

Social Safeguard Monitoring Report

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January to December 2018

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Sri Lanka: Jaffna and Kilinochchi Water Supply and Sanitation Project (JKWS&SP)

Prepared by JKWS&SP Project Management Unit of National Water Supply & Drainage Board (NWS&DB), for the Ministry of City Planning, Water Supply and Higher Education of Sri Lanka and the Asian Development Bank.

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Jaffna Kilinochchi Water Supply and Sanitation Project

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Social Safeguard Annual Report

January – December 2018

Implementing Agency

National Water Supply and Drainage Board

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Ministry of City Planning, Water Supply and Higher Education

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Abbreviations

ADB	Asian Development Bank
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
JMC	Jaffna Municipal Council
JKWSSP	Jaffna Kilinochchi Water Supply and Sanitation Project
LAA	Land Acquisition Act
NGO	Non-Government Organization
NIRP	National Involuntary Resettlement policy
NWSDB	National Water Supply & Drainage Board
PCP	Public Communications Policy
PMU	Project Management Unit
RP	Resettlement Plan
SPS	Safeguard Policy Statement
UDA	Urban Development Authority

1. INTRODUCTION

1.1. Project Background

Jaffna Kilinochchi Water Supply and Sanitation Project is implementing by National Water Supply and Drainage Board with the financial support of Asian Development Bank and co-financing by AFD and GOSL. ADB Loan for Jaffna-Kilinochchi Water Supply and Sanitation Project (JKWSSP) was effective from May 2011. The main objective of this project is to provide safe drinking water to 300,000 people and improved sanitation to 80,000 people in Jaffna and Kilinochchi districts in the Northern Province of Sri Lanka. For the Jaffna-Kilinochchi Water Supply Scheme to be constructed under this project, Iranaimadu irrigation tank in Kilinochchi district had been selected as the water source. This tank is being used by farmers in Kilinochchi district to irrigate their cultivations. A Memorandum of Understanding (MoU) was signed in 2007 between the National Water Supply and Drainage Board (NWSDB) and Ministry of Agriculture and Irrigation of North East Provincial Council to share water with farmers. Raising Iranaimadu tank bund by 2 feet for enhancing its water retaining capacity is one of the project deliverables under the proposed scheme.

The MoU on water sharing was signed in 2007 to obtain 50,000 cubic meters per day for the Project with an agreement to change in cultivation pattern from paddy to other food crops during Yala season. The farmers benefiting from the tank have raised concerns on the water adequacy in the tank to share with drinking water needs in the Jaffna peninsula. However, considering the concerns of farmers, in 2010, the water abstraction rate was reduced from 50,000 to 27,000 cubic meters per day. Nevertheless, some farmer organizations continued their protest against abstraction of water from Iranaimadu tank for the drinking water project. Severe drought experienced in Kilinochchi during early part of 2014 resulted extremely low water level in the Iranaimadu tank, aggravating farmers concerns on water sharing. Therefore, civil works contract awarding has been held up until settlement of this issue.

However consensus on water sharing among stakeholders has been reached failure. Several meetings were held in Kilinochchi and Jaffna to settle water sharing issue with the participation of Governor – Northern Province, Chief Minister and Chief Secretary-NPC, Government Agents – Kilinochchi and Jaffna, Northern Province Irrigation Department, NWSDB and representatives of Farmer Organizations. ADB officials and co-financing partners for the project, AFD also participated in these meetings. Two meetings were also held in Colombo chaired by Secretary, Ministry of Finance and planning to settle this issue. However, the issue remains unresolved. Unless farmers, NPC and NWSDB agree on water sharing, Iranaimadu tank cannot be used as the water source for the JKWSSP.

A water balance study carried out by the project in 2013 has concluded that water supply to Jaffna Peninsula as proposed could be met without major deficits but total supply failure could take place 27 days per year if 27,000 m³/day of water is taken from Iranaimadu throughout the year. However, the long periods of dry spells experienced in recent years has created a doubt that this period could extend over 3 months. Therefore, water shortages will be experienced both by farmers and drinking water consumers during drought periods of the year for a longer period than initially anticipated.

Currently AFD had withheld its funding amounting to 35 million euros, which sum was to be dedicated for Iranaimadu based Treatment Plant of 27,000 cubic meter/day. Even though the bid evaluations had been concluded in time, respective contracts could not be awarded to successful contractors due to non- settlement of Iranaimadu tank water sharing issues with relevant stakeholders. Thus, AFD funded Iranaimadu based water treatment plant (27,000 cu.m./day) is not moving forward and remain at standstill at present.

Notwithstanding this impasse, ADB and the NWSDB have agreed to award contracts for the construction of water towers and distribution network tenders to be fed from ground water sources as an interim solution. The construction activities of distribution network and the associated towers will

commence shortly as an interim short term solution. It is anticipated that eventually the Desalination Plant will be connected to the towers and distribution system to serve the Jaffna Peninsula together with the ground water. However, it shall be stated here that abstraction of ground water from aquifer in Jaffna Peninsula is a very delicate and sensitive and shall be done with utmost care.

As for now, mutual consensus on both the maximum amount of raw water that could be abstracted from Iranaimadu tank and the scaled down capacity of the treatment plant has not been reached yet. In that scenario, to serve Jaffna Peninsula the desalination option combined with limited ground water extraction appears to be the most logical and technically feasible option. If a consensus on the safest quantity that can be abstracted from Iranaimadu tank for drinking water purposes could be agreed upon, on-going scheme could be scaled down and its supply areas restricted to the towns such as Palai, Poneryn and Kilinochchi towns. Some parts of Chavakachcheri area and Kodikamam area in Jaffna district too could be served, if found feasible.

