



Environmental Monitoring Report

Project Number: 47229-001
April 2015

Period: July 2014 – December 2014

IND: Uttarakhand Emergency Assistance Project

Submitted by

Uttarakhand Jal Santhan, Jal Bhawan, Dehradun, Uttarakhand

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To,

Country Director
South Asia Department, India Resident Mission,
4 San Martin Marg, Chanakyapuri
New Delhi – 110021

Sub : Loan 3055 IND – Quarterly Social Monitoring Report (Oct-Dec 2014) and Semi Annual Environment Monitoring Report (July-Dec 2014).

Dear Ma'am,

With reference to above kindly find enclosed herewith Quarterly Social Monitoring Report (October - December 2014) and Semi Annual Environment Monitoring Report (July-Dec 2014). for your review.

Yours Sincerely

(Neelima Garg)

Secretary Appraisal
Uttarakhand Jal Sansthan



Government of Uttarakhand

State Disaster Management Authority (SDMA)
Uttarakhand Jal Sansthan

Uttarakhand Emergency Assistance Project
(UEAP) – *Water Supply Sub project*
(ADB Loan No:3055-IND)

First (1st) REPORT

**SEMI ANNUAL ENVIRONMENT MONITORING
REPORT**
(Period July to December 2014)

February 2015

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ABBREVIATIONS

| | |
|------------------|--|
| ADB | Asian Development Bank |
| BOD | Bio Chemical Oxygen Demand |
| CO | Carbon Mono Oxide |
| CFE | Consent for Establishment |
| CH ₄ | Methane |
| CFO | Consent for Operation |
| DO | Dissolve Oxygen |
| dB | Decibel |
| IEE | Initial Environmental Examination |
| EA | Executing Agency |
| EIA | Environmental Impact Assessment |
| EC | Environmental Clearance |
| Gol | Government of India |
| GoU | Government of Uttarakhand |
| Ha | Hectare |
| H ₂ S | Hydrogen sulphide |
| HDPE | High Density Poly Ethylene |
| HFL | High Flood level |
| Km | Kilometer |
| Leq | Sound level |
| Mg | Milligram |
| MFF | Multitranch Financing Facility |
| MoEF | Ministry of Environment & Forests |
| MLD | Million Litter Per day |
| Mn | Million |
| M | Meter |
| mm | Millimeter |
| mg/l | Milligram per Liter |
| m ³ | Cubic meter |
| NAAQM | National Ambient Air Quality Monitoring |
| NO _x | oxides of Nitrogen |
| NA | Not Applicable |
| OUR | oxygen uptake rate |
| O & M | Operation and maintenance |
| PMU | Project Management Unit |
| PVC | Poly Vinyl Chloride |
| PWD | Public works Division |
| PIU | Project Implementation Units |
| RCC | Reinforced Cement Concrete |
| RoW | Right of Way |
| RSPM | Respirable suspended particulate matter |
| RP | Rehabilitation Plan |
| SEIAA | State Environment Impact Assessment Authority |
| SPCB | State Pollution Control Board |
| UEPPCB | Uttaranchal Environmental Protection and Pollution Control Board |
| SS | Suspended Solids |
| SBR | Sequential Batch Reactor |
| SPM | Suspended Particulate Matter |
| SO ₂ | sulphur dioxides |

| | |
|--------------------------|---------------------------------------|
| ST | Scheduled Tribes |
| SC | Scheduled Castes |
| SOP | Standard Operational Procedures |
| UDD | Urban Development Department |
| UPJN | Uttaranchal Peya Jal Nigam |
| UJS | Uttaranchal Jal Sansthan |
| U.P | Uttar Pradesh |
| UPCL | Uttaranchal Power Corporation Limited |
| $\mu\text{g}/\text{m}^3$ | Micro Gram Per Cubic Meter |
| % | Percentage |

I. INTRODUCTION

A. Background

1. A major disaster during 15-17th June 2013 resulted in severe damages in several parts of Uttarakhand, which has a mountainous terrain and a fragile geology. Several towns have been washed away by the unprecedented flash floods and landslides, and a large number of houses, public buildings, roads, bridges, urban, rural, and tourism infrastructure, power generation and distribution facilities have been damaged. The impact on the affected population due to the loss of connectivity has been manifold. The State machinery is currently focused on emergency restoration and connectivity works.

2. Based on the request of India, a Rapid Joint Damage and Needs Assessment (RJDNA) was undertaken by Asian Development Bank (ADB) and the World Bank. ADB agreed to assist the Government of India (GOI) with reconstruction and rehabilitation efforts for which the Uttarakhand Emergency Assistance Project (UEAP) has been formulated as a multi-sector emergency loan in sector loan modality. The executing agency (EA) for the UEASP is Government of Uttarakhand (GOU) and State Disaster Management Authority (SDMA). The primary implementing agencies (IA's) is Public Works Department (PWD) for roads, bridges, urban roads, and trekking routes including eco-trails; Department of Tourism (DOT) through Kumaon Mandal Vikas Nigam Limited, and Garhwal Mandal Vikas Nigam Limited for tourism infrastructure, Uttarakhand Civil Aviation Development Authority (UCADA) for helipads; and Uttarakhand Jal Sansthan (UJS) for urban water supply, or any successor hereto. Some other state agencies such as Forest Department are likely to be entrusted with some works under UEASP under these primary IAs.

3. The UEAP will support the Government of India (GOI) and the Government of Uttarakhand (GoU) in their efforts to rehabilitate and reconstruct the damaged water supply system in 9 selected towns of Uttarakhand. The investment program will support: (i) Water supply; and (ii) Planning and design, institutional and policy development, capacity building and creating awareness.

4. The Project Management Unit (PMU) of Uttarakhand Emergency Assistance Project (UEAP) created for implementation of the said project under the Government of Uttarakhand (GoU) and the Project Implementation Units (PIU), Uttarakhand Jal Sansthan (UJS) will be provided with necessary consulting services under the proposed loan to strengthen their project design, management and implementation capabilities including mainly engineering design and construction supervision. The work in this Project is of emergency nature and has to be finished within stipulated time, so as to provide drinking water to affected population. The Executing Agency (EA), State Disaster Management Authority (SDMA) will work closely with the Implementing Agency (IA) Uttarakhand Jal Sansthan

5. Total 09 towns, 06 towns of Garhwal Region and 03 towns of Kumaun Region have been selected for implementation of Assistance Project. These towns are as follows: (1) Srinagar (2) Devprayag (3) Rudraprayag (4) Gauchar (5) Karnprayag (6) Uttarkashi (7) Dharchula (8) Kapkot (9) Bageshwar. Location of the project towns are shown in **Figure 1**

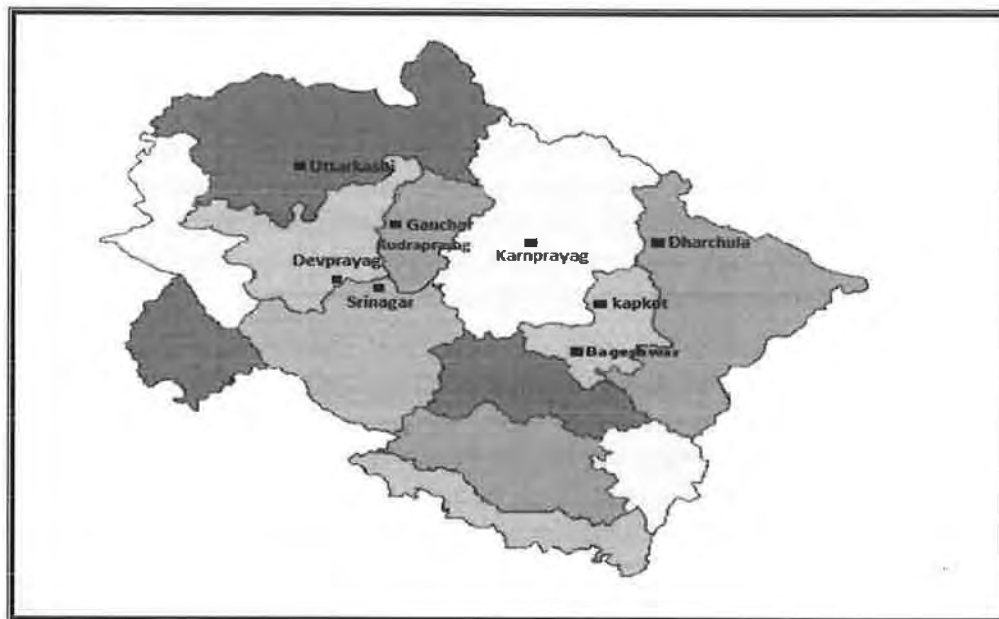


Figure 1: Location of project towns

6. To support implementation of the Program, UEAP have engaged STUP Consultants Pvt. Ltd. as Design & Supervision Consultant (DSC). Design and Supervision Consultant (DSC) firm will assist InvestmentProject Management Unit (IPMU) and the respective Investment Project ImplementationUnits (IPIUs) to undertake necessary surveys and investigations, detailed engineering designs,quantity and cost estimation, preparation of bid documents, procurement activities,preparation of construction drawings, construction supervision including recordingmeasurements, quality control, assisting community awareness and poverty alleviationprogram associated with the Project.

B. Project & Report Purpose

7. Water Supply sub projects which are under implementation has been classified by ADB as environmental assessment Category B (some negative impacts but less significant than category A) and the impacts of subprojects were assessed through Initial Environmental Examination (IEE), prepared according to ADB Safeguard Policy (SPS2009).

8. This report is the "Environment Monitoring Report"for the period July to December 2014to describe the implementation of the mitigation measures and monitoring recommended in the IEE.

