

Land Acquisition and Resettlement Due Diligence Report

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India: Kolkata Municipal Corporation Sustainability, Hygiene, and Resilience (Sector) Project

Construction of 41 MLD Sewage Treatment Plant at Hossainpur, in Ward 108 including Operation and Maintenance for 15 Years

Package: KSHARP/NCB/2023-2024/SD 04

CURRENCY EQUIVALENTS

(as of 20 November 2023)

Currency unit	–	Indian rupee (₹)
₹ 1.00	=	\$ 0.01
\$ 1.00	=	₹ 83.33

ABBREVIATIONS

ADB	-	Asian Development Bank
FGD	-	Focus Group Discussion
GoWB	-	Government of West Bengal
GRC	-	Grievance Redressal Committee
GSU	-	Gender and Safeguards Unit
GRM	-	Grievance Redress Mechanism
GRU	-	Grievance Redress Unit
INRM	-	India Resident Mission
KMC	-	Kolkata Municipal Corporation
KEIIP	-	Kolkata Environmental Improvement Investment Project
KSHARP	-	Kolkata Municipal Corporation Sustainability, Hygiene and Resilience (Sector) Project
NGO	-	Nongovernmental Organizations
PMU	-	Project Management Unit
RCFTLARR	-	Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement
SIA	-	Social Impact Assessment
SWM	-	Solid Waste Management
SSC	-	Social Safeguard Cell
SPS	-	Safeguards Policy Statement

NOTE

In this report, "\$" refers to United States dollar.

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I. INTRODUCTION

1. Since 1998, Asian Development Bank (ADB) has been supporting Kolkata Municipal Corporation (KMC) to make Kolkata a more livable city through phased investments and integrated urban development. The Kolkata Environmental Improvement Project (KEIP) helped KMC to prepare sectoral strategies, road maps, policy frameworks, and urban sector investment plans to address gaps in operational efficiency, institutional effectiveness, policy, and sustainability.¹ The project developed a comprehensive and master plan and carved out phased investment needs of the city until 2035, laying the foundation for future investments.² It also developed the urban infrastructure investment plan for the city covering all municipal services offered by the KMC.³ Following on from KEIP, the Kolkata Municipal Corporation Sustainability, Hygiene and Resilience (Sector) Project (KSHARP), a multi-tranche financing facility of \$400 million, was approved in 2014.⁴ Tranche 1 of KEIP closed in 2019, while Tranche 2 and Tranche 3 remain under implementation and are expected to be closed by the end of 2024.

2. KEIP and KEIP have together resulted in over 50,000 new sewerage connections, over 370 kilometers of new sewerage networks, 20 new combined pumping stations, rehabilitation of 22 pre-existing pumping stations, augmentation of three existing sewage treatment facilities, and rehabilitation of over 210 kilometers of existing sanitation and drainage conduits and 14 water bodies. When KEIP closes, flooding will have been reduced to about 6,000 hectares covered by the projects.

3. The proposed Kolkata Municipal Corporation Sustainability, Hygiene and Resilience (Sector) Project (KSHARP) is a continuation endeavor of ADB's support to improve the livability and quality of life of the urban people in the jurisdiction of the Kolkata Municipal Corporation area. The project will provide comprehensive and services in uncovered areas of Kolkata, as well as selected interventions on Solid Waste Management (SWM). Selection criteria for supported subprojects will be identified prior to fact-finding. The project is aligned with the country partnership strategy for India, 2018–2022, which recognizes the need to address infrastructure bottlenecks and provide better municipal services for the urban poor. The project is also in line with West Bengal's 20-year vision, Kolkata's sewerage, and drainage master plan (2007), Kolkata's Urban Sector Investment Plan, 2012–2022, and KMC's solid waste management master plan (2018).

4. The project will be aligned with the following impact: integrated urban renewal of Kolkata city achieved.⁵ The expected outcome of the project is access to resilient, inclusive, and sustainable urban services increased. The outcome will be achieved through two outputs. urban services increased. The outcome will be achieved through two outputs.

5. **Output 1: Urban infrastructure and systems strengthened.** The project will support the development of climate- and disaster-resilient sewerage and drainage infrastructure and systems, which will cover unserved areas of KMC. It includes the construction of 84 kilometers of trunk and secondary sewerage and drainage networks, 176 km of lateral network up to customer connections, 50,000 household sewer connections, one sewage treatment plant (STP) with a

¹ ADB. 2015. *Completion Report: Kolkata Environmental Improvement Project in India*. Manila.

² KMC. 2007. *Drainage and Sewerage Master Plan for Kolkata City*. Kolkata.

³ KMC. 2011. *Kolkata Urban Sector Investment Plan, 2012–2022*. Kolkata.

⁴ ADB. 2013. *Report and Recommendation of the President to the Board of Directors: Proposed Loan to India for the Kolkata Environmental Improvement Investment Program*. Manila.

⁵ KMC. 2007. *Sewerage and Drainage Master Plan for Kolkata City*. Kolkata. As the Master Plan will be updated prior to project approval, the impact statement will be revisited during processing.

capacity of 41 million liters per day, and five pumping stations. The infrastructure solution will be supplemented by ongoing waterbody rejuvenation efforts by KMC and flood early warning and forecasting systems to be enhanced under output 2 of this project. Strengthened urban infrastructure and systems will provide better services to all people, while women, children, the poor, and the disadvantaged will especially benefit from improved urban sanitation, health, and hygiene.⁶

6. Output 2: Enabling environment for sustainable and resilient urban services strengthened. This output will build upon efforts delivered under KEIIP to enhance KMC's operational capacity and resilience of urban services. Specific initiatives include support in (i) developing a comprehensive asset management system to be institutionalized in KMC. The activities include (a) formulation of an asset management policy, (b) development of an information technology system, and (c) establishment of an inventory of all classes of KMC assets, following physical survey, verification, and valuation. Additionally, capacity building support and training will be provided to establish processes, practices, and clear accountabilities for institutionalizing the asset management system in KMC; (ii) assessment of the current property tax collection performance, preparation of property tax enhancement plan, and increasing property tax net coverage in selected areas in the KMC; (iii) expansion of the flood forecasting and early warning system established under KEIIP to KSHARP areas;⁷ and (iv) upgrade of comprehensive web-enabled GIS for infrastructure information in KMC.⁸ The proposed upgrade includes incorporating data on all utility networks developed under KEIIP and proposed under KSHARP. This will complement the proposed asset management system explained above. Additionally, the project will also focus on institutionalizing gender mainstreaming in the KMC by (i) the establishment of a gender equality cell and development of a five-year action plan; (ii) supporting women's employment through water, sanitation, and hygiene (WASH) sector certified skill training including e-tendering and work contract processes for O&M of public toilets; (iii) promoting social leadership development among women for raising community awareness on issues related to WASH and emergency response in project areas.

A. Objective and scope of this Report

7. This draft land acquisition and resettlement due diligence report (DDR) is prepared for the proposed contract package KSHARP/NCB/2023 - 2024/SD 04 under which construction of one 41 million liters per day (MLD) Sewage Treatment Plant at Hossainpur is proposed on unused and vacant land parcel measuring 75.50 acres and owned by Government of West Bengal.

8. The main objective of the report is to confirm that the subproject is free of involuntary resettlement impacts such as land acquisition, physical displacement, economic displacement, adverse impact on livelihoods, community properties, or any other impacts, based on a review of land records, stakeholder consultations and field visits to proposed project locations. This

⁶ Disadvantaged people include socially marginalized persons including scheduled caste and schedule tribe, people with disabilities, and transgender persons who are eligible beneficiaries or recipients for state-sponsored schemes. It will also include below poverty line (BPL) households and the poorest of the BPL households (Antyodaya Anna Yojana families) categorized under the state's public distribution system (Source: The West Bengal Public Distribution System [Maintenance and Control] Order 2013).

⁷ The project will consider GESI-responsive early warning systems and take into consideration the most effective channels to communicate with women, persons with disability, elderly, and other vulnerable groups taking into account the levels of literacy.

⁸ KEIIP supported in establishing a web-enabled GIS by integrating information from remote sensing data and on-ground surveys to create a comprehensive infrastructure information system for Kolkata. The system covers all 144 wards of the city and provides detailed information on properties, as well as the water supply, sewerage, and drainage networks. All properties within the city have been geo-tagged, creating a digital map with precise location data for each property.

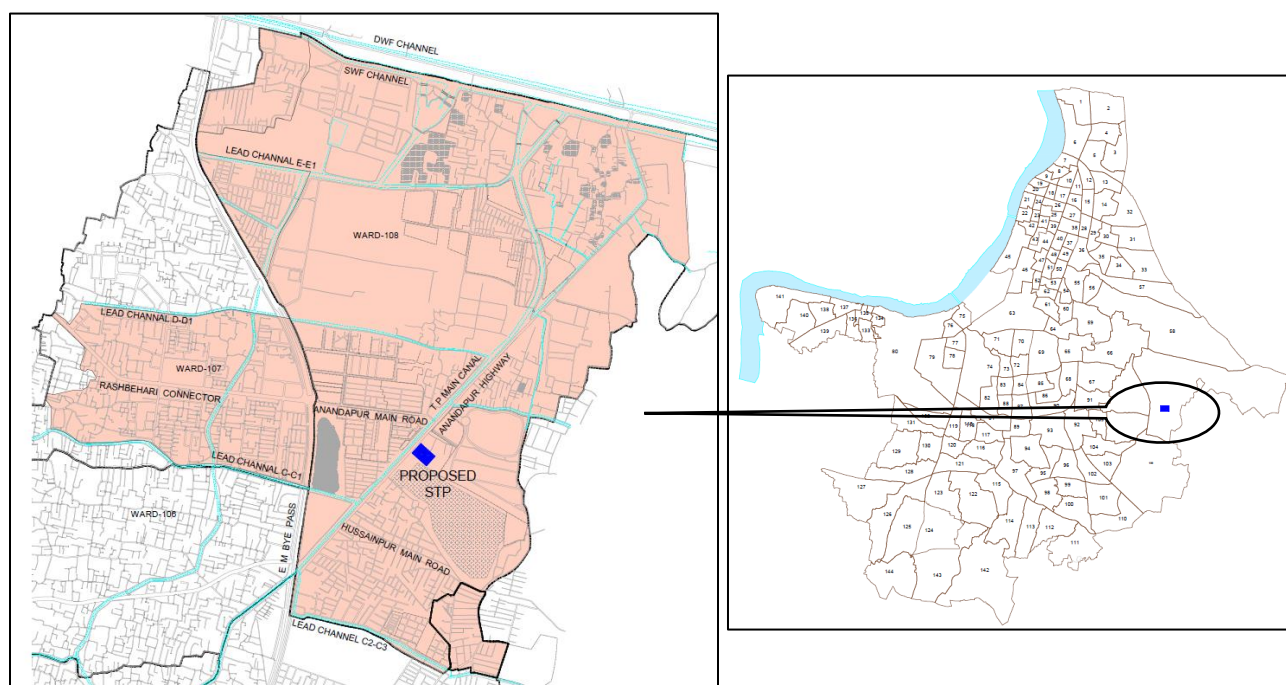
document describes the findings and provides copies of relevant documents, minutes of meetings, and photographs.

