

# Due Diligence Report – Social Safeguards

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

## IND: Karnataka Integrated Urban Water Management Investment Program (Tranche 1) - Byadagi Town Bulk Water Supply Subproject

Package Number: 01WS02

Prepared by Karnataka Urban Infrastructure Development and Finance Corporation,  
Government of Karnataka for the Asian Development Bank.

This due diligence report is a document of the borrower. The views expressed herein do not necessarily represent those of ADB's Board of Directors, Management, or staff, and may be preliminary in nature.

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# Land Acquisition and Resettlement Due Diligence Report

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Document Stage: Final  
Project Number: 43253-023  
March 2017

**INDIA: Karnataka Integrated Urban Water Management Investment Programme (KIUWMIP) Tranche 1 – Byadagi Town Water Supply Sub project: Laying of Bulk Water Supply Transmission Main (Package No. 01WS02)**

Prepared by Karnataka Urban Infrastructure Development and Finance Corporation, Government of Karnataka for the Asian Development Bank.

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## CURRENCY EQUIVALENTS

Currency Unit	(As of 15 Mar 2017)	Rupee (INR)
INR1.00	=	USD 0.015
\$1.00	=	Rs 66.79

## ABBREVIATIONS

ADB	Asian Development Bank
BPL	Below poverty line
CBO	Community based organizations
DDR	Due diligence report
DMS	Detailed Measurement Surveys
DSC	Design and Supervision Consultants
DWF	Dry Weather flow
FGD	Focus group discussion
GoK	Government of Karnataka
GRC	Grievance Redressal Committee
GRM	Grievance Redress Mechanism
GRU	Grievance Redress Unit
INRM	India Resident Mission
KIUWMIP	Karnataka Integrated Urban Water Management Investment Program
MFF	Multi tranche financing facility
NOC	No objection certificate
PMU	Project Management Unit
PWD	Public Works Department
RoW	Right of way
S&D	Sewerage and drainage
SIA	Social impact assessment
SMU	Safeguard monitoring unit
SPS	Safeguard Policy Statement
SSE	Social safeguard expert
SSO	Social safeguard officer
SWF	Storm water flow

## WEIGHTS AND MEASURES

ha	—	Hectare
kL	—	Kilo litre
km	—	Kilometer
lpcd	—	Liters per capita per day
Mld	—	Million liters per day
m	—	Meter
m2	—	Square meter

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## EXECUTIVE SUMMARY

### A. Sub project components

1. Currently, the town of Byadgi is supplied by surface sources by the Tungabhadra Water Supply Scheme (commissioned in 2002). Under this scheme, water is supplied to Ranebennur, Byadgi and three enroute villages. The scheme was designed for 15.89 MLD of bulk water production. The allocated quantity to Byadgi is 3.3 MLD. Currently, Byadgi receives only 0.64 MLD (after utilization of en-route villages). Current demand for Byadgi is 5.16 MLD.
2. The proposed Bulk water supply scheme will replace a part of the transmission main of the 8.7 km long pipeline with DI K9 pipe (from chainage 20,020 m to 28,655). The total distance between the Jack Well and the new WTP at Byadgi is 35.74 km. Under the scheme KUWS&DB, a new pipeline of 27 km (400 mm diameter mild steel (MS) pipe) has been laid already. In the remaining 8.7 km stretch (from chainage 20,020 m to 28,655), the transmission main consists of an old MS pipe of 323.9 mm diameter. This pipe is not in very good condition and has a history of leaks and busts. However, the KUWS&DB has not had the funds till now to lay a new raw transmission main along this stretch. The proposed Bulk water supply scheme will replace a part of the transmission main of the 8.7 km long pipeline with DI K9 pipe (from chainage 20,020 m to 28,655) with a new pipe.

#### Proposed Components under Bulk Water Supply in Byadgi 01WSO2

Component	Description of Works	Location
Raw water main	Providing new pipe for the section from 20020 m to 28655 m	About 2 km of the section is along national highway 4 (NH4). Pipeline will be laid underground in the NH service road.
	8.7 km 400 mm Diameter DI K-9 class pipe	The rest of the section will be laid along a main road connecting Byadgi with NH4. The road is wide and the pipeline will be laid in the earthen shoulder of the road with in the right of way.

### B. Temporary Resettlement Impact

3. The transmission main of 8.7 km with DI K9 pipe (from chainage 20020 m to 28655) will be laid along the right of way. No displacement of vendor/Hawkers is envisaged. No IR impact is envisaged.