C. Project Profile

9. Till 31st December, 2014, contract agreement has been signed for 6 lots under 3 subprojects. "Letter of acceptance" is issued for one Lot and for another Lot selection has been done but "Letter of Acceptance" to be issued.

10. List of sub projects and their status is given hereunder:

Table 1: Sub Project status under UEAP- WSS

| Town | Package Code | Sub project | Status |
|-------------|--|---|---|
| Kapkot | UK/UEAP-WSS-KU/01 Lot 1: Kapkot Lo2 : Bageshwar Lot 3: Dharchula | Supply, Laying, Jointing, Testing and Commissioning of Water Transmission Mains and Design, Supply, Construction and Commissioning of Infiltration Wells, WTP, GLSR etc. at Kapkot, Bageshwar&Dharchula | Lot 1: Kapkot- Revised tendering completed on 16.09.2014, Contractor selected. Agreement signed on 07.11.2014 |
| Bageshwar | | | Lot 2: Bageshwar- Revised tendering completed on 16.09.2014, Contractor selected. Agreement signed on 07.11.2014 |
| Dharchula | | | Lot 3: Dharchula - Revised tendering completed on 16.09.2014, Contractor selected. Agreement signed on 07.11.2014 |
| Rudraprayag | UK/UEAP-WSS-GW/01 Lot 1: Rudraprayag Lot 2 : Karnprayag Lot 3: Gauchar Lot 4: Uttarkashi Lot 5: Devprayag | Supply, Laying, Jointing, Testing and Commissioning of Water Transmission Mains and Design, Supply, Construction and Commissioning of Infiltration Wells, WTP, GLSR etc. at Rudraprayag, Karnprayag, Gauchar,Uttarkashi&Devprayag | Lot 1: Rudrapryag- Revised tendering completed on 20.09.2014, Contractor selected. Agreement signed on 19.12.2014 |
| Karnprayag | | | Lot 2: Karnpryag- Revised tendering completed on 20.09.2014, Contractor selected. Agreement signed on 19.12.2014 |
| Gauchar | | | Lot 3: Gauchar- Revised tendering completed on 20.09.2014, Contractor selected. Agreement signed on 19.12.2014 |
| Uttarkashi | | | Lot 4: Uttarkashi- Revised tendering completed on 10.11.2014, Contractor selected. Letter of Acceptance (LOA) issued on 29.12.2014 |
| Devprayag | | | Lot 5: Devpryag- Revised tendering completed on 09.12.2014, Contractor selected. LOA to be issued |
| Srinagar | UK/UEAP-WSS-GW/02 | Construction of low level pump house, installation of raw water and clear water pumping machinery, Supply, Laying, Jointing, Testing and Commissioning of Water Transmission Mains, Rehabilitation of WTP's Design, Supply, Construction and Commissioning of Infiltration Wells, Construction of Sump and Electrical and Instrumentation works at Srinagar | Revised tendering completed on 10.10.2014, Contractor selected. Agreement signed on 19.12.2014 |

11. **Table 2** show the status of the sub project implementation, starting date, schedule date of completion and physical progress.

**Table 2: Status of Sub-project Implementation under UEAP- WSS
(Upto 31st December 2014)**

| Location | Component, name of the subproject (Code No.) | Starting date of Implementation | Projected months of completion (as per Work order) | Schedule date of completion (Extended date of completion) | Physical progress (%) as on 31.12.2014 |
|-----------|---|---------------------------------|--|---|--|
| Kapkot | Supply, Laying, Jointing, Testing and Commissioning of Water Transmission Mains and Design, Supply, Construction and Commissioning of Infiltration Wells, WTP, GLSR etc. at Kapkot, Bageshwar & Dharchula (UK/UEAP-WSS-KU/01) | 1.12.2014 | 18 months | 31.05.2016 | Nil |
| Bageshwar | | 1.12.2014 | 18 months | 31.05.2016 | Nil |
| Dharchula | | 1.12.2014 | 18 months | 31.05.2016 | Nil |

II. IMPLEMENTATION PROGRESS

A. Major works and progress

12. Till date (31st December) no physical work has been started for sub project under UEAP-WSS. Table 3 shows the work progress status format. Work scope for the package for which Work Order has been issued is given hereunder. Monitoring and reporting on Environmental safeguard will be started shortly.

Table 3: Major Works under Subproject and Progress

| Location/ code | Package | Specific Package / Lot work | List of major works under the Package/ Lot | Type of works at continued present | Expected changes from approved scope | Fulfillment of objectives- Type of remedial measures needed | Key assumptions and risks that affect attainment of the objectives |
|--|---------|---|--|---------------------------------------|---|---|---|
| Kapkot(UK/UEAP- WSS-KU/01 Lot 1) | | Construction of Infiltration well (IW), pump house over IW, Laying of Rising mains and appurtenant works. | <ul style="list-style-type: none"> ✓ Construction of Infiltration Well (1.4 mld) at Saryu River <ul style="list-style-type: none"> • Site Development • Procurement of material – steel, cement, pipes & valves • Construction of super structure • Filling of filter media ✓ Construction of Pump House <ul style="list-style-type: none"> • Construction of super structure • Procurement of Pumping Plans – 750 lpm 225m head 4 nos. • Electric connection • Commissioning ✓ Laying of Rising Main & Appurtenant Works <ul style="list-style-type: none"> • Procurement of material (MSERW Pipe 125mm dia 4.8mm thick 7.641 km) • Laying of above MSERW pipe | • No physical work | Nil | Strict application of mitigation measures | |
| Bageshwar(UK/UEAP- WSS-KU/01 Lot 2) | | Demolition of existing intake well, Construction of new | <ul style="list-style-type: none"> ✓ Source Works <ul style="list-style-type: none"> • Demolition of old Infiltration Well and Construction of | • No physical work | Nil | Strict application of mitigation | |

| Location/ code | Package | Specific Package / Lot work | List of major works under the Package/ Lot | Type of works continued at present | Expected changes from approved scope | Fulfillment of objectives- Type of remedial measures needed | Key assumptions and risks that affect attainment of the objectives |
|---|---------|--|--|--|---|--|---|
| | | infiltration well, replacement of Rising mains, rehabilitation of WTP, pumps and related electrical, mechanical works, | new Infiltration Well of 1.34 mld at Jalkal <ul style="list-style-type: none"> • Site Development • Procurement of material – cement, steel, pipes & valves • Construction of super structure • Filling of filter media ✓ Construction of Pump House <ul style="list-style-type: none"> • Construction of super structure • Procurement of Pumping Plants Jalkal 1400lpm, 110 m head 2 nos. ✓ Replacement of Pumping Plants at kathayatbara, 1250lpm 40m head, raw water pumps & clear water pumps, 1250 lpm 275m head 2 nos. + 2 nos. ✓ Rehabilitation of WTP at Thakurdwara | | | measures | |
| Dharchula(UK/UEAP- WSS-KU/01- Lot 3) | | Damage repair in source works, installation of Uttaranchal Koop, construction of horizontal flow | ✓ Source Works <ul style="list-style-type: none"> • Intake chamber at Ghatkhola spring & installation of Uttaranchal Koop at GhatkholaGadhera • Repair of Cross Wall at | <ul style="list-style-type: none"> • No physical work | Nil | Strict application of mitigation measures | |

| Location/ code | Package | Specific Package / Lot work | List of major works under the Package/ Lot | Type of works continued at present | Expected changes from approved scope | Fulfillment of objectives- Type of remedial measures needed | Key assumptions and risks that affect attainment of the objectives |
|-------------------|---------|--|---|--|--|--|---|
| | | Roughing filter, Demolishing of old damaged tanks & construction of new tanks. | <p>GalatigarhGadhera</p> <p>✓ Laying of Supply main from source to CWR</p> <ul style="list-style-type: none"> • 125 mm Ø GI (m) – 139m Galatigarh to HFRF • 100 mm Ø GI (m) – 5.8Km HFRF to tank • 50 mm Ø GI (m) – Manakhet to Shivmandir 365 m <p>✓ Laying of distribution system</p> <ul style="list-style-type: none"> • 50 mm Ø GI (m) – 1.086 km • 40 mm Ø GI (m) – 51 m • 32 mm Ø GI (m) – 190 m <p>✓ Demolition & Reconstruction of CWR's</p> <ul style="list-style-type: none"> • 300 kl steel→RCC tank, Gwalgaon • 50 kl stm→RCC tank, Ghatkhola • 25 kl stm→RCC tank, Manakhet | | | | |