9. This draft land acquisition and resettlement due diligence report is prepared based on the available preliminary design. The draft DDR will be updated during detailed measurement survey (DMS) after finalization of the detailed design prior to the commencement of civil work. In case any impacts are identified at detailed design stage, or in case of any unanticipated impacts at implementation stage, the social safeguards document will be updated to a resettlement plan to reflect the same and submitted to ADB for review and approval.

B. Description of Subproject area

10. At present in the command areas of the proposed STP (Figure 1), the existing sewerage and drainages lines laid by KEIP and KMC are found at different locations of ward 108. Dry Weather Flow (DWF), generated from the major portion of the said areas is being directly discharged to canals through existing sewer lines/ drains. In the process, the quality of water in the canals, and ultimately river Kulti is getting affected by untreated wastewater entering into these water bodies, which is significantly deteriorating the living conditions in the area.

Figure 1: Location of STP and command area



Source: Detailed Project Report for Hossainpur STP

11. In a small portion of the Anandapur area, the DWF is being conveyed to the existing sewage pumping station (located backside of the Kasba Industrial Area) through a sewerage system. The pumping station is very old and needs immediate rehabilitation (proposed under different package under KSHARP). The system is maintained by KMDA. From the pumping station, the flow is being transmitted to the 'bheries' (local term used for fisheries) in the Nonadanga. Excess quantity beyond the requirements of the 'bheries' is directly discharged to the lead channel D-D1. The present practice is proposed to be discontinued. Instead, the entire DWF is proposed to be conveyed to the proposed STP at Hossainpur.

12. Development of sewerage and drainage system in the command area of the proposed STP is also considered under KSHARP. The entire DWF, generated from the said areas is proposed to be conveyed to the proposed terminal pumping station at Hossainpur through an organized sewerage and drainage network. From the said pumping station, DWF will be transmitted to the inlet chamber of the proposed STP. Details of conveyance system of DWF to the proposed STP is mentioned in the following section. The wastewater generated from the Rajdanga Areas (Ward no 107) is also being conveyed to the existing sewage pumping station through the existing sewer line along Rash Behari Road; hence, Rajdanga area has also been considered in the command area of the proposed STP.

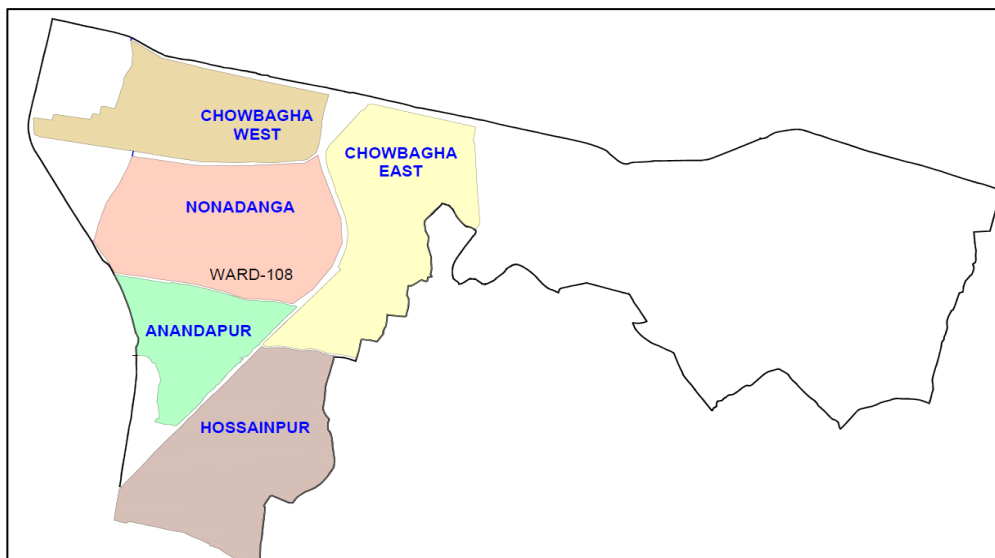
C. Need of the Project

13. The proposed project will provide sewage treatment for the project area in ward 108 and part of ward 109 and 107. The basic objective is to ensure that all the wastewater generated in the command area of the STP is treated as per the prescribed discharge norms before being released to the canals.

14. The command area of Hossainpur STP covers ward 108 and parts of wards 107 and 109 as shown in figure 2. Development of sewerage and drainage networks including construction of pumping station in ward 108 and ward 109 is considered under KSHARP for ultimate conveyance of wastewater to the STP.

15. Currently, the DWF from the Rajdanga areas is being conveyed to the existing pumping station at Anandapur in ward 108. Development of sewerage and drainage system in ward 108 and including augmentation of said new pumping station is taken up under package SD 03 under KSHARP. In view of the above, contribution of the Rajdanga area is factored into the determination of the capacity of the proposed STP.

Figure 2: Different zones in the command areas of the Sewage Treatment Plant



Source: Detailed Project Report for Hossainpur STP

Figure 3: Transmission of DWF to proposed Hossainpur STP



Source: Detailed Project Report for Hossainpur STP

D. Scope of the Package (SD 04)

16. The package scope includes the following:

- (i) Site development for project area
- (ii) Preparation of Process, Hydraulic, Civil, Mechanical, Piping, Electrical and Instrumentation Design and Drawings
- (iii) Construction of 41 MLD STP including other allied works
- (iv) Supply, Erection, Trial Run, Testing and Commissioning of Electro - mechanical and instrumentation works
- (v) Providing Standard Laboratory, staff quarter , boundary wall , internal road and drainage system and other allied works
- (vi) Installation of online continuous effluent monitoring system (OCEMS) and its connectivity to CPCB /SPCB servers complete with local and field sensors
- (vii) Laying of incoming DI pumping main of 1000 mm dia. upto the battery limit as shown in the drawing ---
- (viii) Laying of treated effluent main of 1000 mm dia. MS up to the location as shown in the drawing
- (ix) Operation and maintenance of the STP for 15 years

II. FIELD WORK AND PUBLIC CONSULTATION

A. Outline of Fieldwork

17. A site visit to the project area was undertaken by a team of social safeguards, environmental safeguards and the design engineers from the Design Supervision Consultants (DSC) in November 2023. The purpose of the site visit was to assess the impacts for the construction of the proposed project activities. The team assessed that there will be no involuntary resettlement impact, either in terms of physical displacement or disruption of livelihood due to construction of the STP. Photographs of sites have been given in the photo gallery attached to this document.

B. Public Consultation

18. Public participation and community consultation are integral to the project's social and environmental assessment process. The site visits and discussions/meetings were conducted to assess land acquisition and resettlement impacts, inform and educate stakeholders about the project, and develop a community-inclusive design. The consultations were undertaken with key stakeholders, local community members, and the shopkeepers along the project alignment to help identify their concerns and apprehensions related to the project and their priorities. It was explained to the participants that the purpose of the infrastructure development is to improve the living conditions in the project area. Consultations were held during the project preparation stage with project beneficiaries, elected representatives of the local body and officials of the concerned ULBs. The tools used for consultations were individual discussions and Focus Group Discussions (FGD). These consultations provided insights into the present situation and needs of the communities. The due diligence report is prepared in consultation with stakeholders.

19. The participants were already aware of the project, and they expressed their willingness to provide support during the execution of the work. The participants informed that proposed work will be beneficial to their area as it will help to improve the connectivity within towns besides improving the living conditions and public health. They suggested that the detailed project information should be disseminated to the public. There was no opposition to the proposed projects as works will overall benefit the local population.

20. Following the recommendation of ADB, a consultation meeting was organized with the local residents, youth club and community members residing near the proposed STP plot at Hossainpur in Ward No. 108. Requirement of the STP and Pumping Station was briefed to the local residents, it was explained to them why it is necessary to treat the Dry Weather Flow and how the treated effluent will be released into the Tolly Panchanna Canal. Local youth club representatives informed that the proposed construction work will not hamper their activities at the site (which serves as a children's playground in the evenings on a part of the site), as the land is large enough. After constructing the STP and Pumping Station, there will be adequate open space left for them to carry out or organize any events in the vacant portion of the land. In addition, although the land record has classified the area as pond for fish cultivation, there has been no pond at the site and no fish cultivation for over 20 years, as confirmed through consultations. Considering the project outcome it has been unanimously accepted by all the participating members of the consultation program that the proposed work will address many environmental issues and it will improve their health and hygiene condition. They expressed their full support for successful implementation of the project.

21. During project preparation, 06 stakeholder consultation meetings were conducted, which

were attended by 224 participants, including 172 women (77%). The details of stakeholder consultations are in **Table 1** and the summary of discussions, attendance sheets and photographs of the consultation is presented in **Appendix 2**.

Table 1: Details of Stakeholder Consultations

Sl. No	Date	Type of consultation	Location	Total No. of Participants	No. of Male Participants	No. of Female Participants
1	08.11.23	Public Consultation	Ward 108	64	7	57
2	07.02.2024	Public Consultation	Ward 108	11	7	4
3	07.02.2024	Public Consultation	Ward 108	7	2	5
4	21.02.2024	Public Consultation	Ward 108	11	3	8
5	21.02.2024	Public Consultation	Ward 108	6	6	Nil
6	14.06.24	Public Consultation	Ward 108	125	27	98
TOTAL				224	52 (23%)	172 (77%)

III. LAND AVAILABILITY

A. Project Impact and Land Availability

22. The proposed subproject does not involve any land acquisition or involuntary resettlement impact on livelihoods or temporary impacts neither any structure loss is anticipated. Under the proposed sewerage and drainage sub-project KSHARP/NCB/2023 - 2024/SD 04 the construction work is proposed on unused and vacant government. The description of the surrounding area of the proposed STP plot is described in Figure 4.

23. The proposed STP site is located at Hossainpur beside Anandapur Highway (comes under PWD) in Ward 108, an administrative division of KMC under Borough XII. This area was added to Kolkata Municipal Corporation (KMC) in 1984. Anandapur High Road (under PWD) and Tolly Panchanna canal are on the west side of the selected plot. The selected subproject area includes rapidly developing localities, with increasing population. According to 2011 Census data, Ward 108 had a population of 64,777.

