

COMMUNITY AWARENESS AND PARTICIPATION PLAN (CAPP)

A. Introduction

1. A Community Awareness and Participation Plan (CAPP) has been prepared to ensure widespread, ongoing, and meaningful participation of the key stakeholders with a focus on the poor and the vulnerable groups. The “reach” and “sustainability” of development initiatives are improved when all stakeholders, including the poor and the vulnerable groups, have an opportunity to participate in shaping investment programs and the voice of the poor is heard at all levels of decision-making. Stakeholder analysis was undertaken to ensure that relevant stakeholders are identified and included in the participatory project design process.

2. This is particularly relevant in a high-density urban setting like the Kathmandu Valley where disturbances related to construction activities are inevitable. Information disclosure and public awareness are essential for maintaining public support and mitigating grievances during this period. The stakeholders are to be made fully aware of the intent, design, schedule, impacts, and overall benefits of the project. These activities require a coordinated effort between the executing and implementing agencies as well as public, private, and community stakeholders. A Community Awareness and Participation Consultant (CAPC) firm will be recruited to help the Project Implementation Directorate (PID) in meaningful and widespread consultations and public awareness during project implementation. The Community Awareness and Participation Plan (CAPP) is a framework to help implement such activities.

B. Key Activities

3. **Activity 1: Understanding the Community.** Baseline and descriptive information will be collected for each wastewater treatment plant (WWTP) and sewerage network area on parameters such as settlement patterns, businesses (titled and non-titled), socio-economic information of residents, areas where the poor and marginalized are concentrated, existing status of the sanitation facilities, community-based organizations, including local area committees (e.g., Tole Committees), schools, and available social capital in the area. This information will be collected by the CAPC as a baseline survey. Based on this baseline survey, a community profile should be put together for each service area.

4. **Activity 2: Understanding the Key Stakeholders.** An indicative list of the key stakeholders is:

- (i) government agencies involved in the project and their employees;
- (ii) beneficiary groups such as residents in the vicinity of a WWTP sewerage and network area identified as a work unit;
- (iii) political leaders, public representatives and community leaders;
- (iv) community organizations such as Tole committees, Community-Based Organizations (CBOs), local nongovernment organizations (NGOs), social and cultural groups, etc.;
- (v) ad hoc Political Representative Committees of the municipalities;
- (vi) media, including print and electronic media;
- (vii) schools (students are a very receptive target group and may influence their parents);
- (viii) women groups with focus on gender-related activities;
- (ix) workers of contractors deployed on construction activities under the project;

- (x) ward citizen forums (proposed as part of social mobilization strategy of Ministry of Local Development);
- (xi) vendor associations and labor union federations;
- (xii) thrift and credit societies, if any;
- (xiii) special groups formed for socially excluded segments of the population; and
- (xiv) general citizens.

5. **Activity 3: Understanding the Key Messages.** An indicative list of key messages to be passed on for awareness generation and community participation includes the following:

- (i) objectives, rationale, design, schedule, impacts, employment opportunities, and overall benefits of the project;
- (ii) levels of disturbance to be expected during construction;
- (iii) the importance of improved health, hygiene and sanitation and promotion of good practices through various behavioral changes;
- (iv) issues of wastewater management and citizens' duties as responsible consumers (e.g., citizens should not: dump solid waste in streams, rivers, roads, or public spaces; connect illegally to the sewerage network; nor connect roof-top rainwater drains to the sewer chamber in the house, etc.);
- (v) improved service delivery to citizens;
- (vi) 3 R's (reduce, reuse and recycle) of waste;
- (vii) operation and maintenance (O&M) of the assets created under the project and citizens' duties to support Kathmandu Upatyaka Khanepani Limited (KUKL) in effective O&M;
- (viii) need to pay higher tariffs for higher level of services;
- (ix) need to regularly pay water bills;
- (x) water conservation and rainwater harvesting methods;
- (xi) employment opportunities under the project;
- (xii) affordability to meet the cost and modes of contribution; and
- (xiii) grievance redress mechanism as detailed in the safeguard documents.

6. **Activity 4: Design and Implement Communication Strategy.** CAPP's success will be determined by the effectiveness of a coordinated and well-delivered Information, Education, and Communication (IEC) strategy, which will require the cooperation of communities based on their understanding and acceptance of the project and its objectives. The IEC strategy will include planning and implementing various activities such as the use of electronic and print mass media; distribution of leaflets, posters, banners, hoardings; organization of street plays; debates (especially at schools); concerts; organization of competitions in schools and Tole; public meetings; development of locally relevant user-friendly, audio-visual material that are broadcast/telecast on local radio/cable, etc. This will also include a project website disclosing key project-related information, including the scope, cost, and financial and institutional arrangements, safeguards reports such as initial environmental examination (IEE) and resettlement plans (RPs), and progress on procurement, contract awards and disbursements.

