

Ethnic Minority Monitoring Report

Combined report (September 2017 - June 2018)

May 2020

VIE: WATER SECTOR INVESTMENT PROGRAM – TRANCHE 2

TREATED WATER SUPPLY PROJECT FOR BUON MA THUOT CITY AND THREE ADJACENT DISTRICTS OF EA KAR, BUON DON AND KRONG NANG, DAK LAK PROVINCE.

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**TREATED WATER SUPPLY PROJECT FOR BUON MA THUOT CITY AND THREE
ADJACENT DISTRICTS OF EA KAR, BUON DON AND KRONG NANG, DAK LAK
PROVINCE**

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MONITORING REPORT
ETHNIC MINORITY DEVELOPMENT PLAN
AS OF JUNE 2018



PMU & Ethnic Minority Consultant incorporated to implement the training for representatives of authorities and Ethnic Minority People about implementation and monitoring of EMDP & GAP in Ea Kar district.

Prepared by: DAKWACO PMU

Supported by: Ethnic Minority Expert of Eptisa Consultant

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Overview:

Project	Treated water supply project for Buon Ma Thuot city and three adjacent districts of Ea Kar, Buon Don and Krong Nang, Dak Lak province.	
Safeguard category	Indigenous People	B
	Involuntary Resettlement	B
Reporting period	First six months of 2018	
Summarization of EMDP implementation during reporting period	<p>Project information was disclosed through IEC community communication campaigns in all project areas in March and April 2018</p> <p>Community consultation was conducted during the IEC meetings (March and April 2018) and PMU's quarterly monitoring meetings with local authority and community supervision boards in all project district/wards/communes in April 2018</p> <p>An IEC Program was implemented in all of the project areas and Ea Nar Commune with 4.088 EMs (accounted 30% total participants, 70% women) in 10 meetings in project communes and 201 meetings at villages and women unions, areas in March and April 2018</p> <p>Job opportunities and equal payment for Ethnic Minority were monitored</p> <p>Monitoring meetings were organized by PMU, Eptisa with contractors, local authorities and community supervision boards in all project communes in April. Complaints of 10 households in Ea Na were solved during the monitoring.</p>	
Planned key activities for next reporting period	<p>Push up service pipeline installation progress and assure to follow commitment policy as soon as possible</p> <p>Periodically monitoring mission (monitoring meetings, field visits, community consultations)</p> <p>Provide necessary support Ea Nar - the Ede communities living near 2 water stations in the project area - to encourage the EMs the use of project's treated water while maintaining the annual cultural practices at the stations.</p>	

1. GENERAL INFORMATION

1.1. Project objectives

1. Water supply development project for Buon Ma Thuot city and three adjacent districts of Ea Kar, Buon Don and Krong Nang was funded by Asian Development Bank and approved by Dak Lak Province People Committee in 2011.
2. The project objectives aimed to create favorable conditions for improvements of living conditions and health of residents; for socio-economic, industrial and tourism development of Buon Ma Thuot city and three district towns having the same names as their districts of Ea Kar, Buon Don and Krong Nang by the accessing of safe and reliable piped water supply for residents in 2020.

1.2. Project components

3. The Project includes two components: 1) Water Supply Infrastructure Investments, (2) Institutional Strengthening Program (ISP) for improving of DAKWACO's operation effectively and sustainable development. These components are relevant to the EMDP during all project activities and decision-making procedures.

1.3. Ethnic Minority Development Plan (EMDP)

4. EMDP for this project was prepared and followed the ADB Safeguard Policy Statement and Planning Frameworks on Indigenous Peoples. This plan was updated by PMU with the assistance of EMDP expert of Eptisa Consultant and approved by ADB on September 2017. Ethnic Minority aimed to assure: (i) this sub-project brought the benefit for Ethnic Minority in general and followed the appropriate behavior with Ethnic Minority People's Culture; (ii) avoiding the potential negative impacts on Ethnic Minority people; (iii) minimizing, mitigating or compensating for potential negative impacts if unavoidable.
5. EMDP prioritized 9 priorities/tasks:
 - Maximum benefits to target EM households
 - Capacity building for Ethnic Minority representatives and organizations
 - Extensive IEC/BCC to improve awareness and change behaviors of target EMs
 - Consultation with target EM, poor and EM women groups
 - Increase Job Opportunities for EMs
 - EMDP integrated in other plan of the Project to avoid adverse impacts
 - Grievance Redress Mechanism
 - Monitoring and Reporting
 - EM development in DAKWACO
6. Total approved budget for EMDP is 430,707,000VND (equivalent to USD 18,633.767). This budget excludes the compensation amount for affected Ethnic Minority households.

7. Internal monitoring of the EMDP aims to assess whether the approved objective, progress and desired results have been achieved, what are the shortcomings that need to be addressed, the modalities and the role of the relevant parties. Every 6 months PMU reports the monitoring results to ADB. The content of this report is internal monitoring of EMDP cover the period from June 2017 to June 2018, due PMU prepared with support from Eptisa EM Specialist.

2. EMDP – IMPLEMENTATION PROGRESS AND RESULTS

As of June 2018

8. At the end of June 2018, all civil work and key pipeline installation packages have been constructed in Buon Ma Thuot city and three project districts¹. EMDP was implemented at the same time and integrated with all civil work activities of the project water supply system during reporting period. Key EMDP progress and results as the end of June 2018 as following:

2.1. Community information disclosure and consultation

9. In this monitoring period, the project information was disclosed through IEC community communication campaigns in March and April 2018 in all project areas. It included PMU's meetings with local authority and EM representatives at district and ward/commune level, and meetings facilitated by local facilitators with EMs/households and EM women. The information was focused on the project objectives, progress and prioritized policies for EM households to maximize their access to the project's treated water system, the right and responsibilities of EM and stakeholders. For more detail, see Appendix 4.1 (Disclosure information of the IEC campaign in March-April 2018) and item 2.2.

