

# 2020

## Stakeholder Engagement Plan



Punjab Municipal  
Services Improvement  
Project (PMSIP)

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## Abbreviations

CSO	Civil Society Organization
CGWB	Central Ground Water Board
CPCB/SPCB	Central / State Pollution Control Board
DC	District Commissioner
ESIA	Environmental and Social Impact Assessment
ESMF	Environment and Social Management Framework
ESS	Environment and Social Standard
EMP	Environment Management Plan
ESCP	Environment and Social Commitment Plan
FPIC	Free Prior and Informed Consultation
FGDs	Focus Group Discussions
GoI	Government of India
GoP	Government of Punjab
GRC	Grievances Redress Committee
GRM	Grievances Redress Management
GBV	Gender Based Violence
LMP	Labor Management Procedure
PAP	Project Affected Person
PIU	Project Implementation Unit
PMIDC	Punjab Municipal Infrastructure Development Corporation
PMU	Project Management Unit
RAP	Resettlement Action Plan
RoW	Right of Way
SEP	Stakeholder Engagement Plan
SHG	Self Help Group
SC	Schedule Caste
WB	The World Bank

## Executive Summary

1. The Municipal Corporations and other Urban Local Bodies in Punjab face serious challenges in responding to urbanization and suffer from institutional and governance shortcomings, including ambiguous expenditure assignment, inadequate public finance management, poor management and low collection of own-source revenues; and poor management of infrastructure. Amritsar and Ludhiana Municipal Corporations currently supply ground water from over 800 tube wells and 1000 tube wells respectively, which are highly contaminated with Arsenic, Selenium and Nitrate. The water supply systems are decentralized supplying water for 10 hours a day and covering less than 5-15% of total supply area. The current system is inefficient and allows for water wastage as households are not incentivized to save. As a result, cities experience over exploitation of ground water, excessive water supply at high cost, low cost recovery and high waste water generation.
2. The Punjab Municipal Services Improvement Project (PMSIP) aims to address their gaps through the following 1) strengthening urban and water supply services of Municipal Corporation Amritsar (MCA) and Ludhiana Municipal Corporation (LMC) in areas that enhance their capabilities in urban management and water supply service delivery. These include establishing water and wastewater utilities, technical assistance to strengthen capacities of WSS utilities, strengthening urban governance and finance on own-source revenue enhancement, expenditure management and financial management, improved asset management and capital investment planning, 2) Improving water supply infrastructure by setting up water treatment plants and core infrastructure (main clear water sump/tanks, transmission lines and overhead storage reservoirs (OHSRs) in Amritsar and Ludhiana, 3) Supporting project management activities related to project coordination and supervision, safeguards and fiduciary support and monitoring, M&E, communications and outreach.
3. In compliance with its requirements under ESS10 on 'Stakeholder Engagement and Information Disclosure', this Stakeholder Engagement Plan (SEP) has been developed to guide the engagement of various project stakeholders, including project affected persons, spell the strategies and approaches that would be in place to ensure that all stakeholders are informed *a priori* about all proposed project activities and their impacts in a culturally appropriate manner and mechanisms are in place to systematically seek their feedback. This SEP identifies different stakeholders and the likely risks posed to them, aims to understand their requirements for engagement, including their engagement needs, provides strategies, approaches and timelines for this engagement, establishes grievance/resolution mechanisms for stakeholders and defines the roles and responsibilities for its implementation along with reporting and monitoring measures to ensure its effective implementation.
4. Two rounds of stakeholder consultations were conducted as part of preparation to obtain their views regarding the project, their expectations, concerns and suggestions regarding the interventions with the aim of addressing them in the project design or through mitigation strategies. Most participants welcomed the switch from groundwater to surface water based

water supply, suggested measures to reduce disturbance during the construction phase, recommended adequate height of OHSRs to ensure availability of good water pressure, provisions for environmental and physical safety and greenery around the OHSRs, selection of OHSR sites based on consultation with local residents, proper disposal of construction debris and measures to minimize inconvenience to residents during the construction phase.

5. The following project stakeholders were identified for engagement based on impacts and their information needs:
  - I. **Affected Parties:** 1) Residents/ Consumers of Water Supply Services, 2) Owners of land acquired/ transacted for WTP and other land requirements, 3) Farmers/ Owners of land adjacent to Lands acquired for WTP, 4) Tenants/ labourers dependant on lands acquired, 5) Households on alignment of transmission lines or in proximity to OHSR sites, 6) Small businesses along transmission lines or in proximity to OHSR sites, 7) Large commercial establishments along alignments of water transmission lines, 8) Hawkers/ Vendors along transmission alignments and in proximity to OHSR sites, 9) Squatters living along the alignment and RoW of transmission lines, 10) Owners of institutions/ structures impacted by alignments, 11) Labourers and Workers
  - II. **Other Interested Parties** 1) Resident Welfare Associations (RWAs) 2) Elected Representatives of Municipal Corporations 3) Civil Society Organisations 4) Media 5) Staff of related line departments like Punjab Water Supply & Sewage Board-PWSSB, irrigation, 6) State or Central Public Works Department SPWD/CPWD 7) Service providers and duty bearers belonging to the implementing agency 8) Staff of Municipal Corporations 9) Community / Religious leaders 10) State Pollution Control Board 11) Archaeological Survey of India 12) Trainings and Capacity building Institutions
  - III. **Vulnerable Groups-** Scheduled Castes, Migrants, Women Headed Households/ Single Women, People with disabilities (PwD), Urban Poor/ Slum dwellers
6. Depending on the purpose of engagement- information sharing, consultation and discussion or for receiving feedback or grievances- these methods are planned to be used during the project cycle A) **Information Dissemination /Information Education Communication (IEC)-** Wall paintings and Slogans, Notice boards and Signages, TV insertions, Radio jingles/ information capsules, Newspaper/ Newsletter / leaflets/ Pamphlets, Digital information repository/ Website/ Portals / social media; B) **Consultation and Participation-** Public hearings/ Open forums/ townhall meetings, Focus Group Discussions, Information Camps/ Site Offices, One-on-One and formal small group meetings/ discussions; C) **Feedback Mechanisms-** Telephone Helpline / e-mails, Mobile Applications/ Other Digital Interface, Client survey/ Citizens report Cards/ Social Audit, Suggestion boxes.
7. The Stakeholder engagement strategy developed for the project spells out the component and stakeholder wise information/ engagement needs that are likely to arise at different stages of the project cycle, the methods to be adopted for engagement, the timing and periodicity of such engagement and the parties to be responsible for the engagement.

8. A grievance redress mechanism will be in place for resolution of grievances raised by stakeholders and aware citizens. The project GRM will also be used for registering grievances arising out of stakeholder engagement process and will be accessible to all internal and external stakeholders. This GRM will inform stakeholders about action taken /information sought, and ensure that grievances are satisfactorily resolved within specified timeframes, will provide a system of escalation if grievances remain unresolved within those timeframes and provide an appellate authority for handling appeals considered unresolved by complainants. For this there will be i) city level GRC headed by PIU lead or Superintendent Engineer, ii) State level GRC at the PMU headed by the Project Director and iii) a project level GRM at the departmental level headed by the Secretary Local Government.
9. Project Director (PD) PMSIP at the PMU shall be responsible for overall Project implementation and coordination, including that of Stakeholder Engagement and will be assisted by Social and Environment Specialist located at the PMU. Similarly, the Project Implementation Unit (PIU) at the city level in Amritsar and Ludhiana will be responsible for day to day implementation of the SEP. Based on its nature and timing, staff at PIU will be supported in implementation of different stakeholder engagement strategies by the DPR consultants, RAP consultant, DBOT contractor staff- including their safeguards staff, and the supervision engineers. PMU will provide overall guidance and monitoring support to the SEP process, including preparation and approval for project IEC/ communication material and capacity building of the city staff on the approaches. The PIU will be required for customization/ dissemination of information, organize and conduct engagement events and ensure inclusion of stakeholders from vulnerable groups.
10. A budget of Rupees One crore and ten lakhs is proposed for implementation of the SEP, which includes cost of organizing consultations, development of IEC/ communication material, safety signages and notice boards, meetings with different interested parties, travel/ mobility costs related to SEP implementation.
11. Progress and outcomes of SEP will be tracked through sub-project/ city level reporting on indicators related to number of consultation meetings and other public discussions/ forums conducted, number and types of IEC materials developed/disseminated, events covered / broadcasted by the media, type and frequency of public engagement activities, number of stakeholders covered through different engagement strategies, apart from details on number and type of stakeholder engagement related grievances received and resolved.

## 1. BACKGROUND

### 1.1. Project Description

Punjab's four largest Municipal Corporations (MCs)/ULBs appear to be not only engines of economic growth, but also host over half of the urban population in the State. However, MCs and other ULBs in Punjab face serious challenges in responding to urbanization and suffer from institutional and governance shortcomings, including: ambiguous expenditure assignment (e.g. parastatal agencies fulfill many local mandates); inadequate public finance management (PFM) practices; inadequate resources and low transfers; poor management and low collection of own-source revenues; and poor strategic planning and management of infrastructure development. Substantial improvement on most of these fronts is required to enable cities responding to fast-growing needs for expanded and better services.

Water supply and sanitation (WSS) are State subjects in India, where typically, roles and responsibilities of different stakeholders are unclear and/or overlapping. State WSS Departments set policies on quality of service and cost recovery, supply grant funds to ULBs and act as regulators of the WSS services. While ULBs are responsible for WSS services as per the 74th Amendment Act 1992, infrastructure is often developed by State WSS Engineering Agencies and hands it over to ULBs who may or may not have the financial and technical capacity to manage them. Service Level Benchmarks (SLBs) show that coverage of house service connections average around 50 percent, non-revenue water at 33 percent and no city has continuous pressurized supplies. On average only 40 percent of operating costs are recovered from user fees. WSS operations in urban centers in Punjab are poor when compared to benchmarks; cost recovery is low; municipal corporations subsidize operating deficits while government finances capital expenditure; internal capacity, systems and procedures are weak.

Amritsar and Ludhiana Municipal Corporations currently supply ground water from over 800 tube wells in Amritsar and 1000 tube wells in Ludhiana. These tube wells are sometimes located close to drains and waste dumps; supply systems are decentralized with distribution lines connecting individual tube wells directly to nearby households, commercial establishments and other users, supplying water for over 10 hours a day and covering less than 5-15% of total supply area. A fixed tariff for water is charged; however, a large fraction of households are exempt. The current system is inefficient and allows for water wastage as households are not incentivized to save. As a result, cities experience over exploitation of ground water, excessive water supply at high cost, low cost recovery and high waste water generation.

Water quality is also a serious concern as 72% of samples tested by GoP's Department for Water Supply and Sanitation (DWSS) labs in Amritsar were found contaminated with Arsenic. In Ludhiana, DWSS tested water from 40 sources show that 30% samples are contaminated with arsenic, 14% with Selenium and 22% with nitrate. Since ground water exploitation started in the recent past, diseases from arsenic may take 5 to 20 years to appear and hence shifting to surface water is a priority for the GoP.



## 1.2. Project Components

**COMPONENT 1: STRENGTHENING URBAN AND WATER SUPPLY SERVICES MANAGEMENT:** This component will strengthen the systems and capacities of Amritsar Municipal Corporation (AMC) and Ludhiana Municipal Corporation (LMC) in a number of priority areas that enhance their capabilities in urban management and water supply service delivery.

(i) **Sub-Component 1a: Strengthening water service management** This sub-component will support activities related to: Establishment of water and wastewater utilities in Amritsar and Ludhiana MCs, Technical assistance to strengthen capacities of the WSS utilities,

1. **Sub-Component 1b: Strengthening urban governance and finance.** This sub-component will strengthen the systems and capacities of AMC and LMC in several priority areas like Own source revenue enhancement, Expenditure management and improvements in Public Financial Management, Improved Asset Management and Capital Investment Planning (CIP) capabilities, and Enhancing the efficiency of MC operations through targeted e-governance measures

### **Potential Risks and Impacts related to the Component 1**

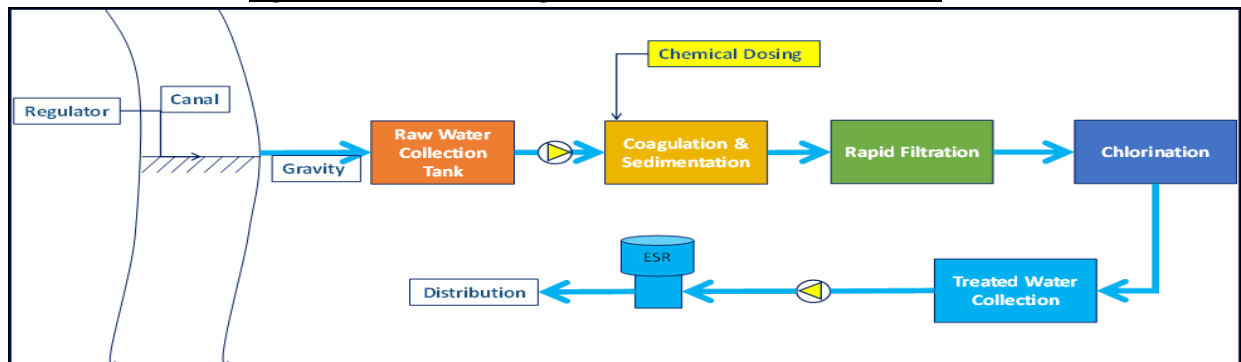
- Equity in water supply and economic access to water supply services for the economically weaker communities and urban poor in light of efforts to reduce non-revenue water and aim at full cost recovery.
- Risk of exclusion of vulnerable communities from the assessment of capacity/ willingness to pay water tariff
- Low current capacities of staff at municipal corporations to ensure inclusion and participation of the marginalized communities and women
- Weak existing social accountability frameworks within the municipal corporations/ implementing agencies and hence poor capacity to effectively use the accountability/ community monitoring tools planned under this component.

