

Social Safeguard Monitoring Report

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Sri Lanka: Jaffna Kilinochchi Water Supply and Sanitation Project

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Jaffna Kilinochchi Water Supply and Sanitation Project

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Social Safeguard Annual Report

January – December 2017

Implementing Agency

National Water Supply and Drainage Board

Executing Agency

Ministry of City Planning and Water Supply

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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

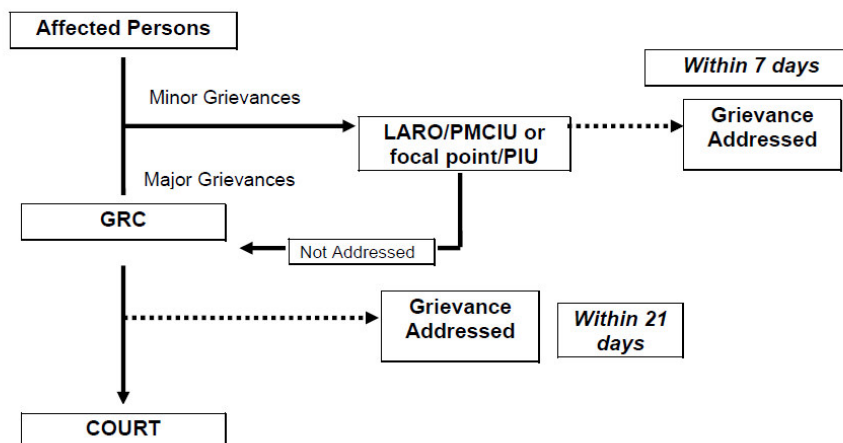
Project Classification – As per ADB's involuntary resettlement policy (1995) this project is classified as Category B for involuntary resettlement. Based on the ADB's policy on Indigenous population it was categorized as Category – C. Financial support for all resettlement related activities will be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

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 over run 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.

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 are in progress.

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	90%	86%

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 2017 the project was not receive any complaints under the above mentioned package.

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 are in progress.

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	90%	84%

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's 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

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	Acquisition	01	Section 7 published	
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		

Following table illustrates complaints received during the construction times

Construction Site	Category	Number of Complaints	Status
Nallur	Damage of Boundary Wall	01	Solved and settled. Due to the scaffolding arrangements neighborhood house owner's boundary wall was damaged and it has been reconstructed in Dec 2017.
Old Park	Dust & Healthy	01	Solved and settled. There were abundant well and GA, Jaffna requested to close the

			well as it led to spread the mosquitos. It has been solved.
Palai	Boundary damaged	01	This location is near to the Palai church and there was boundary fence between tower land and church land. Due to the construction it has been damaged. Arrangements for new fence was made immediately and problem solved.
Madduvil South	Abundant building damaged	01	One abundant building was damaged which was situated with the road reservation. It was already destroyed and small part damaged due to the pipe laying. Land owner claimed compensation and the request forwarded to valuation Department. It not solved yet.

2.3. Distribution Network Package – I

Contract Details: Under this contract distribution pipe lying 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 lying 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.	26%	30%

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 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 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.

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

Construction Site	Category	Number of Complaints	Status
Palai	Damage of Boundary Wall – Palai Hospital	01	Solved and settled. Due to the pipe laying arrangements at the shoulder of road Palai hospital's boundary wall was damaged and it has been reconstructed in Dec 2017.
Palai	Concrete Fence damaged	01	Solved and settled. There was concrete fence damaged and owner made the complaint, It has been solved.
Meesalai	SLT post damaged	01	Solved and settled
Mirusuvil	SLT line was damaged	01	Solved and settled
Chavakachcheri	Existing UC's pipe line was damaged	02	There was existing pipe laying maintained by Chavakachcheri UC. Due to the pipe laying existing system was damaged and it has been rehabilitated by contractor. Later there was a leak in the rehabilitated line and it also rectified by contractor.
Chavakachcheri	Road Damaged	01	PS road was damaged due to the laying and the road reinstatement done by contractor.
Meesalai , Bungalow lane	Road Damaged	05	05 house owners made the complaints that the road reinstatement not done properly in front of their houses. Later it has been rectified by contractor.