10. Community consultation was conducted during the IEC meetings (March and April 2018) and PMU's quarterly monitoring meetings with local authority and community supervision boards in all project district/wards/communes in April 2018 (see in appendix 3 with Number of meeting and participants attend the IEC meetings in March and April 2018). During the meetings, the community consultation was collected and feed-backed through community supervision boards. In 2017, the project also implemented a community and stakeholder consultation program, incorporated in the EMDP introduction workshop. All consultations were considered in the planning, implementation and monitoring of the EMDP. For more detail, see Annex 4.2 (Summarization of some consultation results in EMDP introduction workshop on September 2017) and item 2.2 & 2.6.

Table 1: Table of assessment on community consultation as of June 2018

Target index of community consultation	Achieved in reporting period	Assessment	
		As of reporting period	As approved plan
100% of consultancy meeting has the minutes of meeting and recording	Community consultation were conducted during the implementation of IEC campaign in March and April (in 10 meetings at ward/commune	Achieved	Achieved

¹ DLCW01, DLCW02, DLCW03 and DLCW05 were commenced from Nov 16th 2017; DLCW04 package was commenced from Oct 10th 2017.

all consultancy opinions of EM people.	level by PMU and in 201 meeting at household level by facilitators). 100% of consultancy meeting has the minutes of meeting and recording all consultancy opinions of EM people.		
70% of targeted EM groups participated meetings	92% of target EM household or 4.088 EMs (accounted 30% total participants, 70% women) attended the IEC meetings	Achieved	Achieved
The number of EM HHs were consulted at home as actual demand	A group of 10 EM households were firstly consulted in Ea Na Ward by the PMU and Eptisa, then at home by local authority and community supervision board as their complaints about the impact of installation of water pipelines. Their issues were listened and solved in June, 2018	Achieved	Achieved

2.2. Extensive IEC program for target EMs

11. In this monitoring period, an Information Education and Communication programs (IEC) Program was implemented in all of the project areas and Ea Nar Commune (Mar and Apr. 2018). The main contents focused on project information (project objectives, areas, main activities, progress and responsibility of relevant stakeholders, PMU hotlines) and EMDP policies to maximum benefits to target EM households to access to the project's treatment water system. The program included IEC meetings and consultation with local authorities, mass-organizations, EM organizations, EM households and women members. Besides, IEC information also disclosed through village louder-speakers so that all the target EM people can be easy to access. For more detail, see Appenndix 4.1 (Disclosure information of the IEC campaign in March-April 2018) & 4.3 (Extensive IEC program for target EMs).

Table 2: Table of assessment on community consultation as of June 2018

Target indicators	Achieved in reporting period	Assessment	
		As of reporting period	As approved plan
(i) At least one IEC meeting for each Buon of target EMs and EM WU groups	The IEC included: <ul style="list-style-type: none"> - 01 IEC meeting in each of 10 ward-leveling organized by PMU and Eptisa, Mar. 2018 - 201 IEC meeting organized by EM village and EM WU facilitators. 	Achieved	Achieved

	At least one IEC meeting organized for each Buon of target EMs and EM WU groups, Apr. 2018		
(ii) 15% of attendees are target EM people (men, women and the poor)	Total 13.952 attendees. 30% or 4.088 are target EM people; 77% female	Exceeded	Exceeded
(iii) 70% of EM household representatives have good understanding about the Project information (e.g. policies, progress) through IEC program	At least 70% of EM household representatives have good understanding about the project information and EMDP policy through village and women union EC meeting and village louder-speaker systems	Achieved	Achieved
(iv) All of the IEC materials are ensured EM sensitiveness	All of the IEC materials were prepared with supports from Eptisa 's EM specialist to ensure EM sensitiveness	Achieved	Achieved
(v) One IEC meeting is organized for a boarding EM school in Ea Nar Commune on water source protection topic.	As consultation from local authority and communities, the IEC meeting for boarding school student was replaced by one IEC campaign in the commune with: 1 meeting at commune level (with local authorities, Community Supervision Boards and EM representatives) and village meetings (with EM households and EM women union members) in April, 2018 on project information and water source protection	Achieved	Adjusted with larger scale according to actual demand

2.3. Capacity Building for EM representatives and organizations

12. No capacity building activity was implemented in this monitoring period since all activities were completed in 2017.

13. In October and November 2017, all 5 two-day training courses were provided by Eptisa's EM Specialist for 190 training participants. One course was for DAKWACO representatives and PMU staffs and four other courses for local authorities, EM representatives WU and Community Supervision Boards in the project city/district and Ea Na commune. The topics focused on improving knowledge and skills of participants on EMDP implementation and supervision, and communication skills. All training courses were used participation method and adult learning principles and appreciated highly by trainees, including, DAKWACO and EM participants. Number of participants attending GAP and EMDP training on September and October 2017 in table below. More detail in Appendix 4.4.

Table 3 Number of participants attending GAP and EMDP training on September and October 2017

Date	Location	Total members	Ethnic minority	Female
18-19/10 Wed & Thu	Buon Ma Thuot city & Krong Ana	39	25	13
23 - 24/10	Krong Nang Town	53	18	5
26- 27/10	Ea Kar Town	31	15	6
30 - 31/10	Buon Don District	27	13	4
19-20/9	DAKWACO	40	11	0
		190	82	28

14. Assessment on capacity building as of June 2018 as table below

Table 4: Table of assessment on capacity building as of June 2018

Target indicator as approved EMDP	Achieved in reporting period	Assessment	
		As of reporting period	As approved plan
(i) 15% of trainees are EMs (men, women and the poor)	Total 190 trainees, in which 15% or 28 EMs (43% women)	Achieved	Achieved
(ii) 100% of EM facilitators are trained before they start working for the Project	100% of EM facilitators are trained before they start working for the Project 100% EM facilitators are active in participation of EMDP implementation and monitoring after training.	Achieved	Achieved

2.4. Maximum benefits to target EM households to the project's treatment water system.

15. No activity was implemented in this monitoring period due to it depends on the progress of installation of the project water service system which very much behind the schedule. Table of assessment on Maximum benefits to target EM households as of June 2018

