

Resettlement Due Diligence Report

June 2016

Viet Nam: Water Section Investment Program – Tranche 1 Ho Chi Minh City Water Supply Project

Package CW3-P1: Construction of Water Supply Network in Ba Diem Commune, Hoc Mon District (Stage 3, 4, 5)

Prepared by Saigon Water Corporation for the Asian Development Bank.

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**SAIGON WATER CORPORATION ONE MEMBER LIMITED – SAWACO
PROJECT MANAGEMENT UNIT ADB LOAN NO. 2754-VIE**

**DUE DILIGENCE REPORT
ON LAND REQUISITION AND RESETTLEMENT
COMPLIANCE**

Package CW3-P1 – Ba Diem 3, 4, 5:

**Construction of Water Supply Network in Ba Diem Commune,
Hoc Mon District (Stage 3, 4, 5)**

Project:

**Non-revenue water reduction, network strengthening and
expansion for Saigon Water Corporation from 2011 to 2015,
funded by ADB**

June 2016

1. PREFACE

Financed by the Asian Development Bank (ADB), the Ho Chi Minh City Water Supply Project conforms with objectives of the Socio-Economic Development Plan (SEDP) ensuring the sustainable urban development and assisting with the Country Urban Policy “Urban Planning and Development Orientation by 2020” and the ADB’s Country Strategy Plan (CSP). Total estimated project investment costs is USD 154 mil., including (i) increase of the capacity for 528,645 households who newly connect to the system and those who are with water supply, including 20,000 poor households who first approach clean water; (ii) strengthening of operation management through Information Communication Technology (ICT) program; and (iii) assistance SAWACO with the Climate Change Action Plan.

The Project will bring direct benefits to citizens by increasing their living standards, public health and urban environment in Ho Chi Minh City. It will contribute to (i) urban socio-economic development in the City; (ii) improvement of public health, sanitation and economy for beneficiaries; and (iii) non-revenue water reduction.

As specified, the project will have to meet the requirements of social security and environmental policies of both Vietnam Government (GoV) and ADB in which the requirements relating to the involuntary resettlement policies have been considered initially by the Project Management Unit ADB Loan No. 2754-VIE (ADB PMU). During the screening at project preparation, as the package CW3-P1 will not affect land requisition and properties of individuals, households and entities, a resettlement plan was not prepared by the Employer. At ADB’s request, SAWACO has prepared a due diligence report on land requisition and resettlement compliance for the package to show their compliance with the procedures and requirements of ADB and the GoV regarding the same in a sufficient manner prior to official commencement of the package.

2. PACKAGE DESCRIPTION AND INFLUENCE ON RESETTLEMENT

2.1. Package’s Work Items

Package CW3-P1 is one of three package that will install water supply networks and water meters on streets and alleys, including Ba Diem 8 Street, alleys on Nguyen Anh Thu and Nguyen Thi Soc streets, roads and inter-commune roads in Ba Diem Commune, Hoc Mon District with detailed quantities as follows:

Work Item	Description	Construction Location
1. Tertiary treated water pipeline	1. Installation of 2,077 m of 225mm dia. HDPE pipes and fittings 2. Installation of 1,433 m of 180mm dia. HDPE pipes and fittings 3. Installation of 28,0271 m of 125mm dia. HDPE pipes and fittings	Pavement
2. Connections between existing and new pipes	1. Installation of 3,5 m of 200mm dia. uPVC pipes 2. Installation of 6 m of 150mm dia. uPVC pipes 3. Installation of 3 m of 100mm dia. uPVC pipes	Pavement
3. Service connection pipes and water meters	Supply with service connection pipes, fittings to meters, and angle valves for installation of 4,634 of water meters.	Sidewalks

Work Item	Description	Construction Location
4. Fire hydrants and connection pipes	Installation of 43 fire hydrants and 43m of 125mm dia. HDPE pipes.	Sidewalks

2.2. Influence on Resettlement

Service connection pipes and water meters are to be installed on pavements and sidewalks of streets resulting in temporary requisition of part of pavements and sidewalks for construction. Construction activities under this package do not affect households and businesses where the pipelines will cross by in aspects of land, structures, trees and crops.

If the works are carried out during business hours, it will affect business activities of these households/ businesses for a temporary short duration only. If so, for mitigation of any adverse impacts of the project and for conformity with the regulations of the City's authority, the works will take place from 21:00 hours to 07:00 hours next day on a daily basis. Temporary pavement reinstatement will be provided during day time (from 07:00 to 21:00 hours) for convenience of the business activities and travelling by the local resident. Such specified construction time and required reinstatement on the streets where the pipelines are to be installed will not cause significant influence on businesses or incomes of households.

Due to no influence on local resident in aspects of lands, structures, trees, crops and incomes under this package, no resettlement compensation is required. No influence to residents/ businesses was also confirmed by Representative of the People's Committee of Ba Diem Commune (*Please refer to Appendix 1*).