After assessing the present situation, a mutual consensus is reached among all stakeholders on the restructure the project as follows:

- (i) Desalination plants to supplement water supply to Jaffna Peninsula
- (ii) Limited ground water abstraction to augment the supply from desalination plants in Jaffna Peninsula
- (iii) Scale down the production cost (less than 15,000 cu.m./day) and limit the amount of water abstraction from Iranaimadu tank to serve the towns of Palai, Poneryn and Kilinochchi.

A mutual agreement has been reached with ADB to carry out a Rapid Assessment on the feasibility of alternative water sources for JKWSSP mainly focusing on desalination of sea water. The rapid assessment was done and the 20 locations were selected for the research and finally Thalaiyadi area selected to install the Sea Water Desalination and the recommendation obtained from ADB's headquarters. In this background it is recommended to restructure the Project as follows;

- Interim Solution: Construction of distribution network and towers for Jaffna peninsula to be fed with ground water sources.
- Short-term Solution: Install Desalination Plants as the main production to Jaffna Peninsula (10,000 – 15,000 cu.m./day) combined with limited ground water source.
- Medium-term Solution: Scaled down Iranaimadu based conventional plan (less 15,000 cu.m./day) and limited abstraction to covering Palai, Poneryn, Kilinochchi towns and Chavakachcheri and Kodikamam in Jaffna district.
- Long-term Solution: As for long term horizon, this project is restructured and designed keeping provision for expansion when the capacity of Iranaimadu tank is enhanced by bringing surface water to it through a major irrigation project. The transmission and distribution network is designed to feed Jaffna Peninsula from a future production plants to be based on Iranaimadu when the irrigation canal starts feeding Iranaimadu tank with perennial source.

As per the original scope of the project, it comprised:

- (i) Rehabilitating, expanding, and developing water and sanitation infrastructure (component 1);
- (ii) Strengthening water resource management (component 2); and
- (iii) Enhancing implementation and management capacity of key institutions and providing support for project management and implementation activities (component 3).

Component 1 was the part of the project involving the provision of infrastructure, so this was the element that might cause involuntary resettlement impacts. Presently the water supply subproject involved the following civil works:

- (i) refurbishing the existing earth bund of Iranaimadu Tank and raising the bund by 0.61 meters (m) to allow storage and abstraction of an additional 51,000 cubic meters per day (m³/d) of water; (NPC)
- (ii) High lift pumps and 44 km treated water pumping main of 600 mm diameter DI;
- (iii) Elevated water towers (new and refurbished existing) and two RCC ground sumps; and (iv) A 520 km distribution network of 63-300 mm diameter plasticized (rigid) Poly Vinyl Chloride (uPVC)/medium density polyethylene (MDPE) pipe.

The sanitation subproject was to serve the high population density neighborhoods of the Jaffna Municipal Council (JMC) and University of Jaffna areas and will involve the following:

- (i) 187 km of sewer pipes and pumping mains of 150-525 mm diameter uPVC/MDVC;
- (ii) Pumping stations, containing brick and concrete wells, pump-house, pumps, etc; and
- (iii) Sewage treatment plant (STP) at Kallundai, with RCC and earth-lined tanks, pumps, pipe-work and sea outfall for disposal of treated effluent.

Component 2: (i) assist the Jaffna Water Resources Management Committee (JWRMC)¹ in designing a policy and institutional framework for integrated water resource management by financing a study to develop a medium-term framework for JWRMC; (ii) support the National Water Supply and Drainage Board (NWSDB) in coordination with the Water Resources Board (WRB) and other relevant institutions in developing groundwater quality and quantity monitoring system; (iii) support municipalities, urban councils, and Pradeshiya Sabas in monitoring and enforcement through the preparation of by-laws and implementing rules and regulation, and a program for community monitoring; and (iv) conduct public water conservation, environmental, and hygiene awareness campaigns.

Component 3: (i) construct and establish an NWSDB regional office in Jaffna; and (ii) provide project implementation capacity and administration support.

However due to the restructuring of the project, the Project Appraisal Manual also revised and the project scope was changed. The following changes are proposed:

- (i) Inclusion of a desalination plant using a design build operate (DBO) contract;
- (ii) Cancellation of water treatment plant and bulk water transportation from Iranaimadu tank originally financed by the Agence Française de Développement (AFD); Exclusion of the sewerage component; 2
- (iii) Inclusion of the household water connections; and
- (iv) Inclusion of water resource management and outreach activities.

Based on this revised main component of the project is as follow

Com 1 : Water supply infrastructure and service in Jaffna Peninsula improved

Com 2 : Headwork at Iranaimadu Tank improved.