B.Compliance of Safeguard Loan Covenants

13. The status of compliance of ADB's major Loan Covenants related to Safeguard issues is shown below:

| Serial no. as per loan agreement | Program Specific Covenants | Status / Issues |
|---|---|---|
| Environment | | |
| 9 | The Borrower shall ensure or cause the EA and IAs to ensure that the preparation, design, construction, implementation, operation and decommissioning of the Project facilities comply with (i) all applicable laws and regulations of the Borrower and State relating to environment, health, and safety; (ii) the Environmental Safeguards of ADB; and (iii) all measures and requirements set forth in the EARF, EIA/ IEE as applicable, and the EMMP, and any corrective or preventative actions set forth in a Safeguards Monitoring Report. | <p>Under compliance</p> <p>Documents are prepared by complying all relevant State and National Laws, Safeguard Policy Statement (SPS 2009) of ADB, Environment Assessment Review Framework (EARF).</p> <p>Initial Environmental Examination (IEE), Environment Management Plan (EMP) report prepared and approved by ADB. In case of any change of scope and locations IEE will be revised.</p> <p>All measures and requirements as prescribed in IEE and EMP will be considered during implementation.</p> <p>Corrective or preventive action plans which will be reflected in Environment Monitoring Report and project implementation authority will be taken care.</p> |
| Human and Financial Resources to Implement Safeguards Requirements | | |
| 12 | The Borrower shall ensure or cause the EA and relevant IA to ensure (a) that all necessary budgetary and human resources to fully implement the EMMP as required, are made available; and (b) designates at least one official each to supervise implementation of the EMMP | <p>Under compliance</p> <p>Budgetary provisions have been included in EMPs</p> <p>One officer will be designated to supervise implementation of the EMMP at IA Water Supply (UJS)</p> |
| Safeguards – Related Provisions in Bidding Documents and Works Contracts | | |
| 13 | Borrower shall ensure or cause the EA and each IA to ensure that all bidding documents and contracts for Works contain provisions that require contractors to: | Under compliance |

| Serial no. as per loan agreement | Program Specific Covenants | Status / Issues |
|--|---|--|
| | <p>(a) comply with the measures , and requirements relevant to the contractor set forth in the EIA/IEE, the EMMP, the RPs and any IPP (to the extent they concern impacts on affected people during construction), and any corrective or preventative actions set out in a Safeguards Monitoring Report;</p> <p>(b) make available a budget for all such environmental and social measures;</p> <p>(c) provide the relevant IA with a written notice of any unanticipated environmental, resettlement or indigenous peoples risks if any, or impacts that arise during construction, implementation or operation of the project that were not considered in the EIA/IEE, the EMMP, and the RP or the IPP if any;</p> <p>(d) adequately record the condition of roads, agricultural land and other infrastructure prior to starting to transport materials and construction; and</p> <p>(e) fully reinstate pathways, other local infrastructure, and agricultural land to at least their pre-project condition upon the completion of construction.</p> | <p>(a) Approved IEEs, EMPs and RPs are attached in Bidding documents.</p> <p>In case of any change of scope, revised IEEs, EMPs will be prepared and corrective measures will be disclosed to contractor and same will be reflected in the "Environment Monitoring Report"</p> <p>(b) All IEEs indicate budgetary provisions for implementation of EMPs</p> <p>(c) With the development of sub project and implementation, in case of additional impacts/risks due to change in scope/area, that will be reflected in the revised IEEs, EMPs and Environment Monitoring Report and accordingly project Executing Agency will inform the Construction Agency for taking relevant corrective measures.</p> <p>(d) Haul roads will be marked properly (by avoiding residences and agricultural land) before commencement of transportation of materials.</p> <p>(e) Pathways, land which are likely to be affected for a short period during implementation of the sub project will be restored by concerned construction agency before acceptance of the work. Restoration status will be reflected in post construction monitoring report</p> |
| Safeguards Monitoring and Reporting | | |
| 14 | <p>The Borrower shall ensure or cause the EA and each IA to ensure the following:</p> <p>(a) submit semi-annual Safeguards Monitoring Reports to ADB and disclose relevant information from such reports to affected persons promptly upon submission;</p> <p>(b) if any unanticipated environmental and/or social risks and impacts arise during construction, implementation or operation of the Project that were not considered in the IEE/EIA, the EMMP, the RPs or any IPP, promptly inform ADB of the occurrence of such risks or impacts, with detailed description of the event and proposed corrective action plan; and</p> <p>(c) report any breach of compliance with the</p> | <p>Under compliance</p> <p>(a) This is 1st semi-annual Environment Monitoring Report, prepared for the period July to December 2014. Next semi-annual report is due on 30th June 2015</p> <p>(b) With the development of project and implementation, in case of additional impacts/risks due to change in scope/area, will be reflected in revised IEEs, EMPs and accordingly Executing Agency (EA) will inform the ADB along with corrective action plan which will be reflected in the Monitoring Report.</p> <p>(c) In case of any breach of compliance with the</p> |

| Serial no. as per loan agreement | Program Specific Covenants | Status / Issues |
|---------------------------------------|--|--|
| | measures and requirements set forth in the EMMP, the RPs or any IPP promptly after becoming aware of the breach. | measures and requirements set forth in the EMP; EA will promptly inform ADB and suitable corrective action plan will be planned. |
| Prohibited List of Investments | | |
| 15 | The Borrower shall ensure or cause the EA and each IA to ensure that no proceeds of the Loan are used to finance any activity included in the list of prohibited investment activities provided in Appendix 5 of the SPS. | Complied For selection of sub projects there is no violation of prohibited investment activities as per ADB SPS (2009) Appendix 5. |
| Labor Standards | | |
| 16 | The EA through each IA shall ensure that civil works contracts under the Project follow all applicable labor laws of the Borrower and State and that these further include provisions to the effect that contractors; (i) carry out HIV/AIDS awareness programs for labor and disseminate information at worksites on risks of sexually transmitted diseases and HIV/AIDS as part of health and safety measures for those employed during construction; and (ii) follow and implement all statutory provisions on labor (including not employing or using children as labor, equal pay for equal work), health, safety, welfare, sanitation, and working conditions. Such contracts will also include clauses for termination in case of any breach of the stated provisions by the contractors. | Complied in document and to be complied during implementation Provision are included (as per EMP & BID document) to carry out HIV/AIDS awareness programs for construction contractor, application of all relevant labour laws for health and safety including child labour law and engagement of local labours (preferably from economically backward group) covering women labours. In case of any breach of provision, necessary corrective measures as per contract clauses shall be taken. All activities including awareness program will be reflected in "Monitoring Report". |

C. Environmental and Social Organization and Management along with Implementation Arrangements

14. The institutional arrangements specify the arrangements for the implementation of environmental provisions of the proposed subproject. The Executing Agency (EA), State Disaster Management Authority (SDMA) will work closely with the Implementing Agency (IA) Uttarakhand Jal Sansthan for effective implementation of environmental safeguards related requirements of the sub projects. The institutional arrangements and responsibilities are detailed below.

15. The subproject will be implemented and monitored by Uttarakhand Jal Sansthan as Implementing agency and implemented through its Field PIU's supported by DSC (also working as Engineer) and overall management support shall be provided by PMU, UEAP.

16. The Safeguard Staff of UEAP SDMA (EA) in PMU & IA will monitor the implementation of environmental covenants with assistance of Engineer (DSC).

17. UEAP SDMA (EA) shall be responsible for ensuring compliance to environmental requirements of the ADB as well as central/state governments and reporting the same to ADB. A relevant portion of EMMP will be a part of contract with the civil works contractors engaged for execution of the works. The primary responsibility of implementation of EMMP is of the IA during pre-construction and operation and maintenance phases; and of the civil works contractor during the construction phase as defined in the EMMP. The responsibility of supervision of EMMP implementation is of the DSC; and it would guide the IA and the civil works contractors in this regard. DSC with IA and EA, UEAP will act as monitoring agency as delegated in EMMP. All applicable statutory environmental clearances, consents, and/or permits (at national, state and local levels) as required for the implementation of the subproject would be obtained by the IA or by the civil works contractor in line with India's national/state/local laws and regulations, and in accordance with ADB's SPS 2009 requirements. Redressal of grievances shall be the responsibility of UEAP SDMA (EA). Apart from the mechanism for the grievances receiving and redressal at the level of EA, the provision shall be kept in the EMP of the subprojects wherein the contractor will depute one Environmental Safeguard Officer who shall be responsible for implementation of EMP, reporting and grievance redressal on day-to-day basis. The grievances/complaints received at the level of contractor shall be recorded on the Complaints Register and the same shall be forwarded to the DSC (Engineer of the Contract) within 48 hours along with the details of action taken to redress the grievance. The Team Leader of DSC shall immediately try to resolve the issues and forward the details to the FPIU / IA. If the action taken by Contractor and DSC is found to be inadequate, then necessary instructions shall be issued by the FPIU/IA for implementation of rectification measures.

III. ENVIRONMENTAL PROCEDURE REVIEW

A. Environmental Legal Requirement – Environmental Legislation and Pollution Control Acts

18. The Government of India has formulated various policy guidelines; acts and regulations aimed at the sustenance of environment in general, which are briefly summarized and few applicable acts with the project, are described in the following sub-sections.

| Sl. No. | Sources | Legislation |
|---------|------------------------|--|
| 1 | EIA Notification | The Ministry of Environment and Forests has revised the EIA notification, 1994, and issues the revised EIA notification on 14th September 2006 |
| 2 | Environment | The Environment (Protection) Act, 1986 |
| 3 | Forest/ Tree resources | The Forest (Conservation) Act, 1980 |
| 4 | Water Pollution | The Water (Prevention and Control of Pollution) Act, 1974, as amended in 1988 |
| 5 | Air Pollution | The Air (Prevention and Control of Pollution) Act, 1981, as amended by Amendment Act, 1987 |

| Sl. No. | Sources | Legislation |
|---------|--|---|
| 6 | Noise Pollution | The Noise Pollution (Regulation and Control) Rules, 2000 |
| 7 | Public Liability | The Public Liability Insurance Act, 1991 The Public Liability Insurance Rules, 1991 |
| 8 | Conservation, construction and reuse in and around the protected monuments | The Ancient Monuments and Archaeological Sites and Remains Act, 1958, and the rules, 1959 |
| 9 | Hazardous Waste | <ul style="list-style-type: none"> ➤ Hazardous Waste (Management and Handling) Rules, 1989 ➤ Manufacture, Storage and Import of Hazardous Chemical Rules, 1989 ➤ Emergency Planning Preparedness and Response for Chemical Disasters Rules, 1995 ➤ Hazardous Microorganisms and Genetically Modified Organisms (Manufacture, Use Import Export and Storage) Rules, 1999 |
| 10 | Use and Management of Explosive | The Explosives Act, 1884 and The Explosives Rules, 1983 |

19. Prominent acts are discussed below.

- **THE ENVIRONMENT PROTECTION ACT, 1986 AND THE EIA NOTIFICATION, 1994**

The Environmental (Protection) Act, 1986 is the umbrella legislation providing for the protection of environment in the country. This Act provided for the Environment (Protection) Rules, which have been formulated under the act "The Environmental Impact Assessment Notification, 1994 and the Amendments / Revised EIA notification on 14th September 2006".and Year 2009.

