

Resettlement Plan

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Prepared by Delhi Jal Board, Government of the National Capital Territory of Delhi for the Asian Development Bank.

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CURRENCY EQUIVALENTS

(as of 01 March 2017)

Currency Unit	–	Indian Rupee (INR)
INR 1.00	=	\$0.01498
\$1.00	=	INR 66.7720

ABBREVIATIONS

ADB	–	Asian Development Bank
BPL	–	below poverty line
CBO	–	community based organization
CMRC	–	Community Mobilization and Resettlement Consultant
CE	–	Chief Engineer
CWPS	–	clear water pumping station
DH	–	displaced households
DJB	–	Delhi Jal Board
DP	–	displaced person
DWSIIP	–	Delhi Water Supply Improvement Investment Program
EA	–	executing agency
GNCTD	–	Government of the National Capital Territory of Delhi
GRM	–	Grievance Redress Mechanism
LARRA	–	Land Acquisition Rehabilitation and Resettlement Authority
MFF	–	multitranches financing facility
NCTD	–	National Capital Territory of Delhi
NGO	–	non-governmental organization
PIU	–	program implementation Unit
PMC	–	project management consultancy
PMU	–	program management unit
PSC	–	program steering committee
R&R	–	resettlement and rehabilitation
RF	–	resettlement framework
RFCTLARRA	–	Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act
RP	–	resettlement plan
RPIA	–	resettlement plan implementation assistance
RWA	–	resident welfare associations
SE	–	superintending engineer
SIA	–	social impact assessment
SO	–	safeguards officer
SPS	–	Safeguard Policy Statement
UGR	–	underground service reservoir
WTP	–	water treatment plant

NOTES

- (i) The fiscal year (FY) of the Government of India and its agencies ends on 31 March.
- (ii) In this report, "\$" refers to US dollars.

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EXECUTIVE SUMMARY

1. The Delhi Water Supply Improvement Investment Program (DWSIIP) will be implemented over a six-year period and will improve the infrastructure, management and performance of the water supply services in the proposed Wazirabad Water Treatment Plant (WTP) command area located in North Delhi. The investment program will include the rehabilitation, upgrading and/or replacement of key water supply infrastructure, improvements in the management of the infrastructure and improved customer related services within the Wazirabad WTP command area. The DWSIIP will be implemented as a multi-tranche financing facility (MFF) having two projects.

2. This resettlement plan is prepared for Package 1, Project 1, distribution system improvement, UGRs, booster stations, DMA feeder mains and distribution pipes, bulk flow meters and customer connections for UGR command areas C-02 and C-03. It addresses the temporary impacts of the proposed subproject components. The resettlement plan has been prepared within the resettlement framework for the project.

3. Based on the census survey, 36 displaced households (174 displaced persons) with temporary impacts have been assessed assuming the contractor is unable to maintain access and ensure livelihood protection.

4. The socioeconomic profile of the impacted population is provided in chapter 3. Amongst the vulnerable groups, there is one family below poverty line; there are 3 women headed households; 6 households which are headed by persons above 60 years of age and 6 scheduled caste households. Of the vulnerable category there are 4 households where there is an overlap of vulnerability.

5. Consultations were conducted throughout the project area in the form of focus group discussions and interviews during surveys and transect walk. Focus group discussions (FGDs) were conducted in over 15 locations. The FGDs focused on identifying the likely impacts of the construction activities on commercial establishments along the road. Though the construction activity will not involve any land acquisition, it may lead to disruption of access. At all locations, the people did not have any objection to construction of pipelines. The need to access clean and reliable supply of water, is what the people want. Any inconvenience caused due to construction activities was not considered as an issue as even in the worst case scenario, there will be adequate space for pedestrian movement. Information will be disseminated to DPs at various stages, including the project implementation period. For the benefit of the community in general and DPs in particular, a summary of the resettlement framework and each resettlement plan will be made available in Hindi during consultation meetings and will be disclosed in public places prior to project appraisal. This will enable stakeholders to provide inputs on the resettlement process, prior to the award of civil work contracts. Copies of the resettlement plan in Hindi will also be made available at: (i) office of the PIU, (ii) the Deputy Commissioners Office, and (iii) local level offices. A report of disclosure, giving details of the date and location will be shared with the ADB.

6. A program-specific GRM will be established to receive, evaluate, and facilitate the resolution of affected persons' concerns, complaints, and grievances about the social and environmental performance at the level of the project. The PIU will, through the CMRC conduct awareness campaigns to ensure that poor and vulnerable households are made aware of grievance redress procedures and entitlements. Affected persons will have the flexibility of conveying grievances/ suggestions by dropping grievance redress/ suggestion forms in

complaints/ suggestion boxes to be installed by DJB or by e-mail, or by registering complaints on the DJB website or by post, or by writing in a complaints register in the PIU office or at construction site offices. The PIU safeguards officer will have the overall responsibility for timely grievance redress on environmental and social safeguards issues and for registration of grievances, related disclosure, and communication with the aggrieved party.

7. The investment program entitlement policy addresses the direct and indirect impacts of works construction and operation on DPs, households and communities. The most direct and immediate impacts are those associated with works construction for this sub project. Mitigation is provided through compensation and assistance to DPs based on the resettlement framework by the DWSIIP. The impacts due to this subproject include only temporary income loss to shop owners/tenants with permanent structures. Impacts to vulnerable persons among them are also anticipated.

8. There is no land acquisition or relocation in this subproject. However, there is likely to be temporary disruption to income generation activities. If a livelihood/ business activity has to be completely shut down due to construction activity, the affected business will be compensated for lost income. A survey confirming the same will be conducted by the CMRC.

9. The R&R cost for this subproject is Rs.17,54,434.00. A sum of 3 million USD has been provided for all R&R related activities including grievance for the project.

10. DJB has established a PSC, which will be chaired by the member (Water Supply). A PMU headed by a program director at the rank of chief engineer (Project Water) will be established under the PSC. A PIU has been established under the overall management of the PMU and will act as the implementing agency. The program manager will head the PIU and oversee the investment program, and the day-to-day management and implementation of the program. The PIU will be assisted by a PMC in the implementation, management and monitoring of the investment program. The PIU will appoint the CMRC to assist in program implementation. The PIU staff will include a safeguard officer, who will be an assistant engineer rank officer, and will be responsible for all environment, health and safety, social, and grievance redress tasks. Environmental and social safeguard specialists of the PMC will assist the safeguard officer.

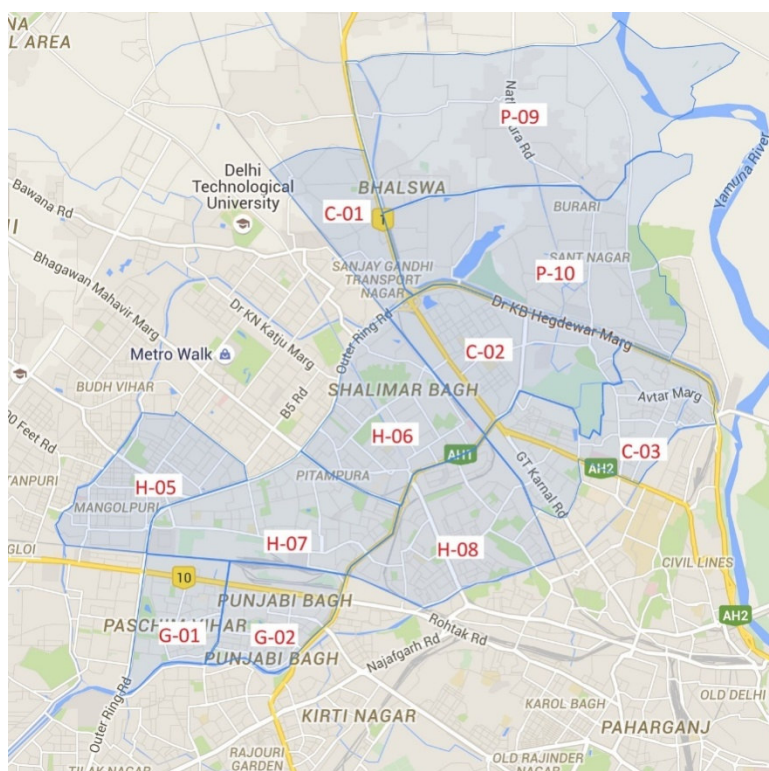
11. The program will be implemented over 8 years, from July 2017 to July 2025. In line with the principles laid down in this resettlement framework, the executing agency and implementing agency will ensure that program activities are synchronized between the resettlement plan implementation activities and the subproject implementation. The executing agency and implementing agency will ensure that no physical or economic displacement of DPs will occur until: (i) compensation at full replacement cost has been paid to each displaced person for project components or sections that are ready to be constructed; (ii) other entitlements listed in the resettlement plan are provided to the DPs; and (iii) a comprehensive income and livelihood rehabilitation program, supported by an adequate budget, is in place to help DPs improve, or at least restore, their incomes and livelihoods.

I. INTRODUCTION

A. Project Description

1. The Delhi Water Supply Improvement Investment Program (DWSIIP) will be implemented over an eight-year period and will improve the infrastructure, management and performance of the water supply services in the proposed Wazirabad Water Treatment Plant (WTP) command area located in North Delhi and having a 2051 design population of 2.64 million (approximately 10 percent of Delhi's projected population by that time). The DWSIIP will help achieve the National Capital Territory of Delhi Water Supply Master Plan¹ objectives of reduced non-revenue water and equitable access to water supply services. The investment program will include the rehabilitation, upgrading and/or replacement of key water supply infrastructure, improvements in the management of the infrastructure and improved customer related services within the Wazirabad WTP command area. The DWSIIP will be implemented as a multi-tranche financing facility (MFF) having two projects. The Wazirabad WTP command area location is presented in **Figure 1**.

Figure 1: Location Map of the Wazirabad WTP Command Area



2. The impact of the DWSIIP will be improved water supply services in the Wazirabad WTP Command Area. The outcome will be improved access to reliable, continuous and sustainable water supply services in the Wazirabad WTP command area.

¹ Study on Improvement of Water Supply System in Delhi in the Republic of India; Japan International Cooperation Agency (JICA). September 2011.

3. The DWSIIP will have three outputs.

4. **Output 1: Distribution network improved in the Wazirabad WTP Command Area.** This will include (i) establishment and commissioning of DMAs for NRW reduction; (ii) provision of house service connections to residents, especially the poor and female-headed households; (iii) provision of 24-hour water supply; and (iv) improvement of water supply efficiency by reducing NRW and energy losses of electromechanical machinery.

5. Output 1 will support smart water management in the Wazirabad WTP command area to a prospective population of 2.41 million by year 2025.² The key activities of constructing new water supply pipelines, establishing and commissioning district metering areas (DMAs), and providing metered house service connections will benefit the residents through continuous pressurized water supply and reduction of NRW to less than 15%. Appropriate long-term (at least 10 years) operation and maintenance (O&M)-embedded performance-based contracts will be put in place to ensure operational sustainability.

6. **Output 2: Water treatment and transmission systems improved in the Wazirabad WTP command area.** This will include (i) rehabilitation and upgrading of the existing 120 million gallons per day (MGD) WTP; (ii) rehabilitation and construction of clear water pumping stations, underground reservoirs (UGRs) and booster stations; and (iii) rehabilitation and construction of new transmission mains.

7. Output 2 will support increasing energy efficiency in clear water pumping, reduction of clear water transmission losses, rehabilitation or construction of the WTP, as appropriate, and avoidance of shut down of the WTP to consistently meet the drinking water quality standards. Old pumping system in the clear water pump stations shall be upgraded with energy efficient pumps and the transmission pipelines shall be replaced. With use of instrumentation and automation through supervisory control and data acquisition (SCADA) at treatment, transmission, storage, and supply, operational efficiency is expected to be improved.

8. **Output 3: Institutional capacity, DMA management and program management strengthened.** This will include (i) implementation of capacity development plans including training on gender and establishment of a training center or institute; (ii) organizational restructuring for effective and sustainable DMA management; (iii) establishment of PDF to prepare future projects; (iv) preparation and implementation of an effective community mobilization plan and gender equity and social inclusion (GESI) action plan; (v) preparation and implementation of asset management plan through use of geographic information system (GIS), hydraulic modelling and SCADA system; (vi) implementation of O&M-embedded performance-based contracts; (vii) establishment and operationalization of water quality monitoring system; and (viii) strengthening of program management capacities.

9. Output 3 will focus promotion of a customer-focused culture within the DJB that includes measures to improve customer satisfaction, accurate and regular meter reading, billing, revenue collection, and an effective customer complaints mechanism. A comprehensive public outreach campaign under the community mobilization component will be the driver under the DWSIIP to mobilize community and enable consumers' involvement in the provision of services by the DJB.

10. Capacity development under Output 3 will help improve organizational efficiencies through data collection and assessment, review and updating of the master plan, network

² The NCTD's current population, estimated to be 17.81 million, is expected to grow to 27 million by 2051 as per Water Policy for Delhi (footnote 25).

modelling, asset condition assessments, updating the existing GIS, conducting a comprehensive NRW survey, developing a SCADA system for the WTP, transmission main and distribution system, preparing recommendations for institutional development and DMA-based organizational restructuring.

11. Project 1 of the DWSIIP will include (i) a project management consultant (PMC); (ii) a civil works package (DWSIIP/01) for improvement of distribution network, UGR, clear water pumping station, DMA feeder mains and distribution pipes, bulk flow meters and house service connections for UGR command areas C-02 (Chitranjan Das Park Jahangirpuri) and C-03 (Model Town); (iii) a civil works package (DWSIIP/02) for improvement of distribution network, UGR, clear water pumping station, DMA feeder mains and distribution pipes, bulk flow meters and house service connections for UGR command areas G-02 (Punjabi Bagh), H-07 (Shakur Basti) and H-08 (Lawrence Road); and (iv) a civil works package (DWSIIP/04) for transmission mains and clear water pumping stations, and instrumentation and automation (SCADA).

12. Project 2 of the DWSIIP will include (i) a civil works package (DWSIIP/03) for rehabilitation or construction of the Wazirabad WTP; (ii) a civil works package (DWSIIP/05) for improvement of distribution network, UGR, clear water pumping station, DMA feeder mains and distribution pipes, bulk flow meters and house service connections for UGR command areas G-01 (Piragarhi), H-05 (Avantika), H-06 (Pitampura); and (iii) a civil works package (DWSIIP/06) for improvement of distribution network, UGR, clear water pumping station, DMA feeder mains and distribution pipes, bulk flow meters and house service connections for UGR command areas C-01 (Sanjay Gandhi Transport Nagar), P-09 (Burari-A) and P-10 (Burari Transport Planning Authority).

Table 1: Summary of Works Packages Table

	Package	Tranche	Description
1	DWSIIP/01	1	Distribution Network Improvement in UGR Command Areas C-02 and C-03 Targeting Continuous Pressurized Water Supply and DMA-Based NRW Reduction and Providing House Service Connections.
2	DWSIIP/02	1	Distribution Network Improvement in UGR Command Areas G-02, H-07 and H-08 Targeting Continuous Pressurized Water Supply and DMA-Based NRW Reduction and Providing House Service Connections.
3	DWSIIP/03	2	Augmentation of water supply–Modernization and Operational Improvements of Wazirabad Water Treatment Plant SCADA System in 11 UGR Command Areas.
4	DWSIIP/04	1	Transmission System Improvements-Providing, Laying and Maintaining New Ductile Iron Transmission Pipelines from Wazirabad WTP to various UGRs and , and Automation and Instrumentation: Providing, Installing and Maintaining.
5	DWSIIP/05	2	Distribution Network Improvement in UGR Command Areas G-01, H-05 and H-06 Targeting Continuous Pressurized Water Supply and DMA-Based NRW Reduction and Providing House Service Connections.
6	DWSIIP/06	2	Distribution Network Improvement in UGR Command Areas C-01, P-09 and P-10 Targeting Continuous Pressurized Water Supply and DMA-Based NRW Reduction and Providing House Service Connections.

13. The PMC will be responsible for the technical and financial management and coordination of the DWSIIP including the undertaking of a public outreach program and ensuring safeguard compliance in line with ADB requirements. The Delhi Jal Board (DJB) will also recruit a community mobilization and resettlement plan implementation assistance consultant (CMRC)

to assist in the implementation of any land acquisition and resettlement issues arising, including temporary impacts.

14. The UGR command areas included under the DWSIIP are summarized in **Table 2**, together with population estimates and the number of district metering areas (DMAs).