### C. Scope of Land Acquisition and Resettlement

4. There is no land acquisition or resettlement impacts in this subcomponent of the project.
5. Based on the above assessments the subproject has been categorized as “C” for Involuntary Resettlement (IR) impact as per the ADB’s Safeguard Policy Statement,

2009.ADB's SPS covers both temporary and permanent impacts to both titled and non-titled persons, and includes both physical and economic displacement.

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

**D. Consultation and Disclosure:**

7. 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 with 9.2.2017 as the cut-off date for compensation. A program of continuous consultation and disclosure is underway.

**E. Implementation Schedule:**

8. Project implementation period (civil works) is expected to require 30 months to complete..

**F. Monitoring and Reporting:**

9. The social Development Officer at PMU Head Office will confirm/update, as required, the DDR findings prior to the start of civil works. RPMU will be responsible for regular monitoring. Monitoring reports will contain safeguard policy compliance apart from subproject progress implementation. The reports will be submitted to ADB on a half yearly basis in the Social safeguard monitoring report (SMR).

## **I. PROJECT BACKGROUND**

### **A. Introduction**

1. ADB is helping the Indian state of Karnataka improve water resources management in selected urban areas of the Upper Tunga Bhadra 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 deteriorate and water resource disputes will escalate.
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 30<sup>th</sup> 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, Davangere, and Harihar. The project will also improve water resource planning, monitoring, and service delivery.
3. The following Due Diligence Report(DDR) is prepared for the town of Byadagi to cover the development of (i) a bulk water supply scheme which will replace a part of the transmission main of the 8.7 km long pipeline with DI K9 pipe (from chainage 20,020 m to 28,655). The total distance between the Jack Well and the new WTP at Byadgi is 35.74 km. Under the scheme KUWS&DB, a new pipeline of 27 km (400 mm diameter mild steel (MS) pipe) has been laid already. In the remaining 8.7 km stretch (from chainage 20,020 m to 28,655), the transmission main consists of an old MS pipe of 323.9 mm diameter. This pipe is not in very good condition and has a history of leaks and busts. However, the KUWS&DB has not had the funds till now to lay a new raw transmission main along this stretch. The proposed Bulk water supply scheme will replace a part of the transmission main of the 8.7 km long pipeline with DI K9 pipe (from chainage 20,020 m to 28,655) with a new pipe.
4. This DDR is prepared based on the detailed project design for the sub project components and is based on ADB's Safeguard Policy Statement 2009, and provisions of the Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act (also the Land Acquisition Act), GOI, 2013.

### **B. Sub Project Components**

5. Currently, the town of Byadgi is supplied through a surface source by the Tungabhadra Water Supply Scheme (commissioned in 2002). Under this scheme, water is supplied to Ranebennur, Byadgi and three enroute villages. The scheme was designed for 15.89 MLD of bulk water production. The allocated quantity to Byadgi is 3.3 MLD. Currently, Byadgi receives only 0.64 MLD (after utilization of en-route villages). Current demand for Byadgi is 5.16 MLD.

6. In the detailed design report, the subproject has split into two packages for implementation. These include :(i) a Bulk water supply package for the replacement of part of the transmission main of 8.7 km with DI K9 pipe (from chainage 20020 m to 28655), and (ii) a Distribution system package comprising (a) construction of one new overhead water storage reservoir of (one lakh litres) at Nehru Nagar zone (b) replacement of 101.5 km pipeline network by HDPE and DI K7 pipes, and (v) 7,389 house service connections with 100% metering. Operation & Maintenance of implemented project of 24 x 7 water supply schemes for 5 years.
7. The total distance between the Jack Well and the new WTP at Byadgi is 35.74 km. Under the scheme KUWS&DB, a new pipeline of 27 km (400 mm diameter mild steel (MS) pipe) has been laid already. In the remaining 8.7 km stretch (from chainage 20020 m to 28655), the transmission main consists of an old MS pipe of 323.9 mm diameter. This pipe is not in very good condition and has a history of leaks and busts. However, the KUWS&DB has not had the funds till now to lay a new raw transmission main along this stretch. The proposed Bulk water supply scheme will replace a part of the transmission main of the 8.7 km long pipeline with DI K9 pipe (from chainage 20020 m to 28655) with a new pipe.
8. The table below describes the details of the design:

**Table 1: Proposed Components under BulkWater Supply in Byadgi 01WSO2**

Component	Description of Works	Location
Raw water main	<p>Providing new pipe for the section from 20020 m to 28655 m</p> <p>8.7 km 400 mm Diameter DI K-9 class pipe</p>	<p>About 2 km of the section is along national highway 4 (NH4). Pipeline will be laid underground in the NH service road.</p> <p>The rest of the section will be laid along a main road connecting Byadgi with NH4. The road is wide and the pipeline will be laid in the earthen shoulder of the road with in the right of way.</p>

9. This Due Diligence Report discusses the Bulk Water Supply components proposed under Water Supply Subproject in Byadgi town. This report is prepared based on the detailed project design of the above stated sub project components. This report is prepared in line with the ADB's Safeguard Policy Statement 2009and Resettlement Framework approved for the project.