2. **COMPONENT 2: IMPROVING WATER SUPPLY INFRASTRUCTURE** The project will invest in a water treatment plant and core infrastructure (main clear water sump/tanks, transmission lines and overhead storage reservoirs (OHSRs) in both Amritsar and Ludhiana.

(ii) **Overall Design and Scope:** the strategy for improving the water services in Amritsar and Ludhiana is to switch to surface water and primarily draw from canals passing through the cities. The raw water drawn from these canals will be pumped to Water Treatment plants (WTP). The treated water will be collected in clear water tanks and supplied through pumping to local service reservoirs connected via newly built bulk transmission network. The system would be constructed to deliver high per capita supply (over 150 lpcd) initially. The strategy is also to reduce consumer demand over time through appropriate tariffs to discourage wastage; implement good communication campaigns

to change behaviour; and engage citizens on appropriate water use.

Figure 1: Schematic design of Water Network Investments

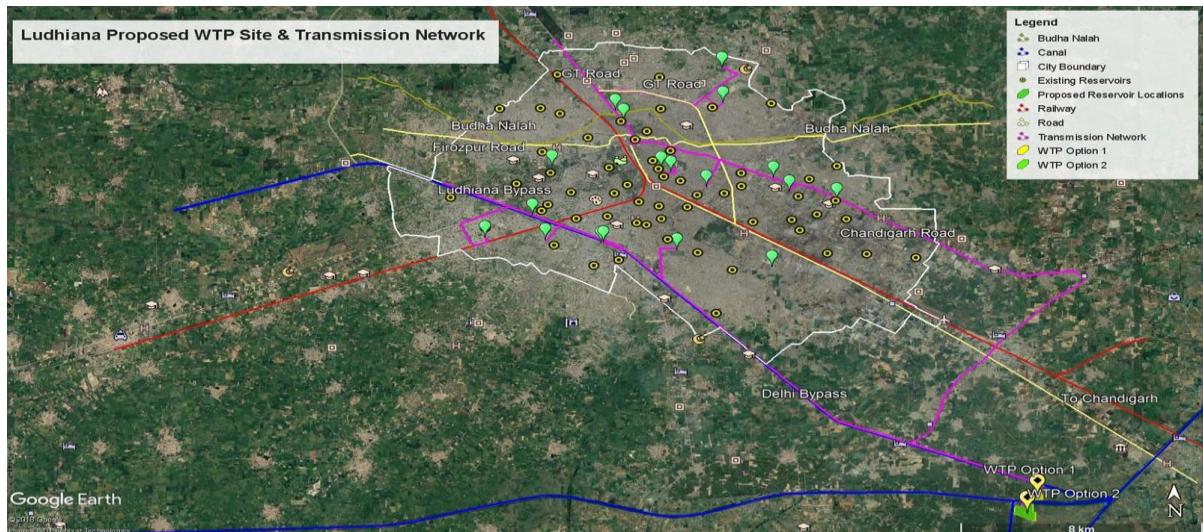


**Estimated Future Population and Water Demand of Cities**

Parameter	Unit	Ludhiana	Amritsar
<i>Projected Population</i>			
Population 2019	Lakhs	18.96	13.15
Population Base Year 2025	Lakhs	20.76	14.51
Population Intermediate Year 2040	Lakhs	25.14	18.15
Population Ultimate Year 2055	Lakhs	29.35	22.11
<i>Raw Water Demand</i>			
	MLD		
Base Year 2025	MLD	408	304
Intermediate Year 2040	MLD	495	375
Ultimate Year 2055	MLD	578	454
<i>Treated Water Demand</i>			
	MLD		
Base Year 2025	MLD	388	289
Intermediate Year 2040	MLD	470	356
Ultimate Year 2055	MLD	549	431

**Ludhiana City:**

Source: The source of surface water supply will be Sirhind Canal which off-takes from Ropar Headworks on Sutlej River. The canal has an authorized capacity of 12620 cusecs and expected abstraction of water allocation being requested is around 300 cusecs.



**Investments Proposed:** A conventional water treatment plant of capacity 580mld (ultimate Demand of year 2055) is proposed on 50 acres of land preferable close to the canal which has yet to be acquired by LMC. The raw water tapping point is planned close to WTP which is designed to be a conventional treatment system comprising of aeration, coagulation, flocculation, sedimentation, rapid gravity filtration and chlorination for disinfection. However, since an operator is allowed to design, build and operate, it is likely that the system will use best and modern technologies. A total capacity of about 8200kw pumping systems are proposed for raw water and treated water pumping with full electronic controls to enable remote operations.

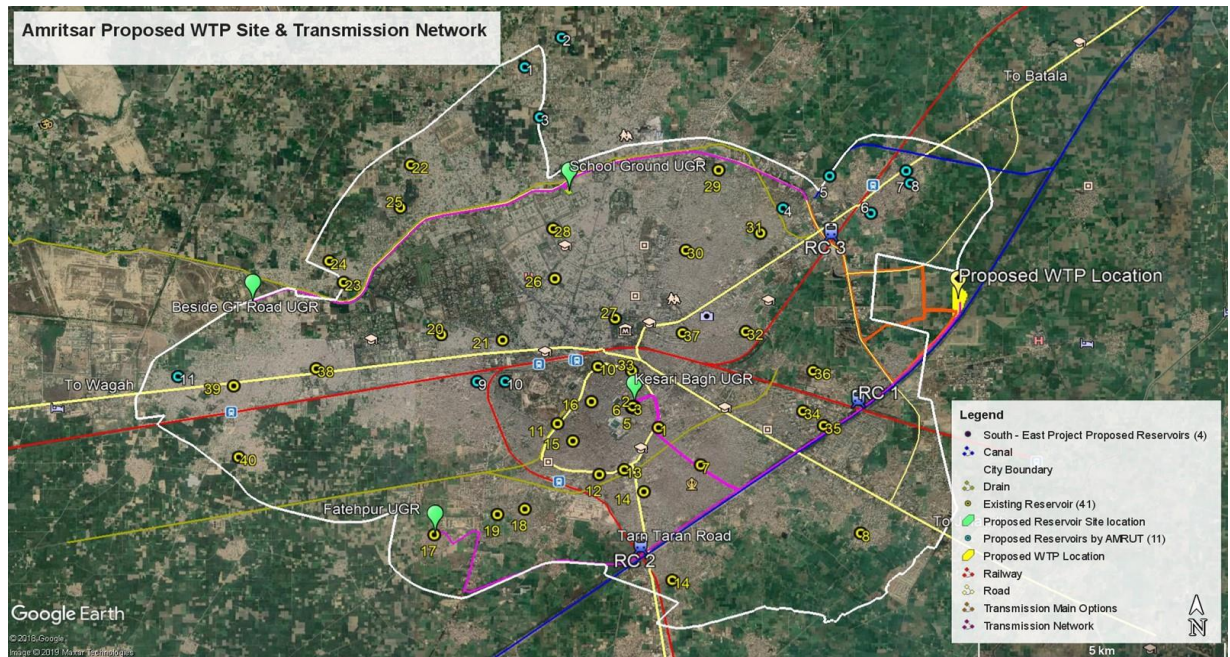
**Amritsar City:**

**Source:** Upper Bari Doab Canal (UBDC) which has a capacity of 11,200 cusecs, is proposed as the source and the irrigation department has provided a No Objection Certificate (NoC) to abstract a continuous supply of 200 cusecs of raw water from UBDC canal near Vallah village. The UBDC presently, has an authorized discharge of 9000 cusecs.

**Investments Proposed:** A water treatment plant of 431mld is proposed at a 40 acre land identified by the city and close to the UBDC canal. The plant is proposed with conventional treatment system comprising of aeration, coagulation, flocculation, sedimentation, rapid gravity filtration and chlorination for disinfection. However, since an operator is allowed to design, build and operate, it is likely that the system will use best and modern technologies. A total capacity of about 6000kw pumping systems are proposed for raw water and treated water pumping.

***Potential Risks and Impacts related to the Component 2***

- Generation of waste construction materials and solid waste during construction of WTP and OHSRs, including construction impacts on health & safety
- Sludge/sediment production during WTPs /OHSR construction and operation



- Disruption of traffic, increase in traffic load, congestion on roads and impact on ROW, visual aesthetics, health-safety of populations in the area of impact during trenching and laying of transmission lines
- Impact on community health due to air pollutant and noise emission due to construction activity and increased traffic
- Downstream ecological and bio-diversity related impacts of diversion of canal water for water supply services and upstream impacts on dam safety
- Impacts of acquisition of large private land parcels (40 & 50 acres of farmland respectively) for construction of WTPs on the land owners
- Land use and productivity related impacts on farmlands adjacent to the WTP sites (storage of top soil –dispersal of material by wind or runoff during monsoons).
- Economic impacts on tenants, agricultural labourers, migrants dependent on the land procured
- Impacts of civil works including large scale road cutting/trenching for laying transmission lines through dense localities- leading to temporary or permanent economic displacement of street vendors, hawkers, roadside establishments (loss of income)
- Impacts on squatters and encroachers occupying stretches of public land/RoW along the alignments
- Possible impacts of influx of non-local labour at WTP sites where host communities have 'low absorptive capacities' and impacts arising from poor labour management
- Damage to cultural assets and heritage due to extensive earthwork, excavation, trenching operations and other physical changes planned across the cities

**COMPONENT 3: COVID-19 CRISIS RESPONSE** (IBRD USD\$10.00 million). This component aims to support MCs in Punjab to respond to urgent and critical needs arising at the city level from the COVID-



19 crisis. The component will be coordinated at the state level by the PMIDC and will roll out in the form of a block grant to the MCs in the State. It will finance short- to medium-term non-pharmaceutical interventions to address the crisis, among them, upgrading or rehabilitating vital health/community infrastructure or amenities, clean-up of city spaces/community amenities, provision and/or coordination of local services — both infrastructure and social services — that cater to COVID-19 response especially targeting poor and vulnerable households and communities, strengthening local-level disaster response systems and developing crisis/disaster response plans, communication campaigns and awareness building programs, and capacity building of local public officials and civic entities. The MCs can use the block grants in a flexible manner to finance such urgent short- to medium-term priorities from a positive list of eligible expenditures that will be listed in the Project Operations Manual (POM).

### ***Potential Risks and Impacts related to the Component 3***

- Equity in access to medical services for the economically weaker communities and urban poor.
- Low current capacities of staff at municipal corporations to ensure inclusion and participation of the marginalized communities and women
- Weak existing social accountability frameworks within the municipal corporations/ implementing agencies and hence poor capacity to effectively use the accountability/ community monitoring tools planned under this component.

**COMPONENT 4: PROJECT MANAGEMENT** This component will support various project management activities related to operations of Project Management Unit, Project Implementation Units in the two MCs, including their project coordination and supervision, safeguards and fiduciary support and monitoring, M&E, communications and outreach, capacity building; communications and outreach activities covering key stakeholders, TA to strengthen social, environmental and fiduciary management in the two MCs.

### ***Potential Risks and Impacts related to the Component 4***

- Low existing capacities within implementing agencies for managing E& S issues emerging from project investments

### **1.3. Purpose of the Stakeholder Engagement Plan**

PMSIP is under preparation and in accordance with World Bank's Environment and Social Framework (ESF) the Environmental and Social Management Assessment is currently underway. In compliance with its requirements under ESS10 on 'Stakeholder Engagement and Information Disclosure', this plan has been developed to guide the engagement of various project stakeholders, including affected persons with the project during its life cycle, spell the strategies and approaches that would be in place to ensure that all stakeholders are informed *a priori* about all proposed project activities and their impacts in a culturally appropriate manner and mechanisms that would be developed by the project to systematically seek their feedback.

ESS10 recognises that effective engagement with the stakeholder can significantly improve the project outcomes and their sustainability through better community acceptance and ownership, enhance the environmental and social sustainability of projects, and hence make a significant contribution to successful project implementation.

This SEP shall serve the following purpose:

- identify different categories of stakeholders in the context of this project and the likely risks and impacts posed to them;
- understand the requirements for engagement for each category of stakeholder under the project, including their information and engagement needs;
- create opportunities for stakeholders to effectively participate in project activities and derive direct and indirect benefits from the project investments;
- provide a roadmap for stakeholder engagement, including the strategies and approaches to be adopted and their timing through the project cycle;
- provide guidance on the likely information disclosure and consultation strategies that the project could use based on a) their importance, b) the profile and needs of the targeted stakeholders- giving the stakeholders an opportunity to proactively participate and influence project planning/ design;
- establish formal grievance/resolution mechanisms for the stakeholders;
- define roles and responsibilities for implementation of the SEP, including the resource requirements; and
- recommend the reporting and monitoring measures to ensure effective implementation of the SEP.

## **2. National Requirements related to Stakeholder Engagement**

Apart from the requirements under ESS10, this SEP also fulfills the requirements for information disclosure and stakeholder consultation prescribed under 3 major legislations of the government of India. These are:

- Right to Information Act of 2005
- Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act of 2013
- Environmental Impact Assessment Notification (EIA) of 2006 (including all subsequent amendments) as notified by Ministry of Environment, Forests and Climate Change, GoI

The Right to Information Act, 2005 is a progressive rights-based accountability and transparency enforcement mechanism available to citizens which allows them to seek information related to government programs in personal or larger public interest and mandates the provision of this information within a stipulated timeframe. The Act is implemented in states through the office of the State Information Commissioners and Information officers designated for each public office. It makes the public offices and duty- bearers liable to providing correct and detailed information demanded by the citizen within designated timeframes, with mechanisms for appeals and sanctions if information provided is inadequate or incorrect.