Com 3 : Water resource management systems and capacity strengthened

To enhance the revised project scope, the allocated cost is not enough and the project allocation also revised with the additional financing. Revised project cost is as follow

Item	Current Amount	Additional Financing	Total
(i) Base Cost			
1. Water supply infrastructure and service in Jaffna area improved	75.1	121.6	196.7
2. Headwork at Iranaimadu water tank improved	14.5	-	14.5
3. Water management system and capacity strengthened	11.8	1.5	13.3
Subtotal (A)	101.4	123.1	224.5
(ii) Contingencies	6.3	13.7	20.0
(iii) Financing Charges During Implementation	5.3	16.2	21.5
Total (A+B+C)	113.0	153.0	266.0

1.2. Social Safeguards Parameters

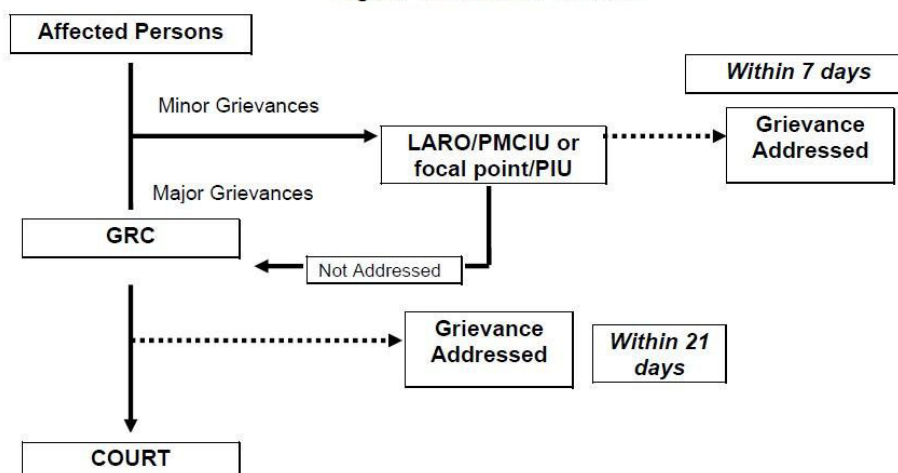
Project Classification – As per ADB’s involuntary resettlement policy (1995) this project is classified as Category B for involuntary resettlement. Based on the ADB’s policy on Indigenous population it was categorized as Category – C. Financial support for all resettlement related activities will be done by Government of Sri Lanka.

Resettlement Plan – Resettlement Plan document was prepared in 2010 and was approved by ADB. However it was revised due to the major scope change of the project. Revised resettlement plan was prepared in 2015 and forwarded for the ADB’s concurrence. As the sea water desalination is first ever project doing by ADB and there was a need to prepare the separate Resettlement Plan for Sea Water Desalination Plant. ADB hired the LHI for the preparation of Resettlement Plan with the assistance from PMCIU. Document was finalized and disclosed for stakeholders in the websites.

Due diligence Report - As per the ADB’s safeguard Policy, Due Diligence reports has been prepared for the each contracts in order to avoid the unnecessary disturbances to the public.

Project Grievances Redress Mechanism (GRM): The GRM will be made accessible to affected persons and capable of responding to a wide scope of issues so that affected persons can approach it easily with their diverse concerns including trace-related grievances, land acquisition and compensation-related grievances, construction-related grievances, and resettlement sites-related grievances. The institutional arrangements established to ensure effective management of the design, construction and subsequent operation of the project infrastructure, include special provisions to enable affected persons to bring to the attention of the project authorities any dissatisfaction they may experience and to ensure that this is dealt with appropriately. The mechanism is shown in Figure 1.

Figure 1: Grievance Redress



GRC = Grievance Redress Committee, LARO = Land Acquisition and Resettlement Officer, PIU = project implementation unit; PMCIU = project management, coordination and implementation unit.

Grievances of affected persons will first be brought to the attention of the Land Acquisition and Resettlement Officer (LARO) in the project management, coordination and implementation unit (PMCIU) or the focal point in the PIU. The LARO is responsible for the following grievance related activities:

- (i) assist the affected persons in land acquisition and compensation processes including their relocation to new sites (if relevant);
- (ii) maintain good relations with affected persons, responding to their concerns, and providing assistance to them as required;
- (ii) Identify all resettlement impacts before, during, and after construction; and taking steps to mitigate them;
- (iii) Participate in Grievance Redress Committees (GRCs) as an ex-officio member;
- (iv) Function as lowest level receiver of grievances along with the PIU focal point;
- (v) Record, register, and sort grievances;
- (vi) Conduct an initial assessment of grievances;
- (vii) Refer grievances to appropriate units or persons;
- (viii) Notify complainants and other affected parties of eligibility, the resolution process, and the outcomes;
- (ix) Track, monitor, document, and evaluate of all grievances; and
- (x) Submit annual summary report to PMCIU project director and to ADB.

The LARO and focal point in the PIU will record any grievances made including essential data (name of person, date of grievance, description of grievance, and contact information of affected person). Any grievances not able to be addressed by the PIU will be relayed to the LARO. Grievances not redressed by the LARO will be brought to the Land Acquisition and Resettlement Committee (LARC) acting as GRC as there is no separate LARC. However quarterly meetings with Government Agent, Jaffna to discuss the land related issues has been arranging by project. Also the project related grievances has been discussing at the divisional level under the chairmanship of Divisional Secretary. . The Committee will be composed of the Assistant Divisional Secretary/Divisional secretary (chair)³, the District Superintendent of Surveys, the District Valuer, and an NWSDB representative, the Head of the PMCIU and PIU, a representative of a community-based organization (CBO) or local nongovernment organization (NGO) working in the area, and a resident of the community. A secretary to the GRC will be appointed to take minutes. In consideration of the small number of affected persons, the Committee will not hold regular meetings to act on grievances, and will meet only when a grievance is not resolved by the LARO. They will be given notice of the meeting, will meet to determine the merit of the grievance, and will resolve the grievance within a month of receipt. If an affected person is dissatisfied with the outcome of the process they may refer their case to the

appropriate court of law. The grievance redress mechanism will be made aware to all project communities. All minor grievances will be resolved within 7 days from the time of receiving the complaint, whereas GRC will resolve land acquisition and compensation-related grievances within 21 days from completion of the land acquisition process under Section 17 of the Land Acquisition Act.

