

Social Monitoring Report

Semestral Report: November 2020-April 2021
June 2021

Bhutan: Urban Infrastructure Project – Components A 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 a bridge over the river Om-Chhu in Phuentsholing (Component B). Component B also includes the construction of 0.17 km of the approach road, roundabout, and upgrading of 0.2 km of the existing road which is complete, and (iii) construction of water intake and 2.5 MLD Water Treatment Plant (WTP) in SamdrupJongkhar (Component C). A semi-annual Social Monitoring Report (SSMR) is prepared to monitor the social safeguards compliances of these two infrastructures (Component A and C) since Component B is completed and the detail shall be reflected in Project Completion Report together with other components A and C. Therefore, Component B is not updated in this report.

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 ongoing 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 Project title is "Urban Infrastructure Project" (UIP) under ADB Loan 2816-BHU. The loan was approved by ADB on 29 November 2011 and the loan became effective on 27 April 2012. The initial loan closing was 14 August 2018, which was extended until June 2021 due to initial procurement delays. The COVID-19 pandemic also hindered the work progress of WWTP at SamdrupJongkhar and Thimphu. The total project cost is estimated at \$23.38 million, of which ADB financing is \$19.87 million and the government financing is \$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 (DDR) was required. As far as DDR for WTP is concerned, the report was initially submitted on 14Feb, 2017 but as the construction of the access road to the 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 was 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 the 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. These outputs involve the construction of three infrastructure investments: (i) construction of a 12 million liter per day (MLD) and WWTP in Thimphu (Component A); (ii) construction of a bridge over the river Om-Chhu in Phuentsholing (Component B). Component B also includes the construction of 0.17km of the approach road, roundabout and upgrading of 0.2km of existing road, and (iii) construction of water intake and 2.5 MLD WTP in SamdrupJongkhar (Component C). SSMR is prepared to monitor the social safeguards compliances of these three infrastructures (Component A, B, and C). This SSMR is prepared for the period Nov 2020 to April 2021 and submitted on 22 June 2021.

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	Earlier envisaged by 2020. <u>Note:</u> Because of the ongoing COVID-19 pandemic, it is now envisaged to 2021 and might extend further till 2022 if the pandemic remains. <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> <u>Note:</u> Because of the ongoing COVID-19 pandemic, it is now envisaged to 2021 and might extend further till 2022 if the pandemic remains. <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: <u>Note:</u> Complete <ul style="list-style-type: none"> • 0.17km of road constructed; • One bridge built over the river Om-Chhu; • 0.2km 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.

D. IMPLEMENTATION PROGRESS OF PROJECT ACTIVITIES

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 (DLP) and remedying of any defects therein. (*Source: Direct excerpt from the Contract Agreement signed on 20 October 2016*).

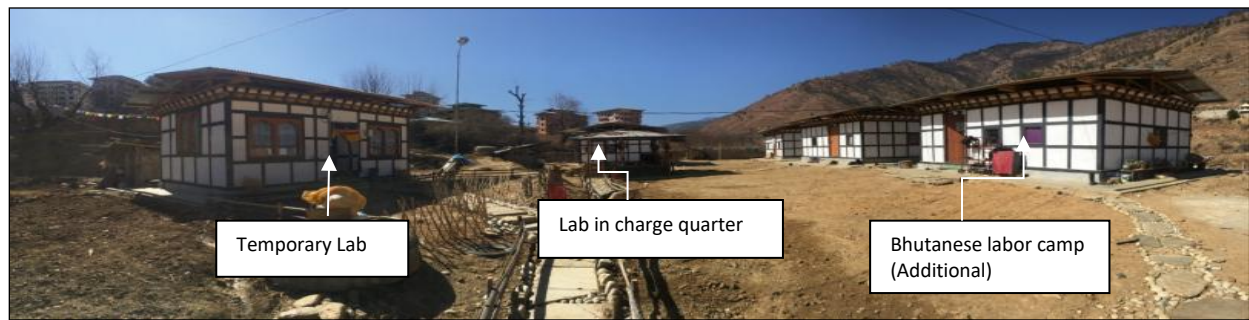
9. The WWTP site was visited on 2 November 2020 guided by the Project Engineer, PIU, and Project Engineer, Technofab-Vishwa JV. During the site visit, the construction works of almost all the infrastructures are 98% complete. Staff quarter building (100%) and administration laboratory building (100%) complete. The rest of the Design and Engineering works are 98% complete. The overall progress (i) Administrative building physical progress work is 100% complete (ii) Staff quarter building on physical work is 100% complete (iii) Electrical building on physical progress work is 100% complete (iv) SBR structure work is 100% complete (v) Blower & Chlorination building work is 99% complete (vi) Centrifuge building on physical progress work is 100% complete (vii) Sludge Thicker work is 98% complete and (viii) DI Pipeline (1000mm DIA) is 100% complete.

