

Land Acquisition and Resettlement Due Diligence Report

Document Stage: Draft for consultation
Project number: 42229-016
May 2018

BHU: Secondary Towns Urban Development Project -Trashigang

Trashigang water distribution network improvement Project
(Contract Package-TW/WS/002); and

Rangjung intake and Water Treatment Plant rehabilitation Project
(Contract Package-TW/WS/003)

Prepared by the Department of Urban Development and Engineering Services, Ministry of Works & Human Settlement, Royal Government of Bhutan for the Asian Development Bank. The views expressed herein do not necessarily represent those of the ADB's Board of Directors, Management, or staff, and may be preliminary in nature.

CURRENCY EQUIVALENTS

as of 8 May 2018

Currency unit	–	Ngultrum (Nu)
Nu1.00	=	\$0.015
\$1.00	=	Nu67.147

ABBREVIATIONS

ADB	=	Asian Development Bank
BHU	=	Bhutan
BOD	=	biological oxygen demand
BTN	=	Bhutanese ngultrum
CWR	=	clear water reservoir
DDR	=	due diligence report
DES	=	Department of Engineering Services
DMSC	=	design monitoring supervision consultant
FGD	=	focus group discussion
FYP	=	five-year plan
GRM	=	grievance redress mechanism
LAGC	=	Local Area Grievance Committee
LAP	=	local area plan
LARC	=	Land Acquisition and Resettlement Committee
ME	=	municipal engineer
MOF	=	Ministry of Finance
MOWHS	=	Ministry of Works and Human Settlement
MRT	=	main reservoir tank
NEC	=	National Environment Commission
NPPF	=	National Pension and Provident Fund
PAPs	=	project-affected persons
PAVA	=	property assessment and valuation agency
PIU	=	project implementation unit
PMU	=	project management unit
PPTA	=	project preparatory technical assistance
RCC	=	reinforced cement concrete
RGoB	=	Royal Government of Bhutan
ROW	=	right of way
RSF	=	rapid sand filter
SSF	=	slow sand filter
STP	=	sewage treatment plant
STUDP	=	Secondary Towns Urban Development Project
VTI	=	vocational training institute
WSD	=	Water and Sanitation Division
WTP	=	water treatment plant
WWTP	=	waste water treatment plant
YDF	=	youth development fund

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I. INTRODUCTION AND PROJECT BACKGROUND

1. Under the Secondary Towns Urban Development Project (STUDP) the ADB will provide a \$10 million loan to the Royal Government of Bhutan for developing urban infrastructure in three secondary towns of Bhutan-Sarpang (Shechamthang), Samdrup Jongkhar (including Dewathang) and Trashigang (including Rangjung). The government will supplement the loan with \$2 million contribution. STUDP will develop a total of 7 subprojects in the three towns. The subprojects include water supply, sewerage network, transport (urban roads), storm water drainage. The provision of adequate, reliable and safe water and sewerage systems an improved roads and drainage infrastructure will lead to substantial environmental improvements, including health benefits to the target population.

2. The project is designed to achieve balanced and environmentally sustainable urban development in the identified priority towns (Sarpang, Trashigang and Samdrup Jongkhar) by harnessing mixed-development approaches that integrate the natural terrain and resources in urban planning, design, and construction. The outcome of the project will be increased quality, reliability, and sustainability of urban infrastructure. This report undertakes due diligence to assess the impact of proposed sub-projects on land acquisition and resettlement for proposed subprojects in Trashigang thromde (Trashigang and Rangjung).

3. The Ministry of Works and Human Settlements (MOWHS) acting through its' Water and Sanitation Division (WSD) in the Department of Engineering Services will be the executing agency. A program management unit, established in the WSD, MOWHS, will be responsible for planning, implementation, monitoring and supervision, and coordination of all activities under the project. The project implementing unit established under the Trashigang dzongkhag, which will be the implementing agency and will be responsible for the daily coordination and execution of the project.

II. SCOPE OF THIS REPORT

4. This land acquisition and resettlement due diligence report (DDR) is prepared for assessing the land acquisition and resettlement impacts of sub-projects in Trashigang and Rangjung (part of Trashigang urban area). There are two water supply packages which will be funded under STUDP in this urban area: (i) 1 in Trashigang; (ii) and 1 in Rangjung.

- (i) Package 1 (Trashigang Water Supply) covers improvement of the distribution system by laying new pipelines, and rehabilitation, replacement and realignment of existing distribution mains –all with total length about 14 kilometers (km), construction of 200 cubic meters (m³) reinforced cement concrete (RCC) reservoir, construction of two RCC Break Pressure Tanks (BPTs)- 10 m³ and 5 m³ and reconstruction of V-shaped drain.
- (ii) Package 2 (Rangjung Water Supply) includes construction of a permanent RCC intake at the current location, construction of grit chamber near intake, replacement of transmission main at critical locations (galvanized iron pipes of 75mm diameter with flanged joints), construction of 8 BPTs of which 6 are in existing old BPT locations,¹ augmenting the capacity of the exiting Water

¹ The existing BPT sites were donated by 6 landowners >12 years ago to the Trashigang Dzongkhag. The existing BPTs are proposed for rehabilitation. Details of the land donation are being collected and will be appended to the updated DDR.

treatment plant to 1 million litres per day [MLD]); construction of 2000 m³ RCC clear water reservoir and installation of water meters for 8 households and 5 institutions.

5. A due diligence process was conducted to examine land acquisition and resettlement issues in detail, in line with the (ADB's Safeguard Policy Statement, 2009). The due diligence review revealed that all subproject components lie within public lands or are aligned along existing road right of ways, except 2.5 km of existing water main line and 6 break pressure tanks (BPT) in the Rangjung water supply project (which need rehabilitation) which are on lands donated by 46 persons for the existing water supply scheme constructed over 10 years ago. Crop loss during rehabilitation is not anticipated as the government will ensure that works are undertaken in the non-cropping season. No physical or economic displacement is anticipated.² The rehabilitation of this pipe stretch is likely to result in crop losses for the agricultural land owners. The due diligence for the Trashigang water supply project is based on detailed designs, while that of the Rangjung water supply project is based on the Feasibility study of the subproject.

6. During detailed design and project implementation, the project implementation unit (PIU) in-charge (dzongkhag administration, Trashigang), will be required to undertake a review of this due diligence report, prepare a confirmation letter or report documenting any modifications for the subprojects, prepare social safeguards documents as required and submit to the Project Manager in the program management unit (PMU) and ADB for review. A 'no objection' confirmation is required from ADB prior to the start of construction. The PMU and PIU must update the DDR and get ADB approval for same prior to bidding out the works.

III. OVERVIEW OF TRASHIGANG AND RANGJUNG

7. Trashigang town is the largest urban centre in interior eastern Bhutan with a population of 2,383 according to the 2005 census, but which may increase to 3,000-4,000 during the daytime due to transient visitors. It is also the administrative centre of Trashigang dzongkhag (district) which is the largest and formerly most populous dzongkhag in the country. Trashigang town is about 550 km east of Thimphu city along the East-West Highway and about 179 km north of SamdrupJongkhar city, the main gateway to eastern Bhutan. The Trashigang dzongkhag borders with the Indian State of Arunachal Pradesh to the east, Mongar to the west, Pemagatshel to the south and Trashiyangtse to the north.

8. Trashigang town, besides serving as the economic and service centre for the hinterland within Trashigang dzongkhag, is also an important transit hub for the adjoining dzongkhags of Trashiyangtse and Mongar. Geographically, the town is not centrally located in relation to the other Gewogs primarily because much of the dzongkhag has a very rugged landscape with steep terrain and deep ravines. The town's proximity to the East-West Highway and the National Highway No. 2 places it in an economically strategic location. Important tracks still connect the town with the adjoining villages. The district comprises of satellite towns of Trashigang are Rangjung (17.0 km to the north-east) and Kanglung (23.0 km to the south-west). Rangjung and Trashigang fall within the same municipal administrative area under the Trashigang dzongkhag administration and are administered as one urban unit. This report covers both Trashigang and Rangjung.

² Subproject design is not yet available.

A. Physical Features

9. Trashigang town is perched on tight ravine several hundred feet from the Dangme River. The terrain is west facing and predominantly steep averaging 20-30% slope and going as high as 70%. A spur divides the commercial area from the residential and institutional areas. Further downhill from the existing town and sitting atop yet another spur lies the Trashigang dzong. Within the core commercial area, whatever marginally developable area is available has already been built up. Most site development involves the construction of huge retaining walls to stabilize the slope.

10. There are predominantly two natural drainage channels within the township. A perennial stream, the Methaydrangchu, runs through the centre of the town and drains the commercial area and the dzong area. Another drain runs through the veterinary hospital compound serving the extended municipal area of Melphey and the predominantly residential area. These two drains run east- west and eventually empty into the Dangme River.

11. Rangjung town is located 17.0 km east of Trashigang on the way to Radhi and Phomgmey. The town developed predominantly in the form of shops/residential accommodation on both sides of the road. It is located at the bottom of the valley of the Gamri Chhu at an altitude of 1,130 masl and is a relatively flat, spacious, well drained plateau located at the point of convergence of six Gewogs. The estimated population of Rangjung town in 2005 was 633 including residents,³ the Rangjung High School and the Mini-Hydel power scheme.

12. The town is bordered by the Gamri Chhu to the west and the Kharti Stream to the south. Landslides occur regularly up and down the Gamri Chhu and in the upper reaches of the Kharti Stream. However, the steep slopes bordering the plateau are relatively stable with an extensive amount of foliage and the town area is not considered at high risk of landslides.

13. Originally the area immediately surrounding Rangjung was rural wetland used predominately for rice cultivation, but this was largely stopped due to the poor water quality in the Chongdi River. Farming of maize and vegetables continued but considerably less intensive than earlier. Instead the area was developed with commercial activities catering to the High School and farmers and residents from neighbouring Gewogs who come to Rangjung for essential supplies. In terms of physical development, shops and residential development emerged in an unplanned and haphazard manner to meet the growing demands of a developing service economy.

B. Economic Opportunities and Challenges

14. Trashigang town is the largest urban centre in interior eastern Bhutan. It is also the administrative centre of Trashigang dzongkhag. As the administrative centre of the largest dzongkhag in eastern Bhutan, Trashigang town has the potential to become the commercial, financial and economic hub apart from its status as an administrative hub. The only domestic airport in the eastern part of the country is located at Yongphula at about 20 km from the town centre. The airport became functional in October 2017, opening this far flung part of the country to commercial and tourism opportunities. This has the potential to increase tourism to take opportunity of the many cultural and religious attractions in the dzongkhag together with its many natural reserves with rich and varied flora and fauna and endangered species.

³ Population and housing census of Bhutan 2005.

15. Agriculture and livestock rearing are currently the main source of livelihood in the Trashigang town. Maize, soya beans and beans are the major crops grown and horticultural products such as potatoes, radish, asparagus, cabbage and chillies have potential to be cultivated on a commercial scale. The ongoing road connectivity program will connect all gewog farm and feeder roads which will enable farmers' access to markets. In addition, the widening of the Trashigang and SamdrupJongkhar highway is ongoing and once completed the travel time on this important highway will be reduced significantly.

16. Some of the challenges faced by the dzongkhag include rural-urban migration. The Population and Housing Census of Bhutan 2005 reports that Trashigang dzongkhag had the highest migration loss of 16,697 persons.⁴ This has resulted in agricultural land being kept fallow due to farm labour shortages and land fragmentation leading to low agricultural productivity. Other challenges faced by the dzongkhag include human wildlife conflict and water shortages for both drinking and irrigation purposes. The steep slopes and geological situation in Trashigang town are also significant constraints to the growth of the town.

17. Some key strategies that the dzongkhag will focus on are:⁵ (i) development of Kanglung as a Regional Hub – to address rural-urban migration and create opportunities for people living in the region; (ii) provision of a satisfactory water supply system; (iii) development of Kanglung as educational hub;⁶ (iv) enhancing agricultural and livestock production; (v) development of small and medium industries based on agro-processing, tourism and hospitality services; and (vi) tourism development, which presents opportunities due to the opening up of the Yongphula airport.

18. Rangjung's local economy is predominantly agricultural and Rangjung has developed into a service centre for a large agricultural hinterland. It is likely that development of the town's infrastructure to improve its capacity would prove beneficial for the agricultural communities in the surrounding Gewogs (blocks) as well as the town itself.

19. Rangjung is also an educational service centre with one of the largest primary day schools in Eastern Bhutan and a High School which is an important sub-district centre of secondary education for Trashigang town, Merak, Sakten, Shongpu, Radhi, Bidung and Phongmey Gewogs. Rangjung also has a health service centre- the Rangjung Grade - 1 Basic Health Unit which is a key referral centre in the eight surrounding Gewogs.

20. Other significant establishments in Rangjung are the WoeseICholing Monastery which sits on a hilltop overlooking the town from the north and the Rangjung Mini-Hydel scheme which produces 2.2 MW of electricity supplying Rangjung, Trashigang and Trashiyangtse.

C. Demographics

21. The overall demographics of Trashigang town consist of 1,276 (53.55%) males and female 1,107 (46.45%) females. Literacy rates are higher for males than females at 84.58% compared with 67.83%.

⁴ The results of the 2017 census are being processed and are expected to be released around May 2018.

⁵ Royal Government of Bhutan. *Eleventh Five Year Plan (2013-2018)*. Thimphu

⁶ Kanglung is home to the Sherubtse college, which is a regional technical hub.

Table 1: Demographic Information

Category			Total
Gender	Male	1,276 (53.55%)	2,383 (100%)
	Female	1,107 (46.45%)	
Education			
Male	Literate	955 (84.58%)	1,596
Female		641 (67.83%)	
Male	Illiterate	174 (15.42%)	478
Female		304 (32.17%)	

Source: Poverty and Social Analysis conducted under Project Preparatory Technical Assistance (2015) -TA8551

22. Rangjung town consist of 351 (55.45%) males and 282 (44.55%) females. Literacy rates are higher amongst males than females at 73% compared with 60.32%.

Table 2: Demographic information

Category			Total
Gender	Male	351 (55.45%)	633 (100%)
	Female	282 (44.55%)	
Education			
Male	Literate	235 (73%)	384
Female		149 (60.32%)	
Male	Illiterate	87 (27%)	185
Female		98 (39.68%)	

Source: Poverty and Social Analysis conducted under Project Preparatory Technical Assistance (2015) - TA 8551

D. Education and housing profile

23. Trashigang The dzongkhag has one college (Sherubtse) and two institutes (National Institute of Disabled and Rangjung Institute of Applied Science (RIEE) Rangjung). There are also five middle secondary schools (MSS), 4 higher secondary schools (HSS), 10 lower secondary schools (LSS), 41 primary schools, 92 non-formal education (NFE), 9 extended class room (ECR) and 30 monastic schools in the dzongkhag.

24. There are three hospitals; Trashigang hospital, Risherbu hospital and Rangjung hospital, 19 basic health units (BHU), 54 outreach clinics (ORC) and four traditional medical units.

25. The sample households surveyed in Trashigang comprise 46.81% males and 53.19% females. Households have an average size of 4.15 members (Table 3).