Table 2: UGRs Proposed Under the DWSIIP

Works Package	UGR Ref.	UGR Name	Area (Ha)	Maximum Population (million)	Population (million)		DMAs (No.)
					2011	2051	
P1	C-02	CD Park Jahangirpuri	1018	0.255	0.232	0.264	38
P1	C-03	Model Town&Azadpur Fruit market	948	0.237	0.166	0.226	33
Sub Total			1966	0.492	0.398	0.490	71
P2	G-02	Punjabi Bagh	532	0.133	0.129	0.168	24
P2	H-07	Shakur Basti	947	0.237	0.189	0.234	34
P2	H-08	Lawrence Road	972	0.243	0.290	0.305	44
Sub Total			2451	0.613	0.608	0.707	102
P3	G-01	Piragarhi	484	0.121	0.092	0.121	17
P3	H-05	Avantika	706	0.177	0.319	0.319	46
P3	H-06	Pitampura	926	0.231	0.214	0.240	34
Sub Total			2116	0.529	0.624	0.680	97
P4	C-01	SGT Nagar	537	0.134	0.076	0.118	17
P4	P-09	Burari A	2356	0.589	0.183	0.289	42
P4	P-10	Burari TPA	3531	0.883	0.312	0.358	51
Sub Total			6423	1.606	0.571	0.765	110
Total			12956	3.239	2.201	2.643	380

Note: Maximum population based on 250 persons/ Ha.

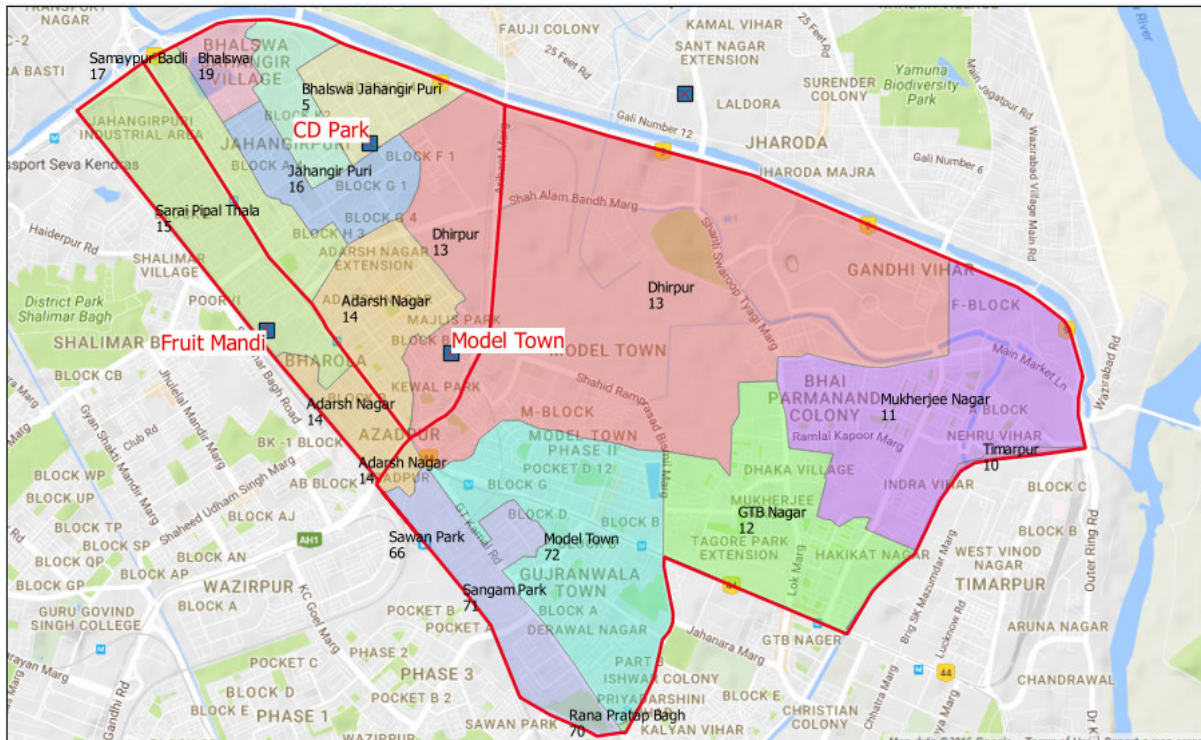
15. This resettlement plan covers Package 1, under project 1, Distribution system improvement, UGRs, booster stations, DMA feeder mains and distribution pipes, bulk flow meters and customer connections for UGR command areas C-02 and C-03.

B. Subproject Description

16. The subproject involves distribution system improvement in UGR command areas C-02 and C-03. It is focused on maintenance of the UGRs and the associated booster pumping stations as required, together with the addition and/or replacement of DMA feeder mains and distribution pipes, together with the installation of bulk flow meters and customer connections. Each UGR command area is divided into DMAs, the size of which is based on the population to be served, geographical constraints and the routing of the DMA feeder mains. Water will be pumped from each UGR to the DMAs through a common network of DMA feeder mains which will connect to the DMA distribution pipes within each DMA.

17. This project area consists of 11 wards. The project area is given below:

Figure 1: Project Area Package 1



C. Project Components:

18. The main project components include the following:

1. UGRs

19. There are 3 UGRs in the project area, of which the 2 main ones, Model Town, and CD Park, while the Fruit Mandi UGR is supplementary to the Model Town UGR. These UGRs will be rehabilitated. These are all located within DJB property.

Table 3: UGR locations

Sl. No	Location	Details	Remarks
1	Model Town Kewal Park	Main UGR and Pumping Station	600 mm rising main tapped from 1500 mm transmission main coming from Wazirabad Treatment Plant III. There will be rehabilitation works undertaken in this UGR. (This will include the supplementary UGR of Fruit Mandi)
2	CD Park Jahangirpuri	Main UGR and Pumping Station	900/700 mm pipe tapped from 1100 mm transmission main coming from Wazirabad Treatment Plant III. The work here will include only some maintenance works to the existing structure.
3	Fruit Market, Azadpur	UGR cum pump house	900/700 mm pipe tapped from 1100 mm transmission main coming from Wazirabad Treatment Plant III. The work here will include only some maintenance works to the existing structure.

2. Pumping Stations

20. The 3 pumping stations are located within the UGR compound.

3. Distribution Network

21. The distribution network will cover 340 kms of pipeline of which 22 km will be using some existing sections. The distribution network in the various road sections is given below. All the pipelines will be laid within the existing carriageway, on one side or on both sides in roads wider than 12m.

Table 1: CD Park, Jahangirpuri: Distribution Network

Diameter of pipe (mm)	Length (All Materials) (m)	Carriageway Width (m)
110	120,224	3.5 -14
100	2,414	3.5 -14
160	7,323	3.5 -14
150	815	3.5 -14
200	636	3.5 -14
225	3,550	3.5 -14
250	184	3.5 -14
280	1,586	3.5 -14
315	269	3.5 -14
300	1,657	3.5-14
350	1,035	3.5-14
600	2,338	7.0-14
700	1,440	14
800	34	Only in Pump House
900	9	Only in Pump House
Total	143,515	

Table 2: Model Town: Distribution Network

Diameter of Pipe (mm)	Length (All Materials) (m)	Carriageway Width (m)
110	133,014	3.5 -14
160	12,026	3.5 -14
225	5,707	3.5 -14
280	545	3.5 -14
100	8,679	3.5 -14
150	1,370	3.5 -14
200	2,969	3.5-14
250	2,080	3.5-14
300	2,010	3.5-14
350	1,073	3.5-14
400	1729	7.0-14
450	0	7.0-14
500	2,769	7.0-14
600	1,326	7.00
700	2,735	7.00
800	1,436	3.5-7
1000	202	14.00
TOTAL	179,670	

Table 3: Fruit Market, Azadpur: Distribution Network

Diameter of pipe (mm)	Length (All Materials) (m)	Carriageway Width (m)
110	8,903	3.5 -14
160	1,687	3.5 -14
200	152	3.5 -14
225	877	3.5 -14
250	1,086	3.5 -14
280	896	3.5 -14
300	10	7
350	1,595	7
500	860	14
600	413	14
700	910	14
TOTAL	17,389	

4. Household Connections

22. The project will provide metered connection to 92,000 households,

D. Objective of the Resettlement Plan

23. This resettlement plan is prepared for Package 1, Project 1. The resettlement plan has been prepared to identify and mitigate the impacts in the sub project, within the resettlement framework for the project.

24. This subproject is classified as Category B, based on the SPS Involuntary Resettlement categorization criteria. This resettlement plan is prepared in accordance with ADB SPS requirements for involuntary resettlement which includes:

- (i) Screening to identify involuntary resettlement impacts and risks. Minimizing and avoiding resettlement impacts of each subproject by exploring all viable alternative designs.
- (ii) Carrying out consultations with DPs, host communities and NGOs, informing all DPs of their entitlements and resettlement options, ensuring their participation in planning, implementation, and monitoring and evaluation of resettlement programs.
- (iii) Where the resettlement impacts are unavoidable, the DPs should be assisted in improving or at least regaining their standard of living.
- (iv) Vulnerable groups, including households headed by women, the elderly, the disabled, and indigenous groups, those without legal title to land and property, and those living BPL will be given special assistance to improve their socioeconomic status.
- (v) The absence of formal title to land is not a bar to policy entitlements.
- (vi) Compensation for all lost assets acquired or affected is based on the principle of replacement cost.
- (vii) Restoration of livelihoods and residences of the DPs will be facilitated with adequate resources according to the RP and before the start of civil works construction.

- (viii) Where physical displacement takes place, DPs are to be assisted in integrating economically and socially into host communities in such a way that any adverse impacts on the host communities are minimized and social harmony is promoted;
- (ix) All payments, including compensation for the loss of land, assets, structures, trees, income, and common properties will be made prior to physical or economic displacement and the commencement of civil works construction.
- (x) Disclose the draft RP, including documentation of the consultation process in a timely manner to DPs and other stakeholders. Disclose the final resettlement plan and other documents such as the monitoring reports to DPs and other stakeholders.
- (xi) The resettlement plan for the program will be followed by whichever agency is undertaking land acquisition for the DWSIIP on behalf of the DJB.

E. Methodology for Minimizing Project Impacts

25. The methodology used for minimizing impact in the project for Minimizing impacts in the subproject includes:

- (i) Siting:
 - (a) Pipelines will be laid below the existing carriage way (blacktop portion);
- (ii) Construction Management
 - (a) Advance information made available to the population on construction schedule and staging;
 - (b) Use of trenchless technology to the extent possible, and resort to open cut only when trenchless cannot be done;
 - (c) In consultation with the local body and PIU, provision of temporary site to carry on their business activities; and,
 - (d) Staging construction and providing temporary access, such as planks for crossing if access is disrupted to commercial and residential units and restoring access to a reasonable level on completion of construction (consolidate back fill soil and restore road surface or alternatively provide a layer of plain cement concrete).³

26. This resettlement plan is based on preliminary designs and will be subsequently need to updated, when actual construction technology for different section has been identified by the Contractor. After the updating the resettlement plan the same will be disclosed.

F. Cut-off date

27. The cut-off of date for this subproject is 25 November 2016, for non-titleholders.

³ Provided for in the contractors tasks.

II. SCOPE OF LAND ACQUISITION AND RESETTLEMENT

A. Land Acquisition and Involuntary Resettlement

28. The scope of land acquisition and resettlement is identified based on field visits to the subproject sites and alignments. The locations of the DMA feeder mains and distribution pipes all follow the internal roads of the command areas, or existing right of ways, leading to the customer connections. These will not require any land to be acquired or existing structures to be demolished. However, there will be intermittent impacts to some commercial activities due to pipe laying works. This may result in some disruptions to livelihood. 36 commercial establishments have been identified, which are likely experience temporary disruptions to access.

29. Mobile vendors which is common in Delhi, (fruit, vegetable sellers etc. using trollies) tend to operate at key junctions or alongside the major roads. During construction they will be moved to the opposite side of the road if space is available or a location nearby where they can continue to operate their business. The laying of pipelines in densely populated areas will be done in small sections of 200-300 mts. The contractor will assist the businesses to shift so that they can continue to operate without losses. It is estimated that the laying of pipelines should not take more than 4-5 days at a stretch.

30. The UGRs and the booster pumping stations are all located within the property of the DJB. Any expansion work can be accommodated within the existing facilities and no land acquisition will be required.

31. There is a total of 328 km of new pipelines to be laid. Within this identified route, there are about 10 locations of congested areas, in terms of traffic movement, the width of the road and commercial activities being carried out. Estimation of temporary impacts along pipe alignments is based on transect walks in the sub project area, where new pipelines will be laid, as these will be the zones of likely impacts due to construction activities. The details of the transect walk is given in Annex 1. Roads where 100 mm diameter and above pipelines will be laid in narrow congested zones, were identified for transect walk. However, the laying of the new pipelines will be using trench and trenchless technology. At this stage it is not clear which are the sections. However, trenchless will be used to avoid any IR impacts.

32. Based on the transect walk temporary impacts have been assessed assuming the contractor is unable to maintain access and ensure livelihood protection. The temporary impacts are as follows:

Table 7: Summary of Impacts

	Location	Temporary Impacts	DH	DPs	Explanation
1.	CDPark UGR (exit and right)	13 Shops (9 Shops there were no respondents)	13	64	There will be likely temporary impact, due to access restrictions to about 25 shops in this location. The width of the road in this section is about 10 feet. The proposed pipe diameter is 200 mm.
2.	Jahangirpuri H block to B block (Mangal bazar road)	7 Shops	7	28	Likely impacts in sections due to congestion leading to access restrictions. The opposed pipeline is 100mm diameter in this section.

	Location	Temporary Impacts	DH	DPs	Explanation
3.	Slum towards Goplapur	4 shops	4	18	Likely to have access restriction impacts , being a narrow section and the proposed pipeline diameter is 300-400 diameter.
4.	TB Hospital to Parmanand Chow	7 Shops	7	37	Located at the starting of the road, near the entrance of the Hospital. This location is congested with movement of mixed traffic and parking on the road which will lead to likely disruption of commercial activities, due to access restrictions. The proposed pipeline diameter is 200-350 mm diameter in this section,
5.	ChaddhaBhojanalaya to SBI	5 Shops	5	27	Located at the starting of the road, location is congested, and will lead to likely disruption of commercial activities, due to access restrictions. The proposed pipeline is 500mm diameter in this section.
	TOTAL		36	174	

33. Specific provisions will be included in the contractors contract to maintain access to commercial and residential units, and safety through barricading of excavated alignments along narrow roads. The contractor will be required to avoid economic impacts by (a) provision of planks to ensure pedestrian access; (b) avoiding construction during festival season; (c) working at night to the extent possible; (d) planning for excavation for small sections which can be filled quickly will help to minimize the period of disruption during construction.

34. If any impacts, permanent or temporary, are identified after due to changes in the final design or during construction, the affected persons will be compensated or assisted in accordance with the DWSIIP resettlement framework and this resettlement plan will be updated for impacts.

B. Indigenous Peoples

35. The program area falls within the NCTD. According to the Census of India, 2011, there are no scheduled tribe populations recorded in the State of Delhi.

III. SOCIOECONOMIC INFORMATION AND PROFILE

A. Profile of Affected Persons

36. The program area has a diverse socioeconomic profile with population residing from not only the neighboring States, but also Assam, Bihar, Orissa, West Bengal, and those who have migrated from Bangladesh also. There is wide spectrum of economic activities carried in the program area, including the Azadpur wholesale market, and the peripheral areas which are the garbage dump sites, to the upmarket shopping zones. However, the likely impacted persons are those in the lower and middle class income levels, who run small shops. The summary profile of households covered by the census survey is given in **Annex 2**. The detailed survey information will be given separately to the PIU/PMC. The socioeconomic profile of the likely affected population is as follows.

37. **Demography:** 29 of 36 households that is, 80.56 percent of the affected household belong to the General Category, while Scheduled Caste account for 6 families. There was one family which, said it was Scheduled Tribe, but did not specify. 72.22 percent are Hindus, followed by Muslims accounting for 22.22 percent.

Table 8: Religion

Hindu		Muslim		Sikh		Jain		Total
No.	%	No.	%	No.	%	No.	%	No.
26	72.22	8	22.22	1	2.78	1	2.78	36

Table 9: Social Stratification

SC		ST		General		Total
No.	%	No.	%	No.	%	No.
6	16.67	1	2.78	29	80.56	36

38. **Education:** 10 percent of the affected are illiterate; those with education up to the primary level account for 14.28 %; those with secondary education account for 27.14 %, and graduates account for 11.42 %.

Table 10: Education

Sl. No.	Category	Male	%	Female	%	Total persons	%
1	Illiterate	3	21.43	11	78.53	14	10
2	Just literate	7	63.64	4	36.36	11	7.85
3	Primary	11	55.00	9	45	20	14.28
4	Middle	18	48.65	19	51.35	37	26.42
5	Secondary	25	65.79	13	34.21	38	27.14
6	Intermediate	18	54.55	15	45	33	23.57
7	Graduate	9	56.25	7	43.75	16	11.42
8	PG	0	0	1		1	0.71
9	ITI	0	0	1		1	0.71
	TOTAL	75		65		140	

39. **Assets owned:** Of the likely affected households 88.89 percentage own television sets, 100% own gas connection for cooking; 41.67% own 2- wheeler; while 5.56% owned 4 wheelers while only 8.56% owned refrigerators, which can be anomaly in a hot place like Delhi.