**MAP 1: PROPOSED 8.7 KM RAW WATER TRANSMISSION ALIGNMENT**

10. The existing Right of Way (RoW) of the subproject roads varies from 10 to 15 meters, which is not properly demarcated on ground. Keeping in view the unavailability of the uniform RoW and existing ribbon development along the subproject roads, multiple design criteria are adopted to ensure avoidance of any adverse impacts to the roadside settlers. It is confirmed that no additional land will be acquired under any of the subproject. The following table presents the sections of road that fall under the sub project.



### C. Sub Project Screening and Categorization

**Table 2: Road width and Diameter of proposed raw water Transmission Main pipes:**

<b>Name of the Road</b>	<b>Diameter of Pipe(mm)</b>	<b>ROW (m)</b>	<b>Required trench width(m)</b>	<b>IR impact</b>
NH-4 Service road	400	10.20	1.0	Nil
NH-4 Service road	400	10.30	1.0	Nil
NH-4 Service road	400	10.10	1.0	Nil
NH-4 Service road	400	8.70	1.0	Nil
Hale Hulihalli Road	400	14.70	1.0	Nil
Hale Hulihalli Road	400	13.80	1.0	Nil
Hale Hulihalli Road	400	14.45	1.0	Nil
Asundi Road	400	14.45	1.0	Nil
Asundi Road	400	13.00	1.0	Nil
Asundi Road	400	12.00	1.0	Nil

11. Based on the review of detailed design report and social assessment report for individual subprojects, summary findings of the subprojects are presented in the next page:

**i. NH-4 Service road**

	
<p>Existing Valve Chamber at NH-4 Road Width- 10.2m</p>	<p>400 mm Diameter DI Pipe at NH-4 Road Width- 10.2m</p>

12. This section of the road connects to the National Highway 4 and traverses a distance of 1.05Kms. It has a ROW of 10.2 m. Existing road is a dual-lane road. Land use pattern found in corridor of road subproject is predominantly agricultural. The subproject will not have any negative impacts on its roadside properties.

**ii. Along NH-4**

	
<p>400 mm Diameter DI Pipe at NH-4 Near RH Factory Road Width- 10.10m</p>	<p>400 mm Diameter DI Pipe at NH-4 Kadarimandalagi cross Width- 8.70m</p>



400 mm Diameter DI Pipe at Kadarimandalagi cross

Road Width- 10.30m

13. This section of the sub project lies along the National Highway 4 and traverses a distance of 1.05 Kms. It has a ROW of 10.10 m. Existing road is a dual-lane road. Land use pattern found in corridor of road subproject is predominantly agricultural. The subproject will not have any negative impacts on its roadside properties

**iii. HalleHulli road**



400 mm Diameter DI Pipe at  
Kadarimandalagi cross, Hale huli halli  
Road Width- 14.70m



400 mm Diameter DI Pipe at Hale huli halli  
Road Width- 13.8m



14. This section of the sub project lies along the Hulle Halli Road, a main road connecting Byadgi with NH4 and traverses a distance of 1.24 Kms. The existing road is a dual-lane road. It has a ROW of 13-15 m. The pipeline will be laid along the earthen shoulder of the road with along the right of way. Land use pattern found in corridor of road subproject is predominantly agricultural. The subproject will not have any negative impacts on its roadside properties

