

Semi-Annual Social Monitoring Report

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BHU: Urban Infrastructure Project – Components A, B and C

Prepared by the Department of Engineering Services for the Royal Government of Bhutan and the Asian Development Bank.

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A. EXECUTIVE SUMMARY

1. The Project will improve urban infrastructure, planning, and management; enhance urban livelihoods; and increase capacity for administering urban infrastructure supply and maintenance works through four project outputs: (i) water supply and sanitation infrastructure in SamdrupJongkhar and Thimphu Thromde improved; (ii) mobility in Phuentsholing Thromde improved; (iii) urban management strengthened; (iv) capacity of urban public officials strengthened for public awareness in health and hygiene and project management and implementation. Of these Outputs (i) and (ii) involve the construction of three infrastructure investments: (i) construction of a 12 million liter per day(MLD) Waste Water Treatment Plant (WWTP) in Thimphu (Component A); (ii) construction of water intake and 2.5 MLD Water Treatment Plant (WTP) in SamdrupJongkhar (Component C); and (iii) construction of a bridge over the river Om-Chhu in Phuentsholing (Component B). Component B also includes the construction of 0.17 km of approach road, roundabout and upgrading of 0.2 km of existing road. Semi-annual Social monitoring reports are prepared to monitor the Social safeguards compliances of these three infrastructures (Components A, B and C). Since Component B is already completed and the detail shall be reflected during Project Completion Report of all the three components.

B. BACKGROUND OF THE REPORT AND PROJECT DESCRIPTION

2. The Royal Government of Bhutan expressed the need for infrastructure development in Bhutan and requested ADB for Project preparation to ensure sustainable urban development in additional towns. ADB conducted a PPTA study under TA 7360 and identified work components (Output 1a, 1b and 2) in the following towns – Thimphu, Phuentsholing, SamdrupJongkhar and Rinchenthang (Nganglam) where Nganglam was later dropped. Accordingly, a proposed Urban Infrastructure Project (UIP) was framed up by ADB in the year 2011. It was conceptualized and planned that UIP would follow the on-going Urban Infrastructure Development Project (UIDP).

3. The basis for urban infrastructure investment is the Government's Structural Plans and Local Area Plans (LAPs) and these LAPs prioritize urban infrastructure requirements with tentative costs. The aim of improving, upgrading and expanding the urban infrastructure facilities and providing basic urban services materialized when the government concluded a loan agreement with ADB.

4. The title of the Project is "Urban Infrastructure Project" (UIP) under ADB Loan 2816-BHU. The loan was approved by ADB on 29 November 2011. The loan became effective on 27 April 2012. The initial loan closing was 14 August 2018, which was extended to 30 June 2020 due to initial procurement delays. The total Project cost is estimated at \$23.38 million, of which ADB financing \$19.87 million and the government financing \$3.51 million.

5. The Social Safeguard impacts under 3 components, Component A and B fall under category B and there is no identified impact under Component C. Therefore, a due diligence report was required. As far as DDR for WTP is concerned, the report was initially submitted on 14 Feb, 2017 but as the construction of access road to intake weir had not been finalized at that time, it was not reflected therein. Therefore, the updated combined DDR for WTP, Intake and Access road has been prepared in 2019 and submitted to ADB. This SSMR is prepared on a semi-annual basis (every six months) and updated with the impacts, if identified. The reporting and adjustment of safeguard measures were discussed with the Project Manager of each PIU and addressed accordingly. If the impacts are found to be severe then safeguards measures are described in the SSMR.

C. SCOPE OF IMPACTS

6. The Project will support government's efforts toward ensuring balanced and sustainable development of human settlements in Thimphu, Phuentsholing and SamdrupJongkhar. The Project outcome is 'Improved Urban Infrastructure' for the residents of Thimphu, Phuentsholing and SamdrupJongkhar municipalities (Thromdes) provided. The Project has four outputs: (i) water supply and sanitation infrastructure in SamdrupJongkhar and Thimphu Thromde improved; (ii) mobility in Phuentsholing Thromde improved; (iii) urban management strengthened and Capacity of urban public officials strengthened for public awareness in health and hygiene and project management and implementation. The Project's design and monitoring framework was updated through a minor-change in scope approved in October 2018, to better reflect the ongoing activities. Of these Outputs involve the construction of three infrastructure investments: (i) construction of a 12 million liter per day (MLD) Waste Water Treatment Plant (WWTP) in Thimphu (Component A); (ii) construction of water intake and 2.5 MLD Water Treatment Plant (WTP) in SamdrupJongkhar (Component C); and (iii) construction of a bridge over the river Om-Chhu in Phuentsholing (Component B). Component B also includes the construction of 0.17km of approach road, roundabout and upgrading of 0.2 km of existing road. Semi-annual Social Monitoring Report is prepared to monitor the Social safeguards compliances of these three infrastructures (Components A, B and C). This Semi-annual Social Monitoring Report is prepared for the period May to October 2019.

Table 1: Description of performance indicators (infrastructure investments) under Outputs 1a 1b and 2

Output 1a and 2: Water supply and sanitation infrastructure in SamdrupJongkhar and Thimphu Thromdes improved	By 2020: <u>In SamdrupJongkhar:</u> <ul style="list-style-type: none"> • 1,000 households served with improved quality and quantity of water; and • Five public schools and one general hospital served with improved quality and quantity of water. <u>In Thimphu:</u> <ul style="list-style-type: none"> • 10 MLD of treated wastewater capacity provided; • 4,285 households served by centralized sewerage system; and • 13 public schools and 6 health centers served by centralized sewerage system.
Output 1b: Mobility in Phuentsholing Thromde improved	By 2020: <ul style="list-style-type: none"> • 0.17 km of road constructed; • One bridge built over the river Om-Chhu; • 0.2 km of roads upgraded; and • Road maintenance equipment provided.

Safeguard Categorization

7. According to SPS 2009, the Project is categorized as Category B for involuntary resettlement under Component A and B and Category C for indigenous people safeguards. Output 1a and 1b have some involuntary resettlement impacts. Out of 3 displaced staff in Phuentsholing Thromde, two staff are currently working on muster roll considered as temporary staff and one as a permanent staff.

IMPLEMENTATION PROGRESS OF PROJECT ACTIVITIES

A. Component A: Construction of a 12 million liter per day (MLD) Waste Water Treatment Plant (WWTP) in Thimphu (Output 1a)

8. The contract was awarded to M/s Technofab-Vishwa JV on 20 October 2016 by Thimphu Thromde. The implementing Agency (Thimphu Thromde) desires that the works known as *Design Build, Operate and Transfer (DBOT) 12 MLD Waste Water Treatment Plant at Thimphu, Bhutan (Contract Package No. TCC/WWTP/GM/001)*, should be executed by the Contractor, and has accepted a bid by the Contractor for the design, execution, completion and operation and maintenance of these works for 5 (five) years including 1 (one) year defects liability period (DPL) and remedying of any defects therein. The above statement is a direct excerpt from the Contract Agreement signed on 20 October 2016.