Similarly, the Land Acquisition Act of 2013 (LARR 2013) also makes it imperative that in case of involuntary resettlement all project affected persons and families be duly consulted and engaged in

the process of social impact assessment and the process mandatorily include community consultations to assess the nature and magnitude of impact. The Act also provides for seeking inputs and concurrence from the affected families, communities and Gram Sabha (village assembly) on the draft resettlement package prepared for them and incorporation of their suggestions and concerns in the final package.

The Environmental Protection Law also recognizes the right of citizens to live in a healthy environment -protected from any adverse environmental impacts and provides detailed protocols and guidance on environment management. It also provides citizens the right to environmental information as well as to participate in developing, adopting, and implementing decisions for managing environmental impacts. It also has provisions for public hearing during the process of project planning to ensure public discussion during project implementation and makes it obligatory for project authorities to incorporate suggestions received from the citizens.

### **3. Summary of Previous Stakeholder Engagement Activities**

As part of preparation 2 separate rounds of Stakeholder consultations were undertaken by PMIDC. The first was social screening and consultations was done internally by the Smart City staff of the Amritsar and Ludhiana municipalities between August- October 2019, wherein the staff held consultations with the local community, took a transect walk along the potentially impacted areas to understand land requirements, presence of squatters, encroachers, get people's views on the proposed project, understand their views on any adverse social and environmental impacts and elicit necessary community participation in the program. These consultations covered one potential WTP and 17 OHSR sites apart from 6 additional consultation covering 50 stakeholders in Amritsar City and 12 OHSR/ UGSR sites in Ludhiana City covering 124 stakeholders

The second round of community consultations were done in January- February 2020 as part of the ESMF and ESMP preparation process by the consultant agency hired for preparation of the safeguards instruments. Since all interim consultations with stakeholders were completed before the national lockdown imposed by the Union government to manage outbreak of COVID- 19, the preparation did not get much impacted by these restrictions. However, the project was unable to organise a disclosure and consultation workshop or hold decentralized consultations with potential stakeholders to discuss the approaches and strategies for engagement proposed under the plan. These consultations aimed to obtain the views of direct & indirect stakeholders for sustainable and effective water supply services, find out the likely project impacts (positive and negative) during different stages of the project (before construction, during construction and after construction) and the associated environmental & social risks, as perceived by these stakeholders, and understand from them the possible measures required to minimize or manage those risks

#### **3.1. Summary of Round -I Consultations (August- October 2019)**

Consultations around the potential sites for OHSRs/ ESRs in the 2 cities brought out the following:

- The participants who were also residents of the city appreciated the plan of the municipal corporation to switch from ground to surface water, in view of the rapid depletion of Ground water in the cities and the deterioration in water quality.
- They suggested that proper measures be taken to reduce disturbance to the residents due to dust and noise during the construction phase.
- Where OHSRs were proposed inside park premises, residents recommended common toilet facility for use by residents and outsiders, improved electricity and lighting in the park, proper plantations and improved greenery in the park and better infrastructure for children.
- Stakeholders around the WTP site suggested that the access road to their village/ habitation be improved, since it will get damaged during WTP construction. They requested that proper drinking water facility be provided to the local villagers along with proper drainage systems and also wanted employment for local residents during the construction and operational phase of the project

#### **3.2. Summary of Round –II Consultations (January- February 2020)**



In Amritsar city consultations were held at 5 locations with 129 stakeholders, which included Ward councilors, Mayor, NGOs, Youth, Resident welfare Associations, Local Community, street vendors/ Shopkeepers and Senior Citizens. The following were the concerns and measures suggested by them:

Stakeholder Concerns	Suggested Measures
Proper height of the OHSR needs to be maintained so that flow of water at good pressure is available to households	Ensure proper Height of the OHSR considering the locality
Availability & timing of water supply needs to ensure the requirements of the residents	Availability of 24x 7 water supply in the area will be good
Measures need to be in place to ensure environmental safety and no tampering of the OHSR	Safety measures should be in place along with some, security at the OHSR sites
Maintenance of greenery around the OHSR will be good	Plantation of trees around the OHSR will be a good step in this direction
Some parks identified for OHSR are the only parks in the locality which many people visit for walks and recreation	Suggestion on other locations, including government institutions available in the vicinity were made for OHSR
Debris from the vehicles used in the construction phase will cause dust pollution	Vehicles used for carrying the construction materials should be covered to minimize dust
Emergency and alternate back-up arrangements for the OHSRs	Provisions need to be in place like extra motors for emergency in case the main pumping mechanism at the OHSR fails
Existing pipelines are more than forty years old and in a poor condition, at some place the drinking water is getting contaminated with sewerage due to leakages	Instead of just augmentation and repair, totally new pipelines should be laid till the households for water supply

In Ludhiana city consultations were held at 8 locations with 77 stakeholders which included ward councillors, NGOs, youth, resident welfare associations, local community, street vendors/ Shopkeepers and Senior Citizens. The following were the concerns and measures suggested by them:

Stakeholder Concerns	Suggested Measures
There is interrupted water supply, Water supply pressure is low and current schemes have unreliable water lifting arrangements	Repair old OHSRs is required before initiating construction of new storage tanks; to maintain adequate water supply pressure, the corporation should ensure proper height of the OHSRs; Existing tubewell supply should not be disrupted so that it can work as a backup in case of failure of the new system; there should be proper arrangement for lifting water to the tanks including provision of extra

	motors in case of emergency.
Safety of OHSR needs to be addressed	There should be a boundary-wall around the OHSR for safety of reservoir & preventing unauthorized access
Environmental and physical safety measures need to be in place at the OHSRs	There should be a plan available for fire safety at location with high population density and areas with several micro- small enterprises as the risk of fire is very high in such areas
Greenery near the OHSR needs to be in place	Plantation of trees around the OHSR needs to be done
If 24x 7 water supply is planned then awareness about water conservation needs to be done around the OHSR	Slogans regarding water conservation and saving water need to be written around the boundary walls of the OHSRs
Location of the OHSR needs to be decided after consultation with residents and proper planning	Location of OHSRs should be checked and assessed before undertaking the construction of OHSRs
Daily work routine should not be hampered during the process of construction	Maximum care needs to be taken to minimize disruption to the daily routine of the residents and establishments
Debris from transportation of the construction material needs to be managed well	Vehicles used for carrying construction materials should be covered and properly handled
Some of the OHSRs are proposed in areas which are densely populated	Suggestions on identification of alternate sites instead of the ones chosen, which are more appropriate and that will have minimum adverse impact and cause least inconvenience to the local communities
The existing water tanks are in poor condition	The old OHSRs should be demolished before initiating construction of new ones as they pose danger to residents
At some locations before initiating construction ownership of land needs to be ensured- whether the city improvement trust owns it or the corporation	Approval for OHSR construction should be given only after ascertaining the ownership of the land
During the construction phase, measures should be in place so that pipelines are not damaged by tampering or digging for other civil works	OHSR body and pipelines should be made up of steel so that there is no problem in dismantling it
Measures should be in place such that all inconveniences caused during the construction phase are remedied immediately	Pipelines should be reconstructed and roads repaired at the earliest, immediately after the construction; park beautification should be undertaken

	<p>Convenience of residents of the area should be taken into consideration during the construction of OHSR &amp; laying of pipelines.</p> <p>Works along main roads should be done during night hours, so that traffic disruption is minimal</p>
Development and employment opportunities to local stakeholders	During OHSR construction, O&M of water supply services, people from the locality should be provided employment

For more details on the consultations please see: <https://tinyurl.com/vmul9sh> and <https://app.box.com/s/4414vwoth7vyyqg2d0fgzu8ojejcnnwz>

### 3.3. Outcome of the Stakeholder Consultations

Based on the suggestions received from the stakeholders they were assured that due steps will be taken during the planning and construction phase so that there is minimum inconvenience and disturbance to the residents and establishments in the immediate vicinity:

- A. The municipal corporation staff assured them that proper planning will be done for traffic management, transport and disposal of construction material and debris, including support for beautification and greening of the public spaces and parks in residential colonies where the OHSRs/ OHTs are planned under the project. They also assured them that measures will be in place for environmental as well as physical safety of children and other residents accessing public lands/ parks where the OHSRs are proposed.
- B. The residents were also assured by corporation officials that the project will ensure adequate water availability (and pressure) to all the residents covered by the services.
- C. At locations where the residents were not happy with the selection of their parks or public lands near them for locating the OHSRs, officials assured them that all possible efforts will be made to identify alternate, feasible sites.
- D. Based on the inputs received from the stakeholders, the Program plans to adopt a positive and proactive approach towards engaging citizens. It plans to involve communities in adopting innovative measures for improving public spaces around OHSRs apart from awareness building around WSS, community health, water conservation and similar topics.

#### **4. Stakeholder Identification and Analysis of Engagement Requirements**

As per ESS10 depending on the nature and scope of the project and its potential risks and impacts, there are 3 categories of project stakeholders:

1. Affected Parties: individuals, groups, local communities, and other stakeholders that may be directly or indirectly affected by the project, positively or negatively.
2. Other interested parties: those interested in the project because of its location, its proximity to natural or other resources and may be local government officials, community leaders, and CSOs particularly those who work in or with impacted communities and may have a role in project preparation or be in a community affected by the project.
3. Disadvantaged / vulnerable individuals or groups: vulnerable individuals or groups who often do not have a voice to express their concerns or understand the likely project impacts.

In the context of this project, the potential project stakeholder individuals, groups, or communities that are likely to be affected by the project, may have an interest in project or are vulnerable and marginalized are listed below. This is based on an assessment of the ability of the stakeholder group to influence project activities and sustainability of project investments, their dependence on the benefits the project is expected to bring, their ability to galvanise and influence other important stakeholders or their expressed interest in the project outcomes or in the community, region within the city where the project is planned to be operationalised.

##### **4.1. Stakeholder Profile and Information Needs**

The nature of impacts they are likely to face (in case of affected parties and disadvantaged / vulnerable groups), the role they may play in managing other stakeholders/ impacts as well as their characteristics and specific information and consultation related needs are discussed in the table below:

S No	Stakeholder Category	Specific Stakeholders	Likely Impact from Project Investments	Stakeholder Characteristics and Specific Engagement/ Information Needs
1	<b>Affected Parties</b>	Residents/ Consumers of Water Supply Services	Positive impacts in terms of time-saving, especially for women members of households, reduction in drudgery related to water storage and management, availability of time for productive pursuits, positive health impacts owing to switch from contaminated groundwater to surface water sources.	Characteristics- Urban, mostly educated residents, medium to high literacy and high awareness levels Needs- official/ local language, culturally appropriate, local print and electronic media preferred for effective city wide outreach around water conservation/ judicious use
		Owners of land acquired/ transacted for WTP and other land requirements	Direct adverse impacts on livelihoods and habitations due to dependence on the land acquired	Characteristics- Rural or peri-urban areas, farming communities, low literacy and awareness levels Needs- culturally appropriate using local dialect, verbal or pictorial communication preferred
2		Farmers/ Owners of land adjacent to Lands acquired for WTP	Potential impacts on their agri-based livelihood owing to WTP construction activities during and after the construction phase	Characteristics- Rural or peri-urban areas, farming communities, low literacy and awareness levels Needs- culturally appropriate using local dialect, verbal or pictorial communication preferred
3		Tenants/ labourers dependant on lands acquired	Direct adverse impacts on livelihoods due to dependence on the land acquired for WTP construction	Characteristics- Rural or peri-urban areas, farming communities, very low literacy and awareness levels Needs- culturally appropriate using local

S No	Stakeholder Category	Specific Stakeholders	Likely Impact from Project Investments	Stakeholder Characteristics and Specific Engagement/ Information Needs
				dialect, verbal or pictorial communication preferred
4		Households on alignment of transmission lines or in proximity to OHSR sites <sup>1</sup>	Temporary impacts on daily routines during the construction phase, long term impacts on well-being and loss of valuation of assets (for owners of houses adjacent to OHSRs) due to location of OHSRs	Characteristics- Urban , mostly educated residents, medium to high literacy and awareness levels Needs- official/ local language, local print and electronic media preferred for effective city wide outreach
5		Small businesses along transmission lines or in proximity to OHSR sites	Temporary economic impacts or short term inconvenience during construction phase	Characteristics- Urban residents, literacy and awareness levels varies with type of establishment Needs- official/ local language, verbal and local print media preferred for effective outreach
6		Large commercial establishments along alignments of water transmission lines	Short term access related inconvenience for owners/ employees	Characteristics- Urban , educated with medium to high literacy and awareness levels Needs- official/ local language, local print media preferred for effective outreach
7		Hawkers/ Vendors along transmission alignments and in proximity to OHSR sites	Temporary physical and/ or economic displacement related impacts along with short term inconvenience during	Characteristics- Urban residents but mostly poor migrants; literacy and awareness levels are generally poor

<sup>1</sup> All consumer households in the city are not covered since investments under the current project are limited to creating WTPs and developing transmission lines from the treatment plants to the OHSRs/ESRs.

