

Land Acquisition and Resettlement Due Diligence Report

Document stage: Final
Project Number: 43253-025
March 2017

IND: Karnataka Integrated Urban Water Management Investment Program – Harihara Town Tranche 1 Water Supply Distribution System Subproject (Package No. 01WS04)

Prepared by Karnataka Urban Infrastructure Development and Finance Corporation, Government of Karnataka for the Asian Development Bank. This is an updated version of draft originally approved by ADB in December 2014.

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CURRENCY EQUIVALENTS

(As of 15 March 2017)

Currency Unit	=	Rupee (INR)
INR1.00	=	USD 0.015
\$1.00	=	Rs66.91

ABBREVIATIONS

ADB	—	Asian Development Bank
BPL	—	below poverty line
CBO	—	community-based organization
CC	—	city corporation
CDP	—	comprehensive development plan
CLIP	—	city level investment plan
CMC	—	city municipal council
CPMU	—	central project management unit
DC	—	deputy commissioner
DLRC	—	district level resettlement committee
DPR	—	detailed project report
DP	—	displaced person
EA	—	executing agency
ELSR	—	elevated level storage reservoir
GLSR	—	ground level storage reservoir
GoI	—	Government of India
GoK	—	Government of Karnataka
GRC	—	grievance Redressal committee
IWRM	—	integrated water resource management
KMRP	—	Karnataka Municipal Reforms Project
KUIDFC	—	Karnataka Urban Infrastructure Development and Finance Corporation
KUWSDB	—	Karnataka Urban Water Supply and Drainage Board
LA	—	land acquisition
LAA	—	Land Acquisition Act
LA and R&R	—	land acquisition and resettlement and rehabilitation
MFF	—	multitranchise financing facility
MLA	—	member of Legislative Assembly
NGO	—	nongovernment organization
NKUSIP	—	North Karnataka Urban Sector Investment Program
O&M	—	operations and maintenance
PIU	—	project implementation unit
PMDSC	—	project management and design supervision consultant
PMU	—	project management unit
PWD	—	Public Works Department
RPMU	—	regional project management unit
RoW	—	right of way
SES	—	Socioeconomic Survey
SPS	—	Safeguard Policy Statement
SR	—	storage reservoir

STP	—	sewage treatment plant
CMC	—	town municipal council
TOR	—	terms of reference
ULB	—	urban local body
WSS	—	water supply and sanitation
WTP	—	water treatment plant
WWTP	—	wastewater treatment plant

WEIGHTS AND MEASURES

ha	—	hectare
kL	—	Kilo litre
km	—	kilometer
lpcd	—	liters per capita per day
Mld	—	million liters per day
m	—	Meter
m ²	—	square meter

EXECUTIVE SUMMARY

1. **Introduction:** The Project I of Karnataka Integrated Urban Water Management Investment Program (KIUWMIP, the Program) was initiated by the Asian Development Bank (ADB) with the Government of India (GoI) on Dec 30th 2014 with aims to improve water resource management in urban areas in a holistic and sustainable manner consistent with the principles of Integrated Water Resources Management (IWRM). Investment support is being provided to modernize and expand urban water supply and sanitation (UWSS), and strengthen institutions to improve water use efficiency, productivity, and sustainability. Assistance under the first phase will be used to expand and upgrade water supply and sanitation infrastructure in three towns - Byadagi, Davanagere, and Harihara.
2. **Sub Project Description:** Under this subproject, physical works will be constructed in Harihara. These include: (i) Construction of distribution network; (ii) installation of domestic meters (iii) Provision of 16 Bulk meters.
3. **Land Acquisition and Resettlement in the project:** The requirement of the land is presented in the table below. No involuntary land acquisition will be required in the proposed project.

Table 1: Land Requirement for Harihara Town Subproject

Sl. no.	Sub Project Component	Total Land Requirement	Remarks
1	Construction of 178.59 Km Water supply distribution network	Nil	Construction of distribution pipelines network proposed along existing road RoW.
2	New House service connections	Nil	Provision of 14,000 House service connections.
3	Bulk meters	Nil	Provision of 16 Bulk meters

4. **Temporary Resettlement Impact:** Much of project's temporary impacts on communities and persons will be avoided by careful selection of pipeline alignments and limiting project work to non-business hours. No displacement of vendor/Hawkers is envisaged. No land acquisition or resettlement impacts are envisaged in the subproject.
5. Temporarily affected mobile hawkers and vendors, including those running businesses in kiosks, will be assisted by NGO, which would be appointed in month of April/May 2017 in shifting to alternative locations / behind the present site, if space is available, during the brief period of construction. They will once again be relocated to their existing place of business once construction is declared complete. The work will be carried out in phases along a specific stretch of road section.
6. Potential losses that can be avoided and/or mitigated through proper scheduling of work, avoidance of impact to businesses where possible, provision of planks for access to shops and businesses, and traffic management plans to avoid disruption have been proposed.
7. **Socio-economic information and profile:** Based on transect walks conducted in October 2014 and again in February 2017 during preparation of the DDR report by Consultants and ULB Officers and confirmation of project engineers on the length of high, medium and low density roads with proposed pipelines in the project area,

there are no temporary impacts envisaged. This Due Diligence Report (DDR) validates that there are no IR impacts in the sub project.

8. **Consultation and Disclosure:** Goals and objectives of the project have been disclosed to stakeholders (beneficiaries, affected persons, elected representatives and institutional stakeholders) through consultation meetings and focus group discussions (see details of public consultation of 15.2.2017 in annexure). A program of continuous consultation and disclosure is under way. Formal consultations have been carried out by engineers of Project Implementation Unit (PIU) of Harihara to prioritize and finalize works to be taken under the program. These were supplemented by a series of informal discussions by the PMDCSC engineering consultants, mainly on understanding the current situation. The public consultation and disclosure will remain a continuous process throughout the project implementation period. During the meeting local public and APs shared their views to the project team. Following are the comments/suggestions of the participants:
- (i) The work should be completed within the shortest possible time as people of the project proposed locations are facing a lot of problems due to the absence of the proposed infrastructure at present;
 - (ii) The local residents should be informed about trenching at least one week before.
 - (iii) Employment may be provided to the local skilled and semi-skilled labourers during the construction stage.
 - (iv) Inconvenience and traffic disturbances due to construction work in the city should be minimized as far as possible
 - (v) People are willing to cooperate by all means to implement the project successfully
9. **Implementation Schedule:** Project implementation period (civil works) will tentatively commence from April 2017 and is expected to require 24 months to complete.
10. **Monitoring and Reporting:** The RPMU with the design consultants (PMDSC) will confirm / update the DDR findings prior to the start of the civil works. A resettlement NGO will be engaged from April/May 2017 and will facilitate regular monitoring with support from PIU/ULB and preparing monitoring reports. The RPMU will be responsible for regular monitoring and would prepare semi-annual monitoring reports on safeguard policy compliance and subproject implementation. The reports will be submitted to ADB on a half yearly basis as social safeguard monitoring report (SMR) and will also be uploaded to the ADB website.
11. **Categorisation:** Based on the above assessment, this project is classified as Category 'C' in accordance with ADB's Safeguard Policy Statement (SPS). ADB's SPS covers both temporary and permanent impacts to both titled and non-titled persons, and includes both physical and economic displacement.

I. PROJECT DESCRIPTION

A. Introduction

1. ADB is helping the Indian state of Karnataka improve water resources management in selected urban areas of the Upper Tungabhadra sub-basin. Water supply and waste water systems suffer from under-investment throughout the state of Karnataka. Current water supply is intermittent. The absence of scientific wastewater treatment and sewerage systems contaminates ground water posing a health risk to the public. If the issues associated with the poor water management in the state are not resolved, the state's economic growth will be stunted; public health will be deteriorated; and water resource disputes will be escalated.
2. The Project I of Karnataka Integrated Urban Water Management Investment Program (KIUWMIP, the Program) was initiated by the Asian Development Bank (ADB) with the Government of India (GoI) on Dec 30th 2014 with aims to improve water resource management in urban areas in a holistic and sustainable manner consistent with the principles of Integrated Water Resources Management (IWRM). Investment support is being provided to modernize and expand urban water supply and sanitation (UWSS), and strengthen institutions to improve water use efficiency, productivity, and sustainability. Assistance under the first phase will be used to expand and upgrade water supply and sanitation infrastructure in three towns - Byadagi, Davanagere, and Harihara.
3. The due diligence report is prepared for the subproject in the town of Harihara. It is based on detailed design. The due diligence report is prepared based on ADB's Safeguard Policy Statement 2009, and the Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013 (Act 30 of 2013)