Table 3: Distribution of Sample Households of Trashigang

Indicators	No.	%
Number of sample households	34	
Number of total persons in household	141	
Of which, # of female members	75	53.19
Of which, # of male members	66	46.81
Average # of persons in household	4.15	

Source: Poverty and Social Analysis conducted under Project Preparatory Technical Assistance (2015) – TA8551

26. In terms of the residency profile of the sample households, 76.48% has been living in the area for more than 10 years, 11.76% between 1-5 years and 11.76% between 6-10 years while none for less than one year. On average the residence of the sample households or shops is about 3-4 meter away from an existing road and 0.5 km from a school and a public health centre. In terms of physical characteristics of their houses, all are made of sturdy materials (concrete wall) with galvanized iron roofing materials. Only about 26.47% reported owning the house, while 73.53% are tenants. See Table 4 below for details.

Table 4: Status of Residency of Sample Households in Trashigang

Status of Residence	Frequency	%
<i>Length of Stay in place</i>		
Less than 1 year		
1-5 years	4	11.76
6-10 years	4	11.76
Over 10 years	26	76.48
Total	34	100
<i>Physical characteristic of house</i>		
Average distance from nearest facility (Km)		
Road	0.0 km	
Market	0.0 km	
School	0.5 km	
Health centre	0.5 km	
No. of HH by house type		
Stone and wood all		
Concrete wall	34	100
Total		100
No. of HH by roof type		
GI/Aluminium/other metal	34	100
Others (cement)		
No. of HH by tenure status		
House owner with title	9	26.47
Tenant (leased/rented)	25	73.53
Total	34	100
No. of HH by utility connection		
Water	34	100
Electricity	34	100
Phone (mobile)	34	100

Source: Poverty and Social Analysis conducted under Project Preparatory Technical Assistance (2015)-TA 8551

27. There is one Middle Secondary School (MSS), one High School and one VTI. There is one BHU Grade 1 located about 1.0 km away from Rangjung town.

28. Of the total members of the sample households in Rangjung under Trashigang, 53.2% are males while 46.8% are females. Households have an average size of 3.95 members (Table 5).

Table 5: Distribution of Sample Households of Rangjung under T/gang

Indicators	No.	%
Number of sample households	20	
Number of total persons in household	79	
Of which, # of female members	37	46.8
Of which, # of male members	42	53.2
Average # of persons in household	3.95	

Source: Poverty and Social Analysis conducted under Project Preparatory Technical Assistance (2015)

29. In terms of the residency profile of the 20 sample households, almost 85% has been living in the area for more than 10 years and 15% between 1-5 years. On average, the residence of the sample households is about 3-5 meters away from an existing road, 0.5 km from a school and 1.0 km from a public health centre (BHU). In terms of the physical characteristics of their houses, all are made of sturdy materials (concrete wall) with the roofing materials mostly of galvanized iron. Only about 30% reported owning the house, while 70% are tenants. See Table 6 below for details.

Table 6: Status of Residency of Sample Households in Rangjung under T/gang

Status of Residence	Frequency	%
<i>Length of Stay in place</i>		
Less than 1 year		
1-5 years	3	15
6-10 years		
Over 10 years	17	85
Total	20	100
<i>Physical characteristic of house</i>		
Average distance from nearest facility (kilometer)		
Road	00 km	
Market	00 km	
School	0.5 km	
Health centre	1.0 km	
No. of household by house type		
Stone and wood all		
Concrete wall	20	100
No. of household by roof type		
GI/Aluminium/other metal	20	100
Others (cement)		
No. of household by tenure status		
House owner with title	6	30
Tenant (leased/rented)	14	70
No. of household by utility connection		
Water	20	100
Electricity	20	100
Phone (mobile)	20	100

Source: Poverty and Social Analysis conducted under Project Preparatory Technical Assistance (2015)

IV. ASSESSMENT OF LEGAL AND POLICY BACKGROUNDS

30. The policy framework for the project is based on the ADB's Safeguards Policy Statement (2009), ADB Operations Manual and the Land Act of Bhutan 2007. Where differences exist

between local law and ADB practices, the policy difference will be resolved in favour of the policy which has the higher standard.

31. The Land Act of Bhutan 2007 states that “in case of land acquired in Thromde, the land owner shall be provided cash compensation. If the land to be acquired is the only plot owned by the landowner in the Thromde, the Government shall consider a substitute land in the same Thromde. If the value of the substitute land is inadequate additional cash compensation shall be provided subject to the value of land.”⁷ Also the subsequent section states that “upon acquisition, if the remaining land parcel is less 10 decimals (almost 1 acre), such land both in Thromde and rural areas shall also be acquired.”

32. Compensation for land acquisition and compensation for crops/ fruits etc. are regulated in the Property Assessment and Valuation Agency (PAVA) document issued by the Ministry of Finance in 2017.

33. ADB's Safeguards Policy Statement is aimed at avoiding involuntary resettlement wherever possible; minimizing involuntary resettlement by exploring project and design alternatives; enhancing, or at least restoring, the livelihoods of all displaced persons⁸ in real terms relative to pre-project levels; and improving the standards of living of the displaced poor and other vulnerable groups.

34. In compliance with ADB's requirements, affected people in a project area could be of three types: (i) persons with formal legal rights to land lost in its entirety or in part; (ii) persons who lost the land they occupy in its entirety or in part who have no formal legal rights to such land, but who have claims to such land that are recognized or recognizable under national laws; and (iii) persons who lost the land they occupy in its entirety or in part who have neither formal legal rights nor recognizable claims to such land. Involuntary resettlement requirements apply to all three types of affected peoples.

35. Comparison between ADB's Safeguards Policy Statement and Bhutan's Land Act of 2007 is tabulated below:

Table 7: Comparison of the Royal Government of Bhutan' Land Act of 2007 and ADB Resettlement Policy

ADB's Involuntary Resettlement Policy	Royal Government of Bhutan's Policy Land Act of 2007	Compliance with ADB's Involuntary Resettlement Policy-Remarks
1. Involuntary resettlement should be avoided whenever feasible.	Involuntary resettlement should be avoided where feasible	▪ No difference
2. Where population displacement is unavoidable, it should be minimized by providing viable livelihood options.	Not mentioned explicitly but followed in practice.	▪ Displacement is not envisaged under the project

⁷ Land Act of Bhutan, 2007, Sections 148 and 150.

⁸ According to clarifications provided in the ADB's Safeguard Requirements SPS Safeguard Requirements No 2 on Involuntary Resettlement, 2009, displaced persons are those who are physically displaced (relocation, loss of residential land, etc.) and/or economically displaced (loss of land, assets, access to assets, income sources, or means of livelihood) as a result of involuntary acquisition of land, or involuntary restrictions on land use, etc.

ADB's Involuntary Resettlement Policy	Royal Government of Bhutan's Policy Land Act of 2007	Compliance with ADB's Involuntary Resettlement Policy-Remarks
3. Conceive and execute involuntary resettlement as part of a development project or programme.	In this Act (section 319), unless the context requires otherwise, the term: Public interest means the needs arising out of socio-economic development and environmental concerns including cultural, environmental, heritage, protection of land degradation, recreational, social and strategic interests as determined by the Government.	<ul style="list-style-type: none"> ▪ Full equivalence
4. People affected should be informed fully and consulted on resettlement and compensation options. This includes informing all displaced persons of their entitlements and resettlement options.	Displaced persons are not provided with information about their entitlements other than the choice of substitute land or cash compensation.	<ul style="list-style-type: none"> ▪ Consultation and information generally carried out with Affected persons though not overtly described in Land Act. ▪ PIUs will engage in engage in meaningful consultation throughout the project
5. The absence of a formal legal title to the land by some affected groups should not be a bar to compensation; particular attention should be paid to households headed by women and other vulnerable groups, such as indigenous peoples and ethnic minorities, and appropriate assistance provided to help them to improve their status.	Not spelled out	<ul style="list-style-type: none"> ▪ Bhutan does not recognize Indigenous people as a separate group. All groups are mainstreamed in the urban society (no discrimination of any kind noted) ▪ Not consistent with ADB policy of providing compensation for non-titled persons ▪ Replacement cost or value of land as prescribed in PAVA 2017 ▪ No land acquisition, involuntary settlement, economic or physical displacement are foreseen under the project.
6. Affected persons should be fully informed/consulted in resettlement and compensation options (meaningful consultation)	There are no provisions pertaining to consultation with affected persons other than permitting them to choose between substitute land or cash compensation. But consultation is carried out in practice.	<ul style="list-style-type: none"> • Both are in compliance in terms of actual practice • No land acquisition, involuntary settlement, economic or physical displacement are foreseen under the project.
7. Affected persons should be compensated for all their losses at replacement cost	Policy states that compensation to be based on PAVA rate and Bhutan	<ul style="list-style-type: none"> • PAVA 2009 rates were much less than the market rates. However, the PAVA

ADB's Involuntary Resettlement Policy	Royal Government of Bhutan's Policy Land Act of 2007	Compliance with ADB's Involuntary Resettlement Policy-Remarks
	Schedule of Rates which are revised from time to time.	rates have been revised lately in 2017- the new rates are much closer to the market rates.
8. Affected persons should be timely compensated	Policy does not mention this but compensation is made before the start of project	<ul style="list-style-type: none"> In practice there is equivalence with SPS
9. Improve the standards of living of the displaced poor and other vulnerable groups, including women to at least national minimum standards	While poor and vulnerable groups are not excluded there are no provisions directly relating to these groups and in particular towards improving the standards of living. It is noted that there is provision for the granting of rehabilitation land to landless households. This however is not in the context of acquisition.	<ul style="list-style-type: none"> The project should require that the standards of living of the displaced poor and vulnerable groups, including women, should be improved to at least national minimum standards and this provision should be incorporated in the project resettlement plans (which will be prepared if any resettlement issues are identified during project implementation)
10. Establish a GRM to receive and facilitate resolution of the affected persons' concerns.	No policy	<ul style="list-style-type: none"> Project GRM will be established and will assist in solving issues pertaining to land acquisition or involuntary resettlement, should such issues arise during project implementation.

ADB = Asian Development Bank, GRM = grievance redress mechanism, PAVA = Property Assessment and Valuation Agency, SPS = Safeguard Policy Statement, PIU = project implementation unit
Source: Asian Development Bank

V. WATER SUPPLY- TRASHIGANG

A. Project Description: Trashigang Water Distribution Network Improvement Project. Contrack package- TW/WS/002

36. Trashigang town enjoys 24 hours water supply, serving 350 building connections which comprises most of the town population. The distribution network which was commissioned in 1989 is not very reliable. Although it is regularly maintained, often there are reports of pipe breaks and leakages. It was reported that the water fixtures such as faucets need frequent replacement due to extremely high pressure in the system.

37. Water is supplied through gravity and tapped from two different sources at Rangsiikhar and Phobla. The water is collected at the intake which also houses the alum dosing chamber, which is located about 2.5 km from the main reservoir tank located at Melphey. While a slow sand filter was constructed a few years back, the system is not functioning well and hence the

water is passed through the old Rapid Sand Filter and finally stored at the main reservoir tank (MRT). Water is chlorinated at the MRT and thereafter distributed to Bazaar Reservoir Tank, Hospital Reservoir Tank, a new Reservoir Tank located near the National Pension and Provident Fund (NPPF) quarters and to the Phomsing area which is on the other side of the valley.

38. The dzongkhag has recently procured Euro-water pressure filter, a compact treatment plant of 2.5 million liters per day (mld) capacities for the Trashigang town water supply. In absence of a pre-treatment facility, the WTP requires frequent maintenance, especially during monsoon when the raw water is extremely turbid. It is reported that the existing rapid sand filter and slow sand filter are not operational and only act as a holding tank.

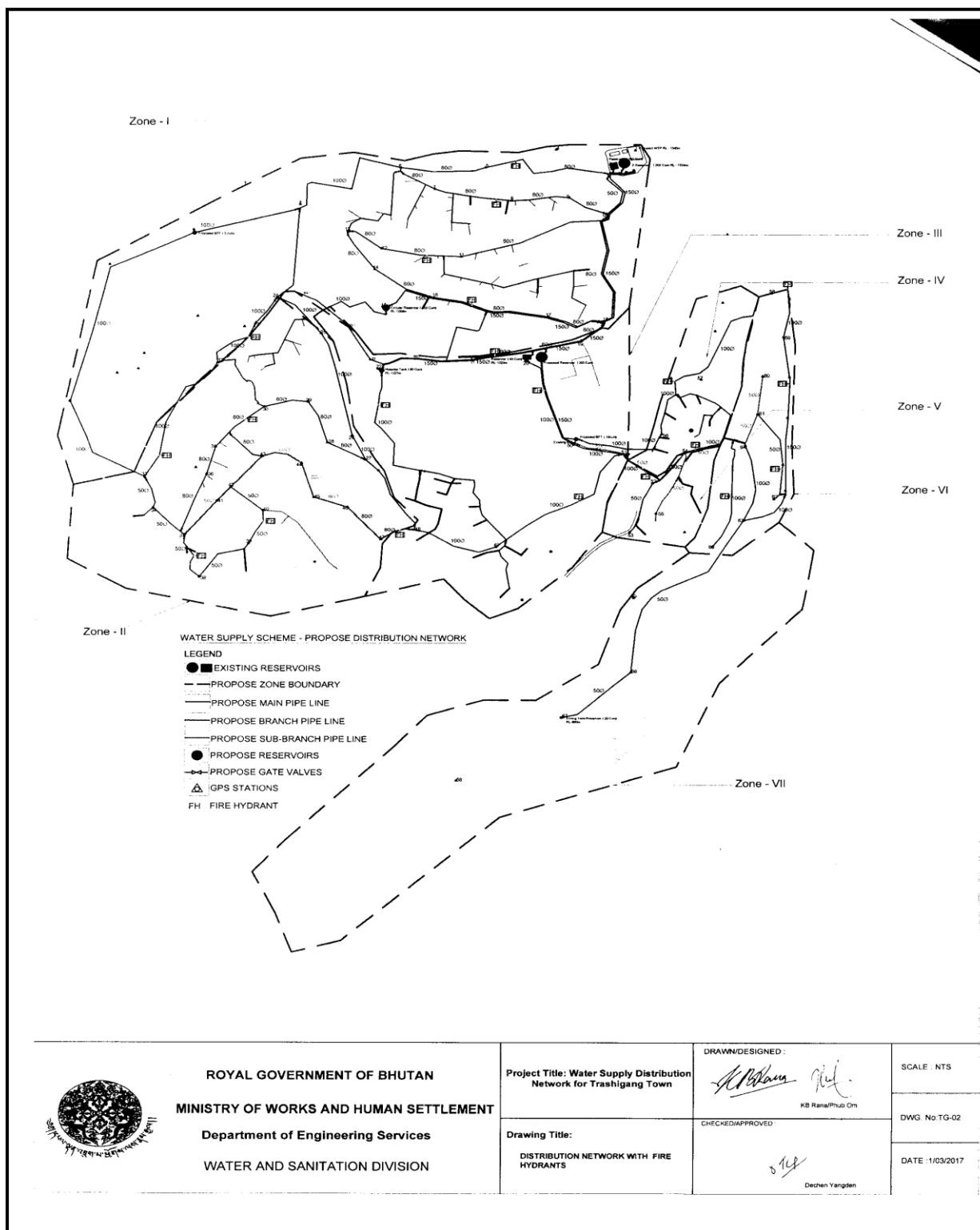
1. Trashigang Water Distribution Network Improvement Project