3. PUBLIC CONSULTATIONS AND RESULTS

3.1. Public Consultations

Publicizing project information, possible influence and mitigation measures, as well as public consultations for the authority of the commune and local resident were carried out for several times in two formats, including direct and indirect consultations.

Direct consultations

ADB PMU and Consultant/Contractor carried out two mass direct consultations for the authority and households relating to the social influence under the project.

The first consultation relating to project influence in combination with environmental consultations for the State administrative management authorities and the households took place from January to April, 2015, and the authority of Ba Diem Commune on August 2015, respectively. For household consultations, 1,975 questionnaires were issued to households through the commune authority, heads of hamlets and heads of resident groups for project information and comments. 1,251 filled questionnaires with sufficient information as required were returned by the households. Questionnaires include the following: (i) provision of project information, project benefits/impacts and project implementation plan and (ii) household consultation with adverse influence that may result from project implementation and construction (*Please refer to Appendix 2*).

The second consultation relating to adverse project influence including those on lands, properties and businesses that may result from the works under the package was carried out from June 10 to June 18, 2016. Questionnaires were issued to the Ba Diem Commune Authority, 16 enterprises/entities and 884 households (*Please refer to Appendix 3*). Those who were selected for

consultation own their properties mainly along both sides of the main alignment of the pipelines to be installed that may result in adverse effect on them. Out of the 884, 172 use their own properties for business, of which, 86 hold business registration certificates issued by the State and 78 declare tax payment on a regular basis. Out of the 16, 15 hold business registration certificates and 15 declared tax payment. The Contractor and the ADB PMU came to each enterprise/household to provide them with project information, construction time, possible adverse effect on their daily life, mitigation measures to adverse influence during construction to be taken under the project. Businesses and households then left their comments, if possible, on the questionnaires stating their agreement or disagreement with the project and any recommendations for the project and the Contractor.

Indirect consultations

Apart from the two direct consultations for households/businesses, ADB PMU and the Contractor continue to work directly with Representative of the commune authority regarding project progress updates, working plans and co-ordination scheme with the commune authority for project implementation. These information in turn will be delivered to heads of hamlets and heads of resident groups for information, explanation and feedbacks to the local resident in a timely manner. During implementation, heads of hamlets, heads of resident groups and the local authority will discuss to resolve any comments/recommendations raised by local resident/businesses, if any, with ADB PMU, the Contractor and the Construction Supervision Consultant.

3.2. Results

For the first consultation, (in combination with the environmental consultations), out of the total 1,251 households who returned questionnaires with comments, 97% agreed with the project whereas 0,9% disagreed and 2,1% returned questionnaires with no comments. Most of the disagreement were afraid of such water supply project will not be able to deliver good water supply services as expected because some of them have “experienced” with poor water supply services at some other locations in the City. Following this consultation, further information about project objectives and benefits that may be brought and the quality of water supply services to be delivered with the project need to be included for information, assistance and project implementation supervision to the local authority and local residents/businesses.

For the second consultation, both the local authority and local residents/businesses agreed with the works in a positive manner. This was illustrated by supports and co-ordination by the local authority for publicizing and giving advice to households on positive and negative influence that may result from the project. When provided with information and asked for comments/recommendations on adverse effects that may cause during construction, most of the local residents/businesses expressed their understanding and sympathy for such inevitable effects during construction. Results are detailed as follows:

- All of the 16 businesses agreed with the project implementation. No one deemed that pipeline installation affects their lands and properties. Out of that, 4 (who run sales in the front of streets) deemed that the works may cause adverse influence on their business activities. Therefore, they all requested for quick construction in which the works should be carried out at night time while reinstatement should be done during day time to facilitate their businesses.
- Out of the 884 residents, no household deemed that the works may cause influence on their lands, properties and economy. 882 (99.8%) agreed with the works. Only 02 disagreed with the pipeline installation. One disagreed and left comments on the poor quality of water supplied by

Trung An Water Supply JSC due to low delivery pressure and colored water (Not rely on the quality of the water). The other deemed that he/she satisfies with current water supply with no need of clean water due to cost issues.

- Out of 172 households with small businesses, 30 households or 17.4% deemed that the works will cause adverse influence on their businesses. Those who deemed probably to be affected were provided with solutions similar to those provided to the project during construction, including construction at night time, temporary reinstatement during day time, successive construction method by section (however, it shall meet the design standards), provision of access on alleys for traveling, etc. Besides, the consulted households also deemed that the works needs to be carried out as quickly as possible for the earliest supply of treated water for use to the local resident.

During consultations, there were a small number of the households disagreeing with the project due to lack of trust on the quality of supplied water and understanding of possible pollution to sources of underground water when dug or drilled wells are used. As a result, it is necessary to continue to publicize the project information and the quality of water supply services after completion of the project. Providing information and giving advice to households will not only be carried out by the ADB PMU and the Contractor, but also the local authority would need to assist the project with the publication of information and communication to the local residents.