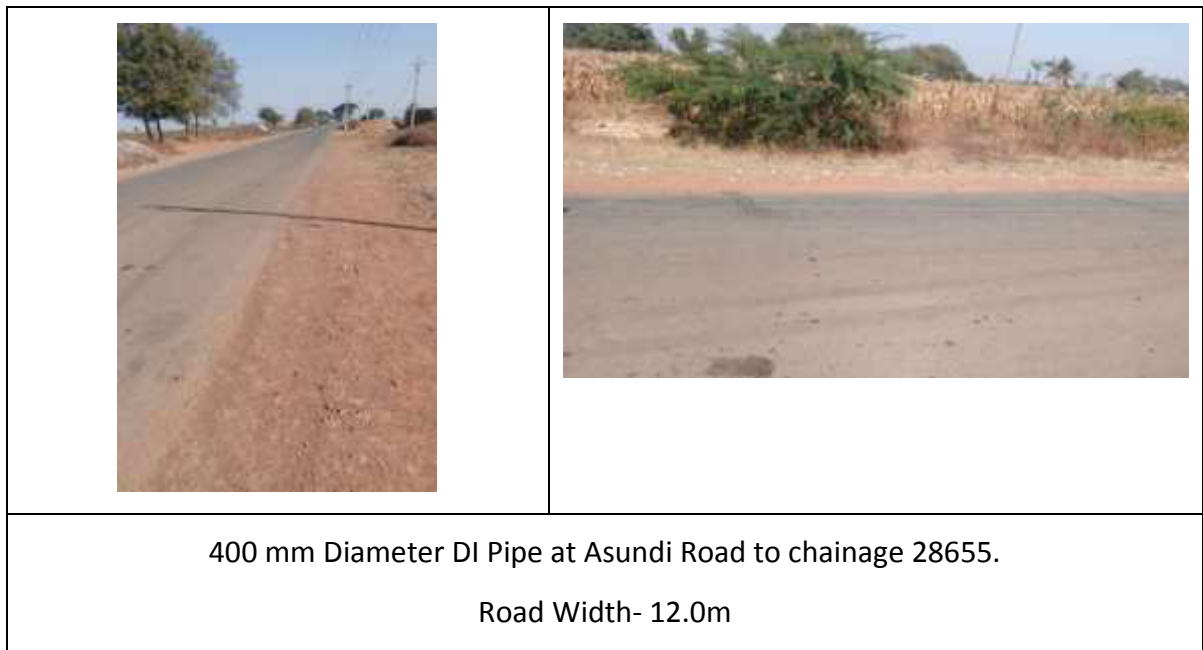
**iv. Asundi Road**



400 mm Diameter DI Pipe at Asundi

Road Width- 12.0m

15. This section of the sub project lies along the Asundi Road and traverses a distance of 3.2 Kms. It has a ROW of 12 m. Existing road is a dual-lane road. Land use pattern found in corridor of road subproject is predominantly agricultural. The subproject will not have any negative impacts on its roadside properties.



16. This section of the sub project lies along the Asundi Road till chainage 28,655 and traverses a distance of 2.16 Kms. It has a ROW of 12 m. There are no inhabitants in this stretch. Hence there is no IR impact in the proposed sub project. Existing road is a dual-lane road. Land use pattern found in corridor of road subproject is predominantly agricultural. The subproject will not have any negative impacts on its roadside properties.

## II. LAND ACQUISITION AND RESETTLEMENT IMPACT ASSESSMENT

### D. LandAcquisition and Resettlement

17. In order to assess the possible impact of the project, a joint site visit was carried out by the ULB engineers, resettlement specialist and design engineer of the consultant team from the 1st April, 2016 to 30th May, 2016. The site verification reveals that all the components of the bulk water supply sub projects are located on vacant government land. The raw water transmission mains are along service roads along national highway 4 (NH4), on the outskirts of the town, with little/ no development/ structures along them. 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

### E. Temporary Impact

18. The Government of Karnataka understands that construction based improvements are always associated with some resettlement impacts which may be temporary or permanent in nature. Therefore, required assessments have been undertaken for early identification of these impacts to help identify solutions for mitigating these impacts to a maximum extent. Redesigning, change in site locations/alignments and adopting technology which helps minimize impact levels are some of the ways adapted to

ensure minimal resettlement impacts. Efforts have been made to ensure that there is i) no land acquisition; ii) no demolition of structures; and iii) no displacement of people due to this project.

19. However the following potential short-term temporary impacts may be anticipated during construction:
  - i. Livelihood: loss of customers visiting shops due to reduced access, difficulty in bringing in supplies to shops, shifting and/or reduced access for street vendors and hawkers, reduced space for daily markets that are set up along the road sides, reduced opportunity for local employment (tyre puncture repairs, etc if any)
  - ii. Accessibility: Pedestrians and vehicular traffic will face difficulty, decrease in access to shops and markets for local population, increase in travel time.
  - iii. Others: degradation of road, damage of other utilities during construction that may impact service levels temporarily
20. In order to identify the adverse temporary impact of the project a joint site visit was carried out by ULB engineers, resettlement specialist and design engineer of the consultant team between the 1st April 2016 to the 30th May 2016 (along the alignment of the sub project). The site verification reveals that all the components of the bulk water supply sub projects are located on vacant government land and the raw water mains are along public roads on the outskirts of the town with little/ no development/ structures along them.
21. 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
22. The following mitigation measures shall be adopted to avoid and/or reduce the temporary impacts to businesses during the project implementation.
  - (i) Provision of advance notice to community to shift their merchandise, vending items, mobile shops at least 7 days prior to construction work;
  - (ii) Conducting awareness campaigns through a media partner, if any with signage for road diversion, safety caution, etc;
  - (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 against safety hazard, especially during day time working period, near road crossings, near schools, etc;
  - (v) Managing traffic flows as per the traffic management plan prepared by the contractor in coordination with local authorities and communities;
  - (vi) Conducting major portion of the works at night;
  - (vii) Limiting period of time for open trenches;
  - (viii) Completing works quickly where large numbers of businesses are located;
  - (ix) Avoiding full road closure to the extent possible;