39. The water distribution network is over 20 years old and not very reliable with frequent leakages. Although it is regularly maintained, often there are reports of pipe breaks and leakages. At the household level, there are numerous plumbing problems due to the high pressure. STUDP will support improving the water supply to the entire town. The following water supply components are the subproject for Trashigang municipality:

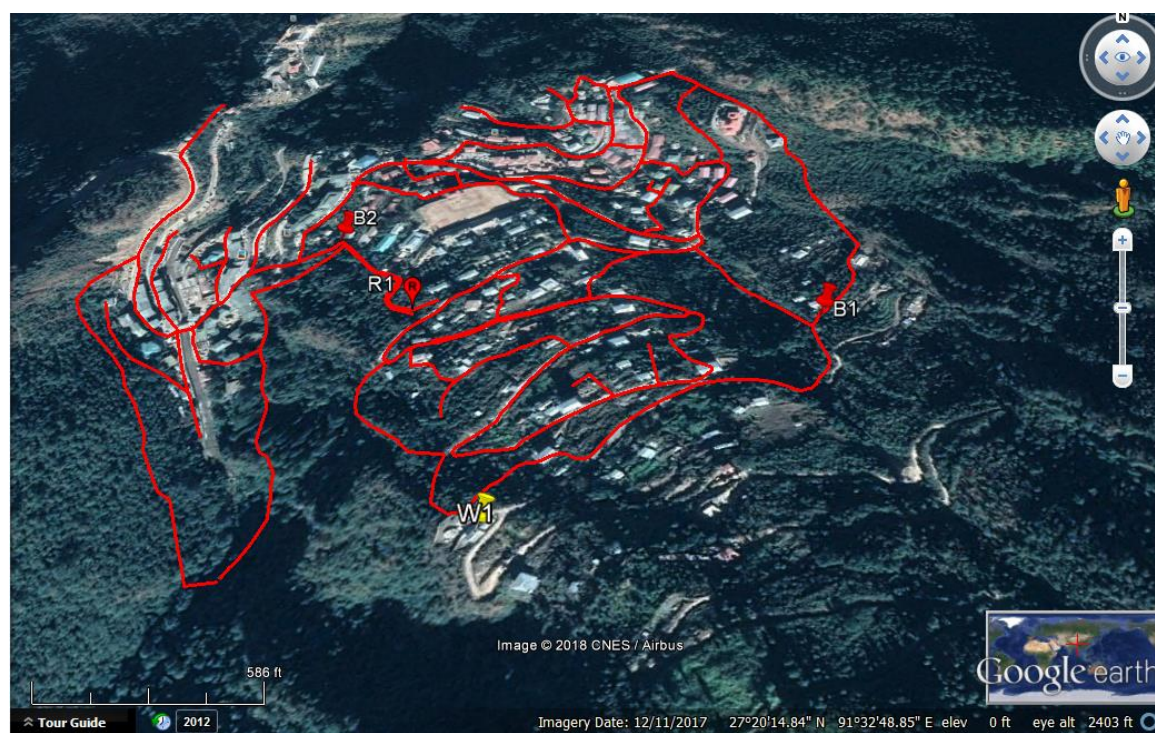
- (i) Improve the distribution system by laying new pipelines, and rehabilitation, replacement and realignment of existing distribution mains— total length about 14 km;⁹
- (ii) Construction of reinforced cement concrete (RCC) reservoir – 200 m³;
- (iii) Construction of RCC Break Pressure Tank - 10 m³;
- (iv) Construction of RCC Break Pressure Tank - 5 m³;
- (v) Re-instatement or re-construction of V-shaped drain; and
- (vi) Providing and fixing domestic water meters and construction of water meter chambers.

40. The following maps show the current sites and pipe alignments:

⁹ The pipe material will be Galvanized Iron due to ease in repair and maintenance.

Figure 1: Trashigang Water Supply Subproject: Layout

Map 1: Location of Trashigang Water Supply Subproject Showing Alignment of Distribution Lines



Source: PMU, STUDP: derived from Google earth.

Map 2: Location of Break Pressure Tank 1 (5 cubic meter capacity)



Source: PMU, STUDP: derived from Google earth.

Map 3: Location of Break Pressure tank 2 (10 cubic meter capacity)



Source: PMU, STUDP: derived from Google earth.

Map 4: 200 Cubic Meter Reservoir



Source: PMU, STUDP: derived from Google earth.

B. Public Consultation

41. The public consultation meeting was conducted on 3 March 2017 with a total of 71 participants (55% female) from the public including consultants present at the meeting. The meeting commenced at 10:00 in the morning. The meeting was attended by 39 female and 32 male participants. The participants were happy to know of the proposed water supply improvements and wholeheartedly supported the project. The details of the discussion are in Appendix 1. The public clearance is in Appendix 2.

C. Awareness and Support of the Proposed Subproject

42. Awareness of the project was created through announcement by the Municipal Engineer and later through public consultation meetings. The dzongkhag administration, the people's representatives and the participants present at the meeting expressed their full support for the project.

D. Land Acquisition and Resettlement

43. The proposed project does not affect any private assets such as land, fruit trees and trees having economical values and, structures. This was confirmed during site visits with the municipal officials and the letter given by the dzongkhag (see Appendix 3). There are no persons that will be affected by physical displacement or loss of structure/ assets. The sub-project will not impact any non-titleholders and no business establishments or livelihoods will be disadvantaged because of the subproject. All sites are free from encumbrances and pipelines will be laid within the road right of ways.

Table 8: Components and Status of Land

Component	Status of Land
(i) Improve the distribution system by laying new pipelines, and rehabilitation, replacement and realignment of existing distribution mains– total length about 11 kilometer (km)	-Mainline within government land -Main branches on government land along the existing road right of ways. Refer to Map 1 and Appendix 3.
(ii) Construction of reinforced cement concrete (RCC) reservoir – 200 cubic meter (m ³)	Government-owned land, refer to Map 4 and Appendix 3
(iii) Construction of RCC Break Pressure Tank - 10 m ³	Government-owned land, refer to Map 3, Appendix 3
(iv) Construction of RCC Break Pressure Tank - 5 m ³	Government-owned land, refer to Map 2, Appendix 3
(v) Re-instatement or re-construction of V-shaped drain	Government-owned land, refer to Appendix 3
(vi) House connections	Individual households (will not have any involuntary resettlement impact)

E. Summary of Social Issues and Concerns

44. A summary of the details on issues and concerns is provided specific to the proposed water supply sub-project. These were taken from public consultations, focus group discussions with women, key informant interviews and responses to structured questionnaires administered to households and other stakeholders (Appendix 4). Table 9 below provides some of the issues raised and recommendations for the subproject.

Table 9: Summary of Social Issues and Recommendations-Trashigang Water Supply

Issues raised	Recommendations
Quality and supply of water are insufficient	Augment water intake structures to improve water collection and intake quantity
Old and leaking distribution pipes and reservoir	Replace old and leaking water pipes to avoid possible contamination.
Capacity of water on reservoir does not meet the population demand.	Build new water treatment plants for supply of potable and safe water supply to residents;

F. Conclusion and Recommendations

45. Overall, the subproject will not have any significant impact on land, persons, structures and fruit trees.

46. The distribution system will serve the area within the municipal boundary. This DDR is prepared based on the detail design was prepared by the MoWHS.

47. No land acquisition or involuntary resettlement impacts are identified at any of the project sites for any of the subproject components as works will be restricted to the existing right-of-way (roads) or government owned land, which are free from encumbrances and are not used for any economic activities (formal or informal).¹⁰ The sub-project will not impact any non-titleholders and no livelihood losses will be incurred. The Trashigang PIU will ensure that there is minimal to no disruption of access and service to residents during the project implementation and that services and access (wherever affected) will be reinstated promptly through adequate consultation with the affected communities. The environmental management plan (which is legally binding for the contractor to implement) will ensure that mitigation measures associated with temporary construction impacts (dust, noise, access restrictions) will be adequately addressed. The EMP incorporates measures like leaving spaces for access between mounds of soil, providing walkways and metal sheets to maintain access across trenches for people and vehicles where required; increased workforce to finish work in areas with impacts on access; timing of works to reduce disruption during business hours; phased construction schedule; and working one segment at a time and one side of the road at a time. It is critical for the works to be completed as per schedule to minimize disturbances to the communities near the project sites.

48. The DDR needs to be updated by the PIU in case of any design changes or site changes, and the updated DDR needs to be approved by the ADB prior to implementation of works. Updated DDR will be verified by ADB and uploaded on ADB website.

VI. WATER SUPPLY- RANGJUNG

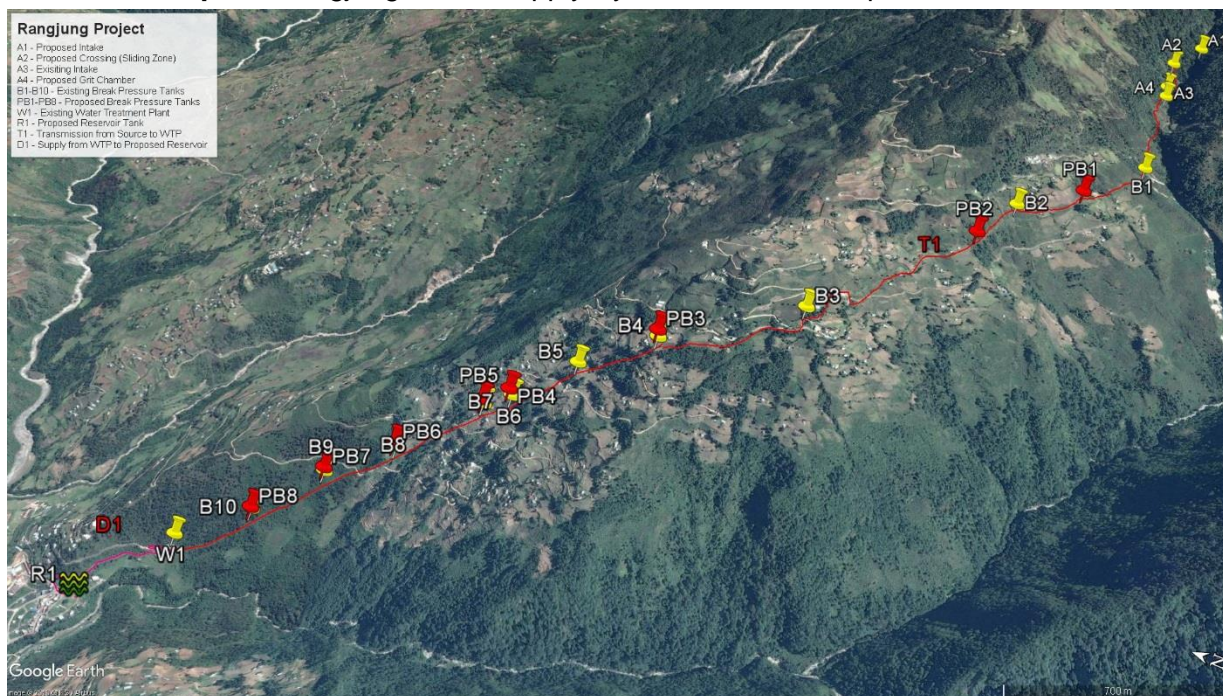
A. Project Description: Rangjung Intake and WTP Rehabilitation Project-contract package TW/WS/003

49. The water supply system was commissioned in 2002, which is a gravity-fed system with the intake located on Thromang stream about 6 km from the town (see photo 2). Water is

¹⁰ No private land or assets will be affected.

conveyed through a 75mm galvanized iron pipeline to a slow sand filter and reservoir tank with a capacity of 132 m³, located above the town.

Map 5: Rangjung Water Supply System with Subcomponent Locations



Source: PMU, STUDP: derived from Google earth

Figure 2: Rangjung Current Intake



Source: Draft final report, TA 8551 (PPTA)

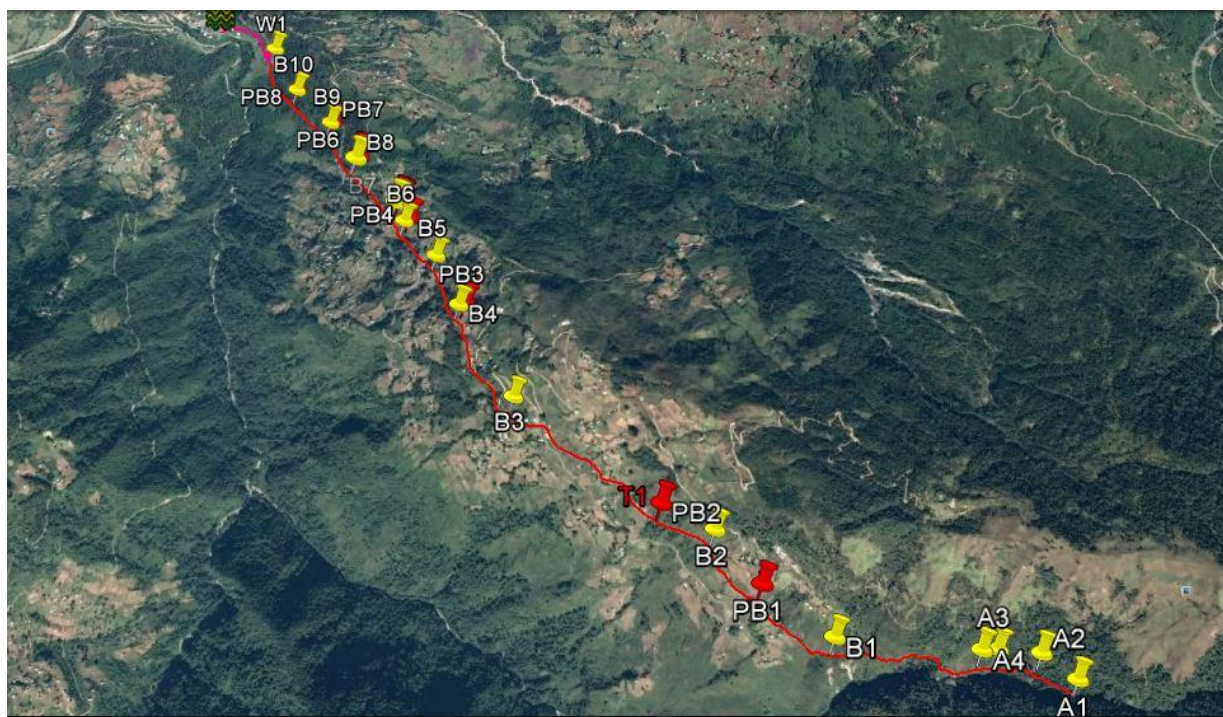
50. While there is no complaint of water quantity for most parts of the year, there are reports of acute shortages during big events such as the Rangjung drupchen (prayer ceremony) which is a week-long event and Tshechu (celebration of birth anniversary of Guru Rimpoche) which is a three-day event. Hence, with the increasing population trend, the old slow sand filtration (SSF) system will not be able to cater to the increased demand. There is no pre-treatment for the SSF and as a result, the filter gets frequently clogged during the monsoon.