Table 2: Summary of Involuntary Resettlement Impact Assessment

Name of the Component	Description	Land Acquisition and Involuntary Resettlement Impacts		Remarks
		Permanent Impact	Temporary Impact	
Sewage Treatment Plant	Capacity: 41 MLD for mid horizon of 2043 and 55 MLD for ultimate design horizon of 2058 Components: Sequential Batch Reactor (SBR) based STP with primary and secondary treatment system followed by disinfection through chlorination	Nil	Nil	STP will be constructed on vested (government) land under Land and Land Reforms (L&LR) Department adjacent to Anandapur High Road beside Tolly Panchanna canal. The ownership is with the District Collector on behalf of the

Name of the Component	Description	Land Acquisition and Involuntary Resettlement Impacts		Remarks
		Permanent Impact	Temporary Impact	
	• Disinfection of treated wastewater for reuse • Chlorination tank • Sludge management unit • Outflow/ effluent discharge line • Setting up of laboratory • Installation of online continuous effluent monitoring system (OCEMS) and its connectivity to CPCB /SPCB servers complete with local and field sensors • Laying of 50 m DI pumping main (inlet) of 1000 mm dia up to the battery limit • Laying of 150 m MS outlet (treated effluent) main of 900 mm dia up to outfall location • Operation & maintenance of the STP for 15 years • Construction of service road within STP boundary – 450 m length of 5 m width • Road restoration – 150 m for laying of treated effluent main line Sludge Generation: expected generation of solid sludge from STP - 32m³/ day or 11680 m³/ yr Land Requirement: Total available land – 2.27 Ha, Land required for STP is 1.9 Ha			Government of West Bengal. The proposed site is 24 m away from the Anandapur High Road. Total land area is 75.50 acres out of which 5.62 acres is proposed to be utilized for construction of STP under this package and sewage pumping station under another package (see Appendix 1 and 4). The proposed portion of the plot is unused and vacant land. The required portion of land within the site is not yet transferred to KMC. Inter-departmental land transfer of the required portion of land for proposed STP to KMC will be required prior to contract award. This will be included as a pre-requisite to contract award, in the bidding document. The approach road to the proposed STP site is a pucca road of 4.5 to 5 m wide beside the proposed land. There are hutments along left side of the approach road which will remain unimpacted as the existing road is wide enough for passing vehicles.

Source: Detailed Project Report for Hossainpur STP.

24. The STP is proposed to be constructed on modular basis for the mid horizon period of 2043 and ultimate horizon period of 2058 on actual utilization basis for the projected population

in the design horizon. This will help to reduce cost substantially. The slow pace of connectivity to sewer network and long implementation period are also considered in the design.

25. As per land records, the proposed land parcel is vested government land; District Collector, on behalf of Government of West Bengal is the owner of the proposed land as per the records of Office of the Block Land and Land Reform Officer, Government of West Bengal. Land related papers describing ownership, total plot area and other relevant details are appended in Appendix 4. Land transfer copies will be incorporated in the updated DDR. Land details are presented in Table 3 below.

Table 3: Land Details of Proposed STP Site

District	Police Station	Mouza	J.L. No.	Plot No.	Total Area	Required Area	Khatian No.	Land Classification	Owner
South 24 Parganas	Tiljala	Madurdaha	012	441	64.83 Acre	5.62 Acres	1	Pond for fish cultivation*	District Collector on behalf of Government of West Bengal Land Transfer process has been initiated by PMU.

Source: Land Records, Block Land and Land Reform Office, Government of West Bengal

Note: Although the land record has classified the area as pond for fish cultivation, there has been no pond at the site and no fish cultivation for over 20 years, as confirmed through consultations.

Table 4: Details of land availability, ownership, description of surrounding areas, present Land Use and Status of No Objection Certificate (NOC) for STP site

Sl. No.	Project Component	Location (Co-ordinate)	Ownership	Pipe Dia. (mm) ⁹	Present Use of the land / Involuntary Resettlement Impact	Status of NOC
1	Outfall near STP Land	The proposed outfall is located on the Tolly Panchanna canal flowing on the other side of the Anandapur High Road (opposite to	Irrigation and Waterways Department Government of West Bengal	900	Construction work is proposed on Tolly Panchanna canals No Involuntary Resettlement Impact is anticipated	PMU, KSHARP will obtain no-objection/permission from Irrigation and Waterways Department Government of West Bengal prior to commencement of civil works and the

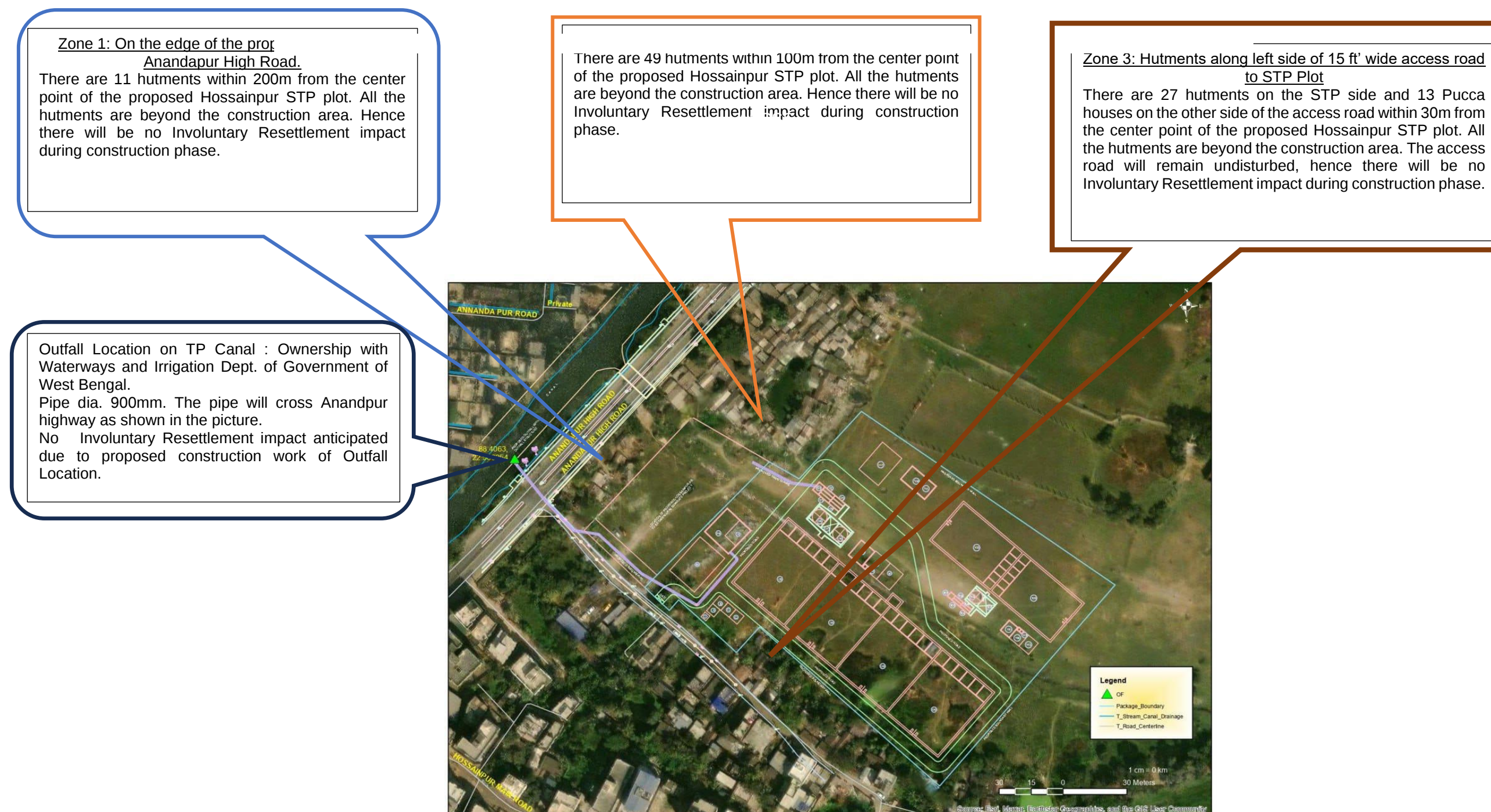
⁹ Specific details will be updated during DMS

Sl. No .	Project Component	Location (Co-ordinate)	Ownership	Pipe Dia. (mm) ⁹	Present Use of the land / Involuntary Resettlement Impact	Status of NOC
		the STP land) Latitude: 22.509515, Longitude: 88.406543				same will be reported to ADB through the updated social safeguards document.

26. In order that the existing residents living proximate to the construction site are not disturbed during phases of sleep and rest, the contractor will be asked to maintain a work schedule strictly not earlier than 7 AM and not beyond 6 PM. Alternatively, timings will be discussed with the residents during consultation sessions and mutually acceptable timing will be agreed upon. The Contractor will institute and follow strictly all community safety norms in accordance with the environmental management plan included in the IEE for the subproject, which will be monitored for compliance by the PIU. Community Health and Safety Plan as described in the EMP is attached in **Appendix 5**.

27. It is anticipated that there can be little impact on local traffic during construction phase. The land area proposed for construction of the STP will be cordoned off to deter the entry of any vehicles but also to ensure that dust and rubble are contained within the construction precinct and do not spill over to the roads. Excavated material will be back filled within the stipulated timeline or dumped on vacant portion of the plot for time being until it is reused for back filling.

Figure 4 : Description of Proposed STP Plot at Hossainpur and surrounding area



IV. GRIEVANCE REDRESS MECHANISM

A. Common Grievance Redress Mechanism

28. A project-specific grievance redress mechanism (GRM) was established under ongoing project (Loan number 3413 and 3689, Kolkata Municipal Corporation Sustainability, Hygiene and Resilience (Sector) Project (KSHARP). The GRM for KEIIP, will be applicable and will be further strengthened for the proposed KSHARP.¹⁰ The grievance redress mechanism (GRM) will receive, evaluate, and facilitate the resolution of social, environmental or any other project-related grievances for KSHARP (along with the existing project). The GRM aims to provide a time-bound and transparent mechanism to voice and resolve social and environmental concerns of the project stakeholders.¹¹ The multichannel, project-specific GRM functional for KEIIP and the positive features and learning from it will be adopted for the KSHARP.

29. A common grievance redress mechanism (GRM) will be in place to redress social, environmental or any other grievances related to project and/or respective subprojects. Implementation of the resettlement plan/resettlement and indigenous peoples plan (RIPP)/due diligence reports (DDRs)/ initial environment examination (IEEs) will follow the GRM described below. A public awareness campaign will be conducted to ensure that awareness on the project and its grievance redress procedures is generated. The campaign will ensure that the poor, vulnerable and others are made aware of grievance redress procedures and entitlements per project entitlement matrix, and PMU will ensure that their grievances are addressed.

30. Affected persons will have the flexibility of conveying grievances/suggestions by dropping grievance redress/suggestion forms in complaints/suggestion boxes that have already been installed by PMU or through toll-free telephone number “Didi Ke Bolo”¹², or talk to Mayor¹³ or by e-mail, by post, or by writing in complaints register kept in PMU office or Kolkata Municipal Corporation (KMC) Borough offices or Contractor’s site offices. **Appendix 3** has the sample grievance registration format. Careful documentation of the name of the complainant, date of receipt of the complaint, address/contact details of the person, location of the problem area, and how the problem was resolved will be undertaken. PMU Safeguard Officers will have the overall responsibility for timely grievance redressal on environmental and social safeguards issues and for registration of grievances, related disclosure, and communication with the aggrieved party. The complainants/aggrieved persons will also be encouraged to seek a complaint registration number from the PMU.

¹⁰ The office order regarding GRC is placed in Appendix 1.

¹¹ The project components under the KSHARP are water supply, sewerage and drainage, construction of STP and Pumping Stations. Similar project components have also been proposed in KSHARP, except for water supply components, so it is expected that the nature of grievances which may arise during the implementation phase under KSHARP will be similar in the nature of grievances that were received in KEIIP. During implementation of KEIIP, the grievances were mostly related to disruption in water supply services due to damages caused to existing pipelines during excavation work, minor damages caused to the property line during construction phase, damages to boundary walls, concrete ramps, water logging, delays in road restoration work, etc. The GRC in KEIIP has long standing experience for dealing and resolving the same kind of grievances within stipulated time. The GRM established in KEIIP is functioning effectively, hence adopting the same GRM structure of KEIIP is proposed in case of KSHARP. Under KEIIP, the grievances are resolved on average between seven and fifteen days. The same grievance redress committee (GRC) will continue to function for KSHARP.