S No	Stakeholder Category	Specific Stakeholders	Likely Impact from Project Investments	Stakeholder Characteristics and Specific Engagement/ Information Needs
			construction phase	Needs- national or local language may be preferred depending on profile, verbal or pictorial/ graphical communication may be preferred
8		Squatters living along the alignment and RoW of transmission lines	Temporary physical displacement related impacts along with short term inconvenience during construction phase	Characteristics- Urban residents but mostly poor migrants; literacy and awareness levels are generally poor Needs- national or local language may be preferred depending on profile, verbal or pictorial/ graphical communication may be preferred
9		Owners of institutions/ structures impacted by alignments	Short term inconvenience during construction phase	Characteristics- Urban , educated with medium to high literacy and awareness levels Needs- official/ local language, local print media preferred for effective outreach
10		Labourers and Workers	Impacts during the construction phase	Characteristics- largely, rural, non-local, with low to medium levels of literacy and awareness Needs- use of culturally appropriate channels, national or local language may be preferred depending on profile, verbal or pictorial/ graphical communication may be preferred related to workers grievance

S No	Stakeholder Category	Specific Stakeholders	Likely Impact from Project Investments	Stakeholder Characteristics and Specific Engagement/ Information Needs
				mechanisms, labour laws, code of conduct,
11	<b>Other Interested Parties</b>	Resident Welfare Associations (RWAs)	Members of the association will be impacted and they will have a role in understanding project objectives, generating consensus on sites selected and support for implementation in their respective areas	Characteristics- Urban , educated with medium to high literacy and awareness levels Needs- official/ local language, group consultations and local print media may be preferred medium of engagement
12		Elected Representatives of Municipal Corporations	Will face impacts in constituency if adverse impacts of land purchase or alignment works and hence will play a role in land purchase/ acquisition, inform the design and alignments during pre-construction and construction phases and help generate consensus	Characteristics- Urban , educated with medium to high literacy and awareness levels Needs- official/ local language, larger group consultations, individual discussions and local print media may be preferred medium of engagement
13		Civil Society Organisations	Will have a role in providing E&S oversight, creating project related awareness, including its GRM and supporting information disclosure due to better understanding of the context and communities	Characteristics- Urban , educated with medium to high literacy and awareness levels Needs- official/ local/ national language, group consultations and local print media may be preferred medium of engagement
14		Media	Will have a role in providing E&S oversight, creating project related awareness, including its GRM and	Characteristics- Urban , educated with medium to high literacy and awareness levels



S No	Stakeholder Category	Specific Stakeholders	Likely Impact from Project Investments	Stakeholder Characteristics and Specific Engagement/ Information Needs
			supporting information disclosure	Needs- regular discussions and briefings in the official/ local/ national language, officials write-ups from the IAs may be effective mediums of engagement
15		Staff of related line departments like Punjab Water Supply & Sewage Board-PWSSB, irrigation, State or Central Public Works Department SPWD/CPWD	Will have a role in ensuring compliance with various regulations and coordinating with IAs at the state and city level	Characteristics- Urban , educated with high literacy and awareness levels Needs- official/ local/ national language, regular trainings and information on project objectives and proposed activities
16		Service providers and duty bearers belonging to the implementing agency	Will have a role in ensuring compliance with various regulations, implementing the E&S instruments, seeking engagement with stakeholders managing the GRM and ensuring redress/ resolution	Characteristics- Urban , educated with high literacy and awareness levels Needs- official/ local/ national language, regular trainings and information on project objectives and proposed activities
17		Staff of Municipal Corporations	Will have a role in ensuring compliance with various regulations, implementing the E&S instruments, seeking engagement with stakeholders managing the GRM and ensuring redress/ resolution	Characteristics- Urban , educated with medium to high literacy and awareness levels Needs- official/ local/ national language, regular trainings and information on project objectives and proposed activities
18		Community / Religious leaders	Members of communities may be impacted and leaders will have a role in understanding project objectives,	Characteristics- Urban , educated with medium to high literacy and awareness levels

S No	Stakeholder Category	Specific Stakeholders	Likely Impact from Project Investments	Stakeholder Characteristics and Specific Engagement/ Information Needs
			generating consensus within communities on sites-selected and support for implementation, helping IAs in managing risks related to cultural heritage	Needs- Culturally appropriate channels, official/ local language, larger group consultations, individual discussions and local print media may be preferred medium of engagement
19		State Pollution Control Board	Will have a role in ensuring compliance with various regulations and coordinating with IAs at the state and city level	Characteristics- Urban , educated with high literacy and awareness levels Needs- official/ local/ national language, regular trainings and information on project objectives and proposed activities
20		Archaeological Survey of India	Will have a role in ensuring compliance with various regulations and coordinating with IAs for managing risks related to cultural heritage	Characteristics- Urban , educated with high literacy and awareness levels Needs- official/ local/ national language, regular trainings and information on project objectives and proposed activities
21		Trainings and Capacity building Institutions	May need to address impacts and their management through their trainings for IAs and other participants	Characteristics- Urban , educated with high literacy and awareness levels Needs- official/ local/ national language, regular trainings and information on project objectives and proposed activities
22	<b>Vulnerable groups</b>	Scheduled Castes	May be disproportionately impacted due to alignments/ RoW or land acquisition/ purchase if not part of organized community institutions like RWAs	Characteristics- largely poor, with low to medium literacy and awareness levels Needs- Culturally appropriate and accessible channels using local dialect may

S No	Stakeholder Category	Specific Stakeholders	Likely Impact from Project Investments	Stakeholder Characteristics and Specific Engagement/ Information Needs
				be preferred depending on profile and residence, verbal or pictorial/ graphical communication during non- working hours may be preferred for engagement
23		Migrants	Both cities have certain pockets with high concentration of migrants and may be adversely impacted if not made part of the consultation and engagement process, especially since many of these settlements are unorganized and under-served by existing public services	Characteristics- largely poor, with low literacy and awareness levels Needs- Culturally appropriate and accessible channels using local dialect may be preferred depending on profile and original residence, verbal or pictorial/ graphical communication during non-working hours may be preferred for engagement
24		Women Headed Households/ Single Women	May get adversely impacted if not made part of the formal consultation and engagement process (as culturally predominantly male members participate in formal meetings/ consultations)	Characteristics-urban residents, with low to medium literacy and awareness levels Needs- Culturally appropriate and accessible channels using local dialect/ language and verbal/ pictorial/ graphical/ print communication may be preferred depending on profile and awareness levels, with dedicated consultations with women only members/ residents
25		People with disabilities (PWD)	May get adversely impacted if not made part of formal consultation and	Characteristics- Urban , mostly educated residents, medium to high literacy and

S No	Stakeholder Category	Specific Stakeholders	Likely Impact from Project Investments	Stakeholder Characteristics and Specific Engagement/ Information Needs
			engagement process, or if accessibility/ mobility is a challenge	awareness levels Needs- official/ local language, local print media preferred for effective city wide outreach and consultations within close proximity to residence in PwD accessible locations
26		Urban Poor/ Slum dwellers	Both cities have several slums inhabited by the urban poor and may be adversely impacted if not informed/ consulted, since many settlements are unorganized and under-served by existing public services	Characteristics- poor, with low literacy and awareness levels Needs- Culturally appropriate and accessible channels using local dialect or national language may be preferred depending on profile and original residence, verbal or pictorial/ graphical communication during non- working hours may be preferred for engagement

## 4.2. Stakeholder Engagement Methods to be Used in the Project Cycle

The following mechanisms will be put in place by the project at the City level in Amritsar and Ludhiana for stakeholder engagement based on the purpose of engagement.

However, it is important to mention that these are proposed engagement methods and owing to restrictions imposed by the COVID-19 outbreak in the country/ state, the project did not get the opportunity to discuss these approaches and methods with potential stakeholders. During subsequent stakeholder consultations to be organized by the Implementing Agencies, these methods will be discussed and deliberated with these stakeholders to incorporate their feedback and to get their necessary buy-in.

Purpose of Engagement	Type of Engagement	Description of Engagement Method
<b>Information Dissemination (Information Education Communication)</b>	Wall paintings and Slogans	In the area of impact and around the OHSRs/ ESRs with project information
	Notice boards and Signages	Stakeholder specific/ precautionary notices and signage
	TV insertions	On project information, benefits, activities proposed, alignment descriptions and routes, duration and timing of activities, grievance mechanisms
	Radio jingles/ information capsules	On project information, traffic advisories, duration and timing of activities, grievance mechanisms
	Print-Newspaper, Newsletter / leaflets/ Pamphlets	On project information, site specific interventions proposed, duration and timing of activities, grievance mechanisms
	Digital information repository/ Website/ Portals / social media	Detailed project information, site specific interventions proposed, safeguard measures proposed and disclosure of instruments developed, detailed schedule of duration and timing of activities in various localities, grievance mechanisms
<b>Consultation and Participation</b>	Public hearings/ Open forums/ town-hall meetings	Communication on proposed project activities with larger groups in the presence of representatives of implementing agencies, on measures in place to minimize adverse impacts/ inconvenience, provide forum for people to provide feedback and suggestions and air their opinions- views

	Focus Group Discussions	Communication on proposed project activities with small homogenous groups in the presence of representatives of implementing agencies, on measures in place to minimize adverse impacts/ inconvenience, provide forum for people to provide feedback and suggestions and air their opinions- views
	Information Camps/ Site Offices	Availability of all site-specific information apart from larger project details, details of works proposed/ undertaken, designated site/ camp specific focal point for providing information, receiving feedback/ grievances, grievance mechanisms in place for the project
	One-on-One and formal small group meetings/ discussions	With stakeholders crucial for getting community support like elected representatives, community leaders, RWA presidents, media personnel for briefing about the project, seeking support for wider engagement, addressing conflicts and on-boarding of communities
<b>Feedback Mechanisms</b>	Telephone Helpline / e-mails	Centralised helplines/ toll-free numbers and e-mails for providing information and receiving feedback/ registering grievances
	Mobile Applications/ Other Digital Interface	Mobile applications linked to city specific apps like m-Sewa and other digital platforms for receiving project specific information
	Client survey/ Citizens report Cards/ Social Audit	Periodic client perception surveys and community monitoring using different tools/ methods on a sample basis across the project areas with impacted communities
	Suggestion box	At all project sites/ ward offices/ other convenient spots for inviting project specific suggestions, with focal points designated for each suggestion box

However, in wake of the COVID-19 crisis, based on an assessment of the situation in the project area during the implementation phase, if situation is not found suitable for public gatherings or large scale mobilization of stakeholders, this plan and the strategies/ methods proposed therein will be revisited based on guidance provided by World Bank's *'Technical Note on Public Consultations and Stakeholder Engagement in WB-supported operations when there are constraints on conducting public meetings'*. This will be done to deploy engagement methods that make greater use of digital-online platforms, traditional means of communication (print, electronic, etc). Emphasis while revisiting this plan during the implementation phase will be to ensure that adoption of digital methods don't lead to exclusion of vulnerable groups from the consultation process and diversified communication strategies, methods are in place to engage with different categories of stakeholders.

### 4.3. Stakeholder Engagement Strategy

SEP will remain a live document and additional measures, engagement strategies will be incorporated into the place through the project cycle based on the experience gathered on the effectiveness of the existing methods of engagement during the implementation phase. The following table presents the proposed strategy for stakeholder engagement and information disclosure. It also spells out the timing of the intervention, target audience of the engagement and the parties responsible for it at various stages of the project cycle.

Stakeholder Engagement and Information Disclosure Strategy				
Component 1: Urban Management Strengthening and Project Management- <i>Institutional improvements in urban governance, finance and water supply; Project management, including fiduciary and safeguards management</i>				
Target stakeholders	Information to be disclosed	Proposed engagement & disclosure method	Timing of Engagement	Responsible Parties
Staff of Implementing Agencies -Amritsar and Ludhiana Municipal Corporation. PMIDC and staff hired by PMC and PIUs Elected leaders- Mayor, mayor-in-council, ward members/ corporators	<ul style="list-style-type: none"> <li>• Project Information</li> <li>• Urban reforms proposed under the component</li> <li>• Capacity building initiatives planned</li> <li>• Grievance mechanisms set up</li> </ul>	<ul style="list-style-type: none"> <li>• Consultation meetings at MC and PMIDC</li> <li>• Formal one-on one with senior staff and Elected representatives</li> <li>• Website notifications</li> </ul>	<ul style="list-style-type: none"> <li>• Multiple time during pre- construction</li> <li>• Once during pre-construction phase</li> <li>• Continuous</li> </ul>	PMIDC and AMC/ LMC Staff DPR Consultants



**Stakeholder Engagement and Information Disclosure Strategy**

**Component 1: Urban Management Strengthening and Project Management-** *Institutional improvements in urban governance, finance and water supply; Project management, including fiduciary and safeguards management*

Target stakeholders	Information to be disclosed	Proposed engagement & disclosure method	Timing of Engagement	Responsible Parties
Consumers of water supply services in the 2 municipal corporations along with RWAs/ Elected Leaders	<ul style="list-style-type: none"> <li>• Project Scope</li> <li>• Steps proposed by the MCs for improving revenue realization</li> <li>• Water tariff structures proposed as part of reform</li> <li>• Assessment of the capacity and willingness to pay</li> <li>• E-governance measures proposed to be deployed under this component</li> <li>• Awareness raising on GRM deployed by the project, including site- specific mechanisms and city level GRCs</li> <li>• Awareness for participation in the periodic client satisfaction surveys</li> </ul>	<ul style="list-style-type: none"> <li>• Newsletter/ leaflets/ Pamphlet</li> <li>• Public hearings and Open forums</li> <li>• Website/ Portals / social media</li> <li>• One on One and formal small group meetings</li> <li>• Notice Boards at sites and site offices/ Website</li> <li>• Radio and newspaper insertions</li> </ul>	<ul style="list-style-type: none"> <li>• Periodic</li> <li>• Weekly meetings in different localities</li> <li>• Continuous in pre-construction phase</li> <li>• Multiple meetings with RWAs and Elected leaders</li> <li>• Continuous during construction phase</li> <li>• As and when, before and during the surveys</li> </ul>	PMIDC and AMC/ LMC Staff