7. **Activity 5: Outreach to Contractors and Laborers.** The workers on the ground are generally the first point of contact for the public. Great efforts should be made so that these workers are fully aware of the intent, design, schedule, impacts, and overall benefits of the project so that they communicate accurate information to the public. They also need to be aware of the likely public disturbances related to their contract's construction activities. It is necessary to provide them with necessary awareness and training in basic social and environmental risks and benefits of the project including gender issues (e.g. equal pay for

women), health and hygiene, occupational and community health and safety, HIV/AIDS awareness, and other benchmark practices applied in the construction industry.

8. **Activity 6: Implementation and Feedback.** The PID, through CAPC, will be responsible to implement the recommendations gathered through stakeholders consultations, and provide feedback to the relevant stakeholders about the status of implementation in the form of action-taken reports (ATRs).

C. Community Awareness and Participation Plan

9. Awareness-building activities are required to ensure that communities are mobilized as participants in the project. Information disclosure and community awareness are essential for maintaining public or community support and redressing grievances during the implementation period. Awareness building and education activities will target all communities and relevant stakeholder groups within the project area with an emphasis on pro-poor, gender-sensitive activities. The PID will oversee these activities through a CAPC. Key activities of the CAPP are listed in Table 1.

COMMUNITY AWARENESS AND PARTICIPATION PLAN

Activity	Target Stakeholders	Type of Participation	Objectives	Time Frame
Project Orientation Workshops for Officials, PID and KUKL staff (1 per city)	25 officials and staff per project orientation workshop consisting of representatives from the MOUD, Municipality, PID, KUKL and other relevant organizations and local officials.	<ul style="list-style-type: none"> • Information sharing • Consultation • Shared responsibility • Shared decision-making 	<ul style="list-style-type: none"> • Introduce the project • Demonstrate the link between improved , sewerage, and waste water management infrastructure and good health, women's empowerment, and environmental conservation <i>(Note: Seminar topics and contents should be gender-sensitive, socially inclusive, and raise environmental awareness.)</i> • Discuss roles and accountabilities of various government units; and relationships between entities for project • Discuss issues related to use of land acquisition, resettlement, and environmental clearances and permits • Mitigate potential problems e.g., citizens' use of government lands and property that will be acquired by the project • Gather input and recommendations 	Year 1 (immediately): 5 project orientation workshops (Kathmandu, Bhaktapur, Lalitpur, Madhyapur and Kritipur)
Project orientation for local community groups with targets for women participation (1 package per city)	<ul style="list-style-type: none"> • 100 community members in project sites, preferably household heads with at least 30 women participating per seminar 	<ul style="list-style-type: none"> • Information sharing • Consultation • Explaining grievance mechanism 	<ul style="list-style-type: none"> • Introduce the project, highlighting its importance and benefits to the community • Demonstrate the link between improved sewerage connection and wastewater management infrastructure and good health, women's empowerment, and environmental conservation <i>(Note: Seminar topics and contents should be gender-sensitive, socially inclusive, and raise environmental awareness.)</i> • Gather concerns and views related to sewerage, and wastewater management • Gather input and recommendations 	Years 1:
Develop and disseminate strategic visual and audio materials through Radio &	<ul style="list-style-type: none"> • Communities, school children; civil society, relevant officials, representatives from CBOs, NGOs 	<ul style="list-style-type: none"> • Information sharing/dissemination • Knowledge generation 	<ul style="list-style-type: none"> • Project information sharing with affected project communities • Demonstrate the community benefits and link between improved sewerage connections and wastewater management after construction of 	Years 1- 3

Activity	Target Stakeholders	Type of Participation	Objectives	Time Frame
Television Channels and other means		<ul style="list-style-type: none"> • Community/ family awareness on health and hygiene 	WWTPs <ul style="list-style-type: none"> • Improved knowledge and practice on community health and hygiene among the project population 	
Development of training and communication materials for community mobilizers	<ul style="list-style-type: none"> • 150 community mobilizers 	<ul style="list-style-type: none"> • Information sharing/ dissemination • Knowledge generation • Community-initiated mobilization 	<ul style="list-style-type: none"> • Improved health knowledge and sanitation practices among the project population • Active participation and awareness of community health and hygiene issues 	Year 1
Community Awareness, Participation, Mobilization and Health and Hygiene Education Campaign	<ul style="list-style-type: none"> • Community members • School Children (at least 30% are girls) 	<ul style="list-style-type: none"> • Information sharing • Informal public education • Community volunteer recruitment 	<ul style="list-style-type: none"> • Raise environmental awareness and eliminate the pollution of rivers and community surroundings with wastewater 	Years 1-4 (City 1-5): 10 campaign in schools 10 campaign events in targeted communities
Consultation on project's resettlement plans and framework (5 meetings)	<ul style="list-style-type: none"> • Affected Persons: Landowners, titled and nontitle affected persons 	<ul style="list-style-type: none"> • Information sharing • Consultation • Negotiation 	<ul style="list-style-type: none"> • Introduce the project • Mitigate potential conflict • Solicit the views of affected persons on resettlement and compensation • Agree on resettlement processes, location, timing and compensation 	Years 1-3 (City 1-5): 8 small group meetings
Behavior change training of trainer workshops	150 community mobilizers (at least 50% women and 50% from poor/slum/vulnerable households) per workshop	<ul style="list-style-type: none"> • Information sharing • Health and Hygiene Education • Communication skill Development • Training of trainers on 	<ul style="list-style-type: none"> • Behavior change awareness building in hygiene, sanitation, and 3R strategies, including orientation training in wastewater sector 	Years 1-4 (city 1-5): 2 Consultation workshops (2 subproject areas)