Table 11: Assets Owned

TV	%	Refrigerator	%	2 Wheeler	%	4 Wheeler	%	Cooking Gas	%	Total
32	88.89	29	80.56	15	41.67	2	5.56	36	100.00	36

40. **Occupation:** Of the affected population trade and commerce account for 35.19%, while other professions account for 57.41%, which include mobile shops, gas agency, pottery, photostat shop, juice shop etc.

Table 12: Occupation

Service (Private)		Commerce/ Trade		Skilled Labour		Others		Total	
No.	%	No.	%	No.	%	No.	%	No.	%
3	5.56	19	35.19	1	1.85	31	57.41	54	100.00

41. **Ownership:** Of the 36 likely affected commercial activities, 26 households are owners of the shops, including the land on which the shop is constructed and 10 are tenants.

42. **Income:** 50.00 of the persons surveyed are in the income bracket of Rs 5001.00-11,500.00 per month; followed by 18.42 % in the income group of Rs11, 501.00–16,000.00. There are 3 households earning less than Rs.5000.

43. **Vulnerable Category:** Vulnerable category includes families below poverty line, families headed by physically challenged persons, women headed households, families headed by persons above the age of 60 years, non – titled households, landless households and SC/ ST families. Below poverty line (BPL) households are households whose monthly income is less than a designated sum as determined by the Government of the National Capital Territory of Delhi (GNCTD); Rs.1145/ month for rural areas and Rs.1135/month for urban areas will be considered BPL.⁴ Amongst the DHs there is one household earning INR 1500/ month, and can be considered in the BPL category as it is in the borderline of the cut off.

44. There are 3 women headed households; 7 households which are headed by persons above 60 years of age and 6 scheduled caste/ tribe households and one household below poverty line. Of the vulnerable category there are 4 households where there is an overlap of vulnerability. There are no non-tiled households, landless households and households headed by physically challenged persons.

Table 13: Vulnerable Category

Sl. No.	Vulnerable Category	No. of Households
1	Women headed Household	3
2	Households headed by those aged 60 years and above	7
3	Scheduled Caste/ Scheduled Tribe	6
4	Below Poverty line	1

⁴ Press Note on Poverty Estimates, 2011-12, Government of India, and Planning Commission July 2013; computed as per Tendulkar method on Mixed Reference Period.

IV. INFORMATION DISCLOSURE, CONSULTATION, AND PARTICIPATION

A. Public Consultation

45. Consultations were conducted throughout the project are in the form of focus group discussions and interviews during surveys and transect walk. FGDs were conducted in over 15 locations. The FGDs focused on identifying the likely impacts of the construction activities on commercial establishments along the road. Though the construction activity will not involve any land acquisition, it may lead to disruption of access. At all locations, the people did not have any objection to construction of pipelines. The need to access clean and reliable supply of water, is what the people want. Any inconvenience caused due to construction activities was not considered as an issue as even in the worst case scenario, there will be adequate space for pedestrian movement. The details of the Focus Groups discussions held is given in **Annex 3**. Photographs are given **Annex 4**.

B. Information Disclosure

46. Information will be disseminated to DPs at various stages, including the project implementation period. For the benefit of the community in general and DPs in particular, a summary of the resettlement framework and each resettlement plan will be made available in Hindi during consultation meetings and will be disclosed in public places prior to project appraisal. This will enable stakeholders to provide inputs on the resettlement process, prior to the award of civil work contracts.

47. Copies of the resettlement plan in Hindi will also be made available at: (i) office of the PIU; (ii) the deputy commissioner's office; and (iii) local level offices. A report of disclosure, giving details of the date and location will be shared with the ADB. The template for project information and disclosure of the resettlement plan and grievance procedures is given in **Annex 5**.

48. This resettlement plan will be placed on the official website of the DJB and the official website of ADB after approval and endorsement of the resettlement plan by the PIU and ADB.

Table 14: Summary of Focus Group Discussions

Sl. No.	Location	Date	Issues raised	Response
1	H2 Jahangirpur1	6.10.2016	- People said the problem of scarcity of water will be reduced. - Roads are quite narrow. There are shops on the both sides of roads. Shops cannot be opened during the digging activities on the roads, people will face trouble in passing by the road, and digging will produce dust and dirt that can cause diseases to people. -There is also a school at this place, and children are likely to face a problem of access and dust.	-It was explained that during construction the contractor will ensure that access will be provided. - It was explained that the contractor will take measures to minimize dust.
2	H4 Jahangirpuri	6.10.2016	-There is a problem of water. People want good water supply and did not mind the inconvenience caused.	It was explained that the contractor will complete work at the earliest with minimum

Sl. No.	Location	Date	Issues raised	Response
			<ul style="list-style-type: none"> - They asked for the work to be completed fast as the internal roads are all narrow. -Issues related to lack of regular supply was raised, including poor quality of water supplied 	disruptions to access.
3	A1 Jahangirpuri	6.10.2016	<ul style="list-style-type: none"> -People want good water supply and did not mind the inconvenience caused. -They asked for the work to be completed fast as the internal roads are all narrow. -Issues related to lack of regular supply was raised, including poor quality of water supplied 	It was explained that the contractor will complete work at the earliest with minimum disruptions to access.
4	A Jahangirpuri	6.10.2016	<ul style="list-style-type: none"> - People want good water supply and did not mind the inconvenience caused. - They asked for the work to be completed fast as the internal roads are all narrow. -Issues related to lack of regular supply was raised, including poor quality of water supplied 	It was explained that the contractor will complete work at the earliest with minimum disruptions to access.
5	B Jahangirpuri	6.10.2016	<ul style="list-style-type: none"> - People want good water supply and did not mind the inconvenience caused. - They asked for the work to be completed fast as the internal roads are all narrow. Issues related to lack of regular supply was raised, including poor quality of water supplied 	It was explained that the contractor will complete work at the earliest with minimum disruptions to access.
6	CD Park	25.11.2016	<ul style="list-style-type: none"> - People did not raise any particular issues, as they said as long as water was going to made available, road digging was not a problem 	It was explained that the project and the contractor will ensure that movement is not hampered during construction.
7	ChaddaBhojanalaya to SBI	25.11.2016	<ul style="list-style-type: none"> - The construction project will hamper the business of the shopkeepers. There are many car and bike repairing shops. During construction, roads are dug up and ways are blocked so it will cause hamper business. - In addition, there are banks on this road so construction will hamper movement of customers. - It is a busy road, so there will be huge traffic issues during construction work. 	<ul style="list-style-type: none"> - It was explained that the project and the contractor will ensure that movement is not hampered during construction. - The construction will be done in sections so as not to hamper movement.

Sl. No.	Location	Date	Issues raised	Response
8	DTC bus stand to SBI (Lalbagh)	30.11.2016	<ul style="list-style-type: none"> - Pipeline laying project will solve the problem of water supply. There will be temporary problems but after that, water problem will be solved. - Construction work will cause problems to some groups, will cause traffic jams. Bus stop and bank are near the road so there will be problem to people. - Dust and mud will also create problem to people. 	<ul style="list-style-type: none"> - It was explained that the project and the contractor will ensure that movement is not hampered during construction. - The construction will be done in sections so as not to hamper movement. - It was explained that the contractor will ensure minimum dust through proper mitigation measures.
9	Gopalpur Village to slum	26.11.2016	<ul style="list-style-type: none"> - Pipe laying work will cause significant disruption on the life of people. As the road is narrow, It will be closed during the construction phase. When the road will be dug up in front of houses, people will face problem in moving in and out moreover less number of customers will come on the shop. - They will definitely support the project as it will help in reducing the problems related to water supply. - During the construction work, consideration should be given to provide access. While digging up the road before houses and shops consideration towards way of passersby should also be given. 	<ul style="list-style-type: none"> - It was explained that the project and the contractor will ensure that movement is not hampered during construction. - The construction will be done in sections so as not to hamper movement.
10	GTB Nagar Metro to Transport Office	26.11.2016	<ul style="list-style-type: none"> - There will be not much impact on the shopkeepers here as roads are quite broad. Moreover, there are so many shops on the other side too. They will work smoothly, as the road is wide. The passers-by will have to face little problem. 	<ul style="list-style-type: none"> - It was explained that the project and the contractor will ensure that movement is not hampered during construction. - The construction will be done in sections so as not to hamper movement.
11	Khusal Chowk to MaharshiBalmikiMandir	27.11.2016	<ul style="list-style-type: none"> - Pipeline lying project will help solve the problem of water supply. Drinking water is not available here. People suffer due to this scarcity of water. - Pipeline construction will cause temporary disruption because it is a crowded place. Especially school 	<ul style="list-style-type: none"> - It was explained that the project and the contractor will ensure that movement is not hampered during construction. - The construction will be done in sections

Sl. No.	Location	Date	Issues raised	Response
			<p>going children will face difficulty in passing through dug up roads. There is a school near the road, and the road is quite crowded and chaotic. It will have impact on the movement of public.</p> <ul style="list-style-type: none"> - The vegetable market will be impacted during the construction phase as people sell vegetables on both the sides of the road. 	<p>so as not to hamper movement.</p>
12	SBI to Bikaner Sweets Jahangirpuri	29.11.2016	<p>Pipeline laying project will solve the problem of water scarcity.</p> <ul style="list-style-type: none"> - Construction work related to pipeline will cause temporary disruption. Some people will suffer for some time. This road is quite narrow and a sewer line is along with the road. During construction, there will be mud all around, road will be blocked, people will not be able to pass by here. - The mechanics, repairing cars and vehicle work on the road, so work will be impacted. - There is a slum nearby the road. There will be chances of children falling ditches. - Dirt and dust is not good for health. <p>Women and children will face walking when roads are dug up. It is seen that after completion of work, ditches are not filled for a long time.</p> <ul style="list-style-type: none"> - They will support because, this project will facilitate water supply for them. - During construction period, work should be done efficiently and timely. Pits shall be filled immediately after completion of work. - A temporary path shall be made in front of shops for movement of people and to avoid any accident. 	<ul style="list-style-type: none"> - It was explained that the project and the contractor will ensure that movement is not hampered during construction. - The construction will be done in sections so as not to hamper movement. - It was explained that the contractor will ensure minimum dust through proper mitigation measures. -The contractor will take safety measures to ensure that people do not fall into open dug stretches.

Sl. No.	Location	Date	Issues raised	Response
13	Sewage Water Pumping Station to Kushal Chowk	27.11.2016	<ul style="list-style-type: none"> - Construction project will cause temporary disruption in the lives of the residents here. - There are auto rickshaws repairing shops, so they will face problem regarding parking. -There is a school also; children and students will face difficulty in going to schools. -People will fully cooperate during construction work. -The road on which pipe laying work will be done is occupied with vehicles. There is a sewer on the roadside that will cause problem. The road is broad, digging will trouble the passersby as this is the main road. 	<ul style="list-style-type: none"> - It was explained that the project and the contractor will ensure that movement is not hampered during construction. - The construction will be done in sections so as not to hamper movement.
14	Signature Apt to SarvodayaVidyalaya	28.11.2016	<ul style="list-style-type: none"> - There will be severe problems in the pipeline related construction in this area as this locality is full of schools and educational institutes. Almost 5000-6000 students study here and the road is always full of people. - - Cars are always parked on the both sides of the road. It will create problem during construction. - Children will also face problems in going to school; all the bus stops will be blocked. Dirt and dust will fill in the shops, it will create breathing problem. - They will surely cooperate during the construction phase. However, it will be of comfort if this work is done during nighttime. Moreover, this construction work should be carried out with a fast pace and segment wise, like Delhi metro construction work. - The main problem is that most of the customers come here by car but due to the dug up road and ditches they will find it difficult to come. 	<ul style="list-style-type: none"> - It was explained that the project and the contractor will ensure that movement is not hampered during construction. - The construction will be done in sections so as not to hamper movement. - Safety measures such as signages will be installed so that students and those using the road are cautioned about the construction.
15	TB Hospital to Parmanand Chowk	28.11.2016	<ul style="list-style-type: none"> - Pipe laying project will affect many people. First, the shopkeepers' business will be impacted. The road will be blocked. - There is a hospital nearby, so people who have to go there will 	<ul style="list-style-type: none"> It was explained that the project and the contractor will ensure that movement is not hampered during construction. - The construction will

Sl. No.	Location	Date	Issues raised	Response
			also face difficulty. If the work is done at night, and segment wise then the problem will be reduced to its minimum. - There is a slum by the road, people live there and sell things on the pavement, so they will also be impacted.	be done in sections so as not to hamper movement.

V. GRIEVANCE REDRESS MECHANISM

49. A program-specific GRM will be established to receive, evaluate, and facilitate the resolution of affected persons' concerns, complaints, and grievances about the social and environmental performance at the level of the project. The GRM will aim to provide a time-bound and transparent mechanism to voice and resolve social and environmental concerns linked to the investment program.

50. A common GRM will be in place for social, environmental, or any other grievances related to the investment program. The RPs and initial environmental examinations will follow the GRM described below. The GRM will provide an accessible and trusted platform for receiving and facilitating the resolution of affected persons' grievances related to the investment program. The multi-tier GRM for the investment program is outlined below, each tier having time-bound schedules and with responsible persons identified to address grievances and seek appropriate persons' advice at each stage, as required.

51. The PIU will, through the PMC and the CMRC conduct awareness campaigns to ensure that poor and vulnerable households are made aware of grievance redress procedures and entitlements.

52. Affected persons will have the flexibility of conveying grievances/ suggestions by dropping grievance redress/suggestion forms in complaints/ suggestion boxes to be installed by DJB or by e-mail, or by registering complaints on the DJB website or by post, or by writing in a complaints register in the PIU office or at construction site offices. 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. The PIU safeguards officer will have the overall responsibility for timely grievance redress on environmental and social safeguards issues and for registration of grievances, related disclosure, and communication with the aggrieved party. A copy of a proposed outline of a grievance registration form is given in **Annex 6**. All the documents made available to the public will include information on the contact number, address and contact person for registering grievances, and will be disseminated throughout the program area by the safeguards officer in the PIU with support from the CMRC and PMC.

53. Existing GRM: DJB currently has an established public GRM and has established 25 complaint receiving cells called Water Emergencies. There is also a central control room for coordination. The concerned DJB engineers/ officials contact details are publicized and made available to the public to register complaints. Alternatively, the public can 'call', 'send a message', 'register' a complaint through the DJB website or through GNCTD grievances websites. Complaints are forwarded to concerned engineers for their action. After taking

feedback from concerned engineers on redress, an Action Taken Report will be posted on the website. If no action is taken within 21 days, then the complaint is taken suo moto by the Public Grievance Commission for hearing.

54. **Proposed DWSIIP GRM.** In case of grievances that are immediate and urgent in the perception of the complainant, the contractor, and supervision personnel from the PIU and the PMC on-site supervision staff will provide the most easily accessible or first level of contact for the quick resolution of grievances. Contact phone numbers and names of the concerned staff and contractors, will be posted at all construction sites in visible locations.

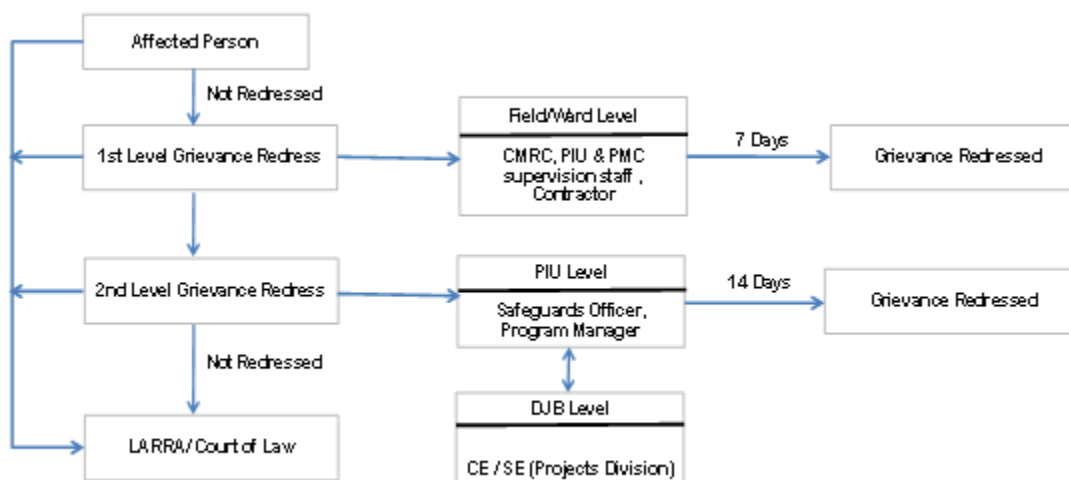
55. **1st level grievance:** The CMRC or on-site junior engineer of the PIU will receive and record the complaint at the site. Alternatively, the complaint can be registered by phone call, message, email, or on the DJB website. The complaint will be reviewed and, if necessary, forwarded to the contractor and PMC supervision staff for immediate resolution of the issue on-site in consultation with the CMRC and will be required to do so within 7 days of receipt of a complaint/grievance.