**Stakeholder Engagement and Information Disclosure Strategy**

**Component 2: Water Supply Improvements -WTP construction, Transmission Lines and construction of OHSRs/ESRs**

<b>Target stakeholders</b>	<b>Information to be disclosed</b>	<b>Proposed engagement &amp; disclosure method</b>	<b>Timing of Engagement</b>	<b>Responsible Parties</b>
Land owners selling their lands and tenants	<ul style="list-style-type: none"> <li>• Project scope and design details, design/ site alternatives for impact minimization</li> <li>• Land acquisition, Compensation process and timelines for completion</li> <li>• Impact mitigation and enhancement measures</li> <li>• Communication on final R&amp;R provisions as approved by the govt.</li> <li>• Labour management plans/ proposed camp sites</li> <li>• Community and Occupational Safety measures planned for WTP</li> <li>• Grievance mechanism in place for PAPs</li> </ul>	<ul style="list-style-type: none"> <li>• Household surveys, FGDs</li> <li>• Information Camps/ Site Offices</li> <li>• Small group meetings</li> <li>• GRM Helpline number through display at project locations</li> <li>• Pamphlets on R&amp;R process, entitlements and compensation mechanisms</li> </ul>	<ul style="list-style-type: none"> <li>• Survey at least once and 2-3 round FGDs</li> <li>• Continuous, at site till completion of R&amp;R</li> <li>• Multiple rounds</li> <li>• Continuous till completion of RAP implementation</li> <li>• Once before initiating socio-economic survey &amp; consultation for preparation of SIA and RAP</li> </ul>	<ul style="list-style-type: none"> <li>• PMIDC through AMC/ LMC</li> <li>• DPR consultants</li> <li>• Revenue department</li> </ul>

**Stakeholder Engagement and Information Disclosure Strategy**

**Component 2: Water Supply Improvements -WTP construction, Transmission Lines and construction of OHSRs/ESRs**

<b>Target stakeholders</b>	<b>Information to be disclosed</b>	<b>Proposed engagement &amp; disclosure method</b>	<b>Timing of Engagement</b>	<b>Responsible Parties</b>
Project Affected Persons-impacted by temporary economic or physical displacement- tenants/ hawkers/ vendors on alignments	<ul style="list-style-type: none"> <li>• Project design details, alignments and their impacts</li> <li>• Provisions for compensating economic and physical displacement, timelines for completing rehabilitation</li> <li>• Communication on final rehabilitation/ compensation approved by govt.</li> <li>• Grievance mechanism in place</li> </ul>	<ul style="list-style-type: none"> <li>• Socio- economic survey</li> <li>• FGDs and small group consultations</li> <li>• Print-Newspaper, Newsletter / leaflets/ Pamphlet</li> <li>• Radio information capsules</li> </ul>	<ul style="list-style-type: none"> <li>• Once</li> <li>• At least twice- before &amp; after compensating</li> <li>• Multiple times during alignment/ OHSR works</li> <li>• Weekly insertions on project and grievance mechanisms</li> </ul>	<ul style="list-style-type: none"> <li>• PMIDC and LMC/AMC</li> <li>• DPR consultants</li> <li>• SIA-RAP preparation agency</li> <li>• Contractor</li> <li>• Supervising Engineers</li> </ul>
Project Affected Persons- specifically Disadvantaged & vulnerable – Squatters	<ul style="list-style-type: none"> <li>• Project design details, alignments and their impacts</li> <li>• Provisions for compensating economic and physical displacement, timelines for completing rehabilitation</li> <li>• Special provisions in place for vulnerable groups</li> <li>• Communication on final rehabilitation/ compensation approved by govt.</li> <li>• Grievance mechanism in place</li> <li>• LMP implementation procedures</li> <li>• Specific design interventions for vulnerable and disadvantaged</li> </ul>	<ul style="list-style-type: none"> <li>• Socio- economic survey</li> <li>• FGDs and small group consultations</li> <li>• Wall paintings/ slogans, notice boards and signage</li> <li>• Telephone helpline</li> </ul>	<ul style="list-style-type: none"> <li>• Once during the pre-construction phase</li> <li>• Once during the pre-construction phase</li> <li>• Continuous through construction phase</li> <li>• Continuous through construction phase</li> </ul>	<ul style="list-style-type: none"> <li>• PMIDC and AMC/LMC</li> <li>• DPR consultants</li> <li>• SIA-RAP preparation agency</li> <li>• Contractor</li> <li>• Supervising Engineers</li> </ul>

**Stakeholder Engagement and Information Disclosure Strategy**

**Component 2: Water Supply Improvements -WTP construction, Transmission Lines and construction of OHSRs/ESRs**

<b>Target stakeholders</b>	<b>Information to be disclosed</b>	<b>Proposed engagement &amp; disclosure method</b>	<b>Timing of Engagement</b>	<b>Responsible Parties</b>
Project Affected Persons-specifically Disadvantaged & vulnerable – Women Headed Households	<ul style="list-style-type: none"> <li>• Project design details, alignments and their impacts</li> <li>• Provisions for compensating economic and physical displacement, timelines for completing rehabilitation</li> <li>• Special provisions in place for WHHs</li> <li>• Communicating final rehabilitation/ compensation approved by govt.</li> <li>• Grievance mechanism in place</li> <li>• GBV related issues and LMP implementation procedures</li> <li>• Specific design interventions for WHH</li> </ul>	<ul style="list-style-type: none"> <li>• Socio- economic survey</li> <li>• Consultations with WHHs and women residents</li> <li>• Wall paintings/ slogans, notice boards and signage</li> <li>• Telephone helpline</li> </ul>	<ul style="list-style-type: none"> <li>• Once during the pre-construction phase</li> <li>• Once during the pre-construction phase</li> <li>• Continuous through construction phase</li> <li>• Continuous through construction phase</li> </ul>	<ul style="list-style-type: none"> <li>• PMIDC and AMC/LMC</li> <li>• DPR consultants</li> <li>• SIA-RAP preparation agency</li> <li>• Contractor</li> <li>• Supervising Engineers</li> </ul>
Project Affected Persons-specifically Disadvantaged & vulnerable – People with Disabilities (PwD)	<ul style="list-style-type: none"> <li>• Project design details, alignments and their impacts</li> <li>• Provisions for compensating economic and physical displacement, timelines for completing rehabilitation</li> <li>• Special provisions in place for PwDs</li> <li>• Communicating final rehabilitation/ compensation approved by govt.</li> <li>• Specific Grievance mechanism in place accessible to PwDs</li> <li>• Specific design interventions for PwDs</li> </ul>	<ul style="list-style-type: none"> <li>• Socio- economic survey</li> <li>• Exclusive consultati- - ons with PwDs</li> <li>• Wall paintings/ slogans, notice boards and signage</li> <li>• Telephone helpline</li> </ul>	<ul style="list-style-type: none"> <li>• Once during the pre-construction phase</li> <li>• Once during the pre-construction phase</li> <li>• Continuous through construction phase</li> <li>• Continuous through construction phase</li> </ul>	<ul style="list-style-type: none"> <li>• PMIDC and AMC/LMC</li> <li>• DPR consultants</li> <li>• SIA-RAP preparation agency</li> <li>• Contractor</li> <li>• Supervising Engineers</li> </ul>

**Stakeholder Engagement and Information Disclosure Strategy**

**Component 2: Water Supply Improvements -WTP construction, Transmission Lines and construction of OHSRs/ESRs**

Target stakeholders	Information to be disclosed	Proposed engagement & disclosure method	Timing of Engagement	Responsible Parties
Households on alignment of transmission lines or in proximity to OHSR sites	<ul style="list-style-type: none"> <li>• Project design details, planned alignments and their impacts</li> <li>• Design and site alternatives explored for impact minimization</li> <li>• Accidents and road safety/ traffic management issues and measures planned to be in place;</li> <li>• Information on likely disruptions to services and arrangement during construction including its duration and likely timings</li> <li>• Management of air and noise pollution; Disruption to services and arrangement during construction</li> <li>• Community and Occupational Safety measures planned for WTP/ OHSR constructions and transmissions;</li> <li>• Excavation works-sludge/ earth disposal plans</li> <li>• Labour management plans/ proposed camp sites</li> <li>• Grievance mechanism process</li> </ul>	<ul style="list-style-type: none"> <li>• Public hearings and Open forums/ town-halls</li> <li>• Focus group discussions</li> <li>• TV-Radio-Print- Digital based information dissemination</li> <li>• Newsletters/ pamphlets/ flyers</li> <li>• Helpline/ Toll-free numbers displayed at project locations and prominently accessed areas</li> <li>• Suggestion boxes at site offices</li> </ul>	<ul style="list-style-type: none"> <li>• At least Once during pre-construction phase</li> <li>• Twice- before and after intervention</li> <li>• Multiple times including during the construction phase</li> <li>• Once before initiating construction</li> <li>• Continuous through RAP implementation</li>   <li>• Continuous through RAP implementation</li> </ul>	<ul style="list-style-type: none"> <li>• PMIDC along with AMC/LMC</li> <li>• DPR Consultants</li> <li>• SIA-RAP Consultant</li> <li>• Contractor</li> </ul>

**Stakeholder Engagement and Information Disclosure Strategy**

**Component 2: Water Supply Improvements -WTP construction, Transmission Lines and construction of OHSRs/ESRs**

Target stakeholders	Information to be disclosed	Proposed engagement & disclosure method	Timing of Engagement	Responsible Parties
<p>Other Interested Parties:</p> <ul style="list-style-type: none"> <li>• Resident Welfare Associations (RWAs)</li> <li>• Elected Reps of Municipal Corporation</li> <li>• Civil Society Organisations</li> <li>• Print and Tele Media</li> <li>• Staff of Line departments</li> <li>• Service providers and duty bearers</li> <li>• Staff of Municipal Corporations</li> <li>• Community / Religious leaders</li> <li>• Regulatory agencies</li> </ul>	<ul style="list-style-type: none"> <li>• Project design details, planned alignments and their impacts</li> <li>• Design and site alternatives explored for impact minimization</li> <li>• Accidents and road safety/ traffic management issues and measures planned to be in place;</li> <li>• Information on likely disruptions to services and arrangement during construction including its duration and likely timings</li> <li>• Community and Occupational Safety measures planned for WTP/ OHSR constructions and transmissions;</li> <li>• Excavation works-sludge/ earth disposal plans</li> <li>• Labour management plans/ proposed camp sites</li> <li>• Grievance mechanism process</li> </ul>	<ul style="list-style-type: none"> <li>• One-on-one meetings</li> <li>• Formal Small group meetings</li> <li>• Open forums and Town-hall meetings for RWAs and ERs</li> <li>• Formal presentations to closed groups like regulators, service providers and duty bearers</li> </ul>	<ul style="list-style-type: none"> <li>• Once before construction phase</li> <li>• As and when required</li> </ul>	<ul style="list-style-type: none"> <li>• PMIDC and LMC/ AMC staff</li> <li>• DPR consultant</li> <li>• RAP Consultant</li> </ul>

**Stakeholder Engagement and Information Disclosure Strategy**

**Component 2: Water Supply Improvements -WTP construction, Transmission Lines and construction of OHSRs/ESRs**

Target stakeholders	Information to be disclosed	Proposed engagement & disclosure method	Timing of Engagement	Responsible Parties
Civil Works Contractor, staff & subcontractors	<ul style="list-style-type: none"> <li>• Project design details, alternatives, planned alignments and their impacts</li> <li>• Baseline information on environmental and social aspects</li> <li>• Project’s induced environmental and social risk</li> <li>• Accidents &amp; road safety/ traffic management measures planned</li> <li>• Orientation on EHS provisions</li> <li>• Sexual harassment provisions and requirements</li> <li>• Labor Management Procedures</li> <li>• Orientation on RAP implementation and requirements</li> <li>• ESIA requirements and measures proposed</li> <li>• Grievance mechanism proposed under the project, requirements</li> <li>• Feedback on consultant/ contractor implementation and supervision reports</li> </ul>	<ul style="list-style-type: none"> <li>• Provisions in Bid/ contract documents</li> <li>• One-on-One and formal small group meetings/ discussions</li> <li>• Formal presentations/ training to contractors project management team</li> </ul>	<ul style="list-style-type: none"> <li>• Once, at the time of contract signing and orientation during pre-construction phase</li> <li>• Periodic briefings and orientation at site</li> <li>• Feedback as and when required on site and monitoring reports</li> </ul>	<ul style="list-style-type: none"> <li>• PMIDC and AMC/ LMC staff</li> <li>• DPR consultant</li> <li>• Civil Works contractor</li> </ul>

## 5. Grievance Redressal Mechanism

It is important to mention that the Grievance Redress Mechanism (GRM) that is being detailed here is proposed to be adopted for the project. Owing to limitations imposed by the outbreak of COVID-19 these proposed modalities, and the processes therein, could not be discussed with the likely project stakeholders for their feedback and suggestions. During subsequent rounds of stakeholder consultations this GRM will be discussed and suggestions incorporated.

