting with Women on the Issue of Safe Garbage Disposal

Venue: Ward 122 Office

7.09.16

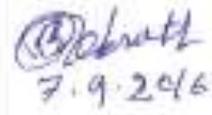
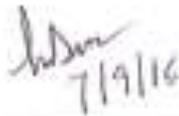
S.No	Name	Address	Signature
15	Kamal kr Dey	46/5, Suryasen pally, P.O.P.S. Hazi Deypur, K-82	
16	Dabi Sil	Sodpur Ramkrishna Nagar K-82	
17	Madhurita dey	Sodpur Ram Krishna Nagar K-82	
18	Kalpna Batta	23/5 Basuda Saran Road K-82	
19	Rama Das	103/1 M.G. Road K-82	
20	Fog Sitar	21/5 K. B. S. Road K-82	
21	Ganpati - Singh	21/5 K. B. S. Road K-82	

Participation Sheet

Meeting with Women on the Issue of Safe Garbage Disposal

Venue: Ward 122 Office

7.09.16

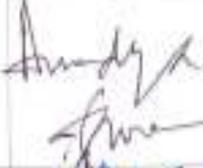
S.No	Name	Address	Signature
22	Soma Chakraborty 7.9.16	39, M. Ge. Road Koi- B2.	S. Chakraborty 7.9.16
23	Hanorayan Das	KEIIP/DSC	
24	Thakurdas Maji	KEIIP/DSC	
25	Jayanta Chatterjee	KEIIP/SSC	JChatterjee 7/9/2016
26	Bikram Deb Nath	KEIIP/SSC	 7.9.2016
27	Madhumnika Sin	KEIIP/SSC	 7/9/16
—	—	—	—

Participation Sheet

Meeting With Women on the Issue of Safe Garbage Disposal

Venue: Ward 122 Office

7.09.16

S.No	Name	Address	Signature
35	Tamali Ganguly	KEHP	
36	ANINDYA CHOSE	KEHP	
37	PRATYAYA MITRA	KEHP	 2/9/2016
38	ISHANI BISWAS	PC + SDC, KEHP	

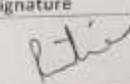
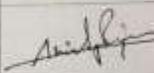
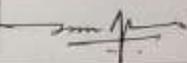
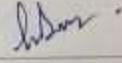
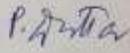
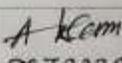
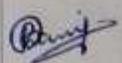
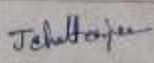
ANNEXURE 2

ANNEXURE : 2 SIGNATURE LIST OF PARTICIPANTS OF CAPACITY BUILDING WORKSHOP FOR CONTRACTORS HELD ON 22.07.16 & 09.08.16

Orientation of Contractors on Safety Norms and Public Communication

PC&SDC

22.07.16

Name	Designation	Contact Details	Signature
RAJESH MITRA	DY. PROJECT MANAGER	ITD-CEMINDIA JV PALTA WTP (WS-02)	 7044033858 WS-02
Abhasee Saha	Sr. Engineer (Safety)	ITD-ITD CEM JV (SD/DW-04)	 8584864132
Anandya Banerjee	Asst. Eng. (Safety)	ITD - Cementin (Sv) PALTA - WTP (WS-02)	 7044033466
Mid. Imran	Project Assistant	KE11P SDW SSC.	
Mouhummata Sra	Project Assistant	SSC / KE11P.	
Partha Ghata	Project Assistant	SSC / KE11P	
Ashikul Islam	Assistant Engg.	Interior Renovation KE11P/1,90TR	 A Kam 9073332703
Tanali Ganguly	Consultant PC&SDC	9830024474	
Anindya Guin	Consultant PC&SDC	PC&SDC KE11P	
Rajashri Mukherjee	SDC	PC & SDC, KE11P	
Nehanta Mukherjee	PR & Comm. Asst	PC & SDC, KE11P	
D. Sengupta	Construction Manager DSC	98317-98533-	
S. K. MUKHERJEE	CM / DSC / KE11P	9831488520	
Pratik Banerjee	Project Assistant	7686857343	
Jayadichatterjee	Project Assistant	SSC / KE11P	

Orientation of Construction Managers & Supervisors (Contractors)

Date: 9/08/16

Sl. No.	Name	Designation	Contact No.	Signature
1.	Dhomanjai Kumar Rai	Project Manager M/S. TANTRA INFRA	9903900036	
2.	JAYED ANSHEK HOISAN	Project Engineer M/S. TANTRA INFRA	9903900645	
3.	Anindya Banerjee	Safety-in-Charge M/S. ITO-CONCRETE JV	7044033866	
4.	Jayanta Kumar Sahoo	Safety-in-Charge M/S. SNET-SS4-JV	9165632017	
5.	S. N. Dashmukh	TL DSC	957763972	
6.	A. K. Chatterjee	C. M. DSC	9804472578	
7.	M. K. Gopin	CM/DSC	7044282159	
8.	P. Choudhry	CS/DC	9831969629	
9.	R. Mondal	SE (Civil/ SMIPL)	9075519318	
10.	Arindam Saha	Project Engineer Electrical - SMIPL	7003133245	
11.	Nabanita Mukherjee	PR & COMMUNICATION Acct.	9831037803	
12.	ANINDYA GHOSH	PC/SDC	-	
13.	Tamali Ganguly	Acting TL	-	
14.	Arghavree Saha	SA ENGINEER (SAFETY) ITO-EDCOM JV Kolkata	8684864132	
15.	Shilajit Soley	Engineer (SAFETY) ITO-EDCOM JV Kolkata	8584012802	
16.	Pintu Sarda	CS/DSC	9748704972	
17.	Sudipta Dutta	CM/DSC	9836793377	
18.	SUKANTA DEY.	Construction Supervisor/DSC	9831671773	
19.	Manoranjan Das	C-S/DSC	9903031320	
20.	Mahadeb Majhi	CS/DSC	9830959003	

ANNEXURE 3

ANNEXURE : 3 FIELD VISIT PHOTOGRAPHS OF GRIEVANCE REDRESSAL MECHANISM