10. During a recent site visit on 16 June 2021, the overall work was 98% complete, and the remaining 2% work is automation aspects and two sludge carrying trucks are yet to reach Bhutan which is currently in Siliguri, India. According to Engineer, Technofab-Vishwa JV, this is happening due to the COVID-19 pandemic.

11. The labor camp adjacent to the construction site is still observed well maintained. Earlier, the camp was segregated into two types, one for Bhutanese staff and laborers and the other for laborers from India. The reason for the segregation of the labor camp was that the Bhutanese staff was residing in the camp with their family members. The basic amenities such as the supply of clean drinking water, toilets (8), and an electricity connection were also facilitated and maintained. Currently, there are altogether 10 Bhutanese laborers and 3 Indian laborers residing in the labor camps. As far as PIU staff is concerned, there is a total of 4 staff (all male) including the driver. The strength of both Bhutanese and Indian staff/labor has drastically reduced as the works are near completion.

12. During a site visit in August 2018, it was observed one staff (Lab In-charge) from Thimphu Thromde working for 20 years as In-charge cum Lab technician was affected and displaced from the government quarter. He was allotted a similar type of government quarter for his accommodation free of cost. Since the Project is categorized as a “*Category B*” Project, Resettlement Planning (RP) document was prepared and submitted to ADB. The recent location of the staff (Lab In-charge) quarter is shown in **photograph 1**.

Photograph 1: Lab In-charge quarter (*Photograph taken during a recent visit on 16 June 2021, the site remains the same*)




Photograph 2: Google map of the entire WWTP sites at Babesa, Thimphu



Table 2: Details of Displaced Persons (DPs) under Component A, Output 1a (Thimphu Thromde) updated on 16 June 2021

Note: Mr. Pema Khandu has attended training and workshop related to WWTP particularly abroad so, therefore, it may be wise to retain him at the WWTP site as an

SI No.	Name of Displaced person	Age	Sex	Education	Designation	No of year served in WWTP, Babesa, Thimphu Thromde	Family	Salary (Nu)	Nationality	Pictures (Pictures of DPs taken on 24 Jan 2017)	Remarks
1	Mr. Pema Khandu	42	Male	Certificate level (CI VIII from RTC, Kharbandi)	Lab In-charge	20 years (Since 2001)	5	903.33/day (27,100 per month)	Bhutanese		Currently working with Thromde as Lab In-charge at WWTP, Babesa. He is currently in grade 8.

Mr. Pema Khandu

In-charge. To handle the new equipment, it may be necessary to provide him some training related to WWTP maintenance and the use of new equipment.

13. Explanatory note: The displaced person (DP) Mr. Pema Khandu is a lab in charge of the WWTP, Babesa since 2001. His monthly salary is Nu. 27,100 per month which means his daily earning is Nu. 903.33/day. His spouse (wife) is a daily wage worker at the same site where WWTP is installed, earning Nu. 13,000/month under Technofab-Vishwa JV. He has two daughters and one son and two are students and one daughter enrolled at VTI for tailoring course and completed. (ii) As far as Relocation and Rehabilitation are 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 0.5km from his original place. In the process, no daily wages were deducted which as a result no temporary economic impact during relocation was foreseen. After shifting to his new place of accommodation, he was able to continue with his previous job. Since the relocation happened within 0.5km, children were able to access the same school without any hurdles.