The state has a number of grievance redress platforms that could be linked to provide access to the project affected people under the Bank project to air their grievances. This will be in addition to the project specific GRM that the program is expected to create as part of the preparation process. Government of Punjab has a state wide grievance management system (PB-PGRAMS) - <http://publicgrievancepb.gov.in/> managed by General administration Department, GoP.

There are also department level grievance systems in place, with one specifically for the department of local government- <http://pgrslg.punjab.gov.in/pbsnkuser/> that invites complaints around water supply and sewerage, storm water drainage, solid waste management, street lighting and roads, parks and buildings and property tax which could also be used by the citizens for registering their project specific grievances as well as issues related land related impacts. In addition, under the *m-seva* e- governance initiative of department of local government and PMIDC for improved accountability at the city/ municipal corporation level there is a web portal <https://mseva.lgpunjab.gov.in/citizen/add-complaint> as well as a *m-seva* mobile application for use by citizens to register their city specific grievances. The *m-seva* is quite comprehensive as it provides more detailed complaint categories under each sub-sector (10 sub-categories under water supply and sewerage and 3 sub-categories under Land violations)

Complementing these, and as per mandatory requirements under World Bank supported projects, a project-specific GRM will be developed to invite grievances from aware citizens and other stakeholders in registering their complaints. The aim of this grievance redress mechanism will be to achieve resolution to grievances raised by such stakeholders and aware citizens. The dedicated grievance redress mechanism established under the project will also be used for airing/ registering grievances arising out of the stakeholder engagement process and will be used by all internal as well as external stakeholders.

The GRM to uphold the Project's social and environmental safeguards performance is designed to address concerns and complaints promptly and transparently with no impacts (cost, discrimination) for any reports made by project affected people (PAPs). Grievances raised by stakeholders will need to be managed through a transparent process, readily acceptable to all affected communities and other stakeholders, at no cost and without any retribution. The GRM will work within the existing national and state's legal and cultural frameworks and will provide an additional opportunity to stakeholders and interested parties to resolve their project specific grievances at the local, project, city or state level. The key objectives of this GRM will be:



- Ensure availability of offline as well as online mechanisms which are simple to use and accessible by all the categories of stakeholders and by people with differing levels of literacy and awareness
- To record, categorize and prioritize the grievances;
- Redress grievances via consultation, information disclosure, action with all stakeholders based on the nature of grievances received
- Inform the stakeholders about the action taken or information sought and ensure that the grievances are adequately addressed and resolved within a specified timeframe
- Provide a system of escalation to the higher level of any grievance that remains unresolved or unaddressed within the stipulated timeframe
- Provide an appellate authority within the project management set-up for handling appeals on grievances perceived as being unresolved by the complainant.

The types of grievances stakeholders may raise include, but are not limited to:

- Non-payment, or inadequate compensation and/or due R&R assistances; wrong measurement of parcel
- Lack of assessment of direct or indirect adverse impacts at the design/ RAP stage and lack of redressal/ compensation for the same- well being and health related impacts, loss of devaluation of assets due to project activities
- Construction related impacts – cracks, damages to structures; dust damaging crops/trees, loss of business
- Health and safety risks to residents along the alignments;
- Negative impacts on the environment, especially in proximity to residential areas;
- Negative impacts on communities, which may include, but not be limited to financial loss, physical harm and nuisance from construction or operational activities;
- Impacts arising from migrant labor influx on local communities

As the GRM works within the existing legal framework, it is recognized that it will comprise city, project, government level and judiciary level redress mechanisms. Most project related grievances could be minor and site-specific. Most grievances are to be received directly on-site by designated site representatives of PMIDC that will attempt to resolve them satisfactorily on-site. The designated site representative will periodically report to the PIU of these complaints and their outcomes, and escalate others not satisfactorily resolved within 7 days. All offline complaints will need to be logged in the site Complaints Register and periodically compiled at the city level for analysis and reporting.

On receipt of each complaint, the representative will note the date, time, name and contact details of the complainant, and the nature of the complaint in the Complaints Register and will inform the complainant about the timeframe within which to expect a response/ redress. In case the

representative is not able to redress the grievance within the project specified timeframe, it will be his/ her responsibility to escalate it to the City/ PIU at the municipal corporation. Should the City/ PIU be unable to resolve the complaint to the satisfaction of the aggrieved persons, it will then refer the complaint directly to the GRC at the PMU.

If the complaint remains unresolved to the satisfaction of the aggrieved party even at the PMIDC-PMU, then it will be further escalated to the Department level Appeals Committee, headed by the Secretary Local Government, which will act as the first level appellate authority. Should measures suggested by the Department fail to satisfy the complainant, the aggrieved party is free to take his/her grievance to the Court of Law at his/her own cost, and the Court's decision will be final and shall be binding. It is possible that for land issues, the complainant may prefer to take his/her issue to the Court of Law for a final pronouncement/resolution

### **5.1. Timeframe, Escalation and Appeals**

For all grievances received by the project, across formats and access points (offline- physical visits to site office, suggestion boxes, letters, public hearings, meetings, townhalls, group consultations as well as online- emails, mobile apps, website, other digital access options) the project PMU and PIU will be responsible for keeping complete records right from their receipt to their resolution. The project will also attempt to create a system of sample-based back-checks with complainants as a quality check to ensure that the grievances have been redressed to the satisfaction of the aggrieved.

For grievances received at the site, a timeframe of 7 days/ 1 week will be provided for taking action or responding to grievances. At the city and project level the maximum timeframe of 15 days/ 2 weeks will be provided for resolution of grievances and reporting back to the aggrieved/ complainant before being escalated to the higher level. At the Departmental Appeals Committee a final resolution will need to be provided within 1 month of receiving the grievance.

. It is vital that appropriate signage for GRM is erected at the sites of all works providing the public with updated Project information and summarizing the GRM process, including contact details of the relevant Project Contact Person (PCP). Anyone shall be able to lodge a complaint and the methods (forms, in person, telephone, forms written in Hindi/ Gurmukhi language, online) should not inhibit the lodging of such complaints.

Action taken on each of the grievances will be reported back to the stakeholders within the timeframe allowed at each level. In case the responsible parties fail to take action within time or if, based on the nature of grievance, action is sought from a higher authority, concerned agency/ official will respond to the aggrieved providing the current status and the additional time required for redressing the grievance. The supervision agency will also be responsible for undertaking quality assurance on grievance management by undertaking sample checks to assess that grievances have been closed only after satisfying the complainants.

A periodic (preferably quarterly) abstract of the complaints including an analysis of the category wise number of complaints received and redressed, average timeframe for resolution, geographical

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spread of complaints and profile of complainants would be prepared by the PIUs (for city-level) as

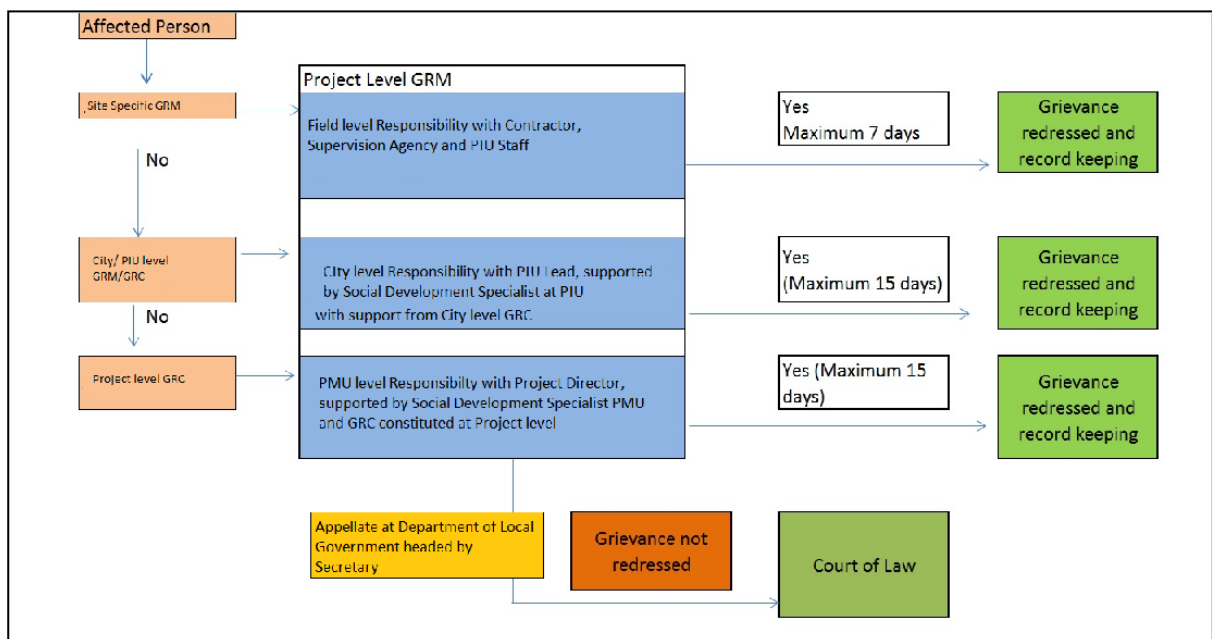
well as the PMU (for the entire project) will be disclosed and shared with the World Bank along with other progress and safeguards reports.

A city level Grievance Redress Committee (GRC) will be formed with the following members, although final notification of the members will be based on suggestions received from project stakeholders by the PIU–

- Project lead of PMSIP at City level
- Social Development Specialist at the PIU
- A Civil Society representative
- A PAP representative
- A community leader/ RWA office bearer, and
- Representative from Land and Revenue Department (in cases related to land)

It will be mandatory that GRCs constituted at the city and project level for grievance management have at least one-third women members.

**Fig : Grievance Redress Mechanism/Process**



## 6. Responsibilities for Implementing Stakeholder Engagement Activities

The Project Director (PD) PMSIP at the PMU shall be responsible for the overall Project implementation and coordination, including that of the Stakeholder Engagement Plan and will be assisted by Social and Environment Specialist located at the PMU. The Project Implementation Unit

(PIU) at the city level in Amritsar and Ludhiana will be responsible for day to day project implementation, supervision and adherence to all E&S requirements.

1. At the State level, PMU at the PMIDC shall have an Environment Management (EMS) and a Social Development Specialist (SDS). Both these specialists will be responsible for implementation of their respective E&S measures- including implementation of the the Stakeholder Engagement Plan.
2. Mirroring the same arrangement at the city/ municipal corporation level, the PIU shall also have city level Environment Management (EMS) and a Social Development Specialist (SDS). Both these specialists will be responsible for implementation of E&S measures falling in their respective domains- including implementation of the Stakeholder Engagement Plan.
3. The management, coordination and implementation of the SEP and its integral tasks will be the overall responsibility of these 2 specialists within the PMU and PIUs and its implementing agencies (ESIA consultants, DPR Consultants, Contractors and Supervision consultants). The roles and responsibilities of the organizations are presented below.

<b>Agency / Individual</b>	<b>Roles and Responsibilities</b>
Project Director	<ul style="list-style-type: none"> <li>• Approve the content of the draft SEP (any revisions)</li> <li>• Approve prior to release, all IEC materials used to provide information associated with the PMSIP (communication material, PowerPoint, posters, leaflets and brochures, TV and radio insertions)</li> <li>• Approve and authorize all stakeholder engagement events and disclosure of material to support stakeholder engagement events</li> </ul>
PMU- PMIDC	<ul style="list-style-type: none"> <li>• Provide overall guidance and monitoring supervision to the SEP process</li> <li>• Prepare and provide appropriate IEC and communication material, information required to be disclosed to different stakeholder categories</li> <li>• Finalise the timing and duration of SEP related information disclosure and stakeholder engagement</li> <li>• Orient the city level staff on SEP and requirements for its operationalisation</li> </ul>

<p>PIU- LMC/AMC</p>	<ul style="list-style-type: none"> <li>• Prepare and customize to city requirements the IEC and communication material provided by the PMU and the information required to be disclosed to different stakeholder categories</li> <li>• Ensure that all material/ strategies developed are culturally appropriate and available in a easily comprehensible form to stakeholders (based on their profile and their information needs)Finalise the timing and duration of SEP related information disclosure and stakeholder engagement</li> <li>• Participate either themselves, or identify suitable representative, during all face-to face stakeholder meetings</li> <li>• Review and sign-off minutes of all engagement events; Maintain the stakeholder database.</li> <li>• Communicating with Government entities and the media throughout the Project’s lifecycle</li> <li>• Assure participation/ inclusion of stakeholders from vulnerable groups</li> </ul>
<p>Environment Management Specialist at PMU/ PIUs</p>	<ul style="list-style-type: none"> <li>• Ensure availability of environment related information required to be disclosed including EHS, EMP, ESIA, ESMP, OHS/ CHS</li> <li>• Provide support to preparation of additional material for disclosure to stakeholders based on requirement</li> <li>• Provide guidance to contractors, consultants, city staff on engagement process and provisions of the SEP</li> <li>• Supervising and coordinating all activities associated with stakeholder engagement and management</li> </ul>

<p>Social Development Specialist at PMU/ PIUs</p>	<ul style="list-style-type: none"> <li>• Ensure availability of environment related information required to be disclosed- SMP, SIA, RAP and LMP.</li> <li>• Provide support to preparation of additional material for disclosure to stakeholders based on requirement</li> <li>• Provide guidance to contractors, consultants, city staff on engagement process and provisions of the SEP</li> <li>• Supervising and coordinating all activities associated with stakeholder engagement and management</li> <li>• Ensuring due voice and participation of vulnerable and disadvantaged communities in the stakeholder engagement process</li> <li>• Ensure that all material/ strategies developed are culturally appropriate and available in a easily comprehensible form to stakeholders (based on their profile and their engagement or information needs)</li> <li>• Identifying and ensuring that the information needs of all vulnerable and disadvantaged groups are addressed by the SEP</li> <li>• Ensure access to and effectiveness of the grievance redress mechanism developed for the project</li> <li>• Liaise with project manager to ensure that stakeholder engagement requirements/protocols are understood</li> <li>• Escalate unmanaged stakeholder related risks for higher level decision making</li> <li>• Ensure that various managers/ subject specialists and other project staff are included and kept informed on the stakeholder engagement process</li> </ul>
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## 6.1. Budget for Implementation

An all-inclusive budget provision for implementation of stakeholder engagement plan during the project life cycle is given in Table below. As locations are not identified for maintenance corridors, only a lumpsum figure has been estimated to cover for these activities. These shall be revised once more information is available.

