

Semi-Annual Social Safeguards Monitoring Report

Project No. 41603-023
Period Covering July to December 2013
January 2014

IND: Bihar Urban Development Investment Program
– Project 1

Prepared by Bihar Urban Infrastructure Development Corporation Ltd, Urban Development Department of the Government of Bihar.

Bihar Urban Infrastructure Development Corporation Ltd



**Bihar Urban Development Investment Program
TRANCHE 1
ADB Loan 2861-IND**

**SEMI ANNUAL SOCIAL SAFEGUARDS MONITORING
REPORT**

(Period July to December 2013)

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ABBREVIATIONS

ADB	Asian Development Bank
AP	Affected Person
BD	Bid Document
BMC	Bhagalpur Municipal Corporation
BUDIP	Bihar Urban Development Investment Program
BUIDCo	Bihar Urban Infrastructure Development Corporation
CB	Capacity Building
CLC	City Level Committee
DB	Design-Build
DBO	Design-Build-Operate
DPR	Detailed Project Report
DSC	Design and Supervision Consultant
EARF	Environment and Social Assessment Review Framework
EIA	Environmental Impact Assessment
ESMC	Environment and Social Management Coordinator
FAM	Facility Administration Manual
FFA	Framework Financing Agreement
FGD	Focus Group Discussion
FS	Feasibility study
GAP	Gender Action Plan
GOB	Government of Bihar
GOI	Government of India
GRM	Grievance Redress System
GRS	Grievance Redress Cell
IEE	Initial Environmental Examination
IPF	Indigenous People Framework
MFF	Multi-tranche Financing Facility
NGO	Non-Governmental Organization
NOC	Non-objection Certificate
O&M	Operation and Maintenance
OHT	Over Head Tank
PD	Project Director
PIU	Project Implementation Unit
PMC	Program Management Consultant
PMU	Program Management Unit
PPMS	Project Performance Monitoring System
PPTA	Project Preparatory Technical Assistance
PSC	Project Steering Committee
ROW	Right of Way
RF	Resettlement Framework
SAR	Sub-project Appraisal Report (feasibility study)
SC	Steering Committee
SPUR	Support Program for Urban Reform
STP	Sewage Treatment Plant
TC	Town Committee
UDHD	Urban Development and Housing Department
ULB	urban Local Body
WTP	Water Treatment Plant

A. EXECUTIVE SUMMARY

Introduction

1. This monitoring report concerns the social safeguards of the Bihar Urban Development Investment Program (BUDIP). BUDIP is financed under a multi-tranche financing facility (MFF) with separate loans for separate tranches. To date one loan is effective, Loan 2861-IND, financing Tranche 1. Loans for the other tranches have not yet been concluded.
2. This report concerns the entire BUDIP, i.e. all tranches and loans under the program. The report includes i) monitoring of implementation of social safeguards in tranches for which loans have been effectuated and ii) the status of preparation of social safeguards plans for the other tranches.
3. BUDIP is to improve the urban environment and living conditions in targeted urban areas in Bihar by (i) improving and expanding urban infrastructure and services in four towns; and (ii) strengthening urban institutional, management and financial capacity of the urban local bodies (ULBs). The investment program will improve and expand the water infrastructure in Bhagalpur, Darbhanga and Gaya and the sewerage infrastructure in Muzaffarpur.

Tranche 1 and Tranche 2

4. Tranche 1 comprises the Bhagalpur Water Supply Project Phase 1 (BWSP1). The project is currently being tendered under one design-build-operate (DBO) contract. It is expected that the contract be awarded in the first quarter of 2014 with the contractor mobilizing 3 months after contract award.
5. The technical components of BWSP1 include rehabilitation of the existing water treatment plant (WTP), construction of 16 new Overhead Tanks (OHTs), rehabilitation of one OHT, renovation, replacement and new construction of a total of 326km of distribution mains and approximately 52,000 new metered service connections.
6. The social and resettlement impact assessment for BWSP1 was undertaken based on the SAR and DPR prepared earlier. The social safeguard categorization for this subproject is category B.
7. Tranche 2 is expected to include two subprojects:
 - a. Bhagalpur Water Supply Project Phase 2 (BWSP2). Its technical scope covers the construction of a new river water intake, raw water pumping station, raw water transmission main, WTP and clear water transmission mains. The DPR of the subproject is under preparation and is to be implemented under one Design-Build (DB) contract.
 - b. Gaya Water Supply Project Phase 1 (GWSP1). Its technical scope is to cover rehabilitation, renovation and replacement of all existing water supply infrastructure. The SAR and DPR are under preparation. The subproject is to be implemented under one DBO contract.
8. The social and resettlement impact assessments for BWSP2 and GWSP1 are being made as part of the ongoing SAR and DPR preparation.