Land acquisition and Involuntary Resettlement - Avoiding involuntary resettlement impacts (including minimizing the acquisition of privately-owned land and relocation of households and businesses) was a key feature of the preliminary design of the project, consistent with national law and ADB safeguards policy. Most such impacts have been successfully avoided by sensitive site selection, in particular by locating as many facilities as possible on un-used and unoccupied government-owned land. Most of the proposed locations were inspected during the feasibility study and observations were made on use and occupation of the land, infrastructure, etc.; and land ownership details were obtained from the local authority. All sites were re-visited by ADB and NWSDB staff and consultants in December 2009– Dec 2015, to determine whether there had been any significant changes and to confirm that there were no constraints to the proposed civil works.

The small number of alternative sites (chosen because previously-selected sites were no longer available) were also visited and assessed. Detail of the lands for each and every contracts will be discussed under the major works. As a summary, for the water supply subproject, land is required for construction of the Reverse Osmosis Plant at Thalaiyadi, 4 treated water ground sumps and 21 new towers (overhead reservoirs). A total of 5.75 hectares (ha) is required and the identified locations include 5.3 ha of vacant government land, 0.15 ha that is privately-owned where owners have offered to donate the land for tower construction, There are two portion of lands which is belongs to Palai St. Andrew's Church and S.K. Nathan Society were donated (free of charge) to project and wrote the deed in the name of NWSDB for the construction of Palai and Karainagar Water Tower 0.3 ha that is privately-owned and may need to be purchased. Already the private lands purchased and the land value paid to owners. A further 0.55 ha on which existing towers will be refurbished is also government-owned; so a total of 6.3 ha will be involved in the project in total. All locations for new works were occupied when inspected in 2009-10, so there should be few resettlement related impacts, providing certain simple precautions are adopted.

For the sewerage subproject, as per the original scope, the sewer pipelines will be buried in government-owned ROW alongside roads as noted above. The STP will be located on 26 ha vacant plot of government land near the coast at Kallundai, which was inspected in 2006 and 2009-10 as shown in Appendix 1A (Site Ref: Sanitation 01). Due to the restructure of the project and the scope of the project has been changed as Desalination, the funding agency withdrawn its fund for Sewerage activities. However the negotiation meetings ongoing for the funding arrangements.

In addition, pumping stations will require a total of 0.5 ha and sites have been identified during detailed design after topographic surveys. In choosing locations, NWSDB has adopted the criteria used in site selection throughout the project and should ensure that sites are:

- Government owned wherever possible, unoccupied and not used for any income generating purpose; and
- Free of structures or occupants, not leased/rented/tenanted; and alongside roads where feasible to minimize the requirement for access roads.

2. DEATAILED SOCIAL SAFEGUARD ACTIVITIES UNDER EACH MAJOR WORKS CONTRACT

Under the component 1 following major works are there

1. Iranaimadu Rehabilitation Works
2. Water Supply
3. Sewerage System

Iranaimadu Rehabilitation Works are conducting by Irrigation Department under the Northern Provincial Council. For the Water Supply services following major contracts were awarded.

Elevated Tower Packages – 1

Elevated Tower Packages – 2

Distribution Net Work – 1

Distribution Net Work - 2

Treated Water Transmission Package – 1

Treated Water Transmission Package – 2

Sewerage System has been suspended from the original scope as the project was totally restructured and cost overrun for the desalination component. However ADB and the Government of Sri Lanka is in the negotiation stage for seeking funds for the implementation of Sewerage System for Jaffna City area. Based on the continuous discussion with the ADB and AFD, AFD agreed to fund for the sewerage project and this project implementing separately.

2.1. Elevated Tower Package – I

Contract Details – Under this contract 7 Nos of overhead water tanks will be constructed. Kaddudai, Meesalai, Puttur, Navatkuli, Velanai, Mandaithivu, Poonakary. Constructions of these towers were completed.

Details	Date of Award	Date of Completion	Status	Physical	Financial
Contractor : M/S Sierra Contractors Pvt Ltd	24.12.2014	10.04.2018	Construction of towers ongoing	100%	95%

Detailed Social Safeguard activities: Required total land space is for 7 water tower construction is 1.5 Hectare. About 0.4 Hectare lands belongs to state and balance lands acquired by National Water Supply and Drainage Board and the compensation fully paid prior to commencing construction works.

Following table illustrates the land details

Land Location	Acquired/Donation /Leased	AHs/APs	Compensation paid / not	How much Compensation
Kaddudai	Acquired	01	Paid	LKR 10,588,221.96
Navatkuli	Acquired	N/A	Paid	LKR 3,000,000.00
Meesalai	Acquired	01	Paid	LKR 1,136,089.36
Puttur	Leased	N/A	Lease paying Annually	
Velanai	Leased	N/A		
Mandaithivu	Leased	N/A		
Poonakary	Leased	N/A		

Initial stage of construction there were complaints and solved by PMCIU. During the period of 2018 the project was not receive any complaints under the above mentioned package as it was nearly the completion stage.

The awareness programs has been conducted for community those who are living near to the construction site and the people who are directly benefitting from the project. In the meetings construction related issues and the disturbances were discussed. Also informed about the grievances redress Mechanism and informed the public to make the complaint if there any disturbances or dust or noise.