Activity	Target Stakeholders	Type of Participation	Objectives	Time Frame
		neighborhood and family hygiene and sanitation awareness		
Local/ community-based campaign and awareness program	Community members (households) in project areas (10 locations for 150 community mobilizers)	<ul style="list-style-type: none"> • Information sharing • Small workshops / HH visits on family hygiene and waste management 	<ul style="list-style-type: none"> • Community-based awareness and mobilization on family health; hygiene; environmental; and waste management issues • 	Years 1-4 (city 1-5): 1500 meetings and/or HH trainings (2 project locations/city)
Consultation workshops (FGD method) (1 package per city) with the private sector on the project's implications on existing businesses in each city	50 entrepreneurs (small to large enterprise owners) per city consisting of businessperson, corporate persons, representatives of business associations	<ul style="list-style-type: none"> • Information sharing • Consultation 	<ul style="list-style-type: none"> • Introduce the project • Demonstrate the link between sewerage connection, and wastewater management infrastructure and good health, women's empowerment, and environmental conservation <i>(Note: Seminar topics and contents should be gender-sensitive, socially inclusive, and raise environmental awareness.)</i> • Mitigate potential resistance to the project • Gather recommendations 	Year 1: 5 consultation workshops (1 per city)
Yearly reward and recognition events (with letter of appreciation, token for contribution, and honorary certificate)	25 community volunteers, community leaders (2 persons) and other key members (2 persons)	<ul style="list-style-type: none"> • Shared responsibility • Owned the project activities 	<ul style="list-style-type: none"> • Support and continued coordination to project implementation to ensure sustainability • Help address grievances • Increase community enthusiasm and support for project implementation 	5 events (1 per city) for four years)
2 Consultation workshops (1 per city) with academia, NGOs, and other civil society organizations	50 representatives of academia, NGOs, and other civil society organizations	<ul style="list-style-type: none"> • Information sharing • Knowledge generation • Consultation • Shared responsibility 	<ul style="list-style-type: none"> • Introduce the project • Demonstrate the link between improved water supply and sewerage infrastructure and good health, women's empowerment, and environmental conservation. Show possible livelihood/ business opportunities. <i>(Note: Seminar topics and contents should be</i> 	Year 1: 2 consultation workshops (1 in Kathmandu and 1 in Lalitpur)

Activity	Target Stakeholders	Type of Participation	Objectives	Time Frame
		<ul style="list-style-type: none"> • Shared decision-making 	<p><i>gender-sensitive, socially inclusive, and raise environmental awareness.)</i></p> <ul style="list-style-type: none"> • Gather knowledge on conservation and mitigation measures • Mitigate potential resistance to the project • Discuss possible roles as watchdogs of the project's implementation • Gather other relevant recommendations 	
Annual Project Steering Committee Meetings	PID/KUKL, members of the KUKL Boards/ Committee, members of the Municipality	<ul style="list-style-type: none"> • Information sharing • Shared responsibility 	<ul style="list-style-type: none"> • Review compliance with social safeguards, environment, and gender frameworks and plans • Discuss progress in implementation, including problems encountered and means to mitigate/address them 	Annual Project Steering Committee Meetings
Annual Participatory Community Monitoring Meetings (1 per year x 5 years x 5 cities)	20 representatives (50% women) from the community members and volunteers and civil society (representatives of CBOs, NGOs, ward committees, poor/slum communities, private sector) in each project city	<ul style="list-style-type: none"> • Information sharing • Shared responsibility • Shared decision-making 	<ul style="list-style-type: none"> • Discuss issues and concerns during project implementation • Discuss and recommend measures to mitigate / address problems • Monitor progress of project implementation and compliance with social safeguards/provisions 	Participatory Monitoring Meetings: Semi-annually

3Rs= reduce, reuse and recycle, CBO=Community Based Organizations, DSC = design, supervision and management consultant, FGD = focus group discussion, HH=households, KUKL= Kathmandu Upatyaka Khanepani Limited, MOUD=Ministry of Urban Development, NGO=nongovernment organization, PID=Project Implementation Directorate, WWTP=wastewater treatment plant.