- **THE WATER (PREVENTION AND CONTROL OF POLLUTION) ACT 1974 AS AMENDED IN 1988 AND AIR (PREVENTION AND CONTROL OF POLLUTION) ACT, 1981 AS AMENDED BY AMENDMENT ACT, 1987**

The water (Prevention and Control of Pollution) Act, 1974 resulted in the establishment of the Central and State level Pollution Control Boards whose responsibilities include managing water quality and effluent standards, as well as monitoring water quality, prosecuting offenders and issuing licenses for construction and operation of certain facilities. The SPCB is also empowered to set air quality standards and monitor and prosecute offenders under the air (Prevention and Control of Pollution) Act, 1981.

- **THE NOISE POLLUTION (REGULATION AND CONTROL) RULES, 2000, AS AMENDED**

Since the subproject corridor/ area is located within the city, the construction activity and use of heavy machinery and vehicles may increase the ambient noise levels during the construction phase. It is considered necessary to regulate and control noise producing and generating sources with the objective of maintaining the ambient air quality standards in respect of noise. The occupier of subprojects have to take measures for abatement of noise pollution ensuring that the existing noise levels do not exceed the standards specified under the Noise Pollution (regulation and control) rules, 2000, as amended.

20. The specific requirements to ensure compliance by these components and subprojects are shown in **Table 4**.

Table 4: Action required ensuring compliance with National Environmental Laws

| Component | Applicable Legislation | Compliance | Action Required |
|-----------------------------|--|--|--|
| Water Treatment Plant (WTP) | Water (Prevention and Control of Pollution) Act 1974 | Consent to Establish (CTE) and Consent to Operate (CTO) from Government of Uttarakhand | Based on project review and site inspection, Uttarakhand Environmental Protection and Pollution Control Board (UEPPCB) provide CTE before construction, and stipulate the disposal standards to be met during operation. After completion of construction, Consent to Operate (CTO) will be issued confirming compliance with the CTE conditions, if any |
| | | Renewal of CTO during operation of Water Treatment Plant (WTP) | Based on the performance of the WTP and its compliance with the disposal standards CTO to be renewed every year. |

B. Compliance with Environmental Regulations

21. Three sub projects are considered under UEAP – water supply system. As per state and national rules clearance and consent are required for few projects.

22. Clearance status for subprojects is given in **Table 5** below.

23. Environmental compliance status for the running project is enclosed in **Annexure 1**.

Table 5: Present Status of Environment, Forest & other clearances (December 2014)

| Work (Package No.) | Applicable Legislation/ Type of clearance | Subject / Issue | Clearance given by and date | Remarks/ Action needed |
|--|--|--|-----------------------------|---|
| Supply, Laying, Jointing, Testing and Commissioning of Water Transmission Mains and Design, Supply, Construction and Commissioning of Infiltration Wells, WTP, GLSR etc. at Kapkot, Bageshwar & Dharchula (UK/UEAP-WSS-KU/01) Lot 2: Bageshwar | Water (Prevention and Control of Pollution) Act. 1974 Consent to Establish (CTE) and Consent to Operate (CTO) for rehabilitation of existing WTP from Uttarakhand Environmental Protection and Pollution Control Board (UEPPCB) at Dehradun will be required. | Consent to Establish (CTE) and Consent to Operate (CTO) for rehabilitation of existing WTP | - | Existing Water Treatment Plant does not have Consent to Operate under Water (Prevention and Control of Pollution) Act, 1974 and amendments. Ref. to discussion with Pollution Control Board it emerged that UJS will apply for consent to establish and consent to operate for rehabilitation of |

| Work (Package No.) | Applicable Legislation/ Type of clearance | Subject / Issue | Clearance given by and date | Remarks/ Action needed |
|---|---|--|-----------------------------|--|
| | | | | existing WTP.UEPPCB will issue consent against application and submission of fees |
| Supply, Laying, Jointing, Testing and Commissioning of Water Transmission Mains and Design, Supply, Construction and Commissioning of Infiltration Wells, WTP, GLSR etc. at Rudraprayag, Karnprayag, Gauchar, Uttarkashi&Devprayag(UK/UEAP-WSS-GW/01) Lot 4: Uttarkashi | Water (Prevention and Control of Pollution) Act. 1974 Consent to Establish (CTE) and Consent to Operate (CTO) for rehabilitation of existing WTP from Uttarakhand Environmental Protection and Pollution Control Board(UEPPCB) at Dehradun will be required. | Consent to Establish (CTE) and Consent to Operate (CTO) for rehabilitation of existing WTP | - | Existing Water Treatment Plant does not have Consent to Operate under Water (Prevention and Control of Pollution) Act, 1974 and amendments. Ref. to discussion with Pollution Control Board it emerged that UJS will apply for consent to establish and consent to operate for rehabilitation of existing WTP. UEPPCB will issue consent against application and submission of fees |
| Construction of low level pump house, installation of raw water and clear water pumping machinery, Supply, Laying, Jointing, Testing and Commissioning of Water Transmission Mains, Rehabilitation of WTP's Design, Supply, Construction and Commissioning of Infiltration Wells, Construction of Sump and Electrical and Instrumentation works at Srinagar(UK/UEAP-WSS-GW/02) | Water (Prevention and Control of Pollution) Act. 1974 Consent to Establish (CTE) and Consent to Operate (CTO) for rehabilitation of existing WTP from Uttarakhand Environmental Protection and Pollution Control Board(UEPPCB) at Dehradun will be required. | Consent to Establish (CTE) and Consent to Operate (CTO) for rehabilitation of existing WTP | - | Existing Water Treatment Plant does not have Consent to Operate under Water (Prevention and Control of Pollution) Act, 1974 and amendments. Ref. to discussion with Pollution Control Board it emerged that UJS will apply for consent to establish and consent to operate for rehabilitation of existing WTP. UEPPCB will issue consent against application and submission of |

| Work (Package No.) | Applicable Legislation/ Type of clearance | Subject / Issue | Clearance given by and date | Remarks/ Action needed |
|---|--|-----------------|-----------------------------|---|
| | | | | fees |
| For all packages under UEAP-WSS UK/UEAP-WSS-KU/01 UK/UEAP-WSS-GW/01 UK/UEAP-WSS-GW/02 | Water (Prevention and Control of Pollution) Act. 1974 The Air (Prevention and Control of Pollution) Act, 1981, as amended by Amendment Act, 1987 Noise Pollution (Regulation and Control) Rules, 2002 amended up to 2010 Also for setting up diesel generator Consent to Establish (CTE) and Consent to Operate (CTO) | - | - | During implementation of project compliance against Air Act, Noise Rules and Water Act will be required |

IV. IMPLEMENTATION STATUS OF ENVIRONMENT MEASURES

24. Field activities have not been started till 31st December 2014. Application of EMP will be commenced as per IEE report. The compliance monitoring format for application of mitigation measures against impacts on air, water, soil environment, social and safety aspects is enclosed in **Annexure 2**. Format for summary compliance status of EMP application and actions/ corrective measures presented in **Table 6** below.

Table 6: Summary Compliance status of Environment Management and Monitoring Plan (31.12.2014)

| Location | Name of Sub Project | EMP being Implemented (Yes / No) | Overall Status of EMP Implementation (Excellent/Satisfactory/ Partially Satisfactory/Below Satisfaction/Poor/Very Poor) | Actions Proposed or continued/Additional Corrective Measures Required |
|------------------|--|----------------------------------|---|---|
| Kapkot | Supply, Laying, Jointing, Testing and Commissioning of Water Transmission Mains and Design, Supply, Construction and Commissioning of Infiltration Wells, WTP, GLSR etc. at Kapkot, Bageshwar & Dharchula (UK/UEAP-WSS-KU/01 Lot 1) | No (to be started soon) | - | No physical progress |
| Bageshwar | Supply, Laying, Jointing, Testing and Commissioning of Water Transmission Mains and | No (to be started soon) | - | No physical progress |

| Location | Name of Sub Project | EMP being Implemented (Yes / No) | Overall Status of EMP Implementation (Excellent/Satisfactory/ Partially Satisfactory/Below Satisfaction/Poor/Very Poor) | Actions Proposed or continued/Additional Corrective Measures Required |
|-----------|---|-------------------------------------|---|--|
| | Design, Supply, Construction and Commissioning of Infiltration Wells, WTP, GLSR etc. at Kapkot, Bageshwar&Dharchula(UK /UEAP-WSS-KU/01 Lot 2) | | | |
| Dharchula | Supply, Laying, Jointing, Testing and Commissioning of Water Transmission Mains and Design, Supply, Construction and Commissioning of Infiltration Wells, WTP, GLSR etc. at Kapkot, Bageshwar&Dharchula(UK /UEAP-WSS-KU/01 Lot 3) | No (to be started soon) | - | No physical progress |

V. ENVIRONMENTAL MONITORING AND EVALUATION

25. For effective monitoring, selected environmental parameters have been identified as indicators which will be qualitatively and quantitatively measured and compared over a period of time in order to assess/ensure the compliance of EMP. The environmental performance indicators are physical, biological and social characteristics identified as most important in affecting the environment at critical locations all along the subproject locations. The parameters identified as performance indicators are:

- Air, noise and water quality
- Compliance to EMP
- Compliance to local/state/national environmental regulations

26. During implementation process, performance monitoring fact sheet is being prepared against each possible environmental impact and attached with the monitoring report. **Annexure 3** shows the Performance Fact Sheet for implementation of EMP.