56. **2nd level grievance:** All grievances that cannot be redressed within 7 days at the field/ward level will be brought to the notice of the safeguards officer of the PIU, and the PMC resettlement specialist. The PIU SO will resolve the grievance within 14 days of receipt of a complaint/grievance in discussion with the CMRC and under the direction of the PIU program manager. If the grievance is not resolved at program manager level, the grievance will be referred internally to superintending engineer, and the chief engineer in the projects division of DJB. Notwithstanding the referral to superintending officer or chief engineer, the grievance at this 2nd level should be resolved in 14 days of its receipt.

57. The program GRM notwithstanding, an aggrieved person shall have access to the country's legal system at any stage. This can run parallel to accessing the GRM and is not dependent on the negative outcome of the GRM. Alternatively, if the grievance is related to land acquisition or R&R, the DPs can approach the LARRA. As per the recently implemented RFCTLARRA 2013, the GNCTD will establish the LARRA to address grievances during implementation.

58. In the event that the established GRM is not in a position to resolve the issue, the affected persons can also use the ADB Accountability Mechanism by directly contacting (in writing) the complaint receiving officer at ADB headquarters or the ADB India Resident Mission. The complaint can be submitted in any of the official languages of ADB developing member countries. The ADB Accountability Mechanism information will be included in the project information document to be distributed to the affected communities, as part of the project GRM.

Figure 2: Grievance Redress Process



59. The PIU/ contractor/ PMU will keep records of grievances received, including contact details of the complainant, the date the complaint was received, the nature of the grievance, agreed corrective actions and the date these were affected and the final outcome. The number of grievances recorded and resolved and the outcomes will be displayed/disclosed in the PIU office, and on the DJB website, as well as reported in monitoring reports submitted to ADB on a semi-annual basis.

60. All costs involved in resolving the complaints (meetings, consultations, communication and reporting/information dissemination) will be borne by the PIU.

61. The DWSIIP GRM will be investment program specific, and will ensure that the program related grievances are received, registered and addressed in a smooth, time-bound and responsive manner. The program specific grievances are expected to be mostly related to construction work, while general grievances received by DJB's GRM are of a wider variety. However, integration of both systems is a necessity. The DWSIIP specific system will be established such that the program grievances can also be registered in DJB's general GRM. However, for the redress, all DWSIIP grievances will flow through DWSIIP GRM. After redress, the Action Taken Report will be uploaded in the general system as per current procedures.

VI. LEGAL FRAMEWORK

A. Entitlements , Assistance and Benefits

62. The investment program entitlement policy addresses the direct and indirect impacts of works construction and operation on DPs, households and communities. The most direct and immediate impacts are those associated with works construction for this subproject. Mitigation is provided through compensation and assistance to investment program DPs, households, and groups on the basis of this policy framework adopted by the DWSIIP. The policy provides mitigation for:

- (i) Loss of assets, including land and house or work place;
- (ii) Loss of livelihood or income opportunities;
- (iii) Collective impacts on groups, such as loss of community assets, common property resources, and others; and
- (iv) Temporary disruptions due to project construction work.

63. Compensation eligibility is limited by a cut-off date. The cut-off date for non- title holders, is the date of the start of the project census survey, which is 25 November 2016 and the date of Land Acquisition Notification under Section 11 of the RFCTLARRA will be the cut-off date for all titleholders losing land and structures. The investment program entitlement matrix identifies and lists the various types of losses resulting out of the program and specific compensation and resettlement packages for each category. The sections relevant to this subproject is given in **Table 15**.

B. Types of Losses and Impact Category

64. The potential impact due to this sub project includes only temporary income loss to shop owners/tenants with permanent structures. Impacts to vulnerable persons among them are also anticipated.

Table 15: Entitlement Matrix

Type of Loss	Identification of DPs	Details
H.	Additional Support to Vulnerable Groups	
H.1. Further assistance to all vulnerable groups	Households categorized as vulnerable. ⁵	<ol style="list-style-type: none"> 1. Additional one-time assistance of INR18,000⁶ per vulnerable household will be paid. This will be over and above the other assistance given in this framework; 2. Vulnerable households will be given priority for potential employment in the project construction activities.
I.	Temporary Impacts	
I.3. Temporary loss of livelihood	Business owners, tenants, leaseholders, employees, hawkers/ vendors	<ol style="list-style-type: none"> 1. During work plan submission, it will be ensured all precautions are taken in the design, execution and actual implementation of works to ensure that access to business premises and residences, schools and other community assets are maintained at all times. 2. For shops or informal businesses experiencing full closure of commercial activity due to project construction activities, one-time cash assistance equal to the loss of net income during period of disruption will be provided.
J.	Other Unanticipated Impacts	
J.1. Temporary impacts during construction	All DPs	<ol style="list-style-type: none"> 1. The provisions in this entitlement matrix will be followed for any impact on structures or land due to movement of machinery etc. during construction or the establishment of construction plant; 2. Compensation for standing crops and trees as per the market rate; 3. Time bound restoration of land to its previous or better quality; 4. The Project will maintain access to all properties and businesses at all times.
J.2. Any unanticipated impacts due to project intervention		<ol style="list-style-type: none"> 1. Any unanticipated impacts of the project will be documented and mitigated based on the spirit of the principles agreed upon in this resettlement framework and the RFCTLARRA 2013.

⁵ Vulnerable are those households that are BPL, the elderly-above 60 years of age, female headed households, physically handicapped headed households, non-titled households, land less households and scheduled castes.

⁶ Calculated on 50% of the subsistence allowance.

VII. COMPENSATION, INCOME RESTORATION AND RELOCATION

65. There is no land acquisition or relocation in this subproject. However, there is likely to be potential disruption to income generation activities. If access to businesses cannot be provided the following process will be adopted and compensation calculated.

a. Income Restoration

66. Businesses experiencing full closure will be compensated for lost income. A complete survey of such businesses likely to be impacted will be conducted by the CMRC. Contractors need to submit the work schedule to the PIU for approval for any such closure. The CMRC will conduct an income survey of businesses along the relevant sections. An income survey will serve as the eligibility cut-off date.

67. Payment of compensation will be made prior to start of construction. Payment of compensation due to full closure will consist of the following steps:

- (i) **Step 1.** Conduct public awareness and information dissemination prior to construction works. This is to be done by the CMRC/ PMC in coordination with the PIU;
- (ii) **Step 2.** In collaboration with the contractors, the PMC is to identify the roads, where there will be full closure of roads;
- (iii) **Step 3:** The CMRC will then (a) conduct an income survey of shops along sections of roads identified for full closure, and (b) update the RP identifying income and estimated losses.
- (iv) **Step 4:** After approval from the PIU, the CMRC will distribute identity cards stating the compensation amount payable to the DPs. Compensation amount will be paid prior to construction.
- (v) **Step 5.** The PIU will issue cheques to DPs before and after closure. All payments will be recorded for accounting purposes with the signature of the displaced persons.

68. **Vendor assistance.** Vendors requiring temporary shifting during the construction period will be notified in advance, and will be allowed to salvage all materials for temporary shifting to an alternative location. They will be allowed to return to the original location after construction is declared complete. Vendor assistance will consist of the following steps:

- (i) **Step 1.** Identify impacted vendors based on detailed design by the PMC in coordination with the contractors;
- (ii) **Step 2.** Notify vendors at least 2-3 weeks in advance. Consult with local vendor associations, if they exist;
- (iii) **Step 3.** Identify alternative nearby locations where the affected vendors can continue their businesses;
- (iv) **Step 4.** Assistance will be given by the contractors to vendors to shift to a new location;
- (v) **Step 5.** Assistance will be given by contractors to return to the original location after construction works are completed.

69. The 36 commercial establishments identified in this resettlement plan and any other impacts identified, will be verified by CMRC, to establish the status of impact and loss of income. Based on the survey, the final list of households to be assisted will be prepared.

Assistance for temporary disruptions, will be paid to the 36 households, if during the time of construction it is seen that there is full closure of their business, impacting their livelihood

b. Vulnerability allowance

70. There are 3 women headed households; 1 household below poverty line; 7 households which are headed by persons above 60 years of age and 6 scheduled caste/ tribe household. All the families will be paid the vulnerability assistance amount of INR 18,000 as one time allowance. Each family will be entitled to only one allowance regardless of multiplicity of vulnerability.

VIII. RESETTLEMENT BUDGET AND FINANCING PLAN

A. Resettlement Costs

71. The R&R cost for this subproject is Rs. 17,54,434.00. This estimate of temporary income loss is provided for, in the event that such impacts cannot be avoided during implementation. If avoided/ mitigated through provision of access to businesses and ensuring they are able to remain open and do not suffer even partial loss of income, these amounts need not be spent. The basis for estimated unit rate of Rs.1461.00, is the average income earned by the affected shops is obtained through census survey, based on those who shared their income information.

72. The PIU will directly pay into the individual accounts of DPs. The CMRC will be involved in facilitating the disbursement process and rehabilitation program, and will facilitate opening bank accounts for the DPs who do not have them.

73. All entitlements and costs presented in the entitlement matrix will be increased annually on the 1st of April in accordance with appropriate price indices. An overall budget of 3 million USD has been provided in the project for R&R and grievance redress. The budget does not cover external monitoring costs, as this a Category B subproject and no external monitor will be hired. Internal monitoring will be carried out by the PIU/PMC⁷

Table 16: Resettlement Cost

Sl. No.	Details	Unit		Unit cost	Total cost INR
1.	Provisional sum for compensation of income loss to businesses	36	15 days	Rs. 1461.00 (avg earning per day per shop)	7,88,940.00
2.	Provisional sum for additional assistance to vulnerable temporarily impacted affected people (there are 5 overlapping cases of vulnerability)	12	Lump sum	Rs.18,000	3,06,000.00
3.	GRC Cost		Lump sum		5,00,000.00
	Sub-total				15,94,940.00

⁷ Cost for resettlement monitoring are included in the incremental administrative cost sub-head of loan financing plan.

	Contingency @ 10%				1,59,494.00
	Grand Total				17,54,434.00

IX. INSTITUTIONAL ARRANGEMENTS AND RESPONSIBILITIES

A. Implementation Arrangement

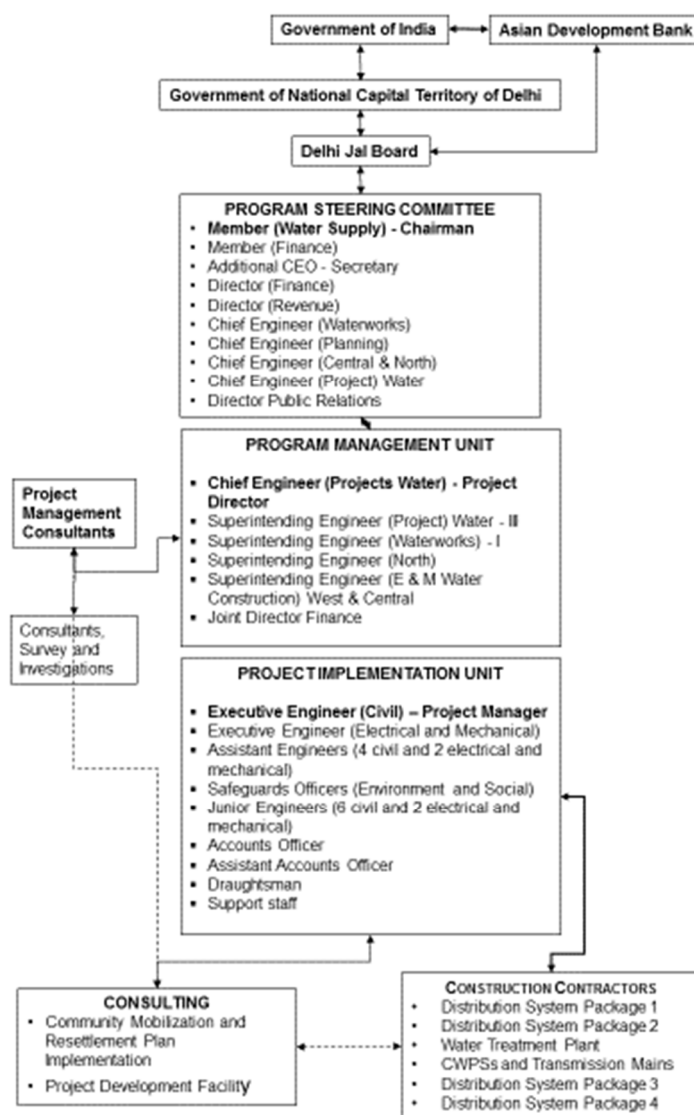
74. The DWSIIP will be carried out under the oversight of the GNCTD. The DJB has been appointed as the EA and will be responsible for the management, coordination and execution of all the activities funded under the MFF. DJB has established a Program Steering Committee (PSC), which will be chaired by the Member (Water Supply). A PMU has been established under the PSC, headed by the project director at the rank of chief engineer (Projects Water). A PIU has been established under the overall management of the PMU and will act as the implementing agency. The program manager will head the PIU and oversee the investment program, and the day-to-day management and implementation of the program. The DWSIIP implementation arrangements are summarized in **Figure 3**.

75. The program manager will be an executive engineer (Civil) rank officer and will be supported by technical, financial, safeguards and administrative staff. The PIU staff will mostly be drawn from DJB, and if required, will also be seconded from the other government departments on deputation. The PIU will be assisted by a PMC in the implementation, management and monitoring of the investment program. The PMC will design the infrastructure, manage the tendering of contracts, supervise the construction process, assure the technical quality of design and construction, and provide advice/assistance on institutional capacity development. The PIU will appoint the contractors to build the infrastructure elements and will manage the construction and commissioning activities. The PIU will also appoint the CMRC to assist in program implementation.

76. The commissioner and administrator for R&R will be appointed if there is resettlement involved.

77. The PIU staff will include a safeguards officer, who will be an assistant engineer rank officer, and will be responsible for all environment, health and safety, social, and grievance redress tasks. The safeguards officer will be a qualified engineer (preferably an environmental engineer). The safeguards officer can also be deputed from other government organizations. Environmental and social safeguard specialists of the PMC will assist the safeguards officer.

Figure 3: DWSIIP Implementation Arrangements



78. The PIU will be responsible for the following social safeguard activities:

- (i) Appointing the CMRC;
- (ii) Implementation of the RPs;
- (iii) Providing support to the office of the district commissioner for land acquisition;
- (iv) Ensuring availability of budget for R&R activities;
- (v) Ensuring timely disbursement of compensation and assistance to the DPs in close coordination with the concerned line department;

- (vi) Liaison with district administration for land acquisition and implementation of RPs,
- (vii) Addressing grievances; and
- (viii) Ensuring disclosure of resettlement framework, resettlement plan, and monitoring documents.

79. The PIU safeguards officer will undertake internal monitoring and supervision and record observations throughout the program period to ensure that the safeguards and mitigation measures are provided as intended. He/ she will have the following responsibilities: (i) addressing social safeguards issues; (ii) implementing the resettlement framework; (iii) liaising with district administration for land acquisition and resettlement plan implementation; (iv) implementing and monitoring safeguards compliance activities, public relations activities, gender mainstreaming activities; and (v) endorsing and submitting periodic monitoring reports⁸ received from the PMC to the PIU, who will then submit these to the ADB. If deemed necessary, based on the extent of land acquisition, the PIU will also be staffed by a land acquisition officer, who will primarily be responsible for the following: (i) liaising with the district administration for land acquisition; (ii) addressing any problems and/or delays in the land acquisition process; and (iii) monitoring physical and financial progress on land acquisition activities and updating the PIU.

80. The PIU will seek government clearance for submission and disclosure of the social and resettlement monitoring report to ADB. It will also coordinate with national and state agencies to resolve any interdepartmental issues arising.

81. The PIU will be supported by a PMC social safeguards specialist who will assist: (i) in the monitoring and supervision of ongoing subprojects and resettlement plan implementation; (ii) preparing RPs for new subprojects, where required to comply with national law and/or ADB procedures; (iii) update RPs as required and conduct surveys; (iv) ensure all subprojects meet safeguard requirements as agreed in the loan covenant and in line with this resettlement framework; (v) provide support to the PIU for consultations; and (vi) provide advice on policy changes. In addition, the PMC social safeguards Specialist will assist the PIU in all activities related to the implementation of social safeguards; play a central role in ensuring capacity building on resettlement management of the PIU, NGO, and line departments through capacity development support and training.

82. A dedicated assistant engineer in-charge of social safeguards/ resettlement officer will be required for Category A and Category B resettlement plan implementation. For Category C projects a dedicated officer is not required and can be clubbed with the environment safeguard officer.

83. **CMRC.** A CMRC will be recruited to assist the PIU in the preparation and implementation of the RPs, if required, and the application of the MFF resettlement framework. Key tasks include the identification and survey of all DPs and the implementation of measures to address temporary impacts resulting from program construction activities. The CMRC will be specifically assigned for community mobilization and resettlement implementation activities.

⁸ The semiannual monitoring report will focus on the progress of implementation of the safeguard, issues encountered and measures adopted, follow-up actions required, if any, as well as the status of compliance with subprojects election criteria and relevant loan covenants.