14. In terms of Income and Expenditure pattern, the combined earning by both husband-and-wife total monthly income is now Nu. 40,100/month. The total family members are 5 and per person per head monthly income is Nu. 8,020.00 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. The photograph was taken on 16 June 2021 while interviewing the Affected person at the WWTP site.



15. The Technofab-Vishwa JV has erected one signpost near 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 still standing as shown in **photographs 3 and 4**.

Photograph 3: Signpost at the Project sit



Photograph 4: Signpost at the Babesa highway taken on 16 June 2021



Component B: Construction of a bridge over the river Om Chhu in Phuentsholing- (Output 1b) *(Not up-dated as the project has already been handed over to Phuentsholing thromde)*

16. This section for Component B is note updated as the handing taking was done on 10 July 2017 and not felt necessary to update. However, the details shall be reflected in the project completion report.

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

18. During the 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 the site visit on 14 June 2019, the construction work of 46.8 m span Girder Bridge was 100% complete. Since the construction of 46.8 m span PC Girder Bridge is 100% complete, a further site visit was not necessary. However, the detail shall be reflected in Project Completion Report.

Photograph 5: 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 (0.5km) 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 and submitted to ADB since the Project is categorized as a “Category B” Project.	Out of three displaced persons, two were working on muster roll (temporary staff) for Phuentsholing Thromde and one as 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. During the visit to Phuentsholing Thromde on 24 January 2017, the three displaced persons were interviewed, and their details were reflected

in the Resettlement Planning document. In Feb 2018 site visit, all three displaced persons were residing in their new location and the 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 detailed socio-economic profile as an explanatory note was prepared. On 14 June 2019, a further interview survey with the displaced persons was carried out and observed no grievances.

21. No further interview survey was carried out with the affected persons while updating this SSMR under Component B as the Project handing/taking over has already been taken place. However, under Component A, an interview (one-on-one) survey with the Project affected person has been carried out to update the status.

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 to a better housing adjacent to the Project site (0.5km) and satisfied as the new area is appropriate due to less smell. Besides, accommodation was provided free of cost by Thimphu thromde.	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 was prepared for access road and WTP as a combined package and submitted to ADB.	
Indigenous Peoples (IP) impacts	None	None	None	The Project will not have any impact on Indigenous People (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 Affected Persons. 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 for 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 Persons	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

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

22. The contract work was awarded on 10 June 2016 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. The site visit was accompanied by Env. Consultant and Project Manager, PIU, SJT was carried out on 21 May 2020, and civil works namely Intake weir (100% complete), Access Road (100% complete), and WTP (99% complete and remaining 1% is for automation which is pending. Currently, Operation and Maintenance (O&M) work are ongoing. (*Source: Project Manager, PIU, SJM, June 2021*). The project sites at WTP, SamdrupJongkhar could not be visited due to the COVID-19 pandemic therefore, information was updated based on the telephonic discussion.

23. According to the Project Engineer, the contractor started the manual operation of the plant effective 15/2/2021 (Ref No SJT/IDD/08/2020-2021/891 dated 3/3/2021). Due to COVID-19, the team from India could not go to Samdrup Jongkhar to commission the plant. However, the contractor has assured Thromde that the plant will be commissioned as soon the COVID-19 situation improves. The contractor will operate the manual operation and maintain the WTP for 2 years (*Source: The Project Manager, PIU, SJM, June 2021*).

24. The HIV awareness campaign was conducted on 25 Jan 2018 at the WTP Project site. The minutes of the meeting and photographs were taken during the HIV awareness campaign were 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 taking care of the intake weir esp. at the pond site. This is required to avoid occurrences of mishaps.