Table 5: Table of assessment on Maximum benefits to target EM households to the project's treatment water system as of June 2018

Target indicator as approved EMDP	Assessment
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	Achieved in reporting period	As of reporting period	As approved plan
(i) At least 70% of target EM households and all of 40 EM villages/buon of Buon Ma Thuot City; 50% of target EM households in 3 other subprojects can access treated water system of the project	Delayed due to depended on the project progress. However, the support policy for target EM households has been widely announced to EMs. PMU has also pledged to implement this policy when installing service pipelines into households	Delayed	Delayed
(ii) 100% of target non-poor EM households of the subprojects are provided household connections including water meter and pipeline within 4 meters free of charge.		Delayed	Delayed
(iii) 100% of target poor EM households of the Sub-projects are provides household connections within 15-20 meters free of charge		Delayed	Delayed
(iv) Number of sparsely-scattered households in the subproject areas have the opportunity to use clean water through water self-management models of the project	Delayed due to depended on the project progress. However, PMU has agreed to install an additional main pipeline in Ea Na commune – where is living EMs and is the watershed of Buon Ma Thuot sub-project	Delayed	Delayed
(v) DAKWACO have a policy to deduct water tariff for the extremely poor EM households. There isn't any extremely poor household become poorer due to water tariff	Delayed due to depended on the project progress.	Delayed	Delayed

2.5. Job opportunities and equal payment for Ethnic Minority

16. During first six months of 2018, there were total of 336 labors that worked at the construction sites, including 104 Ethnic Minority labors equivalent 31% Ethnic Minority labor; 84% local labor; 11% female). Average payment for male and female labors was paid by Contractor and was from 170.000 VND/person/day to 200.000 VND/person/day, depending on work categories, and not discriminated by ethnic groups. (*The details about labor number at the construction site were shown in Appendix 4*). PMU recruited and paid for 23 Ethnic Minority facilitators and coordinators (60% of total; including 18 facilitators and 05 coordinators in each district/city and Ea Na ward) the payment is 100.000 VND/person/day when joining training; 200.000 VND/person/day when pushing up the communicative activities. There were five Ethnic Minority members from Affected Households by the Project (land acquisition) that recruited and

improved knowledge – skills about water supply, management, operation and maintenance before working long-time in company by the project. Assessment on Increase Job Opportunities for EMs as of June 2018 in table below:

Table 6: Table of assessment on Increase Job Opportunities for EMs as of June 2018

Target index of Increase Job Opportunities for EMs	Achieved in reporting period	Assessment	
		As of reporting period	As approved plan
(i) Number of jobs was prioritized over EMs from 6 affected EM households	5 permanent jobs in DAKWACO were prioritized over 6 affected EM households based on capacity and willingness of the EM, by Jun .2018	Achieved	Achieved
(ii) 15% of suitable job opportunities are served for the EM workers (men, women and the poor)	336 labors in the construction sites, included 31% or 104 EMs and 11% women.	Exceeded	Exceeded
(iii) Remuneration between EM and non-EM workers is paid equally for the same type of job	Remuneration between EM and non-EM workers is paid equally for the same type of jobs, with 200.000 VND/person/day	Achieved	Achieved
(iv) Around 20 EM facilitators are recruited and paid by the project for their works	60% or 23 EM facilitators and coordinators were recruited and paid by the project for their works: - 100.000 VND/person/day when joining training - 200.000 VND/person/day when facilitating IEC meetings in Mar- April, 2018	Achieved	Achieved

2.6. EMDP integrated in other plan of the Project to avoid adverse impacts

17. No adverse impacts by resettlement activities to EMs was reported during this monitoring period. All of six EM affected households (among 16 households that had affected lands), received compensation according to approved RP of project and they was issued the Land Use Certificate (included names of husbands and wives) after handing over land to project.

18. Not any significant impacts on environment-society (such as drugs, prostitution, sexual abusing, drug addiction, gambling, child laboring or sexism) to EM people, including women and

children. Issues related to environment and traffic safety due to implementation construction sites are monitored and handled in a timely manner.

Table 7: Table of assessment on EMDP integrated in other plan of the Project to avoid adverse impacts as of June 2018

Target index of EMDP integrated in other plan of the Project to avoid adverse impacts	Achieved in reporting period	Assessment	
		As of reporting period	As approved plan
1) All of 6 affected EM household receive their re-issued Land use certificate which mentions names of both husband and wife on it	All re-issued land use certificate mentioned names of both husband and wife according to Vietnam's Land Law, confirmed by the local authority	Achieved	Achieved
(2) All of the 6 affected EM households receive compensation with signatures of both husband and wife, and with right compensation amount which given in the Project Resettlement Plan	All of 6 affected EM households receive compensation with signatures of both husband and wife, and with right compensation amount which given in the Project Resettlement Plan. The total compensation for affected household was 8,981,450,400 VND.	Achieved	Achieved
3) The contractor committed not to let workers cause security disorder in the EM areas	According to quarterly construction supervision reports, there was no significant security disorder causes by workers to EM areas	Achieved	Achieved
4) Inform EM households the plans of temporary cutting water during construction implementation	Not yet. No EM households connect to water supply systems during construction implementation	Not applicable yet.	Not applicable yet.
5) Meeting minute mentioned the maximum agreed time of temporary cutting water during construction implementation			
6) Target Ede communities living near 3 water stations will be supported to preserve and develop traditional cultural practices.	One surveyed and one community consultant meeting was conducted in 2017 in Ea Wer commune where EMs living near 2 water station. The support	On-going	Adjust according to actual situation

	from the project for the communities will be in implement in the next monitoring period. Another station was no longer used by the local communities		
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2.7. Grievance redress mechanism

19. In this monitoring period, the project GRM are on-going. The GRM was established in Sept- Oct. 2017 by the project after the EMDP introduction workshops and members of community supervision boards were trained on relevant skills (e.g. communication, conflict resolution and community supervision, GRM cooperation mechanism) during 2 day-training courses on EMDP implementation and monitoring in Dec. 2017. Detail, see Article 2.3.