27. Base line air and noise quality monitoring will be carried out at working areas as per scope of work. Base line monitoring format of ambient air quality data is presented in **Table 7**.

Table 7: Base line Ambient Air Quality Monitoring Data at working sites

| Locations | Stage | Date of Monitoring | Parameters | | | | |
|-------------|---------------------|--------------------|--------------------------------------|--------------------------------------|-------------------------------------|---------------------------------------|-------------------------|
| | | | SO ₂ µg/m ³ | NO ₂ µg/m ³ | PM _{2.5} µg/m ³ | PM ₁₀ µg/m ³ | CO µg/m ³ |
| | Base line | | | | | | |
| | During construction | | | | | | |
| Standard as | | | 80.0 | 80.0 | 60.0 | 100.0 | 2000 |

| Locations | Stage | Date of Monitoring | Parameters | | | | |
|-----------|-------|--------------------|--------------------------------------|--------------------------------------|-------------------------------------|---------------------------------------|-------------------------|
| | | | SO ₂ µg/m ³ | NO ₂ µg/m ³ | PM _{2.5} µg/m ³ | PM ₁₀ µg/m ³ | CO µg/m ³ |
| per CPCB | | | | | | | |

28. Result format for noise level monitoring data is presented in **Table 8**.

Table 8: Base Line Noise Level Monitoring Data at Working Sites

| Locations | Stage | Date of Monitoring | Sound Level in Leq dB(A) | |
|-----------|---------------------|--------------------|--------------------------|---|
| | Base line | | | Standard as per CPCB |
| | During construction | | | Industrial area: 75 Commercial: 65 Residential area: 55 |

29. In case of involvement of water source as working components water quality monitoring will also be conducted at project locations.

30. “During construction” monitoring will be carried out as per Environment Management and Monitoring Plan.

VI. MAJOR PROJECT ISSUES AND PROBLEMS ENVIRONMENTAL CONTEXT

31. Field activity of the sub-project is not yet start. Till date, no major issues and problems have been encountered with, at the sub project locations.

VII. CONSULTATIONS AND RECOMMENDATIONS ENVIRONMENTAL CONTEXT

32. For protection of local environment during construction phase, application of mitigation measures will be done as per specified EMP. Public consultation during construction/ implementation phase will be planned as per the requirement. **Annexure 4** shows the blank consultation format for recording.

VIII. GRIEVANCE REDRESSAL

33. A joint social and environmental redress mechanism will be implemented under the project. Grievances and suggestions from local and affected people may come-up related to inappropriate implementation of the project and components of EMP. The expected range of grievances to be handled through this mechanism will encompass but not limited to the following: i) nuisance from noise, dust, and temporary blocking of access; ii) contamination of receiving water from runoff; iii) emissions from increase vehicular traffic and stationary sources like construction machineries; iv) conflict between local residents and migrant workers; v) ownership of vegetation for clearing; and vi) damage compensation. These issues will be addressed through acknowledgement, evaluation and corrective action and response approach. Grievances from public or stakeholders concerning the project and EMP implementation will be received by the concerned Executive Engineer of UEAP division. The Executive Engineer shall refer the application to Construction Supervision Consultants (DSC) who then assess the grievances/suggestions and if they are found

to be genuine and acceptable, will be resolved at division level itself within 15 to 30 days from the date of receipt. In case, the issue is unable to be resolved, the matter will be forwarded to the PMU, UEAP (Head quarter). This mechanism is non-judicial in nature and does not preclude the affected people coursing their grievances to the courts. The corrective action will be started as per the action plan indicated to the stakeholder. The action taken and the outcome shall form a part of quarterly report to ADB.

34. Till date no GR committee is set up under UEAP at UJS. Process has been initiated for setting up GR committee and which will be completed shortly.

IX. ISSUES AND ACTION PLAN

35. Urbanization has increased at a rapid pace in India over the recent years, much faster than the increase in urban infrastructure facilities to support them. Also, pressure of population has been more on larger towns/cities putting enormous pressure on the resources of municipalities so much so that most are unable to keep up with the provision of even basic services and infrastructure resulting in irregular availability of water, sanitation and public amenities. In extreme cases, this has aggravated risks to public health and safety. Nine towns as selected under the Emergency Program particularly for water supply sector needs immediate attention and urgent implementation process.

36. Experience from ADB-funded urban projects show complex social, economic, legal, institutional, and management issues in urban development – largely derived from realities of urban life in developing countries like India. Urban projects typically consist of a variety of infrastructure such as roads, water, sewerage, solid waste, and slum improvement/upgrading activities. It is important to mention in this context that the final detailed engineering design in each sub project of UEAP have been prepared keeping in mind to avoid or minimize social and environmental impact as far as possible.

37. With the development of project the action plan will be considered for timely and satisfactory environmental compliance. Sample suggestion & action plan format is shown in **Table 9**.

Table 9: Suggestion & Action plan considered for satisfactory Environmental Compliance

| Sr. No. | Issues | Suggestion recommendation and | Action to be taken by | Time Frame |
|---------|---------------------------------------|-------------------------------|-----------------------|------------|
| 1 | Application of EMP | | | |
| 2 | Health and Safety | | | |
| 3 | Restoration of the construction area | | | |
| 4 | Social relationship and public safety | | | |

ANNEXURE 1:ENVIRONMENT FOREST AND OTHER COMPLIANCE (DECEMBER 31ST, 2014)

| Package | EIA Clearance | Wet Land | Forest Clearance | Wild Life Act applicability | Tree Cutting Permission | Permission from State/ National Archaeological dept. | Consent for establishment of crusher from quarry material supplier | MSW Rules | CTE/CTO | Authorization | Ground Water Permission | PUC | Date of Environmental Monitoring | Permission for Chlorinization (storage of Chlorine cylinder) at WTP |
|---|---------------|----------|------------------|-----------------------------|-------------------------|--|--|-----------|----------------|---------------|-------------------------|----------------|----------------------------------|---|
| Supply, Laying, Jointing, Testing and Commissioning of Water Transmission Mains and Design, Supply, Construction and Commissioning of Infiltration Wells, WTP, GLSR etc. at Kapkot, Bageshwar&Dharchula (UK/UEAP-WSS-KU/01 Lot 1) Kapkot | NR | NR | NR | NR | NR | NR | NR now | NA | NR | NA | NR now | To be obtained | To be started | NR now |
| Supply, Laying, Jointing, Testing and Commissioning of Water Transmission Mains and Design, Supply, Construction and Commissioning of Infiltration Wells, WTP, GLSR etc. at Kapkot, Bageshwar&Dharchula (UK/UEAP-WSS-KU/01 Lot 2) Bageshwar | NR | NR | NR | NR | NR | NR | NR now | NA | To be obtained | NA | NR now | To be obtained | To be started | NR now |
| Supply, Laying, Jointing, Testing and Commissioning of Water Transmission Mains and Design, Supply, Construction and Commissioning of Infiltration Wells, WTP, GLSR etc. at Kapkot, Bageshwar&Dharchula (UK/UEAP-WSS-KU/01 Lot 3) Dharchula | NR | NR | NR | NR | NR | NR | NR now | NA | NR | NA | NR now | To be obtained | To be started | NR now |

ANNEXURE -- 5: COMPLIANCE OF APPLICATION OF EMMP- SAMPLE FORMAT

Project: Water Supply -

Package No:

Progress:

Physical progress :

| Sr. No. | Field /Issue | Mitigation Activities and Method | Parameters monitored | Location | Responsible for Mitigation | Monitoring Method | Responsible for Monitoring | Date of Monitoring | Compliance Status/ Explanation |
|---|--|---|----------------------|----------|----------------------------|-------------------|----------------------------|--------------------|--------------------------------|
| Site Establishment and Preliminary Activitiesphase | | | | | | | | | |
| 1 | Legislation, Permits and Agreements | In all instances, EA, IA contractors and consultants must remain in compliance with relevant environmental legislation of India at the national, state and local levels Proof of compliance to statutory requirements must be forwarded by the facility owner and/or contractor to PMU/FPIU in relation to hot mixing, stone crushers, diesel generators etc. A copy of the EMP must be kept on site during the construction period | | | | | | | |
| 2 | Education of site staff on general and Environmental | Ensure that all site personnel have a basic | | | | | | | |

| Sr. No. | Field /Issue | Mitigation Activities and Method | Parameters monitored | Location | Responsible for Mitigation | Monitoring Method | Responsible for Monitoring | Date of Monitoring | Compliance Status/ Explanation |
|---------|--------------|--|----------------------|----------|----------------------------|-------------------|----------------------------|--------------------|--------------------------------|
| | Conduct | <p>level of environmental awareness training</p> <p>Staff operating equipment (such as excavators, loaders, etc.) shall be adequately trained and sensitized to any potential hazards associated with their task</p> <p>No operator shall be permitted to operate critical items of mechanical equipment without having been trained by the Contractor.</p> <p>All employees must undergo safety training and wear the necessary protective clothing /equipment.</p> <p>A general regard for the social and ecological well-being of the site and adjacent areas is expected of the site staff.</p> <p>Workers need to be made aware of the following general rules:</p> <ul style="list-style-type: none"> • No alcohol / drugs to be present on site; • Measures for abatement of noise due to construction related activities and conduct of work | | | | | | | |