Photograph 6: Intake weir (*Photograph sent by PM, PIU, SJM on 17 June 2021*)



26. The WTP construction work is (99% completed in March 2020) complete. However, during the site visit in May 2020, it was observed that the clarifier tank was kept open with no protective shed. Therefore, during monsoon season and from the safety point of view it is assumed not safe. It is however recommended to construct a shed to avoid any unprecedented mishaps. Due to the Pandemic, the site could not be visited, however, this was discussed with the PM, PIU, SJM telephonically on 19 July 2021 and he responded that the clarifier tank has been covered with a steel slab and is now fully protected.

Photograph 7: The present photograph of WTP (*Photograph sent by the PM, PIU, SJM on 17 June 2021*)



Photograph 8: Google map of Intake and WTP, S/jongkhar



COMPENSATION AND REHABILITATION

27. 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 was required. The anticipated impact was the loss of government property (staff housing) and relocation impact to the users (government staff). The proposed mitigation measure was on the provision of alternate accommodation with the requisite infrastructure facilities to the affected persons.

28. During the consultation meeting on 10 June 2019 with the PIU staff, SJM, 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 the 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 complied with. During the site visit on 21 May 2020, no grievances from the aggrieved party were reported.

Relocation and Rehabilitation

29. The Project will not affect any private property and no compensation and rehabilitation are required although, under output 1b, three staff working with Phuentsholing Thromde were displaced and relocated to 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 within the premises of WWTP and provided with alternate accommodation and access to basic amenities such as water supply and electricity.

E. PROJECT DISCLOSURE, PUBLIC PARTICIPATION, AND CONSULTATION

30. Public consultation and information disclosure are an integral part of the environmental and social assessment process. During Project Preparatory Technical Assistance (PPTA) study, a detailed socio-economic survey was conducted followed by public consultation. The follow-up public consultation was carried out in Phuentsholing and SamdrupJongkhar Thromde although the majority of the people residing in SamdrupJongkhar and Phuentsholing Thromde are well aware of the ADB Project. Nevertheless, public information on HIV awareness-raising campaigns on the importance of the Project linking it to health, gender, social empowerment has also been conducted in all the PIUs at the beginning of 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 and 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 the Project Manager, PMU. Issues discussed were particularly on the subject matter on the GAP. The earlier prepared GAP was also shared with the PwC consultants. As of Dec 2019, no public consultations were held as the Project under three components were towards completion except for component A. The public consultation held in 2017 and 2018 at Thimphu, Phuentsholing, and SamdrupJongkhar is attached in photograph 9.

Photograph 9: Public Consultations at Thimphu, Phuentsholing, and SamdrupJongkhar