20. In April 2018, PMU and Eptisa organized the monitoring visiting to review all grievances of locals and accelerate the overcoming solutions. There was one household group in Ea Na ward that sent the letter to Ward People Committee to complain about impacts of pipeline installation on their assets (such as structure, foundation land, yard, garden or house). Ward/District Authorities, PMU and Contractor organized the meetings with these households to discuss about solution method in June 2018. Then, these households were compensated by currency or materials and other appropriate types. Detail see Appendix 4.6.

21. Most of complaints from EMs are about construction progress, impacts on assets and transportation during construction phases. Complains are mainly in verbal or via meetings with village leader/community supervision boards, local authorities or construction contractors/workers. Quarterly, PMU and Eptisa organized monitoring missions in project wards/communes with construction contractors, local authorities and community supervision boards to solve the issues/complains from the local. One grievance notebook was kept in PMU office and PMU hot-line was also provided to the local.

Table 8: Table of assessment on Grievance Redress Mechanism as of June 2018

Target index of Grievance Redress Mechanism	Achieved in reporting period	Assessment	
		As of reporting period	As approved plan
1) GRM is established and operated for 4 Subprojects with the participation of EM representatives	The GRM has been established and operated since Sept. 2017 in all project city/districts with EM representatives	Achieved	Achieved
2) Complains from EM men and women must be resolved and feedback timely and record kept	Complains from EMs were collected, resolved and feedback timely by PMU, Eptisa, Construction Contractors, Local authorities, Community	Achieved	Achieved

	Supervision Boards. Records kept in PMU office		
3) No cost for complaint and no fear of retribution to any EM.	No one have to pay for their complaint or fear of retribution	Achieved	Achieved

22. In general, local authorities and EMs are happy with the project objectives and EMDP implementation for target EMs and satisfy with the project IEC communication campaigns, training and grievance redress mechanism. Issues related to the security, safety, sanitation, environment at the construction site were solved quickly and reasonably. The most unsatisfied problem was slow progress of the project service pipeline to connect with households.

2.8. Disbursement progress for EMDP Implementation

23. Planned budget for EMDP and Gender Action Plan (GAP) of the project were approved of 1,811,443,000 VND. The budget for EMDP was 430.707.000 VND (equivalent to USD 19.348,92). This budget excludes the compensation for affected ethnic minority households.

24. EMDP and GAP are implemented in the same areas, have the equivalent operation, by the same PMU and Eptisa Specialist. Thus, all of activities of EMDP are implemented in combination with GAP to ensure the effectiveness.

25. Up to the end of Jun 30th 2018, total disbursed budget for GAP and EMDP activities is 183,676,912 VND. The remained budget is 1,627,766,088 VND. The disbursed progress slowness is that most of expense for GAP and EMDP are used for implementation of pipeline and meter installation supporting policies for the poor-ethnic minority and female-headed households and difficult households that living scattered far away water source and these policies haven't been done because of slowness in structure implementation progress. Besides, some communicative activities have not been done because they need implementing at the same time with household connection. Disbursed budget expected disbursement budget up to the end of the project and revised items in compliances with actual status of the project are shown in the table 8. More detail, see Annex 4.7.

Table 9: Summary disbursed budget as of June 2018

No	Content	Plan	Disbursed up to June 2018	Percentage of disbursed as of June 2018
1	Survey and consultation meeting/ survey	60,000,000		
2	Training	190,500,000	85,995,912	45.1%
3	Information education communication	343,100,000		
4	Workshop	160,900,000	32,770,000	20.4%

5	Prior policy/ prior pipeline and meter installation policy	909,000,000		
6	Contingency	147,943,000		
	TOTAL	1,811,443,000	118,765,912	6.6%

3. CONCLUSION AND RECOMMENDATION

3.1. Conclusion

26. As of June 2018, 8 out of 9 activities under approved EMDP were achieved and 3 of them exceeded the initial targets in the EMDP (mainly on IEC, community consultation, training activities), 01 activity has not been implemented due to being affected by the overall progress of the project (related to the implementation of policies on free pipeline installation for EM households), 1 non-applicable task and 1 ongoing activity (grievance redress mechanism).

27. The main activities in this reporting period focused on the implementation of a broad IEC program to all households/EM households (including the poor and women) combined with consultation on project implementation in all project area (March – April 2018); a periodic EMDP monitoring mission implemented by PMU, Eptisa with construction contractors, local authorities and community supervision boards to assess whether the approved objective, progress and desired results have been achieved, what are the shortcomings that need to be addressed, the modalities and the role of the relevant parties to resolve the issues (June 2018); and monitoring job opportunities for EMs. In general, local authorities and communities are happy with the project objectives, EMDP policies and implementation activities. Issues on environment-society happened to target EMs including the poor, women and children are monitored and handled in a timely manner.

28. The biggest problem of the project is the slow progress of installing service water pipelines to households. This delays the implementation EMDP's policies to maximize benefits to target EM households to the project's treatment water system. Thus, therefore, it makes target EMs unhappy because of long waiting. This also causes slow disbursement as most of the budget is adjusted to implement a free installation policy for EM households, including the poor women-headed households. Currently, the total disbursed budget for both GAP and EMDP activities as of June 2018 is 183,676,912 VND (accounted 6.6 % of the approved budget).

3.2. Recommendations

29. Urgently speeding up the installation of main pipes and service water pipes: by working/provide necessary supports to contractors to accelerate the service pipeline installation progress.

30. Continue implement and monitor the remaining activities of EMDP such as: conduct preparatory activities to implement the policy policies to maximize benefits to target EM households to the project's treatment water system when the project finish installing the service pipeline system. Continuing coordinate with consultants Eptisa, contractors, local authorities and community supervision boards to implement periodic monitoring mission/activities and EM consultations. Ensuring security and safety issues are controlled and EMs' complains are resolved, feedback and recorded timely.