84. Key activities of the CMRC in relation to resettlement planning and implementation include: (i) conducting detailed survey of physically and economically DPs based on the detailed design, and identifying poor, female-headed, and vulnerable households affected by land acquisition and resettlement; (ii) preparing the list of the potential DPs and issuing identification cards; (iii) facilitating the process of disbursement of compensation to the DPs, coordinating with the revenue department and informing the DPs of the compensation disbursement process and timeline; (iv) assisting DPs in opening bank accounts, explaining the implications, rules, and obligations of a joint account and how he or she can access the resources he or she is entitled to; (v) assisting the executing agency in ensuring a smooth transition (during the partial or full relocation of the DPs). In close consultation with the DPs, the CMRC shall inform the PIU about the shifting dates agreed upon and the arrangements they desire with respect to their entitlements; (vi) organizing training programs for income restoration (after conducting a training needs program the CMRC will ensure training through industrial training institutes, if the displaced person so desires); (vii) conducting meaningful, ongoing consultation and ensuring disclosure of RPs in an accessible manner to the DPs; (viii) assisting the PIU in establishing a GRM; (ix) assisting the PIU in keeping detailed records of progress and establishing monitoring and reporting systems of resettlement; (x) acting as a platform for public interface for community interaction throughout the program, and liaising between community, contractors, and program management and implementing units during the execution of the works; and (xi) providing advice and other support to the PIU as required. The Terms of Reference of the CMRC is included in **Annex 7**.

B. Institutional Capacity Development Program

85. As stated above, the safeguards officer will be drawn from DJB's engineering staff, although it should be noted that DJB staff have limited experience in dealing with social safeguard issues. It is therefore essential that the safeguard officer is provided with the necessary training to deal with environmental and social safeguard tasks following ADB SPS 2009. The safeguards officer will be trained through a series of programs periodically conducted by ADB for executing agencies and implementing agencies on safeguards.

86. The PMC resettlement specialist will conduct a training and capacity building program on resettlement management for the PIU staff on issues concerning: (i) principles and procedures of land acquisition; (ii) public consultation and participation; (iii) entitlements and compensation disbursement mechanisms; (iv) grievance redress; (v) monitoring of resettlement operation; and (vi) disclosure methods. Specific modules customized for the available skill set shall be devised after assessing the capabilities of the target participants and the requirements of the investment program. Institutional capacity building programs will involve training on environmental and social safeguards for the PIU staff and the contractors' employees.

XI. MONITORING AND REPORTING

A. Internal Monitoring

88. Internal monitoring will be undertaken by the PIU with assistance from the PMC. Internal monitoring will ensure all land acquisition and resettlement activities are implemented according to the approved RPs in accordance with this resettlement framework.


89. The PIU safeguards officer will prepare quarterly progress reports and submit to the program director. The PIU will prepare semi-annual monitoring reports and submit to the ADB. The PMC/ RPIA NGO will submit quarterly progress reports to PIU to inform them of resettlement plan implementation activities. These reports will describe the progress of the implementation of resettlement activities and any compliance issues and corrective actions. These reports will closely follow the involuntary resettlement monitoring indicators agreed at the time of resettlement plan approval.



B. External Monitoring


90. External monitoring is only needed for Category A projects and as per current expectations, is not required under the DWSIIP.


ANNEX 1: TRANSECT WALK DETAILS



Transect Walk Documentation



S. No	Subproject Component and Location	IR Impacts	Photograph
1	CD PARK to UGR	<p>The road is 16 feet wide, there is parking on the road, this location is likely to have 22 shops that may have access disruptions during construction, in case the Contractor does not have a proper plan for construction.</p>	



S. No	Subproject Component and Location	IR Impacts	Photograph
2	Chaddha Bhojnalay to SBI	<p>This section the road is 32 feet. There are shops on either side. The section has about 5 dhabas; 40 car and bike repairing shops; 20 general stores; 3 banks; 5 sweet shops; and 40 other shops.</p>	 



S. No	Subproject Component and Location	IR Impacts	Photograph
3	GTB Nagar Metro station to Transport office	<p>This section has a road width of 38 feet. There are about 40 mobile vendors; 16 general stores; and 40 other shops located here. This section will need a traffic management plan along with a construction work plan.</p>	



S. No	Subproject Component and Location	IR Impacts	Photograph
4	Jahangirpuri H Block TO B Block (Mangal Bazar)	This is about 17 feet wide road. The activities identified include 7-10 car and bike repairing shops; 2-3 dhabas; 15-20 mobile vendors; 10-12 general stores; 15-20 cigarette shops; and 20-22 other shops	


S. No	Subproject Component and Location	IR Impacts	Photograph
			
5	Near DTC terminal To SBI Ialbagh	<p>This is a wide 38 feet road. There are about 100 mobile vendors identified along the stretch; 6 general stores; and 50 other stores.</p>	

S. No	Subproject Component and Location	IR Impacts	Photograph
			
6	Sewage pumping station to GT Road	This is a 30 feet road. There are 17 general stores; 10 bike and car repair shops; and 40 other shops.	

S. No	Subproject Component and Location	IR Impacts	Photograph
			
7	Signature APT to Sarvodaya Vidyalaya	<p>This road is 33 feet wide. There are 10-15 educational institutions; 10-12 general stores; 8 dhabas; 15-20 book stores; and 3 banks.</p>	

S. No	Subproject Component and Location	IR Impacts	Photograph
			
8	Slum towards Gopalpur	<p>14 feet wide. Though this section is narrow, there is very little commercial activity ongoing. There are 4 general stores; 3 meat shops; and 3 other shops.</p>	

S. No	Subproject Component and Location	IR Impacts	Photograph
			
9	TB. Hospital To Parmanand Chowk	<p>This road is 28 feet in width. This section has over 600 shops and 200 vendors located.</p>	

S. No	Subproject Component and Location	IR Impacts	Photograph
			 A photograph showing a street scene. In the foreground, the back of a black motorcycle is visible, with a yellowish stain on the seat. To the left, there is a fruit stall under a white and orange canopy, displaying various fruits like mangoes and papayas. A person is sitting near the stall. In the background, a person is walking on the sidewalk, and there are trees and a utility pole. The scene is outdoors and appears to be a market or a busy street.

ANNEX 2: SUMMARY OF CENSUS SURVEY

Sl. No./ Data ID No.	Road Name	Address of the Structure	Status of Occupier	Type of Business	Daily income from the shop in Rs.per day	Vulnerability Status
1	CD. Park UGR	D-500 Shop M.I. Jahangirpuri	Tenant	Mobile Shop	4500.00	>60
2	Jahangirpuri H- Block to B- Block	B-1820 Jahangirpuri	Owner	Eatery	2500.00	
3	Jahangirpuri H- Block to B- Block	Opp. SBI Bank	Owner	Pan/ Cig	500.00	SC, WHH
4	Jahangirpuri H- Block to B- Block	Opp. SBI Bank	Owner	Tea stall	500.00	>60 SC,
5	Jahangirpuri H- Block to B- Block	Opp. SBI Bank Jahangirpuri	Owner	Pan/Cig	600.00	
6	Jahangirpuri H- Block to B- Block	Opp. SBI Bank	Owner	Eatery	200.00	
7	Jahangirpuri H- Block to B- Block	Opp. SBI Bank	Owner	Barber	150.00	>60, SC
8	Slum Towards Gopalpur	Nandlal Colony Machhali Market, Mukharji Nagar	Owner	Pan/ Cig	200.00	
9	Jahangirpuri H- Block to B- Block	D-Block 1100 Gali opp Bikaner	Owner	Tea stall	300.00	
10	Slum Towards Gopalpur	Nandlal Colony Machhali Market, Mukharji Nagar	Owner	Pan/ Cig	250.00	
11	Slum Towards Gopalpur	Nandlal Colony Machhali Market, Mukharji Nagar	Owner	Bicycle. repair	500.00	
12	Slum Towards Gopalpur	Nandlal Colony Machhali Market, Mukharji Nagar	Owner	Grocery	500.00	
13	CD. Park UGR	D-251 Jahangirpuri	Tenant	Chat shop	300.00	WHH
14	CD. Park UGR	D-750 Shop No. 1 Jahangirpuri	Owner	Grocery	250.00	
15	CD. Park UGR	D-501 Jahangirpuri	Tenant	Mobile Shop	500.00	
16	CD. Park UGR	D-320 Jahangirpuri	Tenant	Grocery	400.00	
17	CD. Park UGR	D-181 Jahangirpuri	Tenant	Photostat and Documents	150.00	>60
18	CD. Park UGR	D-901, Jahangirpuri	Owner	Grocery	400.00	SC
19	CD. Park UGR	D-101, Jahangirpuri	Tenant	Tea stall	300.00	SC
20	CD. Park UGR	D-250, Jahangirpuri	Tenant	Gas Shop	500.00	SC
21	CD. Park UGR	D-101, Opp. Jahangirpuri	Owner	Bicycle. repair	200.00	

Sl. No./ Data ID No.	Road Name	Address of the Structure	Status of Occupier	Type of Business	Daily income from the shop in Rs.per day	Vulnerability Status
22	CD. Park UGR	D-1000, Jahangirpuri	Owner	Stationery	2500.00	
23	CD. Park UGR	D-320 Jahangirpuri	Owner	Flour shop	300.00	
24	CD. Park UGR	D-820 Jahangirpuri	Tenant	Mobile shop	500.00	BPL
25	TB hospital Parmanand chowk	Shop no.55 ID Hospital MCD market	Owner	Pottery shop	200.00	>60
26	TB hospital Parmanand chowk	Shop no.67 ID Hospital MCD market	Tenant	Pan/ cig	300.00	
27	TB hospital Parmanand chowk	Shop no.61 ID Hospital MCD market Burari road	Owner	Bicycle. repair	500.00	
28	TB hospital Parmanand chowk	Shop no.56 ID Hospital MCD market	Owner	Pottery shop	300.00	
29	TB hospital Parmanand chowk	Shop no.54 ID Hospital MCD market Burari road	Owner	Pottery shop	300.00	
30	TB hospital Parmanand chowk	Shop no.68.69.7071 ID hospital MCD market Burari road	Tenant	Pottery shop	600.00	
31	TB hospital Parmanand chowk	ID hospital Burari road	Tenant	Juice shop	400.00	
32	Chadda Bhojnalay to ANI	B-4/4 Model Town I prince road	Owner	Grocery	12000.00	>60
33	Chadda Bhojnalay to ANI	B-4/6 Model town I Prince road	Owner	Auto spares	2000.00	>60, WHH
34	Chadda Bhojnalay to ANI	B-4/6 Model town I Prince road	Tenant	Auto spares	15000.00	
35	Chadda bhojnalay to ANI	B-4/6 Model town I Prince road	Owner	Auto spares	3000.00	
36	Chadda Bhojnalay to ANI	B-4/6 Model town I Prince road	Owner	Auto spares	1000.00	

**ANNEX 3: FOCUS GROUP DISCUSSIONS
DELHI WATER SUPPLY IMPROVEMENT INVESTMENT PROGRAM**

ATTENDANCE उपस्थिति

	Name of Road सड़ककानाम	Date तिथिऔरसमय	Name नाम	Address/ Contact पता / फ़ोननंबर
1	H 2 Jahangirpuri	06/10/16	Krishna Nehar Singh	H 959
			Naval Kishore Garg	9911650267
			Indra Bahadur	
			Sultan Singh	
			Ram Nivas	98110119434
2	H 4 Jahangirpuri	06/10/16	Sunita	1849 /50
			Noori	1857
			Nanu Devi	
			Sunita Kamboj	
			Jayanti	
			Prakash	
			Dinesh	
3	A 1 Jahangirpuri	06/10/16	Meera	
			Anju	
			Shanta	
			Kamla	
			Poonam	
			Raju	
			Bimal	
			Pavan	7291861436
			Karan	
			Santosh	
			Ramesh	A214 08527626797
			Anil	
4	A Jahangirpuri	06/10/16	Satya Bhavanji	723 9212085321
			Sushil Kaur	780
			Gayatri	777
			Gayatri	788
			Mitilesh	717
			Parida	717
			Leeladevi	718
			Arunbati	721
			JagdishNagpal	785 9873497561
			Devendra Bansal	783 9990215207
			Archana Gupta	885 9910062751
			Saroj	717

	Name of Road सड़ककानाम	Date तिथिऔरसमय	Name नाम	Address/ Contact पता / फ़ोननंबर
			Anju	719
5	B Jahangirpuri	06/10/16	Narendra Jain (can be a resource person)	B-13, Lohia road, Adarsh Nagar Extension 9891139191
			Dhirendra Kumar Goyal	B-11
			Pusha Kaur	B-09 Lohia Road
			TrilokNath	B-11, II Floor, Lohia Road 9899379549
6	CD Park	25/11/16	VipinSaxena (D -250 CD Park)	9999574029
			Upendersingh(D- 250 gees)	9990347202
			Irfan (N 38A 104 CD Park)	8585904376
			Sachin (D- 251)	9899372051
			Seema (D-320 Atta chakki)	8375882465
			Gauerh (D-320 meenu store)	8375070535
			Sanjeev (D-181-Nisha store)	8860090801
			Yogender (D-181-Nitesh telecom)	8285544909
			Shyam (D-181-Document)	7838791475
7	ChaddaBhojnalaya to SBI	25/11/16	Harsh Kumar Gupta	9868217734
			Ajay	9899688068
			Iqbal	9560629163
			Raju	8745807242
			Raju gupta	7838373733
8	DTC bus stand to SBI (Lalbagh)	30/11/16	Dilip	9893721122
			Md. Afsar	9611514448
			Vikash	8597088573
			Afroj Khan (Lalbagh Masjid)	9811921711
9	Gopalpur village to slum	26/11/16	Jahin	9211211203
			Ram Kishan	9990354962
			Runadevi	9868370133
			Jai Narayan	
			Manoj	9911163592
			Raj Kishor	9911820560
			Munna Kumar	9990521505

	Name of Road सड़ककानाम	Date तिथिऔरसमय	Name नाम	Address/ Contact पता / फ़ोननंबर
			Ram Laxmi	8742917816
10	GTB Nagar Metro to Transport office	26/11/16	Ashok (233 Hakikat Nagar)	0117650797
			Gurvindar Singh (265)	9999655339
			Guddu (265)	
11	Khusal Chowk to MaharshiBalmikiMandir	27/11/16	Nashruddin (d-284 Kushal Chowk)	9210123099
			Raja (c-284 Kushal Chowk)	9990501286
			Nijamuddin (Jhuggino.n/16) Jahangirpuri	9953786606
			Md. Mustafa (Jhuggi no. N/15) Jahangirpuri)	8376878595
			Shalim Khan (c-n/37 JhuggiJahangirpuri)	8376878595
			Abbash Malik (n-38 CD Park) Jahangirpuri)	8826656897
12	SBI to Bikaner Sweets Jahangirpuri	29/11/16	Dr. SS Arora (B-1751 jahagirpuri)	9210031851
			Saurav B-1751	9582171324
			Jony B-1751	9811875754
			Jallahuddin	9873986281
			Rajendra Kumar B-1820	9212713713
			Somnath B-1820	9213313206
			Hemant B-1820	9582725069
13	Sewage Water Pumping station to Kushal Chowk	27/11/16	Mr. Nasir Khan (G-36, Jahangirpuri)	9582186204
			Rajendra Singh (G- 61-62, ")	8377818939
			Manna (G-35")	9953528249
			Dhruv Singh (G-34")	9211979211
			Ahmad Jan (G-1/37")	9911277167
14	Signature apt to SarvodayaVidyalaya	28/11/16	Raj kumar (709 Mukherjee nager)	01147324780
			Rohit (710)	9891002929
			Manish (708)	9599296740
			Jaswant (703)	46102572
			Manish Agrawal (702)	9711168621
15	T.B hospital to Parmanand Chowk	28/11/16	Raj Kumar (Jai Bholaj Travels)	9213619404
			Gurdeep Singh	9873249343
			Umesh Kumar	9971826067
			Satish Kumar (fruit seller)	9312721105
			Khushilal Madan	9811196197

	Name of Road सड़ककानाम	Date तिथिऔरसमय	Name नाम	Address/ Contact पता / फ़ोननंबर
			Praveen kumar	9718074855
			Suresh gupta	9899823180
			Amit	9910554954

ANNEX 4: FOCUS GROUP DISCUSSION PHOTOGRAPHS

FGD PHOTOS OF JAHANGIRPURI





FGD PHOTOS OF MODEL TOWN





ANNEX 5: TEMPLATE FOR R&R INFORMATION DISCLOSURE

GOVERNMENT OF NCT of DELHI



DELHI JAL BOARD

**DELHI WATER SUPPLY IMPROVEMENT INVESTMENT
PROGRAM**

PROJECT INFORMATION BROCHURE

RESETTLEMENT & REHABILITATION

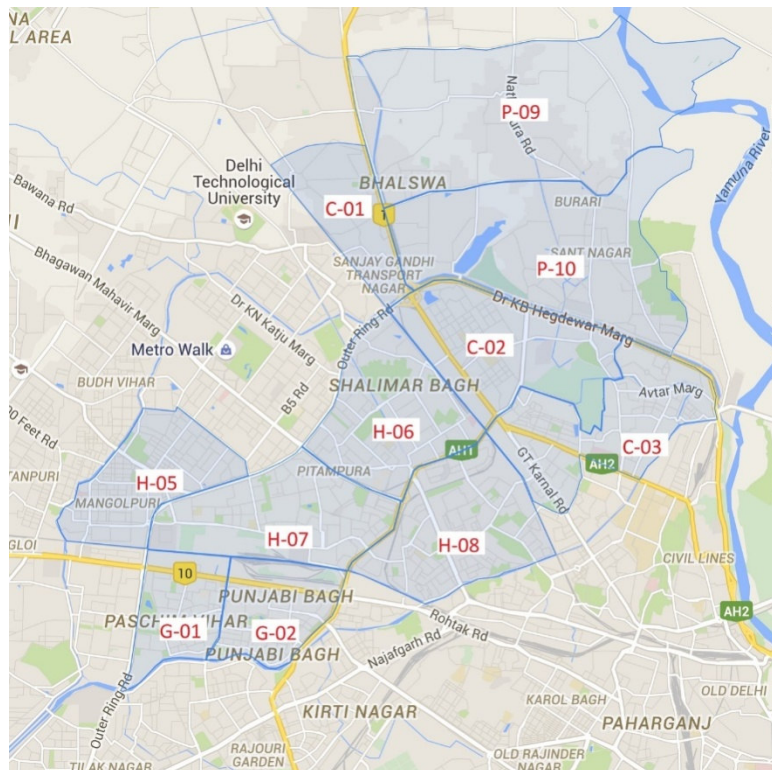
THIS IS ONLY A TEMPLATE.