Consultation meeting with Female-headed at Phuentsholing in February 2017



Consultation meeting with the FHHs conducted in February 2017, SJM



HIV/AIDS awareness campaign at Thimphu WWTP site in March 2018



HIV/AIDS awareness campaign conducted in March 2018, SJM



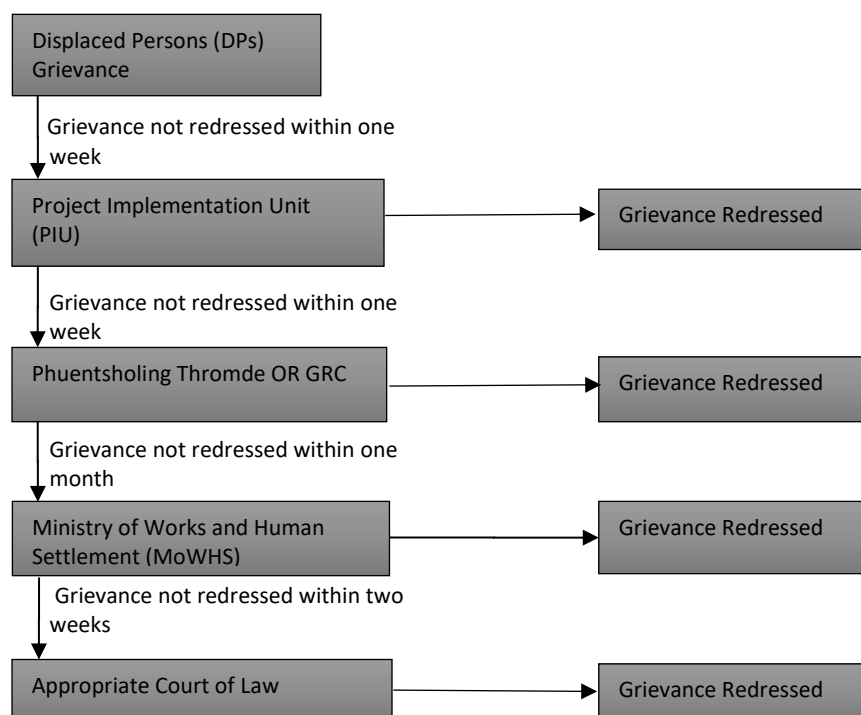
Consultation meeting at Phuentsholing in March 2018



HIV/AIDS awareness campaign at Phuentsholing in March 2018, Phuentsholing

GRIEVANCE REDRESS MECHANISM (GRM)

Figure 1: Grievance Redressal Mechanisms (GRM)



31. All complaints in writing and all proceedings related to complaints will be recorded and documented. The document will be useful in modifying procedures in the future. The functions of the Grievance Redressal Committee (GRC) 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 (PSC) of unresolved cases within an appropriate timeframe.

32. During a recent PIU visit on 16 June 2021 (Component A), the displaced person was briefly interviewed and observed no grievances.

33. All costs incurred in resolving the grievances will be borne by the Project including expenses incurred by members while attending the meetings. The PSC 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 the appropriate court of law if at all necessary. As far as components A, B are concerned, no complaints/grievances from any project-affected persons have been reported to the PM, PIUs. Since component C was categorized as a “Category C” project, no impact on privately-owned assets was envisaged, no complaints/grievances were reported except few unanticipated impacts were reported and resolved.

F. INSTITUTIONAL ARRANGEMENT

34. 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 (EA) has been established as Project Management Unit (PMU) within the Department of Engineering Services (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 the 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 SamdrupJongkhar Thromdes. The PIUs are responsible for day to day operation of construction Management, including (i) preparation of detailed design and works contract documentation, (ii) calling for tenders and contract award, (iii) preparation of budget to ensure necessary funds are available in time to meet contractual requirements (iv) supervising and monitoring contracts, (v) certifying progress claims and payment of contractors (vi) ensuring the quality of works, (vii) preparing a progress report for PMU, and (viii) contract administration

G. MONITORING RESULTS-FINDINGS

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

35. The team consisting of social safeguards consultants and an environmental specialist from the DMSC accompanied by the Project Manager, PIU Thimphu Thromde discussed WWTP under BHU- 2816 ADB Project on 29 May 2020. The discussion was followed by a detailed site visit guided by the Project Engineer, Technofab-Vishwa JV, and Project Engineer, PIU Thimphu.

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

Findings

37. The findings are outlined below;
The 2.5 acres of land for the construction of 12 MLD WWTP is confirmed as government land.

- (a) The site office accommodating PIU and Technofab staff was well set-up/ constructed by the Technofab-Vishwa JV near the construction site;
- (b) There are currently 3 Indian laborers and 10 Bhutanese laborers from Bhutan both skilled and non-skilled working at the Project sites;
- (c) 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 toilet;
- (d) The labor camps are supplied with clean drinking water with separate toilets (8 nos.) and free electricity; and
- (e) As of June 2021, the overall physical work progress according to the Project Engineer, Technofab-Vishwa JV is 98% complete.