4. GRIEVANCE COMPENSATION MECHANISM (GCM)

For receipt and facilitation for resolution of resettlement-related concerns and complaints by affected households of the project, a resettlement grievance compensation mechanism will be established and maintained during the project in accordance with ADB's instructions. Law on Complaints No. 02/2011/QH13 dated November 11, 2011 and Government Decree No. 75/2012/ND-CP dated October 3, 2012 detailing a number of articles of the Law on Complaints; Circular No. 07/2013/TT-TTCT providing procedures for resolution of administrative complaint; and Prime Minister's Decision No. 1131/2008/QĐ-TTCT dated June 18, 2008 issuing forms of text used for review and resolution of complaints/denouncement shall also be observed to ensure that the procedures/regulations/contents of complaints and method of resolutions are appropriate with the State's law framework in Vietnam.

This mechanism will resolve concerns and complaints from affected households in an active and timely manner through an easy-to-understand and clear process that meets the requirements on gender equality and that is appropriate with local cultures and is easily accessed by all the affected residents with no cost and penalty. This mechanism will not cause any obstructions to access to the national judiciary and administrative systems.

Due to no influence on local residents with respect to lands, properties and incomes, a Resettlement Compensation Committee is not required. However, questions and complaints from the local residents (not only relating to resettlement, but also other issues of the project) will be resolved through the following administrative system:

(i) Complaints (the first time) to Administrative Agencies – People's Committees (PC) of Communes

Within 10 days after receipt of a complaint, PC of Commune shall accept it for processing; written notice shall be sent to the complainant, authorities, organizations or individuals who have forwarded the complaint, and the same-level State Inspectors. In case of refusal, reasons shall be stated by the refuser.

Complaint resolution for the first time shall not exceed 30 days after acceptance of the letters of complaint. For complicated cases, such time can be prolonged, but it shall not exceed 45 days after acceptance of such complaints.

(ii) **Complaints (the second time) to Administrative Agencies – PCs of Districts.**

In case of non-acceptance by a complainant (s) to the administrative decision on the first complaint resolution issued by the PC of Commune or unresolved complaints after the expiry date as specified, they can submit such complaints to district-level authorities.

(iii) **Complaints (the third time) with Administrative Agencies – PC of the City**

In case of non-acceptance by a complainant (or group of complainants) to the administrative decision on the second complaint resolution issued by PC of District or unresolved complaints after the expiry date as specified, they can submit their complaints to relevant authorities in the City PC.

For the second and third complaint resolutions, within 10 days of receipt of the complaint, the District PC or City PC shall accept it for processing; a written notice shall be sent to the complainant, authorities, organizations or individuals who have forwarded the complaint to the same-level State Inspectors. In case of refusal, reasons shall be stated by the refuser.

The second and third complaint resolutions shall not exceed 45 days after acceptance of the complaint. For complicated cases, such time can be prolonged, but it shall not exceed 60 days after acceptance of such complaints.

(iv) **Legal Proceedings against Administrative Cases at the Court**

In case of non-acceptance by a complainant (or group of complainants) to the administrative decision on the third complaint resolution issued by the City PC or unresolved complaints after the expiry date, they shall reserve the rights to legal proceedings against such administrative cases at the Court as specified in Law on Administrative Procedures.

Complainant (or group of complainants) shall reserve the rights to **legal proceedings against administrative cases at the court** in case of non-acceptance of the administrative decision on the first complaint resolution issued by the Commune PC or on the second complaint resolution by the District PC.

(v) **Complaints to ADB's Office**

If efforts have been made in accordance with the project's grievance compensation mechanism, but the complaints/disputes have not been resolved, or resolved unsatisfactorily, the affected person(s) shall reserve the rights to refer their issues directly to ADB's Operation Office – Southeast Asia Regional Department (SERD) or through ADB's Resident Office in Vietnam. If the effected person(s) are not satisfied with SERD's response, they can contact ADB's Office of the Special Project Facilitator (OSPF) as indicated in "the Information Guide to the Consultation Phases of the ADB's Accountability Mechanism (AM)".

Complaints processing by GoV shall be filed by the complaint resolution agency, with reference numbers on pages following the sequences of contents of the documents and maintained in accordance with legal regulations. In the event that an administrative

complaint is brought to the Court, its documents shall be sent to the authorized Court for resolution as required. Forms to be used by the complaint resolution agencies for processing the complaints are provided in Circular No. 07/2013/TT-TTCP.

The affected person will not have to bear any administration costs. Furthermore, complainant and those who submitted complaints to the court will have their legal representative without any costs.

In addition, should there be any requests for clarifications or complaints about construction implemented by the Contractor, one can contact representatives of the Contractor, the Engineer or the ADB PMU directly via phone numbers provided on the project information boards at the worksite. Besides, for issues relating to water supply, the locals can contact Trung An Water Company via their hot lines or send letters/e-mails to the address provided in water invoices or the company's website.

Up to date (June 2016), there has been no complaint/dispute relating to the Package CW3-P1 from local residents.