9. The WWTP site was visited on 3 Jan 2020 guided by the Project Engineer, PIU and Project Engineer, Technofab-Vishwa JV. During site visit, the construction works of almost all the infrastructures are 80% complete. Staff quarter building (100%) and administration laboratory building (99%) complete. The rest of the Design and Engineering works are 98% complete of which civil construction works were observed to be 85% complete. The overall progress (i) Administrative building physical progress work is 99% completed (ii) Staff quarter building on physical work is 100% completed (iii) Electrical building on physical progress work is 99% completed (iv) SBR structure work is 89% completed (v) Blower & Chlorination building work is 99% completed (vi) Centrifuge building on physical progress work is 98% completed (vii) Sludge Thicker work is 82% completed and (viii) DI Pipe line (1000mm DIA) is 95% completed.

10. During site visit, adjacent to DI Pipe layout near the staff quarter building the area was observed to be opened as there seems to be not having a fencing. Although there are two security guards (G4S) recruited to guard the WWTP area, there is still a concern that anyone can come near to the pond and mishaps can happen.

Recommendations:

(i) In order to avoid unnecessary mishaps, the early construction works on fencing the entire area is recommended; and

(ii) Since the DI Pipe line is exposed, it is recommended tree plantation along the DI Pipe layout to cover the exposed pipe. This, on other hand, will help beautify the area and surrounding of the DI pipe layout.

Photograph 1: An open area near to the WWTP Pond



11. The labor camp adjacent to the construction site has been found well maintained. The camp was segregated into two types, one for Bhutanese staff and laborers and the other for laborers from India. The reason for segregation of labor camp is that the Bhutanese staff was residing in the camp along with their family members. The basic amenities such as supply of clean drinking water, toilets (8 nos.) and an electricity connection were also facilitated and maintained. Currently, there are altogether 12 Bhutanese laborers and 50 Indian laborers currently residing in the labor camps. As far as PIU staff is concerned, there are total of 6 staff including driver and 1 female staff working as an office assistant. The strength of both Bhutanese and Indian staff/labor strength is reducing as the works are progressing towards completion.

12. During a site visit in the month of August 2018, it was observed one staff (Lab In-charge) from Thimphu Thromde working for 19 years as In-charge cum Lab technician was affected and displaced from the government quarter. He was allotted similar type of government quarter for his accommodation free of cost. During that time, an assurance was provided by the Project Manager, PIU, Thimphu Thromde that the affected staff will be further relocated in the newly constructed staff quarter once the construction of new staff quarter is complete. Since the Project is categorized as “Category B” Project, Resettlement Planning (RP) document was prepared and submitted to ADB.


13. During recent site visit on 3 Jan 2020, the staff quarter was observed 100% complete and few PIU staff and Thromde staff have occupied the Unit.

14. The recent location of the staff (Lab In-charge) quarter is shown in **photograph 2**.

Photograph 2: Lab In-charge quarter



Table 2: Details of Displaced Persons (DPs) under Component A, Out 1a (Thimphu Thromde) Updated on 7 Jan 2020

SI No	Name of Displace	Age	Sex	Education	Designation	No of year served in WWTP, Babesa, Thimphu Thromde	Family	Salary (Nu)	Nationality	Pictures (Latest Pictures of DPs taken on 24 Jan 2017)	Remarks
1	Mr. Pema Khandu	45	Male	Certificate level (CI Viii and with year course completed from RTC, Kharbandi)	Lab In-charge	19 years (Since 2001)	5	772.33/day (23,170/month)	Bhutanese	 <p>Mr. Pema Khandu</p>	Currently working with Thromde as Lab In-charge at WWTP, Babesa. He is currently in grade 8.

Note: Mr. Pema Khandu has attended several training and work shop related to WWTP particularly in abroad so therefore, it may be wise to retain him at the WWTP site as an In-charge. In order to handle the new equipment, it may be necessary to provide him some training related to WWTP maintenance and use of new equipment. (Depends on the Royal Civil Service Commission's (RCSC) transfer requirement rules)

Explanatory note: (i) The displaced person (DP) Mr. Pema Khandu is a lab In-charge at the WWTP, Babesa since 2001. His monthly salary is Nu. 23,170 per month which means his daily earning is Nu. 772.33/day. His spouse (wife) is working as a sweeper at the same site at WWTP earning Nu. 8,580/month. He has two daughters and one son and two are students and one daughter enrolled at VTI for tailoring course. (ii) As far as Relocation and Rehabilitation is concerned, no transitional allowances were paid instead transportation was provided by the Thimphu Thromde (TT) for shifting of belongings to his new location which is hardly about 0.5 km from his original place. In the process, no daily wages were cut which as a result no temporary economic impact during relocation were foreseen. After shifting to his new place of accommodation, he was able to continue with his previous job. Since the relocation happened within 0,5 km, children were able to access the same school without any hurdles.

In terms of Income and Expenditure pattern, the total earning by both husband and wife total monthly combined income is Nu. 31,750/month. The total family members are 5 and per person per head monthly income is Nu. 6,350.00 which is way above the poverty line which according to the World Bank 2017 Bhutan Living Standards Survey (BLSS) Report and 2017 Poverty Analysis Report (PAR) is Nu. 2,195.95 per person per month. The poverty line, representing the level of consumption needed to secure the necessities of life, is obtained by adding estimated food and non-food requirements of Nu.1, 473.45 and Nu.722.50.

15. The Technofab-Vishwa JV has erected one signpost near to the site office and one extra at a strategic place along the Thimphu-Babesa highway. The existing signpost near to the site office and at Thimphu -Babesa highway is in **photograph 3 and 4**.

Photograph 3: Sign post at the Project site



Photograph 4: Sign post at the Babesa highway



Photograph 5: The infrastructure progress (100%) at the WWTP site, Babesa



Administrative building (99% complete)



Staff quarter (100% complete)

16. The current Google map is not available as the Google has not updated hence could not retrieve the present site map. The detail of displaced person is appended in **Appendix 1**.

B. Component B: Construction of a bridge over the river Om Chhu in Phuentsholing- (Output 1b)

17. The contract work was awarded to M/s Tundi Construction Pvt. Ltd, Nepal for the construction of both 46.8 m span PC Girder Bridge and Approach Road on 10 April 2015 and the construction work is complete. However, the contract for the construction of bridge had to be re-tendered after facing a difficult to drive the pile as the bridge was designed for a pile foundation, with 78 piles in total. Moreover, the bridge had a center pier (at 23m) and there was a risk of bridge getting toppled/covered by the flash flood. .

18. During site visit on 10 July 2017, the approach road works on both banks of Om-Chhu had been completed and handed over to the PIU, Phuentsholing Thromde.

19. For the construction of 46.8 m span PC Girder Bridge, the contract work was awarded to M/s Bhutan Builders on 20 July 2017 and the civil work is complete. During site visit on 14 June 2019, it was observed that the construction work of 46.8 m span Girder Bridge was 100% complete and the detail shall be provided during project completion of three components A,B and C.