3.3. Next activities

Table 10: Next activities to solve the remaining issues of the project and EMDP

Activities	Next activity/proposal/time
Not implemented priority policy for EM People: <i>EM poor households were totally free the expense and materials of installation of pipeline within 15-20 m diameter; assure at least 70 % of EM people in 40 villages of Buon Ma Thuot city and 50% of EM HHs in three sub-projects access project treated water system.</i>	PMU: urgently push up service pipeline installation progress and assure to follow commitment policy as soon as possible
Grievance redress mechanism EMDP integrated in other plan of the project to avoid adverse impacts EMDP monitoring mission	PMU (with support from Eptisa) periodically organize monitoring missions with construction contractors, local authority and EM representatives to ensure the project GRM is operating and problem happened to EMs are timely resolved as well as EMDP integrated in other plan of the project to avoid adverse impacts (Jul.- Dec. 2018)
Provide necessary support for Ea Nar - the Ede communities living near 2 water stations in the project area - to encourage the EMs the use of project's treated water while maintaining the annual cultural practices at the stations.	(Jul.- Oct. 2018)

4. APPENDIX

4.1. Appendix 1: Disclosure information of the IEC campaign in March-April 2018

1.1. TÀI LIỆU TRUYỀN THÔNG DỰ ÁN

• Thông tin chung về Dự án cấp nước

Dự án cấp nước thành phố Buôn Ma Thuột và 3 thị trấn Ea Kar, Buôn Đôn và Krông Năng, tỉnh Đắk Lắk do Công ty TNHH MTV Cấp nước và Đầu tư Xây dựng Đắk Lắk làm chủ đầu tư từ nguồn vốn vay của Ngân hàng Phát triển Châu Á (ADB). Mục tiêu của Dự án nhằm tăng cường cung cấp nước sạch an toàn chất lượng cho người dân tại thành phố Buôn Ma Thuột và ba thị trấn Ea Kar, Buôn Đôn và Krông Năng đến năm 2020, từ đó tạo điều kiện thuận lợi cho việc phát triển kinh tế - xã hội, chăm sóc sức khỏe, phát triển công nghiệp và du lịch tại các địa phương.

Quy trình xử lý nước sạch và Chất lượng nước cấp của Dự án sẽ đảm bảo an toàn theo tiêu chuẩn của VNTC 02/2009/BYT, định kỳ đánh giá một tháng/lần bởi trung tâm Vệ sinh dịch tễ Tây Nguyên và Trung tâm y tế dự phòng tỉnh Đắk Lắk. Đơn giá sử dụng nước sẽ do Hội đồng nhân dân tỉnh xem xét điều chỉnh 2 năm một lần.

• Tiêu dự án cấp nước thị trấn Buôn Đôn

Công trình đầu tư của tiêu dự án Buôn Đôn gồm: Trạm bơm nước thô công suất 1.000m³ một ngày lấy nước từ hồ thủy điện Serepok 4; Tuyến ống nước thô từ trạm bơm 1 đến trạm xử lý; Trạm xử lý nước sạch tại xã Ea Wer; Đường ống truyền tải, đường ống phân phối và kết nối dịch vụ 22km; Cung cấp và lắp đặt vào hộ cho 1.400 hộ.

• Các chính sách ưu tiên cấp nước đối với các nhóm mục tiêu trong khu vực dự án

- **Đối với Hộ không nghèo (DTTS và dân tộc Kinh):** Được miễn phí lắp đặt đường ống, vật tư, công đào lắp, cùm đồng hồ và 4m ống (tính từ đường ống cấp nước dịch vụ, vào tới gia đình).
- **Đối với hộ nghèo (Hộ DTTS và phụ nữ đơn thân làm chủ hộ):** Sẽ được hưởng ưu tiên như các hộ thông thường, ngoài ra được miễn phí thêm tối đa 16m ống (tùy theo vị trí của gia đình so với đường ống cấp nước dịch vụ).
- **Đối với nhóm hộ DTTS, hộ nghèo sống rải rác** xa đường ống dịch vụ: Sẽ được xem xét cụ thể để lắp đặt đường ống chính và một bể nước/bồn nước chung cho các hộ sử dụng và quản lý theo nhóm.
- **Đối với hộ DTTS hoặc phụ nữ đơn thân làm chủ hộ đặc biệt khó khăn** (có xác nhận của chính quyền): Sẽ được xem xét miễn giảm đóng góp.

• Trách nhiệm của cộng đồng khu vực Dự án

- 1) Tạo điều kiện thuận lợi cho đơn vị thi công công trình để đảm bảo tiến độ và hiệu quả dự án: Bằng cách dọn dẹp các vật dụng/công trình đang tạm chiếm hành lang đường bộ (chỉ giới đỏ). Chủ động bố trí kế hoạch sản xuất, kinh doanh dịch vụ của gia đình trong thời gian Dự án thi công để hạn chế mức độ ảnh hưởng.

- 2) Đăng ký tham gia sử dụng dịch vụ cấp nước của Dự án, cung cấp thông tin nhân khẩu, xuất trình các căn cứ chứng minh nếu là các hộ thuộc nhóm ưu tiên (hộ nghèo, hộ DTTS, phụ nữ đơn thân làm chủ hộ, hộ đặc biệt khó khăn).
- 3) Tham gia tích cực vào các cuộc họp của Dự án tại buôn/bổ dân phố, chỉ hội phụ nữ. Tuyên truyền về lợi ích sử dụng nước sạch và vận động các hộ khác cùng đăng ký sử dụng dịch vụ cấp nước sạch của Dự án.
- 4) Tham gia vào nhóm giám sát cộng đồng. Phát hiện và thông báo kịp thời các vấn đề, sự cố liên quan đến các công trình cấp nước đầu tư trên địa bàn với Chính quyền và ban QLDA.