51. To augment the water supply system in Rangjung the STUDP subproject will include the following components:

- (i) construction of a permanent RCC intake;¹¹
- (ii) construction of grit chamber with sedimentation near existing collection tank;
- (iii) Laying of transmission main-including rehabilitation in certain sections (150 millimeter [mm] and 100 mm diameter ductile iron pipes);
- (iv) Augmenting capacity of exiting water treatment plant (WTP) to 1 MLD (existing capacity is 0.6 MLD);
- (v) Construction of 8 BPTs (6 are in existing old BPT locations);
- (vi) Installation of 8 Household and 5 institutional water meters; and
- (vii) Construction of 200 m³ RCC clear water reservoir.

52. The DDR is based on preliminary design of Rangjung water supply scheme and will be updated when the detailed designs are completed. The maps below show the locations of the various components of the Rangjung water supply scheme to be supported under STUDP.

Map 6: Transmission line from proposed intake (A1) to WTP (W1)



Source: PMU, STUDP: derived from Google earth.

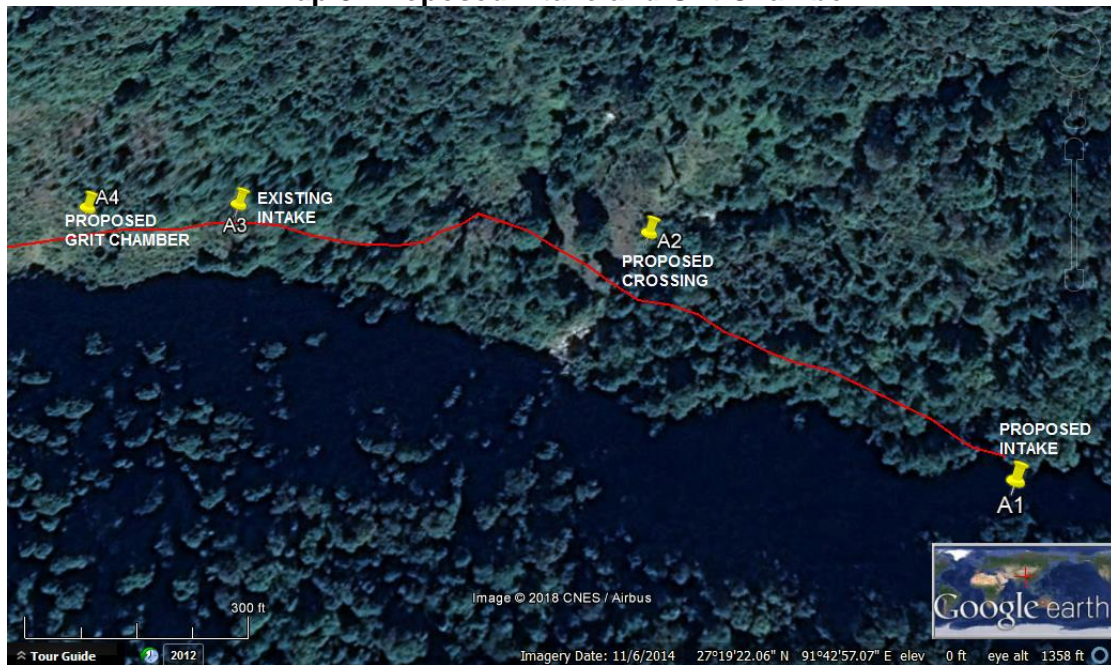
¹¹ Note: proposed new intake will be constructed upstream from the current intake location, at Thrulkhorchhu.

Map 7: Distribution line from Water Treatment Plant (W1) to proposed 200 m³ Reservoir

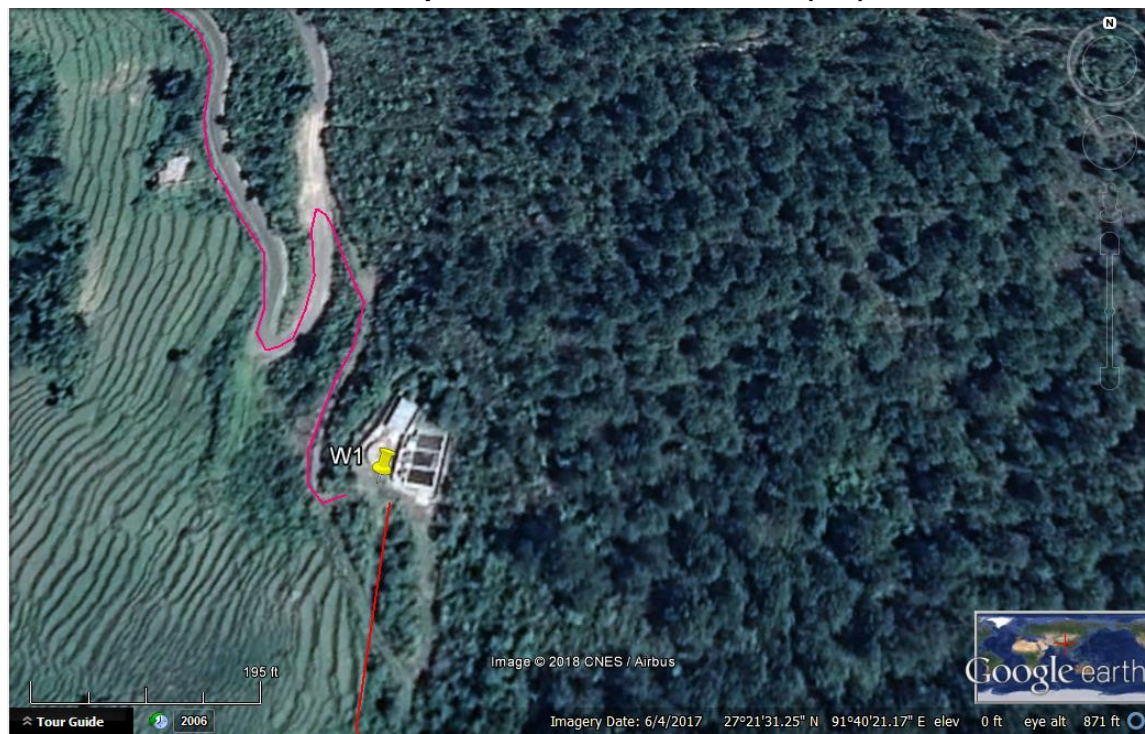


Source: PMU, STUDP: derived from Google earth.

Map 8: Proposed Intake and Grit Chamber

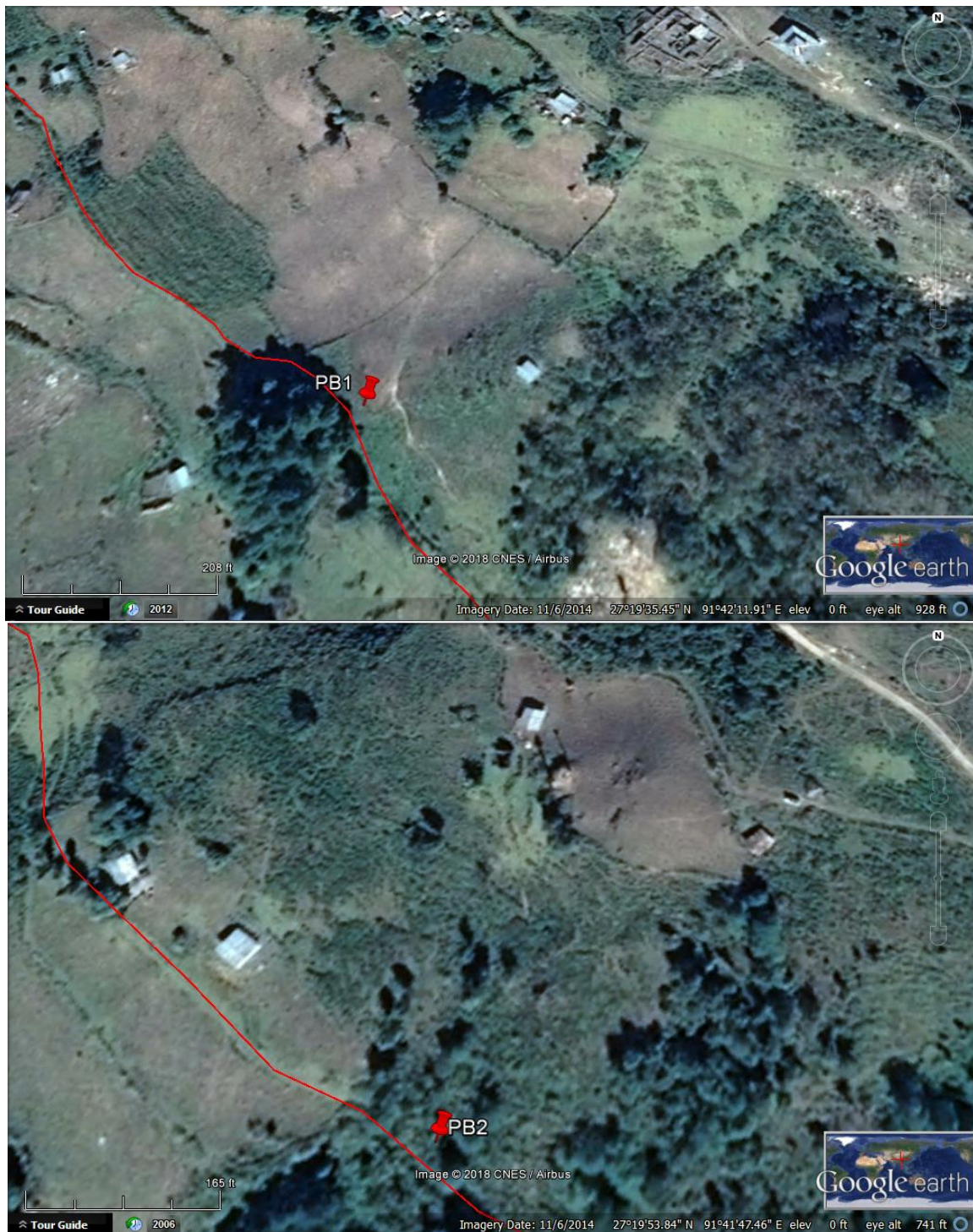


Source: PMU, STUDP: derived from Google earth.

Map 9: Water Treatment Plant (W1)

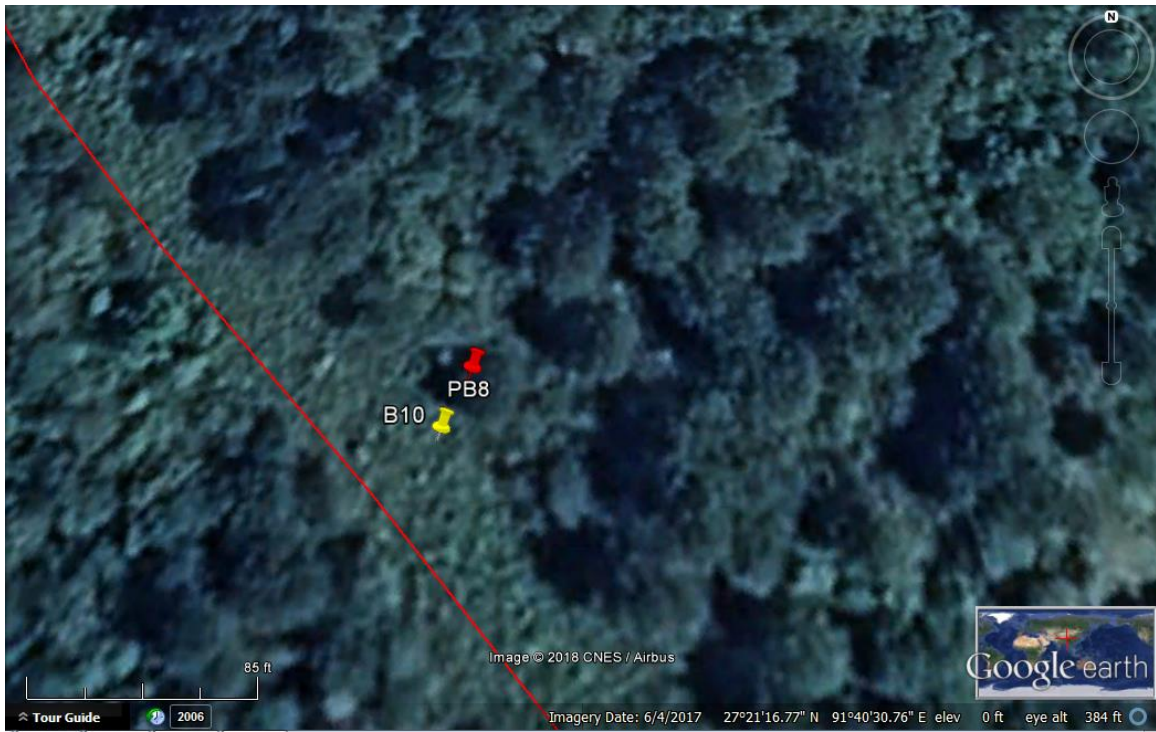
Source: PMU, STUDP: derived from Google earth.

Map 10: Location of 8 Break Pressure Tanks (PB1- PB8)



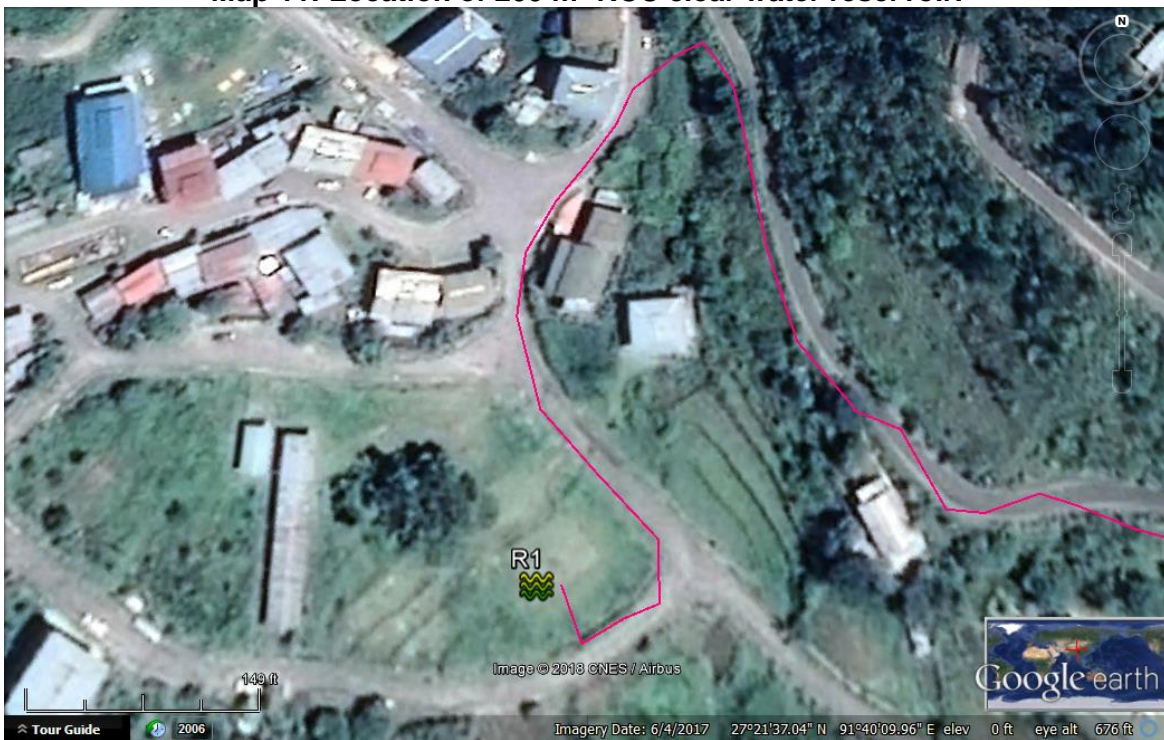






Source: PMU, STUDP: derived from Google earth.