The site visit also done by PMCIU, PEIC and contractor to observe the health and safety related issues.

2.2. Elevated Tower Package – II

Contract Details – Under this contract 8 Nos of overhead water tanks are constructing. Old Park, Nallur, Vaddukkoddai, Kayts, Kodikamam, Karainagar, Palai and Punguduthivu. Construction of these towers were completed.

Details	Date of Award	Date of Completion	Status	Physical	Financial
Contractor : M/S Sierra Contractors Pvt Ltd	24.12.2014	27.04.2018	Construction ongoing	100%	95%

Detailed Social Safeguard activities: Total land space required for the construction of water tower under this package is 1.24 Hectare. 0.1 Hectare land belongs to state and land released to NWSDB under long term basis. 0.7 Hectare land was donated to NWSDB by Palai St. Andrew's church and S. K. Nathan Society (Donation means land donating with free of charge for organization for supply of water to the betterment of people) and 0.04 Hectare land was purchased from the private owner and the value of the land paid and deed was transferred to NWSDB. 0.4 Hectare land belongs to NWSDB and that land was utilized for the tower construction.

Following table illustrates the land details

1

Land Location	Acquired/Donation /Leased	AHs/APs	Compensation paid / not	How much Compensation
Nallur	purchased	N/A	purchased	
Kodikamam	Leased	N/A	Annually lease amount paying to state	
Old Park	Leased	N/A		
Punguduthivu ¹	Acquisition	01		
Kayts	NWSDB owned land	N/A	Already owned by NWSDB	
Vaddukkoddai	NWSDB owned land	N/A		
Karainagar	Donated	N/A	Donated by St. Andrew's church and S.K.Nathan Society	
Palai	Donated	N/A		

¹ Land initially donated by Punguduthivu Sarvodayam and construction has been completed, however later it was informed by Sarvodayam that the land belongs to Colombo Sarvodayam and claiming land value. Due to this issue acquisition was initiated by DS, Velanai and published Section 9. Investigation completed and compensation to be paid to the owner.

Nearly 04 complaints were received from the public during the period in 2017 and it was resolved within the same period. During the period in 2018 there was no complaints received from public.

2.3. Distribution Network Package – I

Contract Details: Under this contract distribution pipe laying works done in Velanai, Kayts, Mandaithivu, Allaipiddy and Nainathivu.

Details	Date of Award	Date of Completion	Status	Physical	Financial
Contractor : M/S Squiremech Pvt Ltd	24.11.2014	01.08.2016	Completed and testing ongoing	100%	100%

Detailed Social safeguard Activities: Pipe laying done in the right of way along the predeshiya Saba roads and RDD and RDA roads. Relevant approval was obtained from the predeshiya Saba for the laying of predeshiya Saba roads. For RDD and RDA roads, agreement has been signed between NWSDB and RDA/RDD. Based on the agreement pipe laying works commenced. There is no land acquisition required. However due to the base line survey and preparation of Due Diligence report it was observed that there are some fences and trees will be damaged. Consent from the land owners obtained to demolish the fence and do the reinstatement. Representative from contractor and the Assistant Sociologist from the PMCIU visited the houses where the damage will happened and explained the laying path and method. Consent letter obtained from the land owner stating that he have no objection to lay the pipes and the damages for fence or boundary wall to be reinstate immediately. Sample copy of the consent letter is annexed as Annex -2.

2.4. Treated Water Transmission Main Package – 1

Contract Details: This contract is ongoing from Puthukkadu junction to Nallur Sump. Under this contract Supply and Laying of Treated Water Transmission Main (Part 1) Inclusive of 42.8km of D600 TWTM between Palai and Nallur only and Construction of clear water sumps in Meesalai and Nallur.

Details	Date of Award	Date of Completion	Status	Physical	Financial
Contractor : M/S JMC (India) Projects Pvt Ltd	01.08.2016	01.08.2018	Contractor mobilized at the sites and bench marking is ongoing.	85%	70%

Detailed Social Safeguard Activities: Pipes of the Main are laying in the Road Development Authority and Road Development Department Roads. Approval from relevant authority like RDD, RDA and predeshiya Saba obtained by Project. Agreement has been made between RDA/RDD and NWSDB for the laying. Pipe laying done on the shoulder of the road as per the instruction given by Road Development Authorities. There is no land acquisition done for this laying and the agreement signed between NWSDB and RDD and RDA for the pipe laying and the road reinstatement. However due to the poor working space in the roads the damage will be occurred for the shops, buildings and the boundary wall. At the initial stage of the project and before the construction, house hold visit conducted by PMCIU Sociologist and the Contractor. Consent letter obtained from each and every household along the pipeline route and agreed by contractor if there any damage occurred for the private property, it will be rectify by the contractor within a week.

NWSDB land which is used for the Tower construction using for the Meesalai sump construction and the 0.2320 Hectare land was acquired for the Nallur Sump construction. Acquisition done with the consent of land owner and the compensation paid to land owner with interest. . Rs.5, 373,487.00 paid to land owner.

Nearly 12 Nos of complaints received from the public in 2017 and the complaints was settled by the contractor in 2017 & 2018. However the laying works in Chemmany road along the A9 route there were some complaints received from the community and departments.

Following table illustrates complaints received during the construction and pipe laying times

Construction Site	Category	Number of Complaints	Status
Navatkuli	Damage of path to Petrol set	01	Solved and settled. Due to the heavy rain rectified damaged again get damaged. Contractor had the negotiation with owner and settled the issue.