¹² This is an initiative started by GoWB from 2019, that provides a platform for the people of West Bengal to directly lodge concerns or complaints to the state authority (Hon’ble Chief Minister GoWB). Official website: <https://www.didikebolo.com/>

¹³ KMC initiated this unique public communication system through which citizens of the city can call on a designated number to register complaints in 2019. Talk to Mayor dial in at 18003451213.

31. The GRM provides an accessible, inclusive, gender-sensitive and culturally appropriate platform for receiving and facilitating resolution of affected persons' grievances related to the project. A three-tier GRM is conceived for the proposed project, the first tier is being at field/ward/Borough level, the second tier at PMU level and the grievance redress committee is being the apex level. For the project level GRM, a Grievance Redress Committee (GRC) will be established at PMU; the safeguards officers of the PMU, supported by the social safeguards specialist of PMDSC will be responsible for conducting periodic community meetings with affected communities to understand their concerns and help them through the process of grievance redressal including translating the complaints into Bengali or English, recording and registering grievances of non-literate affected persons and explaining the process of GRM. All expedient and minor grievances will be resolved at field/ward/Borough level; should any grievance fail to be resolved within the stipulated time period at the field level, the PMU will be consulted within specified time. PMU will also be responsible for follow-through for each grievance, periodic information dissemination to complainants on the status of their grievance and recording their feedback (satisfaction/dissatisfaction and suggestions). In the event that certain grievances cannot be resolved at project level, they will be referred to the grievance redress committee (GRC).¹⁴

32. The GRM aims to provide a time-bound and transparent mechanism to voice and resolve social and environmental concerns linked to the project. All grievances will be registered. In case of grievances that are immediate and urgent in the perception of the complainant, the contractor, and supervision personnel from the PMU supported by PMDSC will try to successfully resolve them in consultation with the Executive Engineer of KMC Borough offices. Grievances not redressed through this process within/at the project level within stipulated time period will be referred to the GRC. The GRC for the project has been constituted, as per office order PMU/ 404 A/2023-24, dated 29 December 2023, issued by Project Director, KEIP/KMC. The GRC will meet every month (if there are pending, registered grievances), determine the merit of each grievance, and resolve grievances within specified time upon receiving the complaint-failing which may be referred by affected persons to appropriate courts of law. The multi-tier GRM for the project is outlined below (**Figure 3**), each tier having time-bound schedules and with responsible persons identified to address grievances and seek appropriate persons' advice at each stage, as required. The GRC will continue to function throughout the project duration. The PMU shall issue notifications to concerned Borough offices to establish field level GRCs, with details of composition, process of grievance redress to be followed, and time limit for grievance redress at each level.

33. **Grievance redress process.** In case of grievances that are immediate and urgent in the perception of the complainant, the contractor and PMDSC on-site personnel will provide the most easily accessible for quick resolution of grievances. Contact phone numbers and names of the concerned PMU safeguard officers and contractors will be posted at all construction sites at visible locations. The PMU safeguard officers will be responsible to see through the process of redressal of each grievance.

- (i) **1st Level Grievance.** The first point of contact for people filing complaints will be the staff from the contractor designated for receiving grievances and kept in safe custody under supervision of Gender and Safeguards Unit (GSU) field workers

¹⁴ The GRC comprises the Administrative Officer, KSHARP, Deputy Chief Engineer (I), KSHARP/KMC, Social Safeguard Officer, KSHARP, Environmental Officer KSHARP, Social Safeguards Specialist, PMDSC, KSHARP, Environmental Safeguards Specialist, PMDSC, KSHARP. The Administrative officer, KSHARP is the Convenor of the GRC.

assigned to the ward (who will be available at an appointed time at the sites(s) and borough office) and the contractor's personnel. The phone number of the KMC Borough office should be made available at the construction site signboards. Registers for writing complaints will be available at borough offices. The contractors and GSU safeguard monitors can immediately resolve grievances on-site in consultation with each other and the area engineer and borough engineer, as required, and will be required to do so within 5 days of receipt of a complaint/grievance. Record of grievances received at field level will be conveyed once a week to the Environmental and Social Managers and Administrative Officer at PMU, to enable tracking.¹⁵

- (ii) **2nd Level Grievance.** All grievances that cannot be redressed within 5 days at field/ward level will be reviewed by the Grievance Redress Committee at PMU, headed by the Administrative Officer, assisted by the Safeguard Officers and concerned Deputy Chief Engineer, who will seek the advice of the Project Director, and Director General of PMU as necessary, and attempt to resolve the grievances within 10 days from the date of registration of complaint. The GRU of the PMU is already in place. If the PMU feels that the matter is beyond its jurisdiction, it will escalate the same to the Grievance Redress Committee (GRC).
- (iii) **3rd Level Grievance.** All grievances that cannot be resolved at PMU level will be referred to the GRC with support from PMU and PMDSC. GRC will attempt to resolve grievances within 5 days, 10 days and 15 days from the date of receipt of complaint from 1st level, 2nd level and 3rd level respectively.

34. Besides the project's GRM, the Kolkata Municipal Corporation (KMC) also has a centralized public grievance redress monitoring system where the public can file grievances through a dedicated web portal.¹⁶ The complainant or aggrieved persons can also lodge their complaints through this online portal.

35. **Court of Law.** Under the project specific GRM, an aggrieved person shall have access to the country's legal system at any stage and accessing the country's legal system can run parallel to accessing the GRM and is not dependent on the negative outcome of the GRM. In case of grievance related to land acquisition, resettlement and rehabilitation, the affected persons will have to approach a legal body/court specially proposed under the RFCTLARRA, 2013.¹⁷

36. **ADB Accountability Mechanism.** The People who may /are in future be, adversely affected by the project may submit complaints to ADB's Accountability Mechanism. The Accountability Mechanism provides an independent forum and process whereby people adversely affected by ADB-assisted projects can voice, and seek a resolution of their problems, as well as report alleged violations of ADB's operational policies and procedures. Before submitting a complaint to the Accountability Mechanism, affected people should make an effort in good faith to solve their problems by working with the concerned ADB operations department. Only after doing that, and if they are still dissatisfied, should they approach ADB accountability

¹⁵ Impact on indigenous peoples is not anticipated under this package. However, the project-GRM designs that in case of any impacts on indigenous people/scheduled tribe, in subproject areas, the grievance redress team must have representation of the affected indigenous people, the chief of the indigenous peoples group as traditional arbitrator (to ensure that traditional grievance redress systems are integrated) and/or an NGO working with indigenous peoples.

¹⁶ <https://www.kmcgov.in/KMCPortal/jsp/ComplaintNew.jsp>

¹⁷ The Authority admits grievances only with reference to the Land Acquisition and R&R issues under the RFCTLARRA, 2013.

mechanism.¹⁸

B. Areas of Jurisdiction

37. The areas of jurisdiction of the GRC, headed by the Administrative Officer, KSHARP will be (i) all locations or sites within the KMC jurisdiction where subproject facilities are proposed, or (ii) their areas of influence within the KMC areas. The GRC will have jurisdictional authority across the KMC area (i.e., areas of influence of subproject facilities, if any).

C. Record keeping

38. Records of all grievances received, including contact details of complainant, date the complaint was received, nature of grievance, agreed corrective actions, the date these were affected and the final outcome will be kept by PMU (with the support of PMDSC). The number of grievances recorded and resolved and the outcomes will be displayed/disclosed in the PMU office, the ward/borough office and on the web, as well as reported in the semi-annual environmental monitoring reports to be submitted to ADB.

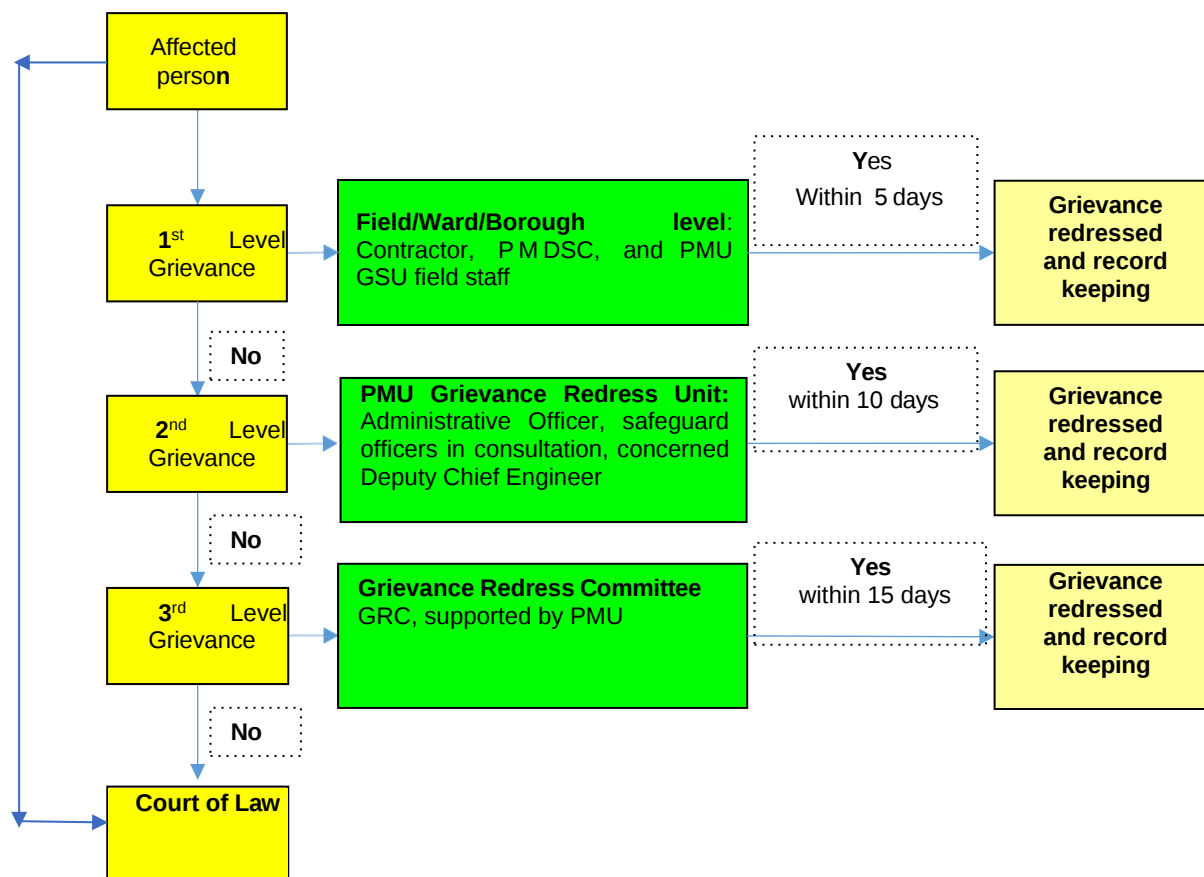
D. Information Dissemination Methods of the GRM

39. The PMU, assisted by PMDSC will be responsible for information dissemination to affected persons on grievance redressal procedure. Subproject area/affected area-wide public awareness campaigns will ensure that awareness on grievance redress procedures is generated through the consultation and participation plan. A public awareness campaign will be conducted to ensure that awareness on the project and its grievance redress procedures is generated. The environment and social safeguard officer will be assisted by PMDSC safeguards specialists with information/collateral/awareness material etc. and in conducting project awareness campaigns. The campaign will ensure that the poor, vulnerable and others are made aware of grievance redress procedures and entitlements per agreed entitlement matrix including Who to contact and when, where/ how to register grievance, various stages of grievance redress process, time likely to be taken for redressal of minor and major grievances, etc. Grievances received and responses provided will be documented and reported back to the affected persons. The number of grievances recorded and resolved and the outcomes will be displayed/disclosed in the PMU offices, Borough level notice boards and on the web, as well as reported in the semi-annual environmental and social monitoring reports to be submitted to ADB.

