

Semi-Annual Social Monitoring Report

Project Number: 41603-023
September 2015

Period: January-June 2015

IND: Bihar Urban Development Investment Program – (Tranche 1)

This report has been submitted by the Project Management Unit (PMU), Bihar Urban Infrastructure Development Corporation (BUIDCo) Ltd, Urban Development and Housing Department of the Government of Bihar for the Asian Development Bank. This document is made publicly available in accordance with ADB's Public Communication Policy (2011) and does not necessarily reflect the views of ADB.

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

In preparing any country program or strategy, financing any project, or by making any designation of or reference to a particular territory or geographic area in this document, the Asian Development Bank does not intend to make any judgments as to the legal or other status of any territory or area.

Bihar Urban Infrastructure Development Corporation Ltd



Bihar Urban Development Investment Program

TRANCHE 1

ADB Loan 2861-IND

3rd SEMI ANNUAL SOCIAL SAFEGUARDS MONITORING REPORT

(Period January to June 2015)

Draft report submitted on July 2015

Final report submitted on September 2015

TABLE OF CONTENTS

A. Executive Summary	4
B. Background of the Report and Project Description.....	7
C. Scope of Impacts: BWSP1.....	11
D. Compensation and Rehabilitation.....	19
Income Restoration	20
Assistance for Temporary Impacts	21
Relocation	22
E. Project Information Disclosure, Public Participation and Consultation.....	23
F. Grievance Redress Mechanism (GRM)	27
G. Institutional Arrangements.....	28
H. Monitoring Results – Findings	28
I. Follow up Actions, Recommendations and Disclosure.....	28
J. Preparations for Tranche 2 and Tranche 3	28
K. Appendix 1 Format for Public Consultations & Focus Group Discussions.....	31
L. Appendix 2 Sample Grievance Registration Form.....	34
M. Appendix 3: Copy of NOCs received from Bhagalpur Municipal Corporation.....	35
N. APPENDIX 4- OFFICE order pertaining to formation of GRM.....	44

ABBREVIATIONS

ADB	Asian Development Bank
AP	Affected Person
BD	Bid Document
BMC	Bhagalpur Municipal Corporation
BUDIP	Bihar Urban Development Investment Program
BUIDCo	Bihar Urban Infrastructure Development Corporation
CLC	City Level Committee
DB	Design-Build
DBO	Design-Build-Operate
DPR	Detailed Project Report
DSC	Design and Supervision Consultant
EARF	Environment and Social Assessment Review Framework
EIA	Environmental Impact Assessment
ESMC	Environment and Social Management Coordinator
FAM	Facility Administration Manual
FFA	Framework Financing Agreement
FGD	Focus Group Discussion
GAP	Gender Action Plan
GOB	Government of Bihar
GOI	Government of India
GRM	Grievance Redress System
GRS	Grievance Redress Cell
IEE	Initial Environmental Examination
IPF	Indigenous People Framework
MFF	Multi-tranche Financing Facility
NGO	Non-Governmental Organization
NOC	Non-objection Certificate
O&M	Operation and Maintenance
OHT	Over Head Tank
PD	Project Director
PIU	Project Implementation Unit
PMC	Program Management Consultant
PMU	Program Management Unit
PPMS	Project Performance Monitoring System
PPTA	Project Preparatory Technical Assistance
PSC	Project Steering Committee
ROW	Right of Way
RF	Resettlement Framework
SAR	Sub-project Appraisal Report (feasibility study)
SC	Steering Committee
STP	Sewage Treatment Plant
TC	Town Committee
UDHD	Urban Development and Housing Department
ULB	Urban Local Body
WTP	Water Treatment Plant

A. EXECUTIVE SUMMARY**Introduction**

1. This monitoring report concerns the social safeguards of the Bihar Urban Development Investment Program (BUDIP). BUDIP is financed under a multi-tranche financing facility (MFF) with separate loans for separate tranches. To date one loan is effective, Loan 2861-IND, financing Tranche 1. Loans for other tranches have not yet been concluded.
2. This report concerns the entire BUDIP, i.e. all tranches and loans under the program. The report includes i) monitoring of implementation of social safeguards in tranches for which loans have been effectuated and ii) the status of preparation of social safeguards plans for other tranches. The objective of BUDIP is to contribute to the “sustainable economic growth through improved quality of urban life”. It is to improve the urban environment and living conditions in targeted urban areas in Bihar by (i) improving and expanding urban infrastructure and services in four towns; and (ii) strengthening urban institutional, management and financial capacity of the urban local bodies (ULBs). The investment program will improve and expand the water infrastructure in Bhagalpur and Gaya as well as development of sewerage system in Gaya.
3. BUDIP will also assist the urban local bodies (ULB) of the two towns in bringing about operational discipline and structure, which will ensure sustainable O&M.

Tranche 1

4. Tranche1 comprises the Bhagalpur Water Supply Project Phase 1 (BWSP1). The design-build-operate (DBO) contract has been awarded. The contractor has been mobilised since October 2014. The Contractor is currently preparing the designs and construction is expected to commence from 1st, October 2015.
5. The technical components of BWSP1 include rehabilitation of the existing water treatment plant (WTP), construction of 16 new Overhead Tanks (OHTs), rehabilitation of one OHT, renovation, replacement and new construction of a total of 326km of distribution mains and approximately 52,000 new metered service connections.
6. The social and resettlement impact assessment for BWSP1 was undertaken based on the SAR and DPR prepared earlier. The social safeguard categorization for this subproject is category B.

Tranche 2 and Tranche 3

7. There are several subprojects envisaged to be included in Tranche 2 and Tranche 3. A short description of subproject scope is given hereunder.
 - a.** Bhagalpur Water Supply Project Phase 2 (BWSP2). Its technical scope covered the construction of a new river water intake, raw water pumping station, raw water transmission main, WTP and clear water transmission mains. However, in December 2014 the Inland Waterways Authority of India (IWAI) gave its objection to the construction of the proposed river intake at Bhagalpur as it would obstruct navigation. IWAI further opined that the proposed site is likely to be subjected to sedimentation in the near future. This has necessitated BUDIP to investigate potential alternatives for the water source. It is expected that a decision about the most suitable alternative can be taken by end July 2015. Further planning and design development shall start thereafter. Related activities in social and

environmental safeguards are therewith also deferred. Considering the delays being incurred, it is being considered to include BWSP2 in Loan Tranche 3.

- b.** Gaya Water Supply Project Phase 1 (GWSP1). Its technical scope includes refurbishing of the existing water production facilities, consolidation, renovation, and extension of the pipes work, augmentation of the storage capacities, introduction of tools for monitoring the production and the consumption of water, and last but not the least, the capacity building of the municipal operator for ensuring the sustainability of the project. The total length of distribution lines to be laid under GWSP1 is 446 km. The SAR and DPR have been prepared. Likewise, the working draft RP for GWSP1 has been prepared and submitted to BUIDCo and ADB. The Working Draft RP for GWSP1 is being currently reviewed and finalized by the Resettlement Consultant of ADB. The subproject is to be implemented as one BO contract under Tranche 2.
 - c.** GWSP2 will cover the construction of new tube wells and transmission mains, clear water reservoir, GLSR at Srigsthan and operator office at Dandibagh. In line of preparation of RP for GWSP2, the different activities like Social Impact Assessment (SIA) and Public consultations are in process for the entire proposed locations and stretch of the tentative alignment of the Transmission mains starting from new water sources in the riverbed of Falgu. This subproject is planned to be taken up in Tranche 2.
 - d.** The Gaya Wastewater Project (GWWP) includes the design and construction of a sewerage system; i.e. service connections, sewer network, pumping stations and sewage treatment plant. Preliminary design is under preparation. The subproject is to be implemented under Tranche 3.
8. The social and resettlement impact assessments for GWSP1 have been done and respective Resettlement Plan have been prepared and submitted to PMU, BUIDCo for final review and approval.

Scope of impacts Tranche 1

9. The aim of minimizing land acquisition and resettlement impacts was included in the design of the BWSP1. All land required for the sub project components have been identified and there will be no land acquisition or permanent displacement of people as a result of the construction of the sub project. However, there will be temporary impacts on non-titled persons, hawkers and vendors during construction of pipelines.
10. Works on the existing WTP will be carried out within the existing water works compound. The distribution system is within the rights-of-way (ROW) of the public roads network, while service connections are within customers' premises.
11. Only for the Overhead Tanks (OHT) land has to be made available. Thirteen of the proposed 16 OHTs are on government land or municipal land. Of the other three sites proposed on private land for the construction of OHTs, the two namely Inter-level Muslim High School and the Diocean Centre are now dropped as their respective management bodies declined to part with their respective landholdings. Alternate sites for the same have been finalised and NOC procured. The only private land which the BUDIP will be utilizing for the construction of OHT belongs to a temple trust. Up till now, NOC for 14 OHTs locations have been received. For taking the remaining NOCs for two locations, discussion is going on.
12. The total number of affected persons (APs) was estimated for temporary impact to be caused during refurbishing and laying of distribution network of approximate 326km under the subproject. Three transect walks were conducted in Bhagalpur during PPTA study in 2011, which was updated by CDTA team in August 2013. A total of 8,145 persons are estimated to be impacted temporarily as they would witness temporary disruptions in their livelihood activities. Other impacts are confined to movable structures placed on ROWs. About 20% of temporarily APs are vulnerable persons including women, children and those with incomes below poverty line. The scope of resettlement is identified on the basis of on preliminary design and will be updated during detailed design by the DBO contractor. An Entitlement Matrix identifies the main types of losses and the correspond in entitlements as included in the BUDIP Resettlement Framework and in accordance with India Government and ADB policies.

Compensation, Rehabilitation and Monitoring - Tranche 1

13. Resettlement Framework (RF) for BUDIP which was initially submitted to PMU / BUIDCo, on September 22, 2014, was revised further to take account of the changes brought about by New Land Acquisition Act 2013. The revised draft final RF, was submitted to PMU and ADB on October 09, 2014. The draft RF is yet not submitted to UDHD. The draft RF, however, is already submitted to ADB for review and approval. Once PMU receives the approval from ADB, the Final RF will be submitted to UDHD.
14. The social safeguards plan and other required activities will be implemented only after the finalization of the detailed designs by the contractor, which is scheduled for October 2015. This includes payment of compensation for the affected assets, allowances, loss of incomes, etc. to the entitled persons.