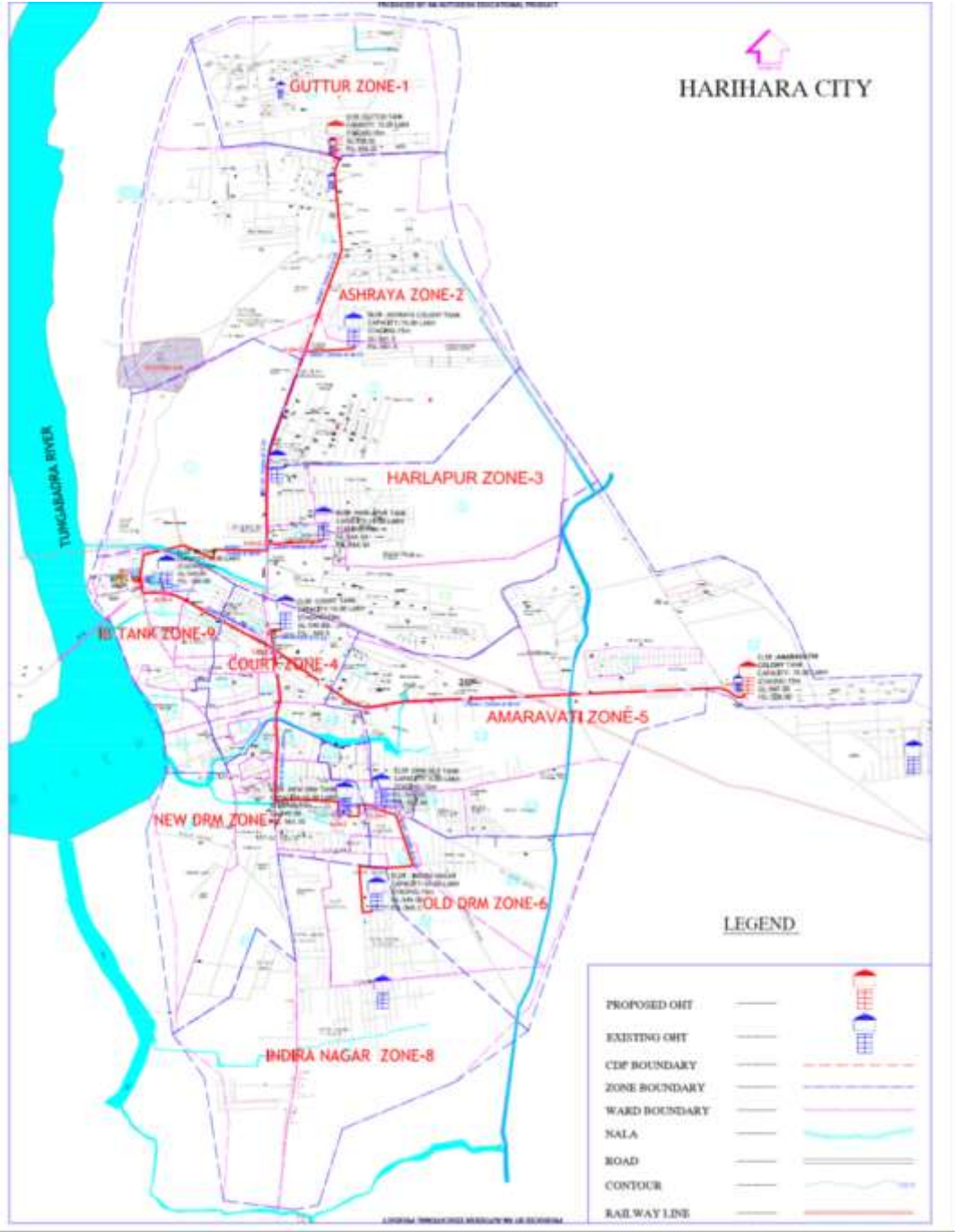
B. Subproject Components

4. The subproject is designed to provide drinking water facilities to the communities of Harihar. The first organized Water supply system for Harihar was constructed in 1972 with Tungabhadra River as the source. It was designed to supply 5.0 MLD with plain sedimentation tank with rapid sand filters and now it is abandoned. The second Water supply system was created in year 2003, with Tungabhadra River as source on the upstream of the town at Kavalettu village. The existing water supply within Harihar totals 9.5 MLD supplied in 24 hrs by pumps at treatment plant. Though the gross supply indicates 116 lpcd, the net supply position does not exceed 80 lpcd (norm is 135 lpcd) after the transmission and other losses of about 30%. The supply is once in a day for duration of about 3 to 4hrs (6am to 9pm) for supply from tanks and 1 to 2hrs from pumping zones and every alternative days during the summer.
5. It is observed that raw water availability is only 12.72 against requirement of around 18.08 MLD in 2016, 24.33 MLD in 2031 and 32.66 MLD in 2046 including the system losses. There is clear deficit of 19.94 MLD for the ultimate year requirement. Therefore it has become necessary to enhance the capacities of the raw water pumping mains and pumping machineries to meet the design requirement of ultimate year 2046 and intermittent year 2031 respectively.
6. The present Water Treatment Plant (WTP) is designed for 13 MLD and installed capacity of water treatment plant is 13 MLD with a clarifloculator with rapid sand filters capacity of 9.00 MLD. Therefore the WTP capacity available is only 9 MLD as against

17.77 MLD in 2016, 23.91 MLD in 2031 and 32.09 MLD for 2046. There is clear deficit of 14.91 MLD treatment plant for the intermittent year requirement. The present water supply is not sufficient. It is to be rehabilitated to utilize the designed capacity of 13MLD and also enhance the capacity of WTP to the intermittent year requirement of 23.91MLD. However the proposed WTP shall be designed for 20 MLD capacity clarifloculator and other components of WTP may be enhanced after 2031.

7. The distribution system which covers only 65% of the total road length is required to be extended for covering the area likely to be developed by 2016. It is estimated that the distribution lines are required to a total length of 178.59 Km by 2016 in addition to existing 102 km and proposed 76.59 km. After review of the condition survey of distribution network it is decided that 100 % replacement of existing pipe line is required.
8. Under this project, physical works will be constructed in Harihara. These include: (i) Construction of distribution network of 178.59 Kms in all 9 zones; (ii) installation of 14,000 domestic meters. (iii) Provision of 16 Bulk meters

Figure 1: Proposed Water Supply Network for Harihara



II. LAND ACQUISITION AND RESETTLEMENT IMPACT ASSESSMENT

A. Land Acquisition and Involuntary Resettlement

1. For the subproject, it is estimated that the distribution lines required are a total length of 178.59 Km by 2016 in addition to existing 102 km and proposed 76.59 km. After review of the condition survey of distribution network a complete replacement of existing pipe line is required. There is no land acquisition proposed under the subproject. The engineering designs adopted ensure that routing of pipelines and mains within the public ROW's are through stretches where the roads are wide and will allow for construction with little or no impact on structures alongside.
2. Water supply networks will be laid along the roads and pathways within the existing RoW. The civil construction works for these improvements will be carried out taking people's convenience in view wherever applicable. The pipelines are being laid in residential areas and along public roads on the right of way (ROW) and there is no temporary impact envisaged during the construction and laying of the distribution network. Protective measures such as laying of planks along the sides of the roads to allow access to shops and businesses, adequate signage and careful traffic management will be undertaken to mitigate and minimize impact on businesses as well as residents.
3. Excavation for the pipe replacement and pipe laying works will be undertaken through open trenching, which will be ranging from 60 cm to 1 meter width. Excavation, laying of pipes and backfilling will be completed within the day. Subsequent to completion of works, road reinstatement will be undertaken by the contractor as part of the civil works. The same shall be mentioned in the bid document to make it binding on the contractor.

Table 2: Proposed Water Supply Distribution Components: Harihara Town

S.L	Infrastructure	Function	Description	Location	resettlement Impact
1	Distribution mains	Distribute treated water to customers, replacing existing pipes and expanding the network into new areas.	<p>Distribution Network of 178.59 Km in all 9 Zones and diameter wise details are given below</p> <p>63 mm - 138.67 km 75 mm - 3.26 km 90 mm - 8.19 km 110 mm - 10.24 km 160 mm - 8.12 km 200 mm - 5.36 km 250 mm - 1.24 km 315 mm - 1.61 km 355 mm - 1.90 km</p>	Supply and laying of pipes on public roads covering the entire town area.	Pipes will be laid along the roads, and will almost cover entire city. No land acquisition required. ROW is available and sufficient for civil works and has no encroachment.
2	Installation of domestic meters including regularizing household connection	Water audit	14,000 domestic water meters to be installed.	Water meters to be installed on each HSC connection.	No impact
3	Bulk Meters	Installed at Clear water transmission mains to calculate water pumped and supplied.	Provision of Bulk meters	in Harihara Town	No impact