5. CONCLUSION

The following are conclusions based on the results of the public consultations and project implementation up to the reporting period (June 2016):

- There is no influence on resettlement under this Package. Mitigation measures will be taken to reduce any possible influence on businesses of households and inconvenience to the daily life of local residents having properties on both side of the streets.
- The GCM relating to the project has been publicized to the local authorities and residents.
- Local residents and commune authorities are expecting that the project will be implemented and completed as soon as possible so that they would benefit from it soon.
- The Contractor, the Engineer, and ADB PMU would need to take measures to mitigate adverse influence to locals' daily life and make them trust more in the project and in the quality of the Works in the future by incorporating their comments/recommendations during the public consultations into the project.
- Besides, information about construction schedule and work progress would need to be updated in a continuous manner and to be publicized to the local authority and residents in Ba Diem Commune in a soon manner for their information and further supports.

APPENDIX 1

CONFIRMATION OF PUBLIC CONSULTATIONS FOR HOUSEHOLDS WITH NO RESETTLEMENT ISSUES BY PEOPLE’S COMMITTEE OF BA DIEM COMMUNE

**TỔNG CÔNG TY CẤP NƯỚC SÀI GÒN
TRÁCH NHIỆM HỮU HẠN MỘT THÀNH VIÊN
BAN QUẢN LÝ DỰ ÁN VỐN VAY ADB**

**CỘNG HÒA XÃ HỘI CHỦ NGHĨA VIỆT NAM
Độc lập – Tự do – Hạnh phúc**

Số: 220 /PMUADB-KHĐT

Tp. Hồ Chí Minh, ngày 17 tháng 6 năm 2016

V/v xác nhận ý kiến của doanh nghiệp, hộ gia đình trong quá trình tham vấn trực tiếp tại địa bàn xã Bà Điểm, huyện Hóc Môn.

Kính gửi: ỦY BAN NHÂN DÂN XÃ BÀ ĐIỂM

- Căn cứ Hợp đồng ngày 25/05/2016 giữa Tổng công ty Cấp nước Sài Gòn và Công ty Cổ phần Hải Đăng về việc thi công công trình Xây lắp mạng lưới cấp nước xã Bà Điểm (đợt 3,4,5) thuộc địa bàn Xã Bà Điểm, Huyện Hóc Môn, Tp. Hồ Chí Minh.

- Căn cứ vào tình hình đi tham vấn trực tiếp ý kiến từng hộ gia đình, cơ quan/doanh nghiệp trên địa bàn xã Bà Điểm của Công ty cổ phần Hải Đăng.

Dự án cấp nước thành phố Hồ Chí Minh từ nguồn vốn vay ADB 2754-VIE hiện đang triển khai trên địa bàn thành phố nhằm mục tiêu giảm thất thoát nước sạch, mở rộng phạm vi phục vụ cấp nước sạch và tăng cường chất lượng dịch vụ cấp nước sạch tới các hộ gia đình và cơ quan/doanh nghiệp. Cụ thể dự án đang chuẩn bị triển khai lắp đặt đường ống cấp nước sạch và lắp đặt đồng hồ nước cho các hộ gia đình, cơ quan/doanh nghiệp trên các tuyến đường thuộc địa bàn xã Bà Điểm, huyện Hóc Môn, thành phố Hồ Chí Minh theo thiết kế đã được phê duyệt.

Qua quá trình đi lấy ý kiến tham vấn trực tiếp tại từng hộ gia đình và cơ quan/doanh nghiệp tại xã Bà Điểm (tổng cộng 1.000 hộ/cơ quan/doanh nghiệp tại 7 ấp Bắc Lân, Tây Lân, Hưng Lân, Hậu Lân, Nam Lân, Đông Lân và Ấp 7 Xuân Thới Thượng), chủ yếu là những hộ ở vị trí mặt đường, có kinh doanh, buôn bán), kết quả cho thấy, đa số các hộ gia đình, cơ quan/doanh nghiệp đều đồng ý ủng hộ việc thi công thực hiện dự án. Và tất cả các hộ gia đình, cơ quan/doanh nghiệp đều cho thấy, việc thi công đường ống và lắp đặt đồng hồ nước không ảnh hưởng đến đất đai, tài sản và thu nhập của hộ gia đình và doanh nghiệp, do đó, các hộ không có yêu cầu bồi thường thêm chi phí nào khác. Hầu hết, các hộ gia đình, cơ quan/doanh nghiệp rất mong muốn Dự án triển khai thi công để nhân dân có nước sạch sử dụng và các hộ gia đình cũng đề xuất nhà thầu thi công áp dụng những giải pháp phù hợp (thi công ban đêm, thi công cuốn chiếu từng đoạn, hoàn trả mặt bằng trong thời gian ban ngày, để lối đi cho hộ gia đình trong quá trình thi công...) để thuận tiện cho việc sinh hoạt và buôn bán của các hộ dân.