During the Nallur sump construction, unidentified human skeleton remains were observed at the West side edge of the excavated working areas of the Nallur Sump site. These bone remains of human skeleton were observed at around 1.0m deep, along the West side of the excavation (of around 3m) done for the construction of the deeper part cum Pump house of this 3000m³ capacity sump. Then, information was given to the area Grama Sevaka and with his advice the message was informed to the Jaffna Police Station as well. Then, the OIC of the Crime branch of the Jaffna Police Station with his assistant Police officer made a visit to the site. After the initial visual inspections made at the site, Police official said that, the incident would be brought to the notice of the Magistrate first, until then asked to continue the works without disturbing the area concerned and keeping the work and workers away from the concerned location. Meanwhile, the concerned location was barricaded from the reach of workers and outsiders entry also prevented, through instructions given to the Contractor. At the same time, two police officers were appointed by the Police Department to guard the area from any disturbances as said above. Then, Magistrate ordered the police to carryout initial investigations on these bone remains noticed as embedded in the soil of this West side of the excavation.

As the safeguard of the workers, the arrangements made to delay the work until clear the site. This matter brought to ADB also. ADB advised to follow the Magistrate order.

2.5. Treated Water Transmission Main Package – 2

Contract Details: This contract is ongoing from Nallur Sump to Kallundai, Araly to Punguduthivu and Nainathivu to Eluvaithivu and Analathivu and Kallundai to Karainagar. Under this contract Supply and Laying of Treated Water Transmission Main (Part 1) Inclusive of 144km of TWTM sub main and Construction of clear water sumps in Poonakary, Punguduthivu and Kallundai.

Details	Date of Award	Date of Completion	Status	Physical	Financial
Contractor : M/S CMEC – BPPE - JV Pvt Ltd	26.07.2016	26.07.2018	Contractor mobilized at the sites and bench marking is ongoing.	95%	87%

Detailed Social Safeguard Activities: Pipes of the Main are laying in the Road Development Authority and Road Development Department Roads. Pipe laying done on the shoulder of the road as per the instruction given by Road Development Authorities. There is no land acquisition done for this laying and the agreement signed between NWSDB and RDD and RDA for the pipe laying and the road instatement. However due to the poor working space in the roads the damage will be

occurred for the shops, buildings and the boundary wall. At the initial stage of the project and before the construction, house hold visit conducted by PMCIU Sociologist and the Contractor. Consent letter obtained from each and every household along the pipeline route and agreed by contractor if there any damage occurred for the private property, it will be rectify by the contractor within a week.

NWSDB land which is used for the Punguduthivu Tower construction using for the Punguduthivu sump construction and the Poonakary state land using for the Poonakary sump. 0.2023 Hectare state land was release to NWSDB under long term lease for the Kallundai Sump construction.

Following table illustrates complaints received during the construction and pipe laying times

Construction Site	Category	Number of Complaints	Status
Kantharmadam	Front of private party's drainage cover slabs were missing and damage during the materials unloading and loading.	02	Reinstatement done and cover drainage cover slab replace by contractor
Oddumadam	Collapsed drainage wall due to the unloading materials. (Jaffna Municipal Council issue)	01	Contractor agreed to reconstruct the drainage.
Vaddukkoddai	RDA's guard wall damaged	01	Rectified the damages
Kantharmadam	Excavated materials retain in private party's boundary wall and Front of private party's drainage cover slabs were damage during the materials unloading and loading.	01	Reinstatement done and cover drainage cover slab replace by contractor.
Kantharmadam	Temple bell structure column damaged during the transmission Main pipe laying work.	01	Rectify the damage by replaced new column
Vaddukkoddai	Thin sheet roof to be connected with boundary wall and Cleaning at tuition center.	01	Complaint forwarded to contractor and the roof work will be done immediately
Kallundai	Paddy field land inferiority by the excavated materials	01	The paddy filed soil has been replaced by the contractor.

Jaffna Town	Bus halt has been removed during the transmission Main pipe laying work and not yet reconstructed	01	The bus halt replaced and reinstatement done by the contractor
Kaakkaithivu	fishing board damaged during the transmission Main pipe laying work	01	Rectified.

Above mentioned complaints were received in the period of 2018 and it was rectified by the contractor within the same period. However the laying works are moving up to 31st May 2019 as the extension given to the contractor to complete the works.

2.6. Distribution Network Package – II

This contract is awarded to Contractor M/S. Sierra on 08.10.2018 and the scope of the work is supply and laying of distribution networks in Palai, Kodikamam, Meesalai, Poonakary, Puttur, Navatkuli, Karainagar, Vaddukkoddai, Kaddudai, Punguduthivu, Nallur Zones, JMC Transmission Pipe line & Construction of Office/Stores, Quarters at Velanai, Kaddudai, Navatkuli, Pokkanai, Poonakary and Karaveddy.

Details	Date of Award	Date of Completion	Status	Physical	Financial
Contractor : M/S Sierra Pvt Ltd	08.10.2018	01.08.2016	ongoing	1%	1%

Detailed Social safeguard Activities: As a part of this pipe laying, household connection also to be provided. For that, the baseline survey was conducted to get the information about the required connection and their willingness to pay water bills. During the base line, the households were educated by the officers and contractor representatives on ongoing pipe laying works, water conservation, water pollution and grievances.