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 Analaithivu 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.	30%	28%

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 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 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
Araly East	Damage of Boundary Wall	06	Solved and settled. Due to the pipe laying arrangements at the shoulder of road 06 boundary walls of the private party were damaged and it had been rectified immediately.
Naranthanai , Kayts	Tobacco field damaged	02	Solved and settled. There were 02 tobacco field damaged due to the excavation and owners made the complaint and claim the compensation. Rs.19000.00 paid for one party and Rs.12000.00 paid for another one as compensation.
Eluvaithivu	Fence and tree damaged	01	There was a fence damaged due to the laying and one tree was cut. Owner claimed the compensation and reinstatement of the fence. Solved and settled.
Eluvaithivu, Nainathivu and Kayts	Road damaged	03	PS roads were damaged and requested to do reinstatement. Due to the heavy rain reinstatement were delay. However it has been solved.

2.6. Other Major Works

2.6.1. 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-37378-014-rp>. 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.

2.6.2. Elevated Tower Package -3: This contract will be constructing 05 Nos of elevated towers in Pommaiveli, Karaveddy, Nainathivu, Analathivu 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 Analaitivu 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		
Analaitivu	Acquisition	01	Acquired and compensation deposited at court	LKR 75000.00

2.6.3. Distribution Net Work -2 : This contract is advertised and evaluation is ongoing. Once awarded the contract, the contractor representative and the PMCIU sociologist will visit the sites to prepare the Due Diligences report to identify the damages and disturbances.

2.6.4. JMC Package: Document is in advertising stage.

Safety Officer from the contract side and the Assistant Sociologist of PMCIU visited 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.

- [illegible]

யாழ் கிளிநொச்சி தீர்வு வழங்கல் மற்றும் கசாநாடு திட்டம்
மொத்த திட்ட செலவு : ரூபா 2,300 கோடி

திட்டப் பராமாணிகள்:	
குடி நீர் வழங்கல்	- 300,000 பேர் (யாழ் கிளிநொச்சி மாவட்டங்களில்)
கடல்வாழ்வு கசாநாடாமை	- 80,000 பேர் (யாழ் மருதாறு சமீபப் பகுதியில்)
திடீர்பராமல்	- 55,000 பேர் (கிளிநொச்சி விவசாயத்தில்)

தேசிய நீர் வழங்கல் மற்றும் வடிகாலமைப்புச் சபை
தொலைபேசி: 0212220256 தொலைநம்பி: 0212220257 இணையமுகம்: www.ikwssd.org

[illegible][illegible]

திட்டத்தின் சமூக நிறைவுகள் | திட்டத்தின் பலனளிப்புகள்

[illegible]

குடிநீர் வழங்குவது பொதுநலக் கடமை!
நன்னீர் பொதுவடிவ கனிமளிக் உரிமை!



மாநில சுகாதாரத் துறை அமைச்சர் பேச்சு
மாநில சுகாதாரத் துறை அமைச்சர் பேச்சு
 சென்னை தினம் : சென்னை : 2300 சென்னை

திட்டப்பயனாளிகள்:	- 100,000 பேர் (பாபு அலிமுதாசின் மரணம்)
தற்போது வரையில்:	- 80,000 பேர் (பாபு மரணம் அல்ல பகுதியில்)
கருவாசியில் அகதரர்கள்:	- 55,000 பேர் (கர்னோபி விலாசிகள்)

கழிவு நீர்தரையும் கிட்டத்தகையும் செயற்படுத்திக் தீவக்கடி நீரினையும் பேணுவதுடன் மக்களின் விவசாய வர்ப்புவாதத்தையும் வளர்ப்பதற்குமே

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In situations where the houses/properties cannot be visited the notice were displaced that stating the pipe lying works are ongoing and it will be laid in front of your house too and inviting them to contact us allowing us to gather required information with respect to that particular house/ property, which is recorded as closed.