THIS WILL HAVE TO BE TRANSLATED IN HINDI

A. Overview of the Investment Program

1. The Delhi Water Supply Improvement Investment Program (DWSIIP) will be implemented over an eight-year period and will improve the infrastructure, management and performance of the water supply services in the proposed Wazirabad Water Treatment Plant (WTP) command area located in North Delhi and having a 2,051 design population of 2.64 million (approximately 10 % of Delhi's projected population by that time). The DWSIIP will help achieve the National Capital Territory of Delhi Water Supply Master Plan¹ objectives of reduced non-revenue water and equitable access to water supply services. The investment program will include the rehabilitation, upgrading and/or replacement of key water supply infrastructure, improvements in the management of the infrastructure and improved customer related services within the Wazirabad WTP command area. The DWSIIP will be implemented as a multi-tranche financing facility (MFF) having two projects. The Wazirabad WTP command area location is presented in **Figure A5**.

Figure A5: Location Map of the Wazirabad WTP Command Area



¹ Study on Improvement of Water Supply System in Delhi in the Republic of India; Japan International Cooperation Agency September 2011.

2. The impact of the DWSIIP will be improved water supply services in the Wazirabad WTP Command Area. The outcome will be improved access to reliable, continuous and sustainable water supply services in the Wazirabad WTP command area.

3. The DWSIIP will have three outputs.

4. **Output 1: Distribution network improved in the Wazirabad WTP Command Area.** This will include (i) establishment and commissioning of DMAs for NRW reduction; (ii) provision of house service connections to residents, especially the poor and female-headed households; (iii) provision of 24-hour water supply; and (iv) improvement of water supply efficiency by reducing NRW and energy losses of electromechanical machinery.

5. Output 1 will support smart water management in the Wazirabad WTP command area to a prospective population of 2.41 million by year 2025.² The key activities of constructing new water supply pipelines, establishing and commissioning DMAs, and providing metered house service connections will benefit the residents through continuous pressurized water supply and reduction of NRW to less than 15%. Appropriate long-term (at least 10 years) operation and maintenance (O&M)-embedded performance-based contracts will be put in place to ensure operational sustainability.

6. **Output 2: Water treatment and transmission systems improved in the Wazirabad WTP command area.** This will include (i) rehabilitation and upgrading of the existing 120 million gallons per day (MGD) WTP; (ii) rehabilitation and construction of clear water pumping stations, underground reservoirs (UGRs) and booster stations; and (iii) rehabilitation and construction of new transmission mains.

7. Output 2 will support increasing energy efficiency in clear water pumping, reduction of clear water transmission losses, rehabilitation or construction of the WTP, as appropriate, and avoidance of shut down of the WTP to consistently meet the drinking water quality standards. Old pumping system in the clear water pump stations shall be upgraded with energy efficient pumps and the transmission pipelines shall be replaced. With use of instrumentation and automation through supervisory control and data acquisition (SCADA) at treatment, transmission, storage, and supply, operational efficiency is expected to be improved.

8. **Output 3: Institutional capacity, DMA management and program management strengthened.** This will include (i) implementation of capacity development plans including training on gender and establishment of a training center or institute; (ii) organizational restructuring for effective and sustainable DMA management; (iii) establishment of PDF to prepare future projects; (iv) preparation and implementation of an effective community mobilization plan and gender equity and social inclusion (GESI) action plan; (v) preparation and implementation of asset management plan through use of geographic information system (GIS), hydraulic modelling and SCADA system; (vi) implementation of O&M-embedded performance-based contracts; (vii) establishment and operationalization of water quality monitoring system; and (viii) strengthening of program management capacities.

² The NCTD's current population, estimated to be 17.81 million, is expected to grow to 27 million by 2051 as per Water Policy for Delhi (footnote 25).

9. Output 3 will focus promotion of a customer-focused culture within the DJB that includes measures to improve customer satisfaction, accurate and regular meter reading, billing, revenue collection, and an effective customer complaints mechanism. A comprehensive public outreach campaign under the community mobilization component will be the driver under the DWSIIP to mobilize community and enable consumers' involvement in the provision of services by the DJB.

10. Capacity development under Output 3 will help improve organizational efficiencies through data collection and assessment, review and updating of the master plan, network modelling, asset condition assessments, updating the existing GIS, conducting a comprehensive NRW survey, developing a SCADA system for the WTP, transmission main and distribution system, preparing recommendations for institutional development and DMA-based organizational restructuring.

11. Project 1 of the DWSIIP will include (i) a project management consultant (PMC); (ii) a civil works package (DWSIIP/01) for improvement of distribution network, UGR, clear water pumping station, DMA feeder mains and distribution pipes, bulk flow meters and house service connections for UGR command areas C-02 (Chitranjan Das Park Jahangirpuri) and C-03 (Model Town); (iii) a civil works package (DWSIIP/02) for improvement of distribution network, UGR, clear water pumping station, DMA feeder mains and distribution pipes, bulk flow meters and house service connections for UGR command areas G-02 (Punjabi Bagh), H-07 (Shakur Basti) and H-08 (Lawrence Road); and (iv) a civil works package (DWSIIP/04) for transmission mains and clear water pumping stations, and instrumentation and automation (SCADA).

12. Project 2 of the DWSIIP will include (i) a civil works package (DWSIIP/03) for rehabilitation or construction of the Wazirabad WTP; (ii) a civil works package (DWSIIP/05) for improvement of distribution network, UGR, clear water pumping station, DMA feeder mains and distribution pipes, bulk flow meters and house service connections for UGR command areas G-01 (Piragarhi), H-05 (Avantika), H-06 (Pitampura); and (iii) a civil works package (DWSIIP/06) for improvement of distribution network, UGR, clear water pumping station, DMA feeder mains and distribution pipes, bulk flow meters and house service connections for UGR command areas C-01 (Sanjay Gandhi Transport Nagar), P-09 (Burari-A) and P-10 (Burari Transport Planning Authority).

Table A5.1: Summary of Works Packages Table

	Package	Project	Description
1	DWSIIP /01	1	Distribution Network Improvement in UGR Command Areas C-02 and C-03 Targeting Continuous Pressurized Water Supply and DMA-Based NRW Reduction and Providing House Service Connections.
2	DWSIIP /02	1	Distribution Network Improvement in UGR Command Areas G-02, H-07 and H-08 Targeting Continuous Pressurized Water Supply and DMA-Based NRW Reduction and Providing House Service Connections.
3	DWSIIP /03	2	Augmentation of water supply–Modernization and Operational Improvements of Wazirabad Water Treatment Plant SCADA System in 11 UGR Command Areas.
4	DWSIIP /04	1	Transmission System Improvements-Providing, Laying and Maintaining New Ductile Iron Transmission Pipelines from Wazirabad WTP to various UGRs and , and Automation and Instrumentation: Providing, Installing and Maintaining.

	Package	Project	Description
5	DWSIIP /05	2	Distribution Network Improvement in UGR Command Areas G-01, H-05 and H-06 Targeting Continuous Pressurized Water Supply and DMA-Based NRW Reduction and Providing House Service Connections.
6	DWSIIP /06	2	Distribution Network Improvement in UGR Command Areas C-01, P-09 and P-10 Targeting Continuous Pressurized Water Supply and DMA-Based NRW Reduction and Providing House Service Connections.

B. Specific Project Components

13. Specific component of the subproject for this section, will have to be included here after finalizing the detailed design.

C. Legal Framework

14. Any impact to land, assets and livelihood by the project activities will be compensated by the project based on the resettlement framework.

15. The resettlement framework has been prepared based on ADB's Safeguard Policy Statement 2009, ADBs Operational Manual Section D 14/BP on Multitranchise Financing Facility³, ADBs Operation Manual Section F1/BP⁴ on SPS, and The Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act (RFCTLARRA) 2013. Any component included in the investment program shall comply with the requirements as outlined in this framework. All resettlement planning documents will be endorsed and approved by DJB and ADB.

D. Entitlement Matrix

16. All displaced persons of the investment program will be assisted based on the compensation and assistance provided under the various categories mentioned in the entitlement matrix. This matrix is a part of the resettlement framework.

Table A5.1: Entitlement Matrix

Type of Loss	Identification of DPs	Details
H.	Additional Support to Vulnerable Groups	
H.1. Further assistance to all vulnerable groups	Households categorized as vulnerable. ⁵	<ol style="list-style-type: none"> 1. Additional one-time assistance of INR18,000⁶ per vulnerable household will be paid. This will be over and above the other assistance given in this framework. 2. Vulnerable households will be given priority for potential

³ Issued on 1st February 2014.

⁴ Issued on 1st October 2013.

⁵ Vulnerable are those households that are BPL, the elderly-above 60 years of age, female headed households, non-titled households, land less households, physically challenged headed households and scheduled castes.

⁶ Calculated on 50% of the subsistence allowance.

Type of Loss	Identification of DPs	Details
		employment in the project construction activities.
I.	Temporary Impacts	
I.3. Temporary loss of livelihood	Business owners, tenants, leaseholders, employees, hawkers/ vendors	<ol style="list-style-type: none"> 1. During work plan submission, it will be ensured all precautions are taken in the design, execution and actual implementation of works to ensure that access to business premises and residences, schools and other community assets are maintained at all times. 2. For shops or businesses experiencing full closure of commercial activity due to project construction activities, one-time cash assistance equal to the lost of net income during period of disruption will be provided.
J.	Other Unanticipated Impacts	
J.1. Temporary impacts during construction	All DPs	<ol style="list-style-type: none"> 1. The provisions in this entitlement matrix will be followed for any impact on structures or land due to movement of machinery etc. during construction or the establishment of construction plant. 2. Compensation for standing crops and trees as per the market rate. 3. Time bound restoration of land to its previous or better quality. 4. The project will maintain access to all properties and businesses at all times.
J.2. Any unanticipated impacts due to project intervention		<ol style="list-style-type: none"> 1. Any unanticipated impacts of the project will be documented and mitigated based on the spirit of the principles agreed upon in this resettlement framework and the RFCTLARRA 2013.

E. Grievance Redress Procedure

17. For registering grievances related to resettlement, rehabilitation, payment of compensation, the following process is to be followed. Any costs related with filing grievances will be borne by the PIU.

- (i) Grievance register is available at the office of the PIU;
- (ii) Fill up the form;
- (iii) Ensure you get a receipt, with date of complaint registration or an identification number for follow up;
- (iv) Resolution to the problem has to be provided within 7 days, by the site engineer/ contractor/ PMC;
- (v) If not resolved after 7 days, the grievance has to be forwarded to the PIU. The PIU has 14 days to address the problem;
- (vi) At any point the displaced person can approach the Preceding Officer of the Land Acquisition Rehabilitation and Resettlement Authority; and
- (vii) If not resolved, the complainant can go to court of law and/or use ADBs Accountability Mechanism,⁷ at any given point in the process.

⁷ The ADB Accountability Mechanism provides an independent forum for people adversely affected by ADB-assisted projects. It allows project-affected people to voice their concerns and seek solutions to their problems. They can also request compliance review of alleged noncompliance by ADB with its operational policies and procedures. ADB, through its project design and implementation procedures, makes every effort to prevent problems and ensure compliance from the outset. The Accountability Mechanism is a last resort.

Disclosure

All social safeguard documents for the investment program will be posted on the program website and the ADB website www.adb.org

CONTACT FOR GRIEVANCE

OFFICE OF THE EXECUTIVE ENGINEER (DWARKA WTP)
DELHI JAL BOARD
ASHOK VIHAR,
NEW DELHI - 110052

CONTACT NO: 011-27301179

ANNEX 6: SAMPLE GRIEVANCE FORM**GRIEVANCE FORM**
(To be available in Hindi)

The Delhi Water Supply Improvement Investment Program welcomes complaints, suggestions, queries, and comments regarding program implementation. We encourage persons with a grievance to provide their name and contact information to enable us to get in touch with you for clarification and feedback.

In case you want to include your personal details but want information to remain confidential, please type CONFIDENTIAL above your name.

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			
How do you want us to reach you for feedback on your comment/ grievance?			

FOR OFFICIAL USE ONLY

Registered by: (Name of Official registering grievance)			
Verified through:	Note/Letter	E-mail	Verbal/Telephonic
Reviewed by: (Names/ Position of Official(s) reviewing grievance)			
Action Taken:			
Whether Action Taken Disclosed:		Yes	No
Means of Disclosure:			

ANNEX 7: TERMS OF REFERENCE FOR COMMUNITY MOBILIZATION AND THE RESETTLEMENT CONSULTANT

A. Overview of Investment Program

1. The Delhi Water Supply Improvement Investment Program (DWSIIP) will be implemented over a six-year period and will improve the infrastructure, management and performance of the water supply services in the proposed Wazirabad Water Treatment Plant (WTP) command area located in North Delhi and having a 2051 design population of 2.64 million (approximately 10% of Delhi's projected population by that time). The DWSIIP will help achieve the National Capital Territory of Delhi Water Supply Master Plan objectives of reduced non-revenue water and equitable access to water supply services. The investment program will include the rehabilitation, upgrading and/or replacement of key water supply infrastructure, improvements in the management of the infrastructure and improved customer related services within the Wazirabad WTP command area. The DWSIIP will be implemented as a multi-tranche financing facility (MFF) having two tranches and with each tranche constituting a project loan.

2. The MFF targets a complete improvement to water treatment, transmission and distribution network improvements to Wazirabad Water Treatment Plant Command area to ensure the objective of improved water supply services.

3. ¹ The MFF targets benefits to 2.64 million population in terms of 24x7 and quality supply of water. Overall the target includes strengthening 120 MGD water treatment plant, improvements to 54 km of transmission and associated pumping arrangements, and distribution network improvements through 350 DMAs spread over 11 UGR Commands laying of 1224 km of distribution network. The institutional development actions to support sustainable service delivery includes: (i) implementation of capacity development plans including training on gender and establishment of a training center or institute; (ii) organizational restructuring for effective and sustainable DMA management; (iii) establishment of project development facility to prepare future projects; (iv) preparation and implementation of an effective community mobilization plan and GESI action plan; (v) preparation and implementation of asset management plan through use of geographic information system (GIS), hydraulic modelling and supervisory control and data acquisition (SCADA) system; (vi) implementation of O&M embedded performance-based contracts; (vii) establishment and operationalization of water quality monitoring system; and (viii) strengthening of program management capacities. Commonalty mobilization and outreach program will be a key feature of this MFF.

¹ ADB, October 2013. *Country Partnership Strategy (2013-2017)*.

Figure A7: UGR Command Areas



4. Project 1 of the DWSIIP will include (i) a project management consultant (PMC); (ii) a civil works package (DWSIIP/01) for distribution network improvement, including UGR, clear water pumping station, DMA feeder mains and distribution pipes, bulk flow meters and house service connections for UGR command areas C-02 (Chitrangan Das Park Jahangirpuri) and C-03 (Model Town including Azadpur Fruit market); and (iii) a civil works package (DWSIIP/01) for distribution network improvement, including UGR, clear water pumping station, DMA feeder mains and distribution pipes, bulk flow meters and house service connections for UGR command areas G-02 (Punjabi Bagh), H-07 (Shakur Basti) and H-08 (Lawrence Road); and (iv) a civil works package (DWSIIP/04) for transmission mains and clear water pumping stations, and instrumentation and automation (SCADA).