Map 11: Location of 200 m³ RCC clear water reservoir.



Source: PMU, STUDP: derived from Google earth.

B. Public Consultation

53. A total of 54 participants from the public including project preparatory technical assistance (PPTA) consultants were present at the main public consultation meeting held on 3 March 2017 (31 female and 23 male). The people residing in Rangjung town were informed through the town representative about the proposed project. Almost 98% people were aware of the proposed project as they were informed about the project by the pre-feasibility PPTA team and during pre-feasibility team's first public consultation. They were further briefed during the consultation meeting. They actively participated and expressed their views. They welcomed the project, offering their full support for the project as it will help alleviate the current situation of poor water supply that they are experiencing. The summary of the consultation meeting is in Appendix 5. The Rangjung public clearance is in Appendix 6.

C. Land Acquisition and Resettlement

54. Most project components will be constructed on public land or existing road right of ways. However, 2.5 km of the transmission line and 6 existing BPTs belonging to 46 landowners (189 household members) which need to be rehabilitated, traverse through private agricultural land which has been donated over 10 years ago for the existing water supply scheme. The government will ensure that rehabilitation works are not undertaken in the cropping season to avoid any crop loss to the donors. Donation agreements will be appended to updated DDR during detailed design. As the pipe will be laid at a minimum depth of 800 m below ground level, cropping will still be continued above the pipe after it has been laid as per the existing practice. For all other sub-project components, no private properties are expected to be affected as all other sub-project components are located on public lands or along existing road right of ways. The sub-project will not impact any non-titleholders and no livelihood losses will be incurred. This will be confirmed upon completion of detailed design and the DDR will be updated, in case there are any major changes in pipe alignments or any change in location for the other sub-project components. The status of land ownership for various components under the Rangjung water supply project are provided in Table 10 below.

Table 10: Status of Land Ownership for Various Components under the Rangjung Water Supply Project

Component	Status of Land
i. Construction of a permanent RCC intake	Government-owned land, refer to Map 8, Appendix 3
ii. Construction of grit chamber	Government-owned land, refer to Map 8, Appendix 3
iii. Laying of transmission main- including rehabilitation in certain sections (150mm and 100 mm diameter ductile iron pipes)	4.5 km of pipeline will be routed through government land. 2.5 km of the pipeline (for rehabilitation) falls within private agricultural lands – pipe laying was allowed by the land owners for the execution of the current water supply scheme, refer to Map 6 and 7, Appendix 3
iv. Construction of 8 RCC break pressure tanks.	Government-owned land- 6 are in located in existing locations of BPTs (land donated by 6 households for the construction of current water supply scheme more than 10 years ago). refer to Map 10, Appendix 3
v. Augmenting capacity of exiting water treatment plant (WTP) to 1 million liters per day (MLD) (existing capacity is 0.6 MLD)	Government-owned land, refer to Map 9, Appendix 3

Component	Status of Land
vi. Installation of 8 Household and 5 institutional water meters	Private land- but no involuntary resettlement impact.
vii. Construction of 200 m ³ RCC clear water reservoir	Government-owned land, refer to Map 11, Appendix 3

BPT = break pressure tank, m³ = cubic meter, mld = million liters per day, RCC = reinforced cement concrete, WTP = water treatment plant.

D. Summary of Social Issues and Concerns

55. During interview survey, 71.4% responded that they had learned about the project in 2016 during pre-feasibility study carried out by the PPTA social team, while 92.9% reported that they are in full support of the project. Regarding current water situation, the monthly billed amount is found affordable. As regards to fetching of water, water is being fetched by men (64.3%) and by women (35.7%) - while 57.1% responded that the quality of water is good. The only sickness/diseases that they have encountered commonly due to water are typhoid and few incidents of diarrhoea and dysentery.

Table 11: Summary of Social Issues and Recommendations: Rangjung Water Supply

Issues raised	Recommendations
Increase in water tariff	The Project needs to consider affordability of users, particularly vulnerable households. There is signified willingness to pay for tariff if supply is regular (24 hours) Subsidized rate for vulnerable families was requested.
Poor quality water with high turbidity, especially during rainy season	<ul style="list-style-type: none"> -Ensure protection of catchment water area especially during rainy season. Appropriate water treatment is also needed to ensure potability of water supply. -Preserve and protect catchment areas to avoid contamination -Build new water treatment plants to supply potable water and safe water to residents -Rehabilitate existing units to improve treatment efficiency and effectiveness

E. Conclusion and Recommendations

56. No land acquisition, involuntary resettlement or physical/ economic displacement impacts are identified for subproject components i, ii, v, vi, and vii in table 10. as works will be restricted to the existing road right-of-way or government owned lands which are free from encumbrances and are not used for any economic activities (formal or informal). In, addition, 2.5 km of the pipeline (for rehabilitation) passes through private agricultural lands belonging to 40 landowners (item iii, table 10) who had allowed laying of the pipe >10 years ago. The sites for 6 existing BPTs proposed for rehabilitation were donated by 6 landowners >10 years ago to the Trashigang Dzongkhag. Due diligence confirms that there are no legacy issues pertaining to these land donations. Details of the land donations undertaken for the existing water supply scheme are being collected and will be appended to the updated DDR. Crop loss is not anticipated as the government will ensure that rehabilitation works will be conducted during non-cropping season. During detailed design of the Rangjung water supply subproject, the DDR will be updated in accordance with the provisions of the Resettlement Framework and necessary details related to land donation appended. The Trashigang PIU will ensure that there is minimal to no disruption

of access and service to residents during the project implementation and that services and access (wherever affected) will be reinstated promptly through adequate consultation with the affected communities. The mitigation measures for such inconveniences have been incorporated into the environmental management plan (EMP) which is a contractual obligation of the contractor. The EMP incorporates measures like leaving spaces for access between mounds of soil, providing walkways and metal sheets to maintain access across trenches for people and vehicles where required; increased workforce to finish work in areas with impacts on access; timing of works to reduce disruption during business hours; phased construction schedule; and working one segment at a time and one side of the road at a time. It is critical for the works to be completed as per schedule to minimize disturbances to the communities near the project sites.

57. The DDR needs to be updated by the PIU upon completion of detailed designs at which point the DDR needs to be approved by the ADB prior to implementation of works. Updated DDRs will be verified by the project team and disclosed on ADB and MOWHS website.

VII. GRIEVANCE REDRESSAL MECHANISM

58. The Project Grievance Redress Mechanism (GRM) follows a tiered system, starting at the local level. The GRM structure has been agreed with the concerned agencies and a notification of the GRM structure and composition has been provided by the MOWHS (Appendix 7).¹² The GRM will ensure that grievances and complaints regarding land acquisition, compensation and resettlement or other social and environmental issues will be addressed in a timely and satisfactory manner. People in the towns will be made aware of their rights and the detailed procedures for filing of grievances. PIUs will be undertaking outreach activities to make people aware of the GRM and will be published on the thromde/ dzongkhag and MOWHS websites. GRM will also be displayed at notice boards in the PIU offices.

59. **First level of GRM.** Aggrieved persons may first approach the contractor's site representative/ project manager in case of complaints related to construction related nuisances. The complaint must be recorded in the site register and contractor should provide a resolution to the complaint within 2 days. In case, the complaint is not resolved at this level, the aggrieved persons can then file a complaint with the PIU office. Aggrieved persons are entitled to lodge complaints regarding any aspect of the land acquisition, entitlements, benefits or rates of payment as well as any project related social or environmental issues. Complaints can be made verbally or in written form. Complaints made to the PIU should be resolved within 3 days. All complaints must be recorded by the PIU, including actions taken to resolve the complaint. Complaints, their nature and resolution should be mentioned in the quarterly progress reports.

60. **2nd level of GRM:** At this level, the PIU Manager/Municipal level will coordinate with the Dzongkhag/ thromde municipal Committee which should be in place prior to project implementation. This committee will be comprised of: (i) Dzongda (district administrator) or thompon (mayor) as Chairman; (ii) municipal engineer (PIU Project managers) as Member secretary; (iii) District engineers; (iv) district/ municipal planning officer; (v) district/ municipal legal officer; (vi) district/ municipal environmental officer; (vii) district/ municipal land record officer, (viii) town representatives (elected); and (ix) gender focal person of PIUs. The aggrieved person who filed the complaint (or representative/s from the affected household/s) will be called to present his/her case and deliberation on the case will be done through proper hearing or mediation. It will be the responsibility of the dzongkhag/ thromde committee to resolve the issue

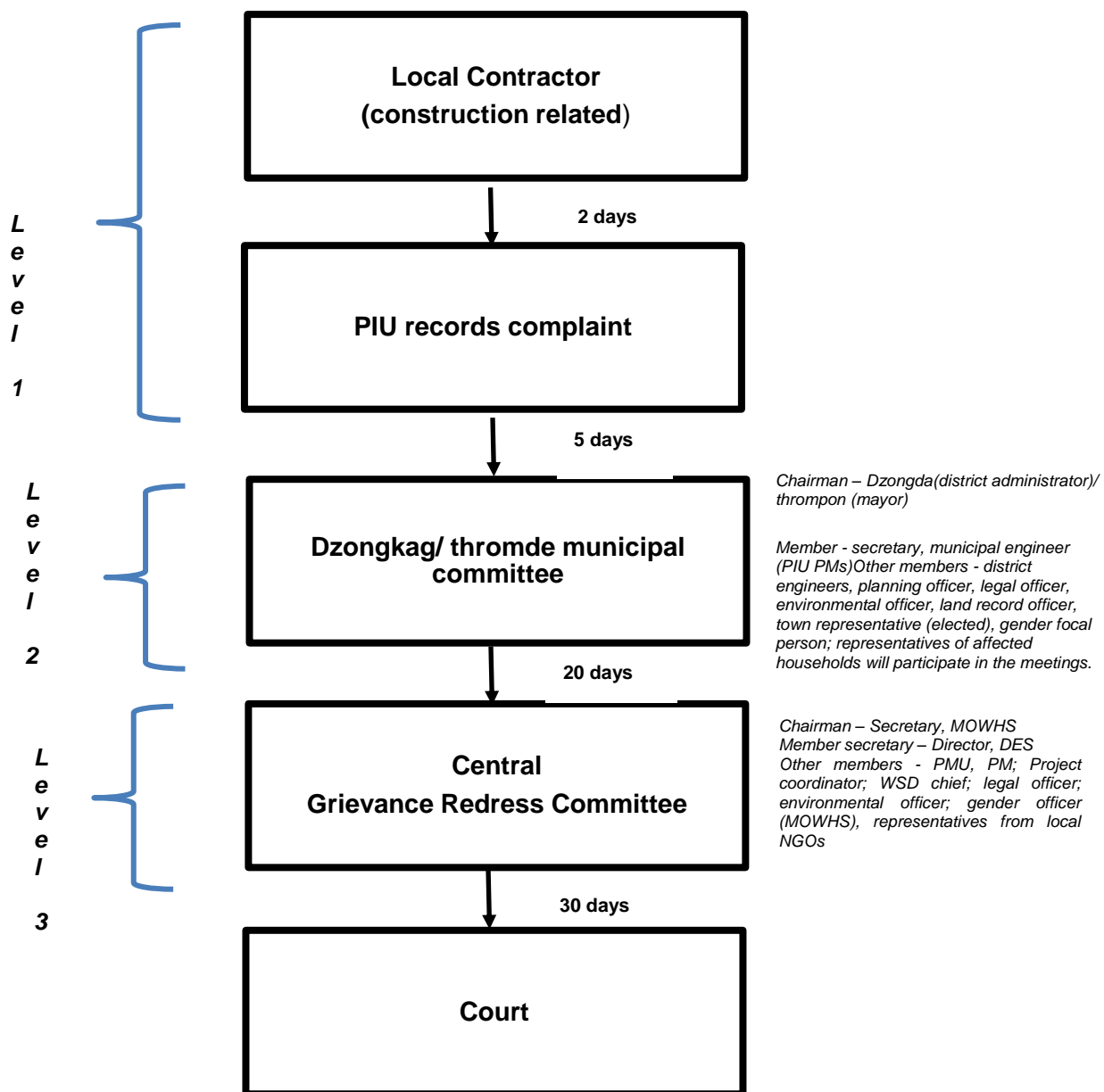
¹² Sample grievance redress form is in Appendix 8.

within 15 days from the date the complaint is received Minutes of meeting of the Dzongkhag/ thromde committee meeting will be kept and resolution provided will be recorded for purposes of project monitoring.

61. If the complaint is unresolved at this level, the PMU, PIU or the District Administrator will inform the aggrieved person accordingly and assist them in elevating the complaint to the PMU/ Central Grievance Committee.

62. **3rd level of GRM.** Grievances not redressed at the Dzongkhag/ thromde municipal committee within 15 days will be brought to the Central Grievance Redress Committee at MOWHS level. The Central Grievance Redress Committee will comprise of: (i) Secretary, MOWHS (Chairman); (ii) Director, DES (Member secretary); (iii) Project manager, PMU; (iv) Project coordinator, PMU; (v) Water and Sanitation Division chief; (vi) legal officer, MOWHS; (vii) environmental officer, MOWHS; and (viii) gender officer (MOWHS); and (ix) representatives from local NGOs. It will be the responsibility of the dzongkhag/ thromde committee to resolve the issue within 10 days from the date the complaint is received. In the event, the grievance is still not resolved; the matter may be elevated by the aggrieved person to an appropriate court of law. The court will have the final authority to approve or reject the case. Aggrieved persons may seek recourse through legal system at any stage of the GRM process.

Figure 3: Procedure for Grievance Redress



DETAILS FOR TRASHIGANG PUBLIC CONSULTATION

Public Announcement letter



དཔལ་ལྷན་འབྲུག་གཞུང་།
རྫོང་ཁག་བདག་སྐྱོང་། བཀྲིས་ཁག་

Royal Government of Bhutan
Dzongkhag Administration: Trashigang
Municipal Unit



DAT/DES/Mun(2)/2015-2016/ 110

13th February, 2017

Public Notification

The Dzongkhag Administration, Trashigang would like to notify general public of Trashigang Town, land owners and relevant stack holders are requested to attend public consultation meeting on possible social and environmental impacts of following projects for Trashigang Town.