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 laying Works

3. CONCLUSION AND FURTHER ACTIONS

During the period of 2016, 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 the period complaints are very high due to the damages are very high. However PMCIU instructed the contractor to rectify the damages immediately without delay. Based on that majority of complaints were solved. The complaints receiving in the period of 2018 will be included in the 2018 report.

Annex – 1 Complaint Registry during the year 2017

JAFFNA KILINCHCHI WATER SUPPLY AND SANITATION PROJECT
COMPLAINT REGISTRAR DURING THE CONSTRUCTION ACTIVITIES UP TO DECEMBER 2017

Distribution Net Work System – 1

Complaint Registry	Project Area	Complaint Made By	Complaint	Responsibility	Action Taken
JKWSSP/GRC/2016/01	Velanai	Ms.Ranjanidevi	Fence was damaged	Contractor and PMCIU	Contractor immediately attended and rectify the damage. House Owner satisfied with the restatement.
JKWSSP/GRC/2016/02	Velanai – Kayts Road	Ms.Ranjanidevi	Tree Cut	Contractor and PMCIU	Solved and settled the compensation.

Elevated Tower Package – 1

Complaint Registry	Project Area	Complaint Made By	Complaint	Responsibility	Action Taken
JKWSSP/GRC/2016/03	Poonakary	Samurdhi Bank	Noise and Dust	Contractor and PMCIU	Contractor immediately attended and rectify the noise control.
JKWSSP/GRC/2016/04	Meesalai	Neighbor house	Noise and Dust	Contractor and PMCIU	Solved and reduced the dust by putting the two line net
JKWSSP/GRC/2016/08	Meesalai	front house	Damaged of boundary wall and entrance	Contractor and PMCIU	Complaint forwarded to Sierra and damages were rectified by contractor with the owner's satisfaction.

Elevated Tower Package – 2

Complaint Registry	Project Area	Complaint Made By	Complaint	Responsibility	Action Taken
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JKWSSP/GRC/2016/05	Nallur	Mrs.Sarathadevy	Noise and Dust	Contractor and PMCIU	Solved and settled. Night works at the site was changed as per the request made by neighborhood land owner)
JKWSSP/GRC/2016/06	Old Park	Ceylon Electricity Board	Dust	Contractor and PMCIU	Solved and settled
JKWSSP/GRC/2016/07	Kodikamam	Kodikamam Hospital Management	Noise	Contractor and PMCIU	This location is near to the hospital and hospital management requested to reduce the noise and dust. Arrangements was made immediately and problem solved.
JKWSSP/GRC/2016/09	Nallur	Mrs.Sarathadevy	Damage of Boundary Wall	Contractor and PMCIU	Solved and settled. Due to the scaffolding arrangements neighborhood house owner's boundary wall was damaged and it has been reconstructed in Dec 2017.
JKWSSP/GRC/2016/10	Old Park	GA, Jaffna & Survey Department	Dust & Healthy	Contractor and PMCIU	Solved and settled. There were abundant well and GA, Jaffna requested to close the well as it led to spread the mosquitos. It has been solved.
JKWSSP/GRC/2016/11	Palai	Fr.Selvan, Palai Church	Boundary damaged	Contractor and PMCIU	This location is near to the Palai church and there was boundary fence between tower land and church land. Due to the construction it has been damaged. Arrangements for new fence was made immediately and problem solved.