Kính mong Ủy ban nhân dân xã Bà Điểm xác nhận kết quả tham vấn trên là chính xác và việc thi công lắp đặt đường ống, đồng hồ nước nhận được sự ủng hộ tích cực từ phía chính quyền và người dân xã Bà Điểm; Việc thi công đường ống và lắp đặt đồng hồ nước nằm trên phạm vi đất công và không có tái định cư. Chúng tôi xin gửi kèm theo đây tất cả các kết quả tham vấn của đại đa số hộ gia đình, cơ quan/doanh nghiệp trên địa bàn xã Bà Điểm để Quý cơ quan làm cơ sở đối chiếu.

Trân trọng.

Nơi nhận
- Như trên;
- Lưu.



XÁC NHẬN CỦA UBND XÃ BÀ ĐIỂM



Ref.: 220/PMUADB-KHDT

HCMC, June 17, 2016

*Sub: Confirmation of comments from enterprises
and households during direct public consultations
in Ba Diem Commune, Hoc Mon District*

To: - PEOPLE'S COMMITTEE OF BA DIEM COMMUNE

Reference is made to the following:

- The Contract between Saigon Water Corporation (SAWACO) and Hai Dang JSC for installation of water supply network in Ba Diem Commune, Hoc Mon District (Stage 3, 4, 5), Ho Chi Minh City signed on May 25, 2016.
- The status of direct public consultations by Hai Dang JSC with each household and organizations/enterprises in Ba Diem Commune.

ADB Loan No. 2754-VIE-financed Ho Chi Minh City Water Supply Project is being implemented in the City, aiming at non-revenue water reduction, expansion of treated water supply scope and enhancement of treated water supply services to households and organizations/enterprises. Treated water pipelines and water meters are under preparation to be installed for households and organizations/enterprises on streets in Ba Diem Commune, Hoc Mon District, HCMC as per the approved design under the Project.

The results of direct public consultations with each household and organizations/enterprises in Ba Diem Commune (there were 1,000 households/organizations/enterprises in seven (07) hamlets, including Bac Lan, Tay Lan, Hung Lan, Hau Lan, Nam Lan, Dong Lan and Hamlet 7, Xuan Thoi Thuong, mainly whose houses are on the front side of streets and who are running their business) showed that most of them agreed with implementation of the Project. They stated no affect to their lands, properties and incomes due to installation of the pipelines and water meters resulting in no request for compensation for any extra costs. Most of them are expecting that appropriate measures (such as night work, successive construction method (phương pháp thi công cuốn chiếu) by section, reinstatement during daytime, access to be provided to households during construction, etc.) will be taken to facilitate their daily life and business activities under the Project.

You are kindly requested to confirm the accuracy of the foregoing results of the public consultations and the positive supports by the Ba Diem Commune's authority and locals to the installation of the pipelines and the water meters and that these works are to be carried out on public land areas resulting in no resettlement issues. We enclose herewith the results of all public consultations from most of households and organizations/businesses in the commune for your comparison.

Very truly yours,

- C/c:

- As above;
- File.

FOR DIRECTOR

(Signed and stamped)

Vo Quang Hien, Director

CONFIRMATION BY PEOPLE'S COMMITTEE OF BA DIEM COMMUNE

Chairman

(Signed and stamped)

Nguyen Thi Thuy Linh

APPENDIX 2

PUBLIC CONSULTATION QUESTIONNAIRES

FOR HOUSEHOLDS/BUSINESSES FOR THE FIRST TIME

IN 2015

**(IN COMBINATION WITH THE ENVIRONMENTAL PUBLIC
CONSULTATION)**

SOCIALIST REPUBLIC OF VIETNAM

Independence - Freedom - Happiness

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PUBLIC CONSULTATION QUESTIONARE

(Object: households in construction areas)

(Non-revenue water reduction, network expansion and institutional strengthening for Saigon Water Supply Corporation from 2011 to 2015)

A. INTRODUCTION

Owner: SAIGON WATER COOPERATION

Objective: The specific objective of the project is to carry out the water supply network expansion in the territories of the suburbs of Hóc Môn and Bình Chánh in 2015 (the tertiary pipelines) in order to increase the number of households served with clean water and eventually achieve the target of 100% of households supplied with clean water by 2020.