- i. Construction of water distribution network
- ii. Construction of new sewerline for extended town
- iii. Expansion of existing sewerline
- iv. Community based solid waste management

The team of ADB consultants and the Municipal Staff will facilitate the meeting.

Venue: DYT Hall, Trashigang

Time: 8:30 am

Date: 03/03/2017

(Pema Dechen)
Municipal Engineer

Cc:

- i. Hon'ble Dasho Dzongdag for kind information
- ii. Municipal Incharge, Rangjung for necessary action
- iii. Thromde Thuime for informing all the general public and stack holders
- iv. Notice board

Minutes of the Public Consultation for Social and Environment Safeguards and Assessment in Trashigang

DOCUMENTATION OF PUBLIC CONSULTATION HELD ON 03 MARCH 2017 Dzongkhag Conference Hall, Trashigang gewog, Trashigang, Bhutan

List of Participants Stakeholders/Participants:

- Total of 71 participants (32 male, 39 female) from the public including Consultants.
- DashoDzongdag.
- Ms. Pema Dechen, Municipal Engineer.
- Consultants from PRCS/ Lahmeyer.

Agenda

9:00 –10: 00 A.M	Registration	Secretariat
10:00–10:15 A.M	Welcome Address	Ms. Pema Dechen, Municipal Engineer
10:15–10:30 A.M	Keynote Address	Dasho Dzongdag, Trashigang dzongkhag
10:30–10:45 A.M	Introduction of Participants	Sangay Wangdi, Social Assistant
10:45–11:00 A.M	Presentation of Proposed Sub-Projects at Rangjung under Trashigang	Pema Dechen, Municipal Engineer, Trashigang
11:00–12:00 A.M	Open Forum	Kapil Pradhan, Rajesh Pradhan, Chhimi Dorji and others
12:00–12:15 A.M	Closing Remarks	Dasho Dzongdag, Trashigang dzongkhag, Trashigang

Brief Minutes of the Public Consultation

Opening/ Presentation:

The public consultation/meeting started at 10: 00A.M. Ms. Pema Dechen, Municipal Engineer (ME) welcomed the participants and thanked them for positively responding to the Dzongkhag's invitation.

Dasho Dzongdag of Trashigang dzongkhag thanked the Consultants and sincerely conveyed his appreciation to the ADB for their assistance. He stated that to meet the needs of the growing population the service facilities need to be upgraded such as the expansion of the WWTP and water supply. He therefore expressed his full support for the sub-projects and hoped that the participants attending the important meeting would feel the same. He further briefed the gathering on the Project background and requested participants to share their views pertaining to the sub-projects funded through ADB 8551 project.

The Municipal Engineer presented the detailed aspects of the proposed Project and the current status of the Project at Trashigang town. She highlighted that the Project will not affect any private assets.

The Social/Environmental Specialist and water engineer who is also the Deputy Team Leader thanked the participants and introduced the team members.

Comments, Views, Issues and Concerns:

- 90% of the participants were aware of the project and expressed their complete support for the project. The project site had been visited by both the social and environment team members together with the water engineer guided by the Municipal staff. The proposed sites were visited one day earlier in order to prepare for public consultation the next day. The Consultant team observed that the sub-projects will not have an adverse impact both socially and environmentally on any private assets. This was conveyed to the participants during public consultation; and
- Members of the community present also provided their support and commitment to the Project and raised no negative issues related to the proposed project.

Proceedings:

- Welcome and introduction on the Project by Pema Dechen, Municipal Engineer, Trashigang.
- 90% of the participants are aware of the Project and expressed full support to the Project. The project site had already been identified and visited by consultants and their team members.
- It was also confirmed that the site identified was Royal Government of Bhutan (RGoB) owned and as a result no private land and assets are affected.
- Further, consultants asked the following questions and discussions transpired as below.

Question	Response
Does the local person support the proposed Project?	All participants pledged to give their full support for the said Project for everybody's welfare.
Any critical issue or concern by the local people regarding the Project?	No issues or concerns.
Any loss of residential or commercial structures due to the Project?	None
Any loss of Community life (like market place, public playground) or Community activities that will be affected?	None
Would there be land acquisition that would result in resettlement, or would affect parks, forest, etc.?	None
Will the Project location adversely affect water resources?	No issues or concerns are foreseen.
Any other issues you want to share (security, cooperation from local communities)?	We are happy to collaborate and contribute.
Any Cultural or Sacred sites in the proposed site?	None
Any other issues?	Mr. Kota (participant) expressed that the expansion of the STP (Sewage Treatment Plant) would affect the archery range and requested to explore the possibility of shifting the range further down. However, he extended his support for the proposed expansion of the STP in the event if the relocation is not possible elsewhere. Mr. Kinga (participant) expressed his concern on water quality, STP smell and solid waste management. To this, the Municipal authority responded positively addressing the issues.

Question	Response
	Ms. Sonam (participant) expressed her full support for the Project and requested the dzongkhag to look into the possibility of connecting 30 households in upper Melphey to the water supply network. To this the Municipal Engineer responded that the issue will be addressed during the Twelfth Five-Year Plan.

List of Participants to the Trashigang Public Consultation

Public Consultation for Social and Environment Safeguards and Assessment.

ADB PPTA-8551 BHUTAN:
IMPROVED URBAN ENVIRONMENTAL INFRASTRUCTURE PROJECT

Venue: Trashigang DYT Hall Trashigang Date: 3rd March 2017

ATTENDANCE SHEET

	PRINTED NAME	SEX F/M	AGE	VILLAGE/ ORGANIZATION/FIRM & DESIGNATION	CONTACT NUMBER/S & EMAIL ADDRESS	SIGNATURE/ THUMB PRINT
1	Sonam Dargel	M	22	T/gang	17942917	
2	Dama Choden	F	33	"	17901657	
3	Yeshi	F	28	"	77253086	
4	Kinga	M	60	"	17656 17116565	
5	Koti	M	61	"	17116565	
6	Thinley dendup	M	60	"	17676966	
7	Sonam Rabten	M	60	"	17647785	
8	Thinley Namkhay	M	34	"	17201315	
9	Karma Gyeltshan	M	68	"	17689497	
10	Necken Zam	F	45	"		

Page 1 of 4

Public Consultation for Social and Environment Safeguards and Assessment.

	PRINTED NAME	SEX F/M	AGE	VILLAGE/ ORGANIZATION/FIRM & DESIGNATION	CONTACT NUMBER/S & EMAIL ADDRESS	SIGNATURE/ THUMB PRINT
11	Dhupken Tshenong	M	39	T/gang	17568155	
12	Pelden Dorji	M	42	"	17606190	
13	Nangay Wangchuk	M	37	"	17114355	
14	Yashay Zangmo	F	43	"	17764440	
15	Dhendup Yangley	M	25	"	1755026	
16	Beset Rai	M	37	"	17707196	
17	Changy Yuden	F	38	"	17915568	
18	Rinchen Zangmo	F	27	"	17922521	
19	Ngoorag Tshenong	F	20	"	17874820	
20	Kuenang Chanu	F	20	"	17852450	
21	Dorchen Tshenong	F	25	"	17307915	
22	Kesang Pechu	F	18	"	17791289	
23	Kiba	F	70	"		

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Public Consultation for Social and Environment Safeguards and Assessment.

	PRINTED NAME	SEX F/M	AGE	VILLAGE/ ORGANIZATION/FIRM & DESIGNATION	CONTACT NUMBER/S & EMAIL ADDRESS	SIGNATURE/ THUMB PRINT
24	Phoron	F	58	T/gang	16918350	
25	Ladde Lepel	M	31	T/gang	17244815	
26	Loday Jigme	M	40	T/gang	17651192	
27	Kandee Tshenong	F	49	T/gang	17665061	
28	Yeeshe	F	-	"	17678772	
29	Kelzang Kizin	FM	27	T/gang	17937080	
30	Bulu	M	63	T/gang	17558239	
31	Wangden	M	42	T/gang	17558239	
32	Karsang	F	36	T/gang	17658979	
33	Chate Zangmo	F	30	"	17870085	
34	Dorchen Wangmo	F	26	"	17300307	
35	Tshering Chokley	F	39	"	17652057	
36	Changpa	M	53	"	17799437	

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Public Consultation for Social and Environment Safeguards and Assessment.

	PRINTED NAME	SEX F/M	AGE	VILLAGE/ ORGANIZATION/FIRM & DESIGNATION	CONTACT NUMBER/S & EMAIL ADDRESS	SIGNATURE/ THUMB PRINT
37	Dechen Wangmo	F	69	"	17652067	
38	Pema Deki	F	27	"	17658285	
39	Dechen Pelden	F	33	"	17419699	
40	Pema Wangmo	F	18	"	17721657	
41	Budhi Maya Lumbu	F	52	"	77242999	
42	Dorji	M	40	"	17707123	
43	Pangor	M	45	"	17115611	
44	Neki	F	30	"	17336644	
45	Tshering Wangmo	F	37	"	17778186	
46	Tashi Chodon	F	37	"	17400424	T. Wangmo
47	Tshering Chodon	F	49	"	17796681	T. Wangmo
48	Ugyen Yangdon	F	54	"	17992065	Ugyen

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Public Consultation for Social and Environment Safeguards and Assessment.

ADB PPTA-8551 BHUTAN:
IMPROVED URBAN ENVIRONMENTAL INFRASTRUCTURE PROJECT

ATTENDANCE SHEET

Venue: Dzongkhag 871 Hall Tharigang Date: 5th March 2017

	PRINTED NAME	SEX F/M	AGE	VILLAGE/ ORGANIZATION/FIRM & DESIGNATION	CONTACT NUMBER/S & EMAIL ADDRESS	SIGNATURE/ THUMB PRINT
49	Pema Deki	F	30	T/gang	17927152	
50	Neta Choden	F	17	"	17311701	
51	Kinga Wangmo	F	36	"	17950114	
52	Karma Wangmo	F	30	"	17766457	
53	Pema Yangchen	F	22	"	17353657	
54	Chokgyal Ralton	M	47	"	17115282	
55	Ugyen Wangchuk	M	26	"	17757790	
56	Karma Tshering	M	27	"	17666492	
57	Sonam Phuntsho	M	27	"	17967156	
58	Serpa Tamang	F	34	"	17341847	

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Public Consultation for Social and Environment Safeguards and Assessment.

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59	Dawa	F	28	"	17635679	
60	Sonam Pelden	F	32	"	17755659	
61	Tshering Choden	F	60	"	17692342	
62	Karma Wangmo	F	36	"	17742151	
63	Ugyen depar	M	40	"	17926865	
64	Sonam Pelden	F	32	"	17615982	
65	Ugyen Tenzin	M	29	"	17926975	
66	Rajesh Pradhan	M	51	ADB-PA 8551	17603666@gmail.com	
67	Samsung Wang	M	52	-do-	17722910	
68	Babin Pradhan	M	27	-do-	17922910	
69	Kapil Pradhan	M	38	-do-	17117171	
70	J.R. Basnet	M	58	-do-	17615808	
71	Chhimi Dorji	M	34	-do-	basnet1959@gmail.com	

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Photograph of Trashigang Public Consultation



TRASHIGANG PUBLIC CLEARANCE

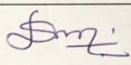

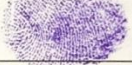






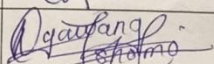
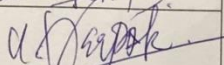
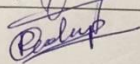
NO OBJECTION FROM THE PUBLIC (SOCIAL CLEARANCE)

This is based on our experience and presence in the public consultation held on at Trashigang, Trashigang.


We certify that the undersigned are fully aware and clearly understood the implications of the proposed Sub-Project at Trashigang, of the Trashigang Dzongkhag Administration, and Ministry of Works and Human Settlements.

Hence, we the following certify that there are no objections whatsoever to the undertaking of the said project and the public are in favor of the proposed project.


Done in 3/3/17, this day; 03/03/2017.

Printed Name	Position/Office	Signature
Dechen Tshomo	Karma Zangmo Hotel	
Dechen Wangmo	Zangmo General Tshengchung	
Budli Maya Limbu	Gurung Optician	
Tshering Choden	Tshering Choden General Shop.	
Pema Zangmo	Karsang General shop (copper market)	
Naki	Moto Restaurant	
Pem Bedi	Bar shop.	
Gyem Yansdon	Bar cum residence	
Xeten Choden	Pema Barbecue shop.	
Dgawang Tshomo	7070 - 99	
Gyem Delpak	Gajwan	
Kunzang Thamo	Kunzang Thamo General shop	

CERTIFICATE OF LAND OWNERSHIP BY THE GOVERNMENT FOR THE PROPOSED SUBPROJECTS IN TRASHIGANG AND RANGJUNG



དཔལ་ལྷན་འབྲུག་གཞུང་།
 རྫོང་ཁག་འཛམ་གླིང་། བཀྲིས་སྤང་།
 ROYAL GOVERNMENT OF BHUTAN
 DZONGKHAG ADMINISTRATION
 TRASHIGANG MUNICIPAL UNIT



DAT/MUN-01/2017-2018/ **4258** Date:- 24/01/2018

To
 Project Director,
 Department of Engineering Services,
 Ministry of Works and Human Settlement
 Thimphu


Sub: Certificate on the status of Land

Sir,

This is to certify that the status of the land for Water Distribution Network Improvement and Rangjung Intake and WTP Rehabilitation, sub-projects in Trashigang Thromde under Trashigang Dzongkhag (district) funded under ADB, Secondary Towns Urban Development Project (STUDP) is as follows:

Rangjung intake and WTP Rehabilitation

S. No	Sub-component	Status of Land
1	Construction of a 1 nos. of permanent RCC intake at the Proposed location	Government Land
2	Construction of 1 nos. of Grit Chamber with Sedimentation near existing collection tank	Government Land
3	Providing & Laying of Raw Water DI Main from the Source to the existing Water Treatment Plant consisting of 150mm and 100mm dia DI pipe	4.5 km Government Land & 2.5 KM replacement of existing line on Private Land
4	Construction of 8 nos. of RCC Break Pressure Tank using DI Pipes & Fittings of which 6 BPT are in existing old BPT location and 2 BPTs are on government land	2 in Government Land & 6 in existing locations
5	Augmenting existing WTP of 0.6 MLD to 1 MLD capacity	Government Land
6	Installation of Household meters (8 additional HHs and 5 Institutional connections)	Private Land (Building owners)
7	Construction of 1 nos. of 200 cum RCC clear water reservoir	Government Land



Dusho Dzongdag - 521100, Dusho Dzongkhag - 521100, Adm. - 521000, Police - 521220, DBO - 521217, Finance - 521234, Census - 521215, 521245, DAO - 521296, Cultural - 521600, DHO - 521236, DLO - 521100, DfP - 521277, T&E - 521176, ICT Unit - 521549