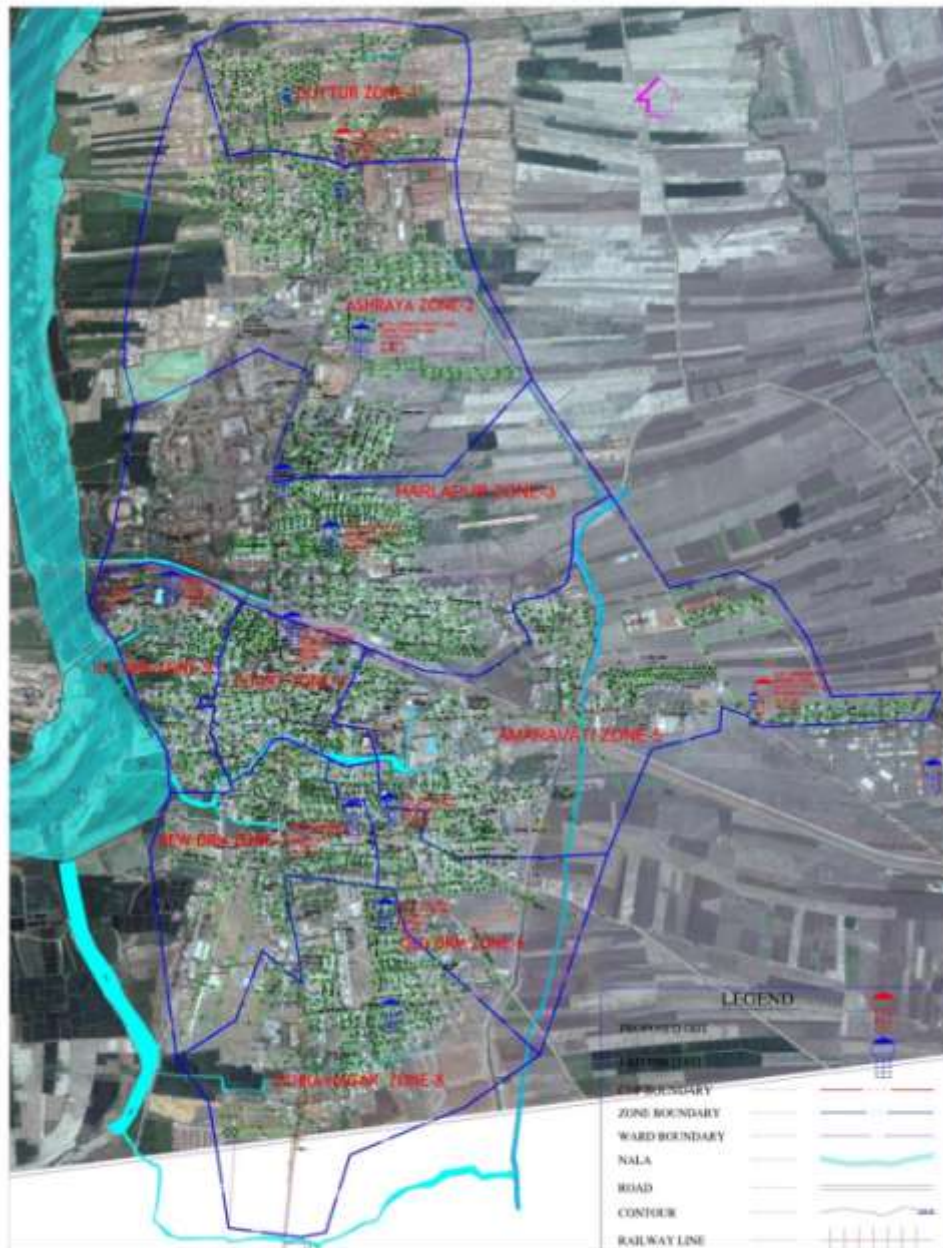


Figure 2: Map of Distribution Network

Table 3: Details of the proposed Water supply distribution network

Sl. No	Name of the Road	Road width (meters)	Diameter of the pipe	Trench width
1	Guttur Main Road	7	63	0.6
2	Guttur Village	5.5	63	0.6
3	Jijamatha Colony Main Road	9.5	90	0.6
4	Jijamatha Colony internal Road	6.5	63	0.6
5	Harlapur Main Road	7	110	0.6
6	Harlapur concrete Road	5.5	63	0.6
7	Keshav Nagar Road	5.5	63	0.6
8	Amaravathicolony	11	110	0.6
9	Amaravathi Village	5.5	63	0.6
10	Amaravathi Village internal Road	6	63	0.6
11	Jaibheema Nagar main Road	9.5	90	0.6
12	Jaibheema Nagar internal Road	6.5	63	0.6

B. Policy and Resettlement Framework

4. The resettlement framework (RF) prepared for KIUWMIP is based on the Land Acquisition Act (Karnataka), amended in 1988, ADB's SPS of 2009, the National Rehabilitation and Resettlement Policy (NRRP) of the Government of India, 2007 and The Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013 (Act 30 of 2013) and adopts the following resettlement principles:
 - (i) resettlement impacts of each sub-project will be avoided or minimized, exploring all viable alternative sub-project designs;
 - (ii) where the resettlement impacts are unavoidable, the APs should be assisted in improving or at least regaining their standard of living;
 - (iii) the APs will be involved in the sub-project preparation planning and implementation and resettlement information will be disclosed to all of them;
 - (iv) vulnerable groups including households headed by women, the elderly or disabled, and indigenous groups and those without legal title to land and property and those living below poverty line (BPL) will be given special assistance to facilitate them improve their socio-economic status;
 - (v) The absence of formal title to land is not a bar to policy entitlements.
 - (vi) compensation for all lost assets acquired or affected is based on the principle of replacement cost;
 - (vii) restoration of livelihoods and residences of the APs will be assisted with adequate resources with time bound action plan in coordination with Civil works;
 - (viii) APs are to be assisted to integrate economically and socially into host communities where physical displacement takes place, so that adverse impacts on the host communities are minimized and social harmony are promoted.
 - (ix) Opportunities for negotiated land purchase by adopting relevant Government of Karnataka LA Act and government order/Circular will be explored. In such cases of negotiated settlement and land donation Government will engage an independent third party for supervising and validating these procedures as per ADB policy of Safeguard requirement 2 of SPS, para 25; and

- (x) All payments including compensation for loss of land, assets, structures, trees, income, and common properties will be made prior to physical or economic displacement and commencement of civil construction work.
5. Subprojects to which the framework will be applied would broadly have three types of resettlement impacts that will require mitigation measures. The types of impacts are (i) loss of assets, including land and houses; (ii) loss of livelihood or income opportunities; and (iii) loss of common property resources and loss of access or limited access to such resources.

C. Temporary Impact of the Project

6. Transect walk during October 2014 and again in February 2017 by Consultants and ULB Officers in the project area revealed that the roads under work did not need full closure. Laying pipes one section of pipes at a time is planned and full closure of roads is not envisaged and it will be possible to maintain access to shops and businesses. Display disruptions are not anticipated to affect livelihoods.

Photographs of busy/ market area roads:

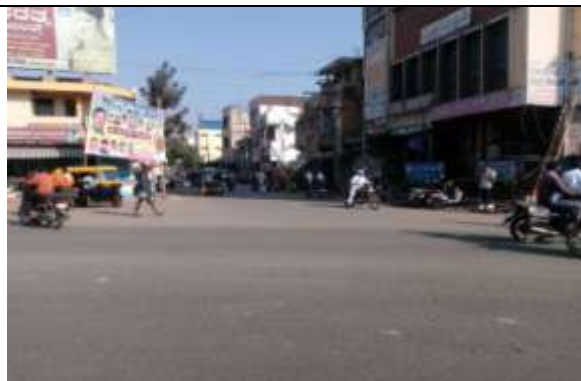
 <p><i>Old PB Road</i> <i>Road width 12 meters</i></p>	 <p><i>Shimogga Road</i> <i>Road width 10 meters</i></p>
 <p><i>Harapanahalli Main Road</i> <i>Road width 10 meters</i></p>	 <p><i>Harapanahalli- Shimogga Road junction</i> <i>more than 16 meters</i></p>



*Harapanahalli- Harihar Road Double Road
Road width 16 meters*



*Harapanahalli- Harihar Road Double Road
Road width 16 meters*



*Shobha Talkies Road
Road width 7 meters*



*Harihareshwara Temple Road
Road width 7 meters*



*Nadvalpete Road
Road width 3.5 meters*



*Post Office Road
Road 7 meters*



*Harapanahalli Main Road Near Guttur
Roadwidth 10 meters*



*J. C Extension Road
Road width 8 meters*



7. The following mitigation measures are proposed to avoid and/or reduce the temporary impacts to businesses during linear pipe laying works.

- (i) Provision of advance notice to community to shift their merchandise, vending items, and mobile shops at least 30 days prior to construction work.
- (ii) conducting door to door awareness with the support of project NGO,
- (iii) maintaining access to shops by providing planks and leaving spaces to avoid disturbance to residents and businesses,
- (iv) Open pits to be guarded properly for safety reason, especially during day time working period, near road crossings, near school complex, etc.
- (v) managing traffic flows as per the traffic management plan prepared by the contractor in coordination with local authorities and communities,
- (vi) limiting period of time for open trenches and
- (vii) completing works quickly where large numbers of businesses are located,
- (viii) avoiding full street closure to the extent possible,
- (ix) providing employment opportunities to the displaced persons (APs) during construction works, especially vulnerable APs, if necessary
- (x) placing telephone hotlines on signs on visible areas to notify in case of emergency
- (xi) making the community fully aware of the grievance redress mechanism,
- (xii) providing contact number of responsible persons in the RPMU and ULB offices, and
- (xiii) Providing assistance to vendors and hawkers in shifting to alternative nearby locations and helping in the reinstallation of their businesses early.

III. SOCIOECONOMIC INFORMATION AND PROFILE

1. A social, poverty and gender analysis for Harihara was undertaken by the social development specialist of the team of consultants with the overall program objective of improved urban services and quality of life in the city. Secondary data from Census of India and the urban local body (ULB), primary data from a baseline random sample survey conducted in the town and consultations/focus group discussions have been used to define the existing situation in quantitative and qualitative terms. The analysis assesses current levels of service access at a household level (by different socio-economic groups), service gaps, needs and preferences of households. It also assesses costs incurred by households for alternative mechanisms to overcome shortfalls in service, affordability and the willingness to pay for improved services.

A. Temporary Impact

2. The summary result IR impact assessment can be seen in Table 5.

Table 4: Summary of Resettlement Impacts

S. No.	Details	No.
1	Affected structures	None
2	Parking disruption (residential and commercial areas) - No. of affected two wheelers	None
3	Parking disruption (commercial areas) - no. of three-wheelers	None
4	Parking disruption (commercial areas) - no. of hand driven cart	None
5	Parking disruption (commercial areas) - no. of matadors	None
6	Total temporarily affected hawkers and vendors	None
7	Temporarily affected mobile vendors	None
8	Affected immovable businesses	None
9	Temporarily affected employees of businesses	None

Source: transect walk, February, 2017

B. Gender and Indigenous People Impact

3. An assessment of the permanently affected families indicates that the project will not significantly affect the women. None of the families are women headed. Additionally, none of the women are earning members.
4. No indigenous people are found to be affected either permanently or temporarily.

IV. INFORMATION DISCLOSURE, CONSULTATION, AND PARTICIPATION

A. Consultation and Participation

1. The DDR was prepared in consultation with the stakeholders. Meetings and consultations with relevant Government Departments were carried out to assess the Project approach. Public consultations through Focus Group Discussions (FGDs) with project beneficiaries and project-affected people have been carried out.
2. Public Consultations were carried out on 15.2.2017. The resettlement census of the subproject AP's was completed on 26-9-2016. This date has been identified as the cut-off date.

Stakeholders

The stakeholders identified for this project are:

a. Primary

- i. Local Community (residents, educational institutions, commercial business impacted due to utilities being built in their habitation and their usage;
- ii. Public transport departments/companies (private and government operated);
- iii. Harihara CMC and other state government departments, Public Health Engineering (PHE), waterworks, telecommunication, electricity, poverty alleviation etc;
- iv. Project management Unit
- v. Government of Karnataka
- vi. Government of India and
- vii. ADB

b. Secondary

- viii. Representatives of community based organizations, civil society groups;
- ix. Police Department
- x. NGOs & Builders

B. Public Consultations

3. The following methodologies were used for public consultation:

- (i) Local communities, individuals affected, traders, and local shopkeepers who may be directly or indirectly affected were given priority during public consultation.
- (ii) Walk-through informal group consultations were held along the proposed water supply distribution stretch.
- (iii) The local communities were informed through public consultation, with briefing on project interventions, including its benefits.
- (iv) The social concerns and suggestions made by the participants will be listed, and discussed, and suggestions to be noted for consideration during implementation.



4. Formal consultations have been carried out by engineers of Project Implementation Unit (PIU) of Harihara to prioritize and finalize works to be taken under the program. These were supplemented by a series of informal discussions by the PMDCSC engineering consultants, mainly on understanding the current situation. Formal consultations have been carried out by engineers of Project Implementation Unit (PIU) of Harihara to prioritize and finalize works to be taken under the program. These were supplemented by a series of informal discussions by the PMDCSC engineering consultants, mainly on understanding the current situation. The public consultation and disclosure will remain a continuous process throughout the project implementation period. During the meeting local public and APs shared their views to the project team. Following are the comments/suggestions of the participants:

- (i) The work should be completed within the shortest possible time as people of the project proposed locations are facing a lot of problems due to the absence of the proposed infrastructure at present;

- (ii) The local residents should be informed about trenching at least one week before.
- (iii) Employment may be provided to the local skilled and semi-skilled labourers during the construction stage.
- (iv) Inconvenience and traffic disturbances due to construction work in the city should be minimized as far as possible
- (v) People are willing to cooperate by all means to implement the project successfully

The public consultation and disclosure will remain a continuous process throughout the project implementation period.

5. Details of the Public consultations are provided in the annexure with pictures below

	
<i>Consultation with Guttur Gram Panchayat President and officials</i>	<i>Consultation with Panchayat Development Officer of Guttur Gram Panchayat</i>

Consultation with Public

	
At Post Office cross road	On Harlapur Road
	
At J C Road Extension	On the Shimogga- Harapanahalli Road

Consultation with shop owners

 <p><i>Harapanahalli- Shimogga Road</i></p>	 <p><i>Shimogga- Harapanahalli Road junction</i></p>
 <p><i>Shimogga Road</i></p>	 <p><i>Vidhya Nagar</i></p>
 <p><i>Shobha Talkies Road</i></p>	 <p><i>Harapanahalli- Shimogga Road</i></p>
 <p><i>Keshava Nagar Road</i></p>	 <p><i>Keshava Nagarcross Road</i></p>



Keshava Nagar cross Road



Shimogga- Harapanahalli Road junction

C. Consultation during construction stage

6. Public meetings with affected communities have been held to discuss, plan work programs, and allow issues to be raised and addressed during construction period. There will be smaller-scale meetings to discuss and plan construction work with local communities to reduce disturbance and other impacts, and to provide a mechanism through which stakeholders can participate in subproject monitoring and evaluation.
7. Information dissemination and disclosure have been a continuous process since the beginning of the program. To provide for more transparency in planning and for further active involvement of affected persons and other stakeholders the project information will be disseminated through disclosure of final resettlement planning documents by ULB to the APs, Community leaders, people's representatives and also will be translated into local language to be published in the regional newspapers.
8. For effective disclosure of the DDR, a brief DDR containing project impact and entitlement options, will be printed in Kannada other than English. A copy of the brief DDR prepared for disclosure will be sent to ADB. The same will be printed in pamphlets and posted on prominent Government offices, Ward Council and ULB offices apart from being distributed among the APs.

V. GRIEVANCE REDRESS MECHANISM

1. A project grievance redress mechanism (GRM) will be established to evaluate, and facilitate the resolution of affected persons' concerns, complaints, and grievances related to social and environmental issues of the project. The main objective of the GRM will be to provide time bound action and a transparent mechanism to resolve social and environment concerns. A project GRM will cover the project's towns for all kinds of grievances and will be regarded as an accessible and trusted platform for receiving and facilitating project-related complaints and grievances. The multi-tier GRM for the program will have realistic time schedules to address grievances and specific responsible persons identified to address grievances and to whom the APs have access to interact easily.
2. Awareness on grievance redress procedures will be created through a public awareness campaign, with the help of print and electronic media and radio. The

resettlement NGO will ensure that vulnerable households are also made aware of the GRM and assured that their grievances to be redressed adequately and in a timely manner.

3. There will be multiple means of registering grievances and complaints: by dropping grievance forms in complaint/ suggestion boxes at accessible locations, or through telephone hotlines, email, post or writing in a complaint registrar book in ULB's project office. There will be a complaint registrar book and complaint boxes at the construction site office to enable quick response to grievances/ complaints for urgent matters. The name, address, and contact details of the persons with details of the complaint / grievance, location of problem area, and date of receipt of complaint will be documented. The RPMU's social development/resettlement officer will be responsible at the project level for timely resolution of the environmental and social safeguards issues and registration of grievances, and communication with the aggrieved persons. **Annex 1** is the draft Public Information Disclosure (PID) to be distributed to all affected communities and APs which includes the contact numbers of the respective ULB officers responsible for the KIUWMIP.

A. Grievance Redress Process

4. There will be several tiers for grievance redress process. Simple grievances for immediate redress will first be resolved at site by Contractor. If unaddressed for up to 7 days the complainants may go to PIU officer in ULB responsible for resettlement/social issues. The resident engineer and the ULB will assist in resolving the issues. Name, designation and contact number of personnel responsible for grievance redress at ULB and RPMU will be posted at Contractor's and PIU site office in full visibility of public. Grievances of immediate nature should be resolved at site/ within ULB/PIU level within 15 days of registration of grievances.
5. The grievances of critical nature and those that cannot be resolved at ULB level will be referred to the divisional Grievance Redress Committee (GRC). All documents related to grievances, follow up action taken to resolve along with explanatory note on nature, seriousness and time taken for grievance redress shall be prepared by RPMU Social Development Officer and circulated to GRC members at least a week prior to scheduled meeting. The decision taken at the GRC level will be communicated to the APs by RPMU Social Development officer through ULB/PIU.
6. The grievances of a critical nature and those which cannot be resolved at RPMU level should be referred to the grievance redress committee (GRC)/steering committee (SC) set up at district level to be settled within 30 days. All documents related to grievances, and follow-up action taken to resolve them, along with explanatory note on nature, seriousness and time taken for grievance redress shall be prepared by the RPMU resettlement officer and circulated to GRC/SC members at least a week prior to scheduled meeting. The decision taken at the GRC/SC level will be communicated to the APs by RPMU resettlement officer through the ULB/PIU and resettlement NGO.
7. For any issues that remain unresolved by the GRC or SC, or if the decisions made at such meetings are not acceptable, the complainants /APs can approach the Court of Law as per Government of Karnataka legal procedure.

B. GRC / SC Composition and Selection of Members

8. The GRC/SC for the project will be headed by Deputy Commissioner (DC) of the district with members as followed: (i) ULB commissioners of project towns (ii) Revenue Department (Registrar) official, (iii) the RPMU resettlement officer of KIUWMIP, (iv) the ULB officer who will convene the periodic meeting of GRC and will keep records of

grievances/ complaints in details with help from the resettlement NGO. Other members, such as NGO/CBO representatives, wards council representatives and APs' representatives will be selected by the ULB Commissioner to represent in the GRC/SC meeting. The NGO will also deploy one person in the team to coordinate with all GRC members and the APs for grievance Redressal.

9. In the event that the established GRM is not in a position to resolve the issue, the affected person also can use the ADB Accountability Mechanism (AM) by contacting (in writing) the Complaint Receiving Officer (CRO) at ADB headquarters or the ADB Indian Resident Mission (INRM). The complaint can be submitted in any of the official languages of ADB's DMCs. Before submitting a complaint to the Accountability Mechanism, it is recommended that affected people make a good faith effort to solve their problems by working with the concerned ADB operations department (INRM). Only after doing that, and if they are still dissatisfied, they could approach the Accountability Mechanism. The ADB Accountability Mechanism information will be included in the project-relevant information to be distributed to the affected communities, as part of the project GRM. A grievance redress mechanism is shown in the Figure below.