Budget for Implementation of SEP- AMRITSAR						
S.No.	Activities	Quantity	Unit	Unit cost Rs.	Across Years	Total costs in Rs.
<b>During Construction Phase in Amritsar</b>						
1	Formal consultation meetings in impacted Area	Once a quarter at five locations for 4 years = 80	Per Meeting	10000	4	800,000
2	Travel expenses for E&S staff	50	Per Visit	5000	4	250,000
3	Meetings with Departments (revenue, district administration) Site visits for environmental measures	50	Per Visit	4000	4	200,000
4	Preparation & dissemination of Communication material					
i)	Brochures	4000	No.	50	1	200,000
ii)	Safety sign boards	200	No.	1000	4	200,000
iii)	Flyers - Project information & GRM details	6000	No.	15	4	90,000
5	Awareness generation meetings at sensitive areas & Contractor personnel	80	No.	5000	4	400,000
6	GRM MIS Database	1	LUM	40000	4	160,000
	<b>TOTAL</b>					<b>23,00,000</b>
<b>Post Construction Phase</b>						
1	Formal consultation meetings in each impacted ward		LUM		3	18,00,000
2	Travel expenses for E&S staff		LUM		3	300,000
3	Meetings with Departments (revenue, district administration); Site visits for environmental measures		LUM		3	300,000

Budget for Implementation of SEP- AMRITSAR						
S.No.	Activities	Quantity	Unit	Unit cost Rs.	Across Years	Total costs in Rs.
4	Preparation & dissemination of Communication material (Flyers - Project information & GRM details)		LUM		3	150,000
5	GRM MIS Database	1	LUM	40000	3	120,000
	<b>TOTAL</b>					<b>26,70,000</b>
	<b>GRAND TOTAL</b>					<b>49,70,000</b>

Budget for Implementation of SEP- LUDHIANA						
S.No.	Activities	Quantity	Unit	Unit cost Rs.	Across Years	Total costs in Rs.
<b>During Construction Phase in Ludhiana</b>						
1	Formal consultation meetings in impacted Area	Once a quarter at seven locations for 4 years =112	Per Meeting	10000	4	11,20,000
2	Travel expenses for E&S staff	50	Per Visit	5000	4	250,000
3	Meetings with Departments (revenue, district administration) ; Site visits for environmental measures	50	Per Visit	4000	4	200,000
4	Preparation & dissemination of Communication material					
i)	Brochures	5000	No.	50	1	250,000
ii)	Safety sign boards	200	No.	1000	4	200,000
iii)	Flyers - Project information & GRM details	6000	No.	15	4	90,000
5	Awareness generation meetings at sensitive areas & Contractor personnel	100	No.	5000	4	500,000
6	GRM MIS Database	1	LUM	40000	4	160,000
	<b>TOTAL</b>					<b>27,70,000</b>
<b>Post Construction Phase</b>						
1	Formal consultation meetings in each impacted ward		LUM		3	24,00,000
2	Travel expenses for E&S staff		LUM		3	300,000



Budget for Implementation of SEP- LUDHIANA						
S.No.	Activities	Quantity	Unit	Unit cost Rs.	Across Years	Total costs in Rs.
3	Meetings with Departments (revenue, district administration); Site visits for environmental measures		LUM		3	300,000
4	Preparation & dissemination of Communication material (Flyers - Project information & GRM details)		LUM		3	150,000
5	GRM MIS Database	1	LUM	40000	3	120,000
	<b>TOTAL</b>					<b>32,70,000</b>
	<b>GRAND TOTAL LUDHIANA</b>					<b>60,40,000</b>
<b>GRAND TOTAL FOR SEP IMPLEMENTATION - PROJECT LEVEL</b>						<b>1,10,10,000</b>

## 6.2. Monitoring and Reporting

It is important to monitor the ongoing stakeholder engagement process to ensure that consultation and disclosure efforts are effective, and that stakeholders have been meaningfully consulted throughout the process. This will help to assess whether the required outcomes of the stakeholder engagement process are being achieved and provide the opportunity to amend the process where necessary. Additionally, there will be continuous opportunity to review and assess performance in-between the engagement sessions depending on the level of feedback received from stakeholders during these periods.

Project Management consultants/ Consultant Supervision Consultants (CSC) shall be recruited to provide institutional capacity and support to PMIDC and Project Management Unit (PMU) with overall project management and supervision including procurement, design, contract management. The PMC will oversee the overall implementation, monitoring, and reporting of safeguards aspects such as ESMPs, LMP, SEP and RAPs.

Monthly summaries and internal reports on stakeholder engagement events and grievance handling will be collated by PMC staff with the support of third party, PMU/ PIU and referred to the senior management. Key Performance Indicators (KPIs) will also be monitored by the project on a regular basis, including the following parameters by component/sub-component:

- Number of public hearings, consultation meetings and other public discussions/ forums conducted within a reporting period (e.g. monthly, quarterly, or annually);
- Number and types of IEC materials developed and used
- Number of project events covered / broadcasted in the local, regional media
- Type and frequency of public engagement activities;

- Geographical coverage of public engagement activities – number of locations and settlements covered by the consultation process, including the settlements in remote areas within the Project Area of Influence (PAI);
- Number and type of grievances received within a reporting period (e.g. monthly, quarterly, or annually) and number of those resolved within the prescribed timeline;

Reporting back to stakeholders: Information on public engagement activities undertaken by the Project during the year would be conveyed to the stakeholders through online publication of a SEP Implementation report. This would be disclosed in the public domain through the PMIDC website/ website of respective municipal corporations to all stakeholders and also to the World Bank.

### **6.3. Trainings**

PMIDC will organize necessary trainings associated with the implementation of the SEP that will be provided to the project staff who may be involved in interactions with the external stakeholders/ community, as well as to the senior management. Specialized training will also be provided to the staff appointed to deal with stakeholder grievances as per the Public Grievance Procedure. Project contractors and selected representatives will also receive necessary trainings and orientation for the grievance procedures established under the project.

### **6.4. Information Sharing and Disclosure**

The draft SEP will be disclosed by the Borrower on its official website as well as those of the municipal corporations (along with other safeguard documents) for seeking comments and feedback. A notification seeking suggestions and feedback from stakeholders on the proposed plan will be placed in the local newspapers and other media depending on the channels with widest outreach among the identified stakeholders. Once finalized based on feedback received it will be re-disclosed. Information on any changes in the Stakeholder plan, project design/ components, will need to be shared with the stakeholders through consultations and duly disclosed by the Borrower.

The project will also ensure periodic status reports/ information on the outcome of stakeholder engagement, describing the process adopted, the number of stakeholders (across each category) consulted, summary of the feedbacks/ suggestions received and process/ strategy adopted to ensure direct and indirect accrual of project benefits to them.

All information pertaining to the project will need to be provided to the stakeholders in the local/ official language according to the engagement strategy outlined in this plan. In addition for receiving project wide feedback on activities, services and outcomes the project will engage the stakeholders through periodic application of social accountability tools such as citizen report cards or social audits to gauge their satisfaction with the level and quality of services. Findings of these annual community monitoring exercises will be disclosed and made available in the public domain by the respective city level implementing agencies as well as by PMIDC.

7.

## 8. Annexure– Summary of Consultations with stakeholders at Amritsar and Ludhiana

### STAKEHOLDER CONSULTATIONS IN AMRITSAR

#### Objective of the stakeholders Consultation

The objective is to strengthen urban water supply system to bridge the gap between demand & supply in the city of Amritsar.. The project would improve access and quality of piped water services for urban community and to increase the capacity and performance of Local Governments in providing water supply services.

- To obtain the views & opinions of the direct & indirect stakeholders for sustainable and effective water supply services in Amritsar
- To find out what will be the impact positive and negative if the implementation of project is done; before construction, during construction and after construction.
- To find out environmental & social risks involved during the process
- To find out the possible solutions from the stakeholders

#### Target Stakeholders

- Ward councillors, Mayor
- Resident welfare Associations
- Local street vendors
- Senior Citizens
- NGOs/ - Youth Employment Federation
- Local Community
- Shopkeepers

#### Details of Consultation

S. No	Amritsar OHSR
1	Taj Palace ward no 40 Date-21/02/2020, Time 11:00 AM, Paticipants-42
2	Pind Khankot Sardanawalan ward No 32 Date-21/02/2020, Time 1:00 PM, Participants-29
3	Ward no 54, Pipli Saheb Gurudwara, Date-21/02/2020, Time 3:00 PM, Participants-28
4	Ward No 8, Basant Avenue, Basant Park, Date-22/02/2020, Time 3:00 PM, Participants-26
5	Gurnam Nagar Ward no 36 Date-24/02/2020, Time 10:00 AM, Participants-30

### Outcomes of Consultation and Integration into Project Design

S No	Date and Location	Questions Discussed	People's suggestion
1	Taj Palace ward no 40 Date- 21/02/2020, Time 11:00 AM, Participants-42	<p>1.Opinion about overhead tank being constructed in your locality</p> <p>Consent about the civil construction being under taken in your vicinity</p> <p>3.Impact on their day to day work routine about digging and construction</p> <p>4.Any reservations about the construction activity in their neighbourhood</p> <p>5.Problems foreseen due to such construction activities</p> <p>6.Scale of activities including civil work, influx of labour and their activities at the project sites.</p> <p>7.Their expectations from the project</p>	<ul style="list-style-type: none"> <li>• Concerns- height of the OHSR to maintain the flow of water</li> </ul> <p>Measures: Greater Height</p> <ul style="list-style-type: none"> <li>• Concerns: Availability &amp; timing of water</li> </ul> <p>Measures: Availability of 24x 7 water supply</p> <ul style="list-style-type: none"> <li>• Concern: environmental</li> </ul> <p>Measures: safety measures should be taken,</p> <ul style="list-style-type: none"> <li>• Concern: maintenance of greenery</li> </ul> <p>Measures: plantation of Trees around the OHSR</p>
2	Pind Khankot Sardanawalan ward No 32 Date- 21/02/2020, Time 1:00 PM, Participants- 29	<p>1.Opinion for overhead tank being constructed in your locality</p> <p>2. Consent about the civil construction being under taken in your vicinity</p> <p>3.Impact on their day to day work routine about digging and construction</p> <p>4.Any reservations about the construction activity in their neighbourhood</p> <p>5.Problems foreseen due to such construction activities</p> <p>6.Scale of activities including civil work, influx of labour and their activities at the project sites.</p> <p>7.Their expectations from the project</p>	<ul style="list-style-type: none"> <li>• Concern: lack of OHSR in the area</li> </ul> <p>Measures: install OHSRs also at other locations</p> <ul style="list-style-type: none"> <li>• Concerns: Quality of water</li> </ul> <p>Measures: ensure good quality of water</p> <ul style="list-style-type: none"> <li>• Concerns: Tampering of OHSR</li> </ul> <p>Measures: security at the OHSR site</p> <ul style="list-style-type: none"> <li>• Concerns: water pressure</li> </ul> <p>Measures: Height of OHSR.</p>

S No	Date and Location	Questions Discussed	People's suggestion
3	Ward no 54, Pipli Saheb Gurudwara, Date- 21/02/2020, Time 3:00 PM, Participants- 28	<p>1.Opinion for overhead tank being constructed in your locality</p> <p>2. Consent about the civil construction being under taken in your vicinity</p> <p>3.Impact on their day to day work routine about digging and construction</p> <p>4.Any reservations about the construction activity in their neighbourhood</p> <p>5.Problems foreseen due to such construction activities</p> <p>6.Scale of activities including civil work, influx of labour and their activities at the project sites.</p> <p>7.Their expectations from the project</p>	<ul style="list-style-type: none"> <li>Concerns: water quality</li> </ul> <p>Measures: Good water quality</p> <ul style="list-style-type: none"> <li>Concerns: debris from the vehicles used in construction</li> </ul> <p>Measures: Vehicles used for carrying construction materials should be covered.</p> <ul style="list-style-type: none"> <li>Concerns: Emergency</li> </ul> <p>Measures: provision of extra motors for emergency.</p>
4	Ward No 8, Basant Avenue, Basant Park, Date- 22/02/2020, Time 3:00 PM, Participants- 26	<p>1.Opinion overhead tank being constructed in your locality</p> <p>2. Consent about the civil construction being under taken in your vicinity</p> <p>3.Impact on their day to day work routine about digging and construction</p> <p>4.Any reservations about the construction activity in their neighbourhood</p> <p>5.Problems foreseen due to such construction activities</p> <p>6.Scale of activities including civil work, influx of labour and their activities at the project sites.</p> <p>7.Their expectations from the project</p>	<ul style="list-style-type: none"> <li>Concerns: this is the only park where most people visit,</li> </ul> <p>Measures: suggested another location Government Medical College, nearby Basant Park</p>

S No	Date and Location	Questions Discussed	People's suggestion
5	Gurnam Nagar Ward no 36 Date- 24/02/2020, Time 10:00 AM, Participants- 30	<ol style="list-style-type: none"> <li>1.Opinion overhead tank being constructed in your locality</li> <li>2. Consent about the civil construction being under taken in your vicinity</li> <li>3.Impact on their day to day work routine about digging and construction</li> <li>4.Any reservations about the construction activity in their neighbourhood</li> <li>5.Problems foreseen due to such construction activities</li> <li>6.Scale of activities including civil work, influx of labour and their activities at the project sites.</li> <li>7.Their expectations from the project</li> </ol>	<ul style="list-style-type: none"> <li>• Concerns: already existing pipelines are forty years old and in a very poor condition as the there is mixing of water with sewerage</li> </ul> <p>Measures: All fully new water supply connections should be laid down as the</p> <ul style="list-style-type: none"> <li>• Concerns: Quality</li> </ul> <p>Measures: potable water availability</p> <ul style="list-style-type: none"> <li>• Concerns: Delaying construction</li> </ul> <p>Measures: Construction work should be in continuation so that it is finished at the earliest</p>



**Basant Park**





**Pind Khankot**



**Ward no 54**

**Ward No-40**



**Ward no 36 Gurnam Singh Nagar**



## STAKEHOLDER CONSULTATIONS IN LUDHIANA

### Objective of the stakeholders Consultation

The project development objective is to strengthen urban water supply system to bridge the gap between demand & supply in the city of Ludhiana.. The project would improve access and quality of piped water services for urban community and to increase the capacity and performance of Local Governments in providing water supply services.