DE -



དཔལ་ལྷན་འབྲུག་གཞུང་།
 རྫོང་ཁག་བདག་སྐྱོང་། བཀྲིས་སྤང་།
 ROYAL GOVERNMENT OF BHUTAN
 DZONGKHAG ADMINISTRATION
 TRASHIGANG: MUNICIPAL UNIT



Water distribution network improvement

S. No	Sub-component	Status of Land
1	Construction of 14 km distribution system	<ul style="list-style-type: none"> • Mainline within Government Land • Main Branches on government land along the existing road and house connection Private Land (Plot Owners)
2	Construction of 1 nos. of 200 m3 reinforced cement concrete (RCC) reservoir,	Government Land
3	Construction of 2 nos. of RCC Break Pressure Tanks of 10m3 and 5m3 size	Government Land
4	Reconstruction of 0.7km of V-shaped drain	Government Land
5	Providing and fixing domestic water meters and construction of water meter chambers.	Private Land (Plot Owners)


 Dzongdag
 Dzongkhag Administration

རྫོང་ཁག་
 རྫོང་ཁག་བདག་སྐྱོང་།
 བཀྲིས་སྤང་།

RESULTS OF THE SURVEY ON WATER DEVELOPMENT, TRASHIGANG

Gewog/Thromde: TRASHIGANG

Section A: Project Awareness	
<p>1. Heard about the water project before? [12=60%] yes [8=40%] No</p> <p>2. If yes, where did you hear it from? [✓] If yes, when did you hear about it? Year _____ During first public consultation carried out by the Social PPTA team.</p>	<p>3. Are you in favor of the project [✓] Yes [] No [] No Answer</p> <p>If No, why not?</p>
Section B: Perception of Positive impacts and Benefits	
<p><i>What do you think are the benefits or positive impacts for having an improved water project in your Thromde? (please check the box below as appropriate)</i></p>	
<p>1. Improvement on health</p> <p>1.1 Decrease incidence on health-related sickness [10=50%] Most significant [6=30%] Significant [4=20%] Less significant</p> <p>1.2 Savings on time in collecting water [6=30%] Most significant [12=60%] Significant [2=10%] Less significant</p> <p>1.3 Improved condition of women and children [9=45%] Most significant [9=45%] Significant [2=10%] Less significant</p> <p>1.4 Regular availability of water [11=55%] Most significant [9=45%] Significant [] Less significant</p>	<p>2. Increase opportunity for economic development</p> <p>2.1 Promote urban development [5=25%] Most significant [14=70%] Significant [1=5%] Less significant</p> <p>1.2. Promote industrialization [2=10%] Most significant [14=70%] Significant [4=20%] Less significant</p> <p>2.3 Increase in trade and business [1=5%] Most significant [18= 90%] Significant [1=5%] Less significant</p> <p>2.4 Increase potential for tourism industry [8=40%] Most significant [8=40%] Significant [4=20%] Less significant</p> <p>2.5 Provide employment for local labor during construction, operation and maintenance [6=30%] Most significant [13=65%] Significant [1=5%] Less significant</p> <p>2.6. Increase in land value [7=35%] Most significant [12=60%] Significant [1=5%] Less significant</p>

Section C: Issues and Concerns	
<p>What are some of the problems or negative issues that you perceive in implementing this project?</p> <p>1. Natural Environment and Pollution</p> <p>1.1 Loss of natural resources (trees, vegetation, etc.) [9=45%] High impact [8=40%] less impact [3=15%] No impact</p> <p>1.2. Impact on nature reserved/protected area conservation [7=35%] High impact [10=50%] less impact [3=15%] No impact</p> <p>1.3 Pollution (Noise, and vibration) [8=40%] High impact [9=45%] less impact [3=15%] No impact</p>	<p>2. Social impact</p> <p>2.1 Land acquisition and resettlement [4=20%] High impact [12=60%] less impact [4=20%] No impact</p> <p>2.2. Displacement of residential and business communities [8=40%] High impact [7=35%] less impact [5=25%] No impact</p> <p>2.3 Impact on cultural properties/historical settings [3=15%] High impact [9=45%] less impact [8=40%] No impact</p> <p>2.4 impact on Ethnic minorities [3=15%] High impact [10=50%] less impact [7=35%] No impact</p> <p>2.5 Loss of livelihood (productive land) [5=25%] High impact [9=45%] less impact [6=30%] No impact</p>
Section E: Information on Current Water situation	
• Present cost of water in /per cubic meter:	Nu.3.5 – 4.0 per cu. m
• Is this affordable?	[100%] yes [] No
• Average consumption of households in M3/month:	20-30 cu m/month
• Current sources of Water?	[15=75%] Stream [] Spring [5=20%] River [] Others
• Distance to Water Source	[3=15%] Near [17=85%] Far if far specify distance
• Time or frequency/availability current source of water per day.	[] 2 hours per day [1=5%] more than 2 hours per day [15=75%] available all the time [4=20%] very irregular
• Who fetches water	[15=75%] Men [5=25%] Women [] Girl child [] Boy child
• Perception on the quality of present water source?	[12=60%] Good [8=40%] Not good [] very bad
• Sickness related to water	Specify sickness- Diarrhea
• Problems on water	[13=65%] color not good [4=20%] smell is bad [3=15%] taste not good
Recommendations to improve your water services: The response was that water supply should be 24 hours supply.	

DETAILS OF RANGJUNG PUBLIC CONSULTATION

Minutes of the Public Consultation for Social and Environment Safeguards and Assessment in Rangjung

DOCUMENTATION OF PUBLIC CONSULTATION HELD ON March 03, 2017 Town Conference Hall, Rangjung Gewog, Trashigang, Bhutan

List of Participants Stakeholders/Participants

- Members of the community as per list attached as Annex A3. Total of 54 participants (23 male, 31 female) from the public including Consultants were present at the meeting.
- PemaDechen, Municipal Engineer
- Consultants from PRCS/Lahmeyer.

Agenda

2:00 –2:30 A.M	Registration	Secretariat
2:30–2: 45 A.M	Welcome Address	Pema Dechen, Municipal Engineer
2:45–3:00 A.M	Introduction of Participants	Sangay Wangdi, Social Assistant
3:00–3: 20 A.M	Presentation of Proposed Sub-Projects at Rangjung under Trashigang	Pema Dechen, Municipal Engineer, Trashigang
3:20–4:00 A.M	Open Forum	Kapil Pradhan, Rajesh Pradhan, Chhimi Dorji and others
4:00–4: 15 A.M	Thank you	Pema Dechen, Municipal Engineer, Trashigang
4: 15–4:30 A.M	Closing Remarks and Tea and Snacks	Pema Dechen, Municipal Engineer, Trashigang

Brief Minutes of the Public Consultation

Opening/ Presentation:

The public consultation/meeting started at 2: 30P.M. Ms. Pema Dechen, Municipal Engineer welcomed the participants and thanked them for their positive response and attending the meeting.

The Municipal Engineer presented the detailed aspects of the proposed and the current status of the Project at Rangjung. She highlighted that the Project will not affect any private assets.

The Social consultation team also thanked the participants and introduced the team members. The participants were briefly apprised of the project's possible social and environmental impacts.

Comments, Views, Issues and Concerns:

- Most participants were aware of the Project and mentioned that they are in complete support of Project. The Project site had been visited by both the Social and Environment team members in order to ascertain that the Project will not have an adverse impact both socially and environmentally.

- Members of the community present also provided their support and commitment to the Project and raised no negative issue with the proposed Project except with conditions that there should not be main trunk main alignment change. If in case the alignment change is anticipated then the private land owners may not accept disturbances to their land. It was agreed that the alignment shall be further studied and the best alignment will be finalized during the detail design phase.
- It was also confirmed that the site identified for the Project was government-owned and as a result no private land and assets are affected. However, the participants are a bit worried if the pipe layout will pass through different locations as this may result in disagreement because the land owners may not accept their land being disturbed.
- Further, consultants asked the following questions and discussions transpired as below.

Question	Response
Does the local person support the proposed Project?	All participants pledged to give their full support for the said Project for everybody's welfare.
Any critical issue or concern by the local people regarding the Project?	No critical issues were reported except for the land near the water source being used for grazing and temporary settlement which might cause contamination.
Any loss of residential or commercial structures due to the Project?	none
Any loss of Community life (like market place, public playground) or Community Activities that will be affected?	none
Would there be land acquisition that would result in resettlement, or would affect parks, forest, etc.?	none
Will the Project location adversely affect water resources?	No issues or concerns are foreseen.
Any other issues you want to share (security, cooperation from local communities)?	We are happy to collaborate and contribute.
Any Cultural or Sacred sites in the proposed site?	none
Any other issues?	1. Jamphel (Tshogpa) explained that the most common concern amongst the people was insufficient quantity of water. 2. VTI Principal enquired about the type of WTP and also expressed the need for more water for the Institute with the possibility of expansion of the Institute with additional 500 trainees & 50 faculty during the Twelfth Five Year Plan.

List of Participants to the Rangjung Public Consultation

Public Consultation for Social and Environment Safeguards and Assessment.

	PRINTED NAME	SEX F/M	AGE	VILLAGE/ ORGANIZATION/FIRM & DESIGNATION	CONTACT NUMBER/S & EMAIL ADDRESS	SIGNATURE/ THUMB PRINT
11	Ugyen Norbu	M	36	"	17684086	
12	Wangdi	M	70	"	17848699	
13	Kintey Rabgy	M	31	"	17976783	
14	Wangmo	F	56	"	—	
15	Kinzang dema	F	33	"	—	
16	Dorji Thawo	F	39	"	17791223	
17	Karma Chodung	F	43	"	17668485	
18	Dechen Pem	F	52	"	17614388	
19	Tshenay	F	37	"	17701432	
20	Thukten dema	F	30	"	17525529	
21	Tshenay choden	F	33	"	17595263	
22	Kezang dema	F	34	"	17461180	
23	Pema	F	50	"	—	

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Public Consultation for Social and Environment Safeguards and Assessment.

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24	Dechen	F	39	Rangjung, Shopkeeper	16461202	
25	Choki Thawo	F	38	"	16461130	
26	Tashi Lhamo	F	32	"	17846576	
27	Dendup Dema	F	34	maangne	16911169	
28	Pema Dema	F	37	shopkeeper	16461168	
29	Malam	F	61	"	16461134	
30	Sing Sing	F	37	"	12694661	
31	Pema Yangzom	F	29	"	12302350	
32	Nidup Zangmo	F	33	"	17992425	
33	Tashi Choden	F	20	"	17365209	
34	Cheki Lhamo	F	18	"	17313362	
35	Karma Thirley	M	29	Shopkeeper	17480038	
36	Yoshi Norbu	M	25	"	17546957	

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Public Consultation for Social and Environment Safeguards and Assessment.

	PRINTED NAME	SEX F/M	AGE	VILLAGE/ ORGANIZATION/FIRM & DESIGNATION	CONTACT NUMBER/S & EMAIL ADDRESS	SIGNATURE/ THUMB PRINT
37	Tshering Lhamo	F	55	Rangjung	-	
38	Hosku Zangmo	F	50	"	17394138	
39	Tashi Wangmo	F	49	Rangjung Shopkeeper	17697527	
40	Penden	M	70	Rangjung	-	
41	Tashi Choden	F	53	Rangjung Shopkeeper	81561142	
42	Senam	F	52	Rangjung	17558549	
43	Kiba	F	53	"	-	
44	Pema Tshering	M	39	Rangjung Shopkeeper	17288322	
45	Dechen Lhamo	F	32	Municipal	17668714	
46	Tashi Choden	F	37	"	17913990	
47	Kelzang Benen	F	31	"	17716845	
48	Debi Yuden	F	26	Rangjung Shopkeeper	171319782	

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Public Consultation for Social and Environment Safeguards and Assessment.

	PRINTED NAME	SEX F/M	AGE	VILLAGE/ ORGANIZATION/FIRM & DESIGNATION	CONTACT NUMBER/S & EMAIL ADDRESS	SIGNATURE/ THUMB PRINT
49	Loyka Pradhan	M	51	ADB-7A-5551	17603661 vijaypradhan2005@gmail.com	
50	Sangay Wangdi	M	52	- do -	17522345 swangdi217@gmail.com	
51	Babi Pradhan	M	24	- do -	17122710 babipradhan2013@gmail.com	
52	Kapil Pradhan	M	38	- do -	1717171	
53	JB Basnet	M	58	- do -	basnet1959@gmail.com 17615808	
54	Chhinvi Dorji	M	34	- do -	17556306	
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45						
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47						
48						

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Photograph of Rangjung, Trashigang Public Consultation

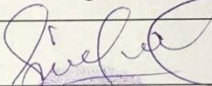

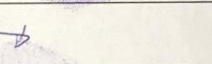
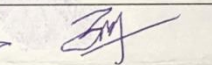
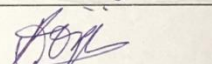
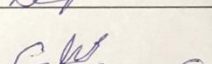
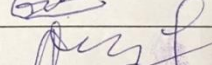
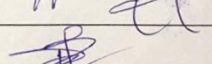
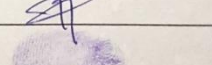

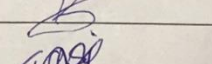
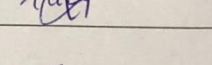
RANGJUNG PUBLIC CLEARANCENO OBJECTION FROM THE PUBLIC (SOCIAL CLEARANCE)

This is based on our experience and presence in the public consultation held on
⁵⁰.....

⁵⁰ Rangjung, T/gang
 We certify that the undersigned are fully aware and clearly understood the implications of the proposed Project at Samtse, of the Samtse Dzongkhag Administration, and Ministry of Works and Human Settlements.

Hence, we the following certify that there are no objections whatsoever to the undertaking of the said project and the public are in favor of the proposed project.

Done in ...Rangjung...T/gang....., this day; ⁰³03/2017.

Printed Name	Position/Office	Signature
Jam Pel	Bazoo Tshogpa	
Wangdi	Tshogpa	
Phuntsho Dorji	Public	
Tobgey	"	
Phub Dorji	"	
Gagey	"	
Singey Dorji, Bazar Rangjung	"	
Phuntsho Sr	Medicinal	
Dorji Lhamo	Public	
Chodou	"	
Tashi Lhamo	Shopkeeper	
Dechen	"	

GRIEVANCE REDRESS MECHANISM AND GRIEVANCE REDRESS CELL NOTIFICATION



དཔལ་ལྷན་འབྲུག་གཞུང་། རྒྱལ་ཁོག་ལྷན་ཁག་།
ROYAL GOVERNMENT OF BHUTAN
MINISTRY OF WORKS & HUMAN SETTLEMENT
DEPARTMENT ENGINEERING SERVICES
THIMPHU: BHUTAN

"Construction Industry: Solutions through innovation and improved technology"

DES/PMU/ ADB-8551/8 195

4.12. 2017

The Director,
Urban Development and Water Division,
South Asia Department,
Asian Development Bank
6 ADB Avenue, Mandaluyong City
1550 Metro Manila, Philippines

Sub: **Grievance Redress Mechanism**

Dear Sir,

The Ministry of Works and Human Settlement would like to inform that the Grievance Redress Mechanism (GRM) has been established in the Ministry and in the Project Implementation Units. The objective of the establishment of the GRM is to redress the social, environmental and other grievances of the aggrieved persons during the implementation of the Secondary Towns Urban Development Project (STUDP) BHU-8551. The flow chart, structure of the GRM committee, the procedure that would be followed is attached.