| Sr. No. | Field /Issue | Mitigation Activities and Method | Parameters monitored | Location | Responsible for Mitigation | Monitoring Method | Responsible for Monitoring | Date of Monitoring | Compliance Status/ Explanation |
|---------|----------------|---|----------------------|----------|----------------------------|-------------------|----------------------------|--------------------|--------------------------------|
| | | <p>force.</p> <ul style="list-style-type: none"> Construction staff are to make use of the facilities provided for them, as opposed to ad-hoc alternatives (e.g. use of firewood for cooking, the use of surroundings as a toilet facility are forbidden) Trespassing on private / commercial properties adjoining the site is forbidden Other than pre approved security staff, no workers shall be permitted to live on the construction site. No worker may be forced to do work that is potentially dangerous or for what he / she is not trained to do. | | | | | | | |
| 3 | Social Impacts | Open liaison channels shall be established between the Site owner, operator, the contractors and interested and affected parties such that any queries, complaints or | | | | | | | |

| Sr. No. | Field /Issue | Mitigation Activities and Method | Parameters monitored | Location | Responsible for Mitigation | Monitoring Method | Responsible for Monitoring | Date of Monitoring | Compliance Status/ Explanation |
|---------------------------------------|---|--|----------------------|----------|----------------------------|-------------------|----------------------------|--------------------|--------------------------------|
| | | suggestions pertaining to environmental management aspects can be dealt with quickly and by the appropriate person(s). Provide sign boards for pedestrians to inform nature and duration of construction works and contact numbers for concerns/complaints. Storage facilities, elevated tanks and other temporary structures on site shall be located such that they have as little visual impact on local residents as possible. | | | | | | | |
| 4 | Lack of sufficient planning to assure long term sustainability of the improvements and ensure protection of the assets created and the architectural/archaeological character of the surroundings | Design will include provisions for ensuring effective maintenance and protection of the assets created so as to ensure the long term sustainability. | | | | | | | |
| Pre construction/ Design phase | | | | | | | | | |
| 5 | Layout of components and its location to avoid impacts on the aesthetics, sensitive environmental areas / attributes of the site | The project components siting will avoid impacts on the aesthetics of the site, ensure minimal impacts and in compliance with statutory and regulatory | | | | | | | |

| Sr. No. | Field /Issue | Mitigation Activities and Method | Parameters monitored | Location | Responsible for Mitigation | Monitoring Method | Responsible for Monitoring | Date of Monitoring | Compliance Status/ Explanation |
|---------|---|---|----------------------|----------|----------------------------|-------------------|----------------------------|--------------------|--------------------------------|
| | | requirements. The contractor, FPIU/ IA and DSC will identify any direct or indirect intervention of primary or secondary activity before establishment of any project components on the ground. | | | | | | | |
| 6 | Selection of materials and construction technologies, if not carefully chosen, will adversely impact the aesthetic appeal of the destinations | Selection of materials will be according to specification and from approved sources Material selection would be done keeping in view that no asbestos (except as allowed), and CFC is used. Contractors shall prepare a source statement indicating the sources of all materials (including topsoil, sands, natural gravels, crushed stone, asphalt, clay liners etc), and submit these to the Engineer for approval prior to commencement of any work Procurement of all material according to the material specification of the contract document and sourced from licensed and approved sources. | | | | | | | |

| Sr. No. | Field /Issue | Mitigation Activities and Method | Parameters monitored | Location | Responsible for Mitigation | Monitoring Method | Responsible for Monitoring | Date of Monitoring | Compliance Status/ Explanation |
|---------|--|---|----------------------|----------|----------------------------|-------------------|----------------------------|--------------------|--------------------------------|
| 7 | Socio cultural resources- Ground disturbance can uncover and damage archaeological and historical remains` | There is not such location anticipated on the project site. In case of chance of finding such location, Consult Archaeological Survey of India (ASI) and/or concerned dept. of Uttarakhand Govt. as applicable to obtain an expert assessment of the archaeological potential of the site; Consider alternatives if the site is found to be of medium or high risk; Develop a protocol for use by the construction contractors in conducting any excavation work, to ensure that any chance finds are recognised and measures are taken to ensure they are protected and conserved. | | | | | | | |
| 8 | Integration of energy efficiency and energy conservation programs in design of sub-project components | The detailed designs for the sub-project components shall ensure that environmental sustainability principles, including energy efficiency, resource recycling, waste minimization, rainwater harvesting etc. | | | | | | | |
| 9 | Site clearance activities, including delineation of | Any removal of vegetation or tree felling shall be done | | | | | | | |

| Sr. No. | Field /Issue | Mitigation Activities and Method | Parameters monitored | Location | Responsible for Mitigation | Monitoring Method | Responsible for Monitoring | Date of Monitoring | Compliance Status/ Explanation |
|---------------------------|--|--|----------------------|----------|----------------------------|-------------------|----------------------------|--------------------|--------------------------------|
| | construction areas | after taking statutory permissions if required. All works shall be carried out such that the damage or disruption of flora other than those identified for cutting is minimum. Only ground cover/shrubs that impinge directly on the permanent works or necessary temporary works shall be removed with prior approval from the Environmental Expert of DSC All areas used for temporary construction operations will be subject to complete restoration to their former condition with appropriate rehabilitation procedures as per the rehabilitation plan | | | | | | | |
| 10 | Blockage of access in residential area, commercial area and sensitive location like school, college, hospitals and court | Contractor will identify such location in the preconstruction stage and prepare plan approved by DSC to minimize inconvenience to the people. | | | | | | | |
| 11 | Slope protection near reservoir and intake well | Retaining wall will constructed near reservoir and intake well | | | | | | | |
| Construction Phase | | | | | | | | | |

| Sr. No. | Field /Issue | Mitigation Activities and Method | Parameters monitored | Location | Responsible for Mitigation | Monitoring Method | Responsible for Monitoring | Date of Monitoring | Compliance Status/ Explanation |
|---------|---|--|----------------------|----------|----------------------------|-------------------|----------------------------|--------------------|--------------------------------|
| 12 | Construction Camps - Location, Selection, Design and Layout | <p>Siting of the construction camps, labour camp, and stockpiles shall be as per the guidelines of UEPPCB, ULB, village panchayat and any other applicable guideline to the local site. The contractor will assess the impact of the construction camp and should be acceptable to the FPIU/ IA/PMU.</p> <p>Construction camps shall not be proposed within 500m from the sensitive receptors, nearest settlements to avoid conflicts and stress over the infrastructure facilities with the local community.</p> <p>Location for stockyards for construction materials shall be identified at least 300m away from watercourses.</p> <p>Construction camps will be located away from settlements and drainage from and through the camps will not endanger any domestic or public water supply. Construction camps including sanitation facilities must be adequately drained.</p> <p>Sewage management</p> | | | | | | | |

| Sr. No. | Field /Issue | Mitigation Activities and Method | Parameters monitored | Location | Responsible for Mitigation | Monitoring Method | Responsible for Monitoring | Date of Monitoring | Compliance Status/ Explanation |
|---------|-----------------------------|---|----------------------|----------|----------------------------|-------------------|----------------------------|--------------------|--------------------------------|
| | | though septic tanks and solid waste management through local ULB system or other alternate measures. | | | | | | | |
| 13 | Drinking water availability | Sufficient supply of potable water to be provided and maintained as per the standards, requirements, test methods and sampling procedure according to IS:10500. If the drinking water is obtained from an intermittent public water supply then storage tanks will be provided. The cleanliness of the storage tanks will be ensured and all measures to be taken to avoid any water contamination. | | | | | | | |
| 14 | Waste disposal | Pre-identified disposal location (identified by Contractor in compliance to relevant regulation and approved by EE-DSC) shall be part of Comprehensive Waste Disposal Plan Solid Waste Management Plan. Contractor shall ensure that waste shall not be disposed off near the water course or agricultural land, Orchards and Natural | | | | | | | |

| Sr. No. | Field /Issue | Mitigation Activities and Method | Parameters monitored | Location | Responsible for Mitigation | Monitoring Method | Responsible for Monitoring | Date of Monitoring | Compliance Status/ Explanation |
|---------|---------------------------------------|---|----------------------|----------|----------------------------|-------------------|----------------------------|--------------------|--------------------------------|
| | | Habitats like Grasslands. | | | | | | | |
| 15 | Stockpiling of construction materials | Stockpiling of construction materials and excavated earth or silt in case of construction of river bed filtration does not impact obstruct the drainage and Stockpiles will be covered to protect from dust and erosion. | | | | | | | |
| 16 | Access to Site | Contractors shall ensure that all side drains and scour check walls on access and haul roads are functioning properly and are well maintained. Contractors shall ensure that access roads are maintained in good condition by attending to potholes, corrugations and storm water damage as soon as these develop. If necessary, staff must be employed to clean surfaced roads adjacent to construction sites where materials have been spilt. Unnecessary compaction of soils by heavy vehicles must be avoided; construction vehicles must be restricted to demarcated access, haulage routes and turning | | | | | | | |

| Sr. No. | Field /Issue | Mitigation Activities and Method | Parameters monitored | Location | Responsible for Mitigation | Monitoring Method | Responsible for Monitoring | Date of Monitoring | Compliance Status/ Explanation |
|---------|------------------------------------|--|----------------------|----------|----------------------------|-------------------|----------------------------|--------------------|--------------------------------|
| | | areas. Cognizance of vehicle weight / dimensions must be taken when using access constructed out of certain materials. e.g. paved surfaces / cobbled entranceways. | | | | | | | |
| 17 | Quarry Operations | Contractor shall finalize the quarry for procurement of construction materials after assessment of the availability of sufficient quantity of materials, quality and other logistic arrangements. The Contractor shall obtain materials from approved quarries only after consent of the Department of Mines and Geology and District Administration. Adequate safety precautions will be ensured during transportation of quarry material from quarries to the construction site. Vehicles transporting the material will be covered to prevent spillage. | | | | | | | |
| 18 | Arrangement for Construction Water | The contractor shall use ground/surface water as a source of water for the construction with the | | | | | | | |