Scope of impacts Tranche 1

9. The aim of minimizing land acquisition and resettlement impacts was included in the design of the BWSP1. All land required for the subproject components have been identified and there will be no land acquisition or permanent displacement of people as a result of the construction of the subproject. However, there will be temporary impacts on non-titled persons, hawkers and vendors during construction of pipelines.
10. Works on the existing WTP will be carried out within the existing water works compound. The distribution system is within the rights-of-way (ROW) of the public roads network, while service connections are within customers' premises.

11. Only for the Overhead Tanks (OHT) land has to be made available. Thirteen of the 16 OHTs are on government land or municipal land. The other three will be on land belonging to the Inter-level Muslim High School, the Diocesan Centre and a temple trust. BUIDCO is in the process of getting non-objection certificates (NOC) for the 16 OHTs from the concerned authority/ department.
12. The total numbers of affected persons (APs) were estimated for temporary impact from 326 km of approximate distribution network for improvement under the subproject. Three transect walks were conducted in Bhagalpur during PPTA study in 2011, which was updated by CDTA team in August 2013. Other impacts are confined to movable structures placed on ROWs. About 20% of temporarily APs are vulnerable persons including women, children and those with incomes below poverty line. The scope of resettlement identified is based on preliminary design and will be updated during detailed design by the DBO contractor. An Entitlement Matrix identifies the main types of losses and the corresponding entitlements as included in the BUDIP Resettlement Framework and in accordance with India Government and ADB policies.

Compensation, Rehabilitation and Monitoring

13. The social safeguards plan and other required activities will be implemented only after the DBO contractor has finalised the detailed designs. This includes payment of the affected assets compensation, allowances, loss of incomes, etc. to the entitled persons. It is expected that monitoring on social safeguards will commence in the first quarter of 2015.
14. Because there is no implementation of social safeguard measures yet, actual monitoring is not being done yet.

million. The MFF is for a loan amount not exceeding \$200 million. Loan 2861-IND is for an amount of \$65 million.

Tranche 1

21. Tranche 1 comprises the Bhagalpur Water Supply Project Phase 1 (BWSP1). The Subproject Appraisal Report (SAR), Detailed Project Report (DPR) and Bid Documents (BD) for the subproject have been completed and the project is currently being tendered under one design-build-operate (DBO) contract. It is expected that the contract be awarded in the first quarter of 2014 with the contractor mobilizing 3 months after contract award.
22. The technical components of BWSP1 include rehabilitation of the existing water treatment plant (WTP), construction of 16 new Overhead Tanks (OHTs), rehabilitation of one OHT, renovation, replacement and new construction of a total of 326km of distribution mains and approximately 52,000 new metered service connections.
23. The social and resettlement impact assessment for BWSP1 was undertaken based on the SAR and DPR prepared earlier. The social safeguard categorization for this subproject is category B.

Tranche 2

24. Tranche 2 is expected to include two subprojects:
 - c. Bhagalpur Water Supply Project Phase 2 (BWSP2). Its technical scope covers the construction of a new river water intake, raw water pumping station, raw water transmission main, WTP and clear water transmission mains leading to existing OHTs and the OHTs to be constructed under BWSP1. The SAR for the total Bhagalpur project has been updated for BWSP2 and the DPR of the subproject is under preparation. The subproject is to be implemented under one Design-Build (DB) contract.
 - d. Gaya Water Supply Project Phase 1 (GWSP1). Its technical scope is to cover rehabilitation, renovation and/or replacement of all existing water supply infrastructure (wells, transmission mains, reservoirs, distribution network and service connections). Subproject GWSP2 (to be included in a third Tranche) will cover the construction of new water supply infrastructure: new wells, transmission, reservoirs, expansion of distribution network and new service connections. The subproject is to be implemented under one DBO contract.
25. The social and resettlement impact assessments for BWSP2 and GWSP1 are being made as part of the ongoing SAR and DPR preparation.