- To obtain the views & opinions of the direct & indirect stakeholders for sustainable and effective water supply services in Ludhiana
- To find out what will be the impact positive and negative if the implementation of project is done; before construction, during construction and after construction.
- To find out environmental & social risks involved during the process
- To find out the possible solutions from the stakeholders

### Target Stakeholders

- Ward councillors, Mayor
- NGOs/ - Youth Employment Federation
- Resident welfare Associations
- Local Community
- Local street vendors
- Shopkeepers
- Senior Citizens

*Meeting with Mayor Sh. Balkar Singh Sandhu was done on 13<sup>th</sup> February at 6:00 PM. He was appraised about the project. Brief introduction of project activities to be carried out was done by the members from the Urban Local bodies who appraise the stakeholders about the intended project*

### Details of Consultation

S. No	Ludhiana OHSR
1	Venue-Manna Singh Nagar Date 15-02-2020, Time 2:00 PM Number of Participants -10
2	Nehru Rose Garden Date:18/02/2020 Time 3:00PM Number of Participants -8
3	Gyaspura ward 31, Date 20-02-2020, Time: 12:00 PM Number of Participants: 14
4	M Block Park Date 19/02/2020, Time: 11:00 AM Number of Participants-6
5	Dairy Complex Tajpur Road, B Block, Date 19/02/2020, Time: 5:00 PM Number of Participants-14
6	NKH Park, Near Cheema Chowk, ward no. Date 22/02/2020 Time: 11:00 AM, Number of Participants-7
7	Income Tax Department land, opposite government Polytechnic college for girls, Date :21/02/2020, Time: 9:00 AM, Number of Participants-6
8	New National Colony, Date :18/02/2020, Time: 11:00 AM, Number of Participants-8

## Outcomes of Consultation and Integration into Project Design

Sl.	Date & Location	Questions Discussed	People's suggestion
1	Venue-Manna Singh Nagar Date 15-02-2020, Time 2:00 PM	<p>1.Opinion overhead tank being constructed in your locality</p> <p>2. Consent about the civil construction being under taken in your vicinity</p> <p>3.Impact on their day to day work routine about digging and construction</p> <p>4.Any reservations about the construction activity in their neighbourhood</p> <p>5.Problems foreseen due to such construction activities</p> <p>6.Scale of activities including civil work, influx of labour and their activities at the project sites.</p> <p>7.Their expectations from the project</p>	<ul style="list-style-type: none"> <li>Concerns: Interrupted water supply Measures: repair old OHSR before initiation of construction of new Storage tank,</li> <li>Concerns: Safety of OHSR Measures: Boundary wall surrounding the OHSR should be made,</li> <li>Concerns: environmental and safety measures Measures: Safety Measures</li> <li>Concerns: greenery near OHSR Measures: plantation of Trees around the OHSR</li> </ul>
2	Nehru Rose Garden Date:18/02/2020 Time 3:00PM Number of Participants -8	<p>1.Opinion for overhead tank being constructed in your locality</p> <p>2. Consent about the civil construction being under taken in your vicinity</p> <p>3.Impact on their day to day work routine about digging and construction</p> <p>4.Any reservations about the construction activity in their neighbourhood</p> <p>5.Problems foreseen due to such construction activities</p> <p>6.Scale of activities including civil work, influx of labour and their activities at the project sites.</p> <p>7.Their expectations from the project</p>	<ul style="list-style-type: none"> <li>Concerns: water supply timing Measures: 24x7 supply would be.</li> <li>Concerns: Safety of OHSR Measures: boundary walls be erected around OHSR for the safety of the water reservoir.</li> <li>Concerns: Awareness about the OHSR Measures: Slogans regarding water conservation and save water on the boundary walls should be written</li> <li>Concerns: Covering of OHSR Measures: should be covered with green cover.</li> <li>Concerns: Water supply pressure Measures: To maintain the water supply pressure height of the water tank should be appropriate</li> </ul>

Sl.	Date & Location	Questions Discussed	People's suggestion
3	Gyaspura ward 31, Date 20-02- 2020, Time: 12:00 PM Number of Participants: 14	<p>1.Opinion for overhead tank being constructed in your locality</p> <p>2. Consent about the civil construction being under taken in your vicinity</p> <p>3.Impact on their day to day work routine about digging and construction</p> <p>4.Any reservations about the construction activity in their neighbourhood</p> <p>5.Problems foreseen due to such construction activities</p> <p>6.Scale of activities including civil work, influx of labour and their activities at the project sites.</p> <p>7.Their expectations from the project</p>	<ul style="list-style-type: none"> <li>• Concerns: Location</li> </ul> <p>Measures: Location be checked and evaluated before construction.</p> <ul style="list-style-type: none"> <li>• Concerns: Daily work routine hampered during construction.</li> </ul> <p>Measures: Maximum care to minimize disruption</p> <ul style="list-style-type: none"> <li>• Concerns: Greenery</li> </ul> <p>Measures: Plantation be done</p> <ul style="list-style-type: none"> <li>• Concerns: Security measures</li> </ul> <p>Measures: security measures be taken</p> <ul style="list-style-type: none"> <li>• Concerns: Water supply</li> </ul> <p>Measures: tubewell supply shouldn't be disrupted.</p> <ul style="list-style-type: none"> <li>• Concerns: Drinking water quality</li> </ul> <p>Measures: availability of good quality water</p> <ul style="list-style-type: none"> <li>• Concerns: Debris during transport of construction material</li> </ul> <p>Measures: Vehicles carrying construction materials be covered.</p> <ul style="list-style-type: none"> <li>• Concerns: water lifting</li> </ul> <p>Measures: proper arrangement of lifting water to the tanks</p> <ul style="list-style-type: none"> <li>• Concerns: water availability in emergency</li> </ul> <p>Measures: provision of extra motors for emergency.</p>

Sl.	Date & Location	Questions Discussed	People's suggestion
4	M Block Park Date 19/02/2020, Time: 11:00 AM Number of Participants-6	<p>1.Opinion overhead tank being constructed in your locality</p> <p>2. Consent about the civil construction being under taken in your vicinity</p> <p>3.Impact on their day to day work routine about digging and construction</p> <p>4.Any reservations about the construction activity in their neighbourhood</p> <p>5.Problems foreseen due to such construction activities</p> <p>6.Scale of activities including civil work, influx of labour and their activities at the project sites.</p> <p>7.Their expectations from the project</p>	<ul style="list-style-type: none"> <li>Concerns: area is densely populated.</li> </ul> <p>Measures: Thus the participants raised objection against the construction.</p> <ul style="list-style-type: none"> <li>Concerns: poor condition existing water tanks</li> </ul> <p>Measures: should be demolished</p>
5	Dairy Complex Tajpur Road, B Block, Date 19/02/2020, Time: 5:00 PM Number of Participants-14	<p>1.Opinion overhead tank being constructed in your locality</p> <p>2. Consent about the civil construction being under taken in your vicinity</p> <p>3.Impact on their day to day work routine about digging and construction</p> <p>4.Any reservations about the construction activity in their neighbourhood</p> <p>5.Problems foreseen due to such construction activities</p> <p>6.Scale of activities including civil work, influx of labour and their activities at the project sites.</p> <p>7.Their expectations from the project</p>	<ul style="list-style-type: none"> <li>Concerns: There is a big drain/sewer line between Tajpur Road &amp; Tibba Road which can impact the drinking water supply,</li> </ul> <p>Measures: precautions be taken so that the water doesn't get polluted &amp; mixed with the sewer</p> <ul style="list-style-type: none"> <li>Concerns: Greenery</li> </ul> <p>Measures plantation be done</p> <ul style="list-style-type: none"> <li>Concerns: water scarcity</li> </ul> <p>Measures: Dairy complex OHSR be constructed in all the three blocks A, B &amp; C</p>

Sl.	Date & Location	Questions Discussed	People's suggestion
6	NKH Park, Near Cheema Chowk, ward no. Date 22/02/2020 Time: 11:00 AM, Number of Participants-7	<p>1.Opinion overhead tank being constructed in your locality</p> <p>2. Consent about the civil construction being under taken in your vicinity</p> <p>3.Impact on their day to day work routine about digging and construction</p> <p>4.Any reservations about the construction activity in their neighbourhood</p> <p>5.Problems foreseen due to such construction activities</p> <p>6.Scale of activities including civil work, influx of labour and their activities at the project sites.</p> <p>7.Their expectations from the project</p>	<ul style="list-style-type: none"> <li>Concerns: Before initiating the construction it should be confirmed if the land of NKH Park Cheema Chowk, belongs to Improvement Trust or MCL</li> </ul> <p>Measures: only after that OHSR construction should be given approval</p> <ul style="list-style-type: none"> <li>Concerns: tampering</li> </ul> <p>Measures: OHSR body should made up of steel so that there should be no problem in dismantling</p> <ul style="list-style-type: none"> <li>Concerns: broken roads during the construction</li> </ul> <p>Measures: pipelines should be reconstructed at the earliest</p> <ul style="list-style-type: none"> <li>Concerns: Digging</li> </ul> <p>Measures: should be done at night hours , so that the traffic should not face inconvenience</p> <ul style="list-style-type: none"> <li>Concerns: Beautification</li> </ul> <p>Measures: After the construction work park beautification</p> <ul style="list-style-type: none"> <li>Concerns: Emergency</li> </ul> <p>Measures: There should be a backup plan for Fire safety as Cheema chowk is an industrial area and there are possibilities of fire.</p>

Sl.	Date & Location	Questions Discussed	People's suggestion
7	Income Tax Department land, opposite government Polytechnic college for girls, Date :21/02/2020, Time: 9:00 AM, Number of Participants-6	<p>1.Opinion overhead tank being constructed in your locality</p> <p>2. Consent about the civil construction being under taken in your vicinity</p> <p>3.Impact on their day to day work routine about digging and construction</p> <p>4.Any reservations about the construction activity in their neighbourhood</p> <p>5.Problems foreseen due to such construction activities</p> <p>6.Scale of activities including civil work, influx of labour and their activities at the project sites.</p> <p>7.Their expectations from the project</p>	<ul style="list-style-type: none"> <li>• Concerns: water supply timings Measures: In ward no 77 water supply in OHSR should be given 24x7</li> <li>• Concerns: water quality Measures: OHSR water should be potable and qualitatively sound</li> <li>• Concern; Beautification Measures: Around the OHSR beautification and plantation be done</li> <li>• Concern: For OHSR construction &amp; water supply people from locality be given employment</li> <li>• Concerns: Inconvenience Measures: Convenience of residents of that area be taken into consideration during the construction of OHSR &amp; laying of pipelines</li> <li>• Concerns: Broken roads Measures: After construction work roads be reconstructed at the earliest</li> </ul>
8	New National Colony, Date :18/02/2020, Time: 11:00 AM, Number of Participants-8	<p>1.Opinion overhead tank being constructed in your locality</p> <p>2. Consent about the civil construction being under taken in your vicinity</p> <p>3.Impact on their day to day work routine about digging and construction</p> <p>4.Any reservations about the construction activity in their neighbourhood</p> <p>5.Problems foreseen due to such construction activities</p> <p>6.Scale of activities including civil work, influx of labour and their activities at the project sites.</p> <p>7.Their expectations from the project</p>	<ul style="list-style-type: none"> <li>• Concern: densely populated so during the construction of OHSR Measures: issue will be taken into consideration</li> <li>• Concerns: Counseling with councilors constructed while connecting the OHSR with pipelines</li> <li>• Concern: OHSR related safety Measure; OHSR should be surrounded by a boundary wall</li> <li>• Concern: OHSR water should be potable and qualitatively sound</li> <li>• Concern: Around the OHSR beautification and plantation be done.</li> </ul>





**Manna Singh Nagar 15/02/2020**



**Nehru Rose Garden on 18-02-2020.**



**M Block Park on 19-02-2020**



Gyaspura 20-02-2020 ward 31



Dairy Complex



National Colony