| Sr. No. | Field /Issue | Mitigation Activities and Method | Parameters monitored | Location | Responsible for Mitigation | Monitoring Method | Responsible for Monitoring | Date of Monitoring | Compliance Status/ Explanation |
|---------|-------------------|--|----------------------|----------|----------------------------|-------------------|----------------------------|--------------------|--------------------------------|
| | | <p>written consent from the concerned Department.</p> <p>The Contractor shall provide a list of locations and type of sources from where water for construction shall be extracted.</p> <p>The Contractor shall need to comply with the requirements of the State Ground Water Department for the extraction and seek their approval for doing so and submit copies of the permission to DSC.</p> | | | | | | | |
| 19 | Soil/land Erosion | <p>Slope protection measures will be undertaken as per design to control soil erosion.</p> <p>The Contractor shall not in any way modify nor damage the banks or bed of streams, rivers, other open water bodies and drainage lines adjacent to or within the designated area</p> <p>Earth, stone and rubble is to be properly disposed of so as not to obstruct natural water pathways over the site. i.e.: these materials must not be placed in storm water</p> | | | | | | | |

| Sr. No. | Field /Issue | Mitigation Activities and Method | Parameters monitored | Location | Responsible for Mitigation | Monitoring Method | Responsible for Monitoring | Date of Monitoring | Compliance Status/ Explanation |
|---------|--|--|----------------------|----------|----------------------------|-------------------|----------------------------|--------------------|--------------------------------|
| | | channels, drainage lines or rivers There shall be a periodic checking of the site's drainage system by DSC, FPIU/IA and PMU to ensure that the water flow is unobstructed. | | | | | | | |
| 20 | Water Pollution from Construction Wastes | The Contractor shall take all precautionary measures to prevent entering of wastewater into streams, water bodies or the irrigation system during construction. Contractor shall not wash his vehicles in river/stream water and shall not enter riverbed nearby the water resource area for that purpose. Mixing / decanting of all chemicals and hazardous substances must take place either on a tray or on an impermeable surface. Waste from these shall then be disposed of to a suitable waste site in accordance with Hazardous Wastes (Management, Handling and Transboundary movement) Rules, 2008 and amendments till date and applicable norms | | | | | | | |

| Sr. No. | Field /Issue | Mitigation Activities and Method | Parameters monitored | Location | Responsible for Mitigation | Monitoring Method | Responsible for Monitoring | Date of Monitoring | Compliance Status/ Explanation |
|---------|--|---|----------------------|----------|----------------------------|-------------------|----------------------------|--------------------|--------------------------------|
| | | Site staff shall not be permitted to use any stream, river, other open water body or natural water source adjacent to or within the designated site for the purposes of bathing, washing of clothing or for any construction or related activities. Municipal water (or another source approved by the Engineer) shall instead be used for all activities such as washing of equipment or disposal of any type of waste, dust suppression, concrete mixing, compacting etc. | | | | | | | |
| 21 | Water Pollution from Fuel and Lubricants | The Contractor shall ensure that all construction vehicle parking locations, fuel/ lubricants storage sites, vehicle, machinery and equipment maintenance and refueling sites shall be located at least 300 m away from rivers/streams and irrigation canal/ponds if any Contractor shall ensure that all vehicle/machinery and equipment operation, | | | | | | | |

| Sr. No. | Field /Issue | Mitigation Activities and Method | Parameters monitored | Location | Responsible for Mitigation | Monitoring Method | Responsible for Monitoring | Date of Monitoring | Compliance Status/ Explanation |
|---------|---|---|----------------------|----------|----------------------------|-------------------|----------------------------|--------------------|--------------------------------|
| | | <p>maintenance and refueling shall be carried out in such a manner that spillage of fuels and lubricants does not contaminate the ground.</p> <p>Wastewater from vehicle parking, fuel storage areas, workshops, wash down and refueling areas shall be collected and separated through an oil interceptor before discharging it on land or into other treatment system as per specified standards and UEPPCB and ULB norms if any.</p> | | | | | | | |
| 22 | Soil Pollution due to fuel and lubricants, construction waste | <p>The fuel storage and vehicle cleaning area will be stationed such that spillage of fuels and lubricants does not contaminate the ground. All pollution parameters will be monitored as per monitoring plan.</p> <p>Wastewater from vehicle parking, fuel storage areas, workshops, wash down and refueling areas shall be collected and separated through an oil interceptor before discharging it on land or</p> | | | | | | | |

| Sr. No. | Field /Issue | Mitigation Activities and Method | Parameters monitored | Location | Responsible for Mitigation | Monitoring Method | Responsible for Monitoring | Date of Monitoring | Compliance Status/ Explanation |
|---------|--|--|----------------------|----------|----------------------------|-------------------|----------------------------|--------------------|--------------------------------|
| | | into other treatment system | | | | | | | |
| 23 | Generation of dust | The contractor will take every precaution to reduce the levels of dust at construction site. Regular sprinkling of water and Stockpiles of soil will be kept covered in such a manner to minimize dust generation | | | | | | | |
| 24 | Emission from Construction Vehicles, Equipment and Machinery | All vehicles, equipment and machinery used for construction shall conform to the relevant Bureau of India Standard (BIS) norms. The discharge standards promulgated under the Environment Protection Act, 1986 shall be strictly adhered to. The use of silent/quiet equipment compliant with India ambient noise standards and standards specified for manufacturers shall be encouraged in the sub Project. The Contractor shall maintain a record of PUC for all vehicles and machinery used during the contract period which shall be produced for verification whenever required. | | | | | | | |

| Sr. No. | Field /Issue | Mitigation Activities and Method | Parameters monitored | Location | Responsible for Mitigation | Monitoring Method | Responsible for Monitoring | Date of Monitoring | Compliance Status/ Explanation |
|---------|---------------------------|---|----------------------|----------|----------------------------|-------------------|----------------------------|--------------------|--------------------------------|
| 25 | Noise Pollution | <p>The Contractor shall confirm that all Construction equipment used in construction shall strictly conform to the MoEF/CPCB noise standards and all Vehicles and equipment used in construction shall be fitted with exhaust silencers.</p> <p>At the construction sites noisy construction work such as crushing, operation of DG sets, use of high noise generation equipment shall be stopped during the night time between 10.00 pm to 6.00 am.</p> <p>Noise limits for construction equipment used in this project will be in conformity to the BIS/SPCB/CPCB standards</p> <p>Regular monitoring of ambient noise levels to ensure compliance to Uttarakhand Environment Protection & Pollution Control Board standards.</p> | | | | | | | |
| 26 | Material Handling at Site | Workers Employed on mixing cement, lime mortars, concrete etc., will | | | | | | | |

| Sr. No. | Field /Issue | Mitigation Activities and Method | Parameters monitored | Location | Responsible for Mitigation | Monitoring Method | Responsible for Monitoring | Date of Monitoring | Compliance Status/ Explanation |
|---------|--------------|--|----------------------|----------|----------------------------|-------------------|----------------------------|--------------------|--------------------------------|
| | | <p>be provided with protective footwear and protective masks and goggles.</p> <p>Workers, who are engaged in welding works, will be provided with welder's protective eye-shields.</p> <p>Workers engaged in stone breaking activities will be provided with protective goggles, masks, and clothing.</p> <p>Stockpiles shall not be situated such that they obstruct natural water pathways.</p> <p>Stockpiles shall not exceed 2m in height unless otherwise permitted by the Engineer.</p> <p>If stockpiles are exposed to windy conditions or heavy rain, they shall be covered either by vegetation or cloth, depending on the duration of the project. Stockpiles may further be protected by the construction of berms or low brick walls around their bases.</p> <p>All concrete mixing must take place on a designated, impermeable surface</p> | | | | | | | |

| Sr. No. | Field /Issue | Mitigation Activities and Method | Parameters monitored | Location | Responsible for Mitigation | Monitoring Method | Responsible for Monitoring | Date of Monitoring | Compliance Status/ Explanation |
|---------|--|--|----------------------|----------|----------------------------|-------------------|----------------------------|--------------------|--------------------------------|
| | | The use of any toxic chemical will be strictly in accordance with the manufacturer's instructions and applicable regulations. The Engineer will be given at least 6 working days notice of the proposed use of any chemical. A register of all toxic chemicals delivered to the site will be kept and maintained up to date by the contractor. | | | | | | | |
| 27 | Damage, and disturbance to other infrastructure in the construction site | Confirm location of infrastructure. Finalize alignment in coordination with agencies like Uttarakhand Power Corporation Limited, Bharat Sanchar Nigam Limited, etc. Ensure prior permission of respective agency Realign pipelines, if required and subsequently revise IEE Provide public information in case of service disruptions | | | | | | | |
| 28 | Disposal of Construction Waste / Debris / Cut Material | The Contractor shall confirm that Safe disposal of the construction waste will be ensured in the pre-identified disposal locations. In no case, any | | | | | | | |

| Sr. No. | Field /Issue | Mitigation Activities and Method | Parameters monitored | Location | Responsible for Mitigation | Monitoring Method | Responsible for Monitoring | Date of Monitoring | Compliance Status/ Explanation |
|---------|--|--|----------------------|----------|----------------------------|-------------------|----------------------------|--------------------|--------------------------------|
| | | construction waste will be disposed around the project site indiscriminately. | | | | | | | |
| 29 | Disruption / cessation of existing water supply systems due to construction activity.. | Care to be taken during improvement of existing water supply systems, so that disruption in existing water supply would not occur. Tentative schedule of closure should be known to affected people prior to cessation of water supply. In case disruption of water supply exceeds the intimated schedule, arrangement for supply of potable water should be made. | | | | | | | |
| 30 | Safety Measures During Construction | Personal Protective Equipment for workers on the project and adequate safety measures for workers during handling of materials at site will be taken up. The contractor has to comply with all regulations regarding safe scaffolding, ladders, working platforms, gangway, stairwells, excavations, trenches and safe means of entry and egress. | | | | | | | |