Scale of the Project: Detailed quantities and scale of the project are shown in table bellows:

No.	Construction Area	Numbers of item	Quantity (m)	Total Investment (VND)	Quantity of New/Replacement Water Meter
1	Ba Diem commune, Tan Hiep commune, Hoc Mon District	8	89,210	169,000	11,895
2	Vinh Loc A commune, Vinh Loc B commune, Phong Phu commune, Binh Chanh District	3	45,250	158,780	3,975
	Total	11	134,460	327,780	15,870

B. CONTENTS OF PUBLIC CONSULTATION

B.1 General information:

1. Full name of interviewee:	
2. Address:	
3. Year of birth:	
4. Occupation:	5. Level of education:
6. Households are belongs to: a / Policy objects (invalids, martyrs, wounded soldiers, have contributed to the revolution) b/ Pensoiners c/ Cadre/ official d/ Others (please specify)	
7. Join activities: a / Party b / mass c / Board of neighborhoods - Hamlet - Locality d / Other (please specify)	
8. Households are belongs to: a/ Poor housholds b/ Households applying for poverty reduction c/ Others (please specify)	

9. The number of family members: people a/Male people b/Female ... people

In which,

10. The number of people who still go to school: people;
11. The number of people who learn a trade: people;
12. The number of people who are in school age but not attending school: people
13. The number of people who are in school age but leaving school: people;
14. The number of people who are unemployed: people;
15. The number of people who retire or lose their working capacity: people;
16. The number of households in the house :households;
17. The number of households that rent house:households;
18. The number of people who usually live in house: people.

19. *Ressident:*people 20. *Temporary rresident:* people

Including income from:

23. **Breeding:**VND/month and is ☐ main income, ☐ stable income, ☐ unstable income

- *Columnne (b): objects including householder/wife/husband/father/mother/brother/sister/own child/adopted child/nephew/niece/relatives/other.*
- *Columnne (e): objects including kidgarden / Primary school/ Secondary school/High school/college/university/after university/ Not attended school.*
- *Columnne (f): objects including good/bad/normal.*
- *Columnne (g): objects including workers/labour/official/doctor/saler/etc.*

<p>24. <i>Industrial manufacturer – handicrafts:</i>VND/month and is <input type="checkbox"/> main income, <input type="checkbox"/> stable income, <input type="checkbox"/> unstable income</p> <p>25. <i>Business:</i>VND/month and is <input type="checkbox"/> main income, <input type="checkbox"/> stable income, <input type="checkbox"/> unstable income.</p> <p>26. <i>Service/ small-scale business:</i>VND/month and is <input type="checkbox"/> main income, <input type="checkbox"/> stable income, <input type="checkbox"/> unstable income.</p> <p>27. <i>Working for somebody:</i>VND/month and is <input type="checkbox"/> main income, <input type="checkbox"/> stable income, <input type="checkbox"/> unstable income.</p> <p>28. <i>Social welfare:</i>VND/month and is <input type="checkbox"/> main income, <input type="checkbox"/> stable income, <input type="checkbox"/> unstable income</p> <p>29. <i>Salary:</i>VND/month and is <input type="checkbox"/> main income, <input type="checkbox"/> stable income, <input type="checkbox"/> unstable income.</p> <p>30. <i>Providing from relatives:</i>VND/month and is <input type="checkbox"/> main income, <input type="checkbox"/> stable income, <input type="checkbox"/> unstable income</p>
<p>Conditions of infrastructure:</p>
<p>31. Types of road at the surveyed households: a/ Asphalt b/ Cement c/ Unpaved road d/ Stone and gravel road e/ Mixed</p>
<p>32. <i>Width of access road at surveyed households</i> a/ < 1 m b/ 1-2 m c/ 2-4 m d/ 4-6 m e/ > 6 m</p>
<p>33. <i>The water source is:</i> a/ Piped water: Price:...../VND/m³. The number of water used: m³/month. b/ Water from self-drilled well: Price:...../VND/m³. The number of water used: m³/month. c/ Water from well drilled by other household: Price:...../VND/m³. The number of water used: m³/month. d/ Rain water/ River water f/ Water buy from vendors: Price:...../VND/m³. The number of water used: m³/month.</p>
<p>34. <i>Quality of used water sources:</i> a/ Clean b/ Turbid c/ Iron contaminated water d/ Objectionable smell e/ Objectionable taste f/ Others</p>
<p>35. <i>Skin diseases / diarrhea due to water resources used:</i> <input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>36. <i>Status of drainage systems:</i> <input type="checkbox"/> Yes <input type="checkbox"/> No ▪ If not, the drainage options include: <input type="checkbox"/> canals/ rivers at exiting areas <input type="checkbox"/> flow over/ ▪ If any, ability of drainage systems: <input type="checkbox"/> Good <input type="checkbox"/> Bad</p>
<p>37. <i>Status of flood:</i> <input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>38. <i>The reasons that causes flood are:</i> a/ Heavy rain b/ Flood tide c/ Floor is lower than pavement. d/ No drainage systems e/ Others</p>
<p>39. <i>Status of sanitary conditions:</i> ▪ Waste is collected everyday: <input type="checkbox"/> Yes <input type="checkbox"/> No ▪ Collectors: ▪ Collection fee:</p>

40. Other comments of interviewee:

(Note: about living condition such as supply water, drainage systems, sanitary condition)

B.2 Contents of public consultation:

41. Are you interested in water supply of the households?

☐ Yes

☐ No

42. Are you interested in quality of water supply of the households??

☐ Yes

☐ No

43. Do you want there is the project on installation of pipeline for poverty reduction, replacement and new installation of transmission line implemented in your areas?