B. BACKGROUND OF THE REPORT AND PROJECT DESCRIPTION

Scope of this Monitoring Report

1. This Semi Annual Safeguards Monitoring Report has been prepared for the period January – June 2015. The report concerns the entire BUDIP, i.e. all tranches and loans under the program. The report includes:
 - i. Monitoring of **implementation** of social safeguards in tranches for which loans have been effectuated (at this moment, only Tranche 1 / Loan 2861-IND);
 - ii. Status of **preparation** of social safeguards plans for other tranches.

One Program, Multiple Loans

2. In 2011 the Government of Bihar (GoB), with support of the Asian Development Bank (ADB), prepared a road map for improved quality of urban life in Bihar, covering 24 urban economic centres and including a wide scope of urban infrastructure such as water supply, sewerage, storm water drainage, solid waste management and urban roads and slum improvements. ADB had initially agreed to co-finance implementation of certain components of the road map in Bihar's four larger towns (other than the state capital Patna), i.e. in Bhagalpur, Darbhanga, Gaya and Muzaffarpur, but later on decided to forgo the Muzaffarpur and Darbhanga projects. The project will be implemented using a multi-tranche financing facility.
3. On 31 January 2012, the Government of India (GoI) and the ADB concluded a framework financing agreement for a multi-tranche financing facility (MFF) for the Bihar Urban Development Investment Program (BUDIP). On 29 March 2012 ADB approved the MFF and on 13 April 2012 it approved the loan for the first tranche under the MFF. On 25 March 2013, the Loan Agreement between GoI and ADB for Tranche 1 of BUDIP (Loan 2861-IND) was signed. The loan became effective on 6 June 2013.
4. The overall BUDIP undertaking is scheduled over a nine year period. The first loan 2861-IND is a 5 year period. Loan closing date is 30 June 2017. The total value of BUDIP is \$286 million. The MFF is for a loan amount not exceeding \$200 million. Loan 2861-IND is for an amount of \$65 million.
5. BUDIP aims at improving the urban environment and living conditions in the targeted urban areas by (i) expanding urban infrastructure and services in urban areas; and (ii) strengthening urban institutional management system including the financing capacity the urban local bodies (ULBs).
6. The project will be implemented in two urban areas: Bhagalpur, and Gaya in the state of Bihar. The improvement in urban infrastructure will include rehabilitation, improvement, and expansion of: (i) water supplies; and (ii) sewerage and sanitation.
7. Bhagalpur and Gaya are the two largest towns with the highest economic growth potential in Bihar after the state capital, Patna. Despite being the economic centres of Bihar, the urban service levels in the towns are unable to achieve not only the national goals but also many of the national averages in India. These towns have not been able to sustain the water supply and sewerage services because the infrastructure is not adequate in size and condition. This was mainly attributed to inadequate new investment, and operations and maintenance (O&M). The investment program will improve and expand the water and sewerage infrastructure in the two towns. It will also assist the urban local bodies (ULB) of the two towns in bringing about operational discipline and structure, which will ensure sustainable O&M.
8. The impact of BUDIP will be to provide improved access to water supply and sanitation facilities by the urban population of the relatively poor and weak capacity state of Bihar. The expected

outcome will be access to better quality and sustainable urban water supply and sewerage services for people, especially vulnerable households, in the two towns covered under the program.

9. The five outputs of the BUDIP are:

Sl. No.	Output	Description
1	Improved water supply infrastructure in two towns.	To address inadequacy in new investment, as an immediate solution, new raw water intakes, clear water pumping mains, water treatment plants, overhead tanks, distribution networks and water meters will be developed and procured in Bhagalpur and Gaya .
	Improved sewerage / wastewater infrastructure in one town.	To address inadequacy in new investment, new house connections, sewer networks, pumping stations, sewage treatment plants, maintenance equipment will be developed and procured in Gaya .
3	O&M of assets created by subprojects improved	To address deficiency in O&M staff number and skills, all major infrastructures will be constructed and operated by DBO contractors, which will field additional O&M staff and provide on-the-job training to ULB staff for at least 5 years. Also, permanent ULB staff under the municipal civil servant system will take technical courses in India to upgrade their qualifications for asset operations.
4	Urban service delivery management improved	To introduce metered user charges, computerized billing and reserve accounts for water supply and sewerage, the program will prepare long-term business plans, user charge plans and proposals for creation of water and sewerage accounts for consideration and adoption by the ULBs.
5	Project management, implementation skills and transparency improved	To enhance the executing agency's accountability to the financiers and the people of Bihar, and to strengthen the implementing agency's contract management and subproject formulation, teams of consultants will provide the executing and implementing agencies with support and on-the-job training through day-to-day collaboration.

10. Location of the project towns are shown hereunder in **Figure 1**.

Figure 1 Bhagalpur and Gaya towns in Bihar

Institutional Arrangement

11. BUDIP is being carried out by the Government of Bihar (GoB) acting through the State's Urban Development and Housing Department (UDHD) and its executing-cum-implementing agency (EA and IA), is the Bihar Urban Infrastructure Development Corporation Ltd (BUIDCo).
12. The Program Management Unit (PMU), established within BUIDCo, is the executing arm. At each of the two towns there will be a Project Implementation Unit (PIU) reporting to the PMU. PMU and PIU are assisted by PMC and DSC.
13. While it was initially envisaged that a third party NGO be engaged to assist the PIU in implementation of the temporary resettlement of affected persons, ADB advised that the implementation be done by the DSC team. DSC is yet to make the necessary arrangements.
14. The safeguards, gender and monitoring responsibilities are summarized in **Table 1**.

Table 1 Safeguard, Gender and Social Monitoring Team Structure and Responsibilities¹

Sl. No.	Task Team	Responsibility	Name & Contact Number	E-mail
1	Program Director, PMU	Endorse the report of Environmental and Social Management Coordinator, and submit it to the Steering Committee for review.	Mr. Narendra Kumar Singh Mobile No. 8544413101	md@buidco.in, mdbuidco@gmail.com
2	Environmental & Social Management Coordinator, PMU	Analyse the consolidated monitoring data on safeguards, gender and social dimensions against loan agreement, GAP, CPS and works contracts, and report the results and corrective actions to the Program Director.	Dr. Lata Choudhary 8544413136	esmcinpmu.buidco@gmail.com
3	Resettlement Officer, PMU	Consolidate and verify the monitoring data on social safeguards and gender dimensions.	Not applicable as the position is currently lying vacant	Not applicable as the position is currently lying vacant
4	Public Relations Officer, PMU	Consolidate and verify the monitoring data on consultation and participation.	Not applicable	Public relation officer hired in PMU has been shifted to PIU Bhagalpur.
5	Safeguards Officer, PIU (field offices)	Generate monitoring data on safeguards, gender and social dimensions.	Ajit Kumar 9709424203	Position of safeguard officer for PIU, Gaya is lying vacant.

Source: Facility Administration Manual (FAM), February 2012, page 33.

15. As per FAM, reporting on social safeguards monitoring is to be done semi-annually.

¹ Adjusted with the merger of PMU and Central PIU into one PMU at central level

C. SCOPE OF IMPACTS: BWSP1

16. **Table 2** summarizes the resettlement impacts and mitigation actions as laid down in the draft Resettlement Plan for BWSP1. Details in terms of lengths of distribution system and number of affected persons are subject to change as a result of the detailed designs to be prepared by the DBO contractor.

Table: 2 Summary of Identified Impacts and the Mitigation Actions for BWSP1

Scope of Works	Unit	Location	Resettlement Impacts		Mitigation Action		
			Permanent	Temporary	Temporary disruption of livelihood	Impacts on Vulnerable APs	Any other loss not identified
Existing Water Treatment Plant rehabilitation	3 WTP	At one site: the existing Barari Water Works	None	None	NA	NA	NA
Mechanical, Electrical, and Instrumentation works	Inside the 3 WTPs	Existing Barari Water Works	None	None	NA	NA	NA
Distribution System: renovation, rehabilitation and new construction	326km.	Urban area within the current municipal boundary of Bhagalpur Municipal Corporation (BMC)	None	8145	Compensation for lost income or a transitional allowance for the period of disruption whichever is greater will be paid.	Livelihood restoration will be undertaken. Vulnerable households will be given priority in project construction employment.	Unanticipated involuntary resettlement impacts will be documented and mitigated based on the principles of the Resettlement Framework before construction work started.
Over Head Tanks	16	At 16 different locations in the town	None	None	NA	NA	NA

Scope of Works	Unit	Location	Resettlement Impacts		Mitigation Action		
			Permanent	Temporary	Temporary disruption of livelihood	Impacts on Vulnerable APs	Any other loss not identified
		(BMC)					
Metered Customer Service Connections	52,000	In the resident neighbourhood	None	None	NA	NA	NA

17. The aim of minimizing land acquisition and resettlement impacts was included in the design of the BWSP1. All land required for the subproject components have been identified and there will be no land acquisition or permanent displacement of people as a result of the construction of the subproject. However, there will be temporary impacts on non-titled persons, hawkers and vendors during construction of pipelines.

Land availability

18. Works on the existing WTP will be carried out within the existing water works compound. The distribution system is within the rights-of-way (ROW) of the public roads network, while service connections are within customers' premises. Only for the OHTs land has to be made available.
19. Thirteen of the proposed 16 no. of OHTs are on government land or municipal land. Of the other three sites proposed on private land for the construction of OHTs, the two namely Inter-level Muslim High School and the Diocesan Centre are now dropped as their respective management bodies declined to part with land. Alternate sites for the same have been finalised and NOC procured. The only private land which the BUDIP will be utilizing for the construction of OHT belongs to a temple trust. NOC for the fourteen sites have been obtained from respective departments/ agencies/ trust or any other appropriate authority. The NOCs received for fourteen sites identified for the construction of OHTs have already been handed over to the contractor. For the rest of locations, the process is on to expedite the transfer land to the contractor for the construction work.
20. The status of NOC received till date is mentioned below in the **Table 3**. See also Appendix 3 for Copy of NOCs.