| Sr. No. | Field /Issue | Mitigation Activities and Method | Parameters monitored | Location | Responsible for Mitigation | Monitoring Method | Responsible for Monitoring | Date of Monitoring | Compliance Status/ Explanation |
|---------|--------------|--|----------------------|----------|----------------------------|-------------------|----------------------------|--------------------|--------------------------------|
| | | <p>The contractor has to comply with all regulations for the safety of workers. Precaution will be taken to prevent danger of the workers from fire, etc. First aid treatment will be made available for all injuries likely to be sustained during the course of work. Contractor shall also organize periodic visits by a qualified registered medical practitioner to the site and workers camp. Contact information of Doctor, availability & location of first aid box shall be displayed in appropriate language both at work site and workers camp.</p> <p>The Contractor will conform to all anti-malaria instructions given to him by the Engineer.</p> <p>The Contractor will also ensure that the interests of the community are preferably not disturbed, and if unavoidable then disturbed to the minimum. Provide traffic management personnel, barricade, appropriate</p> | | | | | | | |

| Sr. No. | Field /Issue | Mitigation Activities and Method | Parameters monitored | Location | Responsible for Mitigation | Monitoring Method | Responsible for Monitoring | Date of Monitoring | Compliance Status/ Explanation |
|---------|---|---|----------------------|----------|----------------------------|-------------------|----------------------------|--------------------|--------------------------------|
| | | signage and safety information in and around the construction site and prevent local people entering into the construction site. | | | | | | | |
| 31 | Clearing of Construction of Camps and Restoration | Contractor to prepare site restoration plans for approval by the Engineer. The plan is to be implemented by the contractor prior to demobilization. On completion of the works, all temporary structures will be cleared away, all rubbish burnt, excreta or other disposal pits or trenches filled in and effectively sealed off and the site left clean and tidy, at the Contractor's expense, to the entire satisfaction of the Engineer and facility owner. | | | | | | | |
| 32 | Risk of archaeological chance finds | Strictly follow the protocol for chance finds in any excavation work; Request FPIU/DSC or any authorized person with archaeological field training to observe excavation; Stop work immediately to allow further investigation if | | | | | | | |

| Sr. No. | Field /Issue | Mitigation Activities and Method | Parameters monitored | Location | Responsible for Mitigation | Monitoring Method | Responsible for Monitoring | Date of Monitoring | Compliance Status/ Explanation |
|---------|-------------------------------|---|----------------------|----------|----------------------------|-------------------|----------------------------|--------------------|--------------------------------|
| | | any finds are suspected; and Inform FPIU/DSC, and take any action they require ensuring its removal or protection in situ. | | | | | | | |
| 33 | Conflict with locals | Contractor shall ensure that mostly the local labourers are employed and migratory laborer shall be employed only in case of unavoidable circumstances. | | | | | | | |
| 34 | Environment Safeguard Officer | Contractor shall appoint one full-time suitably qualified and experienced Environment and Safety Officer who shall be responsible for assisting contractor in implementation of EMP, community liaisoning, consultations with interested/affected parties, reporting and grievance redressal on day-to-day basis. This environment and safety officer will be at site till all works related to the project including demobilization are completed. | | | | | | | |

ANNEXURE3:ENVIRONMENT PERFORMANCE FACT SHEET

| S. No. | Sub project Code | Name of Sub Project | Name of Contractor | EMP Part of contract Document (Yes / No) | EMP being Implemented (Yes / No) | Overall Status of EMP Implementation (Excellent, Satisfactory, Partially Satisfactory, Below Satisfactory) | Environmental Consents / Clearances Required | | | | | | Nomination of Environmental & Social Safeguard Officer by Contractor (Nominated / Yet to be Nominated) | Dust Control (Excellent, Satisfactory, Partially Satisfactory, Below Satisfaction) | Labour Camp Management (Excellent, Satisfactory, Partially Satisfactory, Below Satisfaction) | Workers Safety Measures (Excellent, Satisfactory, Partially Satisfactory, Below Satisfaction) | Traffic Safety Measures (Excellent, Satisfactory, Partially Satisfactory, Below Satisfaction) |
|--------|------------------|---------------------|--------------------|--|----------------------------------|--|--|---------|----------------|---------------|----------------------|--|--|--|---|--|--|
| | | | | | | | Tree Cutting | Crusher | Batching Plant | Hot Mix Plant | Diesel Generator Set | Pollution Under Control (PUC) Certificates for Contractor's Vehicles | | | | | |
| UEAP | | | | | | | | | | | | | | | | | |
| 1 | | | | | | | | | | | | | | | | | |

**ANNEXURE 4: PUBLIC CONSULTATION ON ENVIRONMENTAL ISSUES
DURING CONSTRUCTION/ IMPLEMENTATION**

| | |
|--------------------------------------|--|
| PLACE OF CONSULTATION | |
| DATE OF CONSULTATION | |
| PROJECT NAME | |
| PACKAGE NO. | |
| NAME OF THE FIELD SUPERVISORS | |
| NAME OF THE PERSONS | |
| ADDRESS | |

| S.No. | POINTS DISCUSSED | REMARKS |
|-------|------------------|---------|
| 01. | | |
| 02. | | |
| 03. | | |
| 04. | | |
| 05. | | |
| 06. | | |
| 07. | | |
| 08. | | |
| 09. | | |
| 10. | | |

Consultation Summary

Participants

ANNEXURE 5: SAMPLE GRIEVANCE REGISTRATION FORM

(To be available in Hindi and English or local language, if any)

The **Uttarakhand Emergency Assistance Project (UEAP)** 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 | | | |
| Contact Information/Personal Details | | | | | |
| Name | | Gender | Male Female | Age | |
| Home Address | | | | | |
| Village / Town | | | | | |
| District | | | | | |
| 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) | |
| If – then mode: <input type="checkbox"/> Note/Letter <input type="checkbox"/> E-mail <input type="checkbox"/> Verbal/Telephonic | |
| Reviewed by: (Names/Positions of Official(s) reviewing grievance) | |
| Action Taken: | |
| Whether Action Taken Disclosed: | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Means of Disclosure: | |

GRIVENCES RECORD AND ACTION TAKEN

| Sr. No. | Date | Name and Contact No. of Complainer | Type of Complain | Place | Status of Redress | Remarks |
|---------|------|------------------------------------|------------------|-------|-------------------|---------|
| | | | | | | |
| | | | | | | |

परिशिष्ट 5: नमूना शिकायत पंजीकरण फार्म

(हिंदी, उर्दू और अंग्रेजी या स्थानीय भाषा में उपलब्ध हो, यदि कोई हो,)

UEAP शिकायतें, सुझाव, प्रश्नों और परियोजना के कार्यान्वयन के बारे में टिप्पणियों का स्वागत करता है। हम लोगों को शिकायत के साथ उनके नाम और संपर्क जानकारी प्रदान करने के लिए प्रोत्साहित करते हैं ताकि हम स्पष्टीकरण और प्रतिक्रिया के लिए आपके साथ संपर्क कर सकें।

आपको अपने व्यक्तिगत विवरण शामिल करने चाहिए लेकिन उस जानकारी को गोपनीय रखा जायगा।

आपका नाम ऊपर

(गोपनीय) * लेखन / टाइपिंग द्वारा हमें सूचित करें धन्यवाद

| | | | | | | |
|--|-------|----------------------------------|------------------|---|------------------|------------|
| तारीख | | पंजीकरण का स्थान | | | | |
| संपर्क करने संबंधी जानकारी / व्यक्तिगत विवरण | | | | | | |
| नाम | | लिंग | पुरुष महिला | आयु | | |
| घर का पता | | | | | | |
| गांव / शहर | | | | | | |
| जनपद | | | | | | |
| फोन नं. | | | | | | |
| ईमेल | | | | | | |
| शिकायत / सुझाव / टिप्पणी / प्रश्न नीचे अपनी शिकायत का विवरण (जो, क्या, कहां और कैसे) प्रदान करें: | | | | | | |
| सलगनक / नोट / पत्र के रूप में, शामिल हैं, कृपया यह टिक करें | | | | | | |
| हम आप तक प्रतिक्रिया के लिए कब तक पहुंच सकते हैं या अपनी टिप्पणी / शिकायत पर नवीनीकरण? | | | | | | |
| केवल कार्यालय उपयोग के लिए | | | | | | |
| द्वारा पंजीकृत: (सरकारी पंजीकरण शिकायत का नाम) | | | | | | |
| यदि - फिर विधि: | | | | | | |
| <input type="checkbox"/> नोट / पत्र <input type="checkbox"/> ईमेल <input type="checkbox"/> मौखिक / टेलीफोन | | | | | | |
| सेसमीक्षित: (नाम / अधिकारी की पोजिशन समीक्षा शिकायत) | | | | | | |
| की गई कार्रवाई: | | | | | | |
| की गई कार्रवाई का खुलासा: | | | | <input type="checkbox"/> हां <input type="checkbox"/> नहीं | | |
| प्रकटीकरण का मतलब: | | | | | | |
| शिकायत रिकॉर्ड और की गई कार्रवाई क्रम संख्या | तारीख | नाम और complainer का संपर्क नंबर | शिकायत के प्रकार | जगह | निवारण की स्थिति | टिप्पणियाँ |
| | | | | | | |