5. Project 2 of the DWSIIP will include (i) a civil works package (DWSIIP/03) for rehabilitation or construction of the Wazirabad WTP; (ii) a civil works package (DWSIIP/05) for distribution network improvement, including UGR, clear water pumping station, DMA feeder mains and distribution pipes, bulk flow meters and house service connections for UGR command areas G-01 (Piragarhi), H-05 (Avantika), H-06 (Pitampura); and (iii) a civil works package (DWSIIP/06) for distribution network improvement, including UGR, clear water pumping station, DMA feeder mains and distribution pipes, bulk flow meters and house service connections for UGR command areas C-01 (Sanjay Gandhi Transport Nagar), P-09 (Burari-A) and P-10 (Burari Transport Planning Authority).

6. Project 2 will also support a PDF to enhance readiness of future investment projects by taking advance actions to prepare the projects. Specifically, the facility can be used for: (i) feasibility studies including techno-economic assessments; (ii) surveys and investigations; (iii) engineering design of projects; (iv) preparation of bidding documents; (v) support for policy,

regulatory, and governance reforms; and (vi) capacity building support to the government agencies.

Table A7.1: Summary of Works Packages

S. No	Package No.	Description	Tranche
1	DWSIIP/01	Distribution Network Improvement in UGR Command Areas C-02 and C-03 Targeting Continuous Pressurized Water Supply and DMA Based NRW Reduction and Providing House Service Connections.	1
2	DWSIIP/02	Distribution Network Improvement in UGR Command Areas G-02, H-07 and H-08 Targeting Continuous Pressurized Water Supply and DMA Based NRW Reduction and Providing House Service Connections.	1
3	DWSIIP/03	Augmentation of water supply–Modernization and Operational Improvements of Wazirabad Water Treatment Plant, :	2
4	DWSIIP/04	Transmission System Improvements-Providing, Laying and Maintaining New DI Transmission Pipelines from Wazirabad WTP to Various UGRs and Providing, Installing and Maintaining SCADA System in 11 UGR Command Areas.	1
5	DWSIIP/05	Distribution Network Improvement in UGR Command Areas G-01, H-05 and H-06 Targeting Continuous Pressurized Water Supply and DMA Based NRW Reduction and Providing House Service Connections.	2
6	DWSIIP/06	Distribution Network Improvement in UGR Command Areas C-01, P-09 and P-10 Targeting Continuous Pressurized Water Supply and DMA Based NRW Reduction and Providing House Service Connections.	2

B. Objectives of the Assignment

7. The objective of community mobilization and resettlement (CMRC) consultant is to support DWSIIP in: (i) community mobilization; (ii) public relations and awareness; (iii) implementation of the resettlement plan, and (iv) ensure gender equity and social inclusion (GESI) and its monitoring.

8. The consultant would be required to work/ interact with city-level NGOs, civil society organizations, resident welfare associations and other stakeholders. The CMRC consultant will coordinate with the project management consultant (PMC) to mobilize the community, bring about awareness as per the CPP of this project and support PIU in various process support to enhance access to metered connections.

A. Scope of services, tasks (Components) and expected deliverables

9. CMRC will work for design and implementation of all community mobilization and participation activities (CMP), implementation of gender equality and social inclusion (GESI) action plan, capacity building of DJB/ DWSIIP and other stakeholders as detailed below:

- (i) design and implement community awareness and public participation activities on DWSIIP works;

- (ii) create awareness on the project and urban management issues like water conservation and water metering, solid waste management, waste water management etc.;
- (iii) motivate and facilitate the end users in accessing connections, metering and to pay the user charges applicable;
- (iv) coordinate with elected representatives, NGOs and community to facilitate project implementation and sustainability;
- (v) conduct baseline surveys for the service delivery, socioeconomic status, vulnerability, consumer connections, urban service level;
- (vi) conduct special campaign for 100% metering and NRW reduction;
- (vii) implement gender equality and social inclusion action plan as per approved GESI; training on GESI activities;
- (viii) training programs and community based programs including poverty alleviation plans as required for the target communities;
- (ix) conduct Health and Hygiene Education program;
- (x) conduct project awareness program (Pre-construction, construction and post construction);
- (xi) design and implementation of extensive media-based awareness programs as per needs of the project;
- (xii) involve the community, ward committees, educational institutes, CBOs and other relevant organizations in awareness campaign;
- (xiii) develop "exit strategy" to be taken over and carried on by others;
- (xiv) conduct awareness and publicity program of DWSIP works; and
- (xv) support the project in preparation and implementation of resettlement plans for affected persons.

B. Baseline Information Collection/ Survey:

- (i) Collect and compiled segregated information on socioeconomic status, vulnerability, geographical areas with concentration of marginalized and poor, available social capital and organizations working among communities in the communities scattered, prepare a community profile for each project city.
- (ii) Conduct census survey for resettlement plan updating and preparation, in coordination with the PMC's social safeguards specialist, PMU's and PIU's safeguards officers.
- (iii) Conduct consultation on project's resettlement plans and framework with identified Aps.
- (iv) Baseline information collection/ survey will include sex disaggregated community profile.
- (v) Survey of female-headed households.
- (vi) Linking of these surveys and other surveys for achievement of DMF requirements of providing BPL households and female-headed households with individual water supply and sewer connections.

C. Implement Community Awareness and Participation plan and Health and Hygiene Education:

- (i) Identify and conduct the stakeholders meeting and stakeholder mapping.
- (ii) Conduct community outreach and awareness building on water supply and sanitation in poor and non-poor communities.

- (iii) Community campaign for women on awareness on Health and Hygiene Education at ward/ community level in each program city.
- (iv) Conduct project awareness program during Pre-construction, construction and post construction.
- (v) Prepare a Health and Hygiene Education (HHE) that includes water and sanitation, public health awareness campaign and activities at various levels (mass level, community, and schools) at all stages of project implementation. Involve the community, ward committees, program's town schools, CBOs and other relevant organizations in the public health education and campaigns.
- (vi) Prepare records (digital & audio visual) of every consultation/ discussions, take actions on recommendations arising from each of the consultations; prepare and disseminate action- taken reports in subsequent meetings.
- (vii) Plan and implement various Information, Education and Communication {IEC} strategies such as use of electronic and print mass media; distribution of leaflets, posters, banners, locally relevant user-friendly audio-visual material and broadcast/telecast on local radio/cable, etc..
- (viii) Train and facilitate ward based health and sanitation groups, particularly in the poor areas with the objective of improving personal health and hygiene, household cleanliness, keeping drinking water safe and clean, use of toilets, washing hands, etc.
- (ix) Organize water connection camp and motivate / support the consumers for 100% connectivity.
- (x) Design and implement extensive community awareness and education programs designed to ensure that community residents become and remain cognizant of project cost, duration, outcomes, progress, goals and objectives and of their responsibilities for construction and maintenance of the new infrastructure.
- (xi) Design and use mass media and city level meetings with the DJB, local authorities and stakeholders to inform potential beneficiaries of the Project, especially women, community leaders, political leaders and NGOs.
- (xii) Develop a sense of community "ownership" of local infrastructure and services, as well as a community cognizance of the importance of maintenance, and the necessity of paying sufficient fees to cover operations and maintenance costs. Help develop management skills, community awareness and operation and maintenance responsibility for the schemes, especially for the slum area improvements.
- (xiii) Promote education for attitude change and awareness in the target communities on solid waste disposal, environmental protection and conservation. Assist communities, as appropriate, to design and implement structures to discharge their responsibilities and to facilitate community inputs into design requirements.
- (xiv) Introduce participatory community-based approaches to the communities in implementation of the project, and further educate them on their roles and responsibilities under such an approach. Help ensure that the targeted communities are in need of improved urban infrastructure and services, water supply and sanitation systems.
- (xv) Promote taking of connections to the water and sewer piping systems, and create a genuine commitment to the appropriate use of improved sewerage systems for disposal of household and industrial wastewater. Help ensure that they are willing to contribute to the construction and management, particularly for water supply and sanitation services.

D. Implement Gender Equality and Social Inclusion (GESI) Action Plan:

- (i) Implement all actions identified in the GESI action plan for the project.
- (ii) In coordination with the PMC, plan and monitor all the project activities including construction for ensuring gender sensitivity and social inclusion as per project designs.
- (iii) Assist the PMU in ensuring participation of women and disadvantaged group members of the relevant committees of any user groups if formed in important stakeholder meetings and decisions during the project implementation.
- (iv) Orient and sensitize the community and the relevant institutions including other stakeholders on gender and social inclusion with respect to the project design, implementation and operation and maintenance services etc.
- (v) Support BPL, female headed families to take individual water and sewerage connections

E. Design and Implementation of Training Programs:

- (i) Design training programs as required, for the target communities, DJB staff/ local SHG group/ local CBOs/ NGOs/ enumerators/ community workers. Such activities will be thoroughly documented (Hard, digitized copy and audio visual), and a thorough assessment of outcomes to be made.
- (ii) Implement trainings programs and seminars/ workshop to NGOs, community leaders, DJB staff, enumerators /community workers , political leaders, PMU, PIU and contractor's staff (including laborers) on Gender Policy, Safety, Sanitation, Health hygiene, Construction Management System (CMS), O&M of developed infrastructure, Safeguard policy, GESI action plan and any specific aspects of all important development activities. Design and implement specific subprojects training program which meet the needs of local communities.

F. Design and implementation of extensive media-based programs:

10. The CMRC will be responsible to inform and educate policy makers, stakeholders and the general public about the proper and effective use of environmental services (water supply, sanitation, solid waste disposal, etc.) and the need to pay for the costs of providing such services. In addition to the tasks described above, tasks will include:

- (i) Within the approved framework, design a series of centrally administered programs designed to foster community awareness and commitment, taking full advantage of appropriate media.
- (ii) Design and implement an extensive, long-term, media-based program, suitable for city-wide replication, to inform and educate government officials, policy makers and the general public about the need to establish appropriate charges and an enhanced willingness to pay on the part of the consumers for improved level and quality environmental services, particularly for water supply, sanitation and solid waste management.
- (iii) In conjunction with the preceding activity, design and implement an extensive, long-term, media-based program, suitable for State-wide replication, to encourage and promote attitudinal changes. Design and implement periodic "consumer surveys" to assess the impacts of the above programs on the knowledge and attitudes of the government officials, policy makers and general public, and to help identify any

changes in programming that may be required to attain the desired objectives. Media Strategy could be framed as following:

G. Electronic Media

- (i) Television & Radio:
 - (a) Documentary films: Production of documentary films on DWSIIP initiatives in general and in particular on water conservation, sewerage connectivity and reuse of treated waste water initiatives undertaken by CAPC, technical achievements and quality control measures undertaken by DWSIIP. Films could be telecast through regional channel/ Local cable network.
 - (b) Message Spots: ad spots on issues related to civic sense, traffic rules, proper disposal of waste, save water, payment for the improved facilities, operation and maintenance of improved facilities. Medium of production selected should be such which could be displayed on cinema halls during intervals and before starting of commercial films as well as through TV channels.
 - (c) Audio-visual jingles: Prepare audio-visual jingle which clearly displays the mission, vision and activities of DWSIIP.
 - (d) Quiz program through TV: Organize live quiz competitions among government and private school children about works of DWSIIP and proper disposal of solid and liquid waste. This could be telecasted through local channels.
 - (e) Scroll: scroll message through local channel could be displayed on works of DWSIIP issues of social concern. Appeal for operation and maintenance of improved facilities and payment for the improved facilities especially water supply and sewerage connectivity. This could be telecasted through TV channels.
 - (f) Video Documentation of major events and use in publicity: Video documentation of major events organized by DWSIIP and telecast from local channel for wider publicity.
 - (g) Dramas through radio: Broadcast dramas on operation and maintenance of improved systems for sustainability and payment for improved facilities especially for water supply and sewerage connectivity.
 - (h) News coverage of major initiatives: Develop a proper mechanism and coordination in a manner which, facilitate media partners to cover DWSIIP initiatives on a frequent basis.
 - (i) Songs with drama: Produce audio albums to be broadcasted through all mediums of radio.
 - (j) Social media:
 - (k) Social networks: Develop a social network on social sites such as *Facebook*, to connect with other people of similar interests and background, setup groups.

- (l) Social News and Media Sharing: Upload pictures and video of CAPP activities/ message on various media and share it to communicate public.
- (m) Mobile phone
- (n) Bulk SMS: Collect the mobile no. of households and send messages about the DWSIIP works, project outcomes and awareness messages.
- (o) Voice Calls: Send voice calls for DWSIIP works.
- (p) Picture and video message: upload and share various media such as pictures and video as well on Messenger like WhatsApp.
- (q) Media
- (r) Print media newspaper, magazines, booklets, brochures, leaflets, pamphlets appeals, posters, stickers, calendar and advertisements, etc.
- (s) Unconventional media: Postal stationary, events like fairs and festival, cinema vans, shop fronts, media vehicle, stickers putting on tree guards, etc.
- (t) Traditional media: Street plays, puppet shows, dramas, dance, storytelling, song, music, painting, motifs and symbols etc.

H. DEVELOPING AN APPROPRIATE "EXIT STRATEGY" FOR THE CMRC:

11. During the course of the project, CMRC will develop an appropriate exit strategy to help ensure that the initiatives can be taken over and carried on by others after the Project is completed. Tasks will include:

- (i) Identify appropriate agencies and/or NGOs/ CBOs and/or social organizations, etc., who would be willing and able to carry on with the programs that have been developed the project is completed.
- (ii) Develop and maintain a comprehensive resource library of all relevant documents, media materials and training manuals, etc., and hand these over to the PMU or to other agencies as may be otherwise agreed by the PMU, upon completion of the services so that the programs initiated under the CMRC can be replicated by others in the future.
- (iii) Develop an "exit strategy" for smooth handover of the appropriate resources/ resource materials and responsibilities to the identified agencies, and obtain PMU approval for the proposed actions.
- (iv) Assist to PMU and PIUs in development of exit protocol.
- (v) Ensure that the selected agencies are actively involved in the programs for which they will become responsible before completion of the services, and impart, as necessary, appropriate training to personnel from the selected agencies.

12. The consultant will submit their assessment of alternative ways and means of helping ensure the long term benefits of the initiatives taken up under the CMRC, along with a proposed "exit strategy" to the PMU 6 months prior to completion of the services. Following approval of the PMU, the consultant will actively engage the selected agency(s) in the implementation of the program to transfer skills and knowledge, and finalize details of handover arrangements.

a. Scope of Services Resettlement Planning

13. The CMRC will be required to mobilize appropriate specialists, as and when required, to assist the PIU in preparing and implementing the RPs and performing consultation activities as necessary. Key tasks include the identification and survey of all displaced persons (DPs) and the implementation of measures to address temporary impacts resulting from program construction activities.

14. If required, the RPs will be prepared by the resettlement specialist of the PMC, with survey and implementation support from the CMRC. The CMRC will therefore be required to work in close association with the PMC resettlement specialist to ensure smooth implementation of the program.

15. The specific scope of activities includes:

- (i) Organize and execute stakeholder consultation and feedback sessions regarding:
 - (a) The investment program, its components and the anticipated benefits and impacts on the community;
 - (b) The anticipated extent of resettlement, if any, and the level of temporary impacts;
 - (c) The resettlement and rehabilitation policy and the entitlements;
 - (d) Mechanisms and arrangements to assist DPs; and
 - (e) The role of the CMRC in assisting them in availing their entitlements, assistance in proper utilization of the same as well as mechanisms to voice their grievances and concerns.
- (ii) Assist in providing assistance to the DPs during the resettlement and rehabilitation process and to ensure all entitlements are made in a timely manner prior to displacement;
- (iii) Work in close association with the affected community and disseminate information to ensure correct and complete information is available to affected households;
- (iv) Take the lead responsibility in planning and implementing the livelihood activities identified under the RPs;
- (v) Ensure gender equality and safeguard the interests of the poor and marginalized;
- (vi) Issue identity cards and entitlement cards;
- (vii) Conduct revalidation surveys of the DPs (titled and non-titled) experiencing land acquisition and resettlement impacts;
- (viii) Verify and update the inventory of loss;
- (ix) Record details of the extent of land available in the resettlement area (in the cases where resettlement is to be done) for resettling and for allotment of land to the affected households;
- (x) Estimate the monthly earnings of each household and assess the extent of possession of immovable properties;
- (xi) Prepare a list of persons who have lost or are likely to lose their employment or livelihood or who have been or likely to be alienated wholly or substantially from their main sources of trade, business, occupation or vocation consequent to the acquisition of land or the project or involuntary displacement due to any other cause;

- (xii) Ensure that each of the eligible DPs are contacted and consulted, either individually or in groups. It is imperative to carry out consultations with the vulnerable groups which include the following:
 - (a) Those who are BPL;
 - (b) Those who belong to the Scheduled Castes;
 - (c) Those who belong to the Scheduled Tribes;
 - (d) Female headed households;
 - (e) Elderly; and
 - (f) Disabled persons.
- (xiii) Facilitate the process of disbursement of compensation to the DPs, coordinating with the revenue department, informing the DPs of the compensation disbursement process and timeline;
- (xiv) Assist DPs in opening bank accounts explaining the implications, the rules and the obligations of a joint account and how she/he can access the resources she/he is entitled to;
- (xv) In close consultation with the DPs, the CMRC shall inform the Land Acquisition Officer about the shifting dates agreed with the DPs in writing and the arrangements desired by the DPs with respect to their entitlements;
- (xvi) Assist the PIU in ensuring transition (during the part or full relocation of the DPs), helping the DPs to take salvaged materials and shift;
- (xvii) Organize training programs for income restoration;
- (xviii) Assist the PIU in establishing the grievance redress mechanism;
- (xix) Participate in the grievance redressal process;
- (xx) Assist the PIU in keeping detailed records of progress and establish monitoring and reporting systems regarding resettlement;
- (xxi) Maintaining a computerized database of DPs;
- (xxii) Assist the DPs to access and participate in the grievance redress process and also in availing their entitlements and proper utilization of the same;
- (xxiii) Tracking and recording the disbursement of assistances;
- (xxiv) Act as the information source center for community interaction with the investment program and maintain liaison between the community, contractors and project management and implementing units during the execution of the works;
- (xxv) Assist the PIU in carrying out the asset acquisition process and disbursement of entitlements; and
- (xxvi) Assist the PIU in the implementation of the provisions of the resettlement framework relating to temporary impacts.