40. **Periodic Review and Documentation of Lessons Learned.** The Environmental and Social Managers of PMU will periodically review the functioning of the GRM and record information on the effectiveness of the mechanism, especially on the PMU's ability to prevent and address grievances.

41. **Costs.** All costs involved in resolving the complaints (meetings, consultations, communication and reporting/information dissemination) will be borne by the PMU. Cost estimates for grievance redress are included in resettlement cost estimates. The grievance redress process is shown in **Figure 3**.

¹⁸ Accountability Mechanism. <http://www.adb.org/Accountability-Mechanism/default.asp>

Figure 5: Grievance Redress Mechanism

PMDSC: Project Management and Design Supervision Consultant; PMU: Project Management Unit; GRC: Grievance Redressal Committee.

V. CONCLUSION

42. Based on the findings of field visit, public consultation and stakeholder consultations, initial screening for involuntary resettlement impacts it is observed that the construction of 41 MLD sewage treatment plant is not anticipated to cause involuntary resettlement impact. The entire construction work is proposed on unused, vacant government land. Involuntary resettlement impact will be reassessed during detailed measurement survey based upon finalization of the detailed design. Involuntary resettlement impact will be reassessed during DMS based upon finalization of the detailed design. In case any involuntary resettlement impact is identified at any stage of the subproject implementation, the resettlement plan will be updated and submitted to ADB prior to commencement of work. During the implementation of the civil works, the project implementation team will pursue a participatory approach and adhere to the information dissemination and disclosure requirements of ADB at all times. The Executing Agency will ensure compliance with all applicable laws and the ADB SPS, 2009.

43. Involuntary resettlement impacts will be further assessed and reconfirmed after finalization of detailed design through detailed measurement surveys (DMS) on sites/sections of roads and amenities alignments. The draft due diligence report will be updated based on land transfer details prior to contract award, and in the event that such transfer does not take place, based on an

assessment of engineering alternatives and site change, if/as required. The document will be updated based on the detailed design, DMS and site-specific consultations, prior to start of civil construction work and will include an assessment of impact for any road crossings (exact alignments per detailed design) for treated effluent discharge and of the proposed STP site.

VI. NEXT STEPS

44. The following will be the required steps for updating the DDR and its implementation (including but not limited to):

- (i) This due diligence report will be updated during detailed measurement survey after finalization of the detailed design prior to the commencement of civil work. In case any unanticipated involuntary resettlement impacts are identified, accordingly, this report will be revised and/or updated and submitted to ADB for approval.
- (ii) Formal and informal consultations will be carried out including, but not limited to: focus group discussions (FGDs), public meetings, community discussions, and in-depth and key informant interviews. An intensive information dissemination community awareness campaign will also be conducted prior to the start of civil work. Once the contract is awarded, PMU and contractor will be given training on GRM and other ADB policies and principles based on ADB SPS 2009.
- (iii) Continuous consultations will be undertaken with the road-side settlement with regard to proposed STP as well as with the community members living adjacent to the proposed site to identify any additional mitigation measures that may be required.
- (iv) Prior to contract award, PMU needs to demarcate the required land area (5.62 acres), and its availability (based on inter-departmental land transfer), prior to contract award. Details of land transfer need to be obtained by KMC/PMU and included in the updated DDR, prior to award of contract. In the event the transfer of land proposed for Hossainpur STP poses difficulties resulting in significant delays, KMC will select suitable alternate site for construction of STP. This includes either identifying and obtaining an alternate land nearby within the same sub-catchment or in case such a land is not available, identifying a land in another sub-catchment and pumping the DWF. PMU will undertake due diligence of the alternate location and assess involuntary resettlement impacts. The draft DDR will be updated with assessment of alternatives, assessed impacts and land records (for the finally selected site(s)). The updated social safeguards document will be submitted to ADB for approval. ADB shall clear the bid document for award of contract for this proposed STP package upon inclusion of written confirmation on transfer of the land to KMC, in the updated social safeguards document.
- (v) Prior to the commencement of work, PMU will obtain NoC from the Irrigation and Waterways Department for the outfall situated near the STP land and the same will be incorporated in the updated document.
- (vi) If any changes or additional components are included in the project scope, due diligence will be conducted; Based on the due diligence, the DDR will be updated and submitted to ADB.
- (vii) Public consultations will continue with the affected persons (if found any) and other stakeholders throughout the project cycle. ADB approval of the updated due diligence (resettlement plan or due diligence report) based on the final assessment based on detailed design at detailed measurement survey stage needs to be obtained by the PMU, before start of civil works.

Appendix 1: Photographs of Proposed STP Plot at Hossainpur and Surrounding Areas



Access Road to the plot: The access road is located on the right side of the proposed plot. It is more than 12ft wide.



Entrance to the plot: The entrance to the plot (from the access road) is more than 30 meter wide.



Proposed plot for STP: The proposed plot is unused vacant land owned by District Collector, on behalf of Government of West Bengal as per the records of Land and Land Reforms. The plot is under Madurdaha Mouza, Total area of the plot is 75.50 acre, out of which 5.62 acres will be utilized for STP and Pumping Station (the pumping station is proposed under a separate package)



Zone 1.: 11 Hutments on the edge of the proposed plot facing Anandapur High Road.



Zone 2.: 49 hutments within 100m from the center point of the proposed Hossainpur STP plot.



Zone 3.: 27 hutments on the STP side and 13 Pucca houses on the other side of the access road within 30m from the center point of the proposed Hossainpur STP plot

Appendix 2: Minutes and Photographs of Public Consultations

Minutes of Meeting for Public Consultation held on 8.11.2023 at 3.00 PM at Ward Office, Ward 108, for Development of Sewerage and Drainage Network at Anandapur and Construction of 41 MLD STP at Hossainpur, under KSHARP of KMC

Members present:

As per enclosed attendance list.

At the outset, the Social Safeguard Specialist of DSC/KEIIP welcomed the participants.

It was explained to the stakeholders present in the meeting that in absence of the sewerage and drainage network in the area, there is problem of drainage of waste water and storm water. As a result, the inhabitants of the area are facing waterlogging problems water borne diseases and insects borne diseases as well as environmental hazards like pollution etc. To resolve /address the plight of the inhabitants, it has been proposed to develop sewerage and drainage network in the area by laying sewerage and drainage network under KSHARP (a Project of KMC with financial assistance of ADB). The detailed scheme of laying of sewerage and drainage network along different roads was explained for clear understanding of the stakeholders. It was stated that the waste water will be conveyed to Hossainpur for treatment and discharge of treated water and the storm water will be conveyed to the proposed STP at Hossainpur, for pumping out of storm water to TP canal system.

The proposed STP and pumping station will be constructed on unused and vacant government land. There will be no involuntary resettlement impact due to the proposed construction work.

The stakeholders present in the meeting welcomed the decision and conveyed their thanks to KMC authority.

It was further explained that the following components of work will be undertaken:

- a) Laying of sewerage and drainage lines along the roads.
- b) House drainage connection of each house in the locality.

It was also slated for house drainage connection that the households will construct a master pit which will be connected to their waste water line and storm water line. The master pit will be connected to the nearby manholes by the Project authority on deposition of Rs.500/- (Rupees five hundred only) by each household to KMC. It was explained that once the Sewerage and Drainage network along with house drainage connection is established, the waterlogging problem will be minimised and water borne disease and insects borne diseases will also be minimised. It will also improve the environment of the surround area, thereby improve the quality of life.

It was also stated that during laying of sewer line, there may be some difficulties for movement of inhabitants. But after completion of the Sewerage and Drainage network, the roads will be restored and the open drains will be filled up.

The stakeholders present in the meeting expressed that any temporary inconveniences such as construction-induced including noise and dust are expected but requested that it must be properly

managed by the project. They expressed full support for the betterment of the community's quality of life. They all agreed to cooperate with the Project authority for implementing the project in their areas.



Kolkata Urban Resilience Improvement Project (KURIP)

Signature Sheet for Public Consultation

Date: 8/11/2023

Venue: Anandapur Ward 108

Sl. No.	Name	M/F	Address	Contact No.	Signature
1)	Mangala Mahal	F	Anandapur	9674821338	Mangala Mahal
2)	Tripti Mondal	F	V.I.P Nagar	933668215	Tripti Mondal
3)	Nitu Lal	F	V.I.P Nagar	8697612470	Nitu Lal
4)	Papiya Das	F	V.I.P Nagar	7059276603	Papiya Das
5)	Bithika Majumdar	F	"	6290831429	Bithika Majumdar
6)	Dipali Sinha	F	"	9748749426	Dipali Sinha
7)	Mummun Sinha	F	"	8777318208	Mummun Sinha
8)	Maya Neogi	F	Nona Danga	9051496946	Maya Neogi
9)	Pratima Majumdar	F	"	8481025426	Pratima Majumdar
10)	Kakoli Paik	F	West Chowdaga	8240908464	Kakoli Paik
11)	Sonali Chakraborty	F	Nona Danga	6291474823	Sonali Chakraborty
12)	Kakoli Mondal	F	V.I.P Nagar	7003066234	Kakoli Mondal

Kolkata Urban Resilience Improvement Project (KURIP)

Signature Sheet for Public Consultation

Date: 08/11/2023

Venue: Anandapur Ward 108

Sl. No.	Name	M/F	Address	Contact No.	Signature
13	Pushpa Halder	F	Nona-danga	9123053 255	Pushpa Halder
14	Riya Halder	F	"	"	Riya Halder
15	Dibakar Sardar	M	Munda-para	83349 16852	Dibakar Sardar
16	Sanjib Chakraborty	M	"	9676434 2184	Sanjib Chakraborty
17	Animesh Munda	M	"	96744 39903	Animesh Munda
18	Amit Mondal	M	Hossainpur	842066 2472	Amit Mondal
19	Sanjib Malik	M	"	70037 43129	Sanjib Malik
20	Suvinakar Chakraborty	M	Nona-danga	62907 19437	Suvinakar Chakraborty
21	Rupa Mondal	F	"	93302 91532	Rupa Mondal
22	Sukla Kayal	F	Nona-danga	983155 9422	Sukla Kayal
23	Gouri Hazi Gayen	M	Anandapur	916368 7940	Gouri Hazi Gayen
24	Biplab Naskar	M	Madur-daha	824033 4532	Biplab Naskar