- (x) Placing telephone hotlines in signs on visible areas to notify in case of emergency;
- (xi) Making the community fully aware of the grievance redressal mechanism;
- (xii) Providing contact number of responsible persons in the PMU and ULB offices, and
- (xiii) Providing assistance to vendors and hawkers in shifting to alternative nearby locations and help in reinstallation of their business as early as possible. Corrective Plan shall be prepared if any unforeseen issues are identified during the project implementation.



**Table 3: Proposed Laying of Bulk Water Supply Components in this sub project: Byadgi Town**

SL.N	Infrastructure	Function	Description	Location	Resettlement Impact
<b>A. Bulk Water Supply Component</b>					
1	Raw water main	Providing of new pipeline for the section from 20,020 m to 28,655m	Pipeline will be laid underground in the NH service road. The rest of the section will be laid along a main road connecting Byadgi with NH4. Road is wide and the pipeline will be laid in the earthen shoulder of the road with in the right of way.	2 km of the section is along national highway 4	No impact envisaged, on Government Land and right of way (RoW)

## **F. Policy Framework**

23. As required by ADBs safe guards' policy statement (SPS 2009) on involuntary resettlement and The Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act of 2013 the program 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 consulted 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 GoK LA Act and Govt. Order/Circular will be explored. In such cases of negotiated settlement and land donation Govt will engage an Independent third party for supervising and validating these procedures as per ADB policy of Safeguard requirement 2 of SPS, Para 25.
- (x) All payments including compensation for loss of land, assets, structures, trees, income common properties will be made prior to physical or economic displacement and commencement of civil construction work.

24. Sub-projects 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.

### **G. Gender Impact and impact on Indigenous People**

25. Initial assessment of the permanently affected family indicates that the project will not significantly affect the women or decrease their income as this is not agricultural land which is being acquired.
26. So far as impact on indigenous people is concerned, no such persons were found to be affected either permanently or temporarily.

## **III. CONSULTATION, PARTICIPATION AND INFORMATION DISCLOSURE**

### **H. Consultation and Participation**

27. The DDR was prepared in consultation with 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 were carried out. At least sixteen persons were met with in public consultations along the route of the sub project on the 9<sup>th</sup> of February 2017. Details of the public consultations are presented in the Annexure-1



*Site verification with ULB Officers and public*

28. The following table shows details of the public consultations carried out along various stakeholders along road section:



*Talking to residents in Halehalli*



*Talking to residents in Halehalli*



*Talking to residents in Asundi*



*Talking to Residents in Halehalli*



*Talking to Residents In Halehalli*



*Talking to Residents In Asundi*

29. 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.
30. 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. For effective disclosure of the DDR, the DDR containing project impact and entitlement options, will be posted on the websites of prominent Government offices, Ward Council and ULB offices.
31. During implementation, detailed procedural formalities for access to the entitlement benefits will be disclosed to the APs. The Program Implementation Unit (PIU) at ULB level and under PMU at KUIDFC will extend and expand the consultation and disclosure process during the project implementation stage. The SDO of RPMU will be entrusted to ensure on-going consultations and public awareness programme during project implementation. This task will be carried out in coordination with the PIU and contractors to ensure the communities are made fully aware of project activities in all stages of construction. A community participation action plan will be prepared by the SDO of RPMU in consultation with ULB. The community in general and the affected family, vendor associations in particular will be consulted and made aware of the civil works under project activities prior to construction and about ADB policy of involuntary resettlement.

#### **IV. GRIEVANCE REDRESS MECHANISM**

32. A project specific Grievance Redress Mechanism (GRM) has been established to receive, evaluate and facilitate concerns of, complaints and grievances of the APs in relation to project's social and environmental performances. The main objective of the GRM will be to provide time bound action and transparent mechanisms to resolve social and environment concerns.
33. 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 will be identified to address grievances and whom the APs have access to interact easily.
34. Awareness on grievance redress procedures will be created through Public Awareness Campaign with the help of print, electronic media and radio. The SDO of RPMU will ensure that vulnerable households are also made aware of the GRM and assured of their grievances to be redressed adequately and in a timely manner.