Treated Water Transmission Main Package – 1

Complaint Registry	Project Area	Complaint Made By	Complaint	Responsibility	Action Taken
JKWSSP/GRC/2016/12	Palai	OIC, Hospital	Damage of Boundary Wall – Palai Hospital	Contractor	Reinstatement of boundary wall done.
JKWSSP/GRC/2016/13	Palai	Ravichandran	Concrete Fence damaged	Contractor, PMCIU	New concrete fence done.
JKWSSP/GRC/2016/14	Meesalai	SLT	SLT post damaged	Contractor	Rectify the damage by replaced new post
JKWSSP/GRC/2016/15	Mirusuvil	SLT	SLT line was damaged	Contractor	Rectify the damage by replaced new post and connected the line
JKWSSP/GRC/2016/16	Chavakachcheri	Secretary, UC	Existing UC's pipe line was damaged	Contractor, PMCIU	Rectified the damages
JKWSSP/GRC/2016/17	Chavakachcheri	Secretary, UC	Road Damaged	Contractor, PMCIU	Rectified the damages
JKWSSP/GRC/2016/18	Meesalai , Bungalow lane	households	Road Damaged (backfilling)	Contractor, PMCIU	Rectified the damages

Treated Water Transmission Main Package – 2

Complaint Registry	Project Area	Complaint Made By	Complaint	Responsibility	Action Taken
JKWSSP/GRC/2016/19	Madduvil South	Mrs.Kalaivani Sivaroopan	Damaged of abundant	Contractor	Request sent to Contractor to reinstate the abundant building.
JKWSSP/GRC/2016/20	Naranthanai, Kayts	Mr.N.Thavaseelar aja	Destroyed the tobacco plants	Contractor	JCB destroyed the tobacco plants and damaged the landscaping. Owner requested Rs.19000.00 compensation for the reinstatement and

					replantation of tobacco plants. Contractor paid the compensation.
JKWSSP/GRC/2016/21	Naranthanai, Kayts	Mr.T.Thasan	Destroyed the tobacco plants	Contractor	JCB destroyed the tobacco plants and damaged the landscaping. Owner requested Rs.12000.00 compensation for the reinstatement and replantation of tobacco plants. Contractor paid the compensation.
JKWSSP/GRC/2016/22	Araly East	Mr.P.Nadarajah Ms.S.Mahadevi Mr.N.Subaraj Ms.J.Jenista Mr.N.Mangalaraj Mr.S.Raveendran	Damage of Boundary Wall	Contractor	Solved and settled. Due to the pipe laying arrangements at the shoulder of road 06 boundary walls of the private party were damaged and it had been rectified immediately.
JKWSSP/GRC/2016/23	Araly	DS, Chankanai	Damaged the boundary wall of cemetery	Contractor, PMCIU	Complaint forwarded to contractor and the reinstatement will be done immediately.
JKWSSP/GRC/2016/24	Araly East	Mr.B.Jeevathas	house damaged	Contractor, PMCIU	Reinstatement done by contractor.
JKWSSP/GRC/2016/25	Vaddukkoddai	Ms.R.Nirosha	Fence damaged	Contractor, PMCIU	New fence works done.
JKWSSP/GRC/2016/26	Nainathivu	Mr.P.Yogarasa	Damaged of boundary wall	Contractor, PMCIU	New boundary wall done by contractor
JKWSSP/GRC/2016/27	Poonakary	Mr.R.Paranthaman	250 feet timber fence was damaged, concrete slab at the entrance was damaged and	Contractor, PMCIU	Complaint forwarded the Contractor and the concrete slab was done and waiting for the concrete post to do the fence instead of timber as it is not available presently.

			crashes on the wall		
JKWSSP/GRC/2016/28	Old Park	Mr.Samuvel Ariyaratnam	Damage of Fence	Contractor	Due to the vibration of machinery abundant wall fallen and damaged the tin sheet fence. Owner requested the compensation Rs. 22000 for the reinstatement. However Rs. 15000.00 settled to owner as compensation as per the engineering estimate.
JKWSSP/GRC/2016/29	Nainathivu	Mr.S.Vasantharasa	Damage of agricultural Land	Contractor	Contractor paid compensation for the damage of agriculture activities (crops)
JKWSSP/GRC/2016/30	Nainathivu	Mr.K.Kanakarathth inam	Damage of agricultural Land		