Photograph 6: The completed 46.8 m span Girder Bridge, Phuentsholing

**Table 3: Summary table of identified impacts and mitigation actions**

SI no	Thimphu Thromde (Output 1a)	Phuentsholing Thromde (Output 1b)	SamdrupJongkhar Thromde (Output 2)
1	One staff working as in-charge cum Lab technician at WWTP site was affected and relocated to new housing near to the Project site. The new staff quarter was observed to be provided with all the basic amenities. The Resettlement Planning (RP) Document was prepared since the Project is categorized as category B Project.	Out of three displaced persons, two were working on muster roll (temporary staff) for Phuentsholing Thromde and one as a permanent staff. All the displaced persons were observed well relocated. The details of the three displaced persons have been reflected in Resettlement Planning (RP) document.	There is no social impact under Package 1 and 2 in water intake site (construction of intake weir), raw water transmission and WTP.

20. Under output 1a, one staff was affected and under output 1b, three staff working on muster roll (temporary employment) and one as permanent staff were affected and relocated to better housing as compared to their previous dwellings. The three displaced staff were interviewed on 14 June 2019 and no grievances have been reported. During visit to Phuentsholing Thromde on 24 January 2017, the three displaced persons were interviewed, and their details reflected in Resettlement Planning document. During previous site visit in Feb 2018, all three displaced persons were found residing in their previous location and Grievance Redressal Mechanism (GRM) was explained to each of the displaced persons. An additional interview survey with the displaced persons (DPs) was carried out in August 2018 and their detail socio-economic profile as explanatory note was reported. During site visit on 14 June 2019, further interview with the PAPs was carried out and observed no grievances.

21. No further interview survey was carried out while updating this SSMR with the affected persons under Component B as the Project handing/taking over has already been taken place. However, interview survey with the Project affected staff have been carried out to update the present status under Component A.

Table 4: List of sub-Projects with resettlement and /or Indigenous Peoples (IP) impacts

	Project activities			Remarks
	Component A (WWTP- Output 1a)	Component B (Bridge- Output 1b)	Component C (WTP- Output 2)	
Sub-Project With Resettlement impacts	One staff working as in-charge cum Lab technician was displaced. He is now relocated in a better housing adjacent to the Project site and contented as the new area is appropriate due to less smell.	Three staff working with Phuentsholing Thromde Were displaced. They were relocated to a better location and housing. The details of the three displaced staff have been reflected in the Resettlement Planning document.	No resettlement impacts have been observed. DDR prepared for access road and WTP as combined package and submitted to ADB.	
Indigenous Peoples (IP) impacts	None	None	None	The Project will not have any impact on Indigenous Peoples (IPs).

Table 5: Entitlement Matrix

	Type of Application	Entitled	Compensation Policy	Implementation Issues	Responsible Agency
1	Loss of residential structure	Three Thromde Staff	1. Provision of alternative accommodation within Thromde premises. 2. Rights to salvage materials by APs. 3. Provision of six months notice.	No demolition of structures will begin before affected persons (APs) are satisfactorily relocated and provided transportation to shift the household Goods prior to start of civil works.	IA will ensure that alternate staff quarters for the APs who are relocated prior to Project implementation.
2	Additional assistance to vulnerable	Vulnerable APs	1. Commercial Structure/Space: Lump sum rental assistance of 2 months. Current rental rate is required as the APs were given free accommodation.	Vulnerable households will be identified during the census.	IA will identify vulnerable households, allocate replacement land, confirm rental assistance, and confirm lost income.
3	APs/all impacts	Entitled Person	1. Livelihood: Vulnerable APs will be entitle for compensation.	Not applicable	IA/PIU
4	Loss or disruption of common resources	Community local body	1. Replacement or restoration of affected community facilities such as toilet blocks, cultural resources, etc. 2. Enhancement of community Resources.	Not applicable	IA to determine the extent of losses or disruption, and ensure contractor performs restoration.
5	Any other loss not identified		Unanticipated involuntary impacts will be documented and mitigated based on the principles provided in ADB's Safeguard Policy Statement 2009.	Not identified and hence not Applicable.	IA

C. Component C: Construction of water intake and 2.5 MLD Water Treatment Plant in SamdrupJongkhar (Output 2)

22. The contract work was awarded to M/s Tundi Construction Pvt. Ltd, Nepal and M/s Tacho Construction Pvt. Ltd, Bhutan (Tundi-Tacho joint venture, Thimphu) for the construction of 2.5 MLD WTP and Water supply works under SamdrupJongkhar Thromde on 10 June 2016. The site visit accompanied by the Project Engineer, PIU, SJT was carried out on 26 Dec 2019, and civil works namely Intake weir (100%) and WTP (100%) have been completed.

23. According to Project Engineer, pre-commissioning (15 days) of both intake weir and WTP has to be carried out and then handing/taking over shall take place. The thromde will take over the Intake and transmission mains. The contractor will operate and maintain the WTP for 2 years.

24. The HIV awareness campaign was conducted on 25 January 2018 at the WTP Project site with the Minutes of the Meeting on HIV awareness and the photograph during the HIV awareness campaign was documented. Hence, no further HIV/AIDS campaign is required.

25. It was observed that after pre-commissioning and handing/taking work, it is recommended that there should be one guard to take care of the intake weir esp. at the pond site as this might allure the children to play in the pond and mishaps might happen.

Photograph 7: Overall view of intake weir



Photograph 8: The completed photograph of intake weir



Photograph 9: The completed photograph of WTP



D. COMPENSATION AND REHABILITATION

26. Since the Project is not going to have an impact on private land, structures or any other form of private assets, no compensation against loss of privately-owned assets is required. The anticipated impact was loss of government property (staff housing) and relocation impact to the users (government staff). The proposed mitigation measure was on provision of alternate accommodation with the requisite infrastructure facilities to the affected staff.

27. During consultation meeting on 10 June 2019 with the PIU staff, S/Jongkhar, the issue of clogged drainage system caused by the Project activities was raised by the people residing adjacent to the WTP Project site. The drainage system was clogged due to the Project activities resulting in mosquito breeding and emission of foul smell due to stagnant water. This issue was discussed with the contractor at WTP site during the subsequent site visit on the same day. The contractor agreed that the restoration of the drainage system would be carried out and completed by June end 2019. The grievance letter is appended in **Appendix 2** for reference. However, it is noted that the grievance has since been resolved and the letter from PIU to the aggrieved party stating that the grievance is now satisfactorily resolved has also been obtained and attached in Appendix 2.

28. During recent consultation meeting with the Project Engineer, PIU SJM, on 26 Dec 2019, the restoration work has been completed and the grievance has been addressed as shown in **Photograph 10**.