Component B: Bridge in Phuentsholing (Output 1b) *(Not up-dated as the project has already been handed over to Phuentsholing thromde)*

38. During the preliminary design phase in August 2013, site visits and several rounds of stakeholders' consultations were carried out together with Environmental Specialist and Engineering team members. The sites on the left and right banks of Om-Chhu were thoroughly studied. On the right and left bank of Om-Chhu, the Project had affected three families and displaced them. The details of the affected assets and displaced staff were documented and disclosed in the Resettlement Plan prepared for Component B. After a site visit and verification, the Project was confirmed and categorized as a "Category B" Project. On 24Jan 2017, the displaced staff were interviewed, and the Resettlement Planning document was prepared. On 1Feb 2018, the displaced staff were met and explained about the Grievance Redressal Mechanisms (GRM) on a 'one-on-one basis. During the site visit on 14 June 2019, all the displaced families/staff were observed to be in the same place and satisfied with the basic amenities provided to them by the Thromde. Site visit to other PIUs (Component A on 21 May 2020 and Component C on 29 May 2020) was conducted except for Component B where handing/taking had already been completed. However, the detail of the displaced staff shall be reflected in the Project Completion Report once the overall work under Component A and B is complete.

Findings

39. 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 2016. However, the contract for the construction of the bridge had to be re-tendered after facing difficulty to drive the piles. 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 be completed and only skilled laborers were mobilized by the Contractor. During the site visit on 10 July 2017, the approach roads on 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 46.8m span PC Girder Bridge was awarded to M/s Bhutan builders. During a 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 the site visit in Aug 2018 observed no Indian laborers were 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 the procurement of materials. During the site visit on 14 June 2019, the approach roads and Girder Bridge construction work was completed and handed over to PIU, P/ling Thromde.

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

40. 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 in Sept 2019 and re-submitted to ADB for clearance.

41. After a site visit and verification, it was confirmed that there does not have been any resettlement impact. The construction of intake weir, pipe layout to WTP, and for the construction of WTP are booked under packages 1 and 2 and the overall status of intake weir (100% complete) and WTP (99% complete). However, 1% of work is pending for automation and Operation and maintenance (O&M). (*Reference: Telephonic discussion with the PM, PIU, SJM in June 2021*).

Findings

42. 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) 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 core labor standards and hiring of child laborers which should be avoided. The labor camps were well established and provided with basic amenities.

43. 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, 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 76% complete. It was also observed that the approach road from the highway to the intake weir was ongoing and 60% completed. During the site visit on 21 May 2020, both package 1 (100%) and package 2 (99%) complete. The auto commissioning work for both packages 1 and 2 was not carried out. Once auto commissioning work is complete then only handing/taking work shall be carried out. (*Source: Project Manager, PIU, SJM, June 2021*).

COMPLIANCE STATUS

Component A (WWTP): Output 1a

44. The contract work was awarded to M/s Technofab-Vishwa JV on 20 October 2019 and the construction work of staff quarter building (100% complete) and administrative laboratory building (98% complete). The site visits on 2Nov 2020 observed that the staff quarter and admin building was 100% complete. The displaced Lab-In charge cum caretaker is well relocated within the premises of the current site and provided with all basic amenities. The site was visited on 15 June 2021 accompanied by the Project Manager, PIU, TT, and observed 98% complete. The remaining 2% works are incomplete due to COVID-19 Pandemic;

- two sludge-carrying trucks (Tata company) are still at Siliguri, India; and
- Two automation operators/Engineers are still in Delhi, India, and got stuck due to the COVID-19 pandemic. Drawback.

Component B (Approach Road and Bridge construction): Output 1b *((Not up-dated as the project has been handed over to Phuentsholing thromde))*

45. 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 ongoing. 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 standards. The contract for the construction of the bridge had to be re-tendered due to deficiency in the design of the 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 were no pending social safeguards issues at the site and both the approach roads and girder bridge construction works were complete and handed over to PIU, P/ling Thromde.

Component C (WTP): Output 2

46. 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) on 18 April 2016 for the construction of 2.5 MLD WTP and Water supply works under SamdrupJongkhar Thromde. The commissioning of WTP is pending (1%). *(Reference: PM, PIU, S/Jongkhar, June 2021)*

Component A: Output 1a

47. Follow-up actions on updating GAP and SSMR have been carried out on a semi-annual basis. 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:

The contractor should follow the following clauses such as;

- hiring/recruitment of more National women workforce;
- provide gender-responsive, HIV/AIDS and human trafficking awareness;
- provide free accommodation with proper sanitation, safe drinking water, and electricity;
- ensure implementation of core labor standards to Bhutanese especially the provision on equal wages for both men and women;
- the hiring of child labor should be avoided, irrespective of nationality; and
- minimize noise and dust pollution.

48. The Project Management and Information System (PMIS) is maintained by each PIU assisted by the DMSC Safeguard and Gender Specialist 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. The contractor established labor camps adjacent to the Project sites and the land is confirmed as government land. As of 15 June 2021, no female workers at the Project site were observed as the work was near completion and required only skilled laborers.

Component B: Output 1b ((Not up-dated as the project has already been handed over to Phuentsholing thromde)

49. During the site visit on 14 June 2019, the construction work of the girder bridge was complete and handed over to the PIU, P/ling Thromde. To ascertain the status of displaced families working with P/ling Thromde, all of them were satisfied with their new location where all the basic amenities such as water and electricity supply were provided by the Thromde.

Component C: Output 2

50. In August 2018, the status of the construction work was observed 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 of 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 the site visit on 10 June 2019, the construction works were noticed as ongoing. According to the Project Manager, PIU, SJM, the contractor will have to pay Liquidated damages (LD) as per the contract.

51. During the site visit and consultation meeting on 10 June 2019 with the PIU staff, SJM, 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 the end of June 2019 and complied now. During the site visit in May 2020, the intake weir was 100% complete whereas WTP was 98% complete. The remaining 2% work under WTP is kept for auto commissioning which is pending due to COVID-19 Pandemic. During a telephonic conversation on 14 June 2021 with the Project Manager, PIU, S/Jongkhar, stated that only 1% of work (automation and Operation and Maintenance) is pending, which is the commissioning of the plant

COVID-19 Safety Precautionary measures for COVID-19 Pandemic at the WWTP site, Babesa

52. **Component A:** During the recent site on 15 June 2021, the Project Engineer, Technofab-Vishwa JV reported that there are presently 3 Indian workers and 3 engineers from India and all Indian workers/Engineers have obtained ID out pass (Covid-19 certificate/pass). All the Indian workers are required to carry the ID (out pass) while going out of the WWTP premise to the vegetable market, shops, hospital, etc.



The sample ID out pass Druk trace is attached in Photographs. The administrative building at the WWTP site also has Druk Trace App to contact tracing the visitors visiting the office. The sample photograph is attached for reference. The administrative building at WWTP, Babesa also facilitated with hot/cold/normal water filter/dispenser for the workers. Further, the admin building also has the facility of tap water (3 nos.) for handwashing purposes. Since the

project is 98% complete and only 2% work for auto commissioning (trial run), and 2 nos. sludge carrying machine is pending.

Photograph 10: Progress on WWTP at Thimphu within the last 6 months observed during a recent site visit on 15 June 2021



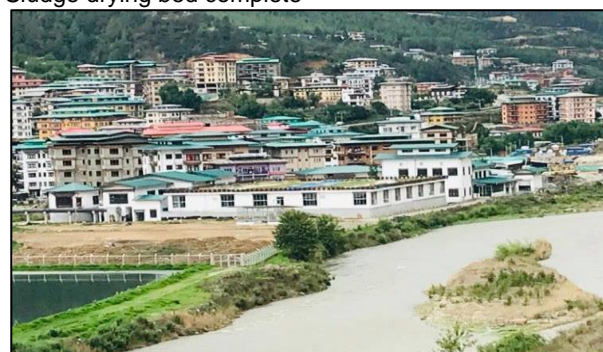
Internal Roads being paved



Sludge drying bed complete



Security Room already in place



Distance view of WWTP, Babesa



Provision for Fire extinguisher established

Appendix 1: Persons Consulted

Mr. Jigme Dorji	Project Manager	PIU, Thimphu, MOWHS
Mr. Kinley Penjore	Project Manager	PIU, Thimphu thromde
Mr. Pema Khandu	Lab In-charge	WWTP, Babesa, Thimphu
Mr. Atul Gaur	Engineer	Technofab-Vishwa JV, Thimphu
Mr. Moni Rizal	Project Manager	PIU S/Jongkhar

Appendix 2: GAP Implementation Monitoring Report

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

Date Prepared: June 2020 to Nov 2020 and updated in June 2021

GAP Activities and Targets/Indicators	Progress to Date		Issues, Challenges, Remarks
	Progress for the Quarter (Oct 2019 to May 2020)	Cumulative Progress (From Project start to May 2020)	
Output 1. Water supply infrastructure rehabilitated in SamdrupJongkhar Municipality and Waste Water 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	Complied	<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. Jan - Feb 2018: <ul style="list-style-type: none">• No child laborers were 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 (Oct 2019 to May 2020)	Cumulative Progress (From Project start to May 2020)	
especially equal wages for equal work of men and women included in subproject contracts		considered 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 were 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:	<ul style="list-style-type: none"> The three PIUs have a total of 7 Male staff. 	Target achieved
Target/Indicator 10: At least 25% of the PMU staff and the staff of each PIU are women	Male: 1 (100% male) Thimphu: Male: 4 (100% male) Phuentsholing: Male: 1(100% male)		
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.	<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	Cumulative Progress	
	(Oct 2019 to May 2020)	(From Project start to May 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	• Training conducted on Gender Mainstreaming at MoWHS Conference Hall on 16 November 2018.	• Total number of participants was 9 from all the PIUs and PMU (6 male, 3 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	• A Gender Mainstreaming and Project Administration Training on 30 Sep 2019.	• There were 3 resource persons from MoWHS and NCWC. Total number of participants was 43 participants (30 male, 13 female).	Activity completed
Activity 14: Integrate GESI considerations in the public health and hygiene awareness campaign modules	• 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	• 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			

	involving and affecting women		
	identified, and role of women in hygiene promotion included.		
Activity 15: Incorporate gender indicator in the project management information systems		<ul style="list-style-type: none"> 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	GAP is updated semi-annually.		Complied
GAP Activities and Targets/Indicators	Progress to Date		Issues, Challenges,
	Progress for the Quarter (Nov 2019 to May 2020)	Cumulative Progress (From project start to May 2020)	Remarks
Target/Indicator 16: Semi-annual report on progress of GAP implementation			
<p>Note: Highlighted in blue are the quantitative indicators</p> <p>Total of 17 activities (14 or 88% completed)</p> <p>DMF gender-related performance indicators</p> <p>1d. 18,000 additional persons served by centralized sewerage system of which at least 15 % are households headed by women (2011 baseline: 0)</p> <p>4a. Public awareness campaign on water, sanitation and hygiene promotion with clear socially inclusive and gender-sensitive messages delivered (2011 baseline: n.a)</p> <p>4b. At least 183 staff trained on project planning, design, and implementation (Target: 100% eligible women staff trained) (2011 baseline: n.a)</p> <p>4c. Monitoring and evaluation systems populated with sex-disaggregated data by</p> <p>2018 Quantitative targets</p> <p>GAP only = 6;</p> <p>DMF only = 1;</p> <p>Common to GAP and DMF = 1</p> <p>Total of 7 quantitative indicators;</p> <p>Total of quantitative targets achieved: 7/7=100%</p>			