Đường dây nóng và địa chỉ liên hệ:

339 Tôn Đức Thắng, Phường Tân An, TP Buôn Ma Thuột
Tel: 02623.853.835 (trong giờ làm việc)
Email: gmudaklak@gmail.com

1.1. PROJECT COMMUNICATION MATERIALS

• General information about water supply project

Water supply project for Buon Ma Thuot city and three towns of Ea kar, Buon Don and Krong Nang, Dak Lak province has the Client of Dak Lak water supply and construction investment one member limited company and the loan of Asian Development Bank (ADB). The project objectives aimed to enhancing the quality safety treatment water supply providing for residents in Buon Ma Thuot city and three towns of Ea Kar, Buon Don and Krong Nang until 2020, then creating the convenient conditions for social-economic development, health caring, industry and tourism development.

The project treatment water procedure and supplying water quality will assure the safety as standards of VNQC 02/2009/BYT, assessing once per month by Tay Nguyen Center of Hygiene and Epidemiology and Dak Lak Center of Preventive Medicine. The water usage unit price was reviewed to adjust by Dak Lak Province People Council once per two years.

• Buon Don town water supply sub-project

Investment work of Buon Don town sub-project was included: Raw water pumping station with capacity of 1.000 m³/day, water source from Serepok 4 hydroelectric lake; raw water pipeline from Pumping station to water treatment plant; water treatment plant in Ea Wer ward; transmission and distribution pipelines and service connection 22km; supply and installation for 1.400 households.

• Water supply priority policies for targeted groups in project areas

- **For non-poor households (Ethnic and Kinh minority):** freedom installation of pipeline, materials, workers, meters and 4m pipe (from service water supply pipeline to households)
- **For poor households (Ethnic minority and female-headed households):** priority like normal

households and 16 m pipe maximum freedom (depending on household location to service water supply pipeline)

- **For ethnic minority and poor households living scattered far away service:** will be considered in detail to install the main pipeline and a water tank for households and group management.
- **For ethnic minority or especially difficult female headed households (confirmation for authority):** will be considered the cost reduction.

• The responsibility of community in project areas

- 1) Creating the convenient conditions for construction contractors to assure the project progress and effectiveness: by clearance of work devices that temporal used the walk corridors (red line borders); actively assigning the production, business plans during construction project period to limit impact level.
- 2) Registering to participate the project water supply service usage, providing information of family members, giving all demonstration information if prior groups (the poor, ethnic minority, female headed and especially difficult households)
- 3) Active participation in the project meetings in villages, Women's Unions; propaganda about the treatment water usage benefit and other households to register to use the project treatment water supply service.
- 4) Participation in community monitoring groups. Finding out and informing timely all problems, defects related to investment water supply work in project areas and informing to local authority and PMU.

Hotline and contacting address:

339 Ton Duc Thang Street, Tan An ward, Buon Ma Thuot city, Dak Lak province.

Phone: 02623.853.835 (working hour)

Email: pmudaklak@gmail.com

4.2. Appendix 2: Summarization of some consultation results in EMDP introduction workshop on September 2017

Contribution opinions in workshop
<p>Buon Ma Thuot city, Sep 12th 2017</p> <ul style="list-style-type: none"> Representative of self-governed community no. 11: when excavation during rainy season, planning the construction plan not to impact on locals living behind radio station. Vice-chairman of Hoa Khanh ward People Committee: 100% Hoa Khanh ward locals used drilled wells and lime-contaminated excavated wells with poor water quality. Proposal of connection method for households that lived far away national road areas, construction contractor excavated and backfilled pipe at the same time to reduce impacts on locals.
<p>Krong Ana, Sep 12th 2017.</p> <ul style="list-style-type: none"> Representative of Ea Na ward: requested construction contractor and PMU to commit to collaborate tightly during construction phase for locals to use the treated water as soon as possible. Representative of Ea Tung ward: proposal of the project to create jobs for locals especially female-headed households. Representative of Women Union: issuing communicative methods to female and children about treated water usage. Construction contractor: agreed and assured safety during construction phase and created jobs for local labors.
<p>Buon Don, Sep 13th 2017</p> <ul style="list-style-type: none"> Deputy Director of Buon Don district health center: suggestion to recruit local labors. Deputy Head of Ethnicity Department: commitment of advocacy, propaganda and coordination with PMU to carry out the project quickest and the best. Women Union in village no. 14 Tan Hoa ward: desirating village no. 14, no. 15 that are far away the project areas, can access water system; committing to implement the best propaganda.
<p>Krong Nang, Sep 14th 2017.</p> <ul style="list-style-type: none"> Cell secretary of Quarter no. 03: Committed to support 100% and propaganda to locals Representative of Village Wiao B: proposal of support the custom of water wharf usage – repairing and worship every year in water wharf. Women Union in Quarter no. 03: committing of propaganda and support the project 100%. Representative of Town Fatherland Front: needing to plan the water source protection.
<p>Ea Kar, Sep 16th 2017</p> <ul style="list-style-type: none"> Representative of Women Union: needing to assure the clean water quality. Representative of village: preserve the water wharf worship custom every year of EM people; committing about propaganda. Vice-chairman of Ea Kar district: needing to assure of clean water in standards from Ministry of Health.

- Needing to delivery leaflet for early propaganda in Oct 20th 2017 to get better result.
- Noting the contractor to plan the suitable construction method and informing to authority and locals before construction.