Photograph 10: The clogged drainage now addressed



Relocation and Rehabilitation

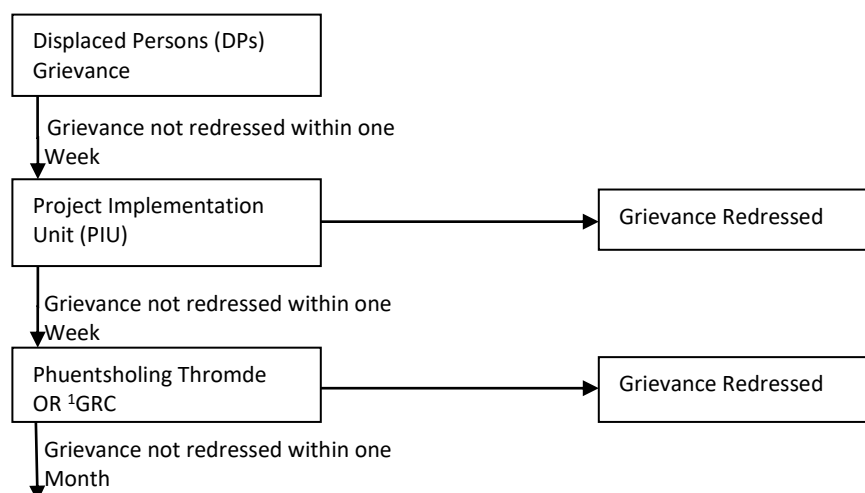
29. The Project will not affect any private property and no compensation and rehabilitation is required although under output 1b, three staff working with Phuentsholing Thromde were displaced and relocated in a better location near to the Thromde office. They were provided with alternate accommodation and access to all the required basic amenities such as water supply and electricity. Under out 1a, one staff was displaced and relocated and provided with alternate accommodation and access to all the required basic amenities such as water supply and electricity.

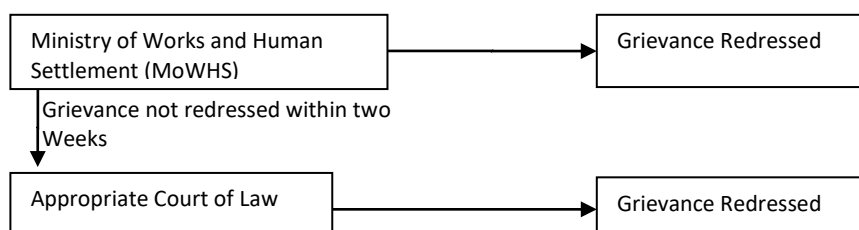
E. PROJECT DISCLOSURE, PUBLIC PARTICIPATION AND CONSULTATION

30. Public consultation and information disclosure is an integral part of the environmental and social assessment process. During Project preparatory technical assistance (PPTA) study, detail socio-economic survey was conducted followed by public consultation. The follow-up public consultation was carried out in Phuentsholing and SamdrupJongkhar Thromde although majority of the people residing in SamdrupJongkhar and Phuentsholing Thromde are well aware of the upcoming ADB Project. Nevertheless, public information on HIV awareness raising campaigns on the importance of the Project linking it to health, gender, social empowerment has been conducted in all the PIUs in the beginning 2018. The focal agencies to conduct the awareness campaign were PMU, PIUs of Thimphu, Phuentsholing and SamdrupJongkhar Thromde. The health and hygiene awareness and Consultation Participation in all the three PIUs were conducted by the Price Waterhouse Coopers Pvt. Ltd (PwC) Consultants. A brief discussion with the PwC consultants on the progress of three PIUs was carried out in the office of Project Manager, PMU. The issues discussed were particularly on the subject matter on GAP. The earlier prepared GAP was also shared with the PwC consultants. Please see GAP Implementation Monitoring Report in **Appendix 3**. As of Dec 2019, no public consultations were held. The details of Consultation and Participations (C & P under Thimphu, SamdrupJongkhar and Phuentsholing Thromdes conducted in Jan 2020 is appended in **Appendix 4**.

F. GRIEVANCE REDRESS MECHANISM (GRM)

Figure 1: Grievance Redressal Mechanisms (GRM)





31. All complaints will be lodged in writing and all proceedings related to complaints will be recorded and documented. The document will be useful in modifying procedures in future. The functions of the Grievance Redressal Committee (GRC) if any are: (i) to support the displaced persons (particularly non-titled and vulnerable displaced persons) on problems related to the eligibility for entitlements and assistance provided; (ii) to record grievances from displaced persons and to categorize, prioritize and solve them within an appropriate time; and (iii) to inform the Project Steering Committee of unresolved cases within an appropriate timeframe. During the time of recent PIUs visit, the displaced person was briefly interviewed for Component A and observed no grievances. While no grievances were reported from displaced persons, one grievance was received from the community as detailed in **Appendix 2** which has now been redressed.

32. All costs incurred in resolving the complaints will be borne by the Project including expenses incurred by members while attending the meetings. The committee will meet when the grievance is not resolved by the PIUs within one week, they will be given notice of the meeting, the need to determine the merit of the grievance, and resolve the grievance within a month of receiving the notice for the meeting. Further grievances can be referred by the displaced persons to the Ministry of Works and Human Settlement (MoWHS) and if not satisfied with the decision may further approach to the appropriate court of law if at all necessary. As far as component A and B are concerned, so far, no complaint/grievances from any project affected persons have been reported to the PM, PIUs.

G. INSTITUTIONAL ARRANGEMENT

33. The Department of Engineering Services (DES) of the Ministry of Works and Human Settlement (MOWHS) is the Executing Agency (EA) responsible for implementing the Project. The Executing Agency has been established as PMU within the DES and is headed by a Project Manager. The PMU is supported by a team of Consultants, Project Management Consultants (PMC), and is in-charge of overall execution and implementation of the Project. The PMU is responsible for planning, monitoring and reporting on the Project, as well as for general cost and quality control. The Project Implementation Units (PIUs) have been established in Thimphu, Phuentsholing and Samdrup Jongkhar Thromdes.

H. MONITORING RESULTS-FINDINGS

Component A: WWTP, Thimphu: (Output 1a)

34. The team consisting of Social Safeguards and Environmental Specialist from the DMSC accompanied by the Project Manager PIU Thimphu Thromde had carried out discussion pertaining to the construction of WWTP under BHU- 2816 ADB Project on 13 July 2017. The

discussion was followed by thorough site visit guided by the Project Engineer, Technofab-Vishwa JV and Project Engineer, PIU Thimphu.

35. Following the site visit, the Project was categorized as “*Category B*” Project as one staff working as a lab in-charge cum care taker was displaced and has been properly relocated within the premises besides being provided with all basic amenities.

Findings

The findings are outlined below;

The 2.5 acres land for the construction of 12 MLD WWTP is confirmed as government land.

- (a) The construction work on staff quarter and Administrative building is now 100% complete and being occupied by the staff of PIU and Thromde staff;
- (b) The site office accommodating PIU and Technofab staff is well set-up constructed by the Technofab-Vishwa JV near construction site;
- (c) There are currently 50 Indian laborers and 12 Bhutanese laborers from Bhutan both skilled and non-skilled working at the Project sites;
- (d) As far as labor camp is concerned, there are two types of labor camp set-up by the Contractor such as separate labor camps for laborers from India and separate for Bhutanese workers and staff. The reason being that the three Bhutanese staff are residing with families and facilitated with attached toilet;
- (e) The labor camps are supplied with clean drinking water with separate toilets (8 Nos.) and free electricity;
- (f) There is 1 Bhutanese female staff working in the capacity of office assistant;
- (g) Every month, Technofab conducts promotional activities and some gift given to the best workers;
- (h) Every month, house cleaning such as cleaning of the surroundings is made mandatory; and
- (i) As of Jan 2020, the overall physical work progress according to the Project Engineer is 80% complete.