Also Pipe lying doing in the right of way along the predeshiya Saba roads and RDD and RDA roads. Relevant approval was obtained from the predeshiya Saba for the laying of predeshiya Saba roads. For RDD and RDA roads, agreement has been signed between NWSDB and RDA/RDD. Based on the agreement pipe laying works are moving. There is no land acquisition required. However due to the base line survey and preparation of Due Diligence report it was observed that there are some shops and boundary wall will be damaged. Consent from the land owners obtained to break the shops and do the reinstatement. As per the Contarct agreement, contractor will do the reinstatement and rebuild the properties if they damaged during the laying activity.

Representative from contractor and the trainee and the skill laborers from the PMCIU visited the houses where the damage will happened and explained the laying path and method. Consent letter obtained from the land owner stating that he have no objection to lay the pipes and the damages for fence or boundary wall or shop to be reinstate immediately. As the contractor mobilized at the site in November 2018 and there were no complaints so far up to 31st December 2018.

2.7. Other Major Works

2.7.1. Construction of Sea Water Desalination Plant:

As per the ADB safeguard Policy, the environmental impact assessment and the Social Impact Assessment were carried out separately for this component. Approval to construct the reverse osmosis plant has been obtained from Central Environmental Authority. This sub component categorized as A for Environment and B for Resettlement. Environmental Management plan and the Resettlement Plan has been prepared and submitted to ADB. The document has been published on the websites too. Web Site available link is <https://www.adb.org/projects/documents/sri-37378-014rp>. The state land space for the treatment plant around 4 Ha were allocated.

Tender document for Design, Build and Operation of Sea Water Reverse Osmosis Plant under evaluation and the construction works not yet commenced. The Grievances Redress Committee was formed in this area to monitor the complaints and grievances during the construction time as well as the operation period.

2.7.2. Elevated Tower Package -3:

This contract will be constructing 05 Nos of elevated towers in Pommaiveli, Karaveddy, Nainathivu, Analaithivu and Eluvaithivu. State land allocated for Eluvaithivu, Pommaiveli and Nainathivu. Acquisition is ongoing for Karaveddy tower land and the compensation was deposited at court for Analaithivu water tower land. Tender document advertised and the evaluation is ongoing. At the same time public consultation is ongoing.

The following lands are to be utilized for the tower construction

Land Location	Acquired/Donation/ Leased	AHs/APs	Compensation paid / not	How much Compensation
Karaveddy	Acquisition	01	Acquisition ongoing and section 7 to be published	
Nainathivu	Lease	N/A	Annually lease amount paying to state	
Pommaiveli	Lease	N/A		
Eluvaithivu	Lease	N/A		
Analaithivu	Acquisition	01	Acquired and compensation deposited at court	LKR 75000.00

2.7.3. JMC Package:

Document is in advertising stage.

Safety Officer from the contract side and the Assistant Sociologist of PMCIU visited the each and every household and interview representative(s) from the house/property to identify the risks and impacts. During period of house to house visit, project awareness leaflet distributed to households by contractor. Awareness leaflet was prepared under TA 7676 component in consultation with the PMCIU of the NWSDB. This leaflet gives an outline of the objectives and scope of the project as well as the benefits the consumers will derive from it. Distributed project awareness leaflet was given below.

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3. PROJECT AWARENESS PROGRAMS CONDUCTED AT DIVISIONAL LEVEL

There are 15 DS divisions in Jaffna District and 01 DS Division in Kilinochchi district will be benefited from our project. Awareness programs has been arranged each and every DS Divisions and schools to explaining the tower construction works and the pipe lying works. Public was instructed to inform the disturbances or difficulties during the construction works. Prior information also were given to public and school student regarding the works.



School Awareness Programs conducted to understand the project



Community Awareness Programs conducted to understand the Pipe lying Works



Community Awareness Programs conducted to understand Sea Water Desalination Project

4. CONCLUSION AND FURTHER ACTIONS

During the period of 2018, Overall safeguards implementation is satisfactory. Instructions have given to contractor to avoid/ minimize any adverse social impact that may arise during construction period. Specially, keen concern about the minimize the dust and noise generation, as well as loss of accesses to shop and houses due to the pipe laying activities. Further to that monitoring of safeguard activities regularly overseen by the PMCIU and PEIC staff.

As per ADB's requirement, the project authority established a mechanism to receive and facilitate resolution of affected persons' concerns, complaints and grievances about the project's environmental and social performance. The grievance redress mechanism should be scaled to the risks and adverse impacts of the project. It will be addressed affected peoples' concerns and complaints promptly, using an understandable and transparent process that is gender responsive, culturally appropriate, and readily accessible to all the affected people at no cost and without retribution. The affected people will be informed by appropriate mechanism.

During this period 2018 complaints are very high due to the damages for the boundary wall, public properties and trees as the pipes are laid at the point given by Road Development Authority. Some structures were rehabilitated and some are newly build with the road reservation point. Public satisfied with the reinstatement and compensation paid by contractors (TWTM 1 & 2).

However distribution line laying works started in end of the 2018 and going smoothly. PMCIU instructed the contractor to avoid damages maximize and rectify the damages immediately without delay if any occurred at the site. Photographs attached to show the damages and rectified by contractors.

Annex – 1 Complaint Registry during the year 2018

JAFFNA KILINCHCHI WATER SUPPLY AND SANITATION PROJECT
COMPLAINT REGISTRAR DURING THE CONSTRUCTION ACTIVITIES UP TO DECEMBER 2018

Treated Water Transmission Main Package – 1

Complaint Registry	Project Area	Complaint Made By	Complaint	Responsibility	Action Taken
JKWSSP/GRC/2016/30	Navatkuli		Damage of Path to Petrol Set	Contractor, PMCIU	Rectified.