☐ Yes

☐ No (Reasons:

45. Previously, do you know about the information of the water supply project will be implemented in your area?

☐ Yes

☐ No (Suggestion: plan, scale, etc.)

46. During installation phase, do you know about the impacts and risks which affect on life of households?

☐ Yes

☐ No

(Suggestion: potential impacts such as dust, noise generated from installation activities and traffic jam)

47. Do you think that the project will bring benefit for residents after completing installation activities and putting into operation?

☐ Yes

☐ No

48. After providing information, do you support the project??

☐ Yes

☐ No

☐ No idea

49. Other comments:

HCMC, date ,2015

Interviewer

Interviewee

APPENDIX 3

**EXAMPLE OF QUESTIONNAIRES FOR HOUSEHOLD
AND BUSINESS FOR THE SECOND TIME IN JUNE
2016
(PRE-COMMENCEMENT OF WORKS)**



TỔNG CÔNG TY CẤP NƯỚC SÀI GÒN – TNHH MTV
Xây lắp Mạng lưới cấp nước thuộc địa bàn Xã Bà Điểm, Huyện Hóc Môn (đợt 3, 4, 5)

PHIẾU THAM VẤN Ý KIẾN HỘ GIA ĐÌNH

Kính thưa ông/bà,

Dự án cấp nước thành phố Hồ Chí Minh từ nguồn vốn vay ADB 2754-VIE hiện đang triển khai trên địa bàn thành phố nhằm giảm thất thoát nước sạch, mở rộng phạm vi phục vụ cấp nước sạch và tăng chất lượng dịch vụ cấp nước sạch tới các hộ gia đình. Trong thời gian tới, dự án sẽ triển khai lắp đặt đường ống nước và đồng hồ nước cho các hộ gia đình trên các tuyến đường thuộc xã Bà Điểm, Huyện Hóc Môn.

Chúng tôi xin gửi tới ông/bà phiếu tham vấn ý kiến hộ gia đình để thu thập những thông tin và ý kiến đóng góp của ông/bà nhằm giúp công tác thực hiện lắp đặt đường ống nước diễn ra nhanh chóng và thuận lợi.

1. Tên chủ hộ: Lê Kim Hương
2. Địa chỉ nhà: 57/2N Ấp Nam Lân - Bà Điểm - H. Hóc Môn
3. Hộ gia đình có kinh doanh, buôn bán gì tại vị trí nhà của hộ gia đình hay không?

☒ 1. Có (Xin trả lời tiếp câu 3.1, 3.2, 3.3) ☐ 2. Không (Xin trả lời tiếp từ câu 4)

3.1. Hộ gia đình có đăng ký kinh doanh không?

☒ 1. Có ☐ 2. Không

3.2. Ông/bà có đóng thuế trong năm 2015 và 2016 cho việc kinh doanh buôn bán không?

☒ 1. Có ☐ 2. Không

3.3. Việc dự án sẽ triển khai lắp đặt đường ống nước sạch và đồng hồ đo nước trên đoạn đường và vỉa hè có ảnh hưởng gì đến việc kinh doanh gia đình ông/bà?

Không ảnh hưởng

4. Ý kiến và đề xuất của ông/bà về thực hiện dự án (xin ghi rõ, xin ghi sang mặt sau nếu không đủ chỗ ghi)

Tổng thể ủng hộ việc lắp đặt đường ống, không bắt
bước lắp đặt đồng hồ nước.

Ngày 11 tháng 6 năm 2016

Đại diện hộ gia đình

(Ký, ghi rõ họ tên)

Hương
Lê Kim Hương

SAIGON WATER CORPORATION - ONE MEMBER LIMITED
Installation of Water Supply Network in Ba Diem Commune, Hoc Mon
District (Stage 3, 4, 5)

HOUSEHOLD CONSULTATION QUESTIONNAIRE
(Translation)

Dear Sirs/Madams,

Financed by the Asia Development Bank (ADB) under ADB Loan No. 2754, Ho Chi Minh City Water Supply Project has been implementing in the city area with the purpose of non-revenue water reduction, expansion of treated water supply scope and improvement of the quality of clean water supply services to households. In the coming time, water supply pipelines and service water meters will be installed under the project for households on streets in Ba Diem Commune, Hoc Mon District.

We are pleased to send you household consultation cards to collect information and your contributive comments in order to facilitate installation of the pipelines in quick and convenient manner.

- 1. Full name of householder:** Le Kim Huong
- 2. Household address:** 57/2N Ấp Nam Lân – Bà Điểm – Hóc Môn District
- 3. Do you run your own business at your house?**
X 1. Yes (Please continue answer questions 3.1, 3.2, 3.3) ☐ 2. No
(Please continue answer from question 4)
 - 3.1. Do you register your business?**
X 1. Yes ☐ 2. No
 - 3.2. Do you pay sales tax for 2015 and 2016?**
X 1. Yes ☐ 2. No
 - 3.3. Will the installation of the treated water pipelines and the service water meters on streets and sidewalks affect your business?**

No influence.