Component B: Bridge in Phuentsholing (Output 1b)

36. During preliminary design phase in August 2013, site visits and several round of stakeholders’ consultations was carried out together with Environmental Specialist and Engineering team members. The sites on the left and right bank of Om-Chhu were thoroughly studied. On the right and left bank of Om-Chhu, the Project affected three families and displaced. The details of the affected assets and displaced staff were documented and disclosed in the Resettlement Plan prepared for Component B. After site visit and verification, the Project was confirmed and categorized as “*Category B*” Project. On 24 January 2017, the displaced staff were interviewed, and the Resettlement Planning document was prepared. On 1 Feb 2018, the displaced staff were met and explained about the Grievance Redressal Mechanisms (GRM) on a ‘one-on-one basis. During site visit with the displaced staff on 14 June 2019, all the displaced families/staff were observed to be in the same place and contented with the basic amenities provided to them by the Thromde. During recent site visit to other PIUs, Component B was not visited as the handing/taking has already been completed. However, the detail of the displaced staff shall be reflected in the Project Completion Report.

Findings

37. The contract work was awarded to M/s Tundi Construction Pvt. Ltd, Nepal for the construction of 46.8 m span PC Girder Bridge and Approach Road on 10 April 2016. However, the contract for the construction of bridge had to be re-tendered due to deficiency in the design of bridge. The site was visited in August 2016 and the civil works were mobilized. There were non-Bhutanese (laborers from India) working at the Project sites. Three families from the FHHs earlier recruited were not seen working at the Project sites as the Project works was about to complete and only skilled laborers were mobilized by the Contractor. During site visit on 10 July 2017, the approach roads at both right and left bank of Om-Chhu river was complete and handed over to the PIU Phuentsholing Thromde. The second package for the construction of 46.8 m span PC Girder Bridge was awarded to M/s Bhutan builders. During site visit in Feb 2018, the Project Manager of M/s Bhutan builders affirmed that there are 39 laborers from India and 19 Bhutanese workers which include one Bhutanese female site engineer. During last site visit in the month of Aug 2018 observed no Indian laborers seen working at the Project site due to disturbances by heavy monsoon. The Project Engineer reported that the construction work will start beginning of Sept 2018. The contractor was working on procurement of materials. During site visit on 14 June 2019, the approach roads and Girder Bridge construction work was complete and handed over to PIU, P/ling Thromde.

Component C: Water Treatment Plant (WTP), SamdrupJongkhar (Output 2)

38. The Design, Monitoring and Supervision Consultant (DMSC) team members consisting of Team Leader, Deputy Team Leader, Water Engineer, Geo-tech Engineer, Environmental Specialist and Safeguard/Gender Specialist visited the sites led/guided by the Project Manager on 19 November 2013. The proposed sites were visited to study the social related issues to ascertain and to document possible impacts on private assets such as private lands, fruit trees, structures or any other social related issues. The sites that were finally proposed have been re-visited on 14 February 2014 to confirm and validate/document any social issues. After the fact findings and validation on 19 January 2017, the Social Due Diligence Report for SamdrupJongkhar Thromde was prepared in February 2017 ensuring that there is no impact on any private assets. The combined DDR for WTP, intake and access road was prepared and submitted to ADB for clearance.

39. After site visit and verification, it was confirmed that there does not have any resettlement impact. The proposed sites for the construction of water intake weir, pipe layout to WTP and for the construction of WTP are booked under package 1 and overall 100% work completed.

40. The layout of the trunk main from the WTP up to the reservoir tank and distribution sites will be implemented under Package 2 under the Secondary towns Urban Development Project (ADB financed), approved in June 2018 and needs detail survey work to ensure no private lands and assets are affected.

Findings

41. The contract work for Construction of 2.5 MLD WTP and Water Supply Works for SamdrupJongkhar Thromde was awarded to M/s Tundi Construction Pvt. Ltd, Nepal and M/s Tacho Construction Pvt. Ltd, Bhutan (Tundi-Tacho joint venture, Thimphu) for the construction of 2.5 MLD WTP and Water supply works under SamdrupJongkhar Thromde and mobilization work commenced from 1 May 2016. The site was visited with Env. Specialist, Project Manager and Project Engineer of PIU SJT on 9 August 2016 and observed that no construction work was

mobilized. On 19 January 2017, the construction works on both intake weir and WTP was observed to be progressing rapidly. The site engineer of M/s. Tacho Construction was briefed on ADB safeguard compliance in line with ADB SPS 2009 such as maintaining of the core labor standard and hiring of child laborers which should be avoided. The labor camps were well established and well provided with basic amenities.

42. During the site visit in Jan 2018, the intake weir was found to have been 95% completed while it was 76% (civil works) complete at the WTP. However, during the site visit in August 2018, it was observed that the water at the intake weir was overflowing above the gate due to blockage caused by logs and debris. The intake weir and the WTP were visited on 10 June 2019 during which time the construction works at both the intake weir was 95% complete and WTP was found to be 76% complete. It was also observed that the approach road from the highway to the intake weir was on-going and 60% completed. During recent site visit on 26 Dec 2019, both the package 1 and 2 are 100% complete. The Project Engineer, PIU, SJM reported the pre-commissioning work (15 days) for both package 1 and 2 is not carried out and then only handing/taking work shall be carried out.

I. COMPLIANCE STATUS

Component A (WWTP): Output 1a

43. The contract work was awarded to M/s Technofab-Vishwa JV on 20 October 2016 and the construction work of staff quarter bldg (100% complete) and administrative laboratory building (99% complete). The site visit on 18 June 2019 noticed that the staff quarter and admin building was 99 and 100% complete. The displaced Lab-In charge cum care taker is well relocated within the premises of the current site and provided with all basic amenities.

Component B (Approach road and Bridge construction): Output 1b

44. The contract work was awarded to M/s Tundi Construction Pvt. Ltd, Nepal for the construction of 46.8m span PC Girder Bridge and Approach Road on 10 April 2015. The site was visited on 12 August 2016 and observed the civil works were on-going. There were non-Bhutanese (laborers from India) working in the Project sites. Three females were observed working at the Project sites and a quick interview survey was carried out with the individual female workers and noted their wages were Nu. 270/day which was amended by the contractors and accepted according to core labor standard. The contract for the construction of bridge had to be re-tendered due to deficiency in the design of bridge and was awarded to M/s Bhutan Builders Pvt. Ltd in July 2017, at which point the social safeguards issues were already resolved. There are no pending social safeguards issues at the site and currently both the approach roads and girder bridge construction works are complete and handed over to PIU, P/ling Thromde.