Kolkata Urban Resilience Improvement Project (KURIP)

Signature Sheet for Public Consultation

Date: 08/11/23

Venue: Anandapur Ward 108

Sl. No.	Name	M/F	Address	Contact No.	Signature
25	Rina Jele	F	Anandapur	9163467811	Rina Jele
26	Suparna Biswas	F	"	do	Suparna Biswas
27	Dolan Jele	F	"	do	Dolan Jele
28	Suparna Bar	F	"	do	Suparna Bar
29	Dipali Hati	F	"	do	Dipali Hati
30	Priyanka Halder	F	Mundapara	8910806464	Priyanka Halder
31	Rama Bapari	F	"	do	Rama Bapari
32	Gita Munda	F	"	do	Gita Munda
33	Nabita Chowdhury	F	"	do	Nabita Chowdhury
34	Rina Naskar Sanyal	F	Madurdaha	6290640723	Rina Naskar Sanyal
35	Shila Gupta	F	"	9674859860	Shila Gupta
36	Gourabi Dutta	F	R. RALOT	7980255635	Gourabi Dutta

Kolkata Urban Resilience Improvement Project (KURIP)

Signature Sheet for Public Consultation

Date: 08/11/23

Venue: Anandapur Ward 108

Sl. No.	Name	M/F	Address	Contact No.	Signature
37.	Paramita Chakraborty	F	R.R. PLOT	9836226041	
38.	Soma Mandal	F	Pona Basti	8240988073	
39.	Surga Panday	F	VIP Nagar	do	Surga Panday
40.	Laxmi Mandal	F	VIP Gagarani Colony	9798157180	লক্ষ্মী মন্ডল
41.	Minu Mandal	F	VIP Gagarani Colony	do	Minu Mandal
42.	Jharna Mazumdar	F	V.I.P Nagar	9903215601	Jharna Mazumdar
43.	Jharna Pramanik	F	Rail Colony Nonadanga	8479070263	জনী প্রমণিক
44.	Urmila Mandal	F	Bhai Bhai Colony	7980607314	Urmila Mandal
45.	Rina Das	F	Nonadanga	9088779717	Rina Das
46.	Bharati Sarda	F	Madurdahe	do	ভারতী সর্দার
47.	Papia Ghosh	F	Ambedkar Abasan	6289217955	Papia Ghosh
48.	Brihaspati Sarda	F	Madurdahe	do	ব্রিহস্পতি সর্দার

Kolkata Urban Resilience Improvement Project (KURIP)

Signature Sheet for Public Consultation

Date: 08/11/23

Venue: 08/11/23 Anandapur Wondal 108

Sl. No.	Name	M/F	Address	Contact No.	Signature
49.	Nilima Sardar	F	9, Madurdaha Road, P.O. ERTPO KOL-107	9007223116	Nilima Sardar
50.	শ্যামলী সর্দার	F	"	"	শ্যামলী সর্দার
51.	Monidipa Barman	F	R.R. PLOT	6290272352	Monidipa Barman
52.	Pratima Mandal	F	"	905628409	প্রতিমা মন্ডল
53.	Rita Haldar	F	"	9831316712 628955837	Rita Haldar
54.	Manuini Sardar	F	Madurdaha	N/A	মানুইনি সর্দার
55.	Mahata Sardar	F	"	N/A	মহতা সর্দার
56.	Minu Bag	F	"	9831694279	Minu Bag
57.	Ashima Bugda	F	"	"	অশিমা বুগড়া
58.	Runam Sarkar	F	China Mandir	86	রুনাম সরকার
59.	Saptanita Saha	F	"	80	Saptanita Saha
60.	Soma Mondal	F	"	80	Soma Mondal

Kolkata Urban Resilience Improvement Project (KURIP)

Signature Sheet for Public Consultation

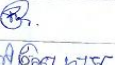
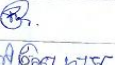
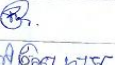
Date: 08/11/23

Venue: Anandapur Ward 108

Sl. No.	Name	M/F	Address	Contact No.	Signature
61.	Shama Laxmipriya Saha	F	Madhurdaha	804478 4896	মসীমি ২১/১১/২৩
62.	Pramila Sarda	F	11	7003232 057	অঞ্জলি সর্দার
63.	Shibani Gayer	F	V.I.P Nagar	798022 4405	শিবানী গায়ের
64.	Arumima Das	F	Nonatanga	628986 3129	Arumima Das
	Organised and conducted by;				
1.	Hasanul Islam	M	DSC, KEIP	9051841215	Hasanul Islam
2.	Rupna Mukherjee	F	DSC, KEIP	8240225218	Rupna Mukherjee
3.	Anuska Chakraborty	F	DSC, KEIP	8961640900	Anuska Ch.
4.	RUNKINI GHOSH	F	PMU, KEIP	8910062316	R.
5	Bodrik Banerjee	M	SDU, KEIP	8017782128	RB.

Minutes of Focus Group Discussion Near STP land, Hossainpur (Ward 108)

Date	Place of Consultation	No. of Participants	Participants	Points Discussed
07.02.2024	Ward 108 (Near STP Land)	Total 11	Local residents, Women, representatives of councilor of ward 108	• Explaining about KSHARP as an initiative of The Kolkata Municipal Corporation funded by the Asian Development Bank, and its role for improving the S&D services in Kolkata and its adjoining areas • Need for and scope of work and tentative commencement date for this package was elucidated. No permanent or temporary impacts on structures, livelihoods is anticipated due to proposed work under the package KSHARP/NCB/2023 - 2024/SD 04 . Importance of public participation and public awareness was emphasized. • Requirement of the STP was briefed to the local residents, it was explained to them why it is necessary to treat the DWF and how the treated effluent will be released in the TP Canal. • The project will ensure gender equality and social Inclusion.

 KURIP Hossainpur STP 07.02.2024 13:14 22.50895 88.40649 6054+ JHJ, Anandapur Rd, Maduradah, Hossainpur, Kolkata, West Bengal 700107	Kolkata Urban Resilience Improvement Project (KURIP) Signature Sheet for Public Consultation Date: 7/2/24 Venue: Hossainpur STP (Hossainpur) <table border="1"> <thead> <tr> <th>Sl. No.</th> <th>Name</th> <th>M/F</th> <th>Address</th> <th>Contact No.</th> <th>Signature</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Partho Das</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>2</td> <td>Pratima Das</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>3</td> <td>Sayanta Chatterjee</td> <td></td> <td></td> <td></td> <td>Sayanta Chatterjee</td> </tr> <tr> <td>4</td> <td>Partha Das</td> <td>M</td> <td></td> <td></td> <td>Partha Das</td> </tr> <tr> <td>5</td> <td>Nidhi Das</td> <td></td> <td></td> <td></td> <td>Nidhi Das</td> </tr> <tr> <td>6</td> <td>Pratima Das</td> <td>F</td> <td></td> <td></td> <td></td> </tr> <tr> <td>7</td> <td>Pratima Das</td> <td></td> <td></td> <td></td> <td>Pratima Das</td> </tr> <tr> <td>8</td> <td>Madhumita Das</td> <td>F</td> <td></td> <td></td> <td>Madhumita Das</td> </tr> <tr> <td>9</td> <td>Pratima Das</td> <td></td> <td></td> <td></td> <td>Pratima Das</td> </tr> <tr> <td>10</td> <td>Pratima Das</td> <td></td> <td></td> <td></td> <td>Pratima Das</td> </tr> <tr> <td>11</td> <td>Pratima Das</td> <td></td> <td></td> <td></td> <td>Pratima Das</td> </tr> </tbody> </table>	Sl. No.	Name	M/F	Address	Contact No.	Signature	1	Partho Das					2	Pratima Das					3	Sayanta Chatterjee				Sayanta Chatterjee	4	Partha Das	M			Partha Das	5	Nidhi Das				Nidhi Das	6	Pratima Das	F				7	Pratima Das				Pratima Das	8	Madhumita Das	F			Madhumita Das	9	Pratima Das				Pratima Das	10	Pratima Das				Pratima Das	11	Pratima Das				Pratima Das
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Date	Place of Consultation	No. of Participants	Participants	Points Discussed
07.02.2024	Ward 108 (Near STP Land)	Total 7 Male : 2 Female : 5	Local residents, Women, representatives of councilor of ward 108	• Explaining about KSHARP as an initiative of The Kolkata Municipal Corporation funded by the Asian Development Bank, and its role for improving the S&D services in Kolkata and its adjoining areas • Technical information about the STP and Pumping Station proposed in the same plot (side by side) proposed diameter of pipes to be laid across the road for treated effluent discharge, flow of waste water etc. was shared. • The commencement of the project work and duration. Expected timeline to resolve the water logging problem. • Need for and scope of work and tentative commencement date for this package was elucidated. • Requirement of the STP was briefed to the local residents, it was explained to them why it is necessary to treat the DWF and how the treated effluent will be released in the TP Canal. • The project will ensure gender equality and social inclusion.



**Focus Group Discussion at ward No. 108,
dated 07.02.24
(Near STP land, Hossainpur)**

Kolkata Urban Resilience Improvement Project (KURIP)
Signature Sheet for Public Consultation

Date: 7/2/24

Venue: Hossainpur STP (Madurdaha)

Sl. No.	Name	M/F	Address	Contact No.	Signature
1	সাজিদা হায়া	F			সাজিদা
2	সিদ্দিকা হা	F			সিদ্দিকা হা
3	সাজিদা হায়া	F			সাজিদা হায়া
4	সিদ্দিকা হা	F			সিদ্দিকা হা
5	সিদ্দিকা হা	M			সিদ্দিকা হা
6	সাজিদা হা	M			সাজিদা হা
7	সাজিদা হা	F			সাজিদা হা

**Attendance Sheet
of Focus Group Discussion at ward No. 108,
dated 07.02.24
(Near STP land, Hossainpur)**

Date	Place of Consultation	No. of Participants	Participants	Points Discussed
21.02.2024	Ward 108 (Near STP Land)	Total 11 Male : 3 Female : 8	Local residents, Women, representatives of councillor of ward 108	- Explaining about KSHARP as an initiative of The Kolkata Municipal Corporation funded by the Asian Development Bank, and its role for improving the S&D services in Kolkata and its adjoining areas - Technical information i.e. total length of work, diameter of pipes to be laid along the road, flow of waste water etc. was shared - The commencement of the project work and duration. Expected timeline to resolve the water logging problem. - Need for and scope of work and tentative commencement date for this package was elucidated. - Requirement of the STP was briefed to the local residents, it was explained to them why it is necessary to treat the DWF and how the treated effluent will be released in the TP Canal. - No permanent or temporary impacts on structures, livelihoods is anticipated under the package KSHARP/NCB/2023 - 2024/SD 04. Importance of public participation and public awareness was emphasized. - Existing water logging during heavy showers, back flow of water from adjoining area happens to be a persistent issue. - Choking of drains, latrines etc. during heavy showers. - The project will ensure gender equality and social inclusion.