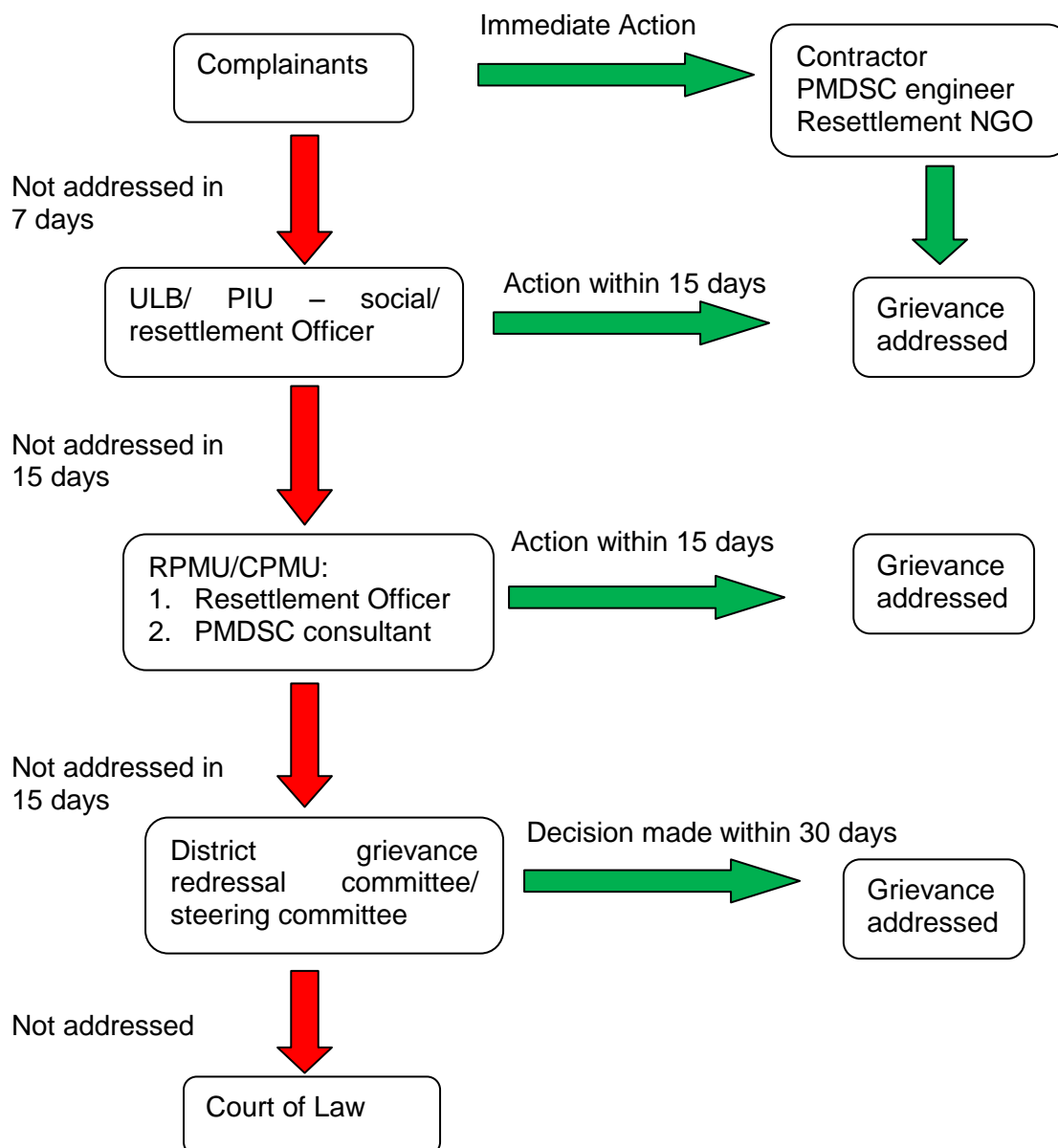


Figure 3: Grievance Redressal Mechanism

VI. INSTITUTIONAL ARRANGEMENTS AND IMPLEMENTATION

A. Existing Institutional Structure and Capacity

1. Karnataka Urban Infrastructure Development and Finance Corporation (KUIDFC) is the nodal executing agency (EA) responsible for implementing KIUWMIP. KUIDFC is a fully owned Government of Karnataka company incorporated under the Companies Act, 1956. KUIDFC will establish a central project management unit (CPMU) and regional project management unit (RPMU) at the district level to facilitate KIUWMIP. The RPMU will assign a special resettlement officer (RO) to manage settlement activities, supervise and monitor activities. This person will be selected based on their experience in handling resettlement activities for similar external aided projects. The PMDSC resettlement specialist and the resettlement NGO will support the assigned resettlement officer at RPMU to manage the resettlement activities of the project.
2. The subproject ULBs will be the implementing agency (IA), supported by the project implementing Unit (PIU) to implement subproject components including resettlement activities, if any. Harihar ULB has been implementing the ADB financed project, North Karnataka Urban Infrastructure Development Project (NKUIDP). Designated social safeguards staff and officers are currently engaged projects under NKUIDP. If these staff cannot continue these roles due to transfers/ promotions as per Government procedures, new staff will be appointed for KIUWMIP subprojects, and trained and educated in ADB's safeguard policies. RPMU along with the ULB in the capacity of project implementing unit (PIU) will ensure that the staff and officers are updated with recent safeguards requirement of SPS, 2009. If required, orientation course will be organised to develop their capacity in understanding involuntary resettlement issues and implementing the resettlement plans.

B. Training and capacity building

3. The ADB requirement on involuntary resettlement does not always conform to the Govt. of Karnataka's LA Act and this project with ADB financial assistance will need to comply with ADB's safeguard policy apart from LA requirement of the state of Karnataka.
4. The PMU staff and officials will be acquainted with LA procedures of the state Govt and the ADB's policy on IR particularly entitlement for the non-titled affected persons and requirement to assist persons for temporary impact during construction.
5. The Program Management Design construction & Supervision Consultants (PDMCSC) will be made aware of the policy; since the final impact assessment should commensurate with detail design and all types of impacts will need to be noted. The SDO of RPMU will be instrumental in assigning importance to the need for recording the impact during detail design finalisation at implementation stage. Besides, the SDO of RPMU has a key role in monitoring all implementation activities, types of impact, eligibility and entitlement as per approved RP.
6. To implement all these activities SDO of RPMU will need to have a comprehensive knowledge of ADB's safeguard policy requirement. Keeping all these in view training modules will be prepared before implementation commences. One orientation training course will be organised for awareness about ADB policy and project implementation in compliance with ADB safeguards policy and a rigorous orientation training will be arranged for the SDO of RPMU, who will be primarily responsible for implementation of RP, making the APs, particularly the vulnerable ones, aware about their rights and entitlement, make GRM effective and last but not the least monitoring all RP activities according to plan.

7. Since ULB is the major implementing authority the personnel responsible for safeguard policy implementation will be given training in ADB safeguard policy as well along with RPMU. Those responsible at ULB level are: Land revenue officials, the Commissioner/Chief Officer, community affairs personnel – all these personnel will be given orientation training and then followed by refreshers' course with experience sharing in RP implementation. In the event of negotiated land purchase or donation of land, independent third party monitoring is an essential requirement and a part of compliance for social safeguard issue. The training component will also include modality of such third party monitoring, evaluation process, documentation and endorsement procedures. The training activity will be conducted by KUIDFC Social Development Officer or assigned National safeguard specialist with qualified experience and familiarity with ADB SPS (2009) and requirement of ADB financed project. They will be provided with a course on Training of the Trainers which will enable them to guide ULB personnel and monitor RP activities.

VII. IMPLEMENTATION SCHEDULE

1. Project implementation period (civil works) for the subproject is expected to require 24 months to complete.

Table 5: Implementation Schedule

Activities	Year 0												Year 1				Year 2				Year 3			
	M 1	M 2	M 3	M 4	M 5	M 6	M 7	M 8	M 9	M1 0	M1 1	M1 2	Q 1	Q 2	Q 3	Q 4	Q 1	Q 2	Q 3	Q 4	Q 1	Q 2	Q 3	Q4
Established RPMU including safeguards Officer																								
Engage CMC with safeguards personnel																								
Appoint contractor with safeguards personnel																								
Appoint NGO																								
Conduct communication and IR training for project team members, design consultant, contractors and NGO																								
Consultations and disclosure																								
Review and approval (by RPMU and ADB), proceed by DDR disclosure																								
Issuance of notice to APs if any, as required																								
structures, connections, utilities if any													Immediately, in co-ordination with other departments, as required											
Note: M=month, Q=quarter. Schedules are indicative and will be finalised during detailed design. The DDR will be updated based on final detailed design																								
*Compensation to be paid prior to start of construction.																								

VIII. MONITORING AND REPORTING

A. Monitoring

1. Monitoring the DDR involves periodic checking to ascertain whether the subproject activities comply with the safeguard policy as detailed in the program's framework and no IR impacts occur during the construction of the proposed components.
2. The RPMU/PMDCSC will conduct regular internal monitoring and prepare semi-annual monitoring reports for submission to ADB. The report will also identify potential difficulties and issues hindering safeguard policy compliance implementation in coordination with civil construction works.
3. The report will provide summary of issues or problems identified and actions taken to resolve the issues; and provide summary of grievances or complaints lodged by households and actions taken to redress such complaints.
4. The Social Development Officer of RPMU will prepare monthly reports and forward them to PMDCSC, who in turn will submit monthly report to PMU Head Office of KUIDFC

B. Reporting

5. ADB will monitor and evaluate the safeguard compliance of the subproject activities through semi-annual safeguard monitoring report to be prepared and submitted by PMU for ADB review and disclosure,

Annexure 1: PAMPHLET ON PID (PROJECT INFORMATION DISCLOSURE)

A. Program Background

1. Karnataka Integrated Urban Water Management Investment Program (KIUWMIP) is an ADB financed program on improvement of sustainable urban service of water supply and sanitation (UWSS) for selected towns / ULBs of Karnataka. The towns suffer from irregular and insufficient urban service in the state. The towns were selected based on IWRM principle and manageability of program implementation through the PPP model. Selection process of the towns was in consultation with the project proponent, KUIDFC and subject towns through a series of stakeholder consultation process.

B. Project description and component

2. The urban local body (ULB) of Harihara is the statutory entity responsible for providing water and waste water service to the people. However, the ULB suffers from a resource crisis without capacity or capability to operate and maintain these civic infrastructure systems.