Component C (WTP): Output 2

45. The contract work was awarded to M/s Tundi Construction Pvt. Ltd, Nepal and M/s Tacho Construction Pvt. Ltd, Bhutan (Tundi-Tacho joint venture, Thimphu) for the construction of 2.5 MLD WTP and Water supply works under Samdrup Jongkhar Thromde on 18 April 2016. The site visit accompanied by the Project Manager, PIU, SJT was made on 10 June 2019, and civil works namely Intake weir (100% complete) and WTP (100% complete).

J. Follow up Actions, Recommendation and Disclosure

Component A: Output 1a

46. Follow up actions on updating GAP and Semi-annual Social Monitoring Report shall be carried out on a semi-annual basis. An awareness raising activities targeting contractors and laborers on the risks of HIV and compliance with core labor standards which is elimination/discrimination in employment, especially on providing equal pay for work of equal value and elimination of child labor was conducted on 24 January 2018 and thus no follow-up action is required on HIV/AIDS awareness campaign.

Recommendations:

(a) The contractor should follow the clauses such as (i) Hiring/Recruitment of more National women workforce; (ii) Provide gender responsive, HIV/AIDS and human trafficking awareness; (iii) Provide free accommodation with proper sanitation, safe drinking water and electricity; (iv) Ensure implementation of core labor standards to Bhutanese especially the provision on equal wages for both men and women (v) Hiring of child labor should be avoided, be it national or of Indian origin and (vi) Minimize noise and dust pollution.

The PMIS is proposed to be maintained by each PIU assisted by the DMSC Safeguard and Gender Specialist in order to keep track of the Project activities. Later, it was agreed that the PMIS shall be maintained by the Social Development (GAD) Consultant, BHRM, Asian Development Bank for all the PIUs.

(b) The contractor established labor camps adjacent to the Project sites and the land is confirmed as government land. As on 23 January 2017, there were no female workers at the Project site as the work was near completion and required only the skilled laborers.

Component B: Output 1b

47. During recent site visit on 14 June 2019, it was observed that the construction work of girder bridge was complete and handed over to the PIU, P/ling Thromde. In order to ascertain the situation of displaced families working with P/ling Thromde, all of them were found to be contented with their new location where all the basic amenities such as water and electricity supply was provided by the Thromde.


C. Component C: Output 2

48. During site visit in Aug 2018, the status of the construction work was found to be 76% complete at the WTP while it was 95% complete at the Intake weir. The overall work was scheduled to be complete by end October 2017 but was extended until the end of April 2018. An additional time extension was given to the contractor till 15 November 2018. During site visit on 10 June 2019, the construction works were noticed as on-going. Contractor will have to pay Liquidated damages (LD) as per contract.

49. The site visit was conducted on 10 June 2019 and during the consultation meeting with the PIU staff, S/Jongkhar, the issue of clogged drainage system caused by the project activities was raised by the people residing adjacent to the WTP project site. The drainage system has been clogged due to the project activities resulting in mosquito breeding and emission of foul

smell due to stagnant water. Accordingly, this issue was discussed with the contractor during the subsequent site visit to the WTP. The contractor agreed that the restoration of the drainage system would be carried out and complete by end June 2019. During recent site visit in the month of Dec 2019, both package 1 and 2 (Intake weir, access road and construction of WTP) were observed to be 100% complete and pre-commissioning work is pending.

Appendix 1: Details of Displaced Person (DP) under Out 1a (Thimphu Thromde) (Interview survey conducted on 7 Jan 2020)

SI No	Name of Displace	Age	Sex	Education	Designation	No of year served in WWTP, Babesa, Thimphu Thromde	Family	Salary (Nu)	Nationality	Pictures (Latest Pictures of DPs taken on 24 Jan 2017)	Remarks
1	Mr. Pema Khandu	45	Male	Certificate level (CI Viii and with year course completed from RTC, Kharbandi)	Lab In-charge	19 years (Since 2001)	5	772.33/day (23,170/month)	Bhutanese	 <p>Mr. Pema Khandu</p>	Currently working with Thromde as Lab In-charge at WWTP, Babesa.

Appendix 2: Grievance letter, Letter from PIU to Aggrieved Party, and related photos

Date: 21/9/2018

The Dasho Thrompoen
Thromde Administration
Samdrup Jongkhar

Sub: Dasho's kind intervention on the parts hampered by Water plant construction at Pinchinang

Honorable Dasho,

With due respect and humble submission, we would like to bring to your notice that the residential colonies at Pinchinang (Police, Custom, Forest and Immigration) were partly being disturbed by the water plant construction works by Tundi-Tacho Joint venture const.pvt.limited since its initiation. The disturbance or the worrisome was caused in the following ways:

1. Blockage of the colony drainage system
2. Construction waste being deposited at the sewage site belonging to forestry and custom.
3. Due to the water clog, crack has been caused to the Forest residential colony.



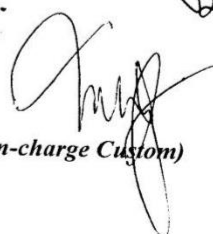
Considering these issues, immediate remedial measures are required to instigate in order to avoid the unforeseen risk in the future. As the water clog/logging provides a good ground for breeding of mosquitoes which could cause deadly diseases in the colony.

Therefore, to cater to the needs of the clients and as well for the benefit of all residing in the colony, we would humbly request your kind intervention and a prompt action to solve these issues at the earliest possible. Attached, please find here with the photo evidence of the situation.

We look forward to hearing from your good end, please.