Table 3 Status of NOC clearance and land requirement under BWSP1

Sl. No.	Zone	OHT ID2	Location	Status of NoC	Clarifying Remarks
1	zone 1	1/1	Within Corner of University Campus	Received on 28.1.15	NOC received with certain conditions. Matter has to be discussed in the Municipal Board meeting. If Board approves then BMC will sign the agreement with University.
2		1/2	North side land of Constable Training School	Received on 28.1.15	Permission granted in the Chief Secretary meeting held on 8-12-14
3		1/3	Mahashay Deodhi in Champanagar	Received on 20.3.15	Land has been handed over to the Contractor
4		1/4	Abir Mishra Lane in Nathnagar	Received on 28.1.15	Land has been handed over to the Contractor
5	zone 2	2/2	Within Jaglal High school at Company Bagh	Not received	Permission granted in the Chief Secretary meeting held on 8-12-14 but the land for OHT is yet to be made available by school authority.
6		2/3	Muslim High School/ Alternate site at BMC godown (near tin shade)	Received on 20.3.15	Land handed over to the Contractor
7	zone 3	3/1	South side space of Bhagalpur Municipality Office.Kachahri chowk	Not received	Site shown but yet to be made available by BMC.
8		3/2	Inside Rural Development Department Premises, Adampur	Received on 28.1.15	Land has been handed over to the Contractor
9	zone 4	4/1	Sector 1, Near Bihar State Housing Board Office, Barari	Received, alternate land on 17.10.14.	Land has been handed over to the Contractor
10		4/2	Adjacent (west side) to Bhagalpur Central Jail, near Anandganar Colony (South west of Sunderban)	Received on 28.1.15	Land has been handed over to the Contractor
11		4/4	Near Medical Quarter, Surkikal	Received on 28.1.15	Land has been handed over to the Contractor
12	zone 5	5/1	Open land in north of temple, Sarbajanik Thakurbari, Warsaliganj.	Received on 17.10.14	Land has been handed over to the Contractor on 16/10/14.
13		5/2	Agricultural Market Complex, Baghbari	Received on 28.1.15	Land has been handed over to the Contractor
14		5/3	Open land in west of tube-well, Aliganj Katghat, Hussainabad	Received on 17.10.14	Land has been handed over to the Contractor
15		5/4	Maulana Chowk Maidan/ Alternate site Government land at Sahjang	Received on 28.1.15	Land has been handed over to the Contractor
16		5/5	Mughalpura Kawali Maidan, Hussainabad	Received on 28.1.15	Land has been handed over to the Contractor

² As per DPR.

Affected persons

21. The total number of affected persons (APs) was estimated for temporary impact from 326km of approximate distribution network for improvement under the subproject. Three transect walks were conducted in Bhagalpur during PPTA study in 2011, which was updated by CDTA team in August 2013. Other impacts are confined to movable structures placed on ROWs.
22. The estimated resettlement impacts based on extrapolations from the transect walks are presented in **Table 4**.
23. The summary of socio-economic information based on transect walks reveals that 20% of temporarily affected persons are vulnerable affected persons including women, children and those with incomes below poverty line. The scope of resettlement identified is based on preliminary design and will be updated during detailed design by the DBO contractor.
24. The Entitlement Matrix given in **Table 5** summarizes the main types of losses and the corresponding entitlements as included in the BUDIP Resettlement Framework and in accordance with India Government and ADB policies. The detailed plan is elaborated below:

Table 4: Summary of Resettlement Impacts

Sl. No.	Category	Impact
1	Permanent Land Acquisition (Ha)	None
2	Temporary Land Acquisition (Ha)	None
3	Temporarily Affected Persons envisaged to witness disruption in their livelihood activities during laying of transmission mains and the distribution network	8145
4	Titled affected persons (temporarily affected)	None
5	Non-Titled affected persons (temporarily affected hawkers	8145
5a	Female affected persons (temporarily affected)	408
5b	Child affected persons (temporarily affected)	408
5c	Female headed household	None
5d	Indigenous people/scheduled tribe affected persons	None
5e	Below poverty line affected person (temporarily affected)	816
5f	Other (temporarily affected)	NA
6	Non-Titled affected persons (temporarily affected <i>kutcha Residential Structures</i>)	NA
7	Affected Trees/Crops	NA
8	Temporarily Affected Land under common use	NA
9	Affected Common Structures	NA
10	Average Income of affected persons(per month) ³	Rs. 3,200
11	Income Sources of Temporarily Affected Persons	Fruit, Vegetable, Tea sellers, roadside

25. As per Draft Resettlement Framework, affected persons will be provided 30 days advance notice to ensure no or minimal disruption in livelihood. If required, they will also be assisted to temporarily

³As indicated, the average income of APs has been calculated on the basis of sample survey conducted.

shift for continued economic activity. For example, they will be assisted to temporarily shift to the other side of the road where there is no construction. Ensuring there is no income or access loss during subproject construction is the responsibility of the Contractor. Consistent with the environmental assessment, the Contractor will ensure: (i) that space is left for access between mounds of soil; (ii) walkways and metal sheets provided to maintain access across trenches for people and vehicles where required; (iii) increased work force is available to finish work in areas with impacts on access, and timing of works in such areas that it reduces disruption during business hours and (iv) phased construction schedule is followed and work undertaken on one segment at a time and one side of the road at a time. The construction period will be minimized and is estimated to be less than 30 days per section of work.

26. Should construction activities result in unavoidable livelihood disruption, compensation for lost income or a transitional allowance for the period of disruption, whichever is greater, will be provided. Vulnerable affected persons will be given priority in project construction employment. Highly vulnerable affected persons such as child labourers and woman-headed households shall be identified and given the opportunity to enrol in literacy and/or numeracy camps (14 day camps), following a demand survey by the implementing NGO to determine the proportion willing to enrol.

Table 5 Structure of the Entitlement Matrix

Entitlement Matrix					Eligibility of each affected person (AP) ⁴		
Type of Loss	Category of Affected Person	Compensations	AP 1	AP 2	AP 3		
Permanent Loss of Land	Legal title holder Tenants etc. Encroachers	The EM provides the details of compensation package for each category of Aps.	✓	✓	✓		
Permanent Loss of Structure	Kuchha/pucca/part/full. Shop/ workshop/factory etc.	Same as above	✓	✓			
Permanent Loss of Trees and Crops	Fruits. Horticulture products/vegetables.	Same as above	✓		✓		
Permanent Loss of Livelihood	Loss of shops Loss of more than 10% of total landholding size of such families whose primary source of income is agriculture. Loss of vending space of the vendors etc.	Same as above		✓			
Vulnerable APs	APs belonging to socially vulnerable categories such as SC/ST/IP/Women/Children/BPL/Differently-abled persons/very old etc.	Same as above	✓	✓	✓		
Temporary Loss of Land	Land to be used for storage of construction materials/tools and equipment etc. Land to be used as borrough pits Land earmarked for the vehicular traffic of the contractors Land to be used for procuring earth	Same as above Note: It is to be noted that in the case of temporary loss of land, compensation will be of two types measures: mitigation of monetary loss as well as mitigation of environmental damage, if any..	✓	✓	✓		

⁴The column 2 of the table describes the types of affected persons within a particular category. For instance, the permanent loss of land described under column 1 of the table can adversely impact not only the landowner, the tenant and the sharecropper. The column 4 is subdivided into 3 sub columns reflects this typology of the affected persons.

Temporary Disruption of Livelihood	Temporary loss of vending space of vendors Loss of standing crops of any variety due to project implementation.	As per assistance provided in the EM.	V	V	V
------------------------------------	--	---------------------------------------	---	---	---

Table 6 Draft Entitlement Matrix⁵

Sl. No	Type of loss	Application	Definition of entitled person	Compensation policy	Implementation issues	Responsible agency	Sites where applicable
1	Temporary disruption of livelihood	Commercial and agricultural activities	Legal titleholders, tenants, leaseholders, sharecroppers, employees, hawkers or vendors.	<p>1. 30 days advance notice regarding construction activities, including duration and type of disruption.</p> <p>2. Cash assistance based on the minimum wage for the loss of income/livelihood for the period of disruption</p> <p>3. For construction/other activities involving disruption for a period of a month or more, provision of alternative sites for hawkers and vendors for continued economic activities. If not possible, additional allowance based on minimum wage rate for vulnerable households for 1 month or the actual period of</p>	<ul style="list-style-type: none"> During construction, the PIU will identify alternative temporary sites to the extent possible, for vendors and hawkers to continue economic activity. PIU will ensure civil works will be phased to minimize disruption through construction 	Alternative locations, if any will be identified for the said duration of disruption.	Pipelining activity (distribution pipes, rising mains and distribution mains)

⁵ As only temporary adverse impacts in the form of short duration disruption in livelihood activities are envisaged, the Entitlements Matrix presented here therefore captures only the temporary and unforeseen adverse impacts and does not include other categories of APs.

Sl. No	Type of loss	Application	Definition of entitled person	Compensation policy	Implementation issues	Responsible agency	Sites where applicable
2	Any other loss not identified	-	-	<p>disruption whichever is more.</p> <p>1. Any unanticipated impacts of the project will be documented and mitigated based on the spirit of the principles agreed upon in this Resettlement Framework and the RFCTLARRA</p> <p>2. Unanticipated involuntary impacts will be documented and mitigated based on the principles provided in the ADB IR Policy.</p>	<p>scheduling in coordination with the contractors and the DSC</p> <p>-</p>	<p>The DSC will ascertain the nature and extent of such loss. The PMU with PIU support, will finalize the entitlements in line with ADB IR policy.</p>	

27. For OHT sites proposed within school compounds, care must be taken to ensure that the present use of the major portion of such land (as playground) is not affected. In addition, each of the government schools will be provided water connections, and the primary and middle school presently lacking toilet facilities will be provided separately for boys and girls. The Inter-level Muslim High School (the only affected non-government school) will be provided a water connection and toilet facilities for boys and girls. These measures will lead to further positive outcomes for the subproject.

