

Land Acquisition and Resettlement Due Diligence Report

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India: Kolkata Municipal Corporation Sustainability
Hygiene and Resilience (Sector) Project

Development of S&D Network in Julpia Catchment
(Part of Ward 142) Including Construction of Julpia
Pumping Station in Borough XVI

Package No: KSHARP/OCB/2023-2024/SD06R

CURRENCY EQUIVALENTS

(as of 20 November 2023)

Currency unit	–	Indian rupee (₹)
₹ 1.00	=	\$ 0.01
\$ 1.00	=	₹ 83.33

ABBREVIATIONS

ADB	-	Asian Development Bank
FGD	-	Focus Group Discussion
GoWB	-	Government of West Bengal
GRC	-	Grievance Redressal Committee
GRM	-	Grievance Redress Mechanism
GRU	-	Grievance Redress Unit
INRM	-	India Resident Mission
KMC	-	Kolkata Municipal Corporation
KEIIP	-	Kolkata Environmental Improvement Project
KSARP	-	Kolkata Municipal Corporation Sustainability Hygiene and Resilience (Sector) Project
NGO	-	Nongovernmental Organizations
PMDSC	-	Project Management and Design Supervision Consultant
PMU	-	Project Management Unit
RandR	-	Rehabilitation and Resettlement
RCFTLARR	-	Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement
SIA	-	Social Impact Assessment
SWM	-	Solid Waste Management
SSC	-	Social Safeguard Cell
SPS	-	Safeguards Policy Statement

NOTE

In this report, "\$" refers to United States dollar.

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I. INTRODUCTION

A. Background

1. Kolkata is one of the eight megacities most vulnerable to disaster-related mortality.¹ Among the world's largest coastal cities, it is at risk of flooding, drought, cyclones, and subsidence due to sea level rise. Flat deltaic terrain, insufficient natural drainage, and tidal blockage of channels amplify flooding and water logging in the city. The city is growing, with built-up areas increasing at a rate of about 0.3% per year, mainly in the peripheral ring of the city.² It is estimated that one-third of Kolkata city's population lives in low-income and slum-like conditions.

2. KMC is mandated to provide water supply, sanitation, drainage, and solid waste management (SWM) services within its official boundaries. In central boroughs (I–X), water supply coverage is 100% while sewerage coverage is 73%. In the periphery (boroughs XI–XVI), water supply coverage is 56% and only 19% for sewerage.³ Drainage presents significant challenges in informal settlements and low-income areas, where floodwaters can linger for up to 2 days. Even common downpours are known to cause heavy traffic in Kolkata for 5 to 6 hours, or days in the low-lying or waterside slums. Women are particularly vulnerable to waterborne diseases brought about by poor sanitation. Unless addressed rapidly, these disparities will widen as the population grows in the periphery.

3. Since 1998, Asian Development Bank (ADB) has been supporting KMC to make Kolkata a more livable city through phased investments and integrated urban development. The Kolkata Environmental Improvement Project (KEIP) helped KMC to prepare sectoral strategies, road maps, policy frameworks, and urban sector investment plans to address gaps in operational efficiency, institutional effectiveness, policy, and sustainability.⁴ The project developed a comprehensive sewerage and drainage masterplan and carved out phased investment needs of the city for the next 30 years, laying the foundation for future investments.⁵ It also developed the urban infrastructure investment plan for the city covering all municipal services offered by the KMC.⁶ Following on from the KEIP, the Kolkata Environmental Improvement Investment Program (KEIIP), a multitranche financing facility of \$400 million, was approved in 2013 (footnote 3). Tranche 1 of KEIIP closed in 2019 and tranches 2 and 3 in August 2023. The program is supporting KMC to (i) enhance its operational capacity and climate change resilience of urban services, (ii) improve livability and inclusiveness of public places, and (iii) provide preparatory and transaction advisory services for a comprehensive sanitation improvement in Kolkata. Phased sequencing of investments under KEIIP helps to strengthen climate resilience through the systematic.

¹ Intergovernmental Panel on Climate Change. 2022. *Climate Change 2022: Impacts, Adaptation and Vulnerability. Contribution of Working Group II to the Sixth Assessment Report of the Intergovernmental Panel on Climate Change*. Cambridge and New York.

² European Space Agency (ESA), April 2017, based on models by Earth Observation for Sustainable Development, through ADB and ESA Partnership for Kolkata.

³ ADB. [India: Kolkata Environmental Improvement Investment Program](#); ADB. [India: Kolkata Environmental Improvement Investment Program, Tranche 1](#); ADB. [India: Kolkata Environmental Improvement Investment Program, Tranche 2](#); and ADB. [India: Kolkata Environmental Improvement Investment Program, Tranche 3](#). The sewer and drain systems are combined.

⁴ ADB. 2015. [Completion Report: Kolkata Environmental Improvement Project in India](#). Manila.

⁵ KMC. 2007. *Sewerage and Drainage Master Plan for Kolkata City*. Kolkata; and KMC 2023. *Master Plan of Sewerage and Drainage System for Project Area under Kolkata Urban Resilience Improvement Project*. Kolkata.

⁶ KMC. 2011. *Kolkata Urban Sector Investment Plan, 2012–2022*. Kolkata.

4. The project will be aligned with the following impact: integrated urban renewal of Kolkata city achieved.⁷ The expected outcome of the project is access to resilient, inclusive, and sustainable urban services increased. The outcome will be achieved through two outputs.

5. **Output 1:** Climate and disaster-resilient urban infrastructure and systems developed. The project will support the development of climate- and disaster-resilient sewerage and drainage infrastructure and systems, which will cover unserved areas of KMC. It includes the construction of 84.0 kilometers (km) of trunk and secondary sewerage and drainage networks and 176.0 km of lateral network up to customer connections, 50,000 household sewer connections, one sewage treatment plant with a capacity of 41 million liters per day, and five pumping stations. The infrastructure solution will be supplemented by ongoing waterbody rejuvenation efforts by KMC and flood early warning and forecasting systems to be enhanced under output 2 of this project. Strengthened urban infrastructure and systems will provide better services to all people, while women, children, the poor, and the disadvantaged will especially benefit from improved urban sanitation, health, and hygiene.

6. **Output 2:** Enabling environment for sustainable, inclusive, and resilient urban services improved. This output will build upon efforts delivered under KEIIP to enhance KMC's operational capacity and resilience of urban services. Specific initiatives include support in (i) development of a comprehensive asset management system will be developed and institutionalized in KMC. This includes formulation of an asset management policy, development of an information technology system, and establishment of an inventory of all classes of KMC assets, following physical survey, verification, and valuation. Additionally, capacity building support and training will be provided to establish processes, practices, and clear accountabilities for institutionalizing the asset management system in KMC; (ii) expansion of the flood forecasting and early warning system established under KEIIP to KSHARP areas;⁸ (iii) upgrade of comprehensive web-enabled GIS for infrastructure information in KMC.⁹ The proposed upgrade includes incorporating data on all utility networks that are laid under KEIIP and proposed under KSHARP. This will complement the proposed asset management system that would be established under KSHARP; (iv) training women self-help groups (SHGs) in O&M of public toilets in project boroughs; (v) community outreach for improved knowledge on hygiene and sanitation, and (vi) awareness generation amongst school students on flood hazards, preparedness, and emergency evacuation procedures.

B. Scope and Objective of Due Diligence Report

7. The main objective of the due diligence report is to confirm that the project is free of involuntary resettlement impacts such as land acquisition, physical displacement, economic displacement, adverse impact on livelihood, community properties, or any other impacts. This confirmation is based on a comprehensive examination of land records, stakeholders' consultations, and on-site visits to the proposed location. This DDR outlines the findings of this

⁷ KMC. 2007. *Sewerage and Drainage Master Plan for Kolkata City*. Kolkata. As the Master Plan will be updated prior to project approval, the impact statement will be revisited during processing.

⁸ The project will consider GESI-responsive early warning systems and take into consideration the most effective channels to communicate with women, persons with disability, elderly, and other vulnerable groups taking into account the levels of literacy.

⁹ KEIIP supported in establishing a web-enabled GIS by integrating information from remote sensing data and on-ground surveys to create a comprehensive infrastructure information system for Kolkata. The system covers all 144 wards of the city and provides detailed information on properties, as well as the water supply, sewerage, and drainage networks. All properties within the city have been geo-tagged, creating a digital map with precise location data for each property.

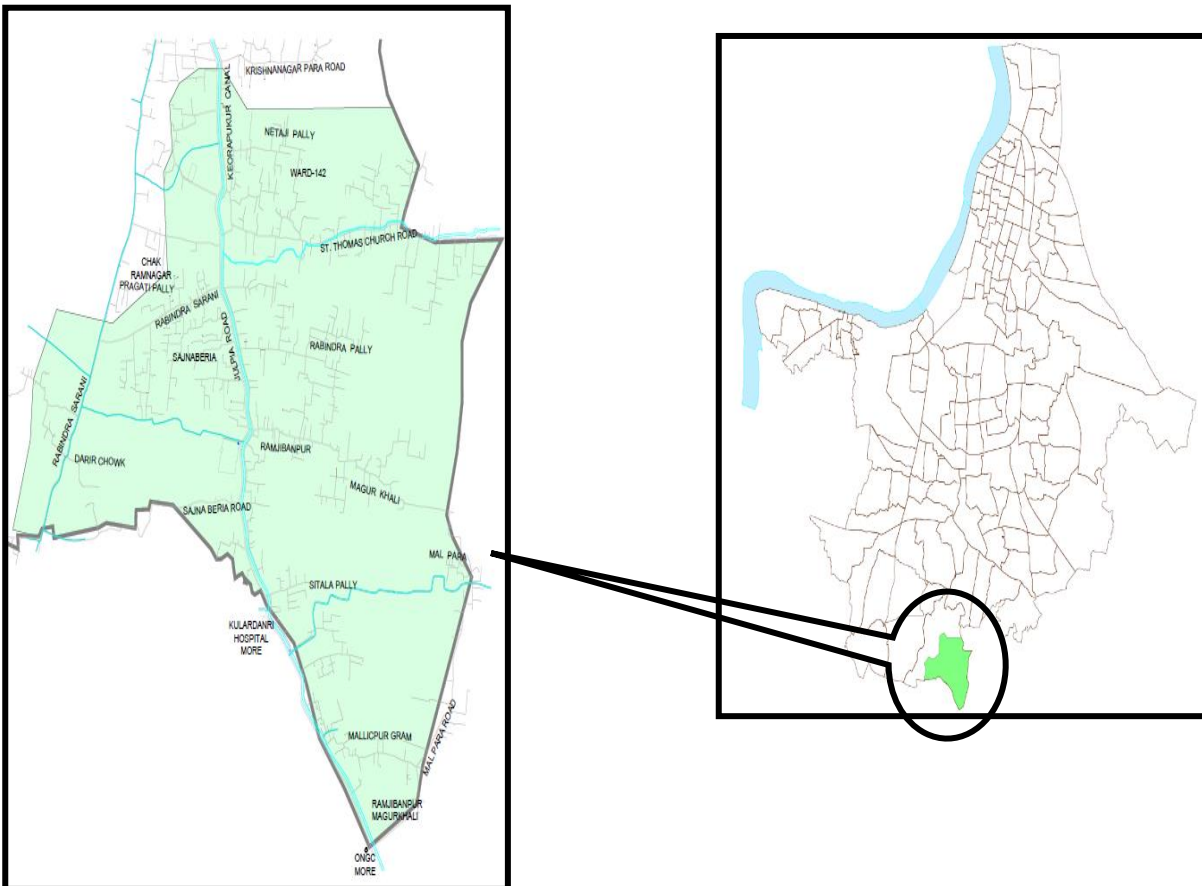
assessment, and it includes copies of relevant documents, minutes of meetings, and photographs.

C. Project Location and Components

8. This subproject focuses on the development of the Sewerage and Drainage system in added areas covering part of municipal ward 142 (Borough XVI).

9. Figure 1 shows the project area and Table 1 presents the major areas/roads to be covered under this project.

Figure 1: Project area part of ward 142



Source: Detailed Project Report for Package SD-06.

Table 1: Major areas covered under project

Borough XVI	Ward 142	Major Areas
		• Julpia Road • Madha Ram Nagar • Ghol Para • Sajneberia • Netaji palli • St. Thomas Chruch Road • Rabindra Palli • Ram Jibanpur Magur Khali • Malpara • Mallickpur Gram

Source: Detailed Project Report for Package SD – 06.

D. Existing condition of sewerage and drainage in project area

10. At present, there is no organized existing sewerage and drainage system in this area which results in waterlogging in different parts of the project area after any event of moderate to high intensity rainfall occurrence. However, there are a few surface drainage lines which not only carry storm water but also carry dry weather flow (DWF) to the canals. In the process, not only the canals but also the river water is getting polluted. Apart from this, other major inadequacies of the existing system observed within the study area are mentioned below. Improper drainage outlets and undersized sewer line and sewers laid at a shallow depth that are not functioning properly, result in waterlogging in different parts of the project area after any event of moderate to high intensity rainfall occurrence.

11. There are a few surface drainage lines which not only carry storm water but also carry DWF to the canals. In the process, not only the canals but also the river water is getting polluted.

12. Accumulation of water on roads occurs due to absence of an organized drainage system and water logging persists for a several days even with moderate rainfall.

13. Few existing sewerage and drainage lines are found within the subproject area. However, these sewer lines need to be replaced due to inadequate hydraulic capacity. Table 2 presents the major sewers/ drains within the subproject area.

Table 2: Major existing sewers/ drains within the project area

Name of the Road	Size of Sewer/ Drain (in mm)	Approx. Invert Depth (m)
Darir Chak Area	300 -400	0.84 to 1.57
Ramkrishna Asrama Road	300 -400	1.05 to 1.58
St.Thomas Church Road	300 – 400	1.50 to 1.59
Najrul Pally	300	0.68 to 1.23

Source: Detailed Project Report for Package SD -06.

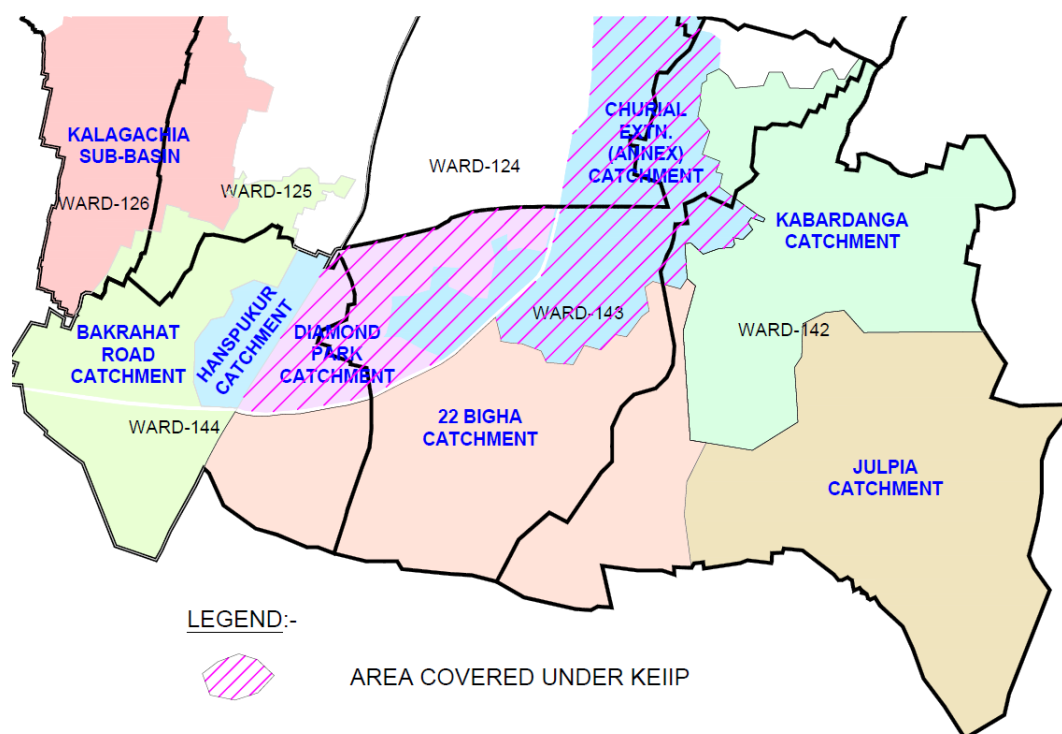
14. The project area remains water logged during the rainy season. Development of an adequate S&D system in this area is urgently required. Site visits have been conducted by the design team in the project area to understand the existing drainage pattern during the preparation of the Detailed Project Report (DPR). This was done to develop a proper S&D system which will cater the wastewater and storm water generated from within the project area. It is understood

through interaction with the local people that waste water and storm water accumulation is a common phenomenon in this area, therefore, removal/ disposal of the same is urgently required to improve the environmental standards and thus the quality of life.

15. The proposed sewerage and drainage system in project area is described below.

16. For development of the S&D system in Joka area and adjoining areas, the Joka area is divided into different catchments- Kalagachia catchment, Julpia Catchment, Churial Extension (Annex), Diamond Park, 22 Bigha Catchment, Hanspukur Catchment, Bakrahat road catchment as mentioned below and shown in Figure 2.

Figure 2: Proposed catchments in Joka Area



17. This report deals with the development of S&D network for Julpia Catchment alone. Out of the following catchments, S&D works for Churial Extension () and Diamond Park is under progress under the ongoing KEIIP.

18. Flow generated from the project areas will be conveyed to the proposed pumping station at Julpia through proposed trunk S&D network. From Julpia PS, SWF will be discharged to the Keorapukur Canal.

19. From Julpia PS, the entire DWF would be conveyed to the proposed S&D network in Kabardanga catchment by dedicated pumping main for onward transmission to the proposed Kabardanga PS. Construction of the proposed sewerage and drainage network including the proposed Kabardanga PS is considered under KSHARP.

20. From the Kabardanga PS, DWF will be conveyed to the Churial Extension PS through the S&D network in Churial Extension PS for onward transmission to the Bank Plot STP. The

sewerage and drainage network in Churial Extension catchment, Churial Extension pumping Station and STP are being implemented under ongoing KEIIP.

21. Major trunk sewers are proposed to be laid along the Julpia Road which will cater to the flow from the western and eastern parts of Julpia Road. The said sewer line will be connected to the proposed pumping station.

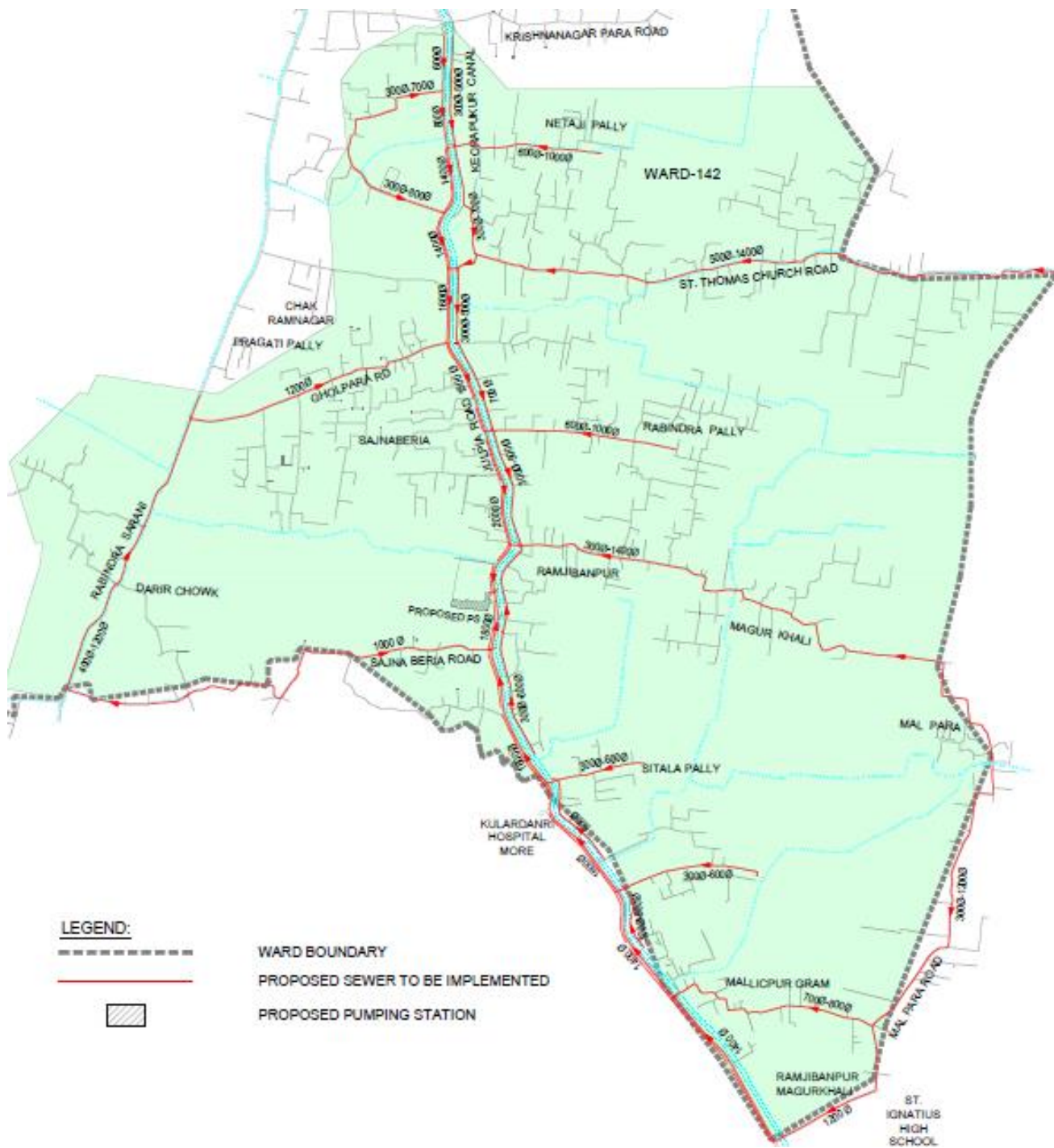
22. Flow from the eastern part of the Julpia Road will be conveyed to the major trunk sewer line along Julpia Road through the sewer lines along different roads in the eastern portion of the project areas. For conveying flow to the proposed sewer line along Julpia road, sewer lines at different locations are proposed to be laid below the Keorapukur canal. For crossing of Keorapukur canal, sewer lines below canal bed level are proposed to be laid by Jack Pushing Method.

23. Trunk sewer line along Julpia Road is proposed to be laid by micro-tunneling method.

24. A part of the storm runoff generated from this project area is proposed to be disposed into canals at various locations by four (24) gravity outfalls through a sluice gates arrangement. The ownership details of the proposed outfall locations along with photographs are appended in Table 7 and Appendix 1.

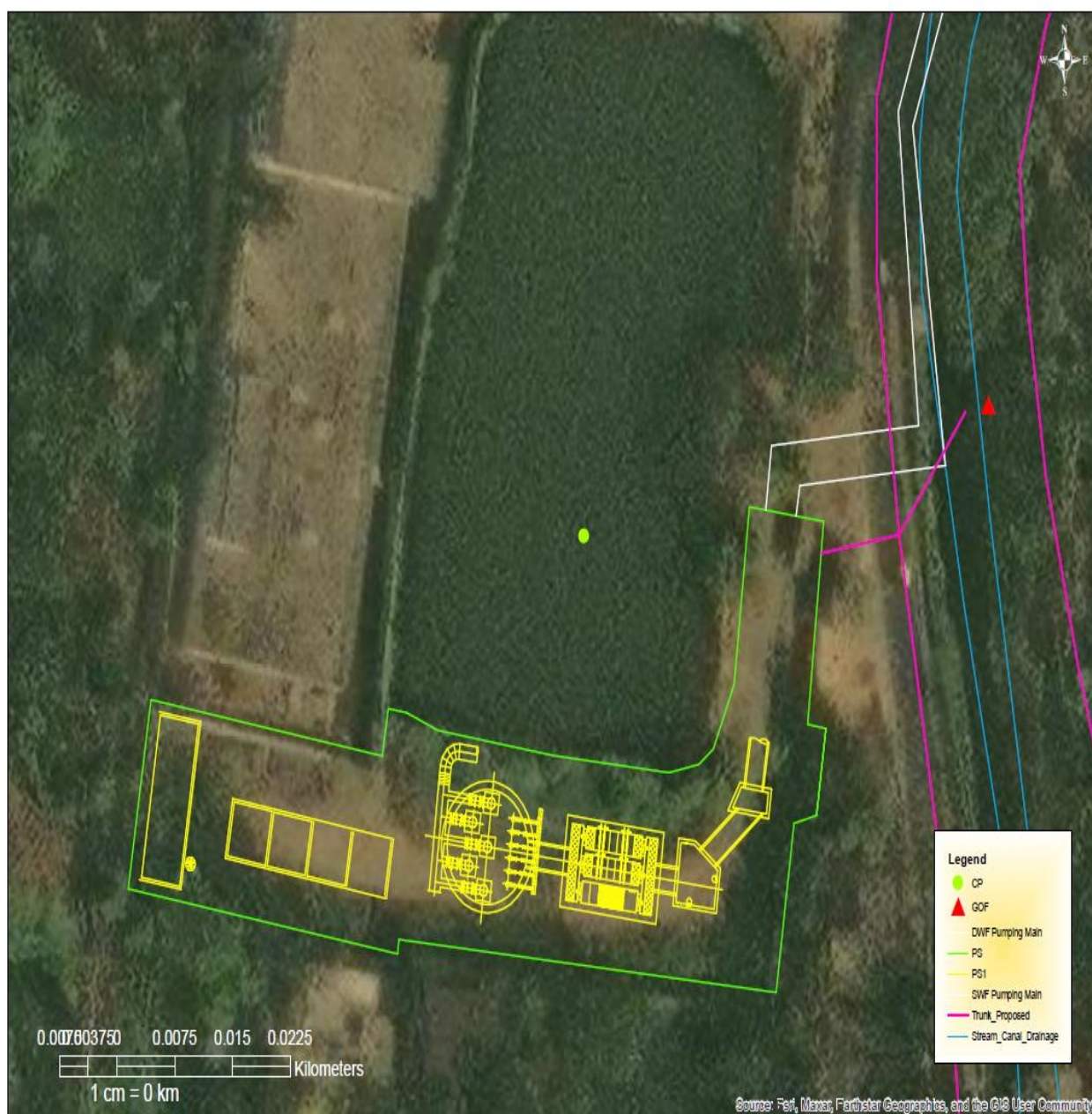
25. The proposed sewerage and drainage network is shown in Figure 3.

Figure 3: Proposed Sewerage and Drainage Network



Source: Detailed Project Report for Package SD -06

Figure 4: Google Map showing Location of Pumping Station at Julpia



Source: Detailed Project Report for Package SD -06

Table 3: Length of Proposed Sewer Lines under Package SD-06 (km)

Description	Length of sewer lines
Trunk sewer (600 mm & above) (Km)	12.1
Sewer lines below 600 mm (Km)	4.8
Total (km)	16.9

Source: Detailed Project Report for Package SD – 06

Table 4: Major Proposed Sewer lines to be implemented under Package SD-06

Sl. No	Name of Road	Proposed Pipe Dia (mm)	Length (mt)	Trench Width (mt)	Average Width of the road (mt)	Involuntary Resettlement Impact	Ownership of the Roads	Status of NOC	Remarks
1.	Julpia Road	600 to 2000	2700	1.3-3.4	7.5-8.5	Nil	PWD	PMU, KSHARP will obtain no-objection/ permission from above mentioned departments prior to commencement of civil works and same will be reported to ADB through the updated resettlement plan	No involuntary resettlement Impacts have been assessed based on preliminary design, field visit and transact walk. Final assessment will be done during Detailed Measurement Survey (DMS) after finalization of Design. If any impacts are identified based on the DMS, Census survey will be conducted.
2.	Madha Ramnagar	300-700	265	0.85-1.45	3.0-4.0	Nil	KMC		
3.	Ramkrishna Asrama Road	300-800	321	0.85-1.6	4.0-4.5	Nil	KMC		
4.	Ghol Para Road	1200	605	2.2	4.0-4.5	Nil	KMC		
5.	Daria Chak Playground to Ghol Para Junction	1000 to 1200	610	1.9-2.2	5.5-6.0	Nil	KMC		
6.	Sajna Baria Road	400 to 1000	562	1.0-1.19	3.0-4.5	Nil	KMC		
7.	Netaji Pally	700 to 1000	365	1.45-1.9	4.0-4.5	Nil	KMC		
8.	Najrul Pally	300 to 700	128	0.85-1.45	3.0	Nil	KMC		
9.	St. Thomas Church Road	500 to 1400	1335	1.15-2.5	3.0-4.5	Nil	KMC		
10.	Rabindra Pally	600 to 1000	446	1.3-1.9	2.9-3.2	Nil	KMC		
11.	Ramjiban Pur Magur Khali	800 to 1400	1300	1.6-2.5	3.2-4.2	Nil	KMC		
12.	Mal Para	300 to 800	783	0.85-1.6	4.0-4.3	Nil	KMC		
13.	Sitala Pally	300 to 600	232	0.85-1.3	2.5	Nil	KMC		
14.	Vivakanda Pally	300 to 600	347	0.85-1.3	2.0-2.5	Nil	KMC		
15.	Mallic Pur Gram	700 to 800	523	1.45-1.6	3.0-3.5	Nil	KMC		
16.	ONGC More to Mal para water tank	1000 to 1200	675	1.9-2.2	4.0-7.0	Nil	KMC		

Sl. No	Name of Road	Proposed Pipe Dia (mm)	Length (mt)	Trench Width (mt)	Average Width of the road (mt)	Involuntary Resettlement Impact	Ownership of the Roads	Status of NOC	Remarks
17.	Canal West Side Road	300 to 700	1679	0.85-1.45	2.5-2.7	Nil	KMC		

Source: Detailed Project Report for Package SD – 06

Table 5: Proposed Project Components

Sl. No	Package Name	Package Number	Scope of civil works
1	Development of S&D Network in Julpia Catchment (Part of Ward – 142) including construction of Julpia pumping station	SD 06	• Laying of sewer lines including house connection, Total length = 16.9 km. • Diameter below 600 mm = 4.8 km • Diameter 600 mm and above = 9.4 km • Out of 16.9 km, 2.7 km sewer line (diameter varying 1400 mm - 2200 mm) will be laid by Micro – tunneling method and rider sewer line of 2.5 km. ➤ 1400 mm = 983 m ➤ 1600 mm = 824 m ➤ 1800 mm = 380 m ➤ 2000 mm = 383 m ➤ 2000 mm = 95 m • Construction of pumping station • Laying of SWF pumping Main of 1422 OD dia. (14.2 mm thk.) MS pipe = 175 m • Laying of 400 mm dia. DI (K9) DWF pumping main = 1500 m • Construction of catchpits / Gully pits & House Connections where sewers to be laid. • Construction of outfall structures

Source: Detailed Project Report for Package SD – 06

II. LAND AVAILABILITY

A. Land Acquisition and Involuntary Resettlement

26. Pumping station is proposed within the KMC land at Julpia. The proposed construction work will be done in the vacant, unused land free from any encumbrances. Therefore, the proposed project does not envisage land acquisition or permanent resettlement impacts. The components are proposed to be constructed within the existing ROW of municipal corporation roads. The efforts to minimize the resettlement impact have been made by careful design, as all the implementation activities under the project will be confined to the available existing ROW and government land. Involuntary resettlement impacts will be further assessed and reconfirmed after the finalization of detailed design and alignments through detailed measurement surveys on sites/ sections of road and drainage alignments, ready for construction, and the due diligence report will be updated accordingly before the item-rate contract award.

27. The process of obtaining no-objection certificates (NOC) /permission from the concerned departments will be initiated by PMU, KSHARP. All the NOCs will be obtained prior to civil works of the item-rate contract. Details of land availability, ownership, description of surrounding areas, and status of NOCs for sites are provided in the following tables.

28. The proposed package is not having any land acquisition or involuntary resettlement impact on livelihoods or temporary impacts nor any structure and Common Property Resource loss is anticipated. Under the proposed sewerage and drainage component KSHARP/OCB/2023 - 2024/SD-06 the construction work is proposed on unused, vacant KMC land free from any encumbrances. All construction work is proposed on available right of way of roads under KMC and PWD.

Table 6: Road-wise Details of Land and Involuntary Resettlement impacts for subproject area

SI No.	Name of Road	Proposed Pipe Dia (mm)	Length (mt)	Trench Width (mt)	Average Width of Road (mt)	IR Impact	Ownership of the Roads	Status of NOC	Remarks
1	Kabardanga Julpia Road	300-2000	2700	0.85-3.4	7.5 - 8.5	No IR Impact is anticipated.	Roads through which sewer pipelines will be laid are under the ownership of Kolkata Municipal Corporation (KMC), and Public Works Department (PWD)	PMU, KSHARP will obtain no-objection/ permission from the road owner departments prior to commencement of civil works and same will be reported to ADB through the updated due diligence report.	No involuntary resettlement impacts have been assessed based on preliminary design, field visit and transact walk. Final assessment will be done during Detailed Measurement Survey (DMS) after finalization of Design. If any impacts are identified based on the DMS, Census survey of affected persons will be conducted.
		300-600	2500	0.85-1.3					
2	Madha Ramnagar Road	300-700	265	0.85-1.45	3.0 - 4.0				
3	Ramkrishna Asrama Road	300-800	321	0.85-1.6	4.0 - 4.5				
4	Keorapukur Canal Side Road connecting to Sitala Pally	500	228	1.15	2.0 - 2.5				

SI No.	Name of Road	Proposed Pipe Dia (mm)	Length (mt)	Trench Width (mt)	Average Width of Road (mt)	IR Impact	Ownership of the Roads	Status of NOC	Remarks
5	Keorapukur Canal Side Road connecting to Ramjiban Pur	300-600	630	0.85-1.3	2.0 - 2.5				
6	Keorapukur Canal Side Road connecting to Rabindra Pally	300-700	316	0.85-1.45	2.0 - 2.5				
7	Keorapukur Canal Side Road connecting to Netaji Pally	300-500	260	0.85-1.15	2.0 - 2.5				
8	Netaji Pally Road	700-1000	365	1.45-1.9	4.0 - 4.5				
9	St. Thomas Church Road	500-1400	1335	1.15-2.5	3.0 - 4.5				
10	Rabindra Pally Road	600-1000	446	1.3-1.9	2.9 - 3.2				
11	Ramjibanpur (Magur Khali) Road	300-1400	1300	0.85-2.5	3.2 - 4.2				

SI No.	Name of Road	Proposed Pipe Dia (mm)	Length (mt)	Trench Width (mt)	Average Width of Road (mt)	IR Impact	Ownership of the Roads	Status of NOC	Remarks
12	Sitala Pally (Magur Khali) Road	300-800	232	0.85-1.6	2.3				
13	Vivekananda Pally Road	300-800	347	0.85-1.6	2.5				
14	Road of Amra Kajon Sangha, Maa Manasha thakur bari & Malpara Water Supply Tank	300-1200	588	0.85-2.2	4.0 - 4.3				
15	Road of Mallicpur gram area	700-800	523	1.45-1.6	3.0 - 3.5				
16	Road Connecting to Kabardanga Julpia Road at ONGC More	1200	414	2.2	4.0 - 7.0				

SI No.	Name of Road	Proposed Pipe Dia (mm)	Length (mt)	Trench Width (mt)	Average Width of Road (mt)	IR Impact	Ownership of the Roads	Status of NOC	Remarks
17	Keorapukur Canal Side Road Connecting to Vivekananda Pally	300-500	152	0.85-1.15	2.0 - 2.5				
18	Sajna beria Road	500-1000	562	1.15-1.9	3.0 - 4.5				
19	Road Connecting to Darir Chak Road	400-1000	538	1.0-1.9	2.0 - 3.0				
20	Darir Chak Road	1000-1200	610	1.9-2.2	5.5 - 6.0				
21	Gholpara Road	1200	605	2.2	4.0 - 4.5				
22	SWF Pumping Main	1400	175	2.5	7.5 - 8.5				
23	DWF Pumping Main	1400-2000	1500	2.5-3.4	7.5 - 8.5				

Source: Detailed Project Report for Package SD -06

Table 7: Details of land availability, ownership, present land Use and Status of No Objection Certificate (NOC) for Outfall locations at Julpia

Sl. No	Ownership	Present Use of land/IR Impact	Status of NOC	Outfall location	Latitude and Longitude
1	Ministry of Irrigation and Water Ways, GoWB Ministry of Irrigation and Water Ways, GoWB	On the bank of Canal No Involuntary Resettlement impact is anticipated.	PMU, KSHARP will obtain no-objection/ permission from Irrigation and Waterways Department Government of West Bengal prior to commencement of civil works and same will be reported to ADB through the updated due diligence report	Outfall at Chak ramnagar road	Lat: 22.4509 long. 88.33428
2				Outfall at Netaji pally	Lat- 22.45082, long. 88.33712
3				Outfall at St. Thomas Church Road	Lat- 22.44835 long. 88.33446
4				Outfall at St. Thomas Church Road	Lat- 22.4480, long. 88.33874
5				Outfall at St. Thomas Church Road	Lat- 22.44846, long. 88.34203
6				Outfall at St. Thomas Church Road	Lat- 22.44859, long. 88.34312
7				Outfall at St. Thomas Church Road	Lat: 22.44816, long. 88.3482
8				Outfall at Ramnagar	Lat- 22.44688, long. 88.3343
9				Outfall at Nepalgange	Lat: 22.44499, Long:88.33516
10				Outfall at Ramjibanpur	Lat- 22.44259, long. 88.33581
11				Outfall at Ramjibanpur	Lat- 22.44158, long. 88.34058
12				Outfall at Nepalgange	Lat- 22.44163, Log:88.33524

Sl. No	Ownership	Present Use of land/IR Impact	Status of NOC	Outfall location	Latitude and Longitude
13	Ministry of Irrigation and Water Ways, GoWB Ministry of Irrigation and Water Ways, GoWB	On the bank of Canal No Involuntary Resettlement impact is anticipated.	PMU, KSHARP will obtain no-objection/ permission from Irrigation and Waterways Department Government of West Bengal prior to commencement of civil works and same will be reported to ADB through the updated due diligence report	Outfall at Sajneberia	Lat- 22.44076, Log: 88.3354
14				Outfall at Sajneberia	Lat- 22.44067, long. 88.33522
15				Outfall at Sajneberia	lat. 22.43952, Log: 88.32832
16				Outfall at Darir Chowk Road	Lat: 22.43961 long. 88.32832
17				Outfall at Darir Chowk Road	lat. 22.44182 long. 88.32736
18				Outfall at Darir Chowk Road	lat. 22.44182, long. 88.3268
19				Outfall at Darir Chowk Road	lat. 22.44531, long. 88.32846
20				Outfall at Sajneberia	lat. 22.43914, long. 88.33544
21				Outfall at Sitala Pally	lat. 22.43767, long. 88.3366
22				Outfall at Ramjibanpur Magurkhali	lat. 22.43539, long. 88.3381
23				Outfall at Ramjibanpur Magurkhali	Lat: 22.43315, Log.88.339021
24				Outfall at ONGC more	Lat: 22.43014, long. 88.34153

Source: Detailed Project Report for Package SD -06

Table 8: Land for the Pumping Station

Sl. No.	Project Component	Location	Ownership	Area of land available at the location (Acre)	Area required (Acre)	Name of Mouza/JL No. Plot No	Present Use of the land / Involuntary Resettlement Impact	Status of NOC
1	Construction of Pumping Station	Company Pukur, Julpia KMC Ward No. 142	KMC	1.24 acres	1.24 acres	Company Pukur	A pumping station is proposed on the Vacant Plot Involuntary Resettlement Impact - NIL	Self-certification letter from Kolkata Municipal Corporation should be obtained and appended to the updated DDR

Source: Detailed Project Report for Package SD -06

29. The draft due diligence report will be updated based on finalization of detailed design prior to contract award. However, if there is any change in design or a new area is included, involuntary resettlement impact will be assessed, and the due diligence report will be updated and if required a resettlement plan will be prepared.

Photographs of the Subproject Sites



III. CONSULTATION PARTICIPATION AND DISCLOSURE

A. Consultation and participation

30. Public participation and community consultation are integral to the project's social and environmental assessment process. The site visits and discussions/meetings were conducted to assess resettlement impacts, inform and educate stakeholders about the project, and develop a community-inclusive design. The consultations were undertaken with key stakeholders, local community members, and the shopkeepers along the project alignment to help identify their concerns and apprehensions related to the project and their priorities. It was explained to the participants that the purpose of the infrastructure development is to improve the water logging problems and sewerage system and thus, betterment of living conditions in the project area. Consultations were held during the project preparation stage with project beneficiaries, elected representatives of respective municipal wards, affected persons and other stakeholders. The tools used for consultations were individual discussions and Focus Group Discussions (FGD). These consultations provided insights into the present situation and needs of the communities. The resettlement plan is prepared in consultation with stakeholders.

31. The participants are aware of the project, and they expressed their willingness to provide support during the execution of the work. The participants informed that proposed work will be beneficial to their area as it will help to get rid of water logging issues during rainy seasons besides improving the living conditions and public health. They suggested that the detailed project information should be disseminated to the public.

32. During project preparation, six (06) stakeholder consultation meetings were conducted, which were attended by 121 participants, including 74.3% women. The summary of stakeholder consultations is presented in Table 9, and the summary of discussions is in Table 9. The attendance sheets and photographs of the FGDs/consultations are presented in below Table 10.

Table 9: Summary of Stakeholder Consultations

Date	Location	No. of Participant	Participant Details	Key Discussions
07.11.2023	Ward 142 (Julpia, Company Pukur)	41	Local residents, shop owners, housewives, businessmen, Service men, representatives of PMU and team of consultants	- Need for and scope of work and tentative commencement date for this package was elucidated. - No impacts on structures, livelihoods anticipated.
05.01.2024	Ward 142 (Indira Udyan)	33	Local residents, shop owners, housewives, businessmen, Service men, representatives of PMU and team of consultants	- The project work will reduce environmental impact/ health problems that is caused by open discharge of domestic wastewater - People may face some access

Date	Location	No. of Participant	Participant Details	Key Discussions
				disruption during construction work. Suitable measures will be taken to avoid or minimize any disruption. People's cooperation will be needed for successful implementation of the project. • Participants have shown their willingness to engage with the project. • Discussed about safety issues of residents during construction period. • Grievance Redress mechanism will be in place to address the complaints and grievances of the community people and affected persons, by the project authority.
21.02.2024	Ward 142 (Julpia, Sajneberia)	12	Local residents, shop owners, housewives, businessmen, Service men, representatives of PMU and team of consultants	
21.02.2024	Ward 142 (Julpia, Magurkhali)	11	Local residents, shop owners, housewives, businessmen, Service men, representatives of PMU and team of consultants	
21.02.2024	Ward 142 (Julpia, Ramjibanpur)	15	Local residents, shop owners, housewives, businessmen, Service men, representatives of PMU and team of consultants	
21.02.2024	Ward 142 (Julpia, ONGC more)	9	Local residents, shop owners, housewives, businessmen, Service men, representatives of PMU and team of consultants	

Table 10: Summary Outcome of Consultations

No of Consultations/FGDs	Location	No. of Participants			Total	Participant Details	Topics Discussed	Issues Raised
		Male	Female	% of Female				
07	Julpia areas at Ward No- 142	31	90	74.3%	121	Male: councilor of ward 142, Retired Persons, Businessmen and street vendors etc. Female: Housewives	Explaining about KSHARP as an initiative of The Kolkata Municipal Corporation funded by The Asian Development Bank, and its role for improving the S&D services in Kolkata and its adjoining areas. Technical information i.e. total length of work, diameter of pipes to be laid along the road, flow of water etc. was shared. Benefits of the Sewerage and Drainage Network and Pumping Station to resolve the issue of water disposal. No Impacts on structures and temporary livelihood loss. Grievance redressal procedures. Public participation and public awareness were emphasized.	- Commencement date of project work and duration of the project work. Expected timeline to resolve the water logging problem. - Water logging during heavy rain, back flow of water from adjoining area on regular basis. - Timely completion of the proposed project The commencement of the project work and duration. Expected timeline to resolve the water logging problem.



Kolkata Urban Resilience Improvement Project (KURIP)

Signature Sheet for Public Consultation

Date: 7/11/2023

Venue: Ward No. 142 Company Pukur.

Sl. No.	Name	M/F	Address	Contact No.	Signature
1.	গিলালী-শালগ্রাম	F	শালগ্রাম	9051296448	Dipali Haldar
2.	সুপার্না-হাসি	F	সুপার্না-হাসি	3330541610	Suparna Das
3.	সুপার্না-হাসি	F	সুপার্না-হাসি	9330383635	Suparna Das
4.	সুপার্না-হাসি	F	সুপার্না-হাসি	9804524869	Sumita Dhaka
5.	সুপার্না-হাসি	F	সুপার্না-হাসি	8981792785	Kajal Parag
6.	সুপার্না-হাসি	F	সুপার্না-হাসি	983693715	Lopamudra Pal
7.	সুপার্না-হাসি	F	সুপার্না-হাসি	629182774	Hakita Ghosal
8.	সুপার্না-হাসি	F	সুপার্না-হাসি	882027358	Bina Ghosal
9.	সুপার্না-হাসি	F	সুপার্না-হাসি	700370588	Amrita Ghosal
10.	সুপার্না-হাসি	F	সুপার্না-হাসি		
11.	সুপার্না-হাসি	F	সুপার্না-হাসি		

Kolkata Urban Resilience Improvement Project (KURIP)

Signature Sheet for Public Consultation

Date: 7/11/2023

Venue: Company Pukur (142 Ward)

Sl. No.	Name	M/F	Address	Contact No.	Signature
12.	সুপার্না-হাসি	F	সুপার্না-হাসি	6299638902	Ranjita Seal
13.	সুপার্না-হাসি	F	সুপার্না-হাসি	905113694	Suparna Das
14.	সুপার্না-হাসি	F	সুপার্না-হাসি	6289869872	Suparna Das
15.	সুপার্না-হাসি	F	সুপার্না-হাসি		
16.	সুপার্না-হাসি	F	সুপার্না-হাসি		
17.	সুপার্না-হাসি	F	সুপার্না-হাসি		
18.	সুপার্না-হাসি	F	সুপার্না-হাসি	93306722	Rinku Nali
19.	সুপার্না-হাসি	F	সুপার্না-হাসি	891011702	Minuti Rang
20.	সুপার্না-হাসি	F	সুপার্না-হাসি		
21.	সুপার্না-হাসি	F	সুপার্না-হাসি	9800346	Raka Roy Chowdhury
22.	সুপার্না-হাসি	F	সুপার্না-হাসি	799377801	Tapali Nath
23.	সুপার্না-হাসি	F	সুপার্না-হাসি	9674870865	Suparna Das

Kolkata Urban Resilience Improvement Project (KURIP)

Signature Sheet for Public Consultation

Date: 7/11/2023

Venue: Company Pukur (142 Ward)

Sl. No.	Name	M/F	Address	Contact No.	Signature
24.	সুপার্না-হাসি	F	সুপার্না-হাসি	9180389241	Soma Manna
25.	সুপার্না-হাসি	F	সুপার্না-হাসি	933067615	Suparna Das
26.	সুপার্না-হাসি	F	সুপার্না-হাসি	933067615	Suparna Das
27.	সুপার্না-হাসি	F	সুপার্না-হাসি	990357566	Kabita Parag
28.	সুপার্না-হাসি	F	সুপার্না-হাসি	990357566	Rama Hasun
29.	সুপার্না-হাসি	F	সুপার্না-হাসি		
30.	সুপার্না-হাসি	F	সুপার্না-হাসি	7439184742	Kabita Parag
31.	সুপার্না-হাসি	F	সুপার্না-হাসি	7439184742	Kabita Parag
32.	সুপার্না-হাসি	F	সুপার্না-হাসি	8617023417	Debjani Saha
33.	সুপার্না-হাসি	F	সুপার্না-হাসি	905143232	Rakhi Das
34.	সুপার্না-হাসি	F	সুপার্না-হাসি	628944639	Rima Singh
35.	সুপার্না-হাসি	F	সুপার্না-হাসি	983693715	Lopamudra Pal

Kolkata Urban Resilience Improvement Project (KURIP)

Signature Sheet for Public Consultation

Date: 7/11/2023

Venue: Company Pukur (142 Ward)

Sl. No.	Name	M/F	Address	Contact No.	Signature
36.	সুপার্না-হাসি	F	সুপার্না-হাসি	9874160173	Sukh Anand
37.	সুপার্না-হাসি	F	সুপার্না-হাসি	910863129	Suparna Das
38.	সুপার্না-হাসি	F	সুপার্না-হাসি	84209744	Suparna Das
39.	সুপার্না-হাসি	F	সুপার্না-হাসি	9874564260	Suparna Das
40.	সুপার্না-হাসি	F	সুপার্না-হাসি	9874724273	Suparna Das
41.	সুপার্না-হাসি	F	সুপার্না-হাসি	72782111	Suparna Das
42.	সুপার্না-হাসি	F	সুপার্না-হাসি	620085425	Suparna Das
43.	সুপার্না-হাসি	F	সুপার্না-হাসি	905143232	Rakhi Das
44.	সুপার্না-হাসি	F	সুপার্না-হাসি		Mayna Bag
45.	সুপার্না-হাসি	F	সুপার্না-হাসি	628944639	Rima Singh
46.	সুপার্না-হাসি	F	সুপার্না-হাসি	9748258027	Suparna Das
47.	সুপার্না-হাসি	F	সুপার্না-হাসি	8335814174	Suparna Das

Kolkata Urban Resilience Improvement Project (KURIP)

Signature Sheet for Public Consultation

Date: 7/11/2023

Venue: Company Pokor (142 Ward)

Sl. No.	Name	M/F	Address	Contact No.	Signature
1.	RUNKINI GHOSH	F	PMU/KEIP	8916082316	(Signature)
2.	Rupna Mukherjee	F	DSC/KEIP	8010225218	(Signature)
3.	Balir Banerjee	M	SSC/KEIP	8017782428	(Signature)
	Anshu K. Chatterjee		DSC/KEIP	8901660000	
	No of		Male	Female	
			9	28	

ADB Social Safeguard and Gender Consultant met the women group at Health Center, Julpia<amp KMC Ward No-142 and interacting with the group



Kolkata Urban Resilience Improvement Work(KURIP)

Signature sheet of Public Consultation

Date: 01/11/24

Venue: Indira Udyan
Company Pokur

SINO.	Name	Contact Number	Signature
1.	Indira Udyan	9674524383	Indira Udyan
2.	Mahima Mondal	8013360856	Mahima Mondal
3.	Mousumi Mondal	629111387	Mousumi Mondal
4.	Priya Patra (Pramanik)	9007778301	Priya Patra
5.	Indira Udyan		Indira Udyan
6.	Shreya Naskar	6290969350	Shreya Naskar
7.	Indira Udyan	917278544938	Indira Udyan
8.	Ruma Sarkar	8582923976	Ruma Sarkar
9.	Kanika Sarkar Mondal	9931715437	Kanika Sarkar Mondal
10.	Shreya Hali	70038859014	Shreya Hali
11.	Malika Sarda	628778866	Malika Sarda
12.	Manika Bar	8777876294	Manika Bar
13.	Anjali Mukherjee	9836597141	Anjali Mukherjee
14.	Ruchi Khanna	989164880	Ruchi
15.	K. S. Ghosh	9831317118	K. S.
16.	RINKINI GHOSH	8910062316	R.
17.	Rupa Mukherjee	8240995215	R.
18.	Pratika Dey	801178218	P.

Kolkata Urban Resilience Improvement Work(KURIP)

Signature sheet of Public Consultation

Date: 01/11/2024

Venue: Indira Udyan
Company Pokur

Sl No.	Name	Contact Number	Signature
1	Moumita Sarda	9163486048	M. Sarda
2	BANI DHARA	9879979552	Bani Dhara
3	Milo Das	9831938688	Milo Das
4	Phoolmoni Manna Das	9073046766	Phoolmoni Manna Das
5	Soma Manna	7439466745	Soma Manna
6	Sujata Manna	9448183457	Sujata Manna
7	Manavima Ghosh	7278541798	M. Ghosh
8	Indira Udyan	9748183037	Indira Udyan
9	Kavali Roy	9948291799	Kavali Roy
10	Manasi Baichu	8420572318	Manasi Baichu
11	Mahima Mondal	8013360856	Mahima Mondal
12	Indira Udyan	9674524383	Indira Udyan
13	Mousumi Mondal	629111387	Mousumi Mondal
14	Priya Patra (Pramanik)	9007778301	Priya Patra
15	Rupa Bar	9031656095	Rupa Bar

Attendance Sheet



Community consultation at ward No. 142, dated
21.02.24 (Julphia,Sajneberia)

Kolkata Urban Resilience Improvement Project (KURIP)

Signature Sheet for Public Consultation

Date:

Venue: Julphia (Sajneberia)

Sl. No.	Name	M/F	Address	Contact No.	Signature
1.	Naren Sarker				নরেন সার্ক
2.	শিউ নজর				শিউ নজর
3.	জোনা মন্ডল				Jona Mondal
4.	Ratan Bag				রতন বগ
5.	Raju Das				Raju Das
6.	পপাই মন্ডল				পপাই মন্ডল
7.	পপাই মন্ডল				Popai Manna
8.	সুজা গা				সুজা গা
9.	Sangita gayen				Sangita Gayen
10.	Mahen Kundu				মহেন কুন্ডু
11.	Pankini Ghosh				পঙ্কি
12.	Madhurita Sur				M. Sur

Attendance Sheet
Of Community consultation at ward No. 142,
dated 21.02.24 (Julphia,Sajneberia)



Community consultation at ward no. 142, dated 21.02.24
(Julphia, Magurkhali)

Kolkata Urban Resilience Improvement Project (KURIP)

Signature Sheet for Public Consultation

Date:

Venue: Julphia (Magur Khali)

Sl. No.	Name	M/F	Address	Contact No.	Signature
1.	Basu Mandal				Basu Mandal
2.	Boru Halder				বরু হালদার
3.	Bphi Halder				ভীম হালদার
4.	Asma Jahan				আসমা জাহান
5.	Basanti Bar				বাসন্তী বর
6.	Banrita D.h.				Banrita
7.	Bhikenti Bar				বিভিকেন্টি
8.	Cheli Bala Patra				চেলি বাল পাত্রা
9.	Charu Mandal				চারু মন্ডল
10.	Doli Paul				দলি পল
11.	Dipti Mandal				দিপ্তি মন্ডল

Attendance Sheet
Of Community consultation at ward No. 142, dated 21.02.24
(Julphia, Magurkhali)



**Community consultation at ward no. 142, dated
21.02.24(Julphia, Ramjibanpur)**

Sl. No.	Name	M/F	Address	Contact No.	Signature
1.	Uttam Singh				Uttam Singh
2.	Uttam Singh				Uttam Singh
3.	Anita Mal				Anita Mal
4.	Anita Singh				Anita Singh
5.	Uttam Singh				Anita Singh
6.	Anjana Mondal				A.M.
7.	Arup Charni				Arup Charni
8.	Arati Senar				Arati Senar
9.	Arjun Kumar Bose				Arjun
10.	Arjun Singh				Arjun Singh
11.	Arjun Singh				Arjun Singh
12.	Arjun Singh				Arjun Singh

[illegible]

Attendance Sheet
Of Community consultation at ward No. 142, dated
21.02.24 (Julphia, Ramjibanpur)



**Community consultation at ward no. 142, dated
21.02.24(Julphia,ONGC more)**

Kolkata Urban Resilience Improvement Project (KURIP)
Signature Sheet for Public Consultation

Date:

Venue: ONGC more (Julphia)

Sl. No.	Name	M/F	Address	Contact No.	Signature
1.	Ahalga Halder				Ahalga halder,
2.	Ajay Kailan				आजय कायल
3.	ASAY PATRA				আসায় পাত্রা
4.	Atet Kalyan				অতৈত কল্যাণ
5.	Uggor moret				উগর মরত
6.	Anil Bhingra				Anil Bhingra
7.	Runkini Bhattacharya	F			R.
8.	Madhumita Sur				M. Sur
9.	Pratik Choudhary				

**Attendance Sheet
Of Community consultation at ward No. 142, dated
21.02.24 (Julphia, ONGC more)**

IV. GRIEVANCE REDRESS MECHANISM

A. Common Grievance Redress Mechanism

33. A project-specific grievance redress mechanism (GRM) was established under ongoing project (Loan number 3413 and 3689, Kolkata Municipal Corporation Sustainability Hygiene and Resilience (Sector) Project (KSHARP). The GRM for KEIIP, will be applicable and will be further strengthened for the proposed KSHARP.¹⁰ The grievance redress mechanism (GRM) will receive, evaluate, and facilitate the resolution of social, environmental or any other project-related grievances for KSHARP (along with the existing project). The GRM aims to provide a time-bound and transparent mechanism to voice and resolve social and environmental concerns of the project stakeholders.¹¹ The multichannel, project-specific GRM functional for KEIIP and the positive features and learning from it will be adopted for the KSHARP.

34. A common grievance redress mechanism (GRM) will be in place to redress social, environmental or any other grievances related to project and/or respective subprojects. Implementation of the resettlement plan/resettlement and indigenous peoples plan (RIPP)/due diligence reports (DDRs)/ initial environment examination (IEEs) will follow the GRM described below. A public awareness campaign will be conducted to ensure that awareness on the project and its grievance redress procedures is generated. The campaign will ensure that the poor, vulnerable and others are made aware of grievance redress procedures and entitlements per project entitlement matrix, and PMU will ensure that their grievances are addressed.

35. Affected persons will have the flexibility of conveying grievances/suggestions by dropping grievance redress/suggestion forms in complaints/suggestion boxes that have already been installed by PMU or through toll-free telephone number “Didi Ke Bolo”,¹² or talk to Mayor¹³ or by e-mail, by post, or by writing in complaints register kept in PMU office or Kolkata Municipal Corporation (KMC) Borough offices or Contractor’s site offices. Appendix 10 has the sample grievance registration format. Careful documentation of the name of the complainant, date of receipt of the complaint, address/contact details of the person, location of the problem area, and how the problem was resolved will be undertaken. PMU Safeguard Officers will have the overall responsibility for timely grievance redressal on environmental and social safeguards issues and for registration of grievances, related disclosure, and communication with the aggrieved party. The complainants/aggrieved persons will also be encouraged to seek a complaint registration number from the PMU.

¹⁰ The office order regarding GRC is placed in Appendix 1.

¹¹ The project components under the KSHARP are water supply, sewerage and drainage, construction of STP and Pumping Stations. Similar project components have also been proposed in KSHARP, except for water supply components, so it is expected that the nature of grievances which may arise during the implementation phase under KSHARP will be similar in the nature of grievances that were received in KEIIP. During implementation of KEIIP, the grievances were mostly related to disruption in water supply services due to damages caused to existing pipelines during excavation work, minor damages caused to the property line during construction phase, damages to boundary walls, concrete ramps, water logging, delays in road restoration work, etc. The GRC in KEIIP has long standing experience for dealing and resolving the same kind of grievances within stipulated time. The GRM established in KEIIP is functioning effectively, hence adopting the same GRM structure of KEIIP is proposed in case of KSHARP. Under KEIIP, the grievances are resolved on average between seven and fifteen days. The same grievance redress committee (GRC) will continue to function for KSHARP.

¹² This is an initiative started by GoWB from 2019, that provides a platform for the people of West Bengal to directly lodge concerns or complaints to the state authority (Hon’ble Chief Minister GoWB). Official website: <https://www.didikebolo.com/>

¹³ KMC initiated this unique public communication system through which citizens of the city can call on a designated number to register complaints in 2019. Talk to Mayor dial in at 18003451213.

36. The GRM provides an accessible, inclusive, gender-sensitive and culturally appropriate platform for receiving and facilitating resolution of affected persons' grievances related to the project. A three-tier GRM is conceived for the proposed project, the first tier is being at field/ward/Borough level, the second tier at PMU level and the grievance redress committee is being the apex level. For the project level GRM, a Grievance Redress Committee (GRC) will be established at PMU; the safeguards officers of the PMU, supported by the social safeguards specialist of PMDSC 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 translating the complaints into Bengali or English, recording and registering grievances of non-literate affected persons and explaining the process of GRM. All expedient and minor grievances will be resolved at field/ward/Borough level; should any grievance fail to be resolved within the stipulated time period at the field level, the PMU will be consulted within specified time. PMU will also be responsible for follow-through for each grievance, periodic information dissemination to complainants on the status of their grievance and recording their feedback (satisfaction/dissatisfaction and suggestions). In the event that certain grievances cannot be resolved at project level, they will be referred to the grievance redress committee (GRC).¹⁴

37. The GRM aims to provide a time-bound and transparent mechanism to voice and resolve social and environmental concerns linked to the project. All grievances will be registered. In case of grievances that are immediate and urgent in the perception of the complainant, the contractor, and supervision personnel from the PMU supported by PMDSC will try to successfully resolve them in consultation with the Executive Engineer of KMC Borough offices. Grievances not redressed through this process within/at the project level within stipulated time period will be referred to the GRC. The GRC for the project has been constituted, as per office order PMU/ 404 A/2023-24, dated 29 December 2023, issued by Project Director, KEIP/KMC. The GRC will meet every month (if there are pending, registered grievances), determine the merit of each grievance, and resolve grievances within specified time upon receiving the complaint-filing which may be referred by affected persons to appropriate courts of law. The multi-tier GRM for the project is outlined below (Figure 3), each tier having time-bound schedules and with responsible persons identified to address grievances and seek appropriate persons' advice at each stage, as required. The GRC will continue to function throughout the project duration. The PMU shall issue notifications to concerned Borough offices to establish field level GRCs, with details of composition, process of grievance redress to be followed, and time limit for grievance redress at each level.

38. **Grievance redress process.** In case of grievances that are immediate and urgent in the perception of the complainant, the contractor and PMDSC on-site personnel will provide the most easily accessible for quick resolution of grievances. Contact phone numbers and names of the concerned PMU safeguard officers and contractors will be posted at all construction sites at visible locations. The PMU safeguard officers will be responsible to see through the process of redressal of each grievance.

- (i) 1st Level Grievance. The first point of contact for people filing complaints will be the staff from the contractor designated for receiving grievances and kept in safe custody under supervision of Gender and Safeguards Unit (GSU) field workers assigned to the ward (who will be available at an appointed time at the sites(s))

¹⁴ The GRC comprises the Administrative Officer, KSHARP, Deputy Chief Engineer (I), KSHARP/KMC, Social Safeguard Officer, KSHARP, Environmental Officer KSHARP, Social Safeguards Specialist, PMDSC, KSHARP, Environmental Safeguards Specialist, PMDSC, KSHARP. The Administrative officer, KSHARP is the Convenor of the GRC.

and borough office) and the contractor's personnel. The phone number of the KMC Borough office should be made available at the construction site signboards. Registers for writing complaints will be available at borough offices. The contractors and GSU safeguard monitors can immediately resolve grievances on-site in consultation with each other and the area engineer and borough engineer, as required, and will be required to do so within 5 days of receipt of a complaint/grievance. Record of grievances received at field level will be conveyed once a week to the Environmental and Social Managers and Administrative Officer at PMU, to enable tracking.¹⁵

- (ii) **2nd Level Grievance.** All grievances that cannot be redressed within 7 days at field/ward level will be reviewed by the Grievance Redress Committee at PMU, headed by the Administrative Officer, assisted by the Safeguard Officers and concerned Deputy Chief Engineer, who will seek the advice of the Project Director, and Director General of PMU as necessary, and attempt to resolve the grievances within 10 days from the date of registration of complaint. The GRU of the PMU is already in place. If the PMU feels that the matter is beyond its jurisdiction, it will escalate the same to the Grievance Redress Committee (GRC).
- (iii) **3rd Level Grievance.** All grievances that cannot be resolved at PMU level will be referred to the GRC with support from PMU and PMDSC. GRC will attempt to resolve grievances within 5 days, 10 days and 15 days from the date of receipt of complaint from 1st level, 2nd level and 3rd level respectively.

39. Besides the project's GRM, the Kolkata Municipal Corporation (KMC) also has a centralized public grievance redress monitoring system where the public can file grievances through a dedicated web portal.¹⁶ The complainant or aggrieved persons can also lodge their complaints through this online portal.

40. **Court of Law.** Under the project specific GRM, an aggrieved person shall have access to the country's legal system at any stage and accessing the country's legal system can run parallel to accessing the GRM and is not dependent on the negative outcome of the GRM. In case of grievance related to land acquisition, resettlement and rehabilitation, the affected persons will have to approach a legal body/court specially proposed under the RFCTLARRA, 2013.¹⁷

41. **ADB Accountability Mechanism.** The People who may /are in future be, adversely affected by the project may submit complaints to ADB's Accountability Mechanism. The Accountability Mechanism provides an independent forum and process whereby people adversely affected by ADB-assisted projects can voice, and seek a resolution of their problems, as well as report alleged violations of ADB's operational policies and procedures. Before submitting a complaint to the Accountability Mechanism, affected people should make an effort in good faith to solve their problems by working with the concerned ADB operations department. Only after doing that, and if they are still dissatisfied, should they approach ADB accountability mechanism.¹⁸

¹⁵ In case of any impacts on indigenous people/scheduled tribe, in subproject areas, the grievance redress team must have representation of the affected indigenous people, the chief of the indigenous peoples group as traditional arbitrator (to ensure that traditional grievance redress systems are integrated) and/or an NGO working with indigenous peoples.

¹⁶ <https://www.kmcgov.in/KMCPortal/jsp/ComplaintNew.jsp>

¹⁷ The Authority admits grievances only with reference to the Land Acquisition and R&R issues under the RFCTLARRA, 2013.

¹⁸ Accountability Mechanism. <http://www.adb.org/Accountability-Mechanism/default.asp>

B. Areas of Jurisdiction

42. The areas of jurisdiction of the GRC, headed by the Administrative Officer, KSHARP will be (i) all locations or sites within the KMC jurisdiction where subproject facilities are proposed, or (ii) their areas of influence within the KMC areas. The GRC will have jurisdictional authority across the KMC area (i.e., areas of influence of subproject facilities, if any).

C. Record keeping

43. Records of all grievances received, including contact details of complainant, date the complaint was received, nature of grievance, agreed corrective actions, the date these were affected and the final outcome will be kept by PMU (with the support of PMDSC). The number of grievances recorded and resolved and the outcomes will be displayed/disclosed in the PMU office, the ward/borough office and on the web, as well as reported in the semi-annual environmental monitoring reports to be submitted to ADB.

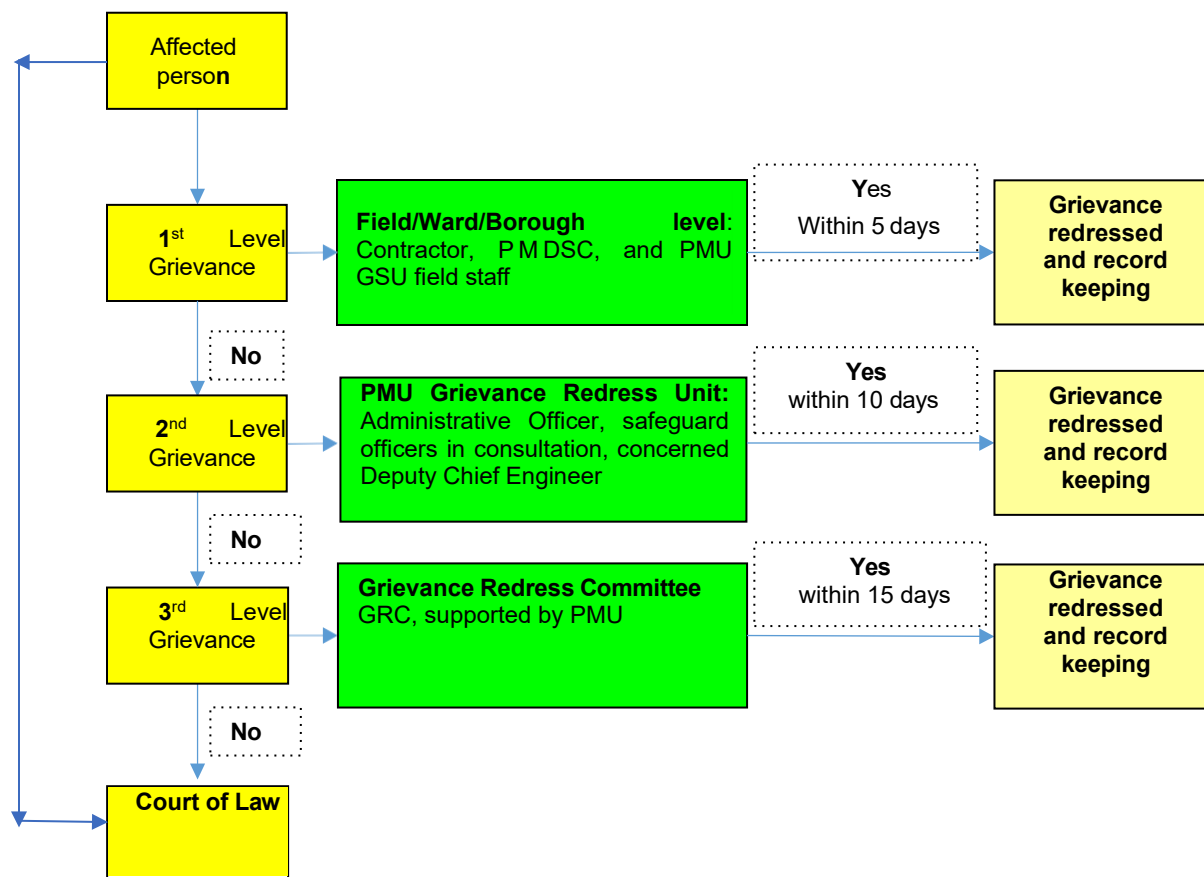
D. Information Dissemination Methods of the GRM

44. The PMU, assisted by PMDSC will be responsible for information dissemination to affected persons on grievance redressal procedure. Subproject area/affected area-wide public awareness campaigns will ensure that awareness on grievance redress procedures is generated through the consultation and participation plan. A public awareness campaign will be conducted to ensure that awareness on the project and its grievance redress procedures is generated. The environment and social safeguard officer will be assisted by PMDSC safeguards specialists with information/collateral/awareness material etc. and in conducting project awareness campaigns. The campaign will ensure that the poor, vulnerable and others are made aware of grievance redress procedures and entitlements per agreed entitlement matrix including Who to contact and when, where/ how to register grievance, various stages of grievance redress process, time likely to be taken for redressal of minor and major grievances, etc. Grievances received and responses provided will be documented and reported back to the affected persons. The number of grievances recorded and resolved and the outcomes will be displayed/disclosed in the PMU offices, Borough level notice boards and on the web, as well as reported in the semi-annual environmental and social monitoring reports to be submitted to ADB. A Sample Grievance Registration Form has been attached in **Appendix 9**.

45. **Periodic Review and Documentation of Lessons Learned.** The Environmental and Social Managers of PMU will periodically review the functioning of the GRM and record information on the effectiveness of the mechanism, especially on the PMU's ability to prevent and address grievances.

46. **Costs.** All costs involved in resolving the complaints (meetings, consultations, communication and reporting/information dissemination) will be borne by the PMU. Cost estimates for grievance redress are included in resettlement cost estimates. The grievance redress process is shown in **Figure 5**.

Figure 5: Grievance Redress Mechanism



PMDSC: Project Management and Design Supervision Consultant; PMU: Project Management Unit; GRC: Grievance Redressal Committee.

V. CONCLUSIONS

47. The executions of proposed civil works under the project will not trigger any involuntary resettlement impacts. The identified sites for the proposed civil works at all pipe laying zones being proposed on government road rights of way or government land. Temporary disruptions in traffic movement during construction will be mitigated by the contractor through a traffic management plan and simple measures such as proper stacking/storing of construction materials, provision of planks to ensure that pedestrian access to residences is maintained. This DDR has been updated during DMS based upon finalization of the detailed design. In case any involuntary resettlement impact is identified at any stage of the project implementation, the DDR will be updated to Resettlement Plan accordingly. A budgetary provision of ₹2,87,500 is made for costs likely to be incurred by the PMU for updating the due diligence report, for consultation, communication, awareness generation (₹100,000), detailed measurement including census survey (₹100,000) grievance redress (₹50,000), and contingencies (15%, ₹37,500).

48. During the implementation of the civil works, the project implementation team will pursue a participatory approach and adhere to the dissemination of information at all times. A grievance redress mechanism has been established in the project. The Executing Agency will ensure compliance with all applicable laws and the ADB SPS, 2009.

VI. NEXT STEPS

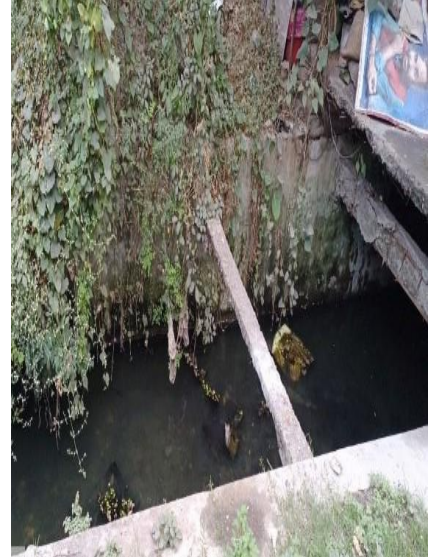
49. The major tasks associated with updating of the DDR and its implementation are as follows (including but not limited to):

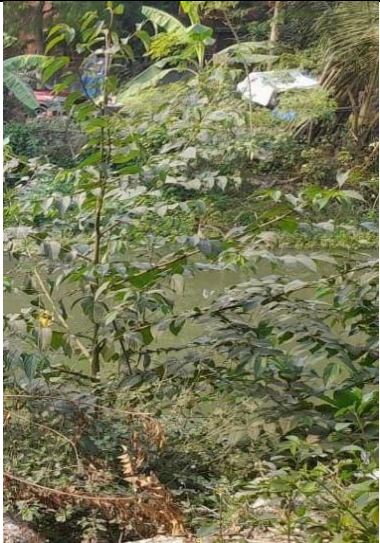
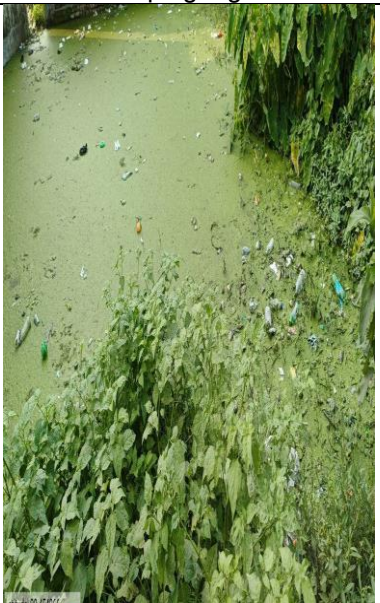
- (i) The draft DDR will be updated with road-wise detailed measurement and census survey data where sewer pipelines will be laid, during detailed design (prior to contract award).
- (ii) PMU will obtain copies no-objection certificates (NOCs) from concerned departments like PWD, and Waterways and Irrigation Department of GoWB and the same will be appended to the updated DDR.
- (iii) The DDR will be updated with google earth map showing all the outfall locations. For construction of outfall structures, PMU will obtain NOCs from concerned departments and the same will be appended to the updated DDR.
- (iv) If there is any change in the scope of work, or if any additional components are included in the project scope, involuntary resettlement impact will be assessed, the DDR will be updated, and if required, a resettlement plan will be prepared and submitted to ADB for clearance.
- (v) As proposed in this draft DDR, the contractor will implement mitigation measures to avoid resettlement impacts. PMU will ensure compliance monitoring of the measures.
- (vi) Public consultations will continue with the affected persons and other stakeholders throughout the project cycle. The updated DDR will include consultations held during and after detailed design.
- (vii) Kolkata Municipal Corporation will provide self-certification of ownership of land for pumping station and the same will be appended to the updated DDR.
- (viii) ADB's clearance of the updated DDR based on the final assessment at detailed design and detailed measurement survey stage needs to be obtained by the PMU, before contract award.

Appendix 1: Photographs of project Area

Julpia Area

Proposed Outfall Locations in Julpia Zone

		
Gravity Outfall 1 at Chak ramnagar road	Gravity Outfall 2 at Netaji pally	Gravity Outfall 3 at St. Thomas church road
 KDRIP SRI SWE OUTFALL 22.03.2024 14:13 22.47099, 88.27282 F70E1C2H, Nadi Sarsuna, Sarsuna, Kolkata, West Bengal 700141		 Time: 06:12:2023 03:41 Name: SRI SWE OUTFALL 3
Gravity Outfall 4 at St. Thomas church road	Gravity Outfall 5 at St. Thomas church road	Gravity Outfall 6 at St. Thomas church road

		
Gravity Outfall 7 at St. Thomas church road	Gravity Outfall 8 at Ramnagar	Gravity Outfall 9 at Nepalgange
		
Gravity Outfall 10 at Ramjibanpur	Gravity Outfall 11 at Ramjibanpur	Gravity Outfall 12 at Nepalgange

 KURIP Julpia Outfall 13 12.03.2024 15:59 22.44075, 88.33538 GSRP+329, Joka, Kolkata, Sajneberia, West Bengal 700104	 KURIP Julpia Outfall 14 12.03.2024 16:02 22.44067, 88.26592 GSRP+63F, Nepalgange Julpia Rd, Ranjibanpur, Sajneberia, West Bengal 700139	
Gravity Outfall 13 at Sajneberia	Gravity Outfall 14 at Sajneberia	Gravity Outfall 15 at Sajneberia
	 Powered by NoteCam	
Gravity Outfall 16 at Darir chowk road	Gravity Outfall 17 at Darir chowk road	Gravity Outfall 18 at Darir chowk road

	 KURIP Julphia Outfall 20 12.03.2024 16:24 22.43914, 88.33544 Sajneberia Bagbazar, 700103, Nepalgange Julpia Rd, Gopal Nagar, Sajneberia, West Bengal 700139	
Gravity Outfall 19 at Darir chowk road	Gravity Outfall 20 at Sajneberia	Gravity Outfall 21 at Sitala pally
		 KURIP Julphia Outfall 24 12.03.2024 16:52 22.43014, 88.34153 ONGC More, Nepalgange Julpia Rd, Ramjibanpur, West Bengal 700139
Gravity Outfall 22 at Ramjibanpur Magurkhali	Gravity Outfall 23 at Ramjibanpur Magurkhali	Gravity Outfall 24 at ONGC more

Note: All outfall locations are owned by the Irrigation and Waterways Department, Government of West Bengal, and outfall structures will be constructed on the banks of existing canals. The places selected for construction of each outfall (on the canal banks) are vacant and encumbrance free government land. Thus, no involuntary resettlement impact is anticipated for the proposed construction of outfalls.

Appendix 2: Google Map depicting Project Component Wise Location



Appendix 3: Grievance Registration Format (to be made available in Bengali language)

(To be available in Bengali and English)

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

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

Date	Place of registration	Project Town Project:			
Contact information/personal details					
Name		Gender	* Male * Female	Age	
Home address					
Place					
Phone no.					
E-mail					
Complaint/suggestion/comment/question Please provide the details (who, what, where, and how) of your grievance below: If included as attachment/note/letter, please tick here:					
How do you want us to reach you for feedback or update on your comment/grievance?					

FOR OFFICIAL USE ONLY

Registered by: (Name of official registering grievance)	
Mode of communication: Note / Letter E-mail Verbal / Telephonic	
Reviewed by: (Names/positions of officials reviewing grievance)	
Action taken:	
Whether action taken disclosed:	No
Means of disclosure:	