This is as per the agreement reached with the ADB during the mission from 13th November to 17th November 2017.

Thank you,

Yours sincerely,


(Phuntsho Wangdi)
Secretary

Cc:

1. Dasho Dzungda Trashigang and Sarpang Dzungkhag
2. The Executive Secretary Samdrup Jongkhar Thromde, Samdrup Jongkhar
3. Director, Department of Engineering Services, MoWHS, Thimphu
4. Shinjini Mehta, Urban Development Specialist, SAUW, ADB, Manila, Philippines.
5. Chief Engineer, WSD, DES
6. Project Manager, ADB-8551, WSD, DES

Flow chart:
Grievance Redress Mechanism, STUDP

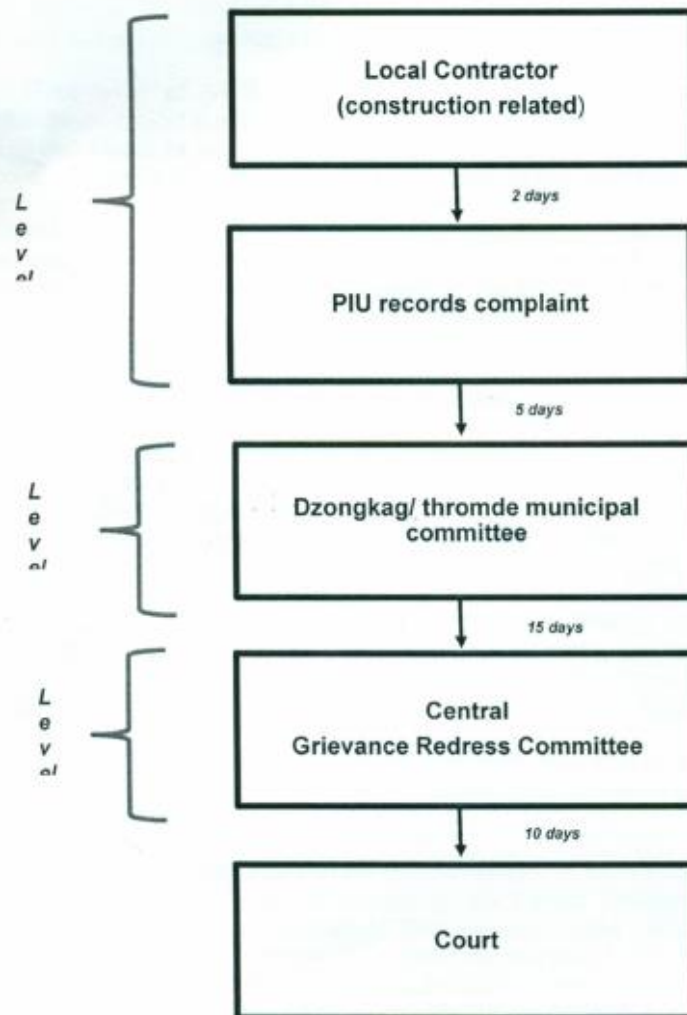


Figure 1: Grievance Redress Mechanism, STUDP

Procedure and composition of GRM Committee

1. The Project Grievance Redress Mechanism follows a tiered system, starting at the local level. The GRM structure has been agreed with the concerned agencies and a notification of the GRM structure and composition has been provided by the Ministry of Works and Human Settlements (MOWHS)

). The GRM will ensure that grievances and complaints regarding land acquisition, compensation and resettlement or other social and environmental issues will be addressed in a timely and satisfactory manner. People in the towns will be made aware of their rights and the detailed procedures for filing of grievances. PIUs will be undertaking outreach activities to make people aware of the GRM and will be published on the thromde/ dzongkhag and MOWHS websites. GRM will also be displayed at notice boards in the PIU offices.

2. **First level of GRM.** Aggrieved persons may first approach the contractor's site representative/ project manager in case of complaints related to construction related nuisances. The complaint must be recorded in the site register and contractor should provide a resolution to the complaint within 2 days. In case, the complaint is not resolved at this level, the aggrieved persons can then file a complaint with the PIU office. Aggrieved persons are entitled to lodge complaints regarding any aspect of the land acquisition, entitlements, benefits or rates of payment as well as any project related social or environmental issues. Complaints can be made verbally or in written form. Complaints made to the PIU should be resolved within 3 days. All complaints must be recorded by the PIU, including actions taken to resolve the complaint. Complaints, their nature and resolution should be mentioned in the quarterly progress reports.

3. **2nd level of GRM:** At this level, the PIU Manager/Municipal level will coordinate with the Dzongkhag/ thromde municipal Committee which should be in place prior to project implementation. This committee will be comprised of : (i) Dzongda (district administrator) or thrompon (mayor) as Chairman; (ii) municipal engineer (PIU Project managers) as Member secretary; (iii) District engineers; (iii) district/ municipal planning officer; (iv) district/ municipal legal officer; (v) district/ municipal environmental officer; (vi) district/ municipal land record officer, (vii) town representatives (elected); and (viii) gender focal person of PIUs; The aggrieved person / or the representative who filed the complaint will be called to present his case and deliberation on the case will be done through proper hearing or mediation. It will be the responsibility of the dzongkhag/ thromde committee to resolve the issue within 15 days from the date the complaint is received. Minutes of meeting of the Dzongkhag/ thromde committee meeting will be kept and resolution provided will be recorded for purposes of project monitoring.

4. If the complaint is unresolved at this level, the PMU, PIU or the District Administrator will inform the aggrieved person accordingly and assist them in elevating the complaint to the PMU/ Central Grievance Committee.

5. **3rd level of GRM.** Grievances not redressed at the Dzongkhag/ thromde municipal committee within 15 days will be brought to the Central Grievance Redress Committee at MOWHS level. The Central Grievance Redress Committee will comprise of: (i) Secretary, MOWHS (Chairman); (ii) Director, DES (Member secretary); (iii) Project manager, PMU; (iv) Project coordinator, PMU; (v) Water and Sanitation Division chief; (vi) legal officer, MOWHS; (viii) environmental officer, MOWHS; (ix) gender officer (MOWHS); (x) representatives from local NGOs; It will be the responsibility of the Central committee to resolve the issue within 10 days from the date the complaint is received. In the event, the grievance is still not resolved; the matter may be elevated by the aggrieved person to an appropriate court of law. The court will have the final authority to approve or reject the case. Aggrieved persons may seek recourse through legal system at any stage of the GRM process.

Composition of Dzongkhag/ thromde

Municipal Committee:

Chairman – Dzongda (district administrator)/ thrompon (mayor)

Member – secretary- municipal engineer (PIU PMs)

Other members - district engineers, planning officer, legal officer, environmental officer, land record officer, town representative (elected), gender focal person, .

Composition of central Grievance Redress Committee

Chairman – Secretary, MOWHS

Member secretary – Director, DES

Other members- PMU, PM, Project coordinator, WSD chief, legal officer, environmental officer, gender officer (MOWHS) representatives from NGOs

SAMPLE GRIEVANCE REDRESS FORM

The _____ Project welcomes complaints, suggestions, queries, and comments regarding project implementation. We encourage persons with grievance to provide their name and contact information to enable us to get in touch with you for clarification and feedback.

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

Date	Place of Registration				
Contact Information/Personal Details					
Name		Gender	<input type="checkbox"/> * Male <input type="checkbox"/> * Female	Age	
Home Address					
Place					
Phone no.					
E-mail					
<p>Complaint/Suggestion/Comment/Question Please provide the details (who, what, where, and how) of your grievance below:</p> <p>If included as attachment/note/letter, please tick here:</p>					
How do you want us to reach you for feedback or update on your comment/grievance?					

FOR OFFICIAL USE ONLY

Registered by: (Name of Official registering grievance)	
Mode of communication: Note/Letter E-mail Verbal/Telephonic	
Reviewed by: (Names/Positions of Officials Reviewing Grievance)	
Action Taken:	
Whether Action Taken Disclosed:	Yes No
Means of Disclosure:	

RESULTS OF THE SURVEY ON WATER DEPARTMENT- RANGJUNG

Gewog/Thromde: RANGJUNG

Total Number of Respondents: 14 [2] Male = 14.3% [12] Female= 85.7%

Section A: Project Awareness	
<p>1. Heard about the water project before?</p> <p>[10=71.4%] yes [4=28.6%] No</p> <p>2.If yes, where did you hear it from?</p> <p>[] If yes, when did you hear about it?</p> <p>Year 2016</p>	<p>1. Are you in favor of the project</p> <p>[13=92.9%] Yes</p> <p>[1=7.1%] No</p> <p>[] No Answer</p> <p>2. If No, why not? Only 1 respondent reported that he does not know about the Project.</p>
Section B: Perception of Positive impacts and Benefits	
<p><i>What do you think are the benefits or positive impacts for having an improved water project in your Thromde? (please check the box below as appropriate)</i></p> <p>2. Improvement on health</p> <p>1.1 Decrease incidence on health-related sickness</p> <p>[12=85.72%] Most significant [1=7.14%] Significant</p> <p>[1=7.14%] Less significant</p> <p>1.2 Savings on time in collecting water</p> <p>[11=78.57%] Most significant [3=21.43%] Significant</p> <p>[0] Less significant</p> <p>1.3 Improved condition of women and children</p> <p>[12=85.7%] Most significant [2=14.3%] Significant</p> <p>[0] Less significant</p> <p>1.4 Regular availability of water</p> <p>[12=85.7%] Most significant [2=14.3%] Significant</p> <p>[0] Less significant</p>	<p>3. Increase opportunity for economic development</p> <p>2.1 Promote urban development</p> <p>[2=14.3%] Most significant [11=78.6%] Significant</p> <p>[1=7.1%] Less significant</p> <p>3.2. Promote industrialization</p> <p>[1=7.14%] Most significant [8=57.14%] Significant</p> <p>[5=35.72%] Less significant</p> <p>2.3 Increase in trade and business</p> <p>[2=14.3%] Most significant [11=78.6%] Significant</p> <p>[1=7.1%] Less significant</p> <p>2.4 Increase potential for tourism industry</p> <p>[1=7.14%] Most significant [10=71.43%] Significant</p> <p>[3=21.43%] Less significant</p> <p>2.5 Provide employment for local labor during construction, operation and maintenance</p> <p>[1=7.1%] Most significant</p> <p>[9=64.3%] Significant</p> <p>[4=28.6%] Less significant</p> <p>2.6. Increase in land value</p> <p>[2=14.3%] Most significant</p> <p>[10=71.4] Significant</p> <p>[2=14.3%] Less significant</p>
Section C: Issues and Concerns	
<p><i>What are some of the problems or negative issues that you perceive in implementing this project?</i></p> <p>1. Natural Environment and Pollution</p>	<p>16. Social impact</p> <p>2.1 Land acquisition and resettlement</p> <p>[] High impact [1=7.1%] less impact [13=92.9%] No impact</p>

<p>1.1 Loss of natural resources (trees, vegetation, etc.) <input type="checkbox"/> High impact [3=21.4%] less impact [11=78.6%] No impact</p> <p>1.2. Impact on nature reserved/protected area conservation <input type="checkbox"/> 1=7.1% High impact <input type="checkbox"/> less impact [13=92.9%] No impact</p> <p>1.3 Pollution (Noise, and vibration) <input type="checkbox"/> High impact <input type="checkbox"/> less impact [14=100%] No impact</p>	<p>2.3. Displacement of residential and business communities <input type="checkbox"/> 1=7.1% High impact <input type="checkbox"/> less impact [13=92.9%] No impact</p> <p>2.4 Impact on cultural properties/historical settings <input type="checkbox"/> High impact [1=7.1%] less impact [13=92.9%] No impact</p> <p>2.4 impact on Ethnic minorities <input type="checkbox"/> High impact [1=7.1%] less impact [13=92.9%] No impact</p> <p>2.6 Loss of livelihood (productive land) <input type="checkbox"/> High impact <input type="checkbox"/> less impact [14=100%] No impact</p>
Section E: Information on Current Water situation	
• Present cost of water in /per cubic meter:	
• Is this affordable?	[100%] yes <input type="checkbox"/> No
• Average consumption of HHs in M3/month:	Not available
• Current sources of Water?	[100%] Stream <input type="checkbox"/> Spring <input type="checkbox"/> River <input type="checkbox"/> Others
• Distance to Water Source	<input type="checkbox"/> Near [100%] Far if far specify distance about 4 Km _____
• Time or frequency/availability current source of water per day.	<input type="checkbox"/> 2 hours per day <input type="checkbox"/> more than 2 hours per day [10=71.4%] available all the time [4=28.6%] very irregular
• Who fetches water	[9=64.3%] Men [5=35.7%] Women <input type="checkbox"/> Girl child <input type="checkbox"/> Boy child
• Perception on the quality of present water source?	[8=57.1%] Good [6=42.9%] Not good <input type="checkbox"/> very bad
• Sickness related to water	Specify sickness: TYPHOID
• Problems on water	[9=64.3%] color not good [5=35.7%] smell is bad <input type="checkbox"/> taste not good
Recommendations to improve your water services. The response was that water supply should be 24 hours supply and potable.	

RESULTS OF THE SURVEY ON SEWERAGE, TRASHIGANG

1. Experience on Flooding

1. How long have you owned or lived in this location? [7=35%%] 1-5 year [5=20%] 5-10 years [10=50%%] Over 10 years	2. Do you own a toilet [20=100%] yes [0] No	2. What type of facility? [9=45%%] Indian type (squat)once [11=55%] pour flush, [] Others, specify
4Do you have a septic tank? [19=95%] Yes [1=5%] No If no, why not: No response from the respondent. If yes, how often do you have your septic tank dislodged?	4. Are you connected to sewerage? [100%] yes [0] No If yes, how much you pay for connection to sewerage? NU _____ [✓] don't know	

2. Awareness and support of the Project

2.1 Awareness of the Project?	[10=50%%] yes [10=50%] No	If yes, Sources of information is during first public consultation carried out by the Pre-feasibility PPTA social team. And through neighbors.
2.2 Do you support the project	[20=100%] yes [0] No	If no, why not?
2.3 Are you in favor of the sewerage project in your area?	[20=100%] yes [] No	If no why not?
2.4 If the sewerage will be established in your place, it will require civil works to be done causing temporary disturbance, do you have problem with that? [11=55%] yes [9=45%] No	If yes, what do you recommend to avoid disturbance? By minimizing noise and dust pollution.	Are you willing to connect to sewer line? [16=80%] yes [14=20%] No If yes, how much are you willing to pay for connection? No response_____

3. Perceived Benefits and Impact on improvement of storm drainage

Please give your opinion on the positive benefits and negative impact of the Project

Positive Benefits	check	Negative Impact	
Clean surroundings	100%	Will experience disturbance	100%
Improve sanitation	100%	Noise and pollution	100%
Improve health Improvements need to be made to benefit the area	100%		
Others-specify		Others, specify	