Thanking you
Yours faithfully,

*PIU/IDD
Pl resolve the
issue
Byg*

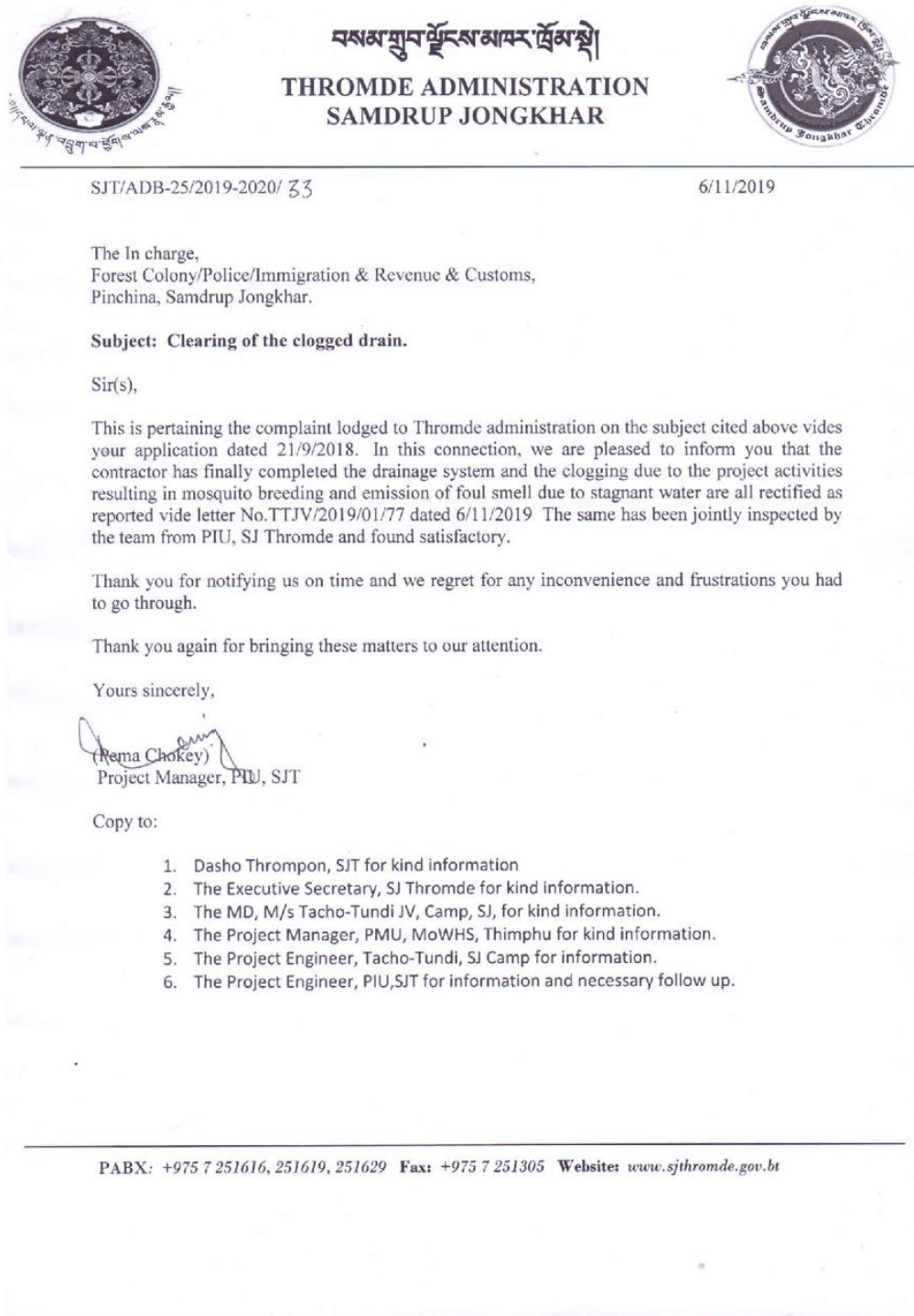
(In-charge, Forest Colony) (In-charge, Police) (In-charge, Immigration) (In-charge Custom)

Signe
*Pls. visit site and
Verify the area. Do
meet all the Incharge.*

For info & nla

Appendix 2 cont.



Appendix 2 cont.

**TUNDI – TACHO
JOINT VENTURE**

Shantibasti, Sanepa – 3, Ring Road, Lalitpur, Nepal
Mobile: 17258103, Phone: +977-1-5548573/5555573, Fax: +977-1-5555574,
E-mail: tachoconstructionpvtltd@gmail.com

No.TTJV/2019/01/77

Date: 06/11/2019

To,

The Project Manager (ADB),
Project Implementation Unit,
Samdrup Jongkhar Thormde,

Sub : Completion report for mitigation work related to environmental issues.

Dear Madam,

This in response to grievances submitted by locality residing at 4KM (Pinchinang Checkpost) with respect to accumulation of waste water due to overflowing from their septic tank and sewerage discharge from their residence.

In this, as per the instruction from the management of Project Implementation Unit and the ADB officials, we have completed the mitigation works in all respect by providing proper drainage systems.

Photographs are attached for evidences please.

Submitted for kind information and necessary record please.

Thanking You

Yours Sincerely



(Karma Kinley)
Project Engineer
For Tundi-Tacho, JV.
Samdrup JONGkhar.



Contact Person: Mr.Tashi Tshering; Email:tachoconstructionpvtltd@gmail.com Mob: 17258103

Appendix 2 cont.

Appendix 3: GAP Implementation Monitoring Report

GAP Implementation Monitoring Report Kingdom of Bhutan: Urban Infrastructure Project (Loan 2816)

Date Prepared: May to Nov 2019 and updated in Jan 2020

Date Prepared: May to Nov 2018 and updated in Jan 2020

GAP Activities and Targets/Indicators	Progress to Date		Issues, Challenges, Remarks
	Progress for the Quarter (May – Nov 2020)	Cumulative Progress (From project start to Jan 2020)	
Output 1. Water supply infrastructure rehabilitated in SamdrupJongkhar Municipality and wastewater treatment plant constructed in Thimphu Municipality			
Activity 1: Develop audio visual presentation (educational video) on: (i) the importance of health and hygiene; (ii) women’s special roles in maintaining the household’s health, and the means by which they ensure access to clean water and sanitation, and (iii) how the project contributes to achieving health and hygiene by ensuring clean water and sanitation.	Videos on how to dispose solid waste and how to keep septic tank operational for regular desludging were developed by PwC Consultants.		Activity completed
Target/Indicator 1: Educational video on the social/gender-related aspects of access to water supply and sanitation produced			
Activity 2: Conduct public awareness raising seminars/meetings on the importance of the project and its link to health and hygiene in Thimphu and SamdrupJongkhar Municipalities	A public consultation was organized in Jan 2018 in SJM. Only two participants (2 males) however attended.	<ul style="list-style-type: none"> • Total of four community seminars in SJM with a total of 79 participants, at least 48 (61%) women. • Total of two community seminars in TM with a total of 107 participants, 38 (36%) were women. 	Activity completed Target achieved
Target/Indicator 2:Two seminars held per municipality with a total of 120 participants, at least 33% women			
Activity 3: Prepare and post educational signposts focusing on the project and on its health and sanitation benefits in both municipalities	Signpost erected	<ul style="list-style-type: none"> • One educational signpost erected at 4.0 km distance from WTP Project site in S/Jongkhar. • One educational signpost erected at the WWTP Project site in Thimphu. 	Activity completed Target achieved
Target/Indicator 3: At least one educational signpost posted in a strategic place in each municipality			
Activity 4: Identify the women-headed households in SamdrupJongkhar		<ul style="list-style-type: none"> • In SJM, a total of 44 FHHs were identified, of which 3 are categorized as poor with monthly income less than Nu. 2,195.95/person/month 	Activity completed
Target/Indicator 4: Roster of women-headed households developed for project-covered areas in SamdrupJongkhar			
Activity 5: Ensure implementation of core labor standards for workers employed in construction and rehabilitation work in water supply and Sanitation infrastructure in SamdrupJongkhar and Thimphu, especially the provision on equal wages for both men and women	Complied	March 2016: <ul style="list-style-type: none"> • Complied with SBD Clause which is attached below. Jan - Feb 2018: <ul style="list-style-type: none"> • No child laborers were seen engaged at the Project sites in all the PIUs. This is 	Activity completed
Target/Indicator 5: Implementation of core labor standards,			