35. 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 complaint registrar book and complaint boxes at construction site office to enable quick response of grievances/ complaints for urgent matters. The name, address and contact details of the persons with details of the complaint / grievance, location of problem area, date of receipt of complaint will be documented. The RPMU's Social Development 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.

#### **I. Grievance Redressal Process**

36. 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 addressing resettlement/social issues. 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 PMDCSC's 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.
37. All the Grievances that cannot be resolved at ULB/PIU within 15 days will be forwarded to the Grievances Redressal Committee (GRC) headed by The Special Land Acquisition Officer/Assistant Commissioner of the concerned Sub- Division who will review and resolve within 15 working days of grievance being registered with assistance of the concerned PIU/ULB personnel if required. The grievances of critical nature and those cannot be resolved at GRC level should be referred to District Level Implementation Committee (DLIC) set up at district level headed by Deputy Commissioner who will review the grievances and to be settled within 30 days. 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 DLIC members at least a week prior to scheduled meeting. The decision taken at the DLIC level will be communicated to the complainant by Social Development Officer, RPMU through ULB/PIU.
38. For any issues that remain unresolved by the GRC it is referred to DLIC at the District Level, and if the decisions taken at such meetings are not acceptable, the complainants /APs can approach the Court of Law as per Govt. of Karnataka legal procedure.

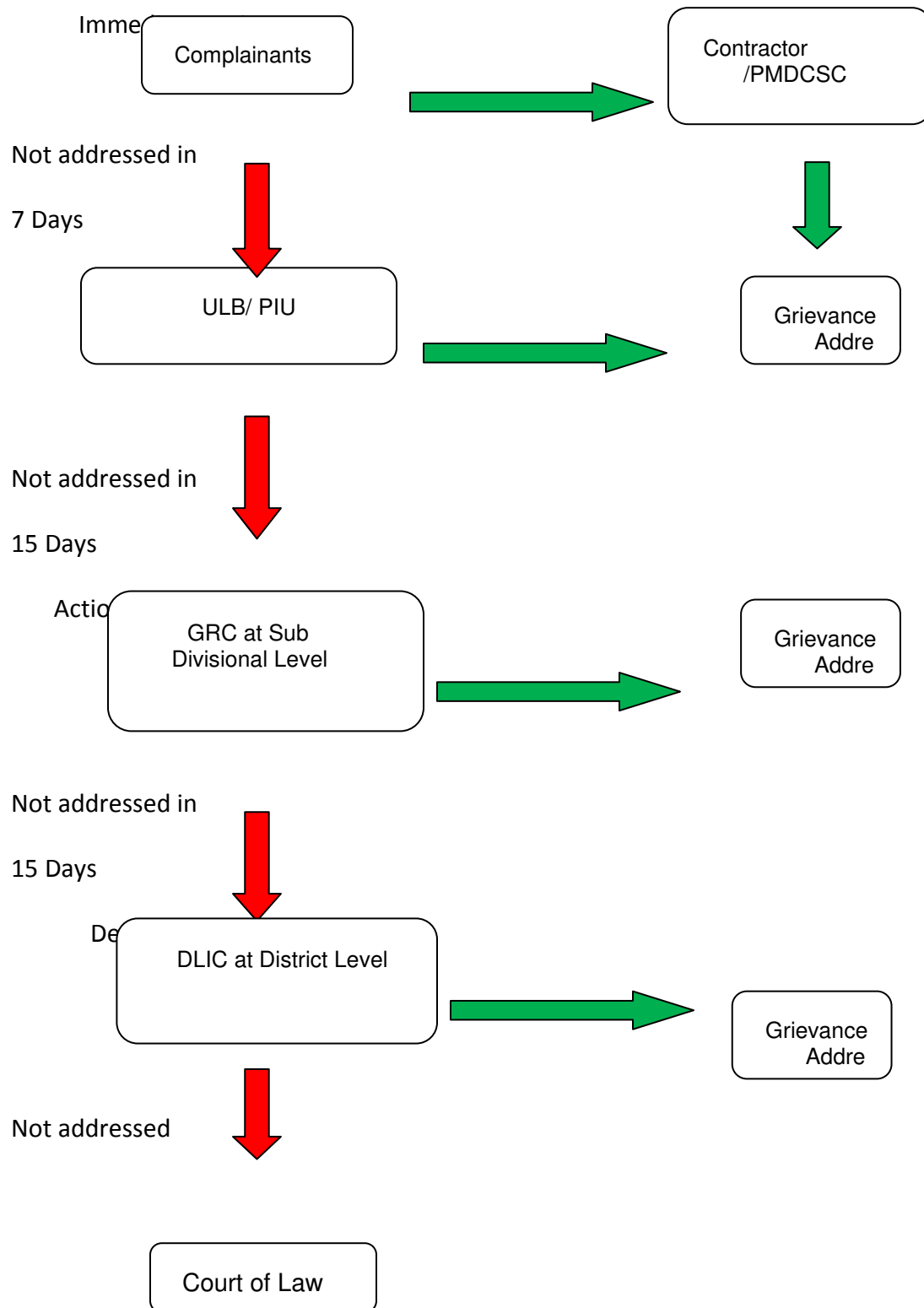
#### **J. GRC composition and selection of members**