Distribution Network of 178.59 Km in all 9 Zones, 14,000 domestic water meters to be installed

C. Involuntary Resettlement impact

3. For the laying of water supply pipeline temporary impact is not envisaged. No road closure is envisaged.

D. Policy and principle of RP implementation

4. The resettlement principles adopted for mitigating involuntary resettlement impact will adopt Land Acquisition Act, 1894 (amended in 1988), National Resettlement and Rehabilitation Policy, Government of India as notified in 2007 and the relevant Asian Development Bank's (ADB) Safeguards Policy Statement (SPS) of 2009 and Operations Manual F1 (2010). The RP has been prepared keeping all these policies and principles in view and will be implemented after updating impact during detailed design and measurement survey.

E. Entitlement

5. No land acquisition is involved and hence cost of land compensation is not envisaged, no physical and economic displacement, no both temporary or permanent impacts to both titled and non-titled persons.

F. Institutional Arrangement

6. Harihara ULB and PIU will be responsible for implementation of RP and KUIDFC will act as the RPMU which will have resettlement officer to guide ULB and monitor RP activities. ULB will assign one staff for the RP monitoring and one NGO will be employed at ULB level to assist RO and implement all RP activities as well as carry on consultation process with the DPs. For computation and disbursement of LA compensation and resettlement assistance a district level resettlement committee (DLRC) is set up. In addition, one reputed NGO will be engaged, as an independent third party to monitor compensation to temporary displaced vendors, Hawkers and Affected family and ensure that due procedures are followed.

G. Grievance Redress Mechanism

7. To resolve all project related grievances and complaints a common social and environmental grievance redress mechanism will be in place. The common and simple grievances will be sorted out at project site level by RO and NGO within 7 days. More serious ones will be sent to RPMU and be forwarded to Grievance Redress Committee (GRC) at district level to be resolved within a period of one month. If the DPs are not satisfied with the GRC/SC's decision they can approach Court of Law of the state.

Details for inquiries

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ಯೋಜನಾ ಮಾಹಿತಿ ಕರವತ್ತ

1) ಯೋಜನೆಯ ಹಿನ್ನೆಲೆ:

ವಿಷಯನ್ ಅಭಿವೃದ್ಧಿ ಬ್ಯಾಂಕ್(ಎಡಿಬಿ) ನೆರವಿನಡಿ ಕರ್ನಾಟಕ ನಗರ ನೀರು ನಿರ್ವಹಣಾ ಹೂಡಿಕೆ ಕಾರ್ಯಕ್ರಮದಡಿ (ವಿಬಿಐಫಒಎಫಒ) ನಗರ ನೀರು ಸರಬರಾಜು ಮತ್ತು ವೈರಲ್ಯ ಯೋಜನೆಯಡಿ ಕರ್ನಾಟಕದ ಆಯ್ದ ನಗರ/ನಗರ ಸ್ಥಳೀಯ ಸಂಸ್ಥೆಗಳನ್ನು(ಪಫಒಬಿ) ಸಮಗ್ರ ನೀರು ಸಂಪನ್ಮೂಲ ನಿರ್ವಹಣೆಯನ್ನು ಶಕ್ತ ಹಾಗೂ ಕಾರ್ಯಕ್ರಮ ಅನುಷ್ಠಾನ ನಿರ್ವಹಣೆಯನ್ನು ಜನರ ಸಹಭಾಗಿತ್ವದ(ಕಿಐ) ಮಾದರಿಯ ಪ್ರಕಾರ ಅನುಷ್ಠಾನಗೊಳಿಸಲಾಗುವುದು. ನಗರಗಳನ್ನು ಆಯ್ದ ಮಾಡುವ ವಿಧಾನವು ನಗರಗಳಿಗೆ ಸಂಬಂಧ ಪಟ್ಟ ನಗರದ ಭಾಗಿದರರೊಂದಿಗೆ ವಿಗಿಬಿಐಐಐ ಯು ನಿರಂತರವಾಗಿ ಸಮಾಲೋಚನೆ ಮೂಲಕ ಈ ಯೋಜನೆಗೆ ಆಯ್ದ ಮಾಡಲಾಗುವುದು.

2) ಯೋಜನೆಯ ವಿವರಗಳು & ಘಟಕಗಳು

- ಹರಿಹರ ನಗರ ಸಭೆಯು ಜನರಿಗೆ ಕುಡಿಯುವ ನೀರು ಒದಗಿಸುವುದು & ಕೊಳೆತ ನೀರು ಸಂಸ್ಕರಣೆ ಮಾಡುವ ಜವಾಬ್ದಾರಿಯನ್ನು ನಿರ್ವಹಿಸುವ ಕಾನೂನು ಬದ್ಧ ಸಂಸ್ಥೆಯಾಗಿದೆ. ಅದಾಗ್ಯೂ ನಗರಸಭೆಯ ಸಂಪನ್ಮೂಲ ಕೊರತೆ, ನಾಗರಿಕ ಸೌಲಭ್ಯಗಳ ಕಾರ್ಯಾಚರಣೆ ಮತ್ತು ನಿರ್ವಹಣಾ ಸಾಮರ್ಥ್ಯ ಕೊರತೆಯಿಂದಾಗಿ ಸಮರ್ಪಕವಾಗಿ ನಿರ್ವಹಿಸಲು ಸಾಧ್ಯವಾಗುತ್ತಿಲ್ಲ. ಪ್ರಸ್ತುತ ನಗರದ ಕೆಲವು ಭಾಗಗಳಲ್ಲಿ ಮಾತ್ರ ಒಳಚರಂಡಿ ಸಂಪರ್ಕ & ಕುಡಿಯುವ ನೀರು ಸರಬರಾಜು ಹೊಂದಿದ್ದು ಸದರಿ ವ್ಯವಸ್ಥೆಗಳನ್ನು ನವೀಕರಿಸುವುದು/ ಹೊಸದಾಗಿ ನಿರ್ಮಾಣ ಮಾಡುವುದು, ನೀರು ಸಂಸ್ಕರಣ ವ್ಯವಸ್ಥೆ ಹೆಚ್ಚುವರಿಯಾಗಿ ನೀರು ಸಂಗ್ರಹಣೆ ಮತ್ತು ವಿತರಣಾ ಜಾಲದ ನವೀಕರಣ ಮಾಡುವುದಾಗಿದೆ.
- ಈ ಯೋಜನೆಯಲ್ಲಿ ಹರಿಹರ ನಗರಕ್ಕೆ ಹೆಚ್ಚುವರಿಯಾಗಿ 10 ಲಕ್ಷ ಲೀಟರ್ ಹಾಗೂ 15 ಲಕ್ಷ ಲೀಟರ್ ನೀರು ಸಂಗ್ರಹಣಾ ಸಾಮರ್ಥ್ಯದ ಮೇಲ್ಕಟ್ಟಿದ ಜಲ ಸಂಗ್ರಹಣಾಗಾರಗಳನ್ನು(ಇಡಿಬಿಒ) ಕ್ರಮವಾಗಿ ಗುಡ್ಡಾಳು ಮತ್ತು ಅಮರಾವತಿ ಹೊಸಗಿರಿ ಕಾಲೋನಿಯಲ್ಲಿ ನಿರ್ಮಾಣ ಮಾಡಲಾಗುವುದು. ಒಟ್ಟು 178 ಏಕರ ವಿತರಣಾ ಜಾಲವನ್ನು ಅಳವಡಿಸಲಾಗುವುದು. ಅದರಲ್ಲಿ 159 ಏ & 19 ಏಕರ 63 ಏಕರ ಸುತ್ತಳತೆಯ ವೈಪ್ಲೋಗಳನ್ನು ಜೋಡಿಸಲಾಗುವುದು. ನಗರದಲ್ಲಿ ಒಟ್ಟು ನಾಲ್ಕು ಕೊಳೆತ ನೀರು ಪಂಪಿಂಗ್ ಸ್ಟೇಷನ್‌ಗಳನ್ನು ನಿರ್ಮಾಣ ಮಾಡಲಾಗುತ್ತಿದ್ದು, ಅವುಗಳಲ್ಲಿ ದಕ್ಷಿಣ ಕೊಳೆತ ವಲಯ-2 ಮತ್ತು ಉತ್ತರ ಕೊಳೆತ ವಲಯ 1 & 2 ರಲ್ಲಿ ಒಟ್ಟು 200 ಚದರ ಮೀಟರ್‌ಗಳ ವ್ಯಾಪ್ತಿಯೊಂದಿದ್ದು, ಪ್ರಸ್ತುತ ಇರುವ ಉತ್ತರ ಕೊಳೆತ ವಲಯ 1 & 2 ಹಾಗೂ ದಕ್ಷಿಣ ಕೊಳೆತ ವಲಯ -2 ರಲ್ಲಿ ಒಟ್ಟು 72.160ಏಕರ ಕೊಳೆತ ವಿತರಣಾ ಜಾಲವನ್ನು ಇನ್ನಷ್ಟು ಈಗಿರುವ ವಿತರಣಾ ಜಾಲದಲ್ಲಿ ಅಳವಡಿಸಲಾಗುತ್ತದೆ.
- ಹರಿಹರ ನಗರ ಸಭೆಯು ಗುರುತಿಸಿದ ಸರ್ಕಾರಿ ಜಾಗದಲ್ಲಿ ಒಟ್ಟು 60 ಸಮುದಾಯ ಶೌಚಾಲಯಗಳನ್ನು ನಿರ್ಮಿಸಲು ಉದ್ದೇಶಿಸಲಾಗಿದೆ. ಕೊಳೆತ ಪ್ರದೇಶದ ನಿವಾಸಿಗಳ/ಬಡ ಜನರಿಗೆ(ನಾಗರಿಕರಿಗೆ) ಉತ್ತಮ ವೈರಲ್ಯ & ಸ್ವಚ್ಛತೆಯನ್ನು ಒದಗಿಸುವ ಉದ್ದೇಶದಿಂದ ಈ ಸಮುದಾಯ ಶೌಚಾಲಯಗಳನ್ನು ನಿರ್ಮಿಸಲಾಗುತ್ತಿದೆ. ಒಟ್ಟು 198 ಚದರ ಮೀಟರ್‌ಗಳ ಜಾಗದ ಅವಶ್ಯಕತೆ ಇದೆ.