D. COMPENSATION AND REHABILITATION

28. The social safeguards plan and other required activities will be implemented only after the DBO contractor has finalised the detailed designs. This includes payment of the affected assets compensation, allowances, loss of incomes, etc. to the entitled persons. It is expected that monitoring on social safeguards will commence in the first quarter of 2015.
29. Land acquisition and resettlement impacts will be compensated in accordance with the entitlement matrix (Table 6). Loss of assets will be at replacement cost. A Valuation Committee (VC) will be constituted comprising Land Acquisition/Revenue Officers, Accounts Officers of the Collectorate, PIU representative, APs, and nongovernment organizations (NGO) to determine replacement values.
30. The replacement value for land will be determined by the VC in consultation with APs and the CLCs. The VC will finalize the replacement value by undertaking a land market survey with the objective of ascertaining prevailing market values⁶ of land. In line with the LARR, 2013, for assessing and determining the market value of the land, the highest among the followings shall be considered as a part of land market survey⁷:-
- a. market value of land, specified as per Indian Stamp Act, 1899 for registration of sale deeds or agreements to sell⁸;
 - b. average sale price of similar type of land situated in the nearest village/vicinity (for this purpose, immediately preceding three years with highest sale deed prices/agreements to sell shall be referred); and
 - c. consented amount compensation as agreed upon in case of acquisition of lands for private companies or for public private partnership projects.
31. As specified in LARR 2013, a multiplier factor up to two shall also be applied to arrive at replacement value. Vulnerable households will be provided additional assistance in the form of land-for-land replacement options. The VC will facilitate the valuation of immovable properties⁹ including structures and assets, as follows:-
- i. **Residential and Commercial Structures:** The replacement value of structures and other immovable properties will be finalized by the VC through verification that the Basic Schedule of Rates (BSR) published for the State is up to date. If the BSR is not up to date, the VC will undertake a market survey to determine replacement value.

⁶The prevailing market values are influenced by various factors such as location of land, connectivity, and classification/land use, type of soil, crops grown, available irrigation and other facilities, and other plus and minus points such as frontage to road, proximity to developed areas, regularity of shape, unevenness of land, etc.

⁷The date of determination of market value shall be the date on which preliminary notification has been issued as per LARR, 2013

⁸The Collector shall update these prices to date, if they are not at the time of acquisition

⁹Vulnerable households will be provided additional assistance in the form of preference for employment in subproject construction activities, and skills training.

- ii. **Trees and Crops:** Compensation for trees will also be based on the current market value of timber for timber trees, the annual net product market value multiplied by remaining productive years for perennial crops and fruit trees, and the market value of standing crops. These values will be finalized by the VC in consultation with the Department of Forest, Horticulture, and/or Agriculture.
 - iii. **Other Assets:** Compensation for assets such as (wells, irrigation units, etc.) will be based on replacement value. The VC will estimate this through detailed market surveys.
32. Compensation and assistance to APs must be made prior to possession of land/assets and prior to the award of civil works contracts.¹⁰

INCOME RESTORATION

33. Long-term income loss is not anticipated. However, if a subproject results in income loss, income restoration schemes will be designed in consultation with affected persons. The strategy for income restoration will be prepared prior to land acquisition. Based on the information collected from the census and the socio-economic surveys, income restoration strategies will be framed and activities planned. The PMU and PIU will consider the resource base of affected persons and their socio-economic characteristics and preferences to develop appropriate income restoration schemes.
34. The objective of income restoration is to ensure that each affected person will have at least the same or improved income after the subproject. The implementing NGO will identify the number of eligible affected persons based on the 100% census of the affected persons and will conduct training need assessment in consultation with affected persons. The implementing NGO will examine local employment opportunities and produce a list of possible income restoration options. Suitable trainers or local resources will be identified by the local NGO in consultation with local training institutes.
35. The project will provide short-term income restoration activities intended to restore affected person's income in the period immediately before and after relocation focusing on relocation, and providing short-term allowances such as (i) transitional allowance; and (ii) shifting assistance. Medium-term income restoration activities such as provision of longer-term training will also be provided. Longer-term training programs will be developed based on the degree of disruption to livelihood activities. These will be derived from detailed socio-economic survey information, conducted as a part of the resettlement plan. The time frame will be decided based on training to be provided, and will also be outlined in the resettlement plan. The resettlement plan budget will reflect the cost of providing training. The PIU will also facilitate affected persons' access to Government schemes that could help them restore income and livelihood.
36. Key steps to be undertaken in livelihood skills training by the RP implementing NGO for vulnerable households are:
- i. Identification of affected, vulnerable households through the census and socio economic survey of APs;

¹⁰The APs will hand over land and properties acquired free from all encumbrances such as mortgage, debt, etc. after compensation. However, in case there are loans on acquired land and properties, such amounts will be deducted from the total compensation. The acquired land and properties shall vest in the Competent Authority paying compensation for such lands/properties. If the Competent Authority fails to pay decided compensation to APs within a year after the date of notification, additional amount by way of interest (12%) will apply on final compensation payable to each AP, unless and except in cases where the AP has approached the judiciary for grievance redress.

- ii. Identification of potential trainees and training needs assessment for vulnerable households, which would require a detailed survey and assessment of the literacy, educational level, and/or skill sets of one member of the household nominated for skill training. The needs assessment will also document income from various sources, assets, resources, and coping strategies currently used by the household. The strategy will improve or maximize returns from present occupation of the principal earning member or introduce a new or supplementary occupation aimed at achieving the right mix of activities in order to enable the household to improve or maintain its living standards. Baseline details will be documented in order for post-training impact assessment.
- iii. Identification of requirements for credit support and assistance in accessing employment.
- iv. Identification of local trainers, resource persons or training institutes by the NGO. A maximum time frame of three months is planned for training
- v. Internal monitoring of training and submission of progress reports
- vi. Post-training impact assessment will be conducted by an external agency engaged for external monitoring, one year after project implementation. Indicators would be developed during detailed design stage.

37. In addition to livelihoods skills training, the following special measures to help vulnerable affected persons improve their living standards/skills to improve their quality of life, will be provided:

- i. In case of total loss of business, apart from skills training for vulnerable households, assistance for purchase of income generating assets (maximum Rs 30,000 / per household) will be provided.
- ii. Vulnerable households will be given priority in project construction employment.
- iii. In recognition of the fact that illiterate women, men and child labour comprise a fairly large proportion of temporarily affected persons¹¹, the investment program will provide them an opportunity to attend a literacy and/or numeracy camp, if the proposed demand survey for a camp reveals a felt need among the target group.

ASSISTANCE FOR TEMPORARY IMPACTS

38. Temporary loss of land and common resources is expected to be minimal. Should there be temporary losses, APs will be provided with:-

- i. Rent for the period of occupation for legal titleholders.
- ii. Compensation for assets lost at replacement value/cost, including trees and crop loss in accordance with the entitlement matrix
- iii. Restoration of land to previous or better quality.
- iv. Restoration or replacement of common resources.

39. Sub-projects requiring work on right-of-ways such as rehabilitation or construction of water supply and sewage networks are not expected to require land acquisition nor affect permanent structures. However, there are possible minimal impacts on access and livelihood. APs will be provided with:-

- i. 30 days' advance notice regarding construction activities, including duration and type of disruption.

¹¹Based on results of transect walks in Bhagalpur, 20% of temporarily affected persons comprise illiterate women, child labour and below poverty line households.

- ii. Contractor's actions to ensure there is no income/access loss consistent with the initial environmental examination. This includes: leaving spaces for access between mounds of soil, providing walkways and metal sheets to maintain access across trenches for people and vehicles where required, increased workforces to finish work in areas with impacts on access, timing of works to reduce disruption during business hours, phased construction schedule and working one segment at a time and one side of the road at a time.
- iii. Assistance to mobile vendors/hawkers to temporarily shift for continued economic activity. For example assistance to shift to the other side of the road where there is no construction or Rs. 1,000 as one time cash shifting assistance.
- iv. For construction activities involving unavoidable livelihood disruption, compensation for lost income or a transitional allowance for the period of disruption whichever is greater.

40. For construction activities involving unavoidable livelihood disruption, compensation for lost income or a transitional allowance for the period of disruption, whichever is greater, is to be given.





RELOCATION

41. The entitlement matrix (**Table 6**) provides for compensation at replacement value or land-for-land where feasible to legal title holders and to vulnerable households, if signified by the affected person. Fees, taxes, and other charges related to replacement land (applicable to all parcels of replacement land, which totals the equivalent area of land acquired, if parcels of non-contiguous land are bought due to the unavailability of one contiguous parcel) will also be payable to the affected person.
42. In accordance with ADB's SPS, should there be any physical displacement or resettlement, the existing social and cultural institutions of affected persons (resettled populations) and host populations will be supported to the maximum extent possible. Resettled population will be economically and socially integrated into host communities so that adverse impacts on the latter are minimized. Concerns of affected persons and host communities will be understood through consultations and systematically recorded and addressed in the resettlement plan. In addition, benefits of the project will be extended to host communities to ensure integration; the resettlement plan will explain how integration with host populations will be achieved.

E. PROJECT INFORMATION DISCLOSURE, PUBLIC PARTICIPATION AND CONSULTATION

43. The BWSP1 subproject is being disclosed in a series of Community Orientation Meetings, being conducted monthly since December 2014. Till date, out of a total of 462 persons who were oriented and given first-hand information about the project, 379 including 130 women were from the local community. It is significant to note that the list of the participants included 22 councillors and 61 officials. In addition, the project is receiving regular attention in the local printed press.
44. The Resettlement Plan for BWSP1 was prepared in consultation with stakeholders. Detailed discussions were held with municipal officials, owners and users of sites where subproject facilities are proposed, academicians and environmental specialists based in Bhagalpur University, fishermen in Bhagalpur and potentials beneficiaries (residents). Meetings and individual interviews of stakeholders, particularly potentially temporarily affected persons, were held, and transect walks and interviews conducted to determine the potential impacts of sub project construction to prepare the sample subproject Resettlement Plan. Focus Group Discussions held with residents and/or users in and around each of the identified OHT sites.
45. The detailed consultations with potential beneficiaries and affected persons revealed that there is a great need for the water supply project in Bhagalpur, and consultations helped in selection and finalization of subproject sites in Bhagalpur. The draft Resettlement Framework and draft Resettlement Plan in local language were discussed in a city-wide stakeholder consultation work shop and the documents were disclosed by placing them in the Municipal Office, Revenue Department and at Bihar Rajya Jal Parishad (BRJP). This will also be placed in the PIU office after its establishment. The Resettlement Framework and Resettlement Plan do include a strategy for continued consultation at different stages of Resettlement Plan implementation. The Format for Public Consultation & Focus Group Discussions is appended as Appendix 1.
46. Information shall continue to be disseminated to affected persons and beneficiaries through various media. PMU/PIU, with assistance of PMC, will undertake consultations, information dissemination, and disclosure. The finalized Resettlement Plan will also be disclosed in websites of ADB, BUIDCo, State Government, local government, PMU and PIU.

Table 7: Summary of Community Consultations

Sl. No.	Date	Location	No. of Wards Included	No. of Participants	Issues/Queries Raised ¹²	Photographs
1	18 th Dec, 2014	CMS School Narga, Ward No. 9	Ward No. 1,2,7,8,9	Total-39 M – 33 F – 6	<ul style="list-style-type: none"> Process and basis of tariff fixation for water consumers. Subsidy for the poor households belonging to vulnerable social category. Work schedule of actual construction work. 	 
2	16 th Jan, 2015	Govt. Girls High Inter School, Nathnagar, Bhagalpur, Ward No. 6	Ward No. 3,4,5,6,12	Total-37 Male-30 Female-7	<ul style="list-style-type: none"> Provision of water for non-drinking purposes like washing clothes, utensils and bathing. Payment/non-payment of user charges. Usability of the existing distribution pipelines. 	 

¹²The community consultation programs are being organized as per Community Orientation and Participation Plan (CAPP). The CAPP provides a suitable module for generating awareness about the benefits which will accrue to them among the end-users/beneficiaries, representatives of ULB and other important stakeholders including general public in the wake of project implementation.

The issues /concerns raised during the deliberations of the community consultation were adequately addressed by Resource Persons to enable them to build consensus on their possible solutions and extend cooperation and support during and after the project implementation.

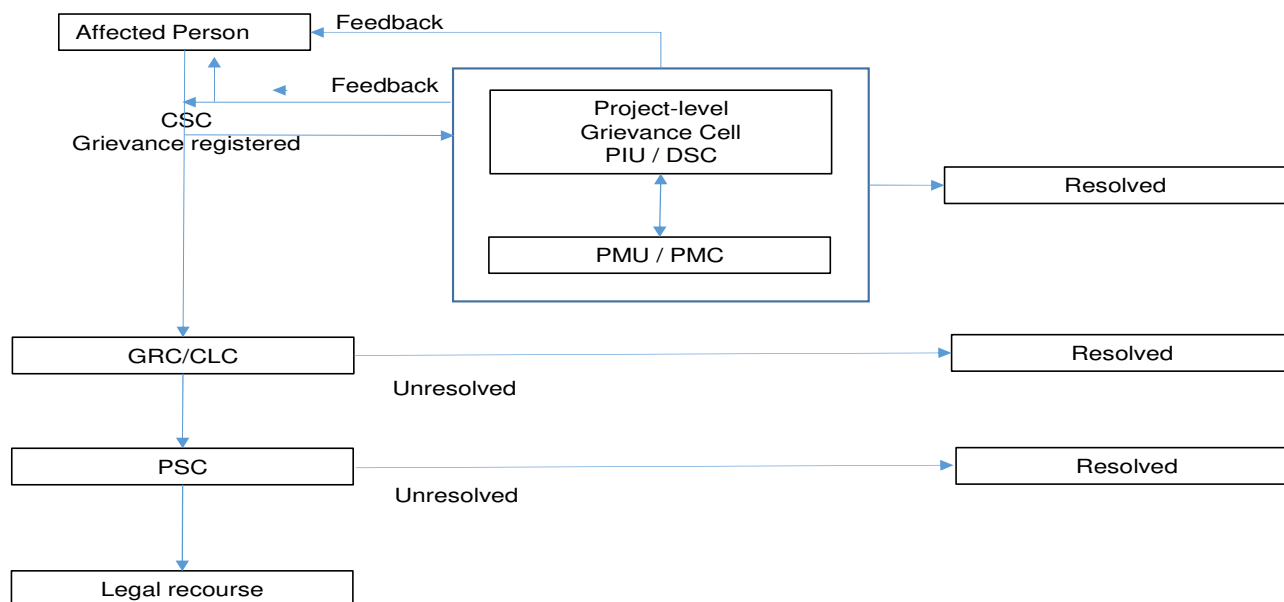
Sl. No.	Date	Location	No. of Wards Included	No. of Participants	Issues/Queries Raised ¹²	Photographs
3	12 th Feb, 2015	Global Mathematics Coaching, University Road, Company Bagh, Durga Mandir, Ward No. 13	Ward No. 10,11,13,14,15	Total-60 Male-49 Female-11	<ul style="list-style-type: none"> Reasons for delay in project implementation. Mode of user charge collection. Compulsory or voluntary connection 	 
4	25 th March, 2015	Conference Hall, Divisional Commissioner, Bhagalpur	Ward No. 17,19,20,21,22	Total-29 Male-23 Female-6	<ul style="list-style-type: none"> Process and basis of tariff fixation for water consumers. Subsidy for the poor households belonging to vulnerable social category. Work schedule of actual construction work. 	 
5	29 th April, 2015	Community Hall, Budhanath Mandir Ward No. 18	Ward No. 16,18,42,43	Total-63 Male-43 Female-20	<ul style="list-style-type: none"> Need for early implementation of the project. User charge 	 

Sl. No.	Date	Location	No. of Wards Included	No. of Participants	Issues/Queries Raised ¹²	Photographs
6	28 th May, 2015	Girls Middle School, Badi Khanjarpur, Near Masjid Ward No. 24	Ward No. 23, 24, 25, 26, 27	Total-52 Male-36 Female-16	<ul style="list-style-type: none"> Mode and basis of fixing water tariff O&M of Public stand posts. Subsidy for the poor households belonging to vulnerable social category. 	
7	18th June, 2015	Conference Hall of Hotel Paradise, Jail Road, Jawaripur, Ward No. 30	Ward No. 28, 29, 30, 31, 32	Total-59 Male-48 Female-11	<ul style="list-style-type: none"> Quality of water to be supplied under the project. Mode and basis of fixing water tariff Subsidy for the poor households belonging to vulnerable social category. 	 
8	28 th July, 2015	Community Hall of Poddar Dharamshala Ward No. 35	Ward No. 33, 34, 35, 36, 37	Total-50 Male-50 Female-Nil	<ul style="list-style-type: none"> Completion time of the project. User charge and Subsidy for the poor household 	

F. GRIEVANCE REDRESS MECHANISM (GRM)

47. A common Grievance Redress Mechanism (GRM) for social and environmental complaints will be in place. Each Resettlement Plan, Indigenous Peoples Plan (IPP) (if applicable), and Initial Environmental Examination (IEE) and/or Environmental Impact Assessment (EIA) will follow the GRM described below, which is developed in consultation with stakeholders, including affected persons and NGOs. The GRM will provide an accessible platform for receiving and facilitating resolution of affected persons' grievances related to the project. Grievances and/or suggestions of affected persons can be dropped in suggestion boxes set up for the project in key locations including subproject sites, or conveyed through phone or email. The Community Liaison Officer (CLO) of the implementing NGO will be responsible for conducting periodic community meetings with affected communities to understand their concerns and help them through the process of grievance redressal (including translation from local language, recording and registering grievances of non-literate affected persons and explaining the process of redressing grievances).
48. In case of grievances that are immediate and urgent in the perception of the complainant, the contractor, and supervision personnel from PIU will try to successfully resolve them. Grievances and/or suggestions of affected persons can be dropped in suggestion boxes or conveyed through phone or mail. The Community Liaison Officer (CLO) of the implementing NGO will be responsible for conducting periodic community meetings with affected communities to understand their concerns and help them through the process of grievance redressal (including translation from local language, recording and registering grievances of non-literate affected persons; and explaining the process of grievance redressal).The grievance redress mechanism and procedure is depicted in **Figure 2** below .**Appendix 2** shows the sample Grievance Registration Form and Action taken report.
49. On 27.05.2015 the UDHD has formally approved the setting up of the Grievance Redressal system in Bhagalpur vide letter no.-1615. Please refer to Appendix 4 for details.

Figure 2: Grievance Redress Mechanism



CLC=City Level Committee, GRC=Grievance Redress Mechanism, NGO= nongovernmental organization, PIU= Project Implementation Unit, PMU =Project Management Unit, PSC=Project Steering Committee.

50. The process of constituting GRC has been initiated, which will be completed before commencement of physical activity.

G. INSTITUTIONAL ARRANGEMENTS

51. There has been a change in the institutional arrangement at Urban Development and Housing Department (UDHD) of Government of Bihar, which is the Executing Agency (EA) for the project. The PMU of BUDIP under UDHD has been merged with the central PIU under BUIDCo (Implementing Agency, IA) for effective execution and implementation of managing the social safeguards issues in the projects till date. The PMU has an Environment and Social Management Coordinator (ESMC) for execution and coordination of safeguard. PIU field offices shall be set up in each project town to manage the implementation of subprojects before physical progress. In addition, City Level Committees (CLC) will be setup in each project town to periodically review subproject progress before the start of civil work.
52. The ESMC, PMU is being assisted by the PMC for the preparation of IEE/EIA/ Resettlement Plan / IPP reports and providing advice on policy reforms. The PMU is endorsing the subproject IEEs/EIAs and Resettlement Plans/PPs prepared by the PMC. ESMC is co-ordinating with national and state agencies to resolve inter-departmental issues, if any. ESMC is also monitoring physical and non-physical activities under the investment plan. Also, monitoring the implementation of safeguards plans and guiding PIU as and when necessary.
53. The PMC has an Environment Specialist and Resettlement and Gender Specialist who are responsible for the preparation of IEE/EIA and Resettlement Plan/IPP and monitoring reports respectively. The PMC Specialists are reviewing and finalizing all reports in consultation with the ESMC. The PMC Specialists are also submitting periodic monitoring and implementation reports to PMU, who is taking follow-up actions, where necessary.

H. MONITORING RESULTS – FINDINGS

54. Because there is no implementation of social safeguard measures yet, actual monitoring is not being done yet.

I. FOLLOW UP ACTIONS, RECOMMENDATIONS AND DISCLOSURE

55. As for disclosure. Since no work has so far been taken up by the contractor on the ground A Consultation and Participation Plan (CAPP) has been prepared and as per plan, Community Orientation Program (COP) are being conducted on a regular basis in Bhagalpur. So far PMC, with support from DSC and PIU, has been able to conduct seven such COPs with all the important stakeholders.

J. PREPARATIONS FOR TRANCHE 2 AND TRANCHE 3

56. There are several subprojects envisaged to be included in Tranche 2 and Tranche 3. A

short description of subproject scope and social safeguard preparations is given hereunder.

a. Bhagalpur Water Supply Project Phase 2 (**BWSP2**). Its technical scope covered the construction of a new river water intake, raw water pumping station, raw water transmission main, WTP and clear water transmission mains. However, in December 2014 the Inland Waterways Authority of India (IWAI) gave its objection to the construction of the proposed river intake at Bhagalpur as it would obstruct navigation. IWAI further opined that the proposed site is likely to be subjected to sedimentation in the near future. This has necessitated BUDIP to investigate potential alternatives for the water source. The investigations are in progress and the following options are being examined:

- Use of the existing river intake, i.e. an increase of the intake capacity.
- Construction of radial collector wells for river bank infiltration.
- Relocation of the proposed river intake site to a location where navigation would not be obstructed and the risks of sedimentation or erosion are small. Such location is available 25km upstream of Bhagalpur.

It is expected that a decision about the most suitable alternative can be taken by end July 2015. Further planning and design development shall start thereafter. Related activities in social and environmental safeguards are therewith also deferred. Considering the delays being incurred it is being considered to include BWSP2 in Loan Tranche 3.

b. Gaya Water Supply Project Phase 1 (**GWSP1**). Its technical scope includes refurbishing of the existing water production facilities, consolidation, renovation, and extension of the pipes work, augmentation of the storage capacities, introduction of tools for monitoring the production and the consumption of water, and last but not the least, the capacity building of the municipal operator for ensuring the sustainability of the project. The total length of distribution lines to be laid under GWSP1 is 446 km. The SAR and DPR have been prepared. Likewise, the working draft RP for GWSP1 has been prepared and submitted to BUIDCo and ADB. The Working Draft RP for GWSP1 is being currently reviewed and finalized by the Resettlement Consultant of ADB. A total of 13,104 persons are estimated to be adversely impacted due to subproject implementation. Out of which the number of permanently affected persons is 50.

In order to enable the RP Consultant to finalize the working draft RP and due diligence report, the joint team of PMU, PMC and DSC collected, compiled, collated and shared requisite information with regard to social and IR impacts. In particular, the joint team furnished information relating to (i) list of community consultations held so far, (ii) identification of potential APs who are likely to incur losses of livelihood due to construction of OHT at 2 project sites of Gangi pond and Mastalipur, (iii) updating of socio-economic profile of all potential APs at all locations including Ramshila hills, Brahmayoni hills and pumping stations etc. (iv) coordinates of all project locations and facilities on google map, (v) updated estimates of Resettlement Costs along with their specific calculations (vi) summary table of IR impacts for all locations and facilities. In order to assess the issue of social exclusion of vulnerable communities at all subproject sites including all OHT /GLSR sites and pumping stations, meaningful consultations were held, documented and shared with the ADB consultant. The subproject is to be implemented as one BO contract under Tranche 2.

- c.** **GWSP2** will cover the construction of new tube wells and transmission mains, clear water reservoir, GLSR at Srigsthan and operator office at Dandibagh. With a view to planning RP for package 2 of GWSP, Social Impact Assessment (SIA) exercise was taken up for the entire stretch identified as the tentative alignment of the Transmission Mains. The final report consists of the (i) tentative layout maps of proposed alignment of the Transmission Mains from the new tube wells; (ii) checklists for conducting SIA; and (iii) all critical points having social and IR impacts on google earth map along with the list suggestions for possible mitigation of negative social and IR impacts. The subproject is to be implemented as a Works Contract under Tranche 2.
- d.** The Gaya Wastewater Project (**GWWP**) includes the design and construction of a sewerage system; i.e. service connections, sewer network, pumping stations and sewage treatment plant. Preliminary design is under preparation. The subproject is to be implemented under Tranche 3.

K. APPENDIX 1 DISCUSSIONS

FORMAT FOR PUBLIC CONSULTATIONS & FOCUS GROUP

(Socio-economic and Environmental)

Name of the Component / Site:

Name of the Village / Ward:

Name of the Block / Revenue Circle Office:

Name of the District:

Date:

Time:

Number of Participants:

Issues	Participants' Opinion, Comments and Suggestions
General perception about the project and the awareness about the proposed project component.	
Support of local people for the proposed Bhagalpur Water Supply Project?	
Any critical issue or concern by the local people regarding the project?	
Any criteria would you like to see considered during the project construction and operation stage?	
Are you expecting any difficulties by the construction of Water Supply Project in the coming days?	
Is the proposed project going to improve Water Supply System in Bhagalpur Town?	
What kind of Water Supply System do you need in your town?	
Is the proposed project going to provide better and safe drinking water to the local people?	
Is there any shortage of water for human consumption?	
Source of drinking water	
Number of Shops/Hotel/Commercial establishments in the surrounding area	

Issues	Participants' Opinion, Comments and Suggestions
Numbers of Industrial Units in the surrounding area	
Number of Households and Population in this Village/Ward	
Any Ethnic minorities/tribal population living in this area (Note the name of Tribe/Indigenous community, if any) Any Vulnerable groups (women headed, BPL, SC, ST, PH etc.) are living in this Village/Ward?	
General socio-economic Condition: What are the economic activities? Land use, cropping pattern (Seasonal), types of crops, value of the crops, Average land holding size etc.	
Access to the forest land and the use of the forest land (if any)	
Current rates of the land (Government as well as market rates) in "Bigha"/ "Acre"	
Loss of residential/commercial structures, if any due to the project	
Loss of community life like any Market Places, Religious places, or any community activities to be affected?	
Land acquisition and Resettlement (if foreseen due to the construction of Water Supply Pipeline, Over Head Tanks, Water Treatment Plants, etc.) Has there been land acquisition before? If yes, what was the process of land acquisition and compensation package?	
Protected areas (national park, protected forest, religiously sensitive sites, historical or archaeological sites), if any	
Health status of the Village/Ward. Availability of Hospitals and over all environmental condition. Is there any chronic disease prevalent in this area and are you aware about HIV/AIDS and STP?	
Poverty Level: Is the area poor or very poor or well off	
Education Status: Literate, illiterate etc	
Employment Status: Percentage of employment/ unemployment/ underemployment	
Migration Pattern (If any), inward or outward	

Issues	Participants' Opinion, Comments and Suggestions
If the laying of Water Supply Pipeline necessitates relocation, where would you like to be relocated?	
What is the possibility of shifting the religious structure(s)? And where to relocate?	
Type of compensation Paid / Expected (Cash or Kind)	
Perceived benefits from the project	
Perceived losses from the project	
Will there be likely involvement of local people in the implementation of the project?	
What other organizations of a social nature (NGOs/CBOs/ Civil Society) active in the village/ward? Name of these organizations.	
Any Other Issues you may feel to share:	
Is this consultation useful? Comments	

L. APPENDIX 2 SAMPLE GRIEVANCE REGISTRATION FORM

(To be available in Hindi and English or local language, if any)

The **Bihar Urban Development Investment Program (BUDIP)** welcomes complaints, suggestions, queries and comments regarding project implementation. We encourage persons with grievance to provide their name and contact information to enable us to get in touch with you for clarification and feedback.

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

Date		Place of registration			
Contact Information/Personal Details					
Name		Gender	Male/ Female	Age	
Home Address					
Village / Town					
District					
Phone no.					
E-mail					
Complaint/Suggestion/Comment/Question Please provide the details (who, what, where and how) of your grievance below: If included as attachment/note/letter, please tick here:					
How do you want us to reach you for feedback or update on your comment/grievance?					

FOR OFFICIAL USE ONLY

Registered by: (Name of official registering grievance)	
If – then mode: <input type="checkbox"/> Note/Letter <input type="checkbox"/> E-mail <input type="checkbox"/> Verbal/Telephonic	
Reviewed by: (Names/Positions of Official(s) reviewing grievance)	
Action Taken:	
Whether Action Taken Disclosed:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Means of Disclosure:	

GRIVENCE REDRESS REGISTAR
GRIVENCES RECORD AND ACTION TAKEN

Sr. No.	Date	Name and Contact No. of Complainer	Type of Complain	Place	Status of Redress	Remarks

**M. APPENDIX 3: COPY OF NOCS RECEIVED FROM BHAGALPUR MUNICIPAL
CORPORATION.**

Phone: 2800354



Fax: 2800354

مرسی کمیٹی حضور سید شاہ حسن پیر با صفا رحمۃ اللہ علیہ
موجودہ مکان آباد - بھاگلپور - 5

URS COMMITTEE
MOCHALPURA, HOSSAINABAD
BHAGALPUR-5

उर्स समिती

मोचलपुरा, होसनाबाद
भागलपुर-5

Ref. No. _____

Date _____ 2014

सेवा में,

श्रीमान् नगर आयुक्त,

नगर निगम भागलपुर

विषय :- कच्ची मैदान मोचलपुरा हौसनाबाद में जलमीनार निर्माण करने हेतु
जापत्ति प्रमाण पत्र

महोदय,

निवेदन यह है कि हम उर्सकमिटी मोचलपुरा हौसनाबाद वार्डन 0
44 धाना मोजा हिल्स जिला भागलपुर के सभी सदस्यगण को उपरोक्त
वर्णित स्थान में जलमीनार निर्माण करने में कोई आपत्ति नहीं है।

अतः श्रीमान् से प्रार्थना है कि हमलोगों के द्वारा प्रस्तुत पत्र
पत्र को स्वीकार करने की कृपा प्रदान की जाय इसके लिए उर्सकमिटी के सभी
सदस्यगण श्रीमान् का सदा आभारी बने रहेगे।

आपका विश्वासी,

Md. Saud Alam
Secretary
Md. Saud Alam

Copy received by post on
23/01/2014

श्री श्री 108 राधा कृष्ण सार्वजनिक ठाकुरवाड़ी समिति, वारसलीगंज, भागलपुर

पत्रांक.....D.S...../13

दिनांक 20.7.08/13

प्रेषक,

अध्यक्ष,
श्री श्री 108 राधा कृष्ण सार्वजनिक ठाकुरवाड़ी समिति,
वारसलीगंज, भागलपुर।

सेवा में,

प्रबंधक,
बिहार आधारभूत संरचना विकास निगम लि०,
बिहार, पटना।

विषय—

ADB Loan No. 2861-IND के अन्तर्गत भागलपुर जलापूर्ति योजना के लिए भूमि उपलब्धता हेतु अनापत्ति प्रमाण पत्र के संबंध में।

महाशय,

उपर्युक्त विषय के संबंध में कहना है कि भागलपुर नगर निगम क्षेत्रान्तर्गत बिहार शहरी आधारभूत संरचना विकास निगम लि० द्वारा ऐशियन डब्लमपमेंट बैंक के द्वारा प्रदत्त राशि से जल मिनार निर्माण प्रस्तावित है। जिसमें श्री श्री 108 राधा कृष्ण सार्वजनिक ठाकुरवाड़ी समिति, वारसलीगंज भागलपुर की परती भूमि पर निर्माण करने में कोई आपत्ति नहीं है।

विश्वासभाजन

(संतोष कुमार)
20/08/13

अध्यक्ष

निगम पार्श्व, प्रभाग सं० 51

श्री श्री 108 राधा कृष्ण सार्वजनिक ठाकुरवाड़ी समिति,
वारसलीगंज, भागलपुर।

Copy received by Post on 23/01/14
DA

दिनांक-08.12.14 अप0 3:00 बजे मुख्य सचिव, बिहार की अध्यक्षता में ADB सम्पौषित भागलपुर एवं गया जलापूर्ति योजनाओं के कार्यान्वयन हेतु भूमि उपलब्धता विषय पर आयोजित बैठक की कार्यवाही :-

उपस्थित:- यथा पंजी के अनुसार

कार्यवाही:-

ADB सम्पौषित भागलपुर जलापूर्ति योजना फेज-I, फेज-II एवं गया जलापूर्ति योजनाओं के कार्यान्वयन हेतु भूमि उपलब्धता के विषय पर सभी संबंधित विभाग के प्रधान सचिव/सचिव से विमर्श के बाद निम्नांकित निर्णय लिया गया।

1. पथ निर्माण विभाग:-

- (i) भागलपुर जलापूर्ति योजना फेज - 1 के अन्तर्गत जलमिनार निर्माण के लिए पथ प्रमंडल आदमपुर, भागलपुर कार्यालय परिसर के अंदर 20 X 20 भूखण्ड पर कार्य कराने की स्वीकृति दी गई।
- (ii) विक्रमशीला सेतु के समीप पथ निर्माण विभाग के भूखण्ड पर भागलपुर जलापूर्ति योजना फेज- II अंतर्गत 33/3.3 के0भी0 के सब स्टेशन की स्थापना हेतु 40 X 70 मीटर भूखण्ड पर कार्य करने की स्वीकृति दी गई।

2. स्वास्थ्य विभाग:-

- (i) भागलपुर जलापूर्ति योजना फेज - 1 के अन्तर्गत जलमिनार निर्माण के लिए भागलपुर सेट्रल जेल, आनंद नगर कॉलोनी के नजदीक स्वास्थ्य विभाग के भूखण्ड के अंदर 20 X 20 भूखण्ड पर कार्य कराने की स्वीकृति दी गई।
- (ii) भागलपुर जलापूर्ति योजना फेज - 1 के अन्तर्गत जलमिनार निर्माण के लिए मेडिकल स्टाफ क्वार्टर सुरकी काल के सामने स्वास्थ्य विभाग के भूखण्ड के अंदर 20 X 20 भूखण्ड पर कार्य कराने की स्वीकृति दी गई।
- (iii) यह निदेश दिया गया कि WTP के लिए बुडको बैकल्पिक भूखण्ड की तलाश करे। बैकल्पिक भूखण्ड की सम्भावना नहीं रहने की स्थिति में संबंधित विभाग से भूमि के उपयोग करने के लिए कार्रवाई की जाएगी। चूँकि वर्णित भूमि चिकित्सा महाविद्यालय की है और भविष्य में चिकित्सा महाविद्यालय के भवनों के विस्तार की सम्भावना है, जिसमें चिकित्सा महाविद्यालय की भूमि का उपयोग होना है। प्रधान सचिव, स्वास्थ्य विभाग यह सुनिश्चित कर लें कि भविष्य में मेडिकल कॉलेज के विस्तार के आलोक में WTP के लिए भूमि का NOC देना संभव है अथवा नहीं।

3. कृषि विभाग:-

भागलपुर जलापूर्ति योजना फेज - 1 के अन्तर्गत जलमिनार निर्माण के लिए बाजार समिति के उत्तर कृषि बाजार कम्प्लेक्स बगहबाड़ी में कृषि विभाग के भूखण्ड के अंदर 20 X 20 भूखण्ड पर कार्य कराने की स्वीकृति दी गई।

4. उद्योग विभाग:-

भागलपुर जलापूर्ति योजना फेज - 1 के अन्तर्गत जलमिनार निर्माण के लिए अबीर मिश्रा लेन नाथ नगर पी0एस0 के निकट, रंगाई केन्द्र चंपा नगर, भागलपुर में उद्योग विभाग अंतर्गत उपलब्ध भूखण्ड के अंदर 20 X 20 भूखण्ड पर कार्य कराने की स्वीकृति दी गई।

5. गृह विभाग:-

भागलपुर जलापूर्ति योजना फेज - 1 के अन्तर्गत जलमिनार निर्माण के लिए पुलिस प्रशिक्षण केन्द्र नाथ नगर के उत्तर, आरक्षी प्रशिक्षण, महाविद्यालय, नाथ नगर में गृह विभाग के भूखण्ड के अंदर 20 X 20 भूखण्ड पर कार्य कराने की स्वीकृति दी गई।

6. शिक्षा विभाग:-

भागलपुर जलापूर्ति योजना फेज - 1 के अन्तर्गत जलमिनार निर्माण के लिए कम्पनीबाग में जगलाल हाई स्कूल के कैम्पस के अन्दर शिक्षा विभाग के भूखण्ड के अंदर 20 X 20 भूखण्ड पर कार्य कराने की स्वीकृति दी गई।

7. जिला प्रशासन गया:-

नगर आयुक्त, गया, जिला पदाधिकारी के प्रतिनिधि के रूप में शामिल हुए और उन्होंने बताया कि उनके यहां भूमि उपलब्ध कराने में कोई समस्या नहीं है।

(i) गया जलापूर्ति योजना के कार्यान्वयन हेतु वार्ड नं० - 48, किलोस्कर पम्प हाउस के उत्तर, जोड़ा मस्जिद के निकट मानपुर (ब्लॉक) में 30 X 30 मीटर, भूखण्ड उपलब्ध कराने की स्वीकृति दी गई।

(ii) गया जलापूर्ति योजना के कार्यान्वयन हेतु वार्ड नं० - 48, उर्दु मोहम्मदन टोला के उत्तर, गौरी शंकर मंदिर के निकट, मानपुर (ब्लॉक) में 30 X 30 मीटर, भूखण्ड उपलब्ध कराने की स्वीकृति दी गई।

(iii) गया जलापूर्ति योजना के कार्यान्वयन हेतु वार्ड नं० - 01, खरखुरा राजा कोठी, चंदौती (ब्लॉक), में 30 X 30 मीटर, भूखण्ड उपलब्ध कराने की स्वीकृति दी गई।

(iv) गया जलापूर्ति योजना के कार्यान्वयन हेतु वार्ड नं० - 50, भुसुंडा, (जहां स्टेडियम प्रस्तावित है), मानपुर, (ब्लॉक), में 30 x 30 मीटर, भूखण्ड उपलब्ध कराने की स्वीकृति दी गई।

(v) गया जलापूर्ति योजना के कार्यान्वयन हेतु वार्ड नं० - 50, मस्तालीपुर, मानपुर अंचल कार्यालय के दक्षिण, मानपुर (ब्लॉक) में 30 x 30 मीटर, भूखण्ड उपलब्ध कराने की स्वीकृति दी गई।

(vi) गया जलापूर्ति योजना के कार्यान्वयन हेतु वार्ड नं० - 27, बरगद पेड़ के दक्षिणी तरफ बड़की ढेलहा, धनियाँ बगीचा, चंदौती (ब्लॉक), में 30 x 30 मीटर, भूखण्ड उपलब्ध कराने की स्वीकृति दी गई।

धन्यवाद के साथ बैठक समाप्त हुई।

Agenda
14.12.2014

ज्ञापांक- 3990

प्रतिलिपि:-

प्रधान सचिव, पथ निर्माण विभाग/प्रधान सचिव, स्वास्थ्य विभाग/प्रधान सचिव, कृषि विभाग/प्रधान सचिव, उद्योग विभाग/प्रधान सचिव, गृह विभाग/प्रधान सचिव, शिक्षा विभाग/जिलाधिकारी, भागलपुर/जिलाधिकारी, गया।

31/12/14
मुख्य सचिव,
बिहार सरकार

दिनांक- 17/12/14

Agenda
16.12.2014
सचिव,

नगर विकास एवं आवास विभाग।

English translation of the Minutes of the Meeting organized on 08.12.2014 at 3:00 p.m. under the chairmanship of the Chief Secretary, Govt. Of Bihar to discuss and ensure availability of land for implementing BUDIP program

Attendance: - as per the register.