16. The CMRC will assist the PIU in the following tasks:

- (i) Carry out the asset acquisition process through identification and verification of the eligible DP's;
- (ii) Inform the community about the investment program, of any changes in the technical design, Resettlement & Rehabilitation policy, entitlements, progress of the resettlement plan implementation etc.;
- (iii) Disburse the assistance due to the affected households;
- (iv) Maintain a database of all the transactions related to the disbursements of entitlements and the progress of the same;
- (v) Carry out consultations with the affected community especially the vulnerable section of the affected community; and
- (vi) Provide with suggestions and other supportive services to the PIU as and when required.

b. Staffing Requirements

17. Team composition and qualification requirements for the key experts and any other requirements which will be used for evaluating the key experts.

18. The personnel requirements are estimated in Table-1. The basic requirements are shown in **Table A7.2**.

Table A7.2: Personnel Requirements for CAPC

S. N.	Position	Person	Person Months
1	Team Leader cum Community Development Expert	1	32
2	Deputy Team Leader Team Leader/Social Development Specialist	1	18
3	Communication Expert	1	30
4	Community Development and Resettlement Specialist	2	40
5	Gender Specialist	1	20
6	Training Specialist	1	15
7	Resettlement Coordinator	1	24
8	Monitoring & Evaluation Specialist	1	30
9	Social Development Expert cum Gender executive	2	70
10	Community Relation Executive	3	70
	Total	14	349

Table A7.3: Qualification Requirements for the Key experts

S. No.	Position	Qualification Requirement	Responsibility
1.	Team Leader cum Community Development Expert	<ul style="list-style-type: none"> Graduate degree with post graduate degree in social science or equivalent; Good experience as a team leader or at senior position; and 15 years of total experience in community development activities experience in design and implementation of community based programs in water supply and sewerage projects. 	<ul style="list-style-type: none"> (i) Overall Project Management and Administration of CAPP CMRC Activities (ii) Overall supervision for mobilization of CMRC team personnel in terms of agreed manpower in required time frame. (iii) Co-ordination with Project Management Unit (PMU), Project Implementation Units (PIU), PMC and line agencies. (iv) Design of CAPP CMRC programs and community-level programs (v) Selection and supervision activities of local NGOs as required (vi) Supervision for the CAPP of CMRC activities. (vii) Prepare and submit post facto analysis of implemented CAPP CMRC activities/ safeguard activities.
2	Deputy Team Leader Team Leader/ Social Development Specialist	<ul style="list-style-type: none"> A post-graduate qualification in sociology or a related field, with at least 10 years' experience in resettlement planning and implementation 	<ul style="list-style-type: none"> (i) Coordinate and provide assistance in the implementation of the resettlement plans. She/he will take the lead responsibility in handling all resettlement related issues including safeguards. She/he will also coordinate and assist in conducting of

S. No.	Position	Qualification Requirement	Responsibility
		<p>development projects and programs;</p> <ul style="list-style-type: none"> • Conversant with the India land administration system and land acquisition laws; • Report writing capability and ability to demonstrate personal and accountable work environment; and • Handling externally funded projects will be an added advantage. 	<p>validation surveys during resettlement plan implementation.</p> <p>(ii) Coordination and networking with all the stakeholders in the various sub-projects and providing guidance to all team members.</p> <p>(iii) She/ he, along with the sector specialists, will be responsible for: managing a detailed analytical framework capturing the direct and indirect impact on economic and social indicators related to program investments;</p> <p>(iv) Identification of DPs within the program target groups;</p> <p>(v) Assist in implementation of safeguard measures for identified target groups;</p> <p>(vi) Design and implementation of the strategy relating to the resettlement plan, rapport development with the affected community members;</p> <p>(vii) Assist and guide in implementation of the gender equality and social inclusion action plan;</p> <p>(viii) Continuously monitor the progress of the activities as per the prepared resettlement plan and take appropriate corrective action; and</p> <p>(ix) Submission of all reports and prepare the detailed work plan based on action to be taken at the field level and monitor the progress of the activities undertaken, attend client meetings and workshops as and when required and assist with the determination of all program requirements from time to time.</p>
3	Communication Expert	<ul style="list-style-type: none"> • Graduate degree in Public Relations, Communications, Media Management or related disciplines; • Diploma in design and production of mass media will be preferred; • 10 years' experience in media/ communication/ education work; • Experience in production of mass media in both Hindi and English; and • Experience in IEC designing. 	<p>(i) General management and administration of team activities;</p> <p>(ii) Liaison with PMU and PIU. Preparation of all reports;</p> <p>(iii) Preparation of advertisements/ media campaign/ leaflets for community awareness;</p> <p>(iv) Preparation of video clippings and documentaries for community awareness/ audio visual and print media advertisement;</p> <p>(v) Conceptualization, drafting, framing workshops/ rallies/ nukkar natak/ talk shows etc, for public awareness;</p> <p>(vi) Conceptualization, drafting, framing of community-level programs; and</p>

S. No.	Position	Qualification Requirement	Responsibility
			(vii) Preparation of IEC material gender mainstreaming and equality.
4	Community Development and Resettlement Specialist	<p>A post-graduate qualification in sociology or a related field with at least 7 years' experience in:</p> <ul style="list-style-type: none"> • Public participation and community development techniques; • Community mobilization, especially on social and environment safeguards, sanitation, gender, HIV/AIDS etc.; • Livelihood and social development work, especially in the field of infrastructure; • Working on programs for the poor and disadvantages groups, especially in externally funded projects; • Implementation of resettlement and rehabilitation plans in urban infrastructure projects; • Conducting training and capacity building programs; and • Fluency in Hindi and good writing skill in English is desirable. 	<p>(i) Develop and strengthen social networks and use them as agents of change on issues related to resettlement plan implementation;</p> <p>(ii) Needs analysis for specific communities for DWSIIP;</p> <p>(iii) Participate in capacity building workshops/ activities focused on participatory action planning;</p> <p>(iv) Assist the team leader in the implementation of the resettlement plans at community level;</p> <p>(v) Conduct frequent site visits and interact with community members;</p> <p>(vi) Assist in updating the resettlement plans in close coordination with the PIU and PMC;</p> <p>(vii) Distribute identification cards to DPs;</p> <p>(viii) Conduct consultations with the stakeholders and DPs and provide inputs from these consultations to the PIU and PMC for incorporating changes (if any) in the resettlement plans;</p> <p>(ix) Ensure compensation, rehabilitation, and income restoration measures, are done prior to construction in relevant sections and as per the RPs;</p> <p>(x) Facilitate the PIU in responding to any public grievances and assist the PIU in maintaining a database of the grievances;</p> <p>(xi) Submit monthly reports on resettlement plan implementation;</p> <p>(xii) Assist in conducting validation surveys;</p> <p>(xiii) Assist in the implementation of Gender Equality and Social Inclusion action plan.</p> <p>(xiv) Liaison with local NGOs;</p> <p>(xv) Establish baseline and maintain a consumer database;</p> <p>(xvi) Analysis of baseline survey, house hold survey for community based future planning for optimum utilization of infrastructure facilities;</p> <p>(xvii) Prepare and assist in establishment of baseline and maintain a consumer</p>

S. No.	Position	Qualification Requirement	Responsibility
			<p>database disaggregated by sex, ethnicity, poverty and vulnerability levels; and</p> <p>(xviii) Collection of information relative to needs of monitoring and evaluation system.</p>
5	Gender Specialist	<ul style="list-style-type: none"> • Graduate degree in social science; • Post Graduate degree in social science and gender focus diploma will be preferred; • 8 years of experience in community mobilization and Social development works; and • Experience in implementation of gender action plan. 	<ul style="list-style-type: none"> (i) Implementation of gender action plan and monitoring and evaluation gender equality capturing result; (ii) Conceptualization, drafting, framing and conduct training program for women ward councilors and staff to include: relevant aspects of project preparation, appraisal, financing, supervision, monitoring and evaluation to develop effective and gender-inclusive management of water supply and sanitation schemes; (iii) Conduct training workshops on gender-responsive urban management for all officials and elected representative and Gender awareness training workshops; (iv) Ensure effective participation of women councilors local bodies so that gender issues are adequately discussed so that; (v) Gender policy approved and adopted by LSGD, and gender action plan approved and adopted by each participating MB; and (vi) Ensure that health and welfare schemes targeting BPL/ FHH benefit the intended beneficiaries.
5	F. Training Specialist	<ul style="list-style-type: none"> • Graduate degree; • MBA HRD or Masters in Social Science will e preferred; • 8 years' experience in health and hygiene education and community development work; • Experience in design and implementation of trainings programs & seminars/ workshops for capacity building of urban local bodies; and • Experience in linking of public with health and social 	<ul style="list-style-type: none"> (i) Prepare training manuals and modules and monitoring of the training programs and their effectiveness; (ii) Conceptualization, Drafting, Framing and Conduct training needs analysis for Community Liaison Officers and Identify training requirements & develop a comprehensive training plan to meet identified needs; (iii) Conceptualization, drafting, framing and implementation of competency- based / gender -based, training programs, seminars workshops & community awareness & participation program trainings for NGOs, community, leaders, local authorities, government staff and

S. No.	Position	Qualification Requirement	Responsibility
		welfare schemes.	<p>political leaders as well as for PMU, PIU & PMC staff;</p> <p>(iv) Assist to gender specialist in conducting training workshops on gender-responsive urban management for all officials and elected representative; and</p> <p>(v) Conducting effective hygiene education campaigns in the target communities and conduct a range of community orientation seminars on project-related issues such as procedures for water and sewerage connections, and tariffs;</p>
6	Resettlement Coordinator	<p>A post-graduate qualification in sociology or a related field with at least 3 to 5 years' experience in:</p> <ul style="list-style-type: none"> • Public participation and community development techniques; • Community mobilization, especially on social and environment safeguards, sanitation, gender, HIV/AIDS etc.; • Livelihood and social development work, especially in the field of infrastructure; • Working on programs for the poor and disadvantaged groups, especially in externally funded projects; • Handling of emergencies through a networking approach. • Implementation of resettlement and rehabilitation plans in urban infrastructure projects; • Conducting training and capacity building programs; and • Fluency in Hindi and good writing skill in English is desirable. 	<p>The coordinator will be hired from local population and will assist the team leader and community development and participation specialist in the implementation and coordination of activities including;</p> <p>(i) assessment of DPs or property;</p> <p>(ii) collection of primary and secondary information;</p> <p>(iii) regular coordination with the PIU and PMC officials and experts, district administration for technical support and guidance required at field level;</p> <p>(iv) keep track of the day to day progress and provide overall support to the project team;</p> <p>(v) ensuring that the standards are met during resettlement plan implementation;</p> <p>(vi) coordinate with community workers for the timely completion of the assigned tasks within the stipulated time frame; and</p> <p>(vii) preparation of regular progress reports and take appropriate corrective action.</p>
7	Monitoring & Evaluation Specialist	<ul style="list-style-type: none"> • Graduate degree in social science; and • 8 years of experience in surveys, making indicators, 	<p>(i) Feedback survey executed awareness activities/ Training program/ GECl action plan and its monitoring & evaluation</p> <p>(ii) Ensure achievement of targets of the</p>

S. No.	Position	Qualification Requirement	Responsibility
		evaluation of benefits	<p>project and prepare work plans accordingly.</p> <p>(iii) Develop performance milestones for community-based programs and</p> <p>(iv) Organize surveys for data collection and analysis of investigation results</p> <p>(v) Aggregate, analyze data elicited from city-based programs and assess efficacy of programs.</p> <p>(vi) Train appropriate staff in collection, analysis and utilization of Monitoring information</p> <p>(vii) Design and implement computer-based monitoring and evaluation system to assess quality and outcomes of city-based programs</p> <p>(viii) Familiarize community leadership with monitoring and evaluation system.</p> <p>(viii) Prepare monitoring and evaluation reports for submission to PMU.</p>
8	Social Development Expert cum Gender Specialist	<ul style="list-style-type: none"> • Graduate Degree in social sciences or related field; • 10 year experiences in design and implementation of community based programs; and • Experience in implementation of gender action plan 	<p>(i) Responsible for implementation of community program in field</p> <p>(ii) Conduct training program at city level</p> <p>(iii) Public Consultation and effective participation of women councilors local bodies.</p> <p>(iv) Support in implementation of RPs, meetings with APs</p> <p>(v) Support in establishing grievance redressal mechanism at city level</p> <p>(vi) Awareness and health and welfare schemes targeting BPL/FHH with specific focus on women/children.</p> <p>(vii) Utilize strategies to create a women-friendly work environment and increase the proportion of women in PMU/PIU and contractor offices</p> <p>(viii) Conduct training programs, seminars workshops & Community Awareness & Participation Program</p> <p>(ix) Awareness campaign in water supply and sewerage connections, NRW reduction, contract works, O&M services at city level</p> <p>(x) Conduct a community orientation seminars / workshops/ consultation on project-related issues such as procedures for water and sewerage connections, and tariffs; public meetings and women-only FGDs with women leaders, RWAs, women's SHGs</p>

S. No.	Position	Qualification Requirement	Responsibility
			<p>and other community-based groups on issues such as: water, sanitation and health, personal/female hygiene, social safety, women's access to property rights.</p> <p>(xi) Prepare the Monthly & Periodic progress report</p> <p>(xii) Needs analysis for specific communities & cities and design and implementation of city-specific programs</p>
9	Community Relation Executive	<ul style="list-style-type: none"> • A graduate in social science with at least 3-5 years' experience in organizing community level meetings; • Social mobilization on health and hygiene, environment and sanitation, gender, and HIV/AIDS; • Understanding of health hygiene and gender issues; • Implementation of development projects/programs for the community in urban localities; • Conducting census surveys for development projects; and • Fluency in Hindi is desirable and a working knowledge of English will be an added advantage. 	<p>The Community Relation Executives will assist in the implementation of responsibilities including:</p> <p>(i) organizing community level meetings/consultations and ensure their participation and cooperation in resettlement plan implementation and community empowerment;</p> <p>(ii) social mobilization on water, health and hygiene etc.;</p> <p>(iii) environment and sanitation, gender issues, HIV/AIDS;</p> <p>(iv) maintain appropriate rapport with community and local authorities to steer the social mobilization;</p> <p>(v) encourage the participation of women as per the Gender Equality and Social Inclusion Action Plan;</p> <p>(vi) assist the community and the PIU in addressing grievance and redress related issues;</p> <p>(vii) ensure that the genuinely DPs get the timely compensation due under the resettlement plans</p>

c. Time Frame

18. Consultancy contract will initially be made for 42 months, which can be extended further on mutual acceptance at the same terms and conditions for 24 more months.

d. Reporting Requirements and Time Schedule for Deliverables

19. As a minimum, following are the deliverables:

- (i) Inception Report in 30 days time of mobilization of consultant containing approach, methodology, work plan and staffing schedule for the project activities and schedule for deliverables etc. in hard and one soft copies. This would be in consultation with the PMC and PMU/ PIU;
- (ii) The initial consumer survey will be conducted within three months of inception of the Services to establish a base line of consumer knowledge and attitudes, and

subsequent surveys will be conducted at the approximately 6 month intervals to assess any changes which have taken place;

- (iii) Monthly, quarterly progress reports; semiannual/ biannual environmental and resettlement plan implementation reports in hard and soft copies; and
- (iv) Any other reports as required by DWSIIP.

e. Client's Input and Counterpart Personnel

- (i) Services, facilities and property to be made available to the consultant by the Client: Office accommodation with power and water supply facility.
- (ii) Professional and support counterpart personnel may be assigned by the client to the consultant's team: Client will not provide any staff from DWSIIP to work as part of CAPP-CMRC team. However counterpart staff will be available in PMU and PIU to interact and support their activities.
- (iii) Client will provide the following inputs, project data and reports to facilitate preparation of the proposals:
 - (a) Data, reports etc. as available with the government; and
 - (b) PPTA report prepared by PPTA consultant engaged by ADB.