GAP Activities and Targets/Indicators	Progress to Date		Issues, Challenges, Remarks
	Progress for the Quarter (May– Nov 2020)	Cumulative Progress (From project start to Jan 2020)	
especially equal wages for equal work of men and women included in subproject contracts		considered as a good practice.	
Output 2. Mobility improved in Phuentsholing Municipality			
Activity 6: Ensure implementation of core labor standards for all workers of the project's roads and bridges construction and rehabilitation in Phuentsholing, especially the provision of the standards on equal pay for equal work of men and women	Complied	<ul style="list-style-type: none">No issues as the Contractor had complied following the core labor standards, especially the provision of the standards on equal pay for equal work for both men and women.	Activity completed
Target/Indicator 6: Implementation of core labor standards, especially equal wages for equal of men and women included in subproject contracts			
Activity 7: Prepare and post educational signposts focusing on the project and on its health and sanitation benefits	Signposts erected already	<ul style="list-style-type: none">Two educational signposts erected adjacent to the Project sites at P/ling.	Activity completed Target achieved
Target/Indicator 7: At least one educational signpost posted in a strategic place in each municipality			
Activity 8: Identify the poor women-headed households in the project areas in Phuentsholing		<ul style="list-style-type: none">Total of 25 FHHs identified in Phuentsholing, of which 6 are considered as poor with monthly income is less than Nu. 2,195.95/person/month	Activity completed
Target/Indicator 8: Roster of poor women-headed households in project areas in Phuentsholing developed			
Activity 9: Conduct public awareness raising seminars/meetings on the project	Jan 2018: Awareness raising campaign with the FHHs of P/ling conducted by the Social Consultant. (Female: 12 attended the meeting).	<ul style="list-style-type: none">At least three public awareness raising seminars held with 76 participants, 43 or 57% women	Activity completed Target achieved
Target/Indicator 9: Two seminars with a total of 60 participants, at least 33% women			
Output 4: Capacity strengthened for public awareness in health and hygiene; project management and implementation are strengthened			
Activity 10: Employ at least 25% women in project management and implementation	Current Staff strength of the PIUs; SamdrupJongkhar: Male: 3, Female:1 (60:40 ratio) Thimphu: Male: 5, Female: 1(83: 17 ratio) Phuentsholing: Male: 1, Female:1 (50:50 ratio)	<ul style="list-style-type: none">The PMU and three PIUs have a total of 12 staff – 9 men and 3 (25%) women	Target achieved
Target/Indicator 10: At least 25% of the PMU staff and the staff of each PIU are women			
Activity 11: Ensure participation of women staff in the trainings on project planning, design, and implementation	Overall 12 trainings on various aspects were carried out such	<ul style="list-style-type: none">A total of 12 training activities were held on urban management and O&M of urban infrastructure, specifically on (i) Road Survey and Design (ii) Electrical Design and Estimation (iii) Basic AutoCAD (iv) CMS	Activity completed Target achieved

GAP Activities and Targets/Indicators	Progress to Date		Issues, Challenges, Remarks
	Progress for the Quarter (May-Nov 2019)	Cumulative Progress (From project start to Jan 2020)	
Target/Indicator 11: At least 140 staff trained on project planning, design, and implementation (100% eligible women staff trained)		(v)Liscad and Road Max (vi) Basic AutoCAD (vii) Basic quality control test (viii) Administration skills Development (ix) Basic quality control test (x) Contract mgt (xi) GIS (xii) study visit to Nepal on bridge construction. The total number of participants was 234, of whom 45 (19%) were women. These women represent all eligible women in the agency.	
Activity 12: Engage the NCWC as a member of the Project Steering Committee (PSC) to ensure that gender is sustainably mainstreamed in the project		• NCWC has been engaged as a PSC member since mid-2017.	Activity completed
Target/Indicator 12: NCWC engaged as a member of the PSC			
Activity 13: Train PMU and PIU staff in mainstreaming gender in urban infrastructure projects	<ul style="list-style-type: none"> Training conducted on Gender Mainstreaming at MoWHS Conference Hall on 16 November 2018 A Gender Mainstreaming and Project Administration Training on 30 Sep 2019. 	<ul style="list-style-type: none"> Total number of participants was 9 from all the PIUs and PMU (6 male, 3 female). There were 3 resource persons from MoWHS and NCWC. Total number of participants was 43 participant (30 male, 13 female). 	Activity completed.
Target/Indicator 13: One training on mainstreaming gender in urban infrastructure projects held for PMU and PIU staff and an additional training on Gender Mainstreaming Training for Executing and Implementing Agencies of ADB Projects in Bhutan.			Activity completed
Activity 14: Integrate GESI considerations in the public health and hygiene awareness campaign modules	<ul style="list-style-type: none"> Final report of PwC on hygiene promotion and participation strategy submitted. GESI considerations were integrated in the formulation of the strategy, e.g., ensured participation of women in the consultation sessions for the development of the strategy, hygiene and sanitation issues involving and affecting women identified, and role of women in hygiene promotion included. 	• A consulting firm was hired in July 2017 to Develop a hygiene promotion and participation strategy.	Activity completed
Target/Indicator 14: GESI considerations integrated in the public health and hygiene awareness campaign modules			
Activity 15: Incorporate gender indicator in the project management information systems		• The NCWC has agreed to include the monitoring of the performance indicators of the GAP of L2816 in their Gender Equality Monitoring System (GEMS). The NCWC GEMS shall hence serve as the gender PMIS of L2816.	Activity completed
Target/Indicator 15: PMIS developed with gender indicators and populated with sex-disaggregated data			
Activity 16: Monitor GAP implementation	The GAP is updated bi-annually.		Complied

GAP Activities and Targets/Indicators	Progress to Date		Issues, Challenges, Remarks
	Progress for the Quarter (May – Nov 2019)	Cumulative Progress (From project start to Jan 2020)	
Target/Indicator 16: Semi-annual report on progress of GAP implementation			

Note: Highlighted in blue are the quantitative indicators

Total of 17 activities (14 or 88% completed)

DMF gender-related performance indicators

1d. 18,000 additional persons served by centralized sewerage system of which at least 15 % are households headed by women (2011 baseline: 0)

4a. Public awareness campaign on water, sanitation and hygiene promotion with clear socially inclusive and gender-sensitive messages delivered (2011 baseline: n.a)

4b. At least 183 staff trained on project planning, design, and implementation (Target: 100% eligible women staff trained) (2011 baseline: n.a)

4c. Monitoring and evaluation systems populated with sex-disaggregated data by 2018

Quantitative targets

GAP only = 6;

DMF only = 1;

Common to GAP and DMF = 1

Total of 7 quantitative indicators;

Total of quantitative targets achieved: 7/7=100%

Appendix 4: Details of Consultation and Participations (C & P) under Thimphu Thromde conducted on 7 Jan 2020 (Summary)

Date	Location	Number of Participants	Particular Status	Topic Discussed	Issues/Feedback from the Participants	Remarks
Output 1a. Thimphu Thromde						
7.1.2020	Babesa	1	Displaced Person	Whether the displaced person is contented with his new location.	No issues nor grievances	One-on-one consultation
Output 1b. Phuentsholing Thromde						
No Public Consultation was conducted						
Output 2. SamdrupJongkhar Thromde						
No Public Consultation was conducted						