Institutional Arrangement

26. BUDIP is carried out by the Government of Bihar (GoB) acting through the State's Urban Development and Housing Department (UDHD) and its executing-cum-implementing agency (EA and IA), the Bihar Urban Infrastructure Development Corporation Ltd (BUIDCo).
27. The Program Management Unit (PMU), established within BUIDCo, is the executing arm. At each of the four towns there will be a Project Implementation Unit (PIU), reporting to the PMU. The safeguards, gender and monitoring responsibilities are summarized in **Table 1**. PMU and PIU are assisted by PMC and DSC.

Table 1 Safeguards, Gender and Social Monitoring Team Structure and Responsibilities¹

Task Team	Responsibility
Program Director, PMU	Endorse the report of Environmental and Social Management Coordinator, and submit it to the Steering Committee for review.
Environmental & Social Management Coordinator, PMU	Analyse the consolidated monitoring data on safeguards, gender and social dimensions against loan agreement, GAP, CPS and works contracts, and report the results and corrective actions to the Program Director.
<i>Environment Officer, PMU</i>	<i>Consolidate and verify the monitoring data on environmental safeguards.</i>
Resettlement Officer, PMU	Consolidate and verify the monitoring data on social safeguards and gender dimensions.
<i>Public Relations Officer, PMU</i>	<i>Consolidate and verify the monitoring data on consultation and participation.</i>
Safeguards Officer, PIU (field offices)	Generate monitoring data on safeguards, gender and social dimensions.

Source: Facility Administration Manual (FAM), February 2012, page 33.

28. As per FAM, reporting on social safeguards monitoring is semi-annually,.

¹ Adjusted with the merger of PMU and Central PIU into one PMU at central level

C. SCOPE OF IMPACTS BWSP1

29. **Table 2** summarizes the resettlement impacts and mitigation actions as laid down in the draft Resettlement Plan for BWSP1. Details in terms of lengths of distribution system and number of affected persons are subject to change as a result of the detailed designs to be prepared by the DBO contractor.

Table: 2 Summary of Identified Impacts and the Mitigation Actions for BWSP1

Scope of Works	Unit	Location	Resettlement Impacts		Mitigation Action		
			Permanent	Temporary	Temporary disruption of livelihood	Impacts on Vulnerable APs	Any other loss not identified
Existing Water Treatment Plant rehabilitation	3 WTP	At one site: the existing Barari Water Works	None	None	NA	NA	NA
Mechanical, Electrical, and Instrumentation works	Inside the 3 WTPs	Existing Barari Water Works	None	None	NA	NA	NA
Distribution System: renovation, rehabilitation and new construction	326km.	Urban area within the current municipal boundary of Bhagalpur Municipal Corporation (BMC)	None	8145	Compensation for lost income or a transitional allowances for the period of disruption whichever is greater will be paid.	Livelihood restoration will be undertaken. Vulnerable households will be given priority in project construction employment.	Unanticipated involuntary resettlement impacts will be documented and mitigated based on the principles of the Resettlement Framework before construction work started.
Over Head Tanks	16 different locations	At 16 different locations in the town (BMC)	None	None	NA	NA	NA
Metered Customer Service Connections	± 52,000	In the resident neighbourhood	None	None	NA	NA	NA

30. The aim of minimizing land acquisition and resettlement impacts was included in the design of the BWSP1. All land required for the subproject components have been identified and there will be no land acquisition or permanent displacement of people as a result of the construction of the subproject. However, there will be temporary impacts on non-titled persons, hawkers and vendors during construction of pipelines.

Land availability

31. Works on the existing WTP will be carried out within the existing water works compound. The distribution system is within the rights-of-way (ROW) of the public roads network, while service connections are within customers' premises. Only for the OHTs land has to be made available.

32. Thirteen of the 16 OHTs are on government land or municipal land. Of the other three, one OHT will be on vacant land belonging to the Inter-level Muslim High School, one is on the land of the Diocesan Centre, and one is on land belonging to a temple trust. BUIDCO is in the process of getting non-objection certificates (NOC) for the 16 OHTs from the concerned authority/ department.

33. The status of NOC received till date mentioned below in the **Table 3**. See also Appendix 3.

Table 3: Status of NOC clearance and land requirement under subproject BWSP1

Sl. No	OHTs design No.	Location	Ownership	Size of Land required	Status of Clearance	Remarks
1	1/3	Mahashay Deodi in Champanagar Mahashay	BMC		NOC obtained	
2	3/1	South side open space of municipality office, Kachari Chowk	BMC		NOC obtained	
3	3/3	Barahpura Old Boring	BMC		NOC obtained	Letter received from BMC not matching with OHTs design No.
4	5/3	Open land to the west of the tube well, Aliganj Katghat, Hussainabad	BMC		NOC obtained	

Affected persons

34. The total numbers of affected persons (APs) were estimated for temporary impact from 326 km of approximate distribution network for improvement under the subproject. Three transect walks of 300 m each were conducted in Bhagalpur during PPTA study in 2011, which was updated by CDTA team in August 2013. Other impacts are confined to movable structures placed on ROWs. Estimated resettlement impacts based on extrapolations from the transect walks are presented in **Table 4**.

35. The summary of socio-economic information based on transect walks reveals that 20% of temporarily affected persons are vulnerable affected persons including women, children and those with incomes below poverty line. The scope of resettlement identified is based on preliminary design and will be updated during detailed design by the DBO contractor.

36. The Entitlement Matrix in **Table 5** summarizes the main types of losses and the corresponding entitlements as included in the BUDIP Resettlement Framework and in accordance with India Government and ADB policies. The plan is elaborated in some further detail below.

Table 4: Summary of Resettlement Impacts

S. No.	Category	Impact
1	Permanent Land Acquisition (Ha)	None
2	Temporary Land Acquisition (Ha)	None
3	Temporarily Affected Persons	8145
4	Titled affected persons (temporarily affected)	None
5	Non-Titled affected persons (temporarily affected hawkers and vendors)	8145
5a	Female affected persons (temporarily affected)	408
5b	Child affected persons (temporarily affected)	408
5c	Indigenous people/scheduled tribe affected persons	None
5d	Below poverty line affected person (temporarily affected)	816
5e	Other (temporarily affected)	8145
6	Non-Titled affected persons (temporarily affected <i>kutcha</i> residential structures)	4
7	Affected Trees/Crops	Land proposed behind the Muslim High School OHT requires further investigation
8	Temporarily Affected Land under common use	OHT site 3/1
9	Affected Common Structures	Temporary shanties, offices and eating places
10	Average Income of affected persons (per month)	Rs. 3,200
11	Income Sources Temporarily Affected	Fruit, Vegetable, Tea sellers, roadside eateries, etc.

37. As per Draft Resettlement Framework, affected persons will be provided 30 days advance notice to ensure no or minimal disruption in livelihood. If required, they will also be assisted to temporarily shift for continued economic activity. For example, they will be assisted to temporarily shift to the other side of the road where there is no construction. Ensuring there is no income or access loss during subproject construction is the responsibility of the Contractor. Consistent with the environmental assessment, the Contractor will ensure: (i) that space is left for access between mounds of soil; (ii) walkways and metal sheets provided to maintain access across trenches for people and vehicles where required; (iii) increased workforce is available to finish work in areas with impacts on access, and timing of works in such areas that it reduces disruption during business hours; and (iv) phased construction schedule is followed and work undertaken on one segment at a time and one side of the road at a time. The construction period will be minimized and is estimated to be less than 30 days per section of work.

38. Should construction activities result in unavoidable livelihood disruption, compensation for lost income or a transitional allowance for the period of disruption, whichever is greater, will be provided. Vulnerable affected persons will be given priority in project construction employment. Highly vulnerable affected persons such as child labourers and woman-headed households shall be identified and given the opportunity to enrol in literacy and/or numeracy camps (14 day camps), following a demand survey by the implementing NGO to determine the proportion willing to enrol.

Table 5: Entitlement Matrix²

Sl. No.	Type of Loss	Application	Definition of Entitled Person	Compensation Policy	Implementation Issues	Responsible Agency
1	Temporary disruption of livelihood		(i) Legal titleholders; (ii) Tenants, leaseholders; sharecroppers; and (iii) Persons with non- recognizable claims (encroachers, squatters, hawkers, vendors, etc.).	(i) 30 days advance notice of construction activities, including duration and type of disruption. (ii) Contractor's actions to ensure there is no income and/or access loss consistent with the IEE. ³ (iii) Assistance to mobile vendors and/or hawkers to temporarily shift for continued economic activity. ⁴ (iv) For construction activities involving unavoidable livelihood disruption, compensation for lost income or a transitional allowance for the period of disruption whichever is greater.	Identification of alternative temporary sites to continue economic activity.	Valuation Committee will determine income lost. Contractors will perform actions to minimize income and/or access loss.
2	Impacts on vulnerable affected persons	All impacts	Vulnerable affected persons	Livelihood. Vulnerable households will be given priority in project construction employment. ⁵	Vulnerable households will be identified during the census.	NGO will verify the extent of impacts through a 100% surveys of affected households determine assistance, verify and identify vulnerable households and establish extent of demand and/or willingness to enroll in literacy and/or numeracy classes.
3	Any other loss not identified		(i) Legal titleholders; (ii) Tenants, leaseholders, sharecroppers (iii) Persons with non-recognizable claims (encroacher, squatter, hawkers, vendor, etc.).	Unanticipated involuntary impacts will be documented and mitigated based on the principles of the Resettlement Framework.	-	NGO will ascertain the nature and extent of such loss. PMU will finalize the entitlements in line with the Resettlement Framework.

IEE = Initial Environmental Examination, NGO = nongovernmental organization, PMU = Project Management Unit.

² Entitlements Matrix presented here is for identified and unforeseen impacts. A detailed Entitlement Matrix for different loss categories is given in Resettlement Framework Document.

³ This includes: (i) leaving spaces for access between mounds of soil; (ii) providing walkways and metal sheets to maintain access across trenches for people and vehicles where required; (iii) increased workforce to finish work in areas with impacts on access; (iv) timing of works to reduce disruption during business hours; and (v) phased construction schedule and working one segment at a time and one side of the road at a time.

⁴ For example assistance to shift to the other side of the road where there is no construction.

⁵ Affected children, women, and other vulnerable affected persons to be provided special assistance in the form of literacy and numeracy classes, following a demand survey.

39. For OHT sites proposed within school compounds, care must be taken to ensure that the present use of the major portion of such land (as playground) is not affected. In addition, each of the government schools will be provided water connections, and the primary and middle school presently lacking toilet facilities will be provided toilets for boys and girls. The Inter-level Muslim High School (the only affected non-government school) will be provided a water connection and toilet facilities for boys and girls. These measures will lead to further positive outcomes for the subproject.

D. COMPENSATION AND REHABILITATION

40. The social safeguards plan and other required activities will be implemented only after the DBO contractor has finalised the detailed designs. This includes payment of the affected assets compensation, allowances, loss of incomes, etc. to the entitled persons. It is expected that monitoring on social safeguards will commence in the first quarter of 2015.

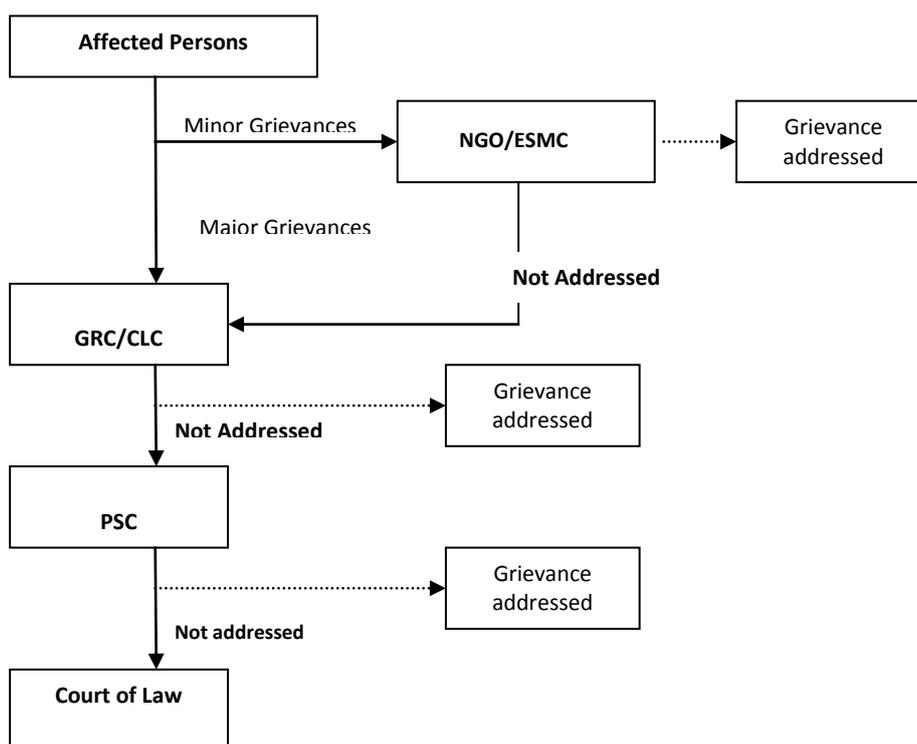
E. PROJECT INFORMATION DISCLOSURE, PUBLIC PARTICIPATION AND CONSULTATION

- 41.** The Resettlement Plan for BWSP1 was prepared in consultation with stakeholders. Detailed discussions were held with municipal officials, owners and users of sites where subproject facilities are proposed, academicians and environmental specialists based in Bhagalpur University, fishermen in Bhagalpur and potentials beneficiaries (residents). Meetings and individual interviews of stakeholders, particularly potentially temporarily affected persons, were held, and transect walks and interviews conducted to determine the potential impacts of subproject construction to prepare the sample subproject Resettlement Plan. Focus Group Discussions held with residents and/or users in and around each of the identified OHT sites.
- 42.** The detailed consultations with potential beneficiaries and affected persons revealed that there is a great need for the water supply project in Bhagalpur, and consultations helped in selection and finalization of subproject sites in Bhagalpur. The draft Resettlement Framework and draft Resettlement Plan in local language were discussed in a city-wide stakeholder consultation workshop and the documents were disclosed by placing them in the Municipal Office, Revenue Department and at Bihar Rajya Jal Parishad (BRJP). This will also be placed in the PIU office after its establishment. The Resettlement Framework and Resettlement Plan do include a strategy for continued consultation at different stages of Resettlement Plan implementation.
- 43.** Information shall continue to be disseminated to affected persons and beneficiaries through various media. Nongovernmental organization (NGO) to be engaged to implement the Resettlement Plan will undertake consultations, information dissemination, and disclosure. The finalized Resettlement Plan will also be disclosed in websites of ADB, BUIDCo, State Government, local government, PMU and PIU.

F. GRIEVANCE REDRESS MECHANISM (GRM)

44. A common Grievance Redress Mechanism (GRM) for social and environmental complaints will be in place. Each Resettlement Plan, Indigenous Peoples Plan (IPP) (if applicable), and Initial Environmental Examination (IEE) and/or Environmental Impact Assessment (EIA) will follow the GRM described below, which is developed in consultation with stakeholders, including affected persons and NGOs. The GRM will provide an accessible platform for receiving and facilitating resolution of affected persons' grievances related to the project. Grievances and/or suggestions of affected persons can be dropped in suggestion boxes set up for the project in key locations including subproject sites, or conveyed through phone or email. The Community Liaison Officer (CLO) of the implementing NGO will be responsible for conducting periodic community meetings with affected communities to understand their concerns and help them through the process of grievance redressal (including translation from local language, recording and registering grievances of non-literate affected persons and explaining the process of redressing grievances). The grievance redress mechanism and procedure is depicted in **Figure 2** below. **Annexure 1** shows the sample Grievance Registration Form and Action taken report.

Figure 2: Grievance Redress Mechanism



CLC- City Level Committee, ESMC-Environment and Social Management Coordinator, GRC- Grievance Redress Cell, NGO-Non Government Organization, PSC-Project Steering Committee

45. Till date no Grievance Redressal Committee is established in BUDIP. The process of constituting GRC has been initiated, which will be completed before commencement of physical activity.

G. INSTITUTIONAL ARRANGEMENTS

46. There has been a change in the institutional arrangement at Urban Development and Housing Department (UDHD) of Government of Bihar, which is the Executing Agency (EA) for the project. The PMU of BUDIP under UDHD has been merged with the central PIU under BUIDCo (Implementing Agency, IA) for effective execution and implementation of managing the social safeguards issues in the projects till date. The PMU has an Environment and Social Management Coordinator (ESMC) for execution and coordination of safeguard. PIU field offices shall be set up in each project town to manage the implementation of subprojects before physical progress. In addition, City Level Committees (CLC) will be set up in each project town to periodically review subproject progress before the start of civil work.
47. The ESMC, PMU is being assisted by the PMC for the preparation of IEE/EIA/Resettlement Plan/IPP reports and providing advice on policy reforms. The PMU is endorsing the subproject IEEs/EIAs and Resettlement Plans/IPPs prepared by the PMCs. ESMC is coordinating with national and state agencies to resolve inter-departmental issues, if any. ESMC is also monitoring physical and non-physical activities under the investment plan. Also, monitoring the implementation of safeguards plans and guiding PIU as and when necessary.
48. The PMC has an Environment Specialist and Resettlement and Gender Specialist who are responsible for the preparation of IEE/EIA and Resettlement Plan/IPP and monitoring reports respectively. The PMC Specialists are reviewing and finalizing all reports in consultation with the ESMC. The PMC Specialists are also submitting periodic monitoring and implementation reports to PMU, who is taking follow-up actions, where necessary.

H. MONITORING RESULTS – FINDINGS

49. Because there is no implementation of social safeguard measures yet, actual monitoring is not being done yet.

I. FOLLOW UP ACTIONS, RECOMMENDATIONS AND DISCLOSURE

50. Much of the social safeguard implementation structure is yet to be formed. The coming period will be dedicated to its establishment.

J. APPENDIX 1 FORMAT FOR PUBLIC CONSULTATION & FOCUS GROUP DISCUSSIONS

(Socio-Economic and Environmental)

Name of the Component / Site:

Name of the Village / Ward:

Name of the Block / Revenue Circle Office:

Name of the District:

Date:

Time:

Number of Participants:

Issues	Participants' Opinion, Comments and Suggestions
General perception about the project and the awareness about the proposed project component.	
Support of local people for the proposed Bhagalpur Water Supply Project?	
Any critical issue or concern by the local people regarding the project?	
Any criteria would you like to see considered during the project construction and operation stage?	
Are you expecting any difficulties by the construction of Water Supply Project in the coming days?	
Is the proposed project going to improve Water Supply System in Bhagalpur Town?	
What kind of Water Supply System do you need in your town?	
Is the proposed project going to provide better and safe drinking water to the local people?	
Is there any shortage of water for human consumption?	
Source of drinking water	
Number of Shops/Hotel/Commercial establishments in the surrounding area	
Numbers of Industrial Units in the surrounding area	
Number of Households and Population in this Village/Ward	
Any Ethnic minorities/tribal population living in this area (Note the name of Tribe/Indigenous community, if any) Any Vulnerable groups (women headed, BPL, SC, ST, PH etc.) are living in this Village/Ward?	
General socio-economic Condition: What are the economic activities? Land use, cropping pattern (Seasonal), types of crops, value of the crops, Average land holding size etc.	
Access to the forest land and the use of the forest land (if any)	

Issues	Participants' Opinion, Comments and Suggestions
Current rates of the land (Government as well as market rates) in "Bigha"/ "Acre"	
Loss of residential/commercial structures, if any due to the project	
Loss of community life like any Market Places, Religious places, or any community activities to be affected?	
Land acquisition and Resettlement (if foreseen due to the construction of Water Supply Pipeline, Over Head Tanks, Water Treatment Plants, etc.) Has there been land acquisition before? If yes, what was the process of land acquisition and compensation package?	
Protected areas (national park, protected forest, religiously sensitive sites, historical or archaeological sites), if any	
Health status of the Village/Ward. Availability of Hospitals and over all environmental condition. Is there any chronic disease prevalent in this area and are you aware about HIV/AIDS and STP?	
Poverty Level: Is the area poor or very poor or well off	
Education Status: Literate, illiterate etc	
Employment Status: Percentage of employment/ unemployment/ underemployment	
Migration Pattern (If any), inward or outward	
If the laying of Water Supply Pipeline necessitates relocation, where would you like to be relocated?	
What is the possibility of shifting the religious structure(s)? And where to relocate?	
Type of compensation Paid / Expected (Cash or Kind)	
Perceived benefits from the project	
Perceived losses from the project	
Will there be likely involvement of local people in the implementation of the project?	
What other organizations of a social nature (NGOs/CBOs/ Civil Society) active in the village/ward? Name of these organizations.	
Any Other Issues you may feel to share:	
Is this consultation useful? Comments	

K. APPENDIX 2 SAMPLE GRIEVANCE REGISTRATION FORM

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

The **Bihar Urban Development Investment Program (BUDIP)** welcomes complaints, suggestions, queries and comments regarding project implementation. We encourage persons with grievance to provide their name and contact information to enable us to get in touch with you for clarification and feedback.

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

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

FOR OFFICIAL USE ONLY

Registered by: (Name of official registering grievance)	
If – then mode: <input type="checkbox"/> Note/Letter <input type="checkbox"/> E-mail <input type="checkbox"/> Verbal/Telephonic	
Reviewed by: (Names/Positions of Official(s) reviewing grievance)	
Action Taken:	
Whether Action Taken Disclosed:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Means of Disclosure:	

**GRIVENCE REDRESS REGISTAR
 GRIVENCES RECORD AND ACTION TAKEN**

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

L. APPENDIX 3: COPY OF NOCS RECEIVED FROM BHAGALPUR MUNICIPAL CORPORATION.

कार्यालय, नगर निगम, भागलपुर

दिनांक. 12/8/2013 314

पत्रांक. 2020/भा0न0नि0.

प्रेषक. नगर आयुक्त
नगर निगम, भागलपुर

सेवा में. मुख्य महाप्रबंधक,
बिहार शहरी आधारभूत संरचना विकास निगम लि0
बिहार, पटना।

विषय - भागलपुर नगर निगम क्षेत्र में A.D.B वित्त पोषित परियोजना के लिए भूमि उपलब्धता हेतु अनापत्ति पत्र देने के संबंध में।

महाशय, उपर्युक्त विषय के संदर्भ में A.D.B द्वारा भागलपुर नगर निगम क्षेत्रान्तर्गत जलापूर्ति योजना के क्रियान्वयन हेतु भूमि उपलब्धता हेतु अनापत्ति पत्र निगम की जमीन के-

वार्ड सं0	खाता सं0	खेसरा न0	स्थल	OHT. NO. 1/3
01	470	7513	गहाशय डरौली चंपानगर	OHT. NO. 3/1
23	1090	937	नगर निगम कार्यालय के दक्षिण	OHT. NO. 3/3
33	1866	1960	बरहपुरा पुराना बोरिंग	OHT. NO. 5/3
42	1233	865	अलीगंज कटघर निगम बोरिंग	

खाता, खेसरा संबंधित पत्र के साथ संलग्न कर भेजी जा रही है।

विरवासभाजन
नगर आयुक्त
नगर निगम, भागलपुर

Gm(Tech.)
14/8/13

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