4.3. Appendix 3 – Extensive IEC program for target EMs

Number of meeting and participants attend the IEC meetings in March and April 2018

INTRODUCTION MEETING IN WARD/TOWN				COMMUNITY COMMUNICATION MEETINGS				
Location	Total participant	No. of female	No. of ethnic minority	No. of meetings	No. of facilitators	No. of participants	No. of female	No. of ethnic minority
Buon Ma Thuot/ Krong Ana	122	77	22	110	128	8.256	6.056	2.287
Ea Tam Ward	21	13	5	21	25	1.233	1.003	401
Hoa Phu Ward	33	18	4	30	33	2.430	1.471	507
Hoa Xuan Ward	11	6	2	8	11	376	285	55
Hoa Khanh Ward	32	22	1	32	34	2.074	1.510	150
Ea Kao Ward	19	16	8	15	19	1.937	1.659	1.022
Dray Sap Ward	6	2	2	4	6	206	128	152
Buon Don	24	9	3	18	24	1588	1126	447
Tan Hoa Ward	11	5	1	8	11	715	506	218
Ea Wer Ward	13	4	2	10	13	873	620	229
Ea Kar	30	18	6	28	30	2342	1720	838
Krong Nang	25	13	8	22	25	1406	1516	516
TOTAL	201	117	39	178	207	13.592	10.418	4.088
Percentage	100%	58%	19%			100%	77%	30%

4.4. Appendix 4 – Capacity building for EM representatives

PMU's EMDP training invitation

**CÔNG TY TNHH MTV CẤP NƯỚC
& ĐTXD ĐẮK LẮK
BAN QUẢN LÝ DỰ ÁN**

Số: /BQLDA

V/v Tham dự tập huấn triển khai, giám sát, báo cáo kế hoạch Hành động Giới và Dân tộc thiểu số thuộc dự án cấp nước Tp.BMT và 3 huyện phụ cận

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

Buôn Ma Thuột, ngày 16 tháng 10 năm 201

Kính gửi: UBND Thành phố Buôn Ma Thuột

UBND Xã Ea Na, huyện Krông Ana

Căn cứ Quyết định số 2541/QĐ-UBND ngày 30/9/2011; Quyết định số 934/QĐ-UBND ngày 07/5/2014 và Quyết định số 2837/QĐ-UBND ngày 27/9/2016 của UBND tỉnh Đắk Lắk về việc phê duyệt và điều chỉnh Dự án Cấp nước thành phố Buôn Ma Thuột và 03 thị trấn Krông Năng; Ea Kar; Buôn Đôn, tỉnh Đắk Lắk.

Để chuẩn bị khởi công Công trình cấp nước thành phố Buôn Ma Thuột, Ban QLDA ĐTXD công trình cấp nước tỉnh Đắk Lắk tổ chức lớp “Tập huấn Triển khai - Giám sát - Báo cáo Kế hoạch Hành động Giới - Dân tộc thiểu số” nhằm: (i) nâng cao năng lực cho các đại diện cho phụ nữ và người DTTS trên địa bàn thành phố Buôn Ma Thuột và xã Ea Na, huyện Krông Ana, và (ii) thông qua lớp tập huấn sẽ lựa chọn các thúc đẩy viên và điều phối viên địa phương cho Dự án tại các địa phương.

Thời gian: Ngày 26 và 27/10/2017 (sáng 08:00-11:00; chiều 13:30-17:00).

Địa điểm: Hội trường Tầng 4, công ty TNHH MTV cấp nước và ĐTXD tỉnh Đắk Lắk, số 339 Tôn Đức Thắng, TP Buôn Ma Thuột (đối diện công chợ Tân An đường Ngô Quyền vào 200m).

Thành phần tham gia tập huấn như sau:

STT	Thành phần	Số lượng
1	Thành phố BMT: Đại diện văn phòng UBND (sẽ làm cán bộ đầu mối liên lạc /điều phối viên giữa UBND và Ban QLDA); Lãnh đạo Phòng DT; MTTQ; HPN.	04
2	Phường Ea Tam: Đại diện văn phòng UBND (sẽ làm cán bộ đầu mối liên lạc/điều phối viên giữa UBND và Ban QLDA), Đại diện HPN, MTTQ, Tổ trưởng và chi hội trưởng HPN tổ dân phố 6.	05
3	Phường Khánh Xuân; Thành Nhất; Tân Thành; Tân Tiến:	08

English version

DAK LAK WATER SUPPLY & CONSTRUCTION
INVESTMENT ONE MEMBER LIMITED LIABILITY
COMPANY

SOCIALIST REPUBLIC OF VIETNAM

PROJECT MANAGEMENT UNIT

Independence – Liberty – Happiness

No.: /BQLDA

*Participation of training about implementation,
monitoring and reporting of gender action plan – ethnic
minority development plan for water supply project in
Buon Ma Thuot city and three adjacent districts*

Buon Ma Thuot, Oct 16th 2017

Respectfully to:

**Buon Ma Thuot city People Committee
Ea Na ward People Committee, Krong Ana districts**

Pursuant to the Decision no. 2541/QĐ-UBND dated Sep 30th 2011; Decision no. 934/QĐ-UBND dated May 07th 2014 and Decision no. 2837/QĐ-UBND dated Sep 27th 2016 by Dak Lak Province People Committee about approval and adjustment of Water supply project for Buon ma Thuot city and three towns of Ea Kar, Buon Don and Krong Nang.

To prepare for commencement of Buon Ma Thuot water supply work, Dak Lak water supply construction investment project management unit Will organize the meeting “training of implementation – monitoring – reporting for gender action plan & ethnic minority” to: (i) enhancing the capacity for female and ethnic minority representatives in Buon Ma Thuot city and Ea Na ward, Krong Ana district; (ii) by this training course, local facilitators and coordinators for the project in the project areas will be selected.