39. The GRC for the project will be headed by The Special Land Acquisition Officer/Assistant Commissioner as Chairman of the sub Division with members as follows: (1) ULB Commissioners of Project towns, (2) Executive Engineer RPMU (member Secretary), (3) Assistant Executive Engineer PIU (member), (4) Complainant's representative can be from NGO/CBO or respected Community Leader (5) Social Development Officer RPMU will

convene the periodic meeting of GRC and will shoulder responsibility of keeping records of grievances/ complaints in details. SDO of RPMU will be responsible for coordinating with all GRC members and the APs for grievance redressal.

40. The grievances of critical nature and those cannot be resolved at Divisional level should be referred to DLIC set up at District level they will determine the merit of each grievance and attempt to resolve the same within a month from the date of lodging of complaints. The decision of DLIC is final and cannot be contested in any other forum except in the Courts of Law.
41. Affected Person also can use the ADB Accountability Mechanism (AM) through directly contact (in writing) to the Complaint Receiving Officer (CRO) at ADB headquarters or to ADB Indian Resident Mission (INRM). The complaint can be submitted in any of the official languages of ADB's DMCs. The ADB Accountability Mechanism information will include in the PID to be distributed to the affected communities, as part of the project GRM. A Grievance Redress Mechanism is shown in the Figure 1.

**Figure 1: Grievance Redress Process**





## **V. INSTITUTIONAL ARRANGEMENTS AND IMPLEMENTATION**

### **K. Existing Institutional Structure and Capacity Building**

42. Karnataka Urban Infrastructure Development & Finance Corporation (KUIDFC) is the nodal Executing Agency (EA) responsible for implementing KIUWMIP. KUIDFC is a fully owned GoK company incorporated under the Companies Act, 1956. In the context of, KUIDFC KIUWMIP has established a Regional Program management Unit (RPMU) at the District level.
43. For this subproject, ULB of Byadgi will be the Implementing Agency (IA), supported by the Program Implementing Unit (PIU) to implement subproject components of water supply and waste water including resettlement activities. ULB staff, officers and even the Chief Officer of Byadgi TMC has been trained and educated in ADB's involuntary resettlement policy as stated in SPS. The KUIDFC has employed a Social Development Officer at RPMU level designated for implementing resettlement activities under KIUWMIP. The person has been selected based on their experience in handling resettlement activities for similar external aided projects. PMU, ULBs and Program Implementing Unit (PIU) should ensure that the staff and officers are updated with recent safeguards requirement of SPS, 2009. If required, orientation course should be organised to develop their capacity in understanding and implementing involuntary resettlement activities.
44. SDO of RPMU will have an important role to monitor and confirm the findings of this DDR from project preparation stage till completion of subproject civil works activities. In the event of IR impacts occur during implementation of the subproject activities the required mitigation/ corrective action plan will be prepared, in accordance to the Program's Framework. In the event of IR impacts occur during implementation of the subproject activities the required mitigation/ corrective action plan will be prepared, in accordance to the Program's Framework. SDO of RPMU should have thorough understanding and knowledge of ADB's safeguard policies/guidelines, preferably with experience of implementing similar activities for ADB or other external financing agencies. SDO of RPMU should also undergo capacity development and orientation course on ADB safeguard requirements. Most importantly, he has a key role in income restoration and livelihood rehabilitation activities for the vulnerable people who are entitled for such assistance. SDO of RPMU will help in identifying skill development Government training institutes for alternative livelihood trainings for temporary displaced persons if any during implementation of construction activities.
45. The Social Development Officer of RPMU, ULB officials have undergone orientation and training programme designed for resettlement management. The training activities will focus on issues concerning (i) principles and procedures of land acquisition; (ii) ADB's safeguard policy requirement; (iii) public consultation and participation; (iii) entitlements and compensation disbursement mechanisms; (iv) Grievance Redressal; and (v) monitoring of resettlement operation. The orientation and training will be financed under the project and will occur prior to commencement of RP preparation, in the beginning of

RP implementation and once midway through RP implementation. KUIDFC will ensure that resettlement budgets are delivered on time to the ULB, the PIU for timely RP implementation.