3) ಭೂ ಸ್ವಾಧೀನದ ಪರಿಣಾಮಗಳು

1. ಕೇಶವ ನಗರದಲ್ಲಿ ಸ್ಥಳೀಯ ಆಡಳಿತ ಹೊದಿಯವ ಭೂಮಿ(ಜಮೀನು) ಯಲ್ಲಿ ಉದ್ದೇಶಿತ ಫ/ಜೀಡಿ ಪಿಐಒಟಿ ನಿರ್ಮಾಣ/ ಪುನರ್ ನಿರ್ಮಾಣ ಮಾಡಲಾಗುವುದು.
2. ಅಮರಾವತಿ ಕಾಲೋನಿಯಿಂದ ಹೊಸಗಿರಿ ಸೋಸೈಟಿಯಿಂದ ಗಡಿ ಗೆ ನೀಡಿದ್ದ ಖಾತೆ ಬದಲಾವಣೆಯಾಗಿರುತ್ತದೆ.

Annexure 2: TERMS OF REFERENCE OF RESETTLEMENT-NONGOVERNMENT ORGANIZATION (NGO)

A. Project Background

1. Karnataka Integrated Urban Water Management Investment Program (KIUWMIP) has been initiated by the Asian Development Bank (ADB) with the Government of India to invest in urban water supply and sanitation (UWSS) for selected Tranche 1 towns within the context of an integrated water resource management (IWRM) approach. Water supply and wastewater systems suffer from under-investment throughout the state of Karnataka, and desired level of public service is extremely constrained. Water supply is intermittent and available only for limited periods, with limited capacity to meet public demand. The need to purchase water from tankers has serious economic consequences. Wastewater collection and treatment systems are either non-existent or poorly maintained. The absence of scientific wastewater treatment and sewer systems often leads to contamination of groundwater supplies and poses a risk to public health. If the issues associated with poor water management in the state are not resolved, economic growth will be stunted, public health will deteriorate, and water resource disputes will escalate.
2. The ULB will be the implementing agency for the project, and will be responsible for preparing social analysis and resettlement plans for all subprojects, in accordance with this framework. The ULB/PIU/PMDSC will prepare a resettlement plan (RP) and submit the same to the regional project management unit (RPMU) for review and approval prior to commencement of the project.

B. Scope of Work

3. The objectives of the NGO appointed for the implementation of the RP are:
 - (i) to support ULB with grassroots skills and capacity for field activity in the implementation of the RP;
 - (ii) to identify, through census survey, potential displaced persons (DP), prepare and distribute identification cards to the DPs, and educate them on their entitlements and obligations under the resettlement plan;
 - (iii) to assist the DLRC/ROs in disbursement of compensation and resettlement assistance and ensure that DPs obtain their full entitlements under the RP. Where options are available, the NGO shall provide advice to displaced persons on the relative benefits of each option;
 - (iv) to conduct a market survey for income restoration program, link the DPs to the respective vocational trainings for income restoration, and assist in relocation to identified sites, if applicable;
 - (v) to assist the DPs in the Redressal of grievances through the grievance redress mechanism established as part of the RP;
 - (vi) to assist the ULBs in preparing internal monitoring reports; and
 - (vii) To organize consultation and discussion meetings with the DPs, the community leaders, and other stakeholders throughout RP preparation and implementation phases.

C. Tasks

4. The NGO will work as a link between the ULB, the community leaders, and the DPs. The NGO will be responsible for assisting the DPs during physical resettlement, if any, and the rehabilitation process, and shall ensure that all of the provisions laid down in the RP

are implemented appropriately and effectively. The NGO's responsibilities will be as follow, but will not be restricted to these alone:

- (i) To develop rapport between the DPs and the project authorities. This will be achieved through regular meetings with the ULB personnel and consultations with the DPs. Meetings with the ULB will be held at least fortnightly, and regular consultation with DPs will be held as and when necessary throughout the implementation. All meetings and decisions made are to be documented;
- (ii) to assist the ULB in undertaking a public information campaign in Kannada, at the commencement of the project, to inform the affected communities of:
 - the need for shifting squatters and encroachers from the temporary impact zone along construction sites;
 - the need for LA;
 - the resettlement policy, resettlement framework, and entitlement packages; and
 - the likely consequences of the project on the communities/persons' economic livelihood;
- (iii) To identify and verify project beneficiaries through survey, and distribute identity cards to the eligible beneficiaries only.
- (iv) to assist DPs in getting the compensation for their land and properties acquired for the project, and in receiving resettlement assistances as per RP;
- (v) To make the DPs aware of GRM at several levels. To sort out grievances and assist the DPs in accessing the various tiers of grievance redress mechanism, including the contractors onsite and the ROs at ULBs, and finally the district level GRC or steering committee (SC). If necessary, the NGO will accompany the aggrieved DPs, especially the vulnerable ones, to appropriate GRC members and see through the grievance redress mechanism until the DPs get redressed;
- (vi) To assist DPs in identifying suitable land for relocation, wherever necessary. Where suitable government land is not available, the NGO will assist the DP in locating a landowner willing to sell his land, and will assist in the negotiation of the purchase price;
- (vii) To assist project authorities in making arrangements for the smooth relocation of the APs and their business. This will involve close consultation with the DPs to ensure that the arrangements are acceptable to them;
- (viii) to ensure proper utilization of the compensation money by the DPs, particularly the vulnerable DPs, to purchase equipment and tools received under the economic rehabilitation program;
- (ix) To assist DPs in getting benefits from various government development programs, particularly for income restoration/generation, if desired by the DPs. The NGO will coordinate the training programs for sustainable livelihood and assist in identifying the required skills for livelihood rehabilitation and the training institutes to impart skills. The NGO shall coordinate with other government departments and other NGOs working in the area to ensure that all the skill development trainings are known to the DPs, to select the appropriate training from the list;
- (x) To develop micro-level plans for resettlement and rehabilitation in consultation with the DPs and the ULB where relevant. A plan shall be prepared and agreed for each DP, and will include:
 - List of options for loss of land, assets, and livelihoods, to be made known to the DPs. The NGOs will explain to the DPs the options available and assist them in selection;
 - arrangements for shifting, if required;
 - existing government development programs, of which the DPs will be made aware;

- data on inputs, outputs, and impact indicators for the ULB to monitor RP implementation and prepare internal monitoring report; and
 - any other responsibility as may be assigned for the welfare of the affected households; and
- (xi) To assist in the identification of sites for the relocation of cultural properties and community assets, especially for the affected indigenous peoples' community, if affected due to project. This is to be done in consultation with the affected IP community and the ULB.

D. Methodology

5. In order to carry out the above tasks, employees of NGOs are stationed in the subproject area. Besides interaction with the DPs on an individual basis to update the baseline information, group meetings will be conducted by the NGOs on a regular basis. The frequency of such meetings will depend on the requirements of the DPs, but should occur at least once a month, to allow the DPs to remain up-to-date on project developments. NGOs will encourage participation of individual DPs in such meetings by discussing their problems regarding LA, R&R, and other aspects relating to their socioeconomic lives. Such participation will make it easier to find a solution acceptable to all involved.

E. Reporting

6. The NGO shall submit an inception report with detailed action plan, manpower deployment, time schedule, and detailed methodology within 30 days of the commencement of the assignment. The NGO should also submit quarterly progress reports on the activities carried out and proposed activities for the coming month. The quarterly progress reports will include data on indicators as required by the ULB.
- (i) Updated data on APs and data on additional APs coming due to changes will be submitted within 2 months of the commencement of the assignment.
 - (ii) Micro-level plans for each AP on the project will be submitted to the ULB for information within 3 months of the commencement of the services. Where changes occur during the project implementation, necessary changes in the micro-level plans will be reflected, and the NGO will update the relevant plans and resubmit them to the ULB.
 - (iii) Upon completion of the assignment, the NGO shall submit a final report summarizing the actions taken during subproject implementation, the methodology and manpower used to carry out the work, and a summary of assistance given to each AP under the subproject.

F. Time Schedule

7. It is estimated that the NGO services will be required for 12 months for implementation of RP. However, this may be rescheduled based on the exact nature of the activity and change, if any, in project plan.

G. Key Personnel

8. Apart from the support staff, a team leader and social development specialist will be required to carry out the activities. The key professionals should have combined professional experience in the areas of socioeconomic surveys, resettlement and rehabilitation, participation, community development, and training for economic rehabilitation activities. The staffing requirements may be reviewed based on field requirements.

Annexure 3: Public Consultation Report

Name of the ULB: Harihara

Date: 21.06.2011

Project Components: Rehabilitation of Water Supply Scheme and upgrading to 24x7 Water Supply Scheme to Harihara Town, CMC Harihara in Davanagere District

Table 5.2 : Public consultation

Sl	Name, Ward No. and address of the person consulted	Present condition of Water supply	What improvement is required in the present condition	Proposed project is beneficial Yes/No	May proposed project cause any social issue	Any suggestion for the proposed project
1	Sonaula, baig ward no-4 Gurdh nagr HRE	poor	pipe dia change	Yes	NO	Road Both side pipe laying
2	Ravikumar. B. ward no-13 north nagalli	Drinking water not quality	pressure is low	Yes	Small galls in this ward	fast completing project
3	Belawad & Team. Ambekar vajahi Temple rd ward-3	weekly 3 times	Daily They want water	Yes	Poor people water bill problem	water Bill amount yearly paid.
4	Sangmesh. Kale. D.M college ward-5	Good	Reusing old pipe	Yes	NO	meter adapting is ok.
5	Nagaraj. ward-30 ridhy nagr HRE	Good	Higher dia pipe laying	Yes	Road cutting problem	Wide road so, both side pipe laying
6	Pavez. M. ward-15 Inam nagalli HRE	Poor	weekly 3 times water they want	Yes	Small road in this area	Water should reach 3 rd floor.
7	Ramesh. Simpi ward no-5 Teggaikeri	Low Quality water	avoid public taps	Yes	Poor people living here	They want pressure flow
8	Saleem. Kazi ward no-10 Tippur nagr. HRE	old V.P. pipe. Pipe used	Treated water supply	Yes	-NO-	Need over public opening
9	Samimbanu. H.M ward-23 Benke nagr HRE	weekly Two times	24 hrs water they want	Yes	NO	Continuous water flow they want
10	Manjunath. V. Danni ward no-26 I.S. Colony	Small galls not sufficient water	Quality pipe laying	Yes	Concrete road cutting problem	meter proposed is good
11	Mariadarappa ward no-2 Harapur HRE	over dia pipe used	no control valves	Yes	NO	Good quality meter use for project
12	Ashok. Kurbat ward no-22 Nilkant nagr.	water not flow properly	adapt valves for pressure	Yes	NO	They want quality water
13	Sivaji. Katarwatar ward no-16 st. nagr HRE	old PVC pipes	stop leaking water	Yes	NO	how they getting sufficient water
14	Sankar. Naidu ward no-11 Bhesh nagr HRE	Pipe leakage	Full ward pipe changes	Yes	Slum people lived here. They want cisterns.	Good pipe used for project
15	Harunahar. Bidari ward no-27 Ram nagr	pipe leakage	pipe should be changing	Yes	NO	water bill amount should be in budget
16						
17						

Public Consultation Report

Name of the ULB: *City Municipal Council (CMC) Harihara*

Date: *15.2.2017*

Project components: Laying of Raw Water Main and Distribution Network pipe lines to provide 24X7 water supply

The public consultation and disclosure will remain a continuous process throughout the project implementation period.

Public consultation in Harihara town Davanagere District

Sl. No	Name and address of the person consulted	Contact No	Issues discussed	Consulted person is the beneficiary of the proposed project Yes/ No	Proposed project cause any social issue? Yes/ No (If Yes provide details)	Suggestions for the proposed project
1	Mrs.Vijayalashmi Panchayat Development Officer Guttur	9480863586	Laying of rising main and water supply distribution network	Yes	No	Satisfied with the proposed sub project components. Focus should be given for safeguards.
2	Mr.Ubedulla S/o ShabbirsabHarihar-ShimoggaHarapanahlli Road Harihar	8105272540	Laying of water supply distribution network pipelines	Yes	No	Satisfied with the proposed sub project implementation. Information to be provided at least 1 week prior to construction.
3	Mr. Mohammed Jelon S/o Mohammed Qamaruddin, Fruit vendor Harihar-Shimogga Harapanahalli Road Harihar	9036249018	Laying of water supply distribution network pipelines	Yes	No	Satisfied with the proposed sub project implementation. Information to be provided before taking up the civil works.
4	Mr. Abdulla Khan S/o Sikandersab	9880725444	Laying of water supply	Yes	No	Satisfied with the proposed sub project

Sl. No	Name and address of the person consulted	Contact No	Issues discussed	Consulted person is the beneficiary of the proposed project Yes/ No	Proposed project cause any social issue? Yes/ No (If Yes provide details)	Suggestions for the proposed project
	ShimoggaHarapanahalli Road Harihar		distribution pipelines			implementation. Information about starting of the civil work need to be provided well in advance..
5	Mr.Amzad S/o Hameedsab Fruit vendor Harihar-Harapanahalli Shimogga Road Harihar	9986658476	Laying of water supply distribution network pipelines	Yes	No	Satisfied with the proposed sub project implementation. Restoration work should not be delayed.
6	Mr. Ali Murtaza S/o ImamsabAmaravathi, Fruit vendor Harihara-Harapanahalli Shimogga Road Harihara	-	Laying of water supply distribution network pipelines	Yes	No	Satisfied with the proposed sub project implementation. Restoration work need to be taken up immediately after completion of civil work.
7	Mr.Farooq S/o Hameedsab, Fruit vendor Harihara-Harapanahalli Shimogga Road, Harihara	9902779785	Laying of water supply distribution network pipelines	Yes	No	Satisfied with the proposed sub project implementation. Restoration work to be taken up on priority basis.
8	Mr.Veerabhadraiah S/o Gurushanthayya Banana Vendor Haihar-Harapanahalli Shimogga Road Harihara	-	Laying of water supply distribution network pipelines	Yes	No	Satisfied with the proposed sub project implementation.
9	Mr.Shivaraj S/o RevanappaVarsha	9743944255	Laying of water supply	Yes	No	Satisfied with the proposed sub project

Sl. No	Name and address of the person consulted	Contact No	Issues discussed	Consulted person is the beneficiary of the proposed project Yes/ No	Proposed project cause any social issue? Yes/ No (If Yes provide details)	Suggestions for the proposed project
	Enterprises Hiraha-Harapanahalli Shimogga Road Harihara		distribution network pipelines			implementation. Pipe laying work need to be completed as early as.possible. Restoration work should be given priority.
10	Mrs.Guthyamma W/o Maheshappa Banana vendor Harihara-Harapanahalli Shimogga Road Harihara	9980263479	Laying of water supply distribution network pipelines	Yes	No	Satisfied with the proposed sub project implementation. Priority should be given for restoration work.
11	Mrs.Mallamma Flower vendor Harihara-Harihara ShimoggaHarihara	8549023330	Laying of water supply distribution network pipelines	Yes	No	Satisfied with the proposed sub project implementation. Civil work should be followed by restoration work.
12	Mr.Khaleel Khan S/o Hameed Khan Fruit vendor Harihar-Harapanahalli Shimogga Road Harihar	9686284103	Laying of water supply distribution network pipelines	Yes	No	Satisfied with the proposed sub project implementation. Priority should be given to restoration work.
13	Mr.Manjunath Mane S/o Kuberappa Foot wear shop Harihar-Harapanahalli Shimogga Road Harihara	9986204906	Laying of water supply distribution network pipelines	Yes	No	Satisfied with the proposed sub project implementation. Restoration work should be taken up on

Sl. No	Name and address of the person consulted	Contact No	Issues discussed	Consulted person is the beneficiary of the proposed project Yes/ No	Proposed project cause any social issue? Yes/ No (If Yes provide details)	Suggestions for the proposed project
						priority basis.
14	Mr.Nagaraj S/o Somanna Foot wear shop Harihara-Harapanahalli Shimogga Road Harihara	-	Laying of water supply distribution network pipelines	Yes	No	Satisfied with the proposed sub project implementation. Restoration work should be focused. .
15	Mr. Mohammed Shaukath S/o Mohammed Khasimsab Fruit vendor Harihar-HarapanahalliShimogga Road Harihar	9741296936	Laying of water supply distribution network pipelines	Yes	No	Satisfied with the proposed sub project implementation. Prior information provided before construction..

Annexure 4: Involuntary Resettlement Impact Categorization Checklist

Probable Involuntary Resettlement Effects	Yes	No	Not Known	Remarks
Involuntary Acquisition of Land				
1. Will there be land acquisition?				No
2. Is the site for land acquisition known?				NA
3. Is the ownership status and current usage of land to be acquired known?				
4. Will easement be utilized within an existing Right of Way (ROW)?		No		
5. Will there be loss of shelter and residential land due to land acquisition?		No		
6. Will there be loss of agricultural and other productive assets due to land acquisition?		No		
7. Will there be losses of crops, trees, and fixed assets due to land acquisition?		No		
8. Will there be loss of businesses or enterprises due to land acquisition?		No		
9. Will there be loss of income sources and means of livelihoods due to land acquisition?		No		
Involuntary restrictions on land use or on access to legally designated parks and protected areas				
10. Will people lose access to natural resources, communal facilities and services?		No		
11. If land use is changed, will it have an adverse impact on social and economic activities?		No		
12. Will access to land and resources owned communally or by the state be restricted?		No		
Information on Displaced Persons:				
Any estimate of the likely number of persons that will be displaced by the Project? : Around 85 temporary vendors and Hawkers would be temporarily displaced during laying of sewerage pipelines along right of way (ROW) from 5-7 days and they will be paid compensation.				
Are any of them poor, female-heads of households, or vulnerable to poverty risks? [No]				
Are any displaced persons from indigenous or ethnic minority groups? [No]				

Annexure 5: Sample Grievance Registration Form

(To be available in Kannada & English)

The _____ Project welcomes complaints, suggestions, queries, and comments regarding project implementation. We encourage persons with grievance to provide their name and contact information to enable us to get in touch with you for clarification and feedback.

Should you choose to include your personal details but want that information to remain confidential, please inform us by writing/typing *(CONFIDENTIAL)* above your name.

Thank you.

Date			Place of Registration			
Contact Information/Personal Details						
Name			Gender	* Male	Age	
				* Female		
Home						
Address						
Village/Town						
District						
Phone no.						
E-mail						
Complaint/Suggestion/Comment/Question – Please provide the details (who, what, where, and how) of your grievance below: If included as attachment/note/letter, please tick here:						

How do you want us to reach you for feedback or update on your comment/grievance?

FOR OFFICIAL USE ONLY

Registered by: (Name of Official Registering Grievance)

Mode of Communication:	
Note/Letter	
E-mail	
Verbal/Telephonic	
Reviewed by: (Names/Positions of Officials Reviewing Grievance)	
Action Taken:	
Whether Action Taken Disclosed:	
Means of Disclosure:	