Action taken-

The following decisions are taken based on the interaction with the concerned Principal Secretaries / Secretary on land availability for the execution of the ADB funded Bhagalpur Water Supply Project Phase-I , Phase-II and Gaya Water Supply Project

1. Road Construction Department

- (I) Permission granted to construct an Over Head Tank (OHT) under Phase-I of Bhagalpur Water Supply Project on 20X 20 plot on the piece of land within the premises of the Divisional office of the Road Construction Department, Adampur, Bhagalpur.
- (II) Permission granted to establish 33/3.3 K.V substation under Phase-II of Bhagalpur Water Supply Project on 40X 70 meter plot on the piece of land belonging to the Road Construction Department near the Vikramshila Bridge, Bhagalpur.

2. Health Department

- (I) Permission granted to construct an Over Head Tank (OHT) under Phase-I of Bhagalpur Water Supply Project on 20X 20 plot on the piece of land belonging to the Health department situated near the Bhagalpur Central Jail, Anand Nagar Colony, Bhagalpur.
- (II) Permission granted to construct an Over Head Tank (OHT) under Phase-I of Bhagalpur Water Supply Project on 20X 20 plot on the piece of land belonging to the Health department situated in front of the Medical Staff Quarter, Surkikal Bhagalpur.
- (III) BUIDCO was directed / asked to explore other avenues / availability of the required piece of land elsewhere for the WTP. Action / steps will be taken seeking permission for the construction of WTP from the concerned department only if there is no alternate piece of land available for the purpose. As the piece of land belongs to the Medical College and there is every likelihood of expansions of new buildings on the proposed piece of land, so the Principal Secretary, Health Department should ensure if it is feasible to issue NOC for the construction of the WTP or not keeping the future expansion plans in mind.

3. Agriculture Department

Permission granted to construct an Over Head Tank (OHT) under Phase-I of Bhagalpur Water Supply Project on 20X 20 plot on the piece of land belonging to the Agriculture Department in the Agricultural Market Complex, Bagahbari on the north side of Bazar Samitee, Bhagalpur.

4. Industries Department

Permission granted to construct an Over Head Tank (OHT) under Phase-I of Bhagalpur Water Supply Project on 20X 20 plot on the piece of land belonging

to the Industry Department in the Abir Mishra Lane near Dyeing Centre, Champanagar, Nathnagar Police Station, Bhagalpur.

5. Department of Home

Permission granted to construct an Over Head Tank (OHT) under Phase-I of Bhagalpur Water Supply Project on 20X 20 plot on the piece of land belonging to the Home Department in the north side of the Constable Training School, Nath Nagar, Bhagalpur.

6. Education Department

Permission granted to construct an Over Head Tank (OHT) under Phase-I of Bhagalpur Water Supply Project on 20X 20 plot on the piece of land belonging to the Education Department in the premises of Jaglal High School, Bhagalpur.

7. District Administration Gaya

Municipal commissioner, Gaya officiated as the representative of the District Magistrate, Gaya and informed that they don't have any issue in allocating the piece of land.

- (I) Permission granted to construct an Over Head Tank (OHT) under Phase-I of Gaya Water Supply Project on 30X 30 meter plot on the piece of land on north of the Kirloskar Pump House near Joda Masjid /Mosque at Ward No.- 48, Manpur (Block).
- (II) Permission granted to construct an Over Head Tank (OHT) under Phase-I of Gaya Water Supply Project on 30X 30 meter plot on the piece of land on north of the Gauri Shankar Temple near Urdu Mohammeden Tola at Ward No.- 48, Manpur (Block).
- (III) Permission granted to construct an Over Head Tank (OHT) under Phase-I of Gaya Water Supply Project on 30X 30 meter plot on the piece of land in Kharkhura Rajakothi at Ward No.- 01, Chandauti (Block).
- (IV) Permission granted to construct an Over Head Tank (OHT) under Phase-I of Gaya Water Supply Project on 30X 30 meter plot on the piece of land at Bhusunda (where stadium is proposed) at Ward No.- 50, Manpur (Block).
- (V) Permission granted to construct an Over Head Tank (OHT) under Phase-I of Gaya Water Supply Project on 30X 30 meter plot on the piece of land on south of the Mastalipur, Manpur Circle Office at Ward No.- 50, Manpur (Block).
- (VI) Permission granted to construct an Over Head Tank (OHT) under Phase-I of Gaya Water Supply Project on 30X 30 meter plot on south of the Banyan Tree at Dhaniya Bagicha, Badki Delha in Ward No.- 27, Chandauti (Block).

The meeting ended with vote of thanks.

N. APPENDIX 4- OFFICE ORDER PERTAINING TO FORMATION OF GRM

<p style="text-align: center;">बिहार सरकार नगर विकास एवं आवास विभाग।</p> <p style="text-align: right;"><i>Approved</i></p>		
<p>— : संकल्प : —</p>		
<p>बिहार राज्य अंतर्गत जलापूर्ति तथा सिवरेज योजनाओं के निर्माण हेतु बिहार शहरी विकास इन्वेस्टमेंट प्रोग्राम (BUDIP) - Loan No. 2861 - IND के तहत एशियन डेवलपमेंट बैंक (ADB) द्वारा ऋण उपलब्ध कराया जा रहा है। इस लोन प्रोग्राम के अंतर्गत भागलपुर एवं गया शहर के लिए जलापूर्ति तथा सिवरेज योजनाओं का कार्यान्वयन कराये जाने का प्रस्ताव है। इन योजनाओं के लिए बिहार शहरी आधारभूत संरचना विकास निगम लिमिटेड (बुडको) को प्रोजेक्ट मैनेजमेंट यूनिट तथा कार्यान्वयन एजेंसी घोषित किया गया है।</p>		
<p>2. एशियन डेवलपमेंट बैंक (ADB) सम्पोषित योजनाओं के कार्यान्वयन के लिए ADB के मार्गदर्शिका में दिये गये प्रावधान के आलोक में शहर स्तर पर एक शिकायत निवारण तंत्र (जी०आर०एम०) का गठन किया जाता है।</p>		
<p>3. नगर विकास एवं आवास विभाग एवं बिहार शहरी आधारभूत संरचना विकास निगम लिमिटेड (BUIDCO) द्वारा एशियन डेवलपमेंट बैंक (ADB) सम्पोषित BUDIP के अंतर्गत योजनाओं के लिए निम्नानुसार त्रिस्तरीय शिकायत निवारण तंत्र (जी०आर०एम०) स्थापित किया जाता है। शिकायत प्रथम स्तर पर प्राप्त की जायेगी। यदि नागरिक प्रथम स्तर पर संतुष्ट नहीं होते हैं तो वे द्वितीय एवं तत्पश्चात् तृतीय स्तर पर आवेदन कर सकेंगे। शिकायत का निष्पादन निम्नानुसार वर्णित अवधि में किया जाना है:-</p>		
स्तर	समिति	निष्पादन की अवधि
प्रथम	योजना प्रबंधन ईकाई (Project Management Unit)	शिकायत पत्र प्राप्ति के 90 दिनों के अंदर
द्वितीय	शहर स्तर समितियाँ (Town Committee)	60 दिनों के अंदर
तृतीय	कार्यक्रम संचालन समिति (Steering Committee)	90 दिनों के अंदर
<p>4. जी०आर०एम० अंतर्गत गठित एशियन डेवलपमेंट बैंक सम्पोषित योजनाओं के कार्यान्वयन में प्राप्त शिकायतों का निष्पादन करेंगी।</p>		
<p>ह०/- प्रधान सचिव, नगर विकास एवं आवास विभाग।</p>		
<p>दिनांक - 27/05/2015.</p>		
<p>ज्ञापक - 1615</p>		
<p>प्रतिलिपि:- आप्त सचिव, विकास आयुक्त, बिहार/प्रधान सचिव, वित्त विभाग/प्रधान सचिव/सचिव, योजना एवं विकास विभाग/प्रधान सचिव/सचिव, नगर विकास एवं आवास विभाग/प्रबंध निदेशक, बुडको/सभी सदस्य को सूचनार्थ एवं आवश्यक कार्रवाई हेतु प्रेषित।</p>		
<p><i>dar</i> 26/5 प्रधान सचिव, नगर विकास एवं आवास विभाग।</p>		

English translation of the Office Order issued for the constitution of GRM

1. Under Loan No. 2831 IND, a loan is being extended to Bihar Urban Development Investment Program (BUDIP) by Asian Development Bank (ADB) for creating water supply and sewerage systems. The creation of water supply and sewerage systems in two cities of Bihar –Gaya and Bhagalpur, is proposed under this loan program of BUDIP. The Bihar Urban Infrastructure Development Corporation (BUIDCo) shall be the designated Project Management Unit (PMU) as well as the Implementing Agency for these programs.
2. In compliance with the specific provisions of ADB guidelines prescribed for the implementation of ADB funded projects, a Grievance Redressal Mechanism is, hereby, constituted.
3. Under ADB funded programs of BUDIP, a three-tier GRM is being jointly established by Urban Development & Housing Department (UDHD) and Bihar Urban Infrastructure Development Corporation (BUIDCo). The complaint shall first be registered with the first tier and only if the grievance is not redressed at the first tier, the complainant shall have right to appeal to the second and third tiers of GRM. Redressal of complaints at different tier of GRM shall be in accordance with the following chart:

Tier /level	Name of the institution	Period for redressal of complaint
First	Project Management Unit (PMU)	Within 90 days from the date of receipt of the complaint
Second	Town Level Committees (TLC)	Within 60 days from the date of receipt of the complaint
Third	Steering Committee	Within 60 days from the date of receipt of the complaint

4. GRM will address only complaints which it receives from the public with regard to implementation of ADB funded projects of BUDIP.

(Signature)

Principal Secretary
UDHD, Govt. of Bihar

Letter No.: 16/5

Dated: 27.05.2015

Copy to:

Personal Secretary; Development Commissioner, Bihar; Principal Secretary-Finance Department; Principal Secretary/Secretary –Planning & Development Department; Principal Secretary/Secretary –UDHD; Managing Director-BUIDCo and all staff members of BUIDCo for information and reference.

(Signature)

Principal Secretary
Urban Development & Housing Department