Time: On Oct 26th and 27th 2017 (Morning: 08:00 – 11:00; afternoon 13:30 – 17:00)

Location: The 04th floor Hall, Dak Lak water supply and construction investment project management unit, 339 Ton Duc Thang Street, Buon Ma Thuot city (opposite the Tan An market gate, 200m of Ngo Quyen Street)

Training participant as following:

No.	Participants	Numbers
1	Buon Ma Thuot city Representative of People Committee Office (will be contacting linking staff/coordinators between People Committee and PMU), Leader of Minority Department; Fatherland Front, Women's Union.	04
2	Ea Tam ward Representative of People Committee Office (will be contacting linking staff/coordinators between People Committee and PMU); Representative of Women's Union; Fatherland Front; leader of Women Union of Quarter .06	05
3	Khanh Xuan – Thanh Nhat – Tan Thanh – Tan Tien ward	08

4.5. Appendix 5 – Job opportunity and equal payment for ethnic minority labors

In-place labor usage in Quarter 02-2018

Package	Location	Total labor	Local Labors					
			No. of labor s	Percentage	No. of female	Percentage	No. of Ethnic minority	Percentage
DLCW01	Krong Ana	72	60	83%	10	17%	20	33%
DLCW02	Krong Ana & Buon Ma Thuot	120	105	88%	10	10%	40	38%
DLCW03	Buon Ma Thuot	50	50	100%	5	10%	25	50%
DLCW04	Buon Ma Thuot	50	50	100%	8	16%	15	30%
DLCW05	Package	44	16	36%	5	31%	4	25%
	Ea Kar	28	12	43%	35	292%	3	25%
	Krong Nang	12	4	33%	2	50%	1	25%
	Buon Don	4	0		0		0	
Five packages		336	281	84%	38	14%	104	37%

4.6. Appendix 6 – Grievance Redress Mechanism

Summarization of recommendations from authorities, locals and implementation commitments,
April 2018

	Location	Agreed problems and recommendations	Solutions
1	Hoa Khanh	- Contractor returned construction under supervision by community monitoring board.	Agreed
2	Hoa Xuan	- PMU issues letter to explanation about no compensation plan but in previous survey due to pipeline changes for authority to explain for locals - Contractor needs to work with self-governing board when construction in old DANIDA water supply network areas to resolve and inspection the resolution.	Done in June
3	Ea Kao ward	- Contractor supplies design and short explanation for community monitoring board to supervise. - Contractor registers temporal residence and material storage for authority to manage easily. - Note about construction in night-time crossing market (daily market) and electrical poles.	Agreed and Done in June

4	Hoa Phu ward	<ul style="list-style-type: none"> - Noting construction crossing market must inform at least one week before starting for authority. Construction should be done in day-time (morning market and narrow road) - When construction in current DANIDA water supply system areas (50 households), contractor works with PMU to monitor and inform temporal water interruption plan for locals. 	Agreed and Done in June
5	Ea Tam	<ul style="list-style-type: none"> - Contractor informed construction plan 01-week before starting for locals to know. - Returning construction land clearly. Construction should be done soon in crop areas because the rainy season nearly happens. 	Agreed and Done in June
6	Buon Don	<ul style="list-style-type: none"> - Note for contractor: keep sanitation and security; limit discharging wastes and not let many machines in pavement. - Informing implementation and pipeline location border for authority and self-governing board to notify the locals. 	Agreed and Done in June
7	Ea Kar	<ul style="list-style-type: none"> - Contractor informed construction plan 01-week before starting for locals to know. - Note about current water supply system. Informing temporal water interruption plan if having. 	Agreed and Done in June
8	Krong Nang	<ul style="list-style-type: none"> - Contractor informed construction plan 01-week before starting for locals to know - Returning construction land, trees and pavement: assurance quality under supervision by community supervision board. 	Agreed and Done in June
9	Krong Ana	<ul style="list-style-type: none"> - Contractor informed construction plan 01-week before starting for locals to know. - DLCW01 package establishes monitoring groups to go with authority to do advocacy and monitoring. 	Agreed and Done in June

4.7. Appendix 7 – Disbursement data

BAN QLDA ĐẦU TƯ XÂY DỰNG CÔNG TRÌNH CẤP NƯỚC TỈNH ĐAK LAK
339 Tôn Đức Thắng, Phường Tân An, Tp Buôn Ma Thuột

SỔ CHI TIẾT CÔNG NỢ
Từ năm 2017 đến năm 2019
Tài khoản: 241 - Chi phí đầu tư xây dựng
Đối tượng: XDCT-008

Chứng từ			Diễn giải	Tài khoản đối ứng	Phát sinh	
Mã	Ngày	Số			Nợ	Có
1	2	3	4	5	6	7
			Dư đầu kỳ			
PC	18/09/17	026	Chi phí Tổ chức tập huấn Hành động giới và DTTS	1111	13,954,096	
PC	18/09/17	027	Chi phí Triển khai KH hành động giới - Dân tộc thiểu số	1111	32,770,000	
PC	09/11/17	032	Thanh toán tiền triển khai Tập huấn Giới và DTTS	1111	72,041,816	
PC	30/08/18	019	Chi thanh toán chi phí truyền thông - Hành động giới	1111	53,924,000	
PC	19/09/19	022	Thanh toán tiền Truyền thông hỗ trợ DTTS	1111	10,987,000	
			Tổng phát sinh		183,676,912	
			Dư cuối kỳ		183,676,912	

Nguồn: tháng năm

English Version

DAK LAK WATER SUPPLY CONSTRUCTION INVESTMENT PROJECT MANAGEMENT UNIT
339 Ton Duc Thang Street, Tan An ward, Buon Ma Thuot city

DEBT SUBSIDIARY LEDGER
From 2017 to 2019
Account: 241 – construction investment cost
Subject: XDCT-008

Invoice			Explanation	Reciprocal account	Balance	
Code	Date	No.			Debit	Credit
1	2	3	4	5	6	7
			Opening balance			
PC	18/09/17	026	Expense of organizing the EMDP and GAP training	1111	13,954,096	
PC	18/09/17	027	Expense of EMDP-GAP implementation	1111	32,770,000	
PC	09/11/17	032	Payment of EMDP-GAP implementation amount	1111	72,041,816	
PC	30/08/18	019	Advance of payment for communication – GAP expense	1111	53,924,000	
PC	19/09/19	022	Payment of EM assistance communicative amount	1111	10,987,000	
			Total balance		183,676,912	
			Closing balance		183,676,912	

4.8. Appendix 8 – Some pictures of the EMDP implementation, as of June 2018



Training in Ea Kar, November 2017



Female and ethnic minority consultation to update GAP and ethnic development plan on March 2018.



GAP training in Krong Nang on July 2018





Gender – Ethnic Minority Specialist, ADB Specialist, Eptisa Consultant and PMU visited sites.