- 4. What are your comments and recommendations regarding the project implementation (please specify and write down on the back side of the card if the front gets full)**

In favor for the installation of clean water pipeline, no requirement for water meter installation.

Date: 11 June 2016
Representative of household
Signed
Le Kim Huong



TỔNG CÔNG TY CẤP NƯỚC SÀI GÒN – TNHH MTV

lưới cấp nước thuộc địa bàn Xã Bà Điểm, Huyện Hóc Môn (đợt 3, 4, 5)

PHIẾU THAM VẤN Ý KIẾN CƠ QUAN/DOANH NGHIỆP

Kính thưa ông/bà,

Dự án cấp nước thành phố Hồ Chí Minh từ nguồn vốn vay ADB 2754-VIE hiện đang triển khai trên địa bàn thành phố nhằm giảm thất thoát nước sạch, mở rộng phạm vi phục vụ cấp nước sạch và tăng chất lượng dịch vụ cấp nước sạch tới các hộ gia đình và cơ quan/doanh nghiệp. Trong thời gian tới, dự án sẽ triển khai lắp đặt đường ống nước và đồng hồ nước cho các hộ gia đình trên các tuyến đường thuộc xã Bà Điểm, Huyện Hóc Môn.

Chúng tôi xin gửi tới quý cơ quan/doanh nghiệp phiếu tham vấn ý kiến để thu thập những thông tin và ý kiến đóng góp của ông/bà nhằm giúp công tác thực hiện lắp đặt đường ống nước diễn ra nhanh chóng và thuận lợi.

1. Tên đơn vị: 16 kinh doanh cá thể
2. Tên người đại diện: Nguyễn Thị Thu
3. Địa chỉ đơn vị: 33/đ. Nguyễn Văn Xá Bà Điểm Hóc Môn
4. Quý cơ quan/doanh nghiệp có kinh doanh, buôn bán gì tại vị trí này hay không?

☒ 1. Có (Xin trả lời tiếp câu 3.1, 3.2, 3.3) ☐ 2. Không (Xin trả lời tiếp từ câu 4)

4.1. Quý quan/doanh nghiệp có đăng ký kinh doanh không?

☒ 1. Có ☐ 2. Không

4.2. Quý quan/doanh nghiệp có đóng thuế trong năm 2015 và 2016 cho việc kinh doanh này không?

☒ 1. Có ☐ 2. Không

4.3. Việc dự án sẽ triển khai lắp đặt đường ống nước sạch và đồng hồ đo nước trên đoạn đường và vỉa hè có ảnh hưởng gì đến việc kinh doanh gia đình ông/bà?

Có ảnh hưởng. Việc xe ra vào gây cản trở lắp đặt

4. Ý kiến và đề xuất của ông/bà về thực hiện dự án (xin ghi rõ, xin ghi sang mặt sau nếu không đủ chỗ ghi)

Không có ý kiến gì

Ngày 1 tháng 6 năm 2016

Đại diện đơn vị

(Ký, ghi rõ họ tên)

5.

Nguyễn Thị Thu

2

SAIGON WATER CORPORATION - ONE MEMBER LIMITED
Installation of Water Supply Network in Ba Diem Commune, Hoc Mon
District (Stage 3, 4, 5)

BUSINESSES CONSULTATION QUESTIONNAIRE
(Translation)

Dear Sirs/Madams,

Financed by the Asia Development Bank (ADB) under ADB Loan No. 2754, Ho Chi Minh City Water Supply Project has been implementing in the city area with the purpose of non-revenue water reduction, expansion of treated water supply scope and improvement of the quality of clean water supply services to households and organizations/enterprises. In the coming time, water supply pipelines and service water meters will be installed under the project for households on streets in Ba Diem Commune, Hoc Mon District.

We are pleased to send you organization/enterprise consultation cards to collect information and your contributive comments in order to facilitate installation of the pipelines in quick and convenient manner.

- 1. Name of organization:** Individual Business Household
- 2. Full name of representative:** Nguyễn Thị Thu
- 3. Address:** 33/6A Ấp Tây Lân – Bà Điểm Commune – Hóc Môn
- 4. Do you run a business at this address?**

☒ 1. Yes (Please continue answer questions 3.1, 3.2, 3.3) ☐ 2. No
(Please continue answer from question 4)

4.1. Do you register your business?

☒ 1. Yes ☐ 2. No

4.2. Do you pay business tax for 2015 and 2016?

☒ 1. Yes ☐ 2. No

4.3. Will the installation of the treated water pipelines and the service water meters on streets and sidewalks affect your business?

Reinstate the site quickly to avoid obstruction of traffic in-and-out

- 5. What are your comments and recommendations regarding the project implementation**
(please specify and write down on the back side of the card if the front gets full)
No comment.

Date: 11-June-2016
Representative of
organization
(Signed)
Nguyễn Thị Thu