Treated Water Transmission Main Package – 2

Complaint Registry	Project Area	Complaint Made By	Complaint	Responsibility	Action Taken
JKWSSP/GRC/2016/31	Kantharmadam	Sivapiragasam Neighbor house &	Front of private party's drainage cover slabs were missing and damage during the materials unloading and loading.	PMCIU Contractor	Reinstatement done and cover drainage cover slab replace by contractor
JKWSSP/GRC/2016/32	Oddumadam	JMC	Collapsed drainage wall due to the unloading materials. (Jaffna Municipal Council issue)	PMCIU Contractor	Contractor Agreed to reconstruct the drainage
JKWSSP/GRC/2016/33	Vaddukkoddai	RDA	RDA's guard wall damaged	PMCIU Contractor	Guard wall reconstructed

JKWSSP/GRC/2016/34	Kantharmadam	Sivapuranathan	Excavated materials retain in private party's boundary wall and Front of private party's drainage cover slabs were damage during the materials unloading and loading.	Contractor	Reinstatement done and cover drainage cover slab replace by contractor.
JKWSSP/GRC/2016/35	Kantharmadam	S.T.Thadchanam oorthy	Temple bell structure column damaged during the transmission Main pipe laying work.	Contractor	Rectify the damage by replaced new column
JKWSSP/GRC/2016/36	Vaddukoddai	Mr M.Suthrsan Vaddukoddai Tuition Centre.	Thin sheet roof to be connected with boundary wall and Cleaning at tuition center.	Contractor	Rectified.
JKWSSP/GRC/2016/37	Vaddukddai	Mrs.Y.Rasiyah	Paddy field land inferiority by the excavated materials	Contractor	The paddy filed soil has been replaced by the contractor.
JKWSSP/GRC/2016/38	Jaffna Town	Rev.Fr.S.Ainsely Roshan Bastian Junction,	Bus halt has been removed during the transmission Main pipe laying work and not yet reconstructed	Contractor	The bus halt replaced and reinstatement done by the contractor

JKWSSP/GRC/2016/39	Kakaithivu	Mr.T.Selvan	fishing board damaged during the transmission Main pipe laying work	Contractor	Contractor Agreed to rectify the damaged board
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Annex – 2 Compensation paid by contractors during the year 2018

No	Place	Damage Occurred	Compensation Amount(LKR)	Documents	Current Status
1.	Mr. Balasingam, Kaakithivu, Jaffna.	Board has been damage during the pipe laying works.	12,000 /- (Board Repair Charges)	Invoice / Letter submitted with recommended by Rural Fisheries Organization	Paid (received note)
2.	Mr A. Kavithas, Cycyle Repair Shop Owner, Vaddukkoddai. Jaffna	Removed the cycle repair shop and reconstructed in another location.	14,000 /- (2,000 /- Per day profit for 07 days)	Letter submitted with recommended by Grama Officer.	Paid (received note)
3.	Mr.S.Ketheeswaran, Vaddu South West, Vaddukkoddai.	Damaged the Shop advertisement Board during the pipe laying works.	6,000 /- (Advertisement Board repair charges)	Letter submitted with recommended by Grama Officer. J/166	Already contractor paid
4.	Nallur shop Owner No 01	Shop was closed during the pipe laying works.	12,000/- 2,000/- per day profit for 07 Days	Verbally agreed	Client requested additional amount (12,000 + 20,000 for stock damaged)
5.	Mr.S.Ketheeswaran Wamayn Road, Nallur	Shop was closed during the pipe laying works.	12,500 /- 2,500 per day for 05 Days	Verbally agreed	Paid (received note)

6.	T.Ganeshalingam No 204, Arasady Road, Kantharmadam Jaffna	Boundary wall totally damaged during the transmission Main pipe laying work Also the Groceries shop building side walls and roof were damaged (The shop has been shift to other place due to the JMC issue and The owner requested The Compensation for 10 Days profit and Advance to the new shop)	3,000 /- x 10 = 30,000 /- Advanced = 30,000 /- = 60,000 /-	Letter Submitted.	Compensation paid and shop shifted.
7.	N.Kabilaruban No 248, Arasady Road, Kantharmadam	The boundary wall columns, Gate columns, wire fence and thin sheet were damaged during the transmission Main pipe laying work. (The public already reconstructed the boundary wall by his own cost because of the security problem now he requested the cost of the works which done by him	36,000/-	Letter submitted	Action taken
8.	Nallur shop Owner No 01	Shop was closed during the pipe laying works. (Earlier he agreed to get the compensation for 06 days for 2,000/- per day to store only, presently he refuse the payment and he requesting for shop and store for a amount of 4,000 /- day.	24,000/- 4,000/- per day profit for 06 Days (Already received 12,000/-) 24,000-12,000 12,000/-	Letter submitted	Compensation paid
9.	Mr. Kumarasamy Kulanathan Vadukkoddai Junction Vaddukoddai	Third Party Damages	35,000/- (Payment made for 20,000/-)	(Additional 15,000 /- worth materials to be given	Paid

Annex – 3 Photographs showing the reinstatement of third party damages



Newly constructed boundary walls of private parties in Vaddukkoddai and church premises in Jaffna town which was damaged due to the pipe laying