**Focus Group Discussion at ward No. 108, dated 21.02.24
(Near STP land, Hossainpur Slum)**

Kolkata Urban Resilience Improvement Project (KURIP)
Signature Sheet for Public Consultation

Date: 21/2/2024 Venue: Hossainpur

Sl. No.	Name	M/F	Address	Contact No.	Signature
1)	Malati Das	F			মালতি দাস
2)	Dipa Naskar	F			দীপা নাস্কর
3)	Jolly Dolui	F			জল্লী দলুই
4)	Purnima Dolui	F			পূর্ণিমা দলুই
5)	Allo Maiti	F			আলো মৈতী
6)	Pronob Halder	M			প্রনাব হালদার
7)	Rita Dey	F			রীতা দেব
8)	Kakoli Manna	F			কাকলী মন্না
9)	Tuli Das	F			তুলি দাস

**Attendance Sheet
of Focus Group Discussion at ward No. 108,
dated 21.02.24
(Near STP land, Hossainpur Slum)**

Date	Place of Consultation	No. of Participants	Participants	Points Discussed
21.02.2024	Ward 108 (Near STP Land, Hossainpur Highroad)	Total 6	Local Businessmen, representatives of councillor of ward 108	• Explaining about KSHARP as an initiative of The Kolkata Municipal Corporation funded by the Asian Development Bank, and its role for improving the S&D services in Kolkata and its adjoining areas • Need for and scope of work and tentative commencement date for this package was elucidated. • No permanent or temporary impacts on structures, livelihoods is anticipated under the package KSHARP/NCB/2023 - 2024/SD 04. Importance of public participation and public awareness was emphasized. • Technical information about the STP and Pumping Station proposed in the same plot (side by side), length and diameter of pipes to be laid across the road for treated effluent discharge, flow of waste water etc. was shared • The commencement of the project work and duration. Expected timeline to resolve the water logging problem. • Existing water logging during heavy showers, back flow of water from adjoining area happens to be a persistent issue. • Choking of drains, latrines etc. during heavy showers. • Request to think about a long term plan to resolve the above mentioned issues. • Requirement of the STP was briefed to the local residents, it was explained to them why it is necessary to treat the DWF and how the treated effluent will be released in the TP Canal. • The project will ensure gender equality and social inclusion.



**Focus Group Discussion at ward No. 108,
dated 21.02.24
(Near STP Land, Hossainpur Highroad)**

Kolkata Urban Resilience Improvement Project (KURIP)

Signature Sheet for Public Consultation

Date: 21/2/2024

Venue: Hossainpur

Sl. No.	Name	M/F	Address	Contact No.	Signature
1)	Bikash Shastri	M			Bikash Shastri
2)	Gautam Mahato	M			Gautam Mahato
3)	Dipak Koley	M			Dipak Koley
4)	Montu Patra	M			M. Patra
5)	Arun Saha	M			Arun Saha
6)	Bablu Panda	M			Bablu Panda

**Attendance Sheet
of Focus Group Discussion at ward No. 108,
dated 21.02.24
(Near STP Land, Hossainpur Highroad)**

Public Consultation Meeting at Hossainpur STP/Pumping Station Plot

Date	Place of Consultation	No. of Participants	Participants	Key Points of Discussion	Points Discussed	Photographs
14.06.24	Ward 108 (Hossainpur STP Land)	Male: 27 Female: 98 Total: 125	Local residents, Women, Local Youth Club Members, representatives of councilor of ward 108	- Objective of the proposed project; - Project components proposed and scope of work; - Views and concerns of community members	- The project officials explained to the community members about KSHARP, as an initiative of Kolkata Municipal Corporation (KMC), supported by Asian Development Bank (ADB); role of KMC in improving the sewerage and drainage services in Kolkata and its adjoining areas. - Scope of work under the proposed project package and tentative commencement date for this package was elucidated. - Requirement of the STP and Pumping Station was briefed to the local residents, it was explained to them why it is necessary to treat the Dry Weather Flow and how the treated effluent will be released into the Tolly Panchanna Canal. - Participants were enthusiastic regarding the KMC work proposed, which will improve the adjacent environments. - Local youth club representatives informed that the proposed construction work will not hamper their daily activities (children play in the evening)	 

Date	Place of Consultation	No. of Participants	Participants	Key Points of Discussion	Points Discussed	Photographs
					time), as the land is big enough, there will be adequate open space left for them to carry out or organize any events in vacant portion of the land. • Surrounding residents confirmed that the land has not been used for fish cultivation and there has been no pond at the site for over 20 years. • The participants also emphasized on poor drinking water supply facilities in the area; they specially requested to the project authority to consider the matter with priority. • The local women expressed their willingness to learn skill development training for economic upliftment, and requested if the project can support them. • The participants informed the project team that the land is big enough to accommodate the proposed construction work, even after completion of the work a major portion of the land will remain vacant. • Considering the project	

Date	Place of Consultation	No. of Participants	Participants	Key Points of Discussion	Points Discussed	Photographs
					outcome it has been unanimously accepted by all the participating members that the proposed work will address many environmental issues and it will improve their health and hygiene conditions. They have expressed their full support for successful implementation of the project.	

Attendance Sheet of Public Consultation Program at Hossainpore STP Plot

Kolkata Municipal Corporation Sustainability and Resilience(Sector) Project
(KSARP)

Signature Sheet for Public Consultation

Date:

Venue:

Sl No.	Name	M/F	Address	Signature
1	মহানন্দা	F		মহানন্দা
2	MAHANI PRAMANJ	F		মহানন্দা
3	মহানন্দা	F		মহানন্দা
4	মহানন্দা	F		মহানন্দা
5	মহানন্দা	F		মহানন্দা
6	মহানন্দা	F		মহানন্দা
7	মহানন্দা	F		মহানন্দা
8	মহানন্দা	F		মহানন্দা
9	মহানন্দা	F		মহানন্দা
10	মহানন্দা	F		মহানন্দা
11	মহানন্দা	F		মহানন্দা
12	মহানন্দা	F		মহানন্দা
13	মহানন্দা	F		মহানন্দা
14	মহানন্দা	F		মহানন্দা
15	KALPANA SARKAR	F		মহানন্দা
16	SHUKLA MAITYA	F		মহানন্দা

Kolkata Municipal Corporation Sustainability and Resilience(Sector) Project
(KSARP)

Signature Sheet for Public Consultation

Date:

Venue:

Sl No.	Name	M/F	Address	Signature
17	BASANTI DAS	F		বাসন্তী দাস
18	MIWATI SINGH	F		মিহতি সিং
19	CHANDANA BAIRAGI	F		চন্দনা বৈরাগী
20	SANDHYA NASKAR	F		সন্ধ্যা নাসকার
21	PARVATI TARAFDAR	F		পার্বতি তারাদাস
22	DHIKA NASKAR	F		ধিকা নাসকার
23	RITA SINGH	F		রিতা সিং
24	JHARNA DAS	F		জর্ণা দাস
25	APARNA BAIRAGI	F		অর্ণা বৈরাগী
26	BHARABATI DHALI	F		ভারবতি ধালী
27	GITANDALI ROY	F		গিতান্দলী রায়
28	GREETA KHATVA	F		গ্রীতা খাত্বা
29	SABITA GOYEL	F		সাবিতা গুপ্তা
30	MEENA BHAKTA	F		মীনা ভক্তা
31	MOUSUMI ROY	F		মৌসুমি রায়

Kolkata Municipal Corporation Sustainability and Resilience(Sector) Project
(KSARP)

Signature Sheet for Public Consultation

Date:

Venue:

Sl No.	Name	M/F	Address	Signature
32	DAYA NASKAR	M		দেবদাস
33	ANIMA MAYRA	F		অনিমা মায়রা
34	SHOVA MONDAL	F		শোভা মন্ডল
35	RINA LET	F		রিনা লেট
36	PUTUL PATRA	F		পুতুল পাত্রা
37	HANJURI HALDER	F		হানজুরী হালদার
38	JYOTSNA MAYRA	F		জ্যোত্সনা মায়রা
39	HANONI PURKAIT	F		হানোনি পুরকৈত
40	HANONI GOLDBER	F		হানোনি গোল্ডবের
41	KRISHNA BEBARI	F		কৃষ্ণা বৈবরি
42	PIYUSH BEBARI	M		পিয়ুষ বৈবরি
43	BIMALA PAUL	F		বীমালা পল
44	BISHAKHA PRAMANJ	F		বিশাখা প্রমঞ্জ
45	JAYATI CHAKROVARTY	F		জয়তি চক্রবর্তী
46	HUNDI GAYE	F		হুন্ডি গায়ে

Kolkata Municipal Corporation Sustainability and Resilience(Sector) Project
(KSARP)

Signature Sheet for Public Consultation

Date:

Venue:

Sl No.	Name	M/F	Address	Signature
47	RUMA PANDA	F		রুমা পান্ডা
48	RUPALI DAS	F		রূপালী দাস
49	SANGITA PURKAIT	F		সংগিতা পুরকৈত
50	JHUMA BERA	F		জুমা বেরা
51	RAMA MONDAL	F		রামা মন্ডল
52	RINKI SHARMA	F		রিন্কা শর্মা
53	ANINA SARKAR	F		অনিমা সারকার
54	PURNIMA DEBNATH	F		পূর্ণিমা দেবনাথ
55	CHANDANA HALDER	F		চন্দনা হালদার
56	MILI HALDER	F		মিলি হালদার
57				
58	NIKHIL GAYEN	M		নিকিল গায়েন
59	KUSH HALDER	M		কুশ হালদার
60	ANJILA GARDAR	F		অঞ্জিলা গার্ডার
61	SHIPRA DAS	F		শ্রীপা দাস
62	PUSA MONDAL	F		পূষা মন্ডল

**Kolkata Municipal Corporation Sustainability and Resilience(Sector) Project
(KSARP)**

Signature Sheet for Public Consultation

Date:

Venue: HOSSAINPUR

Sl No.	Name	M/F	Address	Signature
63	TAPAS ROY	M		তপস রয়
64	SUDARSHAN DAS	M		সুদর্শন দাস
65	SHAMBHU DAS	M		শম্ভু দাস
66	MINATI HALDER	F		মিনতি হালদার
67	ABIR BERA	M		আবির বেরা
68	HAMATA ROY	F		হামতা রয়
69	GEORI MONDAL	M		গৌরী মন্ডল
70	BISHAKHA HALDER	F		বিশাখা হালদার
71	BASANTI BHUINYA	F		বাসন্তী ভূঞা
72	LAXMI MONDAL	F		লক্ষ্মী মন্ডল
73	MANJU SHARMA	F		মানু শর্মা
74	BUNTY MONDAL	M		বন্টি মন্ডল
75	ANITA MAITY	F		অনিতা মৈত্রী
76	ANJALI MONDAL	F		অঞ্জলি মন্ডল
77	TAPASI MAJHI	F		তপসি মাজি
78	ASHA MOLLA	F		অশা মল্লা

**Kolkata Municipal Corporation Sustainability and Resilience(Sector) Project
(KSARP)**

Signature Sheet for Public Consultation

Date:

Venue:

Sl No.	Name	M/F	Address	Signature
79	SANKA POREL	F		সংকা পোরেল
80	SHAIBA MAHATO	F		শাইবা মাহাতা
81	MANSA HALDER	F		মনসা হালদার
82	SHEPALI BEPARA	F		শেপালি বেরা
83	CIMI	F		সিবি
84	VANU	M		বানু
85	TIPU	M		টিপু
86	SMPRA SARDAR	F		সম্প্রা সর্দার
87	SAGRIKA GHOSH	F		সাগরিকা ঘোষ
88	TURPA DAS	F		তুর্পা দাস
89	BANDANA MODAL	F		বান্দানা মন্ডল
90	SHILA SHOW	F		শিলা শো
91	SHIBANI PATRA	F		শিবানী পাত্রা
92	ANITA BERA	F		অনিতা বেরা
93	SUCHITRA PURKAIT	F		সুচিত্রা পুরকৈ
94	JHUMA PAIK	F		জুমা পাইক

**Kolkata Municipal Corporation Sustainability and Resilience(Sector) Project
(KSARP)**

Signature Sheet for Public Consultation

Date:

Venue:

Sl No.	Name	M/F	Address	Signature
95	AMAR MONDAL	M		AMAR MONDAL
96	MANAS POREL	M		MANAS POREL
97	ASRAM MOLLA	M		ASRAM MOLLA
98	TARUN PRAMANIK	F		Tarun pramanik
99	SUBHAS PATRA	M		সুবাস পাত্রা
100	BAPAN MONDAL	M		Bapan Mondal
101	DIPKA NASKAR	F		Dipika Naskar
102	SWAPAN NASKAR	M		Swapan Naskar
103	ARPITA PURKAIT	F		Arpita Purkait
104	SUNITA HALDER	F		Sunita halder
105	SHAMBHU MONDAL	M		শম্ভু মন্ডল
106	BINAN DAS	M		Binan Das
107	BEBU NASKAR	M		বেবু নাস্কার
108	BIREN DAS	M		Biren Das
109	GOPAL MALIK	M		Gopal Malik
110	RAHUL MALIK	M		Rahul Malik

**Kolkata Municipal Corporation Sustainability and Resilience(Sector) Project
(KSARP)**

Signature Sheet for Public Consultation

Date:

Venue:

Sl No.	Name	M/F	Address	Signature
111	ARATI BERA	F		অরতি বেরা
112	MADHUMITA NARVA	F		মদুমিতা নার্বা
113	SHYAMALI SARDAR	F		শ্যামলী সর্দার
114	BIRYU SHARMA	H		বির্যু শর্মা
115	SONALI BISWAS	F		সোনালী বিশ্বাস
116	GHANASHYA HALDER	M		গনেশিয়া হালদার
117	SANGITA BISWAS	F		সংগিতা বিশ্বাস
118	JHARNA SARDAR	F		জার্না সর্দার
119	JAYANTI SARDAR	F		জয়ন্তী সর্দার
120	BAPAN DAS	M		বাপন দাস
121	DIPALI BOSE	F		দীপালী বোস
122	DOLON CHAKRABORTY	F		দোল চক্রবর্তী
123	SUKANYA DEBNATH	F		সুকন্যা দেবনাথ
124	SHRABANI PAIK	F		শ্রাবণী পাইক

Appendix 3: Grievance Registration Format

(To be available in Bengali and English)

The Kolkata Municipal Corporation Sustainability, Hygiene and Resilience (Sector) Project welcomes complaints, suggestions, queries, and comments regarding project implementation. We encourage persons with grievance to provide their name and contact information to enable us to get in touch with you for clarification and feedback.

Should you choose to include your personal details but want that information to remain confidential, please inform us by writing/typing ***(CONFIDENTIAL)*** above your name. Thank you.

Date	Place of registration	Project Town Project:			
Contact information/personal details					
Name		Gender	* Male * Female	Age	
Home address					
Place					
Phone no.					
E-mail					
Complaint/suggestion/comment/question Please provide the details (who, what, where, and how) of your grievance below: If included as attachment/note/letter, please tick here:					
How do you want us to reach you for feedback or update on your comment/grievance?					

FOR OFFICIAL USE ONLY

Registered by: (Name of official registering grievance)	
Mode of communication: Note / Letter E-mail Verbal / Telephonic	
Reviewed by: (Names/positions of officials reviewing grievance)	
Action taken:	
Whether action taken disclosed:	No
Means of disclosure:	

Appendix 4 (a): Land Record Copy (with Transcript)

পশ্চিমবঙ্গ সরকার
সমষ্টি ভূমি ও ভূমি সংস্কার আধিকারিকের কার্যালয়
-বাগের ভাড়া

[১৬০০০১২]

জেলা- পশ্চিম ২৪ পরগনা ব্লক- কলকাতা থানা- তিলজলা
মৌজা- মাদুরদাহ জে.এল.নং- ০১২ জমির পরিমাণ (এ)- ৭৫.৫০০০
মাথেক দাগ নং- শ্রেণী- শাসি

খতিয়ান নং	শ্রেণী	আংশ	আংশ পরিমাণ (এ)	স্বত্বের/লেনীর বিবরণ	মন্তব্য
১	বিল মাছ চাষ	০.৮৫৮৭	৬৪.৮০০০	পশ্চিমবঙ্গ সরকার পক্ষে কালেক্টর মা- নিজ	
৯৩৯	ঘাট	০.১৪১৩	১০.৬৭০০	বেঙ্গল এন আর আই কমপ্লেক্স লেনী পিত্তা-সিমিটেড মা- ৭৮৩ আনন্দপুর থানা আনন্দপুর কলকাতা ১০৭	
			১.০০০০	৭৫.৫	

Note: Based on consultations with surrounding residents, the land has not been used for fish cultivation and there has been no pond at the site for over 20 years.

English Transcript of Land Record Government of West Bengal

Office of the Block Land and Land Reform Officer
Information on *Daag* Number

Information on Daag Number					
District: South 24 Parganas		Block: Kolkata		Police Station: Tiljala	
Mouza: Madurdaha		J.L. Number: 012		Land area (acres): 75.5	
Daag Number: 441		Classification: low land			
Khatian (copy Number)	Land Classification	Portion	Land area of the portion (acres)	Name of the Owner	Remarks
1	Pond for fish cultivation	0.8587	64.83	District Collector on behalf of Government of West Bengal	
939	Homestead	0.1413	10.67	Bengal NRI Complex 783 Anandapur Police station, Anandapur, Kolkata	
		1.00	75.50		

Appendix 4 (b): Letter from Additional District Magistrate and District Land and Land Reforms Officer, South 24 Parganas to Block Land and Land Reforms Officer, South 24 Parganas for proposed Pumping Station and STP at Hossainpur, Ward 108



Government of West Bengal
Office of the Additional District Magistrate
District Land & Land Reforms Officer, South 24 Parganas
New Treasury Building (8th & 9th Floor)
Alipore, Kolkata-700027

Memo No. XVIII / 737

/LR-Kolkata-01/24

Dated: 06.02.2024-

To

The Block Land & Land Reforms Officer
Kolkata, South 24 Parganas

Sub: Status report of land measuring an area of 5.62 acres i.e; 17 bigha at L.R. Plot no. 441 in mouza - Madurdaha, J.L. No. 012 proposed for IDT in favour of UD&MA Department for construction of Hossainpur Pumping Station and STP at Ward No. 108 of KMC within the district of South 24 Parganas.

Ref : No. 06/UDMA-24011(15)/113/2023-GENL SEC Dept. of UDMA Dtd. 05.01.2024 of Special Secretary, Govt. of West Bengal, UD&MA Department

Enclosed please find herewith the copy of letter of the Special Secretary, Govt. of West Bengal, UD&MA Department under reference which will speak for itself. He is requested to submit a status report of the subject land for construction of Hossainpur Pumping Station and STP at Ward No. 108 of KMC and if feasible send a formal proposal of IDT in favour of UD&MA Department along with following documents.

1. Copy of ROR.
2. Sketch map / site plan of land depicting nearby plots
3. Joint field verification report of the subject land.
4. Report whether the land is free from encroachment and other encumbrances.
5. Whether the land is free of litigation / court case.
6. Whether the land is patta affected or not.
7. Whether the land proposed for transfer is included in any Notified Forest / Protected Forest/Reserve Forest area.
8. In case of land within CRZ (Coastal Regulation Zone) area, whether clearance from the appropriate authority has been obtained

Encls: As stated

Adm 06/2/24
**Additional District Magistrate and
District Land & Land Reforms Officer
South 24 Parganas**

Memo No. XVIII /

/LR-Kolkata-01/24

Dated

Copy forwarded for information to:
The Special Secretary, Govt. of West Bengal, UD&MA Department (Municipal Affairs Branch),
NAGARAYAN, DF-8, Sector-I, Salt lake, Kolkata-700064.

**Additional District Magistrate and
District Land & Land Reforms Officer
South 24 Parganas**

Appendix 5: Community Health and Safety Plan

Community Health and Safety. Hazards posed to the public, specifically in high pedestrian areas may include traffic accidents and vehicle collisions with pedestrians. Movement of construction vehicles and equipment on public roads also pose risk to pedestrians and traffic. Due to land constraints, roads are narrow. There are also works located close to houses, business and establishments. These may pose significant safety risks from the presence of construction activities, machinery and materials to the local people and community. Potential impact is negative but short-term and reversible by mitigation measures. The construction contractor will be required to:

- (i) Code of conduct for workers should be developed and implemented throughout the construction period;
- (ii) Follow International best practices on community health and safety such as those in Section 4.3 of World Bank Environmental Health and Safety (EHS) Guidelines on Construction and Decommissioning Activities;
- (iii) Trench excavation and pipeline works shall be conducted in a safe manner; if allowing public movement along the work sites (pedestrians or vehicles as the case may be) is likely to cause safety risks, movement should be blocked temporarily and work shall be conducted; in such areas, conducting night work or working in small stretches to avoid blockage of traffic/movement no more than few hours in due consultation with the local community and ULB shall be planned
- (iv) All trenches deeper than 1 m shall be provided with safety shoring/braces (wooden/steel);
- (v) Provide boundary wall and deploy security personnel at pumping station site to prevent unnecessary entry and to avoid accidental fall into open trenches
- (vi) Undertake the construction work stretch-wise; excavation, pipe laying and trench refilling should be completed on the same day
- (vii) Follow established community health and safety protocol on emerging infectious diseases such as COVID19.
- (viii) Implement measures to prevent proliferation of vectors of diseases at work site;
- (ix) Maintain a complaint logbook in the worker's camp and take action promptly on complaints. Follow the established GRM of the overall project (KSHARP);
- (x) Schedule transportation activities by avoiding peak traffic periods;
- (xi) Clean wheels and undercarriage of haul trucks prior to leaving construction site;
- (xii) Educate drivers: limit speed not more than 30 km/h in and around settlements; ensure that drivers follow road safety rules, and employ traffic marshals in all construction vehicles on road to assist the driver
- (xiii) Earmark parking place for construction equipment and vehicles when idling; no parking shall be allowed on the roads, that may disturb the traffic movement;
- (xiv) Provide prior information to local community, temples and other places of worship about work schedules;
- (xv) Noise barriers must be installed in between the construction site and any community locations to reduce the noise level;
- (xvi) Provide adequate space and lighting, temporary fences, reflectorized barriers and signages at the work site;
- (xvii) Provide hard barricades, and deploy security personnel to ensure safe movement of people and also to prevent unnecessary entry and to avoid accidental fall into open trenches and
- (xviii) Ensure contractor has staff trained on emergency response