46.

## **VI. IMPLEMENTATION SCHEDULE**

47. The Sub-project implementation period (civil works) of Byadagi bulk water supply is expected to require 30 months to complete. A tentative implementation schedule is given in table 5.

### Table 5 Implementation Schedule

[illegible]



## **VII. MONITORING AND REPORTING**

### **L. Monitoring**

48. Monitoring the DDR involves periodic checking to ascertain whether the subproject activities complies with the safeguard policy as detailed in the program's framework and no IR impacts occur during the construction of the proposed components. 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. 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. 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.

### **M. Reporting**

49. 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

### Public Consultation:

**Name of the ULB: Town Municipal Council Byadagi**

**Water Supply sub project: Improvement of Bulk Water Supply to Byadagi Town**

**Date: 09.02.2017**

Sl. No	Name and address of the person consulted	Contact Number	Issues discussed	What improvement is required in the present condition	Contacted 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	Mr.Manju Huli halli	97413 13861	Raw water pipeline crossing their village	Satisfied with the proposed sub project implementation	Yes	No	Nil
2	Mr.Shivu Hosamane Huli halli	81510 09508	Raw water transmission pipeline crossing their village	Satisfied with the proposed sub project implementation	Yes	No	Nil
3	Mr.Vijaya Kumar Huli halli	97388 97127	Raw water transmission pipeline crossing their village	Satisfied with the proposed sub project implementation	Yes	No	Nil
4	C. M Saab Huli halli	74069 26704	Raw water transmission pipeline crossing their village	Satisfied with the proposed sub project implementation	Yes	No	Nil
5	Mr.Chikkappa Huli halli	97402 31514	Raw water transmission pipeline crossing their village	Satisfied with the proposed sub project implementation	Yes	No	Nil
6	Mrs.Bhagya	-	Raw water transmission	Satisfied with the proposed	Yes	No	Nil

	Hulihalli		pipeline crossing their village	sub project implementation			
7	Mr.ManjuDomb ar Hulihalli	99649 61828	Raw water transmission pipeline crossing their village	Satisfied with the proposed sub project implementation	Yes	No	Nil
8	Mr.Basavaraj Asundi	96202 41928	Raw water transmission pipeline crossing their village	Satisfied with the proposed sub project implementation	Yes	No	Nil
9	Mr.Chandru Asundi	96202 41928	Raw water transmission pipeline crossing their village	Satisfied with the proposed sub project implementation	Yes	No	Nil
10	Mr.BasavanappaBaramappa Asundi	-	Raw water transmission pipeline crossing their village	Satisfied with the proposed sub project implementation	Yes	No	Nil
11	Mr.Erappa Asundi	99865 01636	Raw water transmission pipeline crossing their village	Satisfied with the proposed sub project implementation	Yes	No	Nil
12	Mr. M.M Lingareddy Kadaramandala gi	91649 58079	Raw water transmission pipeline crossing their village	Satisfied with the proposed sub project implementation	Yes	No	Nil
13	Mr.Babusab Asundi	97311 77769	Raw water transmission pipeline crossing their village	Satisfied with the proposed sub project implementation	Yes	No	Nil
14	Mr.Mahalingappa Asundi	96632 62968	Raw water transmission pipeline crossing their village	Satisfied with the proposed sub project implementation	Yes	No	Nil

15	Mr. Suresh Shekarappa a kargi  Asundi	97427 88328	Raw water transmission pipeline crossing their village	Satisfied with the proposed sub project implementation	Yes	No	Nil
16	Mr.NagappaMal lappaKallimani  Asundi	87228 16988	Raw water transmission pipeline crossing their village	Satisfied with the proposed sub project implementation	Yes	No	Nil



## Annexure 2: Sample Grievance Registration Form

(To be available in Kannada &amp; 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.

<b>Date</b>			<b>Place of Registration</b>			
<b>Contact Information/Personal Details</b>						
<b>Name</b>		<b>Gender</b>	<b>* Male</b>	<b>Age</b>		
			<b>* Female</b>			
<b>Home</b>						
<b>Address</b>						
<b>Village/Town</b>						
<b>District</b>						
<b>Phone no.</b>						
